Withheld pursuant to exemption
(b)(5); (b)(6); (b)(7)(C); (b)(7)(E); (b)(7)(F)

of the Freedom of Information and Privacy Act
Withheld pursuant to exemption
(b)(5)(b)(7)(E)
of the Freedom of Information and Privacy Act
Withheld pursuant to exemption 
(b)(7)(E); (b)(5) 
of the Freedom of Information and Privacy Act
Withheld pursuant to exemption 
(b)(5)(b)(7)(E) 
of the Freedom of Information and Privacy Act
Withheld pursuant to exemption
(b)(5)(b)(7)(E)
of the Freedom of Information and Privacy Act
SOLICITATION, OFFER, AND AWARD

1. **THIS CONTRACT IS A RATED ORDER UNDER DPAS**
   - **RATING**
   - [ ] NO EA (NR)  [ ] EA (EO)  [ ] EA (EO) (RQ)
   - **OMA Clearance Control Number:** 101-001-16

2. **CONTRACT NUMBER**
   - DJD-12-C-0033

3. **SOLICITATION NUMBER**
   - [ ] BID Invited
   - [ ] Request for Proposal (RFP)
   - [ ] Official Solicitation

4. **TYPE OF SOLICITATION**
   - **SEAL (RFQ)**

5. **DATE ISSUED**
   - 10/07/2013

6. **DATE OF ORDER**
   - [ ] Delivered
   - [ ] Submittal

7. **DATE OF REQUEST/PURCHASE**
   - [ ] Date

8. **PURCHASE NUMBER**
   - [ ] [ ] [ ]

9. **ISSUED TO**
   - [ ] DEA - Office of Investigative Technology
   - 10555 Sunset Rd, Attn: DEA - Office of Investigative Technology
   - [ ] lacton, VA 22079

10. **ADDRESS OF OFFERER**
    - [ ] 10555 Sunset Rd, Attn: [ ] lacton, VA 22079

11. **ACADEMIC INSTITUTION**
    - [ ] [ ]

12. **NAME**
    - [ ] [ ]

13. **ADDRESS**
    - [ ] [ ]

14. **TELEPHONE**
    - [ ] [ ]

15. **E-MAIL ADDRESS**
    - [ ] [ ]

16. **REVISED**
    - [ ] [ ]

17. **PAGE**
    - [ ] [ ]

18. **TITLE OF CONTENTS**
    - [ ] [ ]

19. **DESCRIPTION**
    - [ ] [ ]

20. **PAGE**
    - [ ] [ ]

21. **SCHEDULE**
    - [ ] [ ]

22. **CONTRACT CLASSES**
    - [ ] [ ]

23. **OFFER (required by offer)**
    - [ ] [ ]

24. **DISCOUNT FOR PROMPT PAYMENT**
    - [ ] [ ]

25. **AMENDMENT NO.**
    - [ ] [ ]

26. **DATE**
    - [ ] [ ]

27. **AMENDMENT NO.**
    - [ ] [ ]

28. **DATE**
    - [ ] [ ]

29. **CODE**
    - [ ] 227Z0230

30. **FACILITY**
    - [ ] 36.3232842

31. **NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER**
    - [ ] [ ]

32. **ADDRESS OF OFFERER**
    - [ ] [ ]

33. **DATE OFFER MADE**
    - [ ] 07/02/2012

34. **AMOUNT**
    - [ ] [ ]

35. **ACCOUNTING AND APPROPRIATION**
    - [ ] [ ]

36. **AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION**
    - [ ] 10 U.S.C. 2304(d)(1)
    - [ ] 41 U.S.C. 252(c)(1)

37. **PAYMENT WILL BE MADE TO**
    - [ ] DEA - Office of Investigative Technology
    - 10555 Sunset Rd, Attn: Fiscial
    - lacton, VA 22079

38. **TERMS OF AGREEMENT**
    - [ ] [ ]

39. **AWARD DATE**
    - [ ] 02-12-12

40. **ADDRESS OF OFFERER**
    - [ ] [ ]

41. **ADDRESS OF OFFERER**
    - [ ] [ ]

**NOTE:** In order to solicitations "bid" and "offer" mean "bid" and "bid."
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SUBSECTION C.A GENERAL

SUBSECTION C.A.1 BACKGROUND

A. The mission of the Drug Enforcement Administration is to enforce the controlled substances laws and regulations of the United States and to bring to the criminal and civil justice systems those organizations and/or individuals involved in the growing manufacture, or distribution of controlled substances appearing in or destined for illicit traffic in the United States and its territories. This requirement is for the acquisition of Remote Control Host Based System (RCS) Intercept Software and associated components, support, service, and maintenance program for the Drug Enforcement Administration (DEA). This point forward throughout this Statement of Work, the Remote Control System Intercept System will be referred to as the RCS. This Statement of Work (SOW) further defines the responsibilities, scope, services to be rendered, and other applicable parameters of a comprehensive delivery, installation, technical support, and maintenance program providing a wide range of services.

B. DEA continually modifies investigative techniques to match emerging technology trends. A comparatively recent development is that narcotics traffickers are increasingly using encrypted Internet Protocol (IP) traffic to communicate on either traditional personal computers or on smartphones. Whether communicating via traditional data formats (e-mail, SMS texts) or using Voice over Internet Protocol (VOIP), seasoned traffickers know that using encrypted IP often makes them largely immune to most conventional law enforcement techniques. Complicating the matters is that many popular service providers (i.e. Skype) are not based in the United States and are currently not subject to U.S. laws which compel cooperation with legal authorities. More importantly, in most cases, the encryption is performed on the end device(s) and is only decrypted on the receiving device. Consequently, even if service providers wish to comply with legal authorities, the encryption tools as currently deployed preclude the production of an evidentiary product.

C. This requirement is for the acquisition of a host-based Remote Control System (RCS) Intercept Software tool that can be deployed. Based on market research conducted by the DEA Office of Investigative Technology (ST). The software is the

SUBSECTION C.A.2 DEFINITION OF RCS INTERCEPT SOFTWARE TOOL

A. The RCS

As of 6/8/2012
SECTION C

SUBSECTION C.A.3 SCOPE OF WORK

A. The contractor shall provide the Drug Enforcement Administration (DEA) with fully functioning RCS software as defined in this statement of work, including, but not limited to all necessary software, licensing, warranties, maintenance, technical support, software upgrades, enhancements, and options, throughout the life of the contract. The RCS installation will take place at an overseas location and the contractor shall provide onsite assistance during the RCS installation.

B. The contractor shall provide all necessary assistance to the government in the areas of installation and troubleshooting for any or all of the equipment and software provided under this contract to ensure the RCS system is fully functional.

C. Unless otherwise specified herein, all services and responsibilities provided for and to the government by the Contractor under this Statement of Work shall be included in the price of the contract. When the option for an associated system support, service, and maintenance program is exercised by the government, the first year of the Annual Fleet Service, Support and Maintenance CLIN (AFSSMC) for this solicitation or for new/additional software licenses or hardware subsequently added to it as an existing system shall be provided to the government by the Contractor without additional charge (beyond costs incorporated into the price for the software licenses and hardware themselves).

D. The Contractor shall meet the minimally acceptable level of compliance with the Statement of Work upon installation of their system. The minimally acceptable level of compliance is defined as the conglomeration of those requirement elements, identified through application of the word “shall,” which must immediately be available to the government from the Contractor upon delivery of equipment or service.

SUBSECTION C.B GENERAL SYSTEM REQUIREMENTS, DESIGN, CONFIGURATION, AND SCALABILITY

SUBSECTION C.B.1 SYSTEM OVERVIEW – RCS SYSTEM

A. The purchased system shall meet the definition of and the functional requirements as set forth in Subsections C.A.2 and C.A.3.

B. All physical components and materials shall be comprised of new, previously unused equipment with no recycled, refurbished, or otherwise reused equipment being resident on the system.

C. The RCS system should be configured

As of 6/8/2012
D. The RCS Software shall be capable of

SUBSECTION C.B.2 RCS SECURITY & ENCRYPTION

A. The RCS software shall

B. The RCS software shall be

C. All users of the RCS System regardless of role (i.e., case agents, intelligence analysts, supervisors, system administrators, etc.) shall

D. If encryption authorization codes are required to operate any function within the system, the Contractor shall make them open and accessible to government agency personnel, providing all codes and keys to the government agency.

SUBSECTION C.B.3 – DATABASE

The RCS software shall maintain collected data in a standard relational database which shall be accessible, scalable, and capable future expansion.

SUBSECTION C.B.4 - SCALABILITY & CONFIGURATION – RCS

The RCS software shall be sufficiently robust and scalable to be able to support expansion of target devices. The U.S. Government shall be responsible for all expansions on the system hardware.

SUBSECTION C.B.5 OPERATING SYSTEM FOR RCS SYSTEM

The RCS software shall be built upon an underlying Commercial-off-the-Shelf (COTS) operating system that is still supported by the manufacturer.
SUBSECTION C.B.6 THIRD PARTY SOFTWARE

The RCS software shall be compatible with a wide variety of commercially available operating systems, including those set out in Subsection C.C.1 paragraph 5. The Contractor shall provide full installation, maintenance, and upgrade support of the RCS software.

SUBSECTION C.B.7 HARDWARE REQUIREMENTS – RCS SYSTEM

The U.S. Government will supply the server hardware associated with the installation and operation of the RCS software tool. The contractor shall provide any proprietary associated hardware requirements.

SUBSECTION C.C RCS CAPABILITIES AND PERFORMANCE FOR RCS SYSTEM

SUBSECTION C.C.1 COLLECTION CAPABILITIES AND TYPES OF TARGET TRANSMISSIONS

1. The RCS software should provide the

2. The RCS software shall at a minimum provide the ability to retrieve the following types of data or information from a target PC:
3. The RCS software shall provide the ability to retrieve at a minimum the following types of data or information from a target mobile communication device:

4. The RCS software shall have the ability to be

5. The RCS host based or agent software shall have the ability to be installed remotely on a target PC or mobile communication device running the following operating system or software versions:

SUBSECTION C.C.2 EMERGING TECHNOLOGIES

The contractor should continually update the RCS software throughout the life of the contract to maintain compatibility with new technologies, innovations, or forms of communications emerging in the realm of telecommunications.

SUBSECTION C.D REPORTS

RCS shall have the ability to generate, retain, and query selectable reports on the intercepted data.

SUBSECTION C.E SYSTEM ADMINISTRATION

The system should provide System Administration Tools to aid in the administration of the system.

As of 6/8/2012
SUBSECTION C.F - NON-AUDITORY AND IP COMMUNICATIONS

SUBSECTION C.F.1 SMS/TEXT MESSAGING

The system should be able to

SUBSECTION C.F.2 MMS/PHOTOS/VIDEO FILE TRANSMISSION

The system should be able to

SUBSECTION C.F.3 DATA AND INTERNET PROTOCOL (IP) COLLECTION

A. The system shall

B. The system shall

SUBSECTION C.G MISCELLANEOUS

SUBSECTION C.G.1 INDEMNIFICATION

A. The contractor agrees to defend and indemnify the government agency (including, without limitation, its officers, officials, employees, contract employees, other agency employees, and agents and its assigns and successors) and hold them harmless from any and all damages (including punitive damages), losses or expenses (including without limitation, court costs, arbitration fees, penalties, fines, amounts paid in settlement of claims and reasonable legal fees and expenses of investigation) that it may incur, suffer, or become liable for as a result of, or in connection with, any claim asserted or threatened against them by a third party for property damage or loss or personal injury or death based on the negligence or willful misconduct of the contractor, its officers, officials, employees, and agents in providing services under this agreement.

B. The contractor warrants that the RCS software and services it provides will not infringe the intellectual property rights of any third party. The contractor agrees to indemnify the
government agency against any and all claims and associated costs arising out of the contractor’s infringement or alleged infringement of intellectual property rights of third parties. If such a claim is made or appears likely to be made, the contractor will, at its sole cost and expense, arrange for the government agency to continue to use the affected component of the contractor’s equipment or to modify or replace same.

SUBSECTION C.G.2 CONFIDENTIALITY/SECURITY ISSUES

A. The Contractor and its agents or employees shall maintain the confidentiality of the government agency’s affairs and shall not disclose or disseminate to any third party the identification of government agency personnel, locations, and hardware or software configurations, or any other information regarding the government agency or its facilities obtained through access to the government agency offices or its personnel.

B. The Contractor and its agents or employees shall demonstrate no undue influence exerted upon them by any foreign government, especially those foreign governments in a hostile relationship with the United States of America or its allies, any security risks posed by hostile foreign nationals, or conflicting interests with the United States government and/or its foreign policy.

C. In the course of performing normal service, support, and maintenance upon the RCS system purchased under this contract, contractor personnel may unavoidably gain access to collected sensitive evidence and intelligence obtained in the government agency’s execution of criminal investigations. The Contractor its agents and employees shall operate under the following guidelines in regards to this sensitive evidence and intelligence:

1) The Contractor its agents and employees shall self-limit their exposure to such evidence and information as much as is reasonable and practical while still performing their contractual obligations.

2) The Contractor its agents and employees shall handle any content of such evidence and information to which they are unable to avoid exposure with complete confidentiality and appropriate discretion.

3) The Contractor its agents and employees shall not disclose any content of evidence and evidence pertaining to the government agency’s execution of criminal investigations, the fact of such investigation, or the request for assistance to any person other than those of its agents and employees who require this information to accomplish the services under this contract.

4) The Contractor its agents and employees assigned to this contract shall be advised by the contractor that mishandling and inappropriate dissemination of such evidence and information could result in criminal charges filed against involved contractor personnel or the contractor.

D. All contractor personnel supporting this procurement are entrusted with a certain level of trust due to the nature of DEA’s mission. The Government expects the Vendor will
employ persons of integrity and trustworthiness. To ensure this, DEA reserves the right to conduct background screening or a full background investigation on all employees if need arises. While the majority of work will be performed outside of DEA, all contractors must be escorted if entering a DEA facility. DEA reserves the right to modify the security requirements found in this contract at anytime.

SUBSECTION C.G.3 PROCEDURES FOR POST-AWARD ACTIONS

A. The following schedule shall be initiated for commencement of work upon the government’s notice to proceed.

B. After a contractor is awarded, the contractor shall provide the government with all necessary and pertinent information concerning the site infrastructure requirements of hosting their system. All information will be provided to the COR within five business days of contract award.

C. Installation of the RCS System shall be scheduled to occur no later than sixty (60) days after award, unless scheduled differently by request/agreement of the government.

SUBSECTION C.H JUDICIAL PROCEDURE PRESENTATIONS OF ORIGINAL EVIDENCE AND JUDICIAL CHALLENGES

A. Upon COR request, the Contractor shall provide all engineering equipment, and technical support necessary to present in court proceedings the original evidence collected on any equipment provided by the contractor. Court proceeding may take place at an overseas location.

B. Upon COR request, the Contractor shall provide the government with a hardware and/or software solution which allows intelligible, clear, timely, and accurate presentation of the original evidence to at a minimum the following persons simultaneously: the judge(s), the jury, the prosecutor(s), the lead investigator(s), the defense attorney(s), and the defendant(s).

C. Hardware components shall be portable. The definition of “portable” in this subsection shall mean one complete unit able to be handled by an average one-man lift and weighing no more than 50 pounds, including any speakers but not including any headphones necessary to the broadcast of audio evidence.

D. Systems changes over time due to advances in technology and/or standards, the presentation solution(s) developed by the contractor shall maintain the ability to present prior versions of original evidence.
E. If the contractor’s equipment is challenged in any local court proceedings on issues including, but not limited to, collection methodology, accuracy, reliability, integrity, or other function which calls into question the acceptability of original evidence collected on their equipment, the contractor shall provide expert testimony to defend the integrity of such original evidence as required by the court. The testimony shall be provided by qualified and technically competent personnel who at a minimum match the requirements of an Engineer, Senior IT Software Specialist. Testimony should be provided at no additional cost to the government other than the distribution to the contractor and/or testifying personnel of any customary witness fees or reimbursements provided by the court or prosecutor’s office, or if travel is necessary and authorized by the designated COR, reimbursement by the Government, will be at the current rates in accordance with the Federal Travel Regulations (FTR) upon prior approval of the COR. (See section G.3 “Travel Requirements” for further details).

F. Any hardware or software components required for use by the Contractor to support Subsection C.I. (A-G) should be provided to the Government at no additional cost.

SUBSECTION C.I WARRANTY AND SUPPORT

SUBSECTION C.I.1 WARRANTY AND SUPPORT OVERVIEW

A. The Contractor shall warrant the operation of all of the RCS Software associated with the RCS system for the life of the contract.

B. During the period of warranty, the contractor is responsible for the expeditious shipping of any software items for repair or replacement from and to the present government location of the equipment or designated government warehousing location to the contractor’s service location(s).

C. The contractor shall provide maintenance for software.

SUBSECTION C.I.2 LABOR CATEGORIES

The Contractor shall provide all levels of engineering services required to deploy and install the RCS system.

SUBSECTION C.I.3 TRAINING

DEA expects the contractor to provide personnel with the required skills to support the requirements identified in the contract. This includes the skills required to operate in the DEA IT environment. However, if contractor training is required for hardware, software, tools or services not identified in the contract, DEA will fund either the training cost or the contractor’s time for training, whichever is most beneficial to the government. DEA will fund time for training if training is DEA specific (e.g., (b)(7)(E)

As of 6/8/2012
etc.). If additional contractor training is identified during the contract that would be beneficial to the government, DEA will negotiate the funding with the contractor. All proposed training request shall be reviewed and approved in advance by the DEA.

A. The Contractor shall provide training that coincides with the installation and meets the objectives defined in the RCS system manuals or explicitly defined by COR, and ensures the resources used (cost, time and method) are at the best value (cost) to the Government in lieu of “effective and efficient training.”

B. The Contractor shall provide all equipment, and documentation for the training course of instruction in English.

C. The RCS Advanced Training Course shall be conducted at the U.S. Embassy in [b](7)(E) The training session should be provided to up to ten (10) attendees over a period of five (5) days.

D. The Government anticipates that the training course shall consist of approximately ten (10) people.

E. Any expenses related to the training course shall be provided by the Contractor.

SUBSECTION C.I.4 ANNUAL MAINTENANCE AND SUPPORT OVERVIEW

A. An Annual Maintenance and Support CLIN shall be made available to the government for the RCS System. The components of this Annual Maintenance and Support are defined throughout Subsections C.I.4 though C.I.7, inclusive.

B. The specific contract provisions and elements negotiated and agreed to herein between the Contractor and the government shall succeed any prior or existing service contract for the RCS System unless the option is not exercised by the government.

C. As noted elsewhere, the first year of the Annual Maintenance and Support CLIN for the RCS System or for new additional software licenses added to the existing site in a subsequent expansion of the system shall be provided to the government by the Contractor without additional cost commencing immediately after satisfactory completion of installation and acceptance by the government if so exercised as an option by the government. The Contractor shall offer to the government the option to renew the Annual Maintenance and Support for the RCS System or for new/additional software licenses added to the existing site in a subsequent expansion of the system each following subsequent year throughout the life of the contract according to pricing schedules mutually agreed upon between the Contractor and the government under this contract.

D. Once applicable to the RCS Systems for the particular Contractor, this agreement shall be available to be purchased by the federal agency on an annual basis each Fiscal Year and will cover the system during that year.

E. The Contractor shall offer to the government the “option” to increase in size of the system and/or additional licenses to the existing site in a subsequent expansion of the
system following each subsequent year throughout the life of the contract according to
the pricing schedules mutually agreed upon between the Contractor and the Government

SUBSECTION C.1.5 - HELP DESK/TELEPHONE SUPPORT

A. The Contractor shall provide the availability of their support personnel via electronic
communications or telephone 24 hours a day, 7 days a week, for every week of the year.

B. The Government should gain personal contact with support personnel within 20
minutes of their initial attempt at least 95% of the time.

C. The Contractor should provide Spanish speaking support.

SUBSECTION C.1.6 SOFTWARE SUPPORT

A. The contractor should continually maintain and update the RCS software in order to keep
pace with court mandates, changes and/or advances in technology and internet protocol
standards, and as requested to address the operational needs of the DEA. The contractor
should update their software to keep pace with the introduction of new published
telecommunication standards for legal requirements for wire line, wireless, and packet
communication, which includes Voice over IP (VoIP), SMS, and related communication
technologies, including Internet Protocols such as MMS. The contractor's engineers
should research and promptly respond to trouble reports from their customers and strive
to locate and repair defects in software. As appropriate, the contractor should produce
new software releases and minor corrective patches to repair specific operational issues
or defects.

B. The contractor should regularly consult with, seek input from, and prioritize in
coordination with COR regarding the development of new software versions, upgrades,
and patches resulting in any new features, enhancements, or other product changes. The
contractor should formally notify the COR by electronic communications in writing of all
proposed changes to software and hardware configurations which could impact the Law
Enforcement Monitoring Facility (LEMF) systems or operations via telephone or email
communication. The contractor should not institute any product changes which conflict
with the basic or priority requirements of a lawful intercept.

C. The contractor shall ensure that all technical and engineering personnel assigned to work
on this contract possess an appropriate level of competency, training, education,
experience, and engineering skill commensurate with the level of assignments delegated
to them. They shall possess the necessary in-depth knowledge of the RCS System
(hardware and software) and lawful intercept procedures applicable to their assignment.
D. The contractor should maintain separate, controlled versions of software and data for the government, so that the contractor and the COR can mutually agree on any changes that impact system operators or users. The contractor should have a formally documented configuration management process to execute and maintain software versions.

E. The contractor shall coordinate the delivery of software updates and patches to the RCS system with the COR or other authorized personnel, so as to minimize operational impact and expedite improvements where the need is greatest. Patches and releases shall be included at no additional cost to the government through this support program. The contractor should endeavor to install custom updates in concert with other routine software updates to minimize system downtime or other operational impact.

F. The contractor should provide at no additional cost to the government under this contract general engineering consultation directly related to their systems including such activities as:
   o assistance to the federal agency for the planning of system upgrade or expansion activities;
   o aid in defining needed software or hardware customizations or other needed changes; and
   o analysis of special situations or performance issues impacting operations.

G. During all on-site activities, all reasonable effort should be made by the contractor to minimize system down time. Tasks should be performed off-hours if deemed necessary by COR or COR assigned personnel at no additional cost to the government under this contract.

H. Any Third Party software and licensing that was originally supplied by the contractor, and/or that is required to maintain the functionality of the system, should continue to be the responsibility of the contractor throughout the period of this contract.

**SUBSECTION C.I.7 UPGRADE/SOFTWARE/PATCH RELEASE OR HARDWARE CONFIGURATION CHANGE PROCEDURES**

A. Prior to any upgrade/software/patch release, the contractor shall notify the COR of any new system hardware or configuration requirements prior to installation. The contractor shall provide formal notification via telephone or email communication to COR if any hardware deficiencies are detected, a plan of action to resolve the deficiency, and a schedule for approval by COR recommending an appropriate course of action to result in the eventual installation of the needed upgrade/software/patch release.

B. All upgrades/software/patch releases or hardware configuration changes developed by the contractor shall be thoroughly and comprehensively tested and validated by the contractor. The testing process should incorporate adequate simulation of “real world” environments and permutations of multiple scenarios commonly and infrequently occurring during field usage. Simulations should mimic the heavy workloads.
encountered on site by the system. The contractor should document all test results and processes for the COR. The contractor should develop and propose suitable testing processes; however, determination of the levels of achievable comprehensiveness, thoroughness, and nature of testing processes and reporting should be to the satisfaction of the local federal agency.

C. After completion of the development and testing of all upgrades/software/patch releases or hardware configuration changes at the contractor’s facility, all pertinent software upgrade or hardware configuration documentation should at the same time be supplied to the COR for full review. Deployment/installation instructions and procedures shall be provided to the COR. The contractor should recommend a format and process for a factory acceptance test to the COR, and should make changes and adjustments in accordance with the wishes of the COR. Only after the COR have completed their own independent review of the release, should final release approval be granted to the contractor and installation executed on the operational field system.

D. All upgrades/software releases/corrective patches and hardware configuration changes should be accompanied by providing the COR with the following:
- Updated versions of manuals and guides provided for elsewhere in this statement of work as applicable.
- A summary report highlighting changes to software; areas of the system changed or impacted; corrected software defects; requirements/conditions for installation; any new procedures or changes in existing procedures which will be followed in normal usage; all appropriate release notes; command or operations changes.
- Pertinent contractor contact information in the event of failure of the new software or hardware.
- Detailed software and/or hardware installation and protocols.
- Back-out plan and protocols in case of installation failure/disaster.
- A CD-ROM or DVD containing the contractor’s current software release for each upgraded system component (including all subsystems and workstations). Included will be Operating System Software, any appropriate 3rd party software, and recovery software.
- Any third party hardware manuals or documentation as applicable.

E. The contractor shall provide ongoing technical support necessary to accomplish software upgrades and an upgrade procedure for site personnel.

F. The contractor shall support all current and prior RCS software versions operating on the system hardware.

G. If any Upgrade/Software Release/Patch Release/Hardware Configuration Change Procedure requires the shutdown or reboot of system components, the procedure should be coordinated with COR, subject to approval as to timing.

H. Based on the amount of software changes or new features present in new software, the contractor shall provide an appropriate amount of training to field personnel to the
satisfaction of COR, which could entail detailed training materials, online help, how-to documents, training videos, or onsite instruction.

SUBSECTION C.K PROGRAM MANAGEMENT

SUBSECTION C.K.1 PROGRAM MANAGER

A. The contractor shall assign a responsible program manager who will act as primary liaison for the program with the COR. COR receives all reporting requirements, provides general oversight of any maintenance activity, and will periodically review overall program progress and customer satisfaction.

B. The Program Manager’s responsibilities shall include, but not be limited to the following areas:
   1) Ensure the COR receives all reporting requirements and other needed information provided for in this statement of work in a timely manner;
   2) Ensure the COR is satisfied with the contractor’s product and service performance.
   3) Ensure all aspects of the Annual Fleet Service, Support and Maintenance (AFSSMC) are being fully, efficiently, and properly executed.
   4) Track all changes, enhancements, and customizations requested by the COR
   5) Maintain a regular and ongoing dialogue with the COR to ensure smooth and effective communication providing for the timely resolution of problems and other issues of concern;
   6) Ensure the COR receives all pertinent system information, including information described in Subsection C.I.7 in a timely manner;
   7) Develop action plans in conjunction with the COR to address any operational issues;
   8) Possess authority to commit the contractor to specific courses of action required by the COR to represent the contractor on contractual matters, which arise beyond the scope covered by this statement of work or the contract;
   9) Development of site-specific operational improvement plans;
   10) Provide oversight on all critical and large project initiatives affecting this program.

SUBSECTION C.K.2 REGULAR MEETINGS

A. Meetings should be conducted via telephone on a monthly basis unless canceled or rescheduled by mutual agreement between the contractor and the COR. The focus of these routine meetings will include the following elements of the program:
   1. Status of proposed changes, enhancements, and features under development;
   2. Program performance;
   3. Future scheduling and planning;
   4. Setting of short and long term priorities;
5. Review of outstanding and new software issues, defects, degradations, etc. reported in the field or during laboratory testing;
6. Prioritization of issues and software bugs;
7. Address urgent operational software changes and/or repairs;
8. Deficiencies in the support program;
9. Development of software upgrades/new releases/patches;
10. Contractor and government program conflicts;

SUBSECTION C.L REPORTING REQUIREMENTS

SUBSECTION C.L.1 REPORTING REQUIREMENTS – GENERAL

A. The contractor shall be responsible for developing, updating, and maintaining any databases necessary to provide the reporting, manuals, guides, documentation, and other information required by the COR under this statement of work.

SUBSECTION C.L.2 MANUALS/GUIDES

A. The contractor shall provide system operational guides, training guides and other manuals as necessary in order to enable the software provided under the contract to be fully utilized operationally. These manuals and guides shall be provided to the users at the time the system is installed. Copies of the manuals, guides, and system drawings shall be provided to the COR prior to the deployment of any equipment. Electronic versions shall be substituted for hard copies unless hard copies are specifically requested by the recipient. All guides and manuals shall be provided in English.

B. The contractor shall be responsible for developing, maintaining, appending, updating, and providing current version copies of system operational guides, training guides, and other manuals to the COR and the following reference materials pertaining to the RCS product. This requirement will remain in effect for initial system installation. All documentation shall be updated for each new version of software, or otherwise as needed or requested by the COR.
GLOSSARY FOR SECTION C – STATEMENT OF WORK

CLIN - Contract Line Item Number

CMCB - Configuration Management Control Board

Contractor, the - the business entity whose products and services are being purchased under this statement of work; used interchangeably with “the contractor”

DEA – United States Drug Enforcement Administration

COR – Contracting Officer Representative from the Office of Investigative Technology, United States Drug Enforcement Administration. Other authorized government personnel shall be designated only by a COR.

Department of Justice – the United States Department of Justice

DOJ - the United States Department of Justice

FAR – Federal Acquisition Regulation

Government, the – the United States Federal Government

MMS – Multimedia Messaging Service

Program Manager – the contractor’s primary liaison for the RCS program with the federal agency

Shall - utilized throughout this statement of work to designate a requirement element which must immediately be available to the government from the contractor upon delivery of equipment or service in order for the contractor to achieve the minimally acceptable level of compliance with the SOW. When applied to the RCS system requirements, “shall” indicates the requirement element is immediately deliverable upon completion of the system installation. When applied to the optional-to-the-government comprehensive engineering support, development, and maintenance program, “shall” indicates the mandatory elements of the program which the contractor must provide to the government when the option has been exercised by the government, the costs of which are included and not additional to the cost of the comprehensive engineering support, development, and maintenance program.

Should - utilized throughout this statement of work to designate a requirement element which does not need to be available to the government from the contractor upon initial delivery of equipment or service in order for the contractor to achieve the minimal compliance with the SOW, but which the contractor may develop or achieve over the course of the contract at no additional cost to the government.

SMS – Short Message Service

As of 6/8/2012
## EXHIBIT 2
### DELIVERABLE TABLE

<table>
<thead>
<tr>
<th>TASK</th>
<th>DELIVERABLE TITLE/DESCRIPTION</th>
<th>DUE DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deliverable 1</td>
<td>Software Licenses and Target Licenses</td>
<td>In accordance with contract terms and conditions and Statement of Work</td>
</tr>
<tr>
<td>Deliverable 2</td>
<td>On-site Installation Support</td>
<td>In accordance with contract terms and conditions and Statement of Work</td>
</tr>
<tr>
<td>Deliverable 4</td>
<td>Training</td>
<td>See Section C.I.3</td>
</tr>
<tr>
<td>Deliverable 5</td>
<td>Annual Maintenance &amp; Support</td>
<td>See Section C.I.4</td>
</tr>
<tr>
<td>Deliverable 3</td>
<td>Manual Guides</td>
<td>See Section C.I.3</td>
</tr>
<tr>
<td>Deliverable 6</td>
<td>Invoices – Based on Section G.</td>
<td>Monthly, No later than the 15th working day of the following month.</td>
</tr>
</tbody>
</table>
AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE
   DJD-12-C-0033

2. AMENDMENT/MODIFICATION NO.
   0001

3. EFFECTIVE DATE
   See Box 16c

4. ACQUISITION/PURCHASE REQ. NO.
   PR D-12-ST-0287

5. PROJECT NO. (if applicable)

6. ISSUED BY
   DEA - Office of Investigative Technology
   10555 Furnace Rd, Attn: FACT
   Lorton, VA 22079

7. ADMINISTERED BY (If other than Item 8)

8. NAME AND ADDRESS OF CONTRACTOR (No., street, country, state and ZIP Code)
   CICOM USA, LLC
   1997 ANNAPOLIS EXCHANGE PKWY STE 30
   SUITE 300
   ANNAPOLIS, MD 21401-3271

   CODE 272780233

   FACILITY CODE 963322842

9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

X

10A. MODIFICATION OF CONTRACT/ORDER NO.
   DJD-12-C-0033

10B. DATED (SEE ITEM 13)
   08/17/2012

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS
   The above referenced solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers
   is extended, is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning copies of the amendment, (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided such telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)
   2012-2013-S10-ST-2335320-FCN-G2-FLS-233222-T3E-TELE-2335323

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS.
   IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

   CHECK ONE
   A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
   B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
   C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
      Mutual agreement between the parties.
   D. OTHER (Specify type of modification and authority)

   E. IMPORTANT: Contractor is not required to sign this document and return copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by LCF section headings, including solicitation/contract subject matter where feasible.)
   This modification changes the delivery location to Lorton, VA and adds funding for Training and Travel costs for a 5-Day RCS Training Session for up to 10 participants at a DEA designated location (D) As a result of this modification total contract funding is increased from Sections C.A.3 and C.I.3 of the Statement of Work are revised to add the (b)7)(d) training (see Attached Revised Statement of Work.)

Exempt as provided herein, all terms and conditions of the document referenced in Item 5A or 10A, as hereby changed, remains unchanged and in full force and effect.

16A. NAME AND TITLE OF SIGNER (Type or print)

16B. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)

15A. CONTRACTOR/OFFEROR

15B. DATE SIGNED

15C. DATE SIGNED

By

(Signature of person authorized to sign)

(Signature of order signing official)

11/15/2012

STANDARD FORM 30 (REV. 10-63)

Prepared by OSA FAR (48 CFR) 53.243

NSN 7540-01-153-8070

Previous edition unsuitable
Section B - Supplies or Services and Prices/Costs

Delivery Date: 60 Days From the Contract Award Date.

The Contractor shall provide supplies/services in accordance with proposal dated July 2, 2012 and in accordance with terms and conditions set forth herein.

**SCHEDULE OF SUPPLIES/SERVICES**

<table>
<thead>
<tr>
<th>ITEM NO.</th>
<th>SUPPLIES/SERVICES</th>
<th>QUANTITY</th>
<th>UNIT</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>0001</td>
<td>Hacking Team Solution - Inclusive of Software/License, First Year Maintenance, Installation, Travel and Training. Estimated Delivery Date 60 days from the contract award date.</td>
<td>Previous :</td>
<td>EA</td>
<td>(3 \times 4)</td>
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<tr>
<td></td>
<td></td>
<td>1.000000</td>
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<td>Current : 0.000000</td>
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<tr>
<td></td>
<td></td>
<td>Change:</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>0002</td>
<td>5-Day RCS Training Course (IAW SOW C.I.3)</td>
<td>Previous :</td>
<td>EA</td>
<td></td>
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<td></td>
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<td>Current : 1.000000</td>
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<tr>
<td>0003</td>
<td>Travel (Not to Exceed) for HT/Cicom for 5-Day Training</td>
<td>Previous :</td>
<td>EA</td>
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<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Change: 0.000000</td>
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<td></td>
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<tr>
<td></td>
<td></td>
<td>Current : 1.000000</td>
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<tr>
<td>0004</td>
<td>&quot;OPTIONAL&quot; Licenses (IAW SOW Section C.I.4.E, proposal dated 7/24/12 &amp; 7/30/12 FOR ITEMS ONLY UNDER &quot;AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES&quot;. PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT</td>
<td>Previous :</td>
<td>EA</td>
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<td>1.000000</td>
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<td>Change:</td>
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<tr>
<td></td>
<td>N.10 Client Agent Software Licenses/RCS-TSL10</td>
<td>Previous :</td>
<td>EA</td>
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<td>N.25 Client Agent Software Licenses/RCS-TSL25</td>
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<tr>
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<td>Previous :</td>
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<tr>
<td></td>
<td>&gt;100 Clients Agents or more/RCS-TSL - (Need to call for special discounted price) 1st Year Maintenance/RCS-Maint = Included</td>
<td>Previous :</td>
<td>EA</td>
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<td></td>
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<tr>
<td></td>
<td>***NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates&quot;. <strong>SUBJECT TO AVAILABILITY OF FUNDS.</strong></td>
<td>Previous :</td>
<td>EA</td>
<td></td>
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<tr>
<td></td>
<td>Line Period of Performance: 08/27/2012 - 08/26/2013</td>
<td>Previous :</td>
<td>EA</td>
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<td></td>
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<tr>
<td>1001</td>
<td>Option Year I - Annual software Maintenance (20% total cost of current system for that year) Current cost for the system is 10(\times 4) cost for maintenance)</td>
<td>Previous :</td>
<td>EA</td>
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<tr>
<td></td>
<td><strong>NOTES: (1) If additional licenses are purchased, the price will change to reflect the actual cost for the maintenance.</strong></td>
<td>Previous :</td>
<td>EA</td>
<td></td>
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</tr>
</tbody>
</table>
(2) The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates".

"SUBJECT TO AVAILABILITY OF FUNDS".

**Line Period of Performance: 09/27/2013 - 08/26/2014**

<table>
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</tbody>
</table>

"NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates".

"SUBJECT TO AVAILABILITY OF FUNDS".

**Line Period of Performance: 09/27/2013 - 08/26/2014**

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<th>Item Description</th>
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<tbody>
<tr>
<td>Option Year II - Annual software Maintenance</td>
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</table>

"NOTE: (1) If additional licenses are purchased, the price will change to reflect the actual cost for the year.

(2) The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates".

"SUBJECT TO AVAILABILITY OF FUNDS".

**Line Period of Performance: 09/27/2014 - 08/26/2015**

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<tbody>
<tr>
<td>N.10 Client Agent Software Licenses/RCS-TSL10</td>
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<tr>
<td>N.25 Client Agent Software Licenses/RCS-TSL25</td>
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</tr>
<tr>
<td>N.50 Client Agent Software Licenses/RCS-TSL50</td>
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"NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates".

"SUBJECT TO AVAILABILITY OF FUNDS".

**Line Period of Performance: 09/27/2014 - 08/26/2015**

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<th>Item Description</th>
<th>Previous</th>
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<tbody>
<tr>
<td>Option Year III - Annual software Maintenance</td>
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"NOTE: (1) If additional licenses are purchased, the price will change to reflect the actual cost for the maintenance.

(2) The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates".

"SUBJECT TO AVAILABILITY OF FUNDS".

**Line Period of Performance: 09/27/2015 - 08/26/2016**

<table>
<thead>
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<tbody>
<tr>
<td>N.10 Client Agent Software Licenses/RCS-TSL10</td>
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<td>N.25 Client Agent Software Licenses/RCS-TSL25</td>
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<td>N.50 Client Agent Software Licenses/RCS-TSL50</td>
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</tr>
<tr>
<td>N.100 Client Agent Software Licenses/RCS-TSL100</td>
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</table>

"NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates".

"SUBJECT TO AVAILABILITY OF FUNDS".

**Line Period of Performance: 09/27/2015 - 08/26/2016**

<table>
<thead>
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<th>Item Description</th>
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<tbody>
<tr>
<td>N.10 Client Agent Software Licenses/RCS-TSL10</td>
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<tr>
<td>N.25 Client Agent Software Licenses/RCS-TSL25</td>
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<td>N.100 Client Agent Software Licenses/RCS-TSL100</td>
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</tbody>
</table>
**NOTE:** The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates.

**SPECIAL TO AVAILABILITY OF FUNDS**

**Line Period of Performance:** 08/27/2015 - 08/26/2016

**Option Year IV - Annual Software Maintenance**

**Previous:** 1.00EA

**Change:** 0.00EA

**Current:** 1.00EA

---

**Line Period of Performance:** 08/27/2016 - 08/26/2017

**"Optional" Licenses (IAW SOW Section C.1.4.E. proposal dated 7/24/12 & 7/30/12 for ITEMS ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES". PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANY TIME THROUGH LIFE OF CONTRACT**

- N.10 Client Agent Software Licenses/RCS-TSL10 - [b](4)
- N.25 Client Agent Software Licenses/RCS-TSL25
- N.50 Client Agent Software Licenses/RCS-TSL50
- N.100 Client Agent Software Licenses/RCS-TSL100

**Total: **100 Licenses Agents or more/RCS-TSL (Need to call for special discounted price)
1st Year Maintenance/RCS-Maint = Included

**NOTE:** The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates.

**SPECIAL TO AVAILABILITY OF FUNDS**

**Line Period of Performance:** 08/27/2016 - 08/26/2017

**PREVIOUS TOTAL**

**CHANGE**

**CURRENT TOTAL: $2,432,000.00**

### FUNDING DETAILS:

<table>
<thead>
<tr>
<th>ITEM NO.</th>
<th>FUNDING LINE</th>
<th>OBLIGATED AMOUNT</th>
<th>ACCOUNTING CODES</th>
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</thead>
<tbody>
<tr>
<td>N/A 1</td>
<td><a href="4">b</a></td>
<td>2012 - S1D - ST - 2335320 - FGN-G2 - - FLS - 23322 - - T3E - - - 2335323</td>
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<td>N/A 2</td>
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<td>2012 - S1D - ST - 2335000 - DOM-G2 - - FLS - 23322 - - T3E - - - 2335342</td>
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<tr>
<td>N/A 3</td>
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<td>2013 - S1D - ST - 2335320 - FGN-G2 - - FLS - 25705 - - T3E - - - 2335323</td>
<td></td>
</tr>
</tbody>
</table>
AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

2. AMENDMENT/MODIFICATION NO. 002

3. EFFECTIVE DATE 02/19/2013

4. REQUISITION/PURCHASE REQ. No.

5. PROJECT NO. (if applicable)

6. ISSUED BY DEA - Office of Investigative Technology

7. ADMINISTERED BY (if other than item 6)

8. NAME AND ADDRESS OF CONTRACTOR (No., street, city, state and ZIP Code)

CICOM USA, LLC
1997 ANNAPOolis EXCHANGE PARKWAY
SUITE 300
ANNApo lis, MD 21401-9996

9A. AMENDMENT OF SOLICITATION NO.

9B. DATED (SEE ITEM 11)

10A. MODIFICATION OF CONTRACT/ORDER NO. DJD-12-C-0033

10B. DATED (SEE ITEM 13)

08/17/2012

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

[x] The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended.

[ ] The above numbered solicitation is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning copies of the amendment, (b) By acknowledging receipt of this amendment on each copy of the offer submitted, or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If in virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE

A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.

B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [x] is not. [ ] is required to sign this document and return copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UFC section headings, including solicited/uncontracted subject matter where feasible.)

This modification changes the Contracting Officer's Representative (COR) from [Specify name] to [Specify new name]. As a result, the following clauses are changed: DEA-2852.242-71 and DEA-2852.242-73.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as hereinafter changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)

15B. CONTRACTOR/OFFER

[Signature of person authorized to sign]

15C. DATE SIGNED 02/19/2013

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)

16B. DATE SIGNED

[Signature of person authorized to sign]

16C. DATE SIGNED

02/19/2013

STANDARD FORM 30 (REV. 10-03)

Prepared by GSA FAR 48 CFR 53.24
Section B - Supplies or Services and Prices/Costs

Delivery Date: 60 Days From the Contract Award Date.

The Contractor shall provide supplies/services in accordance with proposal dated July 2, 2012 and in accordance with terms and conditions set forth herein.

<table>
<thead>
<tr>
<th>ITEM NO.</th>
<th>SUPPLIES/SERVICES</th>
<th>QUANTITY</th>
<th>UNIT</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(b)(4)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>CURRENT TOTAL</td>
<td>$2,432,000.00</td>
</tr>
</tbody>
</table>
DEA-2852.242-71  Invoice Requirements (May 2012)

(a) The Contractor shall submit scanned or electronic images of invoice(s) to the following e-mail addresses:

(1) INVOICE.INVESTTECH@USDOJ.GOV

(2) Contracting Officer’s Representative

(b) The date of record for invoice receipt is established on the day of receipt of the e-mail if it arrives before the end of standard business hours (5 p.m. local), or the next business day if the invoice arrives outside of normal business hours. Scanned documents with original signatures in .pdf or other graphic formats attached to the e-mail are acceptable. Digital/electronic signatures and certificates cannot be processed by DEA and will be returned.

(c) In addition to the items specified in FAR 32.905(b), a proper invoice shall also include the following minimum additional information and/or attached documentation:

(1) Total/cumulative charges for the billing period for each Contract Line Item Number (CLIN);
(2) Dates upon which items/services were delivered; and
(3) The Contractor’s Taxpayer Identification Number (TIN).

(d) Invoices will be rejected if they are illegible or otherwise unreadable, or if they do not contain the required information or signatures.

(End of clause)

DEA-2852.242-73  CONTRACTING OFFICER’S REPRESENTATIVE (MAY 2012)

(a) Pursuant to FAR 1.602-2, the following individual has been designated as the Contracting Officer’s Representative (COR) under this contract:

DRUG ENFORCEMENT ADMINISTRATION/STIG
10555 FURNACE ROAD, LORTON, VA 22079

(b) The COR has responsibility for performing contract administration, which includes, but is not limited to, the following duties: functioning as the technical liaison with the contractor; monitoring the contractor’s performance and progress of the work; receiving, inspecting, and accepting all deliverables or services provided under the contract; and reviewing all invoices/vouchers submitted for payment.

(c) The COR does not have the authority to alter the contractor’s obligations under the contract, and/or modify any of the expressed terms, conditions, specifications, or cost of the agreement. If as a result of technical discussions it is desirable to alter/change contractual obligations or the Scope of Work, the Contracting Officer shall issue such changes.

(End of clause)
AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

AGENCY RECORD NO. 210546

DEA Headquarters
5600 Friedan Avenue, Attn: Contract
Springfield, VA 22153

CICMESA, LLC
1997 ANAPOLIS EXCHANGE PARKWAY
SUITE 100
ANAPOLIS, MD 21401-9996

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above referenced solicitation is amended as set forth in Item 14. The hour and date specified for receipt of offers is extended. ☐ extended ☐ is not extended

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By the mailing of a written acknowledgment to the solicitation, addressed to the attention of the contracting officer, within seven (7) calendar days after receipt of the amendment, or (b) by a facsimile transmission of the amendment to the contracting officer. Failure to acknowledge receipt of this amendment within the time period set forth in this amendment may result in rejection of your offer. If the date of receipt of offers is unchanged, such offers may be opened at the time and date specified in Item 14.

12. ACCOUNTING AND APPROPRIATION DATA. In support

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACT/ORDERS.

☐ This Change Order is issued pursuant to the changes set forth in Item 14 and are made in the contract order NO. as described in Item 14.

☐ The above referenced contract order is modified to reflect the administrative changes set forth in Item 14.

☐ This supplemental agreement is entered into pursuant to the authority of

☐ Other: Specify type of modification and authority.

☐ This proposal is subject to contract study.

14. DESCRIPTION OF AMENDMENT MODIFICATION.

The purpose of this bilateral modification is to exercise Option Year 1. Accordingly,

a. The term of the contract as extended for the period of performance 8-23-13 to 8-22-14.

b. The modification is effective 8-23-13.

c. All other terms and conditions remain the same.

I attest that the above statement is true and correct. The undersigned is authorized to sign the document for the department or agency which he represents.

Alex Velasco, President

210546

DEA Contract No.

5/21/2013

7-22-13

STANDARD FORM 30 (REV 10-801)
Section B - Supplies or Services and Prices/Costs

Delivery Date: 60 Days From the Contract Award Date.

The Contractor shall provide supplies/services in accordance with proposal dated July 2, 2012 and in accordance with terms and conditions set forth herein.

**SCHEDULE OF SUPPLIES/SERVICES**

<table>
<thead>
<tr>
<th>ITEM NO</th>
<th>SUPPLIES/SERVICES</th>
<th>QUANTITY</th>
<th>UNIT</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>0001</td>
<td>Hacking Team Solution - Inclusive of Software/License, First Year Maintenance, Installation, Travel and Training. Estimated Delivery Date 50 days from the contract award date.</td>
<td>Previous:</td>
<td>EA</td>
<td>1.000000</td>
<td>(b)(4)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Change: 0.000000</td>
<td>Current: 1.000000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0002</td>
<td>Additional training/installation for Cicom/HT to be done in Line Period of Performance: 11/15/2012 - 08/26/2013</td>
<td>Previous:</td>
<td>EA</td>
<td>1.000000</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Change: 0.000000</td>
<td>Current: 1.000000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0003</td>
<td>Travel expenses for HT/Cicom personnel doing the training Line Period of Performance: 11/15/2012 - 08/26/2013</td>
<td>Previous:</td>
<td>EA</td>
<td>(b)(4)</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Change: 0.000000</td>
<td>Current:</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>&quot;OPTIONAL&quot; Licenses (IAW SOW Section C.I.4.E. proposal dated 7/24/12 &amp; 7/30/12 for ITEMS ONLY UNDER &quot;AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES&quot; PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT</td>
<td></td>
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<tr>
<td>0004</td>
<td>N.10 Client Agent Software Licenses/RCS-TSL10</td>
<td>Previous:</td>
<td>EA</td>
<td>1.000000</td>
<td></td>
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<td></td>
<td>N.25 Client Agent Software Licenses/RCS-TSL25</td>
<td>Change: 0.000000</td>
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<tr>
<td></td>
<td>N.50 Client Agent Software Licenses/RCS-TSL50</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>N.100 Client Agent Software Licenses/RCS-TSL100</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1001</td>
<td>Option Year I - Annual software Maintenance (20% total cost of current system for that year) Current cost for the system is <a href="k">b</a>4] cost for maintenance</td>
<td>Previous:</td>
<td>EA</td>
<td>1.000000</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>NOTES:</strong> (1) If additional licenses are purchased, the price will change to reflect the actual cost for the maintenance. (2) The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change...</td>
<td>Change: 0.000000</td>
<td>Current: 1.000000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
and reflect the actual dates.

"SUBJECT TO AVAILABILITY OF FUNDS."

**Line Period of Performance: 09/27/2013 - 08/26/2014**

**OPTIONAL** Licenses (IAW SOW Section C.1.4.E, proposal dated 7/24/12 & 7/30/12 for "ITEMS ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES" PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT

N.10 Client Agent Software Licenses/RCS-TSL10 = $0(4)
N.25 Client Agent Software Licenses/RCS-TSL25 = $0(4)
N.50 Client Agent Software Licenses/RCS-TSL50 = $0(4)
N.100 Client Agent Software Licenses/RCS-TSL100 = $0(4)

> 100 Clients Agents or more/RCS-TSL- (Need to call for special discounted price)

1st Year Maintenance/RCS-Maint = Included

**NOTE:** The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates.

"SUBJECT TO AVAILABILITY OF FUNDS."

**Line Period of Performance: 09/27/2013 - 08/26/2014**

**Option Year II - Annual software Maintenance**

(20% total cost of current system for that year)

**NOTE:** (1) If additional licenses are purchased, the price will change to reflect the actual cost for the maintenance.

(2) The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates.

"SUBJECT TO AVAILABILITY OF FUNDS."

**Line Period of Performance: 09/27/2014 - 08/26/2015**

**OPTIONAL** Licenses (IAW SOW Section C.1.4.E, proposal dated 7/24/12 & 7/30/12 for "ITEMS ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES" PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT

N.10 Client Agent Software Licenses/RCS-TSL10 = $0(4)
N.25 Client Agent Software Licenses/RCS-TSL25 = $0(4)
N.50 Client Agent Software Licenses/RCS-TSL50 = $0(4)
N.100 Client Agent Software Licenses/RCS-TSL100 = $0(4)

> 100 Clients Agents or more/RCS-TSL- (Need to call for special discounted price)

1st Year Maintenance/RCS-Maint = Included

**NOTE:** The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates.

"SUBJECT TO AVAILABILITY OF FUNDS."

**Line Period of Performance: 08/27/2014 - 08/26/2015**

**Option Year III - Annual software Maintenance**

(20% total cost of current system for that year)

(1) If additional licenses are purchased, the price will change to reflect the actual cost for the maintenance.

(2) The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates.

"SUBJECT TO AVAILABILITY OF FUNDS."

**Line Period of Performance: 09/27/2015 - 08/26/2016**

**OPTIONAL** Licenses (IAW SOW Section C.1.4.E, proposal dated 7/24/12 & 7/30/12 for "ITEMS ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES" PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT

N.10 Client Agent Software Licenses/RCS-TSL10 = $0(4)
N.25 Client Agent Software Licenses/RCS-TSL25 = $0(4)
N.50 Client Agent Software Licenses/RCS-TSL50 = $0(4)
N.100 Client Agent Software Licenses/RCS-TSL100 = $0(4)

> 100 Clients Agents or more/RCS-TSL- (Need to call for special discounted price)

1st Year Maintenance/RCS-Maint = Included

**NOTE:** The Period of Performance will be effective from the actual date of delivery and installation. A modification will be
issued to change and reflect the actual dates*.

"SUBJECT TO AVAILABILITY OF FUNDS".

**Line Period of Performance: 08/27/2015 - 08/29/2016**

**Option Year IV - Annual software Maintenance**

(20% total cost of current system for that year)

**NOTE:** (1) If additional licenses are purchased, the price will change to reflect the actual cost for the maintenance.

(2) The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates*.

"SUBJECT TO AVAILABILITY OF FUNDS".

**Line Period of Performance: 08/27/2016 - 08/26/2017**

"OPTIONAL" Licenses (iAW SOW Section C.1.4.E. proposal dated 7/24/12 & 7/30/12 for ITEMS ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES" PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT

N.10 Client Agent Software Licenses/RCS-TSL10
N.25 Client Agent Software Licenses/RCS-TSL25
N.50 Client Agent Software Licenses/RCS-TSL50
N.100 Client Agent Software Licenses/RCS-TSL100

>100 Clients Agents or more/RCS-TSL- (Need to call for special discounted price)

1st Year Maintenance/RCS-Maint = included

**NOTE:** The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates*.

"SUBJECT TO AVAILABILITY OF FUNDS".

**Line Period of Performance: 08/27/2016 - 08/26/2017**

---

**ghtotal**

| PREVIOUS TOTAL | $2,432,000.00 |

**Change**

| ACCOUNTING CODES |

<table>
<thead>
<tr>
<th>ITEM</th>
<th>FUNDING LINE</th>
<th>OBLIGATED AMOUNT</th>
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<td>N/A 1</td>
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<td>2012 - S1D - ST - 2335320 - FGN-G2 - FLS - 23322 - T3E - 2335323</td>
<td></td>
</tr>
<tr>
<td>N/A 2</td>
<td>Previous: 100%</td>
<td>2012 - S1D - ST - 2335000 - DOM-G2 - FLS - 23322 - T3E - 2335342</td>
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<tr>
<td>N/A 3</td>
<td>Previous: 100%</td>
<td>2013 - S1D - ST - 2335320 - FGN-G2 - FLS - 25705 - T3E - 2335323</td>
<td></td>
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<tr>
<td>N/A 4</td>
<td>Previous: 100%</td>
<td>2013 - S1D - ST - 2335320 - FGN-G2 - FLS - 25705 - T3E - 2335323</td>
<td></td>
</tr>
</tbody>
</table>
AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

Dea Headquarters
8701 Morrissette Drive, Annex (FACILITY CODE: D/D/0/DX/7/C/DX/7/P)
Springfield, VA 22152

II. NAME AND ADDRESS OF CONTRACTOR (No. street, city, state and ZIP code)

CICOM USA, LLC
1997 ANNAPOLIS EXCHANGE PARKWAY
SUITE 500
ANNAPOolis, MD 21401-9996

CODE 212780230
FACILITY CODE: 903322842

10A. MODIFICATION OF CONTRACT/ORDER NO.

10B. DATED (SEE ITEM 11)

08/17/2012

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers are: [ ] extended; [ ] not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) by completing items 8 and 15, and returning _______ copies of the amendment; (b) by acknowledging receipt of the amendment on each copy of the offer submitted; or (c) by separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.

12. ACCOUNTING AND APPROPRIATION DATA (if required)

2012-2013-S1D-ST-2335320-FGN-G2-FLS-23322-T3H-TEL-2335323

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACT/ORDERS.

IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

☐ A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: [ ] quality authority. The changes set forth in item 14 are made in the contract/Ordering in item 10A.

☐ B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.). SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 42.102(b). [ ]

☐ C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

[ ] Mutual agreement between the parties.

☐ D. OTHER: [ ]

☐ E. IMPORTANT: Contractor [ ] is not [X] is required to sign this document and return _______ copies to the issuing office.

☐ F. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF action headings, including action/contract/subject matter where available.)

The purpose of this modification is to add incremental funds and thereby incorporate clause DEA-2852.203-70 Former Employment or Assignment with DEA (MAY 2013). Accordingly:

a. Line Item 1002 is incrementally funded by $ USD to buy thirteen (13) Target Software Licenses and three (3) Console Licenses;

b. Total amount obligated is increased by $ USD

c. DEA-2852.203-70 Former Employment or Assignment with DEA (MAY 2013) is added to Section H of the contract;

d. All other terms and conditions remain unchanged.

18A. NAME AND TITLE OF SIGNER (Type or print)

Alex Velasco
President

18B. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)

( ) ( ) ( ) ( ) ( )

19. DATE SIGNED

9-25-13

STANDARD FORM 30 (REV. 10-63)

Printed by GSA FAR (48 CFR) 53.240

Page 39
Section B - Supplies or Services and Prices/Costs

Delivery Date: 60 Days From the Contract Award Date.

The Contractor shall provide supplies/services in accordance with proposal dated July 2, 2012 and in accordance with terms and conditions set forth herein.

### SCHEDULE OF SUPPLIES/SERVICES

#### CONTINUATION SHEET

<table>
<thead>
<tr>
<th>ITEM NO.</th>
<th>SUPPLIES/SERVICES</th>
<th>QUANTITY</th>
<th>UNIT</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>0001</td>
<td>Hacking Team Solution - Inclusive of Software-License, First Year Maintenance, Installation, Travel and Training. Estimated Delivery Date 60 days from the contract award date.</td>
<td>Previous :</td>
<td>EA</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
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<td>Change: 0.000000</td>
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<td></td>
</tr>
<tr>
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<td>Current : 1.000000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0002</td>
<td>Additional training/installation for Cicom/HT to be done in <a href="7">b</a>(5)</td>
<td>Previous :</td>
<td>EA</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td></td>
<td>Line Period of Performance: 11/15/2012 - 08/26/2013</td>
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<tr>
<td></td>
<td>Change: 0.000000</td>
<td>Current : 1.000000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0003</td>
<td>Travel expenses for HT/Cicom personnel doing the training</td>
<td>Previous :</td>
<td>EA</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td></td>
<td>Line Period of Performance: 11/15/2012 - 08/26/2013</td>
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<tr>
<td></td>
<td>Change: 0.000000</td>
<td>Current : <a href="4">b</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0004</td>
<td>&quot;OPTIONAL&quot; licenses (IAW SOW Section C.1.4.E. proposal dated 7/24/12 &amp; 7/30/12 for items only under &quot;AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES&quot;, PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT)</td>
<td>Previous :</td>
<td>EA</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td></td>
<td>N 10 Client Agent Software Licenses/RCS-TSL10 = <a href="4">b</a></td>
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<tr>
<td></td>
<td>N 25 Client Agent Software Licenses/RCS-TSL25 = <a href="4">b</a></td>
<td>Change: 0.000000</td>
<td>Current : 1.000000</td>
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<tr>
<td></td>
<td>N 50 Client Agent Software Licenses/RCS-TSL50 = <a href="4">b</a></td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>N 100 Client Agent Software Licenses/RCS-TSL100 = <a href="4">b</a></td>
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</tr>
<tr>
<td></td>
<td><a href="4">b</a> Clients Agents or more/RCS-TSL- (Need to call for special discounted price) 1st Year Maintenance/RCS-Maint = Included</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>***NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates. **SUBJECT TO AVAILABILITY OF FUNDS&quot;.</td>
<td></td>
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<td>Line Period of Performance: 03/27/2012 - 08/26/2013</td>
<td>Previous :</td>
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<tr>
<td>1001</td>
<td>Option Year I - Annual software Maintenance (20% total cost of current system for that year)</td>
<td>Current cost for the system is <a href="4">b</a></td>
<td>cost for maintenance</td>
<td>$0</td>
<td>$0</td>
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<tr>
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<td>Change: 0.000000</td>
<td>Current : 1.000000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
and reflect the actual dates"

"SUBJECT TO AVAILABILITY OF FUNDS".

**Line Period of Performance**: 08/27/2013 - 08/26/2014

**OPTIONAL** Licenses (IAW SOW Section C.1.4.E. proposal dated 7/24/12 & 7/30/12) for ITEMS ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES". PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT

N 10 Client Agent Software Licenses/RCS-TSL10 = (b)(4)
N 25 Client Agent Software Licenses/RCS-TSL25 =
N 50 Client Agent Software Licenses/RCS-TSL50 =
N 100 Client Agent Software Licenses/RCS-TSL100 =

"NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates".

"SUBJECT TO AVAILABILITY OF FUNDS".

**Option Year II - Annual software Maintenance (20% total cost of current system for that year)**

**NOTE**: (1) If additional licenses are purchased, the price will change to reflect the actual cost for the maintenance.

(2) The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates".

"SUBJECT TO AVAILABILITY OF FUNDS".

**Line Period of Performance**: 08/27/2014 - 08/26/2015

**OPTIONAL** Licenses (IAW SOW Section C.1.4.E. proposal dated 7/24/12 & 7/30/12) for ITEMS ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES". PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT

N 10 Client Agent Software Licenses/RCS-TSL10 = (b)(4)
N 25 Client Agent Software Licenses/RCS-TSL25 =
N 50 Client Agent Software Licenses/RCS-TSL50 =
N 100 Client Agent Software Licenses/RCS-TSL100 =

"NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates".

"SUBJECT TO AVAILABILITY OF FUNDS".

**Option Year III - Annual software Maintenance (20% total cost of current system for that year)**

(1) If additional licenses are purchased, the price will change to reflect the actual cost for the maintenance.

(2) The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates"

"SUBJECT TO AVAILABILITY OF FUNDS".

**Line Period of Performance**: 08/27/2015 - 08/26/2016

**OPTIONAL** Licenses (IAW SOW Section C.1.4.E. proposal dated 7/24/12 & 7/30/12) for ITEMS ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES". PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT

N 10 Client Agent Software Licenses/RCS-TSL10 = (b)(4)
N 25 Client Agent Software Licenses/RCS-TSL25 =
N 50 Client Agent Software Licenses/RCS-TSL50 =
N 100 Client Agent Software Licenses/RCS-TSL100 =

"NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be
issued to change and reflect the actual dates*.
"SUBJECT TO AVAILABILITY OF FUNDS".

**Line Period of Performance:** 08/27/2015 - 08/26/2016

**Option Year IV - Annual software Maintenance**
(20% total cost of current system for that year)

**NOTE:** (1) If additional licenses are purchased, the price will change to reflect the actual cost for the maintenance.

(2) The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates*.

"SUBJECT TO AVAILABILITY OF FUNDS".

**Line Period of Performance:** 08/27/2016 - 08/26/2017

**"OPTIONAL" Licenses (IAW SOW Section C.1.4.E, proposal dated 7/24/12 & 7/30/12 for ITEMS ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES" PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT**

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**NOTE:** You may license Agents or more/RC5-TSL - (Need to call for special discounted price)
1st Year Maintenance/RC5-Maint = Included

**"NOTE:** The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates*.

"SUBJECT TO AVAILABILITY OF FUNDS".

**Line Period of Performance:** 08/27/2016 - 08/26/2017

**PREVIOUS TOTAL**

**CHANGE**

**CURRENT TOTAL** $2,432,000.00

**FUNDING DETAILS:**

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SECTION H

DEA-2852.203-70  FORMER EMPLOYMENT OR ASSIGNMENT WITH THE DEA (MAY 2013)

The contractor shall identify any contractor personnel who currently work for DEA, or have been employed with DEA within the last two years, or who will be working at, or providing support for, the same DEA Division or Office where they were last assigned prior to leaving DEA under the contract/task order. Any contractor personnel identified by the contractor must complete a Contractor Ethics Questionnaire. The contractor must provide this questionnaire to the contracting officer prior to the individual beginning performance on this effort. Depending on the responses provided, contractor personnel may be disqualified from the contract or required to seek a post-employment opinion from the DEA Office of Counsel to determine whether their work on, or support of, the contract/task order raises any conflict of interest issues or other potential violations of law.

The Contractor understands that contractor personnel are prohibited from appearing before, or communicating with, the Federal Government on behalf of a contractor regarding a Government contract, investigation or other particular matter that they participated in personally and substantially as a Federal employee with the intent to influence Government officials in those matters for the lifetime of those matters.

The Contractor further understands that for two years after leaving the Federal Government, contractor personnel are prohibited from appearing before, or communicating with, the Government with the intent to influence on behalf of a contractor regarding a Government contract, investigation or other particular matter that they did not participate in personally and substantially as a Government employee, but that was under their official responsibility during their last year in the Government.

If DEA determines that after reviewing questionnaire responses or conducting other inquiries that contractor personnel may violate the above post-employment restrictions or other applicable laws if allowed to work on or support the contract/task order, at DEA’s request, the contractor must remove those contractor personnel from the contract.

(End of clause)
DEA Headquarters
8701 Morrisette Drive, Attn: (FACT) 10-07-07 (C)(D)(X)(F)
Springfield, VA 22152

CICOM USA, LLC
1997 ANNAPOLIS EXCHANGE PARKWAY
SUITE 300
ANNAPOLIS, MD 21401-9996

CODE 272780230
FACILITY CODE 963322842

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, ☐ not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each teleogram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (if requested)

2012-2013-S1D-ST-2333320-FGN-G2-FLS-23322-T3E-TELE-2335323

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

☐ A. THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.

☐ B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

☐ C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

☐ D. OTHER (Specify type of modification and authority)

☐ IMPORTANT: Contractor ☐ is not, ☐ is required to sign this document and return copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION: (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This purpose of this modification is to revise the period of performance (POP) to accommodate a schedule change during installation and to reverse unit prices and quantities to facilitate payment of invoices. Accordingly:
1. The POP on CLINs 0002 and 0003 is revised to 11/15/2012 to 11/14/2013
2. The quantities and unit prices on CLINs 0004, 1002, 2002, 3002 and 4002 are reversed.
3. This is a no cost modification. All other terms and conditions remain unchanged.

Except as provided herein, all terms and conditions of the document referenced in Item 8A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)

15C. DATE SIGNED

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)

16C. DATE SIGNED

NSN 7540-01-152-8070
Previous edition unusable

Starter Form 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 52.243

Page 45
Section B - Supplies or Services and Prices/Costs

Delivery Date: 60 Days From the Contract Award Date.

The Contractor shall provide supplies/services in accordance with proposal dated July 2, 2012 and in accordance with terms and conditions set forth herein.

### SCHEDULE OF SUPPLIES/SERVICES

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<th>UNIT PRICE</th>
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and reflect the actual dates

"SUBJECT TO AVAILABILITY OF FUNDS"

**OPTIONAL** Licenses (IAW SOW Section C.1.4.E, proposal dated 7/24/12 & 7/30/12, for ITEMS ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES", PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT. 

- N 10 Client Agent Software Licenses/RCS-TSL10
- N 25 Client Agent Software Licenses/RCS-TSL25
- N 50 Client Agent Software Licenses/RCS-TSL50
- N 100 Client Agent Software Licenses/RCS-TSL100

- Need to call for special discounted price

1st Year Maintenance/RCS-Maint = Included

**NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates.

"SUBJECT TO AVAILABILITY OF FUNDS"

**OPTIONAL** Licenses (IAW SOW Section C.1.4.E, proposal dated 7/24/12 & 7/30/12, for ITEMS ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES", PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT. 

- N 10 Client Agent Software Licenses/RCS-TSL10
- N 25 Client Agent Software Licenses/RCS-TSL25
- N 50 Client Agent Software Licenses/RCS-TSL50
- N 100 Client Agent Software Licenses/RCS-TSL100

- Need to call for special discounted price

1st Year Maintenance/RCS-Maint = Included

**NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates.

"SUBJECT TO AVAILABILITY OF FUNDS"

**OPTIONAL** Licenses (IAW SOW Section C.1.4.E, proposal dated 7/24/12 & 7/30/12, for ITEMS ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES", PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT. 

- N 10 Client Agent Software Licenses/RCS-TSL10
- N 25 Client Agent Software Licenses/RCS-TSL25
- N 50 Client Agent Software Licenses/RCS-TSL50
- N 100 Client Agent Software Licenses/RCS-TSL100

- Need to call for special discounted price

1st Year Maintenance/RCS-Maint = Included

**NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates.

"SUBJECT TO AVAILABILITY OF FUNDS"

Option Year II - Annual software Maintenance (20% total cost of current system for that year)

**NOTE: (1) If additional licenses are purchased, the price will change to reflect the actual cost for the maintenance.

(2) The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates.

"SUBJECT TO AVAILABILITY OF FUNDS"

Option Year III - Annual software Maintenance (20% total cost of current system for that year)

(1) If additional licenses are purchased, the price will change to reflect the actual cost for the maintenance.

(2) The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates.

"SUBJECT TO AVAILABILITY OF FUNDS"

**OPTIONAL** Licenses (IAW SOW Section C.1.4.E, proposal dated 7/24/12 & 7/30/12, for ITEMS ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES", PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT. 

- N 10 Client Agent Software Licenses/RCS-TSL10
- N 25 Client Agent Software Licenses/RCS-TSL25
- N 50 Client Agent Software Licenses/RCS-TSL50
- N 100 Client Agent Software Licenses/RCS-TSL100

- Need to call for special discounted price

1st Year Maintenance/RCS-Maint = Included

**NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates.

"SUBJECT TO AVAILABILITY OF FUNDS"

**OPTIONAL** Licenses (IAW SOW Section C.1.4.E, proposal dated 7/24/12 & 7/30/12, for ITEMS ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES", PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT. 

- N 10 Client Agent Software Licenses/RCS-TSL10
- N 25 Client Agent Software Licenses/RCS-TSL25
- N 50 Client Agent Software Licenses/RCS-TSL50
- N 100 Client Agent Software Licenses/RCS-TSL100

- Need to call for special discounted price

1st Year Maintenance/RCS-Maint = Included

**NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates.

"SUBJECT TO AVAILABILITY OF FUNDS"
Line of Business: Option Year IV - Annual software Maintenance

Period of Performance: 08/27/2015 - 08/26/2016

**NOTE:** (1) If additional licenses are purchased, the price will change to reflect the actual cost for the maintenance.

(2) The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates.

**SUSTAIN TO AVAILABILITY OF FUNDS**

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**SUSTAIN TO AVAILABILITY OF FUNDS**

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**FUNDING DETAILS:**

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2013- S1D - OE - 2335320 - FGN-G2 - - FLS - 23322 - - T3E - - 2335323
### AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

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#### 1. CONTRACT ID CODE
- DJD-12-R-0033

#### 2. AMENDMENT/MODIFICATION NO
- 000b

#### 3. EFFECTIVE DATE
- See Block 16C

#### 4. REQUISITION/PURCHASE REG. NO.
- See Lines

#### 5. PROJECT NO. (If applicable)
- 

#### 6. DATED (SEE ITEM 7)
- 10A. MODIFICATION OF CONTRACT ORDER NO.
- DJD-12-C-0033

#### 7. AMENDED BY (If other than Item 6)
- D-110

#### 8. NAME AND ADDRESS OF CONTRACTOR (No., street, city, state and ZIP Code)
- CICOM USA, LLC
- 1997 ANNAKING EXCHANGE PARKWAY
- SUITE 300
- ANNAPOLIS, MD 21401-0906
- DUNES 843352842

#### 9. FACILITY CODE
- 963322842

#### 11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

Check Box:
- X

**Text:**
- The above solicitation is amended to add a new item 14. This item has been added for receipt of offers.
- Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning copies of the amendment. (b) By acknowledging receipt of this amendment on each copy of the offer submitted, or by separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. By virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

#### 12. ACCOUNTING AND APPROPRIATION (If Required)

#### 13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACT ORDERS

**Text:**
- IT MODIFIES THE CONTRACT ORDER NO. AS DESCRIBED IN ITEM 14.

**Check Box:**
- X

**Text:**
- A. THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
- B. THE ABOVE NUMBERED CONTRACT ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
- C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
- X 52.217-7 Option to Exceed the Term of the Contract (MAR 2000)

**Text:**
- IMPORTANT: Contractor

**Text:**
- (a) All other terms and conditions remain unchanged.

#### 14. DESCRIPTION OF AMENDMENT/MODIFICATION

Pursuant to the option clause set forth in the contract, the Government hereby exercises the Option Period II for the period of performance August 27, 2014 to August 30, 2015. This modification is to increase DJD-12-C-0033 for a total obligation of $4,217,744. All other terms and conditions remain unchanged.

**Text:**
- Signature of Contracting Officer

**Text:**
- Prescribed by OMB under Circular No. A-103.
(2) The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates*.

"SUBJECT TO AVAILABILITY OF FUNDS".

Line Period of Performance: 08/27/2013 - 08/26/2014

Previous: 1.000000

Change: 0.000000

Current: 1.000000

OPTIONAL" Licenses (IAW SOW Section C.1.4.E, proposal dated 7/24/12 & 7/30/12 for ITEMS ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES". PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT.

N 10 Client Agent Software Licenses/RCS-TSL10 =
N 25 Client Agent Software Licenses/RCS-TSL25 =
N 50 Client Agent Software Licenses/RCS-TSL50 =
N 100 Client Agent Software Licenses/RCS-TSL100 =

>100 Clients Agents or more/RCS-TSL- (Need to call for special discounted price)

First Year Maintenance/RCS-Maint = Included

"NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates*.

"SUBJECT TO AVAILABILITY OF FUNDS".

Line Period of Performance: 08/27/2013 - 08/26/2014

Base Period

Option Year I - Annual software Maintenance
(20% total cost of current system for that year)

"NOTE: (1) If additional licenses are purchased, the price will change to reflect the actual cost for the maintenance.

(2) The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates*.

"SUBJECT TO AVAILABILITY OF FUNDS".

Line Period of Performance: 08/27/2014 - 08/26/2015

Exercised Option

OPTIONAL" Licenses (IAW SOW Section C.1.4.E, proposal dated 7/24/12 & 7/30/12 for ITEMS ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES". PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT.

N 10 Client Agent Software Licenses/RCS-TSL10 =
N 25 Client Agent Software Licenses/RCS-TSL25 =
N 50 Client Agent Software Licenses/RCS-TSL50 =
N 100 Client Agent Software Licenses/RCS-TSL100 =

>100 Clients Agents or more/RCS-TSL- (Need to call for special discounted price)

First Year Maintenance/RCS-Maint = Included

"NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates*.

"SUBJECT TO AVAILABILITY OF FUNDS".

Line Period of Performance: 08/27/2014 - 08/26/2015

Unexercised Option

Option Year II - Annual software Maintenance
(20% total cost of current system for that year)

(1) If additional licenses are purchased, the price will change to reflect the actual cost for the maintenance.

(2) The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates*.

"SUBJECT TO AVAILABILITY OF FUNDS".

Line Period of Performance: 08/27/2014 - 08/26/2015

Unexercised Option

OPTIONAL" Licenses (IAW SOW Section C.1.4.E, proposal dated 7/24/12 & 7/30/12 for ITEMS ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES". PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT.
<p>| | | |</p>
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</table>
Alex Velasco  
CICOM USA, LLC  
1997 Annapolis Exchange Parkway  
Suite 300  
Annapolis, MD 21401

Subject: Contract Number: DJD-12-C-0033  
Modification Number: 0007

Dear Mr. Velasco,

Enclosed herein is a fully executed copy of modification 0007 to contract DJD-12-C-0033. The original modification was sent for your approval and signature on April 30th, 2015. Upon waiting the required 30 calendar days, no response was received from you in regards to the modification. As Contracting Officer, I took it upon myself to fully execute the order.

Please feel free to contact [redacted] Contract Specialist, with any questions or concerns at [redacted].

Sincerely,

[redacted]  
Contract Officer  
Office of Acquisition & Relocation Management
**AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT**

<table>
<thead>
<tr>
<th>AMENDMENT/ MODIFICATION NO</th>
<th>EFFECTIVE DATE</th>
<th>ORIGINAL AWARD NO</th>
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**CONTRACTING OFFICER**

DEA Headquarters
8701 Monticello Drive
Springfield, VA 22152

**NAME AND ADDRESS OF CONTRACTOR (if different, specify):**

CICOM USA, LLC
1997 ANNAPOLIS EXCHANGE PARKWAY
SUITE 400
ANNAPOlis, MD 21401-9929

**FACILITY CODE**

277780234

**CAMPAIGN CODE**

D-H-10

**AGENCY CODE**

(D0)/(D)/(7)/(C)/(D)/(F)

**AMENDMENT OF SOLICITATION?**

[X] Yes

**MODIFICATION OF CONTRACT/ORDER NO.**

DJD-12-C-0033

**DATE MODIFIED**

03/14/2015

**DATE AMENDED**

08/17/2012

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

The above numbered solicitation is amended as set forth in item 14. The time and date specified for receipt of offers is extended, andjad extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods: (a) By completing Form B-8 and returning a copy of the amendment to the issuing office; (b) By acknowledging receipt of the amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment number. FAILURE TO ACKNOWLEDGE THIS MODIFICATION ON OR BEFORE THE TIME AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.

**12. ACCOUNTING AND APPROPRIATION DATA (if required):**


**13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

**CHECK ONE**

A THIS CHANGE ORDER IS ISSUED PURSUANT TO (specify authority: the changes set forth in item 14 are made in the contract order no. as item 10A.

B THE ABOVE NUMERATED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office or appropriation: the changes set forth in item 14 are made pursuant to the authority of FAR 43.103(d).

C THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF mutual Agreement Between Both Parties.

D OTHER: (specify type of modification and authority)

**14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by GPD action symbols, including subcategorization subject matter unless otherwise indicated):**

The purpose of this bilateral modification is to extend the period of performance from 06/26/2015 to 12/31/2015. This period of performance is changing in relation to Option Year II of the current contract. This is a no cost modification. All financial obligations have been made. After December 31, 2015 all services will have been received by the Government and this contract will be closed out.

**15. CONCERNED OFFICER (Signature of person authorized to sign):**

[Signature]

[Name]

**16. AMENDMENT/ MODIFICATION NO.**

0001

**CONTRACTING OFFICER**

CICOM USA, LLC
1997 ANNAPOLIS EXCHANGE PARKWAY
SUITE 400
ANNAPOlis, MD 21401-9929

**FACILITY CODE**

277780234

**CAMPAIGN CODE**

D-H-10

**AGENCY CODE**

(D0)/(D)/(7)/(C)/(D)/(F)

**STANDARD FORM 30 (REV 10-03)**

Prescribed by OPM 5205-60-006-2015-40012

03/14/2015
Section B - Supplies or Services and Prices/Costs

Delivery Date: 60 Days From the Contract Award Date

The Contractor shall provide supplies/services in accordance with proposal dated July 2, 2012 and in accordance with terms and conditions set forth herein.

## SCHEDULE OF SUPPLIES/SERVICES

**CONTINUATION SHEET**

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1001

Option Year - Annual software Maintenance
(20% of total cost of current system for that year)

Current cost for the system is $1,000,000 (cost for maintenance)

**NOTES:**
1. Additional licenses may be purchased for an additional cost.
2. The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates.

**SUBJECT TO AVAILABILITY OF FUNDS**

Line Period of Performance: 06/27/2012 - 06/26/2013

Baseline

1002

**OPTIONAL** Licenses (IAW SOW Section C 1.4 E. proposal dated 7/24/12 & 7/30/12 for ITEMS ONLY UNDER "AGENTS REMOTE CONTROL SYSTEM TARGET PRICES" PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT

N 10 Client Agent Software Licenses/RCS-TSL 10
N 25 Client Agent Software Licenses/RCS-TSL 25
N 50 Client Agent Software Licenses/RCS-TSL 50
N 100 Client Agent Software Licenses/RCS-TSL 100

**NOTES:**
1. The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates.

**SUBJECT TO AVAILABILITY OF FUNDS**

Line Period of Performance: 06/27/2013 - 06/26/2014

Exercised Option

(b)(4)
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"NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates."
and reflect the actual dates*.

"SUBJECT TO AVAILABILITY OF FUNDS*.

Line Period of Performance: 08/27/2016 - 08/26/2017

Unexercised Option

"OPTIONAL" Licenses (IAW SCW Section C, I, 4, E; proposal dated 7/24/12 & 7/30/12 for ITEMS ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES". PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT

N 10 Client Agent Software Licenses/RCS-TSL100
N 25 Client Agent Software Licenses/RCS-TSL25
N 50 Client Agent Software Licenses/RCS-TSL50
N 100 Client Agent Software Licenses/RCS-TSL100

**NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates**.

"SUBJECT TO AVAILABILITY OF FUNDS*.

Line Period of Performance: 08/27/2016 - 08/26/2017

Base Period

PREVIOUS TOTAL
CHANGE
CURRENT TOTAL $2,457,000.00

---

**FUNDING DETAILS:**

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Withheld pursuant to exemption

(D)(5); (D)(6); (D)(7)(C); (D)(7)(E)(F)(F)

of the Freedom of Information and Privacy Act
U. S. Department of Justice  
Drug Enforcement Administration  
Office of Acquisition & Relocation Management (FA)  
8701 Morrisette Drive  
Springfield, VA 22152

www.dea.gov

July 8, 2015

CICOM USA, LLC  
Attn: Alex Velasco  
1997 Annapolis Exchange Parkway  
Suite 300  
Annapolis, MC 21401

Subject: Contract Number: DJD-12-C-0033  
              Modification Number: 0008

Dear Mr. Velasco:

You are hereby notified that contract number DJD-12-C-0033 is terminated in its entirety for the Government's convenience under the clause entitled 52.249-2, Termination for Convenience of the Government (Fixed-Price, April 2012). The termination is effective upon signature by the Contracting Officer. The contract shall be terminated at no cost to the Government. The contractor shall stop all work relating to contract DJD-12-C-0033.

Please acknowledge receipt of this notice as provided below by July 10, 2015. If you have any questions concerning this matter please contact [redacted].

Contracting Officer  
Office of Acquisition & Relocation Management

Acknowledgement Certification:

The undersigned acknowledges receipt of a signed copy of this notice.

Print Name and Title

Signature

Date

Enclosure
AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

<table>
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<th>Part Number</th>
<th>Purchase Order Number</th>
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<tbody>
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</table>

DOD Headquarters
910 North St.
Springfield, VA 22152

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The time and date specified for receipt of offers are extended.
☐ The above numbered solicitation is amended as set forth in Item 14. The time and date specified for receipt of offers are not extended.

12. IMPORTANT

☐ The above numbered solicitation is amended as set forth in Item 14. The time and date specified for receipt of offers are extended.
☐ The above numbered solicitation is amended as set forth in Item 14. The time and date specified for receipt of offers are not extended.

13 THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS.
IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

☐ A. CHANGE ORDER IS ISSUED PURSUANT TO WHICH AN ORIGINAL THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER IS IN ITEM 11A.
☐ B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in the Administrative Order, for example) SET FORTH IN ITEM 14.
☐ C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF
☐ D. OTHER (Specify type of modification and authority)

14. IMPORTANT

☐ The purpose of this unilateral modification is to terminate contract DOD-12-C-0033 in accordance with FAR clause 52.249-2. Termination for Convenience of the Government (Fixed-Price, April 2015). This contract is hereby terminated in its entirety.

DOD-12-C-0033

Contracting Officer

[Signature]

[Date]

[Name and Title]
DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK FOR
REMOTE CONTROL HOST BASED INTERCEPT SYSTEM SOFTWARE

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SUBSECTION C.A GENERAL

SUBSECTION C.A.1 BACKGROUND

A. The mission of the Drug Enforcement Administration is to enforce the controlled substances laws and regulations of the United States and to bring to the criminal and civil justice systems those organizations and/or individuals involved in the growing manufacture, or distribution of controlled substances appearing in or destined for illicit traffic in the United States and its territories. This requirement is for the acquisition of Remote Control Host Based System (RCS) Intercept Software and associated components, support, service, and maintenance program for the Drug Enforcement Administration (DEA). This point forward throughout this Statement of Work, the Remote Control System Intercept System will be referred to as the RCS. This Statement of Work (SOW) further defines the responsibilities, scope, services to be rendered, and other applicable parameters of a comprehensive delivery, installation, technical support, and maintenance program providing a wide range of services.

B. DEA continually modifies investigative techniques to match emerging technology trends. A comparatively recent development is that narcotics traffickers are increasingly using encrypted Internet Protocol (IP) traffic to communicate on either traditional personal computers or on smartphones. Whether communicating via traditional data formats (email, SMS texts) or using Voice over Internet Protocol (VOIP), seasoned traffickers know that using encrypted IP often makes them largely immune to most conventional law enforcement techniques. Complicating the matters is that many popular service providers (i.e. Skype) are not based in the United States and are currently not subject to U.S. laws which compel cooperation with legal authorities. More importantly, in most cases, the encryption is performed on the end device(s) and is only decrypted on the receiving device. Consequently, even if service providers wish to comply with legal authorities, the encryption tools as currently deployed preclude the production of an evidentiary product.

C. This requirement is for the acquisition of a host-based Remote Control System (RCS) Intercept Software tool that can be deployed. Based on market research conducted by the DEA Office of Investigative Technology (ST). The software is the

SUBSECTION C.A.2 DEFINITION OF RCS INTERCEPT SOFTWARE TOOL

A. The RCS

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SUBSECTION C.A.3 SCOPE OF WORK

A. The contractor shall provide the Drug Enforcement Administration (DEA) with fully functioning RCS software as defined in this statement of work, including, but not limited to all necessary software, licensing, warranties, maintenance, technical support, software upgrades, enhancements, and options, throughout the life of the contract. The initial RCS installation will take place at DEA Lorton, Virginia. During the initial RCS installation the Contractor shall provide a 5-day onsite RCS Training Session at DEA-Lorton. The initial installation will be completed when the RCS software passes the Factory Acceptance Test (FAT). The final RCS installation will take place in [Blank]. During the final RCS installation the Contractor shall provide a 5-day onsite RCS Training Session at a U.S. Government-designated facility in [Blank]. Completion of the final installation will be determined by successful Contractor performance on the Site Acceptance Test (SAT).

B. The contractor shall provide all necessary assistance to the government in the areas of installation and troubleshooting for any or all of the equipment and software provided under this contract to ensure the RCS system is fully functional.

C. Unless otherwise specified herein, all services and responsibilities provided for and to the government by the Contractor under this Statement of Work shall be included in the price of the contract. When the option for an associated system support, service, and maintenance program is exercised by the government, the first year of the Annual Fleet Service, Support and Maintenance CLIN (AFSSMC) for this solicitation or for new/additional software licenses or hardware subsequently added to it as an existing system shall be provided to the government by the Contractor without additional charge (beyond costs incorporated into the price for the software licenses and hardware themselves).

D. The Contractor shall meet the minimally acceptable level of compliance with the Statement of Work upon installation of their system. The minimally acceptable level of compliance is defined as the conglomeration of those requirement elements, identified through application of the word “shall,” which must immediately be available to the government from the Contractor upon delivery of equipment or service.

SUBSECTION C.B GENERAL SYSTEM REQUIREMENTS, DESIGN, CONFIGURATION, AND SCALABILITY

SUBSECTION C.B.1 SYSTEM OVERVIEW – RCS SYSTEM

A. The purchased system shall meet the definition of and the functional requirements as set forth in Subsections C.A.2 and C.A.3.
SECTION C

B. All physical components and materials shall be comprised of new, previously unused equipment with no recycled, refurbished, or otherwise reused equipment being resident on the system.

C. The RCS system should be configured [Redacted]

D. The RCS Software shall be capable of [Redacted]

SUBSECTION C.B.2 RCS SECURITY & ENCRYPTION

A. The RCS software shall [Redacted]

B. The RCS software shall be [Redacted]

C. All users of the RCS System regardless of role (i.e., case agents, intelligence analysts, supervisors, system administrators, etc.) shall [Redacted]

D. If encryption authorization codes are required to operate any function within the system, the Contractor shall make them open and accessible to government agency personnel, providing all codes and keys to the government agency.

SUBSECTION C.B.3 – DATABASE

The RCS software shall maintain collected data in a standard relational database which shall be accessible, scalable, and capable future expansion.

SUBSECTION C.B.4 - SCALABILITY & CONFIGURATION – RCS

The RCS software shall be sufficiently robust and scalable to be able to support expansion of target devices. The U.S. Government shall be responsible for all expansions on the system hardware.

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SUBSECTION C.B.5 OPERATING SYSTEM FOR RCS SYSTEM

The RCS software shall be built upon an underlying Commercial-off-the-Shelf (COTS) operating system that is still supported by the manufacturer.

SUBSECTION C.B.6 THIRD PARTY SOFTWARE

The RCS software shall be compatible with a wide variety of commercially available operating systems, including those set out in Subsection C.C.1 paragraph 5. The Contractor shall provide full installation, maintenance, and upgrade support of the RCS software.

SUBSECTION C.B.7 HARDWARE REQUIREMENTS – RCS SYSTEM

The U.S. Government will supply the server hardware associated with the installation and operation of the RCS software tool. The contractor shall provide any proprietary associated hardware requirements.

SUBSECTION C.C RCS CAPABILITIES AND PERFORMANCE FOR RCS SYSTEM

SUBSECTION C.C.1 COLLECTION CAPABILITIES AND TYPES OF TARGET TRANSMISSIONS

1. The RCS software should provide the

2. The RCS software shall at a minimum provide the ability to retrieve the following types of data or information from a target PC:

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3. The RCS software shall provide the ability to retrieve at a minimum the following types of data or information from a target mobile communication device:

4. The RCS software shall have the ability to be

5. The RCS host based or agent software shall have the ability to be installed remotely on a target PC or mobile communication device running the following operating system or software versions:

SUBSECTION C.C.2 EMERGING TECHNOLOGIES

The contractor should continually update the RCS software throughout the life of the contract to maintain compatibility with new technologies, innovations, or forms of communications emerging in the realm of telecommunications.

SUBSECTION C.D REPORTS

RCS shall have the ability to generate, retain, and query selectable reports on the intercepted data.

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SUBSECTION C.E SYSTEM ADMINISTRATION

The system should provide System Administration Tools to aid in the administration of the system.

SUBSECTION C.F - NON-AUDITORY AND IP COMMUNICATIONS

SUBSECTION C.F.1 SMS/TEXT MESSAGING

The system should be able to

SUBSECTION C.F.2 MMS/PHOTOS/VIDEO FILE TRANSMISSION

The system should be able to

SUBSECTION C.F.3 DATA AND INTERNET PROTOCOL (IP) COLLECTION

A. The system shall

B. The system shall

SUBSECTION C.G MISCELLANEOUS

SUBSECTION C.G.1 INDEMNIFICATION

A. The contractor agrees to defend and indemnify the government agency (including, without limitation, its officers, officials, employees, contract employees, other agency employees, and agents and its assigns and successors) and hold them harmless from any and all damages (including punitive damages), losses or expenses (including without limitation, court costs, arbitration fees, penalties, fines, amounts paid in settlement of claims and reasonable legal fees and expenses of investigation) that it may incur, suffer, or become liable for as a result of, or in connection with, any claim asserted or threatened.
against them by a third party for property damage or loss or personal injury or death based on the negligence or willful misconduct of the contractor, its officers, officials, employees, and agents in providing services under this agreement.

B. The contractor warrants that the RCS software and services it provides will not infringe the intellectual property rights of any third party. The contractor agrees to indemnify the government agency against any and all claims and associated costs arising out of the contractor’s infringement or alleged infringement of intellectual property rights of third parties. If such a claim is made or appears likely to be made, the contractor will, at its sole cost and expense, arrange for the government agency to continue to use the affected component of the contractor’s equipment or to modify or replace same.

SUBSECTION C.G.2 CONFIDENTIALITY/SECURITY ISSUES

A. The Contractor and its agents or employees shall maintain the confidentiality of the government agency’s affairs and shall not disclose or disseminate to any third party the identification of government agency personnel, locations, and hardware or software configurations, or any other information regarding the government agency or its facilities obtained through access to the government agency offices or its personnel.

B. The Contractor and its agents or employees shall demonstrate no undue influence exerted upon them by any foreign government, especially those foreign governments in a hostile relationship with the United States of America or its allies, any security risks posed by hostile foreign nationals, or conflicting interests with the United States government and/or its foreign policy.

C. In the course of performing normal service, support, and maintenance upon the RCS system purchased under this contract, contractor personnel may unavoidably gain access to collected sensitive evidence and intelligence obtained in the government agency’s execution of criminal investigations. The Contractor its agents and employees shall operate under the following guidelines in regards to this sensitive evidence and intelligence:

1) The Contractor its agents and employees shall self-limit their exposure to such evidence and information as much as is reasonable and practical while still performing their contractual obligations.
2) The Contractor its agents and employees shall handle any content of such evidence and information to which they are unable to avoid exposure with complete confidentiality and appropriate discretion.
3) The Contractor its agents and employees shall not disclose any content of evidence and evidence pertaining to the government agency’s execution of criminal investigations, the fact of such investigation, or the request for assistance to any person other than those of its agents and employees who require this information to accomplish the services under this contract.
4) The Contractor its agents and employees assigned to this contract shall be advised by the contractor that mishandling and inappropriate dissemination of such evidence and information could result in criminal charges filed against involved contractor personnel or the contractor.

D. All contractor personnel supporting this procurement are entrusted with a certain level of trust due to the nature of DEA’s mission. The Government expects the Vendor will employ persons of integrity and trustworthiness. To ensure this, DEA reserves the right to conduct background screening or a full background investigation on all employees if need arises. While the majority of work will be performed outside of DEA, all contractors must be escorted if entering a DEA facility. DEA reserves the right to modify the security requirements found in this contract at any time.

SUBSECTION C.G.3 PROCEDURES FOR POST-AWARD ACTIONS

A. The following schedule shall be initiated for commencement of work upon the government’s notice to proceed.

B. After a contractor is awarded, the contractor shall provide the government with all necessary and pertinent information concerning the site infrastructure requirements of hosting their system. All information will be provided to the COR within five business days of contract award.

C. Installation of the RCS System shall be scheduled to occur no later than sixty (60) days after award, unless scheduled differently by request/agreement of the government.

SUBSECTION C.H JUDICIAL PROCEDURE PRESENTATIONS OF ORIGINAL EVIDENCE AND JUDICIAL CHALLENGES

A. Upon COR request, the Contractor shall provide all engineering equipment, and technical support necessary to present in court proceedings the original evidence collected on any equipment provided by the contractor. Court proceeding may take place at an overseas location.

B. Upon COR request, the Contractor shall provide the government with a hardware and/or software solution which allows intelligible, clear, timely, and accurate presentation of the original evidence to at a minimum the following persons simultaneously: the judge(s), the jury, the prosecutor(s), the lead investigator(s), the defense attorney(s), and the defendant(s).

C. Hardware components shall be portable. The definition of “portable” in this subsection shall mean one complete unit able to be handled by an average one-man lift and weighing
SECTION C

no more than 50 pounds, including any speakers but not including any headphones necessary to the broadcast of audio evidence.

D. Systems changes over time due to advances in technology and/or standards, the presentation solution(s) developed by the contractor shall maintain the ability to present prior versions of original evidence.

E. If the contractor’s equipment is challenged in any local court proceedings on issues including, but not limited to, collection methodology, accuracy, reliability, integrity, or other function which calls into question the acceptability of original evidence collected on their equipment, the contractor shall provide expert testimony to defend the integrity of such original evidence as required by the court. The testimony shall be provided by qualified and technically competent personnel who at a minimum match the requirements of an Engineer, Senior IT Software Specialist. Testimony should be provided at no additional cost to the government other than the distribution to the contractor and/or testifying personnel of any customary witness fees or reimbursements provided by the court or prosecutor’s office, or if travel is necessary and authorized by the designated COR, reimbursement by the Government, will be at the current rates in accordance with the Federal Travel Regulations (FTR) upon prior approval of the COR. (See section G.3 “Travel Requirements” for further details).

F. Any hardware or software components required for use by the Contractor to support Subsection C.1. (A-G) should be provided to the Government at no additional cost.

SUBSECTION C.1 WARRANTY AND SUPPORT

SUBSECTION C.1.1 WARRANTY AND SUPPORT OVERVIEW

A. The Contractor shall warrant the operation of all of the RCS Software associated with the RCS system for the life of the contract.

B. During the period of warranty, the contractor is responsible for the expeditious shipping of any software items for repair or replacement from and to the present government location of the equipment or designated government warehousing location to the contractor’s service location(s).

C. The contractor shall provide maintenance for software.

SUBSECTION C.1.2 LABOR CATEGORIES

The Contractor shall provide all levels of engineering services required to deploy and install the RCS system.

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SUBSECTION C.I.3 TRAINING

DEA expects the contractor to provide personnel with the required skills to support the requirements identified in the contract. This includes the skills required to operate in the DEA IT environment. However, if contractor training is required for hardware, software, tools or services not identified in the contract, DEA will fund either the training cost or the contractor’s time for training, whichever is most beneficial to the government. DEA will fund time for training if training is DEA specific (e.g. etc.). If additional contractor training is identified during the contract that would be beneficial to the government, DEA will negotiate the funding with the contractor. All proposed training request shall be reviewed and approved in advance by the DEA.

A. The Contractor shall provide training that coincides with both the initial installation in Lorton, VA and the final installation that meets the objectives defined in the RCS system manuals or explicitly defined by COR, and ensures the resources used (cost, time and method) are at the best value (cost) to the Government in lieu of “effective and efficient training.”

B. The Contractor shall provide all equipment, and documentation for the training courses of instruction in English.

C. The RCS Training Sessions shall be conducted at DEA Lorton, Virginia and at a U.S. Government designated facility The training sessions should be provided to up to ten (10) attendees over a period of five (5) days.

D. The Government anticipates that the training course shall consist of approximately ten (10) people.

E. Any expenses related to the training course shall be provided by the Contractor. Travel costs for the training session shall be billed at cost and are not to exceed $6000.00.

SUBSECTION C.I.4 ANNUAL MAINTENANCE AND SUPPORT OVERVIEW

A. An Annual Maintenance and Support CLIN shall be made available to the government for the RCS System. The components of this Annual Maintenance and Support are defined throughout Subsections C.I.4 though C.I.7, inclusive.

B. The specific contract provisions and elements negotiated and agreed to herein between the Contractor and the government shall succeed any prior or existing service contract for the RCS System unless the option is not exercised by the government.

C. As noted elsewhere, the first year of the Annual Maintenance and Support CLIN for the RCS System or for new additional software licenses added to the existing site in a subsequent expansion of the system shall be provided to the government by the Contractor without additional cost commencing immediately after satisfactory completion of installation and acceptance by the government if so exercised as an option.
by the government. The Contractor shall offer to the government the option to renew the Annual Maintenance and Support for the RCS System or for new/additional software licenses added to the existing site in a subsequent expansion of the system each following subsequent year throughout the life of the contract according to pricing schedules mutually agreed upon between the Contractor and the government under this contract.

D. Once applicable to the RCS Systems for the particular Contractor, this agreement shall be available to be purchased by the federal agency on an annual basis each Fiscal Year and will cover the system during that year.

E. The Contractor shall offer to the government the “option” to increase in size of the system and/or additional licenses to the existing site in a subsequent expansion of the system following each subsequent year throughout the life of the contract according to the pricing schedules mutually agreed upon between the Contractor and the Government

SUBSECTION C.1.5 - HELP DESK/TELEPHONE SUPPORT

A. The Contractor shall provide the availability of their support personnel via electronic communications or telephone 24 hours a day, 7 days a week, for every week of the year.

B. The Government should gain personal contact with support personnel within 20 minutes of their initial attempt at least 95% of the time.

C. The Contractor should provide Spanish speaking support.

SUBSECTION C.1.6 SOFTWARE SUPPORT

A. The contractor should continually maintain and update the RCS software in order to keep pace with court mandates, changes and/or advances in technology and internet protocol standards, and as requested to address the operational needs of the DEA. The contractor should update their software to keep pace with the introduction of new published telecommunication standards for legal requirements for wire line, wireless, and packet communication, which includes Voice over IP (VoIP), SMS, and related communication technologies, including Internet Protocols such as MMS. The contractor’s engineers should research and promptly respond to trouble reports from their customers and strive to locate and repair defects in software. As appropriate, the contractor should produce new software releases and minor corrective patches to repair specific operational issues or defects.

B. The contractor should regularly consult with, seek input from, and prioritize in coordination with COR regarding the development of new software versions, upgrades, and patches resulting in any new features, enhancements, or other product changes. The contractor should formally notify the COR by electronic communications in writing of all proposed changes to software and hardware configurations which could impact the Law Enforcement Monitoring Facility (LEMF) systems or operations via telephone or email communication. The contractor should not institute any product changes which conflict with the basic or priority requirements of a lawful intercept.
C. The contractor shall ensure that all technical and engineering personnel assigned to work on this contract possess an appropriate level of competency, training, education, experience, and engineering skill commensurate with the level of assignments delegated to them. They shall possess the necessary in-depth knowledge of the RCS System (hardware and software) and lawful intercept procedures applicable to their assignment.

D. The contractor should maintain separate, controlled versions of software and data for the government, so that the contractor and the COR can mutually agree on any changes that impact system operators or users. The contractor should have a formally documented configuration management process to execute and maintain software versions.

E. The contractor shall coordinate the delivery of software updates and patches to the RCS system with the COR or other authorized personnel, so as to minimize operational impact and expedite improvements where the need is greatest. Patches and releases shall be included at no additional cost to the government through this support program. The contractor should endeavor to install custom updates in concert with other routine software updates to minimize system downtime or other operational impact.

F. The contractor should provide at no additional cost to the government under this contract general engineering consultation directly related to their systems including such activities as:
   o assistance to the federal agency for the planning of system upgrade or expansion activities;
   o aid in defining needed software or hardware customizations or other needed changes; and
   o analysis of special situations or performance issues impacting operations.

G. During all on-site activities, all reasonable effort should be made by the contractor to minimize system down time. Tasks should be performed off-hours if deemed necessary by COR or COR assigned personnel at no additional cost to the government under this contract.

H. Any Third Party software and licensing that was originally supplied by the contractor, and/or that is required to maintain the functionality of the system, should continue to be the responsibility of the contractor throughout the period of this contract.

SUBSECTION C.I.7 UPGRADE/SOFTWARE/PATCH RELEASE OR HARDWARE CONFIGURATION CHANGE PROCEDURES

A. Prior to any upgrade/software/patch release, the contractor shall notify the COR of any new system hardware or configuration requirements prior to installation. The contractor shall provide formal notification via telephone or email communication to COR if any
hardware deficiencies are detected, a plan of action to resolve the deficiency, and a
schedule for approval by COR recommending an appropriate course of action to result in
the eventual installation of the needed upgrade/software/patch release.

B. All upgrades/software/patch releases or hardware configuration changes developed by the
contractor shall be thoroughly and comprehensively tested and validated by the
contractor. The testing process should incorporate adequate simulation of “real world”
environments and permutations of multiple scenarios commonly and infrequently
occurring during field usage. Simulations should mimic the heavy workloads
encountered on site by the system. The contractor should document all test results and
processes for the COR. The contractor should develop and propose suitable testing
processes; however, determination of the levels of achievable comprehensiveness,
thoroughness, and nature of testing processes and reporting should be to the satisfaction
of the local federal agency.

C. After completion of the development and testing of all upgrades/software/patch releases
or hardware configuration changes at the contractor’s facility, all pertinent software
upgrade or hardware configuration documentation should at the same time be supplied to
the COR for full review. Deployment/installation instructions and procedures shall be
provided to the COR. The contractor should recommend a format and process for a
factory acceptance test to the COR, and should make changes and adjustments in
accordance with the wishes of the COR. Only after the COR have completed their own
independent review of the release, should final release approval be granted to the
contractor and installation executed on the operational field system.

D. All upgrades/software releases/corrective patches and hardware configuration changes
should be accompanied by providing the COR with the following:
  - Updated versions of manuals and guides provided for elsewhere in this statement
    of work as applicable.
  - A summary report highlighting changes to software; areas of the system changed
    or impacted; corrected software defects; requirements/conditions for installation;
    any new procedures or changes in existing procedures which will be followed in
    normal usage; all appropriate release notes; command or operations changes.
  - Pertinent contractor contact information in the event of failure of the new
    software or hardware.
  - Detailed software and/or hardware installation and protocols.
  - Back-out plan and protocols in case of installation failure/disaster.
  - A CD-ROM or DVD containing the contractor’s current software release for each
    upgraded system component (including all subsystems and workstations).
    Included will be Operating System Software, any appropriate 3rd party software,
    and recovery software.
  - Any third party hardware manuals or documentation as applicable.

E. The contractor shall provide ongoing technical support necessary to accomplish software
upgrades and an upgrade procedure for site personnel.
F. The contractor shall support all current and prior RCS software versions operating on the system hardware.

G. If any Upgrade/Software Release/Patch Release/Hardware Configuration Change Procedure requires the shutdown or reboot of system components, the procedure should be coordinated with COR, subject to approval as to timing.

H. Based on the amount of software changes or new features present in new software, the contractor shall provide an appropriate amount of training to field personnel to the satisfaction of COR, which could entail detailed training materials, online help, how-to documents, training videos, or onsite instruction.

SUBSECTION C.K PROGRAM MANAGEMENT

SUBSECTION C.K.1 PROGRAM MANAGER

A. The contractor shall assign a responsible program manager who will act as primary liaison for the program with the COR. COR receives all reporting requirements, provides general oversight of any maintenance activity, and will periodically review overall program progress and customer satisfaction.

B. The Program Manager’s responsibilities shall include, but not be limited to the following areas:
   1) Ensure the COR receives all reporting requirements and other needed information provided for in this statement of work in a timely manner;
   2) Ensure the COR is satisfied with the contractor’s product and service performance.
   3) Ensure all aspects of the Annual Fleet Service, Support and Maintenance (AFSSMC) are being fully, efficiently, and properly executed.
   4) Track all changes, enhancements, and customizations requested by the COR
   5) Maintain a regular and ongoing dialogue with the COR to ensure smooth and effective communication providing for the timely resolution of problems and other issues of concern;
   6) Ensure the COR receives all pertinent system information, including information described in Subsection C.I.7 in a timely manner;
   7) Develop action plans in conjunction with the COR to address any operational issues;
   8) Possess authority to commit the contractor to specific courses of action required by the COR to represent the contractor on contractual matters, which arise beyond the scope covered by this statement of work or the contract;
   9) Development of site-specific operational improvement plans;
   10) Provide oversight on all critical and large project initiatives affecting this program.
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SUBSECTION C.K.2 REGULAR MEETINGS

A. Meetings should be conducted via telephone on a monthly basis unless canceled or rescheduled by mutual agreement between the contractor and the COR. The focus of these routine meetings will include the following elements of the program:
   1. Status of proposed changes, enhancements, and features under development;
   2. Program performance;
   3. Future scheduling and planning;
   4. Setting of short and long term priorities;
   5. Review of outstanding and new software issues, defects, degradations, etc. reported in the field or during laboratory testing;
   6. Prioritization of issues and software bugs;
   7. Address urgent operational software changes and/or repairs;
   8. Deficiencies in the support program;
   9. Development of software upgrades/new releases/patches;
   10. Contractor and government program conflicts;

SUBSECTION C.L REPORTING REQUIREMENTS

SUBSECTION C.L.1 REPORTING REQUIREMENTS – GENERAL

A. The contractor shall be responsible for developing, updating, and maintaining any databases necessary to provide the reporting, manuals, guides, documentation, and other information required by the COR under this statement of work.

SUBSECTION C.L.2 MANUALS/GUIDES

A. The contractor shall provide system operational guides, training guides and other manuals as necessary in order to enable the software provided under the contract to be fully utilized operationally. These manuals and guides shall be provided to the users at the time the system is installed. Copies of the manuals, guides, and system drawings shall be provided to the COR prior to the deployment of any equipment. Electronic versions shall be substituted for hard copies unless hard copies are specifically requested by the recipient. All guides and manuals shall be provided in English.

B. The contractor shall be responsible for developing, maintaining, appending, updating, and providing current version copies of system operational guides, training guides, and other manuals to the COR and the following reference materials pertaining to the RCS product. This requirement will remain in effect for initial system installation. All documentation shall be updated for each new version of software, or otherwise as needed or requested by the COR.
GLOSSARY FOR SECTION C – STATEMENT OF WORK

CLIN – Contract Line Item Number

CMCB - Configuration Management Control Board

Contractor, the - the business entity whose products and services are being purchased under this statement of work; used interchangeably with “the contractor”

DEA – United States Drug Enforcement Administration

COR – Contracting Officer Representative from the Office of Investigative Technology, United States Drug Enforcement Administration. Other authorized government personnel shall be designated only by a COR.

Department of Justice – the United States Department of Justice

DOJ - the United States Department of Justice

FAR – Federal Acquisition Regulation

Government, the – the United States Federal Government

MMS – Multimedia Messaging Service

Program Manager – the contractor’s primary liaison for the RCS program with the federal agency

_Shall_ – utilized throughout this statement of work to designate a requirement element which must immediately be available to the government from the contractor upon delivery of equipment or service in order for the contractor to achieve the minimally acceptable level of compliance with the SOW. When applied to the RCS system requirements, “shall” indicates the requirement element is immediately deliverable upon completion of the system installation. When applied to the optional-to-the-government comprehensive engineering support, development, and maintenance program, “shall” indicates the mandatory elements of the program which the contractor must provide to the government when the option has been exercised by the government, the costs of which are included and not additional to the cost of the comprehensive engineering support, development, and maintenance program.

_Should_ - utilized throughout this statement of work to designate a requirement element which does not need to be available to the government from the contractor upon initial delivery of equipment or service in order for the contractor to achieve the minimal compliance with the SOW, but which the contractor may develop or achieve over the course of the contract at no additional cost to the government.

SMS – Short Message Service

As of 10/10/2012
STIG-729

U.S. DEPARTMENT OF JUSTICE
DRUG ENFORCEMENT ADMINISTRATION

REQUISITION FOR
EQUIPMENT, SUPPLIES, OR SERVICES

(Instruction on Reverse)

APR 19, 2012

Government Contracting Officer
Office of Investigative Technology
Lorton, VA 22079

1. REQUISITION NO
PR-D-12-ST-0287

2. PURCHASE ORDER / CONTROL NO

3. PAGE
1 OF 1 PAGE

4. DATE PREPARED
04/17/2012

5. TO (Name and location)
Cicom USA (Alex Valasco, POC Sales)
1997 Annapolis Exchange Parkway, Suite 300
Annapolis, Maryland 21401 (443-949-7470)

6. RECOMMENDED SOURCE

7. FOR INFORMATION CALL (Name, telephone)

8. ALLOWANCE AND ACTIVITY ACCOUNT(S) CHARGEABLE, AND OBJECT CLASS(ES)

PR D-12-ST-0287
4/19/12

9. FORM OR STOCK NO

10. DESCRIPTION OF ARTICLES OF
Hacking Team Solution

Annual Maintenance and Support - Option Year 1 - No cost at this time.
Annual Maintenance and Support - Option Year 2 - No cost at this time.
Annual Maintenance and Support - Option Year 3 - No cost at this time.
Annual Maintenance and Support - Option Year 4 - No cost at this time.

Justification

The Country Office and other foreign offices will be supported by the purchase of the Hacking Team product. The product will support

See attached Sole Source for more details.

DELIVER TO (Give complete address, including ZIP Code)
Office of Investigative Tech.
10555 Furnace Road
Lorton, VA 22079

DEA Form (July 1976) - 19
Previous edition dated 8/73 may be used until stock is exhausted

DOM-EQM-2335323 TEL
Price Quote

<table>
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<tr>
<th>Product Code</th>
<th>Description</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Cost</th>
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<td>Front-End SW License</td>
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<td>Operators Console</td>
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<td>3 CURS-ADM</td>
<td>Admin</td>
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<td>5 CURS-VW</td>
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<td>Windows Mobile Platform (WM6-WM6.5)</td>
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<td>10 CURS-IPH</td>
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<td>15 CURS-IPS</td>
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Continued on Page 2
## Price Quote

### Information
- **Attention:** [Redacted]
- **Project Title:** RCS
- **Title:** SAC
- **Company Name:** DEA-STII
- **Address:** Lorton, VA
- **City, State Zip Code:** Lorton, VA
- **Date:** 12/22/11
- **P.O. Number:** -
- **Invoice Number:** -
- **Quote:** 20110122202
- **Term:** -

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<td>Installation &amp; Operations: 3-day at Customer Premise</td>
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<td></td>
<td>Advanced: 5-day at HT Headquarters</td>
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<tr>
<td></td>
<td>Advance infection techniques with</td>
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<td></td>
<td>RCS</td>
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<tr>
<td></td>
<td>In-depth hands on exercise</td>
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<td></td>
<td>Source code inspection</td>
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<td>19 CURS-EXP</td>
<td>Exploit Portal Full Access (Zero-Day level)</td>
<td>1 years</td>
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<td>On the fly injection into downloaded applications/update</td>
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<td>Webpage code injection during browsing</td>
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<td></td>
<td>Embed RCS into common file formats</td>
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<tr>
<td></td>
<td>(Zero-day exploit)</td>
<td></td>
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<tr>
<td>20 CURS-MAINT</td>
<td>Maintenance</td>
<td>1 years</td>
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<tr>
<td></td>
<td>RCS Software Update (bug fixing, software enhancements)</td>
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<tr>
<td></td>
<td>Dedicated Support through Web</td>
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<td></td>
<td>Ticketing System</td>
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<tr>
<td></td>
<td>Third Party Maintenance managed by HT support through official vendor channel</td>
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All included total cost one time deal only

**NOTE:** Contract will be billed on delivery of software CDs and dongles. Client is responsible for hardware. Installation and training will be arranged with client's availability. Client is responsible for their travel and lodging at HT headquarters. Quote valid for 90 days from date issued.

Cicom USA LLC,
443-949-7470
443-949-7471 Fax

1997 Annapolis Exchange Parkway,
Suite 300, Annapolis Maryland, 21403
DUNS: 963322842 Tax id: 27-2790230 Cage: 6BHN8
Withheld pursuant to exemption

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

of the Freedom of Information and Privacy Act
Page 084 of 184

Withheld pursuant to exemption
(b)(7)(E)(b)(5)

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

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

of the Freedom of Information and Privacy Act
SECTION C

DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK FOR
REMOTE CONTROL SYSTEM INTERCEPT SOFTWARE

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SUBSECTION C.A GENERAL

SUBSECTION C.A.1 BACKGROUND

A. The mission of the Drug Enforcement Administration is to enforce the controlled substances laws and regulations of the United States and to bring to the criminal and civil justice systems those organizations and/or individuals involved in the growing manufacture, or distribution of controlled substances appearing in or destined for illicit traffic in the United States and its territories. This requirement is for the acquisition of Remote Control System (RCS) Intercept Software and associated components, support, service, and maintenance program for the Drug Enforcement Administration (DEA). This point forward throughout this Statement of Work, the Remote Control System Intercept System will be referred to as the RCS. This Statement of Work (SOW) further defines the responsibilities, scope, services to be rendered, and other applicable parameters of a comprehensive delivery, installation, technical support, and maintenance program providing a wide range of services.

B. DEA continually modifies investigative techniques to match emerging technology trends. A comparatively recent development is that narcotics traffickers are increasingly using encrypted Internet Protocol (IP) traffic to communicate on either traditional personal computers or on smartphones. Whether communicating via traditional data formats (email, SMS texts) or using Voice over Internet Protocol (VOIP), seasoned traffickers know that using encrypted IP often makes them largely immune to most conventional law enforcement techniques.
SECTION C

Complicating the matters is that many popular service providers (i.e. Skype) are not based in the United States and are currently not subject to US laws which compel cooperation with legal authorities. More importantly, in most cases, the encryption is performed on the end device(s) and is only decrypted on the receiving device. Consequently, even if service providers wish to comply with legal authorities, the encryption tools as currently deployed preclude the production of an evidentiary product.

C. This requirement is for the acquisition of a judicial host-based Remote Control System (RCS) Intercept Software tool. Based on market research conducted by the DEA Office of Investigative Technology (ST). The software is the (~)(7)(E)

SUBSECTION C.A.2 DEFINITION OF RCS INTERCEPT SOFTWARE TOOL

A. The RCS (~)(7)(E)

SUBSECTION C.A.3 SCOPE OF WORK

A. The contractor shall provide the Drug Enforcement Administration (DEA) will fully functioning RCS software as defined in this statement of work, including, but not limited to all necessary software, licensing, warranties, maintenance, technical support, software upgrades, enhancements, and options, throughout the life of the contract. The contractor will also provide a three day training session at the time of installation of the RCS.

B. The contractor shall provide assistance to the government in the areas of installation and troubleshooting for any or all of the equipment and software provided under this contract.

C. Unless otherwise specified, all services and responsibilities provided for and to the government by the Contractor under this Statement of Work shall be included in the price of the contract. When the option for an associated system support, service, and maintenance program is exercised by the government, the first year of the Annual Fleet Service, Support and Maintenance CLIN (AFSSMC) for this solicitation or for new/additional software licenses or hardware subsequently added to it as an existing system shall be provided to the government by the Contractor without additional charge (beyond costs incorporated into the price for the software licenses and
SECTION C

hardware themselves) commencing immediately after satisfactory completion of installation and acceptance by the government.

D. The Contractor shall meet the minimally acceptable level of compliance with the Statement of Work upon installation of their system. The minimally acceptable level of compliance is defined as the conglomeration of those requirement elements, identified through application of the word “shall,” which must immediately be available to the government from the Contractor upon delivery of equipment or service.

SUBSECTION C.B GENERAL SYSTEM REQUIREMENTS, DESIGN, CONFIGURATION, AND SCALABILITY

SUBSECTION C.B.1 SYSTEM OVERVIEW – RCS SYSTEM

A. The purchased system shall meet the definition of and the functional requirements as set forth in Subsections C.A.2 and C.A.3.

B. All physical components and materials shall be comprised of new, previously unused equipment with no recycled, refurbished, or otherwise reused equipment being resident on the system.

C. The RCS system shall be configured

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D. The RCS Software shall be capable of

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SUBSECTION C.B.2 RCS SECURITY & ENCRYPTION

A. The RCS software shall

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B. The RCS software shall be

(b)(7)(E)

C. All users of the RCS System regardless of role (i.e., case agents, intelligence analysts, supervisors, system administrators, etc.) shall

(b)(7)(E)
D. If encryption authorization codes are required to operate any function within the system, the Contractor shall make them open and accessible to government agency personnel, providing all codes and keys to the government agency.

SUBSECTION C.B.3 – DATABASE

A. The RCS software shall maintain collected data in a standard relational database which shall be accessible, scalable, and capable future expansion.

SUBSECTION C.B.4 - SCALABILITY & CONFIGURATION – RCS

A. The RCS software shall be sufficiently robust and scalable to be able to support expansion of target devices. The U.S. Government shall be responsible for all expansions on the system hardware.

SUBSECTION C.B.5 OPERATING SYSTEM FOR RCS SYSTEM

A. The RCS software shall be built upon an underlying Commercial-off-the-Shelf (COTS) operating system that is still supported by the manufacturer.

SUBSECTION C.B.6 THIRD PARTY SOFTWARE

A. The RCS software shall be compatible with a wide variety of commercially available operating systems. The Contractor shall provide full engineering support of the RCS software.

SUBSECTION C.B.7 HARDWARE REQUIREMENTS – RCS SYSTEM

A. The U.S. Government will supply the server hardware associated with the installation and operation of the RCS software tool. The contractor will provide any proprietary associated hardware requirements.
SECTION C

SUBSECTION C.C RCS CAPABILITIES AND PERFORMANCE FOR RCS SYSTEM

SUBSECTION C.C.1 COLLECTION CAPABILITIES AND TYPES OF TARGET TRANSMISSIONS

1. The RCS software should provide the

2. The RCS software shall at a minimum provide the ability to retrieve the following types of data or information from a target PC:

3. The RCS software shall provide the ability to retrieve at a minimum the following types of data or information from a target smartphone:

4. The RCS software shall have the ability

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SECTION C

5. The RCS host based or agent software shall have the ability to be installed remotely on a target PC or smartphone running the following operating system or software versions:

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SUBSECTION C.C.2 EMERGING TECHNOLOGIES

A. The contractor shall continually update their product throughout the life of the contract to maintain compatibility with any new technologies, innovations, or forms of communications emerging in the realm of telecommunications.

SUBSECTION C.D REPORTS

A. RCS shall have the ability to generate, retain, and query selectable reports on the intercepted data.

SUBSECTION C.E SYSTEM ADMINISTRATION

A. The system should provide for a variety of System Administration Tools to aid in the administration of the system.

SUBSECTION C.F NON-AUDITORY AND IP COMMUNICATIONS

SUBSECTION C.F.1 SMS/TEXT MESSAGING

A. The system shall be able to

(b)(7)(E)

SUBSECTION C.F.2 MMS/PIOTOS/VIDEO FILE TRANSMISSION
SECTION C

A. The system should be able to

(b)(7)(E)

SUBSECTION C.F.3 POST CUT THROUGH DIALED DIGITS (PCTDD)

A. The system should be able to

(b)(7)(E)

SUBSECTION C.F.4 DATA AND INTERNET PROTOCOL (IP) COLLECTION

A. The system shall

(b)(7)(E)

B. The system shall

(b)(7)(E)

SUBSECTION C.G MISCELLANEOUS

SUBSECTION C.G.1 INDEMNIFICATION

A. The contractor agrees to defend and indemnify the government agency (including, without limitation, its officers, officials, employees, contract employees, other agency employees, and agents and its assigns and successors) and hold them harmless from any and all damages (including punitive damages), losses or expenses (including without limitation, court costs, arbitration fees, penalties, fines, amounts paid in settlement of claims and reasonable legal fees and expenses of investigation) that it may incur, suffer, or become liable for as a result of, or in connection with, any claim asserted or threatened against them by a third party for property damage or loss or personal injury or death based on the negligence or willful misconduct of the contractor, its officers, officials, employees, and agents in providing services under this agreement.

B. The contractor warrants that the services it provides will not infringe the intellectual property rights of any third party. The contractor agrees to indemnify the government agency against any and all claims and associated costs arising out of the contractor’s infringement or alleged infringement of intellectual property.
SECTION C

rights of third parties. If such a claim is made or appears likely to be made, the contractor will, at its sole cost and expense, arrange for the government agency to continue to use the affected component of the contractor’s equipment or to modify or replace same.

SUBSECTION C.G.2 CONFIDENTIALITY/SECURITY ISSUES

A. Contractor personnel shall maintain the confidentiality of the government agency’s affairs and shall not disclose or disseminate to any third party the identification of government agency personnel, locations, and hardware or software configurations, or any other information regarding the government agency or its facilities obtained through access to the government agency offices or its personnel.

B. Contractor personnel shall demonstrate no undue influence exerted upon them by any foreign government, especially those foreign governments in a hostile relationship with the United States of America or its allies, any security risks posed by hostile foreign nationals, or conflicting interests with the United States government and/or its foreign policy.

C. In the course of performing normal service, support, and maintenance upon the systems purchased under this contract, contractor personnel will most likely unavoidably gain access to collected sensitive evidence and intelligence obtained in the government agency’s execution of criminal investigations. Contractor personnel shall operate under the following guidelines in regards to this sensitive evidence and intelligence:

1) Contractor personnel shall self-limit their exposure to such evidence and information as much as is reasonable and practical while still performing their contractual obligations.

2) Contractor personnel shall handle any content of such evidence and information to which they are unable to avoid exposure with complete confidentiality and appropriate discretion.

3) Contractor personnel assigned to this contract shall be advised by the contractor that mishandling and inappropriate dissemination of such evidence and information could result in criminal charges filed against involved contractor personnel or the contractor.

SUBSECTION C.G.3 PROCEDURES FOR POST-AWARD ACTIONS

A. The following schedule shall be initiated for commencement of work upon the government’s notice to proceed.

B. After a contractor is awarded, the contractor shall provide the government with all pertinent information concerning the site infrastructure requirements of hosting
SECTION C

their system. All information will be provided COTR/TM within five business
days of award.

C. Installation of the RCS System shall be scheduled to occur no later than sixty (60)
days after award, unless scheduled differently by request/agreement of the
government.

D. Selectable by the COTR/TM, the RCS Advanced Training Course shall be
conducted at a U.S. Government designated facility. The training session shall be
provided to up to ten (10) attendees over a period of three (3) days.

SUBSECTION C.H JUDICIAL PROCEDURE PRESENTATIONS OF
ORIGINAL EVIDENCE AND JUDICIAL CHALLENGES

A. Upon COTR/TM request, the Contractor shall provide all engineering and
equipment support necessary to assist with presentation in court proceedings of
original evidence collected on any equipment provided by the contractor.

B. Upon COTR/TM request, the Contractor shall provide the government with a
hardware and/or software solution which allows clear, timely, and accurate
presentation of the original evidence to at a minimum the following persons
simultaneously: the judge(s), the jury, the prosecutor(s), the lead investigator(s),
the defense attorney(s), and the defendant(s).

C. Upon COTR/TM request, the Contractor shall either itself maintain hardware for
court presentation for periodic loan to the government on demand; or provide the
government with pricing for the purchase of such hardware by the government; or
provide the government software for running on hardware of the government’s
choosing provided such hardware is easily accessible to the government and is
installable on hardware meeting all other requirements defined in this section.

D. Hardware components shall be portable. The definition of “portable” in this
subsection shall mean one complete unit able to be handled by an average one-
man lift and weighing no more than 50 pounds, including any speakers but not
including any headphones necessary to the broadcast of audio evidence.

E. Upon COTR/TM request, the contractor shall provide presentation solutions for
all types of original evidence collected on its equipment. Where applicable, the
presentation solution should provide for audio broadcasts, and/or graphic viewing,
and/or multi-media viewing. Where applicable, hardware solutions should
provide for easily accessible interface with courtroom projection devices, speaker
devices, monitor devices, and headphone devices.
SECTION C

F. Systems changes over time due to advances in technology and/or standards, the presentation solution(s) developed by the contractor shall maintain the ability to present prior versions of original evidence.

G. If the contractor's equipment is challenged in any local court proceedings on issues including, but not limited to, collection methodology, accuracy, reliability, integrity, or other function which calls into question the acceptability of original evidence collected on their equipment, the contractor shall provide expert testimony to defend the integrity of such original evidence as required by the court. The testimony shall be provided by qualified and technically competent personnel who at a minimum match the requirements of an Engineer, Senior IT Software Specialist, as defined below in Subsection C.I.2 Labor Categories. Testimony shall be provided at no additional cost to the government other than the distribution to the contractor and/or testifying personnel of any customary witness fees or reimbursements provided by the court or prosecutor's office, or if travel is reimbursed by the Government, such reimbursement will be at the current rates in the Federal Travel Regulations (FTR) upon prior approval of the COTR/TM.

H. Any hardware or software components required for use by the Contractor to support Subsection C.I. (A-G) will be provided to the Government at no additional cost.

SUBSECTION C.I WARRANTY AND SUPPORT

SUBSECTION C.I.1 WARRANTY AND SUPPORT OVERVIEW

A. The Contractor shall warrant the operation of all of the RCS Software associated with the RCS system for the life of the contract.

B. During the period of warranty, the contractor is responsible for the expeditious shipping of any software items for repair or replacement from and to the present government location of the equipment or designated government warehousing location to the contractor's service location(s).

C. The contractor shall provide maintenance for software.

SUBSECTION C.I.2 LABOR CATEGORIES

A. The Contractor shall provide all levels of engineering services. These services shall be included in the price of the Annual Fleet Service and Maintenance CLIN (AFSSMC).
SECTION C

SUBSECTION C.I.3 TRAINING

A. The Contractor shall provide training that meets the objectives defined in the manuals or explicitly defined by COTR/TM, and ensures the resources used (cost, time and method) are at the best value (cost) to the Government in lieu of "effective and efficient training."

B. The Contractor shall provide all equipment, notebooks and documentation for these courses of instruction in English.

C. Training shall take place at a U.S. Government designated facility.

D. The Government anticipates that classes shall consist of approximately ten (10) people.

E. RCS Advanced Training Course shall be a minimum of three (3) days in length.

F. Contractor travel shall be provided at the Contractor’s expense.

SUBSECTION C.I.4 ANNUAL MAINTENANCE AND SUPPORT OVERVIEW

A. An Annual Maintenance and Support CLIN shall be made available to the government for the RCS System. The components of this Annual Maintenance and Support are defined throughout Subsections C.I.4 though C.I.7, inclusive.

B. The specific contract provisions and elements negotiated and agreed to herein between the Contractor and the government shall succeed any prior or existing service contract for the RCS System unless the option is not exercised by the government.

C. As noted elsewhere, the first year of the Annual Maintenance and Support CLIN for the RCS System or for new additional software licenses added to the existing site in a subsequent expansion of the system shall be provided to the government by the Contractor without additional cost commencing immediately after satisfactory completion of installation and acceptance by the government if so exercised as an option by the government. The Contractor shall offer to the government the option to renew the Annual Maintenance and Support for the RCS System or for new/additional software licenses added to the existing site in a subsequent expansion of the system each following subsequent year throughout the life of the contract according to pricing schedules mutually agreed upon between the Contractor and the government under this contract.

D. Once applicable to the RCS Systems for the particular Contractor, this agreement shall be available to be purchased by the federal agency on an annual basis each Fiscal Year and will cover the system during that year.
SECTION C

E. After the first year, the contract shall be amended during the course of the Fiscal Year to reflect applicable contractions or expressions of the size of the system in service during the Fiscal Year, such price changes prorated accordingly.

SUBSECTION C.1.5 - HELP DESK/TELEPHONE SUPPORT

A. The Contractor shall provide immediate telephone helpdesk support for its equipment during business hours, defined as from 9:00 AM to 9:00 PM Eastern Standard Time, Monday through Friday, except United States federal holidays.

B. The Contractor shall provide the availability of their engineers for support purposes directly or on call, 24 hours a day, 7 days a week, for every week of the year.

C. The Government shall gain personal contact with a support specialist within 20 minutes of their initial attempt at least 95% of the time.

D. The help desk shall be accessed through a toll free access telephone number, or otherwise clearly designated and identified telephone “hotline” number or numbers, available to all federal agency sites and DEA/ST personnel designated by the COTR.

E. When the duty engineer is unavailable, and/or the normal helpdesk personnel is unavailable, and/or during non-business hours (defined as any time outside the defined business hours), the access number shall forward to a paging service, answering service, or duty cell phone, and a support engineer shall make direct, initial contact with the site requiring support within the preferable time frame of twenty minutes, but not to exceed one hour. Subsequent follow-up by the Contractor shall depend on the urgency of the issue, effect on critical system functions, and other issues agreed upon by the COTR and COTR designated personnel effecting prioritization.

F. Spanish speaking support should be provided.

SUBSECTION C.1.6 SOFTWARE SUPPORT

A. The contractor shall continually maintain and update their product software in order to keep pace with court mandates, changes and/or advances in technology and telecommunications standards, and the associated impacts on operational practices of the DEA. The contractor shall update their software to keep pace with the introduction of new published telecommunication standards for legal requirements for wire line, wireless, and packet communication, which includes Voice over IP (VoIP), SMS, and related communication technologies, including Internet Protocols such as MMS. The contractor’s engineers shall research trouble reports from their customers and strive to locate and repair defects in software. As appropriate, the contractor shall produce new software releases and minor corrective patches to repair specific operational issues or defects. (This is
SECTION C

particularly applicable in the case of those contractors which have been selected, but are not in complete compliance with this Statement of Work at the time of selection. These contractors shall continue development of their product to achieve eventual full compliance with the SOW at no additional cost to the government. For example, a contractor might be selected which does not meet a “should” requirement of the SOW. In these cases, the government expects the contractor shall exert reasonable effort to achieve such “should” functionality for their product.) The contractor shall provide general engineering services to the government to ensure the efficient operation.

B. The contractor shall regularly consult with, seek input from, and prioritize in coordination with COTR regarding the development of new software versions, upgrades, and patches resulting in any new features, enhancements, or other product changes. The contractor shall formally notify COTR of all proposed changes to software and hardware configurations which could impact the LEMF systems or operations. The contractor shall not institute any product changes which conflict with the basic or priority requirements of a lawful intercept.

C. The contractor shall ensure that all technical and engineering personnel assigned to work on this contract shall possess an applicable level of competency, training, education, experience, and engineering skill commensurate with the level of assignments delegated to them. They shall possess the necessary in-depth knowledge of the RCS System (hardware and software) and lawful intercept procedures applicable to their assignment.

D. The contractor shall maintain separate, controlled versions of software and data for the government, so that the contractor and the COTR can mutually agree on any changes that impact system operators or users. The contractor should have a Configuration Management Control Board (CMCB) to execute and maintain software versions.

E. The contractor shall coordinate the delivery of software updates and patches to the LEMF system with the COTR or other authorized personnel, so as to minimize operational impact and expedite improvements where the need is greatest. Routine patches and releases shall be included at no additional cost to the government through this support program. The contractor shall endeavor to install custom updates in concert with other routine software updates to minimize system downtime or other operational impact.

F. The contractor shall provide general engineering consultation directly related to their systems including such activities as:
   o assistance to the federal agency for the planning of system upgrade or expansion activities;
   o aid in defining needed software or hardware customizations or other needed changes; and
   o analysis of special situations or performance issues impacting operations.

Section C: 14
SECTION C

G. During all on-site activities, all reasonable effort shall be made by the contractor to minimize system down time. Tasks shall be performed off-hours if deemed necessary by COTR or COTR assigned personnel.

H. Any Third Party software and licensing that was originally supplied by the contractor, and/or that is required to maintain the functionality of the system, shall be the responsibility of the contractor.

SUBSECTION C.I.7 UPGRADE/SOFTWARE/PATCH RELEASE OR HARDWARE CONFIGURATION CHANGE PROCEDURES

A. Prior to any upgrade/software/patch release, the contractor shall notify the COTR of any new system hardware or configuration requirements prior to installation. The contractor shall provide formal notification to COTR if any hardware deficiencies are detected, a plan of action to resolve the deficiency, and a schedule for approval by COTR recommending an appropriate course of action to result in the eventual installation of the needed upgrade/software/patch release.

B. All upgrades/software/patch releases or hardware configuration changes developed by the contractor shall be thoroughly and comprehensively tested by the contractor. The testing process shall incorporate adequate simulation of "real world" environments and permutations of multiple scenarios commonly and infrequently occurring during field usage. Simulations should mimic the heavy workloads encountered on site by the system. The contractor should document all test results and processes for the local federal agency. The contractor should develop and propose suitable testing processes; however, determination of the levels of achievable comprehensiveness, thoroughness, and nature of testing processes and reporting shall be to the satisfaction of the local federal agency.

C. After completion of the development and testing of all upgrades/software/patch releases or hardware configuration changes at the contractor's facility, all pertinent software upgrade or hardware configuration documentation shall at the same time be supplied to the COTR for full review. Deployment/installation instructions and procedures shall be provided to the COTR. The contractor shall recommend a format and process for a factory acceptance test to the federal agency, but shall make changes and adjustments in accordance with the wishes of the COTR. Only after the COTR have completed their own independent review of the release, shall final release approval be granted to the contractor and installation executed on the operational field system.

D. All upgrades/software releases/corrective patches and hardware configuration changes shall be accompanied with the following:
   - Updated versions of manuals and guides provided for elsewhere in this statement of work as applicable.
SECTION C

- A summary report highlighting changes to software; areas of the system changed or impacted; corrected software defects; requirements/conditions for installation; any new procedures or changes in existing procedures which will be followed in normal usage; all appropriate release notes; command or operations changes.
- Pertinent contractor contact information in the event of failure of the new software or hardware.
- Detailed software and/or hardware installation and protocols.
- Back-out plan and protocols in case of installation failure/disaster.
- A CD-ROM or DVD containing the contractor's current software release for each upgraded system component (including all subsystems and workstations). Included will be Operating System Software, any appropriate 3rd party software, and recovery software.
- Any third party hardware manuals or documentation as applicable.

E. The contractor shall provide technical support during software upgrades and an upgrade procedure for site personnel.

F. The contractor shall support all current and prior RCS software versions operating on the system hardware. However, the COTR will cooperate with the contractor as much as practical in keeping its system upgraded to the current software versions.

G. If any Upgrade/Software Release/Patch Release/Hardware Configuration Change Procedure requires the shutdown or reboot of system components, the procedure shall be coordinated with COTR, subject to approval as to timing.

H. Based on the amount of software changes or new features present in new software, the contractor shall provide an appropriate amount of training to field personnel to the satisfaction of COTR, which could entail detailed training materials, online help, how-to documents, training videos, or onsite instruction.

SUBSECTION C.K PROGRAM MANAGEMENT

SUBSECTION C.K.1 PROGRAM MANAGER

A. The contractor should assign a responsible program manager who will act as primary liaison for the program with the COTR. COTR receives all reporting requirements, provide general oversight of the MC maintenance activity, and will periodically review overall program progress and customer satisfaction.

B. The Program Manager’s responsibilities should include, but not be limited to the following areas:
   1) Ensure the COTR receives all reporting requirements and other needed information provided for in this statement of work in a timely manner;
SECTION C

2) Ensure the COTR is satisfied with the contractor's product and service performance.
3) Ensure all aspects of the Annual Fleet Service, Support and Maintenance (AFSSMC) are being fully, efficiently, and properly executed.
4) Track all changes, enhancements, and customizations requested by the COTR
5) Maintain a regular and ongoing dialogue the COTR/TM to ensure smooth and effective communication providing for the timely address of problems and other issues of concern;
6) Ensure the COTR receives all pertinent system information in a timely manner;
7) Ensure the documentation/publishing of technical tips to the COTR shall provide for the maximum utilization and efficient use of the contractor's system;
8) Develop action plans in conjunction with the COTR to address any operational issues;
9) Possess authority to commit the contractor to specific courses of action required by the COTR to represent the contractor on contractual matters, which arise beyond the scope covered by this statement of work or the contract;
10) Development of site-specific operational improvement plans;
11) Provide oversight on all critical and large project initiatives affecting this program.

SUBSECTION C.K.2 REGULAR MEETINGS

A. Meetings should be conducted via telephone on a monthly basis unless canceled or rescheduled by mutual agreement between the contractor and the COTR/TM. The focus of these formal meetings will include the following elements of the program:

1. Status of proposed changes, enhancements, and features under development;
2. Program performance;
3. Future scheduling and planning;
4. Setting of short and long term priorities;
5. Review of outstanding and new software issues, defects, degradations, etc. reported in the field or during laboratory testing;
6. Prioritization of issues and software bugs;
7. Address urgent operational software changes and/or repairs;
8. Deficiencies in the support program;
9. Development of software upgrades/new releases/patches;
10. Contractor and federal agency program conflicts;
SECTION C

SUBSECTION C.L REPORTING REQUIREMENTS

SUBSECTION C.L.1 REPORTING REQUIREMENTS – GENERAL

A. The contractor should be responsible for developing, updating, and maintaining any databases necessary to provide the reporting, manuals, guides, documentation, and other information required by the COTR/TM under this statement of work.

B. When requested, the contractor shall provide the COTR with any data or documentation accumulated in furtherance of the performance of this statement of work.

SUBSECTION C.L.2 PROGRAM REPORTING

A. All elements of program reporting, unless specifically requested in physical, printed form, shall be provided to the COTR via an electronic format (no hard copy required).

B. The contractor should provide the following miscellaneous information to the COTR on an as-needed basis at no additional cost;

1. Telecommunications technology is constantly changing and advancing, therefore the Contractor shall provide information on the impact of such changes/advances upon current equipment and action plans on the part of the contractor to insure the future effectiveness of their equipment, so as to aid law enforcement in intercepting communications in the next generation of communications systems.

2. The Contractor shall provide a listing, or have readily available in lieu of a formal list, of other manufacturer’s equipment or software that is compatible with their equipment (for example, switches, mediation devices, etc.).

SUBSECTION C.L.3 MANUALS/GUIDES

A. The contractor shall provide system operational guides, training guides and other manuals as necessary in order that the software provided under the contract is fully utilized. These manuals and guides shall be provided to the users at the time the system is installed. Copies of the manuals, guides, and system drawings shall be provided to the COTR prior to the deployment of any equipment. Electronic versions shall be substituted for hard copies unless hard copies are specifically requested by the recipient.
SECTION C

B. The contractor shall be responsible for developing, maintaining, appending, updating, and providing current version copies to the COTR and the following reference materials pertaining to their product. This requirement will remain in effect for initial system installation. All documentation shall be updated for each new version of software, or otherwise as needed.

GLOSSARY FOR SECTION C – STATEMENT OF WORK

CLIN – Contract Line Item Number

CMCB - Configuration Management Control Board

Contractor, the - the business entity whose products and services are being purchased under this statement of work; used interchangeably with “the contractor”

DEA – United States Drug Enforcement Administration

COTR – Contracting Officer from the Office of Investigative Technology, United States Drug Enforcement Administration. Other authorized government personnel shall be designated only by a COTR.

Department of Justice – the United States Department of Justice

DOJ - the United States Department of Justice

FAR – Federal Acquisition Regulation

Government, the – the United States Federal Government

MMS – Multimedia Messaging Service

Program Manager – the contractor’s primary liaison for the RCS program with the federal agency

Shall – utilized throughout this statement of work to designate a requirement element which must immediately be available to the government from the contractor upon delivery of equipment or service in order for the contractor to achieve the minimally acceptable level of compliance with the SOW. When applied to the RCS system requirements, “shall” indicates the requirement element is immediately deliverable upon completion of the system installation. When applied to the optional-to-the-government comprehensive engineering support, development, and maintenance program, “shall” indicates the mandatory elements of the program which the contractor must provide to the government when the option has been exercised by the government, the costs of
SECTION C

which are included and not additional to the cost of the comprehensive engineering support, development, and maintenance program.

Should - utilized throughout this statement of work to designate a requirement element which does not immediately need be available to the government from the contractor upon initial delivery of equipment or service in order for the contractor to achieve the minimal compliance with the SOW, but which the contractor is obligated to develop or achieve over the course of the contract within specified time periods at no additional cost to the government when the government exercises its option for the comprehensive engineering support, development, and maintenance program.

SMS – Short Message Service
Process in UFMS
- TA or PCC or PR or OTHER as specified
- PR D-12-ST-0284
- Suggested Vendor Code: 272780230 963322842
- Comm Code: 70100

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- NOTE: Requested delivery/travel date is __/__/__ (if travel is authorized on an SF-182, please confirm actual travel dates w/traveler – travel dates may differ from training dates)
- Include Tuition Total Amt on TA – traveler will pay registration fee via travel credit card.

- Update DEA-19 Database/Log
- Fwd original(s) upon approval in UFMS by:
  - Allowance Approver (PR)
  - Purchase Card Approving Official (PCC)
  - TO: ____________
- Fwd original(s) to ____________
- Fwd original(s) to traveler
- Fwd copy(ies) to traveler via email
- Fwd via email to ____________
- Fwd copy(ies) to: ____________
- Record entire UFMS doc #, Accounting Line(s), Amendment #, initial, & date on document
- Other:

ST Commitment Coversheet (July 2010)
null
ST UFMS COMMITMENT COVER SHEET

- TA or PCC or PR or OTHER as specified
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- Suggested Vendor Code: 272780230 963322843
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- NOTE: Requested delivery/travel date is 7/17/12 (if travel is authorized on an SF-182, please confirm actual travel dates w/traveler – travel dates may differ from training dates)
- Include Tuition Total Amt on TA – traveler will pay registration fee via travel credit card.

☐ Update DEA-19 Database/Log

☐ Fwd original(s) upon approval in UFMS by:
  - Allowance Approver (PR)
  - Purchase Card Approving Official (PCC)

☐ Fwd original(s) to ____________

☐ Fwd original(s) to traveler

☐ Fwd copy(ies) to traveler via email

☐ Fwd via email to ____________

☐ Fwd copy(ies) to: ____________

☐ Record entire UFMS doc #, Accounting Line(s), Amendment #, initial, & date on document

☐ Other:

* Amend PR D-12-ST-0287 – see attached spreadsheet*

ST Commitment Coversheet (July 2010)
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### OPS

575,000.00
ST UFMS COMMITMENT COVER SHEET

☑ Process in UFMS
  ▪ Correct PR D-12-ST-0287 (Amend 1)
  ▪ Delete HAL 2 & add amt from HAL 2 to HAL 1 amt
  ▪ Re-scan and attach updated DEA-19

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☑ NOTE: Requested delivery/travel date is ________ (if travel is authorized on an SF-182, please confirm actual travel dates w/traveler – travel dates may differ from training dates)

☑ Include Tuition Total Amt on TA – traveler will pay registration fee via travel credit card.

☐ Update DEA-19 Database/Log

☑ Fwd original(s) upon approval in UFMS by:
  ▪ Allowance Approver (PR)
  ▪ Purchase Card Approving Official (PCC)
  ▪ TO: Contracting Officer

☐ Fwd original(s) to ______________

☐ Fwd original(s) to traveler

☐ Fwd copy(ies) to traveler via email

☐ Fwd via email to ______________

☐ Fwd copy(ies) to: ______________

☐ Record entire UFMS doc #, Accounting Line(s), Amendment #, initial, & date on document

☐ Other:

ST Commitment Coversheet (July 2010)
From: [Redacted]
Sent: Monday, April 23, 2012 3:56 PM
To: [Redacted]
Cc: [Redacted]
Subject: PR D-12-ST-0287

Hi [Redacted],

I was reviewing the PR D-12-ST-0287 and realized that the funds should have been taken out on the FGN OPS account, I mistakenly marked the 19 for DOM ops. Would you please have someone change the funding please. Also, can we use

I have cut & pasted the email below for your reference. Thank you.

Thanks

From: [Redacted] (DEA-INT)
Sent: Monday, April 23, 2012 3:12 PM
To: [Redacted]
Cc: [Redacted]
Subject: RE: Host based intercept and diversion

Per GS [Redacted] he stated:

There are several precursor chemical cases that use the program.

If you need specific case numbers or more information please contact me.......

Thanks

Special Agent

Drug Enforcement Administration

Country Office

(Desk)

(Cell)

@aol.com (Blackberry E-mail)
From: [redacted] Busdoj.gov
Sent: Wednesday, April 18, 2012 8:47 AM
To: [redacted]
Cc: [redacted]
Subject: Host based intercept and diversion

Hi,

We are still in the contracting process of acquiring a host based intercept for [redacted]. We are submitting a “place holder” 19 to commit ST’s funds for the project now.

Thanks

[redacted]

Unit Chief [redacted]
Hi

Please amend PR D-12-ST-0287 to attach this email (DOJ CIO approval documentation) as an .msg file.

In the Amendment Info block, please record: PR has been amended to add CIO IT Procurement Approval documentation. No other changes were made to the PR.

Thanks!

attached is the DOJ approval. Please mod. the order to attach the approval (I will bring you the original the DEA-19).

Thanks,

Please find the DOJ approval attached for your CICOM request. Please be sure to attached the signed approval to your request in UFMS.

Thanks,

From: CIOFrontDoor
Sent: Wednesday, June 06, 2012 3:55 PM
To: CIOFrontDoor

Subject: RE: Cicom USA $575K

Hello,

Your request is awaiting DOJ CIO approval. Should you require further assistance, please let me know.

Thanks,

CIO Support Unit (S1DC)
Office of Information Systems
Drug Enforcement Administration
Phone:

Subject: FW: Cicom USA $575K

Just checking the status of the approval request below.

Thank you,

Subject: Cicom USA $575K

The attached procurement request is submitted for your review and approval. For internal tracking purposes, can you please cc: me when the approval is returned to the COR.

Vendor: Cicom USA
Amount: $575,000
Description: Hacking Team software/maintenance/hardware and training

Thank you,

Program Management Specialist
Administrative Support Section (STA)
DEA, Office of Investigative Technology (ST)
DEA JUSTIFICATION AND APPROVAL TO
CONTRACT FOR INFORMATION TECHNOLOGY PRODUCTS OR SERVICES
(Version 3.1)

JUSTIFICATION

ABOUT THE UNDERLYING SYSTEM/INVESTMENT
1. Component and office: Drug Enforcement Administration (DEA), Office of Investigative Technology

2. Point of contact name, email, and phone: [Redacted]

3. IT system or investment this contract supports: [Redacted]

4. Describe the purpose of the system/investment this procurement action supports: [Redacted]

5. What is the current status of the system? ☒Design ☐Development ☐Implementation ☐Operations and Maintenance ☐Other, please explain: [Redacted]

6. Overall project duration: Indefinite. This will be an ongoing initiative.

7. Is this a shared IT solution? No

ABOUT THIS CONTRACT REQUEST
8. Commodity IT type?

☐IT infrastructure (e.g. data centers, servers and processors, networks, desktop computers, mobile devices)

☒Enterprise IT Systems (e.g. email, collaboration tools, identity and access management, security, web infrastructure)

☐Business Systems (e.g. finance, human resources, other administrative functions)

9. Commodity IT area:

[Redacted]

10. Procurement action required: ☒RFP/RFQ ☐Contract Award ☐Task Order Award ☐Modification ☐Other, please explain: [Redacted]

11. Existing Contract number: Unknown

12. Vendor name: Cicom USA

13. Target date: 07/17/2012

14. Description of requirement: This requirement is for the acquisition of a judicial host-based Remote Control System (RCS) intercept Software Tool:

[Redacted]

15. Value of procurement action: $575,000.00

16. Period of performance of the proposed action: 07/17/2012 - 07/16/2013

17. Explanation of the business need or how required products or services are mission-essential:

[Redacted]

18. Impact on the mission if not approved now:

[Redacted]
DEA JUSTIFICATION AND APPROVAL TO
CONTRACT FOR INFORMATION TECHNOLOGY PRODUCTS OR SERVICES

(Version 3.1)

19. Percent of this procurement that is (must total 100%):
   a. Labor [b](4)
   b. Equipment [b](4)
   c. Software/Licenses [b](4)
   d. Other N/A

20. Relevant Product/Service code (PSC) and description (note: this is the first four digits of the Commodity Code): (check category and select from drop-down menu. Call Office of Acquisition and Relocation Management for assistance)
   - Purchase of Products — 7030 - ADP Software
   - Purchase of Services* —
   - Installation, Lease/Rental, Maintenance—
   * Cell phone services should be coded as D304.

21. Has consideration been given to reduce spending in the specific PSC (see 2/27/2012 Sisk memo "Cutoff Dates for Submission of Purchasing Requests for Fiscal Year 2012" — available on IT funding Webster page): Yes

DOJ REVIEW EXEMPTION REQUEST

The Department of Justice has exempted some IT purchases from their review process. Review the exemption criteria below. If one of them applies to you, please check the box and provide a detailed explanation of why you qualify.

☐ DIRB Programs — Systems that are in-scope for oversight by the Department Investment Review Board (DIRB)

☐ Routine Service Orders — Service orders (i.e. orders that do not require a source selection activity) under existing enterprise contracts, provided that the value of the service is $500,000 or less.

☐ Tactical Law Enforcement Operations & Litigation Support — New IT contracts and task orders required to support time-sensitive law enforcement operations and litigation support, provided that the value of the new contract or task order is $500,000 or less

☐ Task Orders Under Existing Blanket Purchase Agreements — New task orders under existing blanket purchase agreements, provided that the value of the task order is $100,000 or less.

EXPLANATION:
DEA Justification and Approval To
Contract for Information Technology Products or Services

(Version 3.1)
[explain how this request meets one (or more) of the exemptions above]
DEA JUSTIFICATION AND APPROVAL TO
CONTRACT FOR INFORMATION TECHNOLOGY PRODUCTS OR SERVICES
(Version 3.1)

PLEASE OBTAIN THE SIGNATURES OF THE REQUESTOR AND REQUESTING OFFICIAL BEFORE SUBMITTING THIS FORM.

CERTIFICATION

"I hereby certify that this Justification and Approval to Contract for Information Technology Products or Services is accurate and complete.

REQUESTOR (GS-15 or above)

Signature & Title

Date

APPROVALS

REQUIRED FOR ALL ACTIONS EXCEEDING $3,000

REQUESTING OFFICIAL (SAC/OFFICE HEAD)

Date

DEPUTY CHIEF INFORMATION OFFICER:

Date

DEA CHIEF INFORMATION OFFICER:

Date

*DOJ CHIEF INFORMATION OFFICER:
(Required unless one of the exceptions applies)

Signature

Date

(Digitally Approved)

(Check appropriate box, if applicable)

*DOJ Chief Information Officer's approval is not required because the requirement is for—

☐ A system for which the DOJ Investment Review Board (DIRB) maintains oversight
☐ A routine service order of $500,000 or less under an existing enterprise contract
☐ A contract action of $500,000 or less for tactical law enforcement operations or litigation support
☐ Task/delivery order of $100,000 under an existing blanket purchase agreement (BPA)

Comments:

Attach approved J&A to DEA-19
Government Contracting Officer  
Office of Investigative Technology  
Lorton, VA 22079

Cicom USA (Alex Valasco, POC Sales)  
1997 Annapolis Exchange Parkway, Suite 100  
Annapolis, Maryland 21401  
(443-949-7470)

Amend 0001  
Amend 0003  
6/20/12 4+  
PR-D-12-ST-0287 4/25/12

Hacking Team Solution
Software/Maintenance and Training. See Attachment

CHANGE FUNDING ON PR  
AS NEEDED BELOW

Annual Maintenance and Support  
Option Year 1 - No cost at this time  

Annual Maintenance and Support  
Option Year 2 - No cost at this time  

Annual Maintenance and Support  
Option Year 3 - No cost at this time  

Annual Maintenance and Support  
Option Year 4 - No cost at this time  

The Hacking Team product supports host based IP  
intercepts. The software will  

See attached sole source for  
more details.

This IT related purchase is for Tactical LE purposes  
and has been approved for exemption by DEA's CIO.

Program:  

Date: 0-6-0

Office of Investigative Tech.  
10555 Furnace Road  
Lorton, VA 22079

ATTN:  

DEA Form  
(Libk 1970) - 19  
Previous edition dated 8/73 may be used until stock is exhausted

Page 120
U.S. DEPARTMENT OF JUSTICE
DRUG ENFORCEMENT ADMINISTRATION

REQUISITION FOR
EQUIPMENT, SUPPLIES, OR SERVICES

6. TO (Name and location)
Government Contracting Officer
Office of Investigative Technology
Lorton, VA 22079

7. FROM (requesting party - name and location)
Cicom USA (Alex Valasco, POC Sales)
1997 Annapolis Exchange Parkway, Suite 300
Annapolis, Maryland 21401 (443-945-7470)

8. RECOMMENDED SOURCE:

9. REQUIRED DELIVERY DATE

Amend 0001
PR D-12-ST-0287 4/25/12

FORM OR STOCK NO. DESCRIPTION OF ARTICLES OR SERVICES

Hacking Team Solution
Hacking Team
Software/Maintenance/Hardware
and Training, See Attached docs.

Annual Maintenance and Support -
Option Year 1 - No cost at this
time.

Annual Maintenance and Support -
Option Year 2 - No cost at this
time.

Annual Maintenance and Support -
Option Year 3 - No cost at this
time.

Annual Maintenance and Support -
Option Year 4 - No cost at this
time.

The Hacking Team product will
support the [3](7)(E) country
office. The software will

See attached Sole Source for
more details.

Office of Investigative Tech.
10555 Furnace Road
Lorton, VA 22079


DEA Form
(July 1978) - 19

Disapproved by ADSP (T-1205422)

USL 0% DCAF 4/25/12

Previous edition dated 8/73 may be used until stock is exhausted

Page 121
ST UFMS COMMITMENT COVER SHEET

Process in UFMS

- Amend PR D-12-ST-0287 to replace current HAL with the following dimensions:
- Can be processed immediately, as Acquisition has not awarded the order in UFMS

<table>
<thead>
<tr>
<th>HAL</th>
<th>Amt</th>
<th>BBFY</th>
<th>EBFY</th>
<th>Fund</th>
<th>Org L2</th>
<th>Org L4</th>
<th>Prog</th>
<th>Project</th>
<th>Act</th>
<th>SOC</th>
<th>User 1</th>
<th>User 2</th>
<th>User 3</th>
<th>User 4</th>
<th>User 5</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>295,000.00</td>
<td>2012</td>
<td>2012</td>
<td>SL1D</td>
<td>ST</td>
<td>2335210</td>
<td>FGN-G2</td>
<td>FLS</td>
<td>23322</td>
<td>T3E</td>
<td>TEL</td>
<td>2335323</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>280,000.00</td>
<td>2012</td>
<td>2012</td>
<td>SL1D</td>
<td>ST</td>
<td>2335000</td>
<td>DOM-G2</td>
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<td>T3E</td>
<td>GDB</td>
<td>2335342</td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

- NOTE: Requested delivery/travel date is ________ (if travel is authorized on an SF-182, please confirm actual travel dates w/traveler – travel dates may differ from training dates)
- Include Tuition Total Amt on TA – traveler will pay registration fee via travel credit card.
- In the Amendment Information section enter a reason for the modification and the requested adjustments identified by HAL(s) and I/L(s)

- Update DEA-19 Database/Log

- Fwd original(s) upon approval in UFMS by:
  - Allowance Approver (PR)
  - Purchase Card Approving Official (PCC)
  - TO: [Contracting Officer]
    Gov't Purchase Card holder

- Fwd original(s) to ____________
- Fwd original(s) to traveler
- Fwd copy(ies) to traveler via email
- Fwd via email to ____________
- Fwd copy(ies) to: ____________
- Record entire UFMS doc #, Accounting Line(s), Amendment #, initial, & date on document
- Other:

ST Commitment Coversheet (July 2010)
U.S. DEPARTMENT OF JUSTICE
DRUG ENFORCEMENT ADMINISTRATION

REQUISITION FOR
EQUIPMENT, SUPPLIES, OR SERVICES

(Instruction on Reverse)

6. TO (Name and location)
   Contracting Officer
   Office of Investigative Technology
   Lorton, VA 22079

7. FROM (Requisitioning point - name and location)
   [Signature]
   Unit CIC
   10555 Furnace Road
   Lorton, VA 22079

8. RECOMMENDED SOURCE
   Alex Valesco - Cicom USA
   1997 Annapolis Exchange Parkway, Suite 15
   Annapolis Maryland 21403. 443-949-7470

9. REQUIRED DELIVERY DATE
   02-28-2013

10. ALLOWANCE AND ACTIVITY ACCOUNTS CHARGEABLE, AND OBJECT CLASSES
    [Signature]
    [Title]
    [Initials]
    Ref - STI

FORM OR STOCK NO. | DESCRIPTION OF ARTICLES OR SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT
--- | --- | --- | --- | --- | ---
Training/Installation | Additional Training/Installation for Cicom/HT to be done in | [ ] | (14) | (15) | (16) | (17) | (18) | (19)
Travel Expenses | Travel Expenses for HT/Cicom Personnel doing the training | [ ] | (14) | (15) | (16) | (17) | (18) | (19)

Justification
Additional training required for installation of HT software/hardware in

This IT related purchase is for Tactical LE purposes and has been approved for exemption by DEA's CIO.

Program: [Signature]

Sign: [Signature]

Date: [Date]

DEA Form (July 1976) - 19

Previous edition dated 8/73 may be used until stock is exhausted.

Page 123
**Quote**

<table>
<thead>
<tr>
<th>Product Code</th>
<th>Description</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>CURS-TR</td>
<td>RCS Training Session, Installation &amp; Operations: 5-day at Customer Premises for up to 10 participants</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TRVL-TR</td>
<td>Travel budget per HT personelle Travel to 3 Techs including one Spanish speaker as requested</td>
<td>3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total**: 1
ST UFMS COMMITMENT WORKSHEET

☑ Process in UFMS
☑ Amend PR D-12-ST-0287
☑ Add 3rd HAL
☑ Add two (2) 1/L’s – see DEA-19 for Comm Codes

<table>
<thead>
<tr>
<th>HAL</th>
<th>AMT</th>
<th>BBFY</th>
<th>EBFY</th>
<th>FUND</th>
<th>Org</th>
<th>Org L4</th>
<th>Prog</th>
<th>Proj</th>
<th>Act</th>
<th>SOC</th>
<th>User 3</th>
<th>User 4</th>
<th>Org L5</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td>2013</td>
<td>2013</td>
<td>S1D</td>
<td>ST</td>
<td>2335320</td>
<td>FGN-G2</td>
<td>FLS</td>
<td>25705</td>
<td>T3E</td>
<td>TELE</td>
<td></td>
<td>2335323</td>
</tr>
</tbody>
</table>

☑ NOTE: Requested delivery travel date is 2/28/12 – if travel is authorized on an SF-182, please confirm actual travel dates w/traveler – traveler will pay registration fee via travel credit card.
☑ Include Tuition Total Amt on TA – traveler will pay registration fee via travel credit card.
☑ In the Amendment Information enter description of requested adjustments and justification.

☑ Update DEA-19 Database/Log
☑ Fwd original(s) upon approval in UFMS by:
  ▪ PR = Allowance Approver
  ▪ PCC = Purchase Card Approving Official (PACO)
  ▪ TO: Contracting Officer
  ▪ Gov’t Purchase Card holder

☐ Fwd original(s) to __________________

☐ Fwd original(s) to traveler

☐ Fwd copy(ies) to traveler via email
☑ Fwd via email to __________________

☐ Fwd copy(ies) to: __________________

☑ Record entire UFMS doc #, Accounting Line(s), Amendment #, initial, & date on document

☐ Please submit in UFMS NLT: _______________ (if you are unable to meet deadline, please notify Martha)

ST Commitment Worksheet (November 2012)
# Quote

| Attention: |  | Project Title: | HT RCS Da Vinci |
| Title: |  | Project | Katie extra license |
| Company Name | DEA OIT | P.O. Number | DJD-12-R-0033 |
| Address |  | Invoice Number |  |
| City, State Zip |  | Quote | -20130820.001 |
| Valid Till date |  | Date issued | August 20, 2013 |

<table>
<thead>
<tr>
<th>Product Code</th>
<th>Description</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Cost</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>RCS-TSL-12 N. 12 Target Software License</td>
<td>5(4)</td>
<td></td>
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</tr>
<tr>
<td>2</td>
<td>RCS-USL-3 Additional Console licenses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
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</tr>
<tr>
<td>16</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

DUE BY NOVEMBER 1ST 2013 TOTAL (b)(4)

Cicom USA LLC
1997 Annapolis Exchange Parkway,
Suite 300, Annapolis Maryland, 21403
Tel: 443-949-7470 / Cell: Fax: 443-949-7471
Duns:963322842 Tax id: 27-2780230 Cage: 6BHN8
ST UFMS COMMITMENT WORKSHEET

☑ Process in UFMS
☐ PR D-13 ST-0454
☐ Suggested Vendor Code: 272780230 963322842
☐ Comm Code: 703000 (since the quote has two lines, pls enter two 1/L’s – the second should be $0 at a Qty of 1)

<table>
<thead>
<tr>
<th>HAL</th>
<th>AMT</th>
<th>BBF</th>
<th>EBF</th>
<th>FUND</th>
<th>Org</th>
<th>Org L4</th>
<th>Prog</th>
<th>Proj</th>
<th>Act</th>
<th>SOC</th>
<th>User 3</th>
<th>User 4</th>
<th>Org L5</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
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<td>S1D</td>
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<td></td>
<td>DOM-G2</td>
<td>FLS</td>
<td>26001</td>
<td>T3E</td>
<td>STSO</td>
<td>2335342</td>
<td></td>
<td></td>
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</tbody>
</table>

☑ NOTE: Requested delivery/travel date is 9/23/13 (if travel is authorized on an SF 182, please confirm actual travel dates w/traveler – traveler will pay registration fee via travel credit card.

☐ Include Tuition Total Amt on TA – traveler will pay registration fee via travel credit card.

☐ In the Amendment Information enter description of requested adjustments and justification.

☐ Update DEA 19 Database/Procurement Log

☐ Fwd original(s) upon approval in UFMS by:
  - PR = Allowance Approver
  - PCC = Purchase Card Approving Official (PCAO)

  - TO: Contracting Officer___________
        Gov’t Purchase Card holder___________

☐ Fwd original(s) to ____________

☐ Fwd original(s) to traveler

☐ Fwd copy(ies) to traveler via email

☐ Fwd via email to ____________

☐ Fwd copy(ies) to ____________

☐ Record entire UFMS doc #, Accounting Line(s), Amendment #, initial, & date on document

☐ Please submit in UFMS NET:__________ (if you are unable to meet deadline, please notify Martha)

ST Commitment Worksheet (November 2012)
Section B - Supplies or Services and Prices/Costs

Delivery Date: 60 Days From the Contract Award Date.

The Contractor shall provide supplies/services in accordance with proposal dated July 2, 2012 and in accordance with terms and conditions set forth herein.

<table>
<thead>
<tr>
<th>ITEM NO</th>
<th>SUPPLIES/SERVICES</th>
<th>QUANTITY</th>
<th>UNIT</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>0001</td>
<td>Hacking Team Solution - Inclusive of Software/License, First Year Maintenance, Installation, Travel and Training</td>
<td>1,000,000</td>
<td>EA</td>
<td>(b)(4)</td>
<td></td>
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<tr>
<td></td>
<td>Estimated Delivery Date 60 days from the contract award date</td>
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</tr>
<tr>
<td>0002</td>
<td>Additional training/virtualization for Circuit/MT to be done in</td>
<td>1,000,000</td>
<td>EA</td>
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<tr>
<td></td>
<td>Line Period of Performance: 11/15/2012 - 08/26/2013</td>
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</tr>
<tr>
<td>0003</td>
<td>Travel expenses for HT/Ciccom personnel during the training</td>
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<td>EA</td>
<td>(b)(4)</td>
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<td>0004</td>
<td>&quot;OPTIONAL&quot; License (IAW SOW Section C.1.4.E, proposal dated 7/24/12 &amp; 7/30/12) FOR ITEMS ONLY UNDER &quot;AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES&quot; PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT</td>
<td>1,000,000</td>
<td>EA</td>
<td></td>
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<td></td>
<td>N 10 Client Agent Software Licenses/RCS-TSL10</td>
<td>(b)(4)</td>
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<tr>
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<td>(b)(4)</td>
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<tr>
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<td>N 50 Client Agent Software Licenses/RCS-TSL50</td>
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<td>N 100 Client Agent Software Licenses/RCS-TSL100</td>
<td>(b)(4)</td>
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<tr>
<td></td>
<td>Also Client Agents or more/RCS-TSL. (Need to call for special discounted price)</td>
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<tr>
<td></td>
<td>1st Year Maintenance/RCS-Maint = Included</td>
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</tr>
<tr>
<td></td>
<td>&quot;NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates.&quot;</td>
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<tr>
<td></td>
<td>&quot;SUBJECT TO AVAILABILITY OF FUNDS&quot;</td>
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<td>Line Period of Performance: 08/27/2012 - 08/26/2013</td>
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<tr>
<td>1001</td>
<td>Option Year 1 - Annual software Maintenance</td>
<td>1,000,000</td>
<td>EA</td>
<td>(b)(4)</td>
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<tr>
<td></td>
<td>(20% total cost of current system for that year)</td>
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<tr>
<td></td>
<td>Current cost for the system is (b)(4) (cost for maintenance)</td>
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<td>&quot;NOTE: (1) If additional licenses are purchased, the price will change to reflect the actual cost for the maintenance</td>
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<td></td>
<td>(2) The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates.&quot;</td>
<td></td>
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<tr>
<td></td>
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<td>Line Period of Performance: 05/27/2013 - 08/26/2014</td>
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<tr>
<td>1002</td>
<td>&quot;OPTIONAL&quot; License (IAW SOW Section C.1.4.E, proposal dated 7/24/12 &amp; 7/30/12) FOR ITEMS ONLY UNDER &quot;AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES&quot; PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT</td>
<td>1,000,000</td>
<td>EA</td>
<td>(b)(4)</td>
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<td>Also Client Agents or more/RCS-TSL. (Need to call for special discounted price)</td>
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<tr>
<td></td>
<td>1st Year Maintenance/RCS-Maint = Included</td>
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<tr>
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<td>&quot;NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates.&quot;</td>
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</tbody>
</table>

Page 129
2001
Option Year II - Annual software Maintenance
(20% total cost of current system for that year)

"NOTE: (1) If additional licenses are purchased, the price will change to reflect the actual cost for the maintenance.
(2) The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates."

"SUBJECT TO AVAILABILITY OF FUNDS"

Line Period of Performance: 08/27/2013 - 08/26/2014

[...]

2002
"OPTIONAL" Licenses (IAW SW Program C.I.4.F. proposal dated 7/24/12 & 7/30/12 for ITUNO ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES" PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT

N.10 Client Agent Software Licenses/RCS-TSL10 = $0.00
N.20 Client Agent Software Licenses/RCS-TSL20 = $0.00
N.50 Client Agent Software Licenses/RCS-TSL50 = $0.00
N.100 Client Agent Software Licenses/RCS-TSL100 = $0.00

"NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates."

"SUBJECT TO AVAILABILITY OF FUNDS"

Line Period of Performance: 08/27/2014 - 08/28/2015

[...]

3001
Option Year III - Annual software Maintenance
(20% total cost of current system for that year)

"NOTE: (1) If additional licenses are purchased, the price will change to reflect the actual cost for the maintenance.
(2) The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates."

"SUBJECT TO AVAILABILITY OF FUNDS"


[...]

3002
"OPTIONAL" Licenses (IAW SW Program C.I.4.F. proposal dated 7/24/12 & 7/30/12 for ITUNO ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES" PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT

N.10 Client Agent Software Licenses/RCS-TSL10 = $0.00
N.20 Client Agent Software Licenses/RCS-TSL20 = $0.00
N.50 Client Agent Software Licenses/RCS-TSL50 = $0.00
N.100 Client Agent Software Licenses/RCS-TSL100 = $0.00

"NOTE: The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates."

"SUBJECT TO AVAILABILITY OF FUNDS"


[...]

4001
Option Year IV - Annual software Maintenance
(20% total cost of current system for that year)

"NOTE: (1) If additional licenses are purchased, the price will change to reflect the actual cost for the maintenance.
(2) The Period of Performance will be effective from the actual date of delivery and installation. A modification will be issued to change and reflect the actual dates."

"SUBJECT TO AVAILABILITY OF FUNDS"

Line Period of Performance: 08/27/2016 - 08/26/2017

[...]

4002
"OPTIONAL" Licenses (IAW SW Program C.I.4.F. proposal dated 7/24/12 & 7/30/12 for ITUNO ONLY UNDER "AGENTS - REMOTE CONTROL SYSTEM TARGET PRICES" PRICES BELOW INCLUDES A 5% DISCOUNT AND CAN BE PURCHASED ANYTIME THROUGH LIFE OF CONTRACT

N.10 Client Agent Software License/RCS-TSL10 = $0.00

[...]

Page 130
**FUNDING DETAILS:**

<table>
<thead>
<tr>
<th>ITEM NO.</th>
<th>FUNDING LINE</th>
<th>OBLIGATED AMOUNT</th>
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<tr>
<td>N/A 5</td>
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**TOTAL** $1,677,000.00

Clauses By Full Text

**B.1 Standard Form 33 - Continuation**

The Contractor shall provide the Drug Enforcement Administration with the requirements set forth below for the Remote Control Host Based Interception Systems. All supplies/services shall be in accordance with the terms and conditions set forth herein in this solicitation and statement of work (see Exhibit J-1).

**B.2 Type of Contract**

This is a Firm Fixed Price Contract.
From: [Redacted]
Sent: Wednesday, December 11, 2013 9:20 AM
To: [Redacted]
Subject: FW: Quote for Additional Licenses

Regarding the cost of the 13 CICOM licenses please see the email stream below. According to CICOM and verified by STIG, the $75,000 cost included three user licenses which CICOM initially claimed they were giving to us but which they obviously were not if the total cost was increased.

On the DEA-19 in request the POP change please also list the CLINs that you want the unit quantities and prices flipped on.

Thank you.

From: [Redacted]
Sent: Monday, September 23, 2013 3:48 PM
To: Alex Velasco
Cc: [Redacted]
Subject: RE: Quote for Additional Licenses

Alex,

The attached PDF is a Fully Executed copy of Mod 0004 to DEA contract DJD-12-C-0033. Please retain a copy of this mod with your records for this contract.

Thank you,

[Redacted]  
Contract Specialist
Information Technology Support Unit (FACI)  
Office of Acquisition & Relocation Management  
Drug Enforcement Administration

From: Alex Velasco  
Sent: Monday, September 23, 2013 12:46 PM
To: [Redacted]
Cc: [Redacted]
Subject: Re: Quote for Additional Licenses

Hello,

Please find here the signed copy as requested.
Let me know if you need anything else from us.

Thank you.

Alex Velasco
Cicom USA
1997 Annapolis Exchange Parkway
Annapolis, Maryland 21401
Office
Fax
Cell

cicomusa.com
www.CicomUSA.com
info@cicomusa.com

This message is a PRIVATE communication. This message contains privileged and confidential information intended only for the use of the addressee(s). If you are not the intended recipient, you are hereby notified that any dissemination, disclosure, copying, distribution or use of the information contained in this message is strictly prohibited. If you received this email in error or without authorization, please notify the sender of the delivery error by replying to this message, and then delete it from your system.

On Sep 21, 2013, at 8:54 AM, <doj.gov> wrote:

Alex,

The attached PDF is Mod 0004 to DEA contract DJD-12-C-0033. This modification provides funding in the amount of $15,000.00 for [redacted] Target Licenses and [redacted] User Licenses. This modification also adds Clause DFA-2852.203-70 to Section H of the contract. This is a bilateral modification that requires a contractor signature. Please review the modification and return a signed copy to me. I will return a fully executed copy to you after the Contracting Officer signs the modification.

Information Technology Support Unit (FACI)
Office of Acquisition & Relocation Management
Drug Enforcement Administration

[signature]
Hello,

Please find the attached quote. We have itemized as requested. We will avoid bundling items in the future to avoid confusion.

If you have any questions please do not hesitate to contact me.

Thank you

Alex Velasco
Cicom USA

1997 Annapolis Exchange Parkway
Annapolis, Maryland 21401

Office
Fax
Cell

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On Sep 19, 2013, at 9:00 AM, wrote:

Alex,

The first attached PDF is what we have in the contract for licenses:

N 10  Client Agent Licenses
N 25  Client Agent Licenses
N 50  Client Agent Licenses
N 100 Client Agent Licenses
The current period of performance on the contract is 8/27/2013 to 8/26/2014 (Line Item 1001). There is nothing in the contract about additional costs for user licenses. Your August 20th quote (also attached) lists N 12 Target licenses, quantity of 1 at a cost of □□□□□. It also lists Additional Console licenses but shows these as "INCLUDED".

Why does the Government's cost for the additional two licenses from N.10 to N.12 go from □□□□□ each to □□□□□ each when the Government is buying a greater quantity of the licenses and the user licenses are "INCLUDED"? By my calculations the cost for the N. 12 licenses should be □□□□□ or less because of the greater quantity.

Please send a revised quote with current date that includes the following:
1. the number of Target Software Licenses
2. the unit cost per Target Software License
3. the extended cost for the Target Software Licenses
4. the number of "user" or console Licenses
5. the unit cost per "user" license (50 if INCLUDED)
6. the extended cost for the "user" licenses (3 x unit price)
7. the total cost (extended cost for Target software licenses + extended cost for user licenses)

Thank you

Contract Specialist

Information Technology Support Unit (FACI)
Office of Acquisition & Relocation Management
Drug Enforcement Administration

From: Alex Velasco [cicomusa.com]
Sent: Wednesday, September 18, 2013 1:52 PM
To: [cicomusa.com]
Subject: Re: Quote for Additional Licenses

I am wondering if you can help me out. As you know I am with the team. I do not have all the documents I need to complete your request. Can you send me the itemized list of options that you received for extra agents.

Sorry to ask for this but just cannot reach these files from here.

Thanks

Alex Velasco
Cicom USA
1997 Annapolis Exchange Parkway
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On Sep 17, 2013, at 2:52 PM, wrote:

Alex,

Thanks Alex. Please send me a revised quote with separate line items and costs for the target licenses and the additional user licenses. That way the costs will be clearly delineated and we will be able to identify the correct number of user licenses in the future. Also, does this affect the annual maintenance costs with the addition of the extra licenses?

From: Alex Velasco  
Sent: Tuesday, September 17, 2013 3:46 PM  
To:  
Subject: Re: Quote for Additional Licenses

I have taken a look at the quote and I remembered what was asked for and why the math is not good for you. With the licenses they are asking for an additional license for users. Make sense because they will need more people monitoring with the extra licenses. So they are getting target licenses with additional user licenses.

Alex Velasco  
Cicom USA  

1997 Annapolis Exchange Parkway
Annapolis, Maryland 21401

Office
Fax
Cell

cicomusa.com
www.CicomUSA.com
info@cicomusa.com

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On Sep 17, 2013, at 2:37 PM, [REDACTED] wrote:

Alex,

I am receipt of your quote #20130820.001 dated August 20, 2013 for [REDACTED]. DEA is requesting a revised quote to include quantities for [REDACTED]. Please provide this quote as soon as possible and email it directly to me at [REDACTED].

Thank you,

[REDACTED]
Contract Specialist

Information Technology Support Unit (FACI)
Office of Acquisition & Relocation Management
Drug Enforcement Administration

PHON [REDACTED]
EMAIL [REDACTED]

<CICOM License Costs DJD-12-C-0033.pdf><CICOM August 20th Quote.pdf>
<SF-30 for Mod 0004 to DJD-12-C-0033.pdf>
ST UFMS COMMITMENT WORKSHEET

☐ Process in UFMS
  ☑ Amend PR D 13 ST 0454
  ☑ In the Amendment Information enter description of requested adjustments and justification. Also record "DJD 12 C 0033"

☐ Update DEA-19 Database/Procurement Log

☐ Fwd original(s) upon approval in UFMS by:
  - PR = Allowance Approver
  - PCC = Purchase Card Approving Official (PACAO)
  - TO: Contracting Officer

☐ Fwd original(s) to ____________

☐ Fwd original(s) to traveler

☐ Fwd copy(ies) to traveler via email

☐ Fwd via email to ____________

☐ Fwd copy(ies) to ____________

☑ Record entire UFMS doc #, Accounting Line #, Amendment #, initial, & date on document

☐ Please submit in UFMS N.I.T. ____________ (if you are unable to meet deadline, please notify Martha)

☐ Other:

ST Commitment Worksheet (November 2012)
### Quote

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<th>Description</th>
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<td>Included</td>
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<tr>
<td>2</td>
<td>RCS - BE Back End</td>
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<td>RCS-USR Operator Console License</td>
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<td>RCS-USR Additional Operator Console Lic (2013)</td>
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<td>RCS-AGT Additional Agents (2013)</td>
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<td>RCS-WIN Window 32-64 Bit Platform</td>
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<td>8</td>
<td>RCS-MAC Mac OS Platform</td>
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<tr>
<td>9</td>
<td>RCS-WMO Windows Mobile Platform</td>
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<td>10</td>
<td>RCS-IPH iPhone Platform</td>
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<td>RCS-BB BlackBerry Platform</td>
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<td>RCS-SYM Symbian Platform</td>
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<td>RCS-AND Android Platform</td>
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<td>RCS-ANO Anonymizer Licenses</td>
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<td>RCS-TNI Injector Proxy SW License</td>
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<td>RCS-ALR Alerting Module</td>
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*Total System Cost: US$ (2)(4)

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<tr>
<th>Option Remote Attack vector service (90-Day) - REDUCED FEE</th>
<th>US$ 140,00.00</th>
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<td>TOTAL for one year</td>
<td>US$ 280,00.00</td>
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<tr>
<td>TOTAL for two years*</td>
<td></td>
</tr>
</tbody>
</table>

*Two year renewal does not include options that might be added before end of two year renewal. Added options will be subject to renewal cost.

Cicom USA LLC
1997 Annapolis Exchange Parkway,
Suite 300, Annapolis Maryland, 21403
Tel: 443-949-7470 / Cell: (301) 963-949-7471
Fax: 443-949-7471
Duns:963322842 Tax id: 27-2780230 Cage: 6BHN8
**U.S. DEPARTMENT OF JUSTICE**  
**DRUG ENFORCEMENT ADMINISTRATION**  
**REQUISITION FOR**  
**EQUIPMENT, SUPPLIES, OR SERVICES**  

**TO (Name and location)**  
Contracting Officer  
Office of Acquisition Management

**RECOMMENDED SOURCE**  
Cicom USA, LLC  
1997 Annapolis Exchange Parkway, Suite 300

**ALLOWANCE AND ACTIVITY ACCOUNTS CHARGEBLE AND OBJECT CLASSES**  
DAC D-14-ST-0386  
7/18/14

**DAC D-14-ST-0386**  

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<th>UNIT</th>
<th>UNIT PRICE</th>
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**Justification:** Option Year 2 Annual Software Maintenance for HT project

**DELIVER TO (Give complete address, including ZIP Code):**  
Office of Investigative Technology  
ATTN: STIG/STIG Room 1508

**SHIPPING METHOD**  
Freight  
Parcel Post  
Express

**REMARKS**  
DUNS: 96332842  
Tax ID: 27-2780230  
Cage: 6BHN8  
Contract: DJD-12-C-0033

**DATE PREPARED:** 07-07-2014
FROM: SharePointAdmin
Sent: Friday, July 11, 2014 10:35 AM
To: [email]
CC: [email]
Subject: CIO Front Door Process: IT Funding Request (ITJA2014) Approved!!

CIO FRONT DOOR PROCESS

Your IT Funding Request was approved. Below are the request details:

ITJA2014
ITJA2014.xml
7/11/2014
Approved

Next Steps:

1. Print this email and attach to the IT Funding Request as proof of approval
2. Upload entire package as an attachment to your UFMS request

This message was sent from an unmonitored account. Please do not reply to this message.
DEA CIO APPROVAL
TO CONTRACT FOR INFORMATION TECHNOLOGY PRODUCTS OR SERVICES

(Version 6.0)

Form ID: ITJA2014

JUSTIFICATION

ABOUT THE UNDERLYING SYSTEM/INVESTMENT
Request Type: Sensitive but Unclassified

1. Drug Enforcement Administration (DEA), Division or Field Office: Office of Investigative Technology (ST)

2. Point of contact name, email and phone:
   Name: [Redacted]
   Email: [Redacted]
   Phone: [Redacted]

3. IT system or investment this contract supports (Exhibit 53):
   Other/Don't Know
   If you selected Other in question 3, please specify here: (50 character maximum) [Redacted]

4. Identify the system/investment this procurement action supports. Briefly describe how that system/investment supports DEA:
   Annual Software Maintenance to support the Hacking Team RCS Project in [Redacted]

5. What is the current status of the system? Operations and Maintenance

6. Overall project duration (Years, Months, Ongoing): Ongoing

ABOUT THIS CONTRACT REQUEST
7. Is this a shared IT solution?
   No, DEA Only

8. Commodity IT type?
   Non-Commodity IT (e.g., forensic tool, digital evidence, intelligence analysis, law enforcement/investigation activities, security surveillance, wiretaps, traces, intercepts)

9. Commodity IT area?
   Non-Commodity IT - Mission

10. Procurement action required:
    Other (Please specify below)
    If you selected Other in question 10, please specify here: (50 character maximum)
    Invoke Option Year 2

11. Existing Contract number:
    DJD-12-C-0033

12. Vendor name:
    Other (please specify below)
    If you selected Other in question 12, please specify here: (50 character maximum)
    Cicom USA LLC.

13. Procurement Target date: 8/25/2014

14. Please list the quantity and a brief description of what you are purchasing (for example, 2 Fujitsu fi-6770 Flatbed Document Scanners). For services, provide an approximation of how many positions or hours are included:
    Software Maintenance

15. Value of procurement action (this dollar amount should match the total of the attached DEA-19) [Redacted]


17. Explanation of the business or how required products or services are mission-essential:
    Maintenance is required for the targeting of new devices

18. Impact of this mission if not approved now:
- Major Impact to Mission – Mission will continue with substantial challenges

19. Proposed Acquisition Vehicle: (e.g. GSA Schedule, SEWP, etc.)
   Open Market
   If you selected Other in question 19, please specify acquisition vehicle here:

20. Percent of this procurement that is (must equal 100\%)*:
   a. Hardware / Equipment 0
   b. Software/Licenses 0
   c. Services 0
   d. Other 100

\textit{Total: 100}
DOJ Review EXEMPTION REQUEST

The Department of Justice has exempted some IT purchases from their review process. Review the exemption criteria below. If one of them applies to you, please check the box and provide a detailed explanation of why you qualify.

☐ DIRB Programs - Systems that are in-scope for oversight by the Department Investment Review Board (DIRB).

☐ Routine Service Orders - Service orders (i.e., orders that do not require a source selection activity) under existing enterprise contracts, provided that the value of the service is $500,000 or less.

☒ Tactical Law Enforcement Operations & Litigation Support - New IT contracts and task orders required to support time-sensitive law enforcement operations and litigation support, provided that the value of the new contract or task order is $500,000 or less.

☐ Task Orders under Existing Blanket Purchase Agreements - New task orders under existing blanket purchase agreements, provided that the value of the task order is $100,000 or less.

EXPLANATION: (Explain how this request meets one (or more) of the exemptions above)

Annual Software Maintenance to support the Hacking Team Project in

""
DEA CIO APPROVAL
TO CONTRACT FOR INFORMATION TECHNOLOGY PRODUCTS OR SERVICES
(Version 6.0)
Form ID: ITIA2014

CERTIFICATION

"I hereby certify that this Justification and Approval to Contract for Information Technology Products or Services is accurate and complete to the best of my knowledge and belief."

Requestor (GS-15 or Above or Acting):

Signature & Title

Date

Select names to be included on status notification emails.

Date

APPROVALS

REQUIRED FOR ALL ACTIONS EXCEEDING $3,000

REQUESTING OFFICIAL (SAC/OFFICE HEAD):

Date

DEPUTY CHIEF INFORMATION OFFICER:

Date 7/10/2014

DEAC CHIEF INFORMATION OFFICER:

Date 7/11/2014

*DOJ CHIEF INFORMATION OFFICER:

(Required unless one of the exceptions applies) Signature

Date

Attach DEA-19 to J&A here

Attachment Title

Attachment

HT Maintenance Quote

PDF

year two maintenance DJD-12-R-0033.pdf
Adobe Acrobat Document
940 KB

HT Maintenance 19

HT Option YEAR 2.xml
XML Document
4.92 KB

Comments:

ST is exercising the 2d option year for the annual software maintenance to support the Hacking Team Project in Tactical LE Support - EXEMPTION; $140k; 19 matches
Hi

As soon as possible, please amend the subject DAC to change the fund source as indicated on the 19 "SIU):

2014 2014 S1D DEA / FGN / OT FGN-G2 / SIU 2335000 EQM

The SOC, User Dim4, and Org L5 will remain the same.

Attach a copy of this email to the amendment in UFMS.

Let me know if you have any questions.

Thanks!
**U.S. DEPARTMENT OF JUSTICE**  
**DRUG ENFORCEMENT ADMINISTRATION**  
**REQUISITION FOR**  
**EQUIPMENT, SUPPLIES, OR SERVICES**  

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<th>PRICE</th>
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**Justification**  
Licenses for Hacking Team core in To be utilized in initial deployment.

**DEA Form**  
(July 1976) - 19  
Previous edition dated 8/73 may be used until stock is exhausted
### Invoice

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<td>5</td>
<td>RCS-AGT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>RCS-AGT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>RCS-WIN</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>RCS-MAC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>RCS-WMO</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>RCS-IPH</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>RCS-BB</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>RCS-SYM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>RCS-AND</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>RCS-ANO</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>RCS-TNI</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>RCS-RMI</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>RCS-ALR</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Total System Cost</td>
<td>(4)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>20% Total Yearly Maintenance fee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Option Remote Attack vector service (0-Day) - REDUCED FEE</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| TOTAL        | US$ 140,00.00 |
From: Friday, December 12, 2014 4:17 PM
Sent: Process Coordinator - Office of Investigative Technology
To: FW: Contract for DEA DJD-12-C-0033/0006
Cc: Invoice renewal 2014 Katie.pdf

for processing.

Thanks.

From: Wednesday, December 10, 2014 4:42 PM
Sent: Process Coordinator - Office of Investigative Technology
To: FW: Contract for DEA DJD-12-C-0033/0006
Cc: 

More info.

Unit Chief/Global Intercept Unit
DEA - Office of Investigative Technology

From: Alex Velasco @cicomusa.com
Sent: Tuesday, December 09, 2014 5:05 PM
To: FW: Contract for DEA DJD-12-C-0033/0006
Cc: 

Hello

Please find here as requested the invoice for renewal.
As always thank you for your business.

Alex Velasco
Cicom USA

1997 Annapolis Exchange Parkway
Annapolis, Maryland 21401

Office
Fax
Cell

@comusa.com
www.CicomUSA.com
info@comusa.com

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On Dec 9, 2014, at 3:26 PM, wrote:

Alex,

Attached is the contract. If you notice on the second page at Clin 3001, there is an option for the 3rd year at Is that correct?

We need an invoice for the ASAP to clear our books.

Thanks,


Accepted.

Unit Chief/Global Intercept Unit
DEA - Office of Investigative Technology

Hello,

Please complete the attached receipt and acceptance form by 12/17/14.

Thank you,

Accounting Clerk III
Office of Investigative Technology
USDOJ/Drug Enforcement Administration
Verification of Receipt and Acceptance Form

<table>
<thead>
<tr>
<th>Obligation, Invoice, Accountable Property Data: Accounting Technician to Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>UFMS Obligation Document Type</td>
</tr>
<tr>
<td>UFMS Obligation Document Number</td>
</tr>
<tr>
<td>Invoice Number (See invoice attached to e-mail.)</td>
</tr>
<tr>
<td>DEA Asset Number (if applicable)</td>
</tr>
<tr>
<td>Accountable Property Reminder*: If accountable property has been invoiced, the Accounting Technician is required to obtain the property asset number from the Property Custodial Assistant. For any capitalized FAS property or system, obtain an updated FAS Property Order Sheet with the DEA Asset Numbers recorded on the sheet. In addition, for any property not recorded in UFMS FAS, obtain a screen print from the respective property system.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Receipt and Acceptance Data: Requestor to Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery Date (Enter mm/dd/yyyy)</td>
</tr>
<tr>
<td>- Goods – Date goods were delivered</td>
</tr>
<tr>
<td>- Services** – Last day of the service period on the invoice</td>
</tr>
<tr>
<td>Acceptance Date (Enter mm/dd/yyyy)</td>
</tr>
<tr>
<td>- Goods – No more than 7 calendar days later than the delivery date</td>
</tr>
<tr>
<td>- Services** – No more than 7 calendar days later than the delivery date</td>
</tr>
<tr>
<td>Total Amount Accepted</td>
</tr>
<tr>
<td>Was anything on the Invoice not Accepted? (Enter Yes or No)</td>
</tr>
<tr>
<td>Description of Unaccepted Goods/Services (description of item, quantity, amount)</td>
</tr>
<tr>
<td>Enter additional information, as needed.</td>
</tr>
</tbody>
</table>

This form must be completed and returned by the Requestor within 5 business days from date sent by the Accounting Technician.

*Accountable property is nonexpendable property with an estimated useful life of two years or more and fits into one of the following criteria: 1. Property with an acquisition cost of $2,500 or more, 2. Sensitive property regardless of cost that requires special control and accountability due to unusual rate of loss, theft or misuse, data sensitivity, potential loss of life, or due to national security considerations. Examples include equipment with data storage capability (e.g., laptop computers, tablets, cell phones, thumb drives, blackberries, cameras, portable digital assistant (PDA), global positioning system (GPS)), weapons, surveillance equipment, safes, and medical chairs). 3. Abandoned or forfeited property, regardless of dollar value, which has been placed into service. 4. Capitalized personal property

**For services paid in advance, the delivery and acceptance date is the invoice log date. See FAMPM Section III, 1.5.5.1 for services that may be paid in advance.

2/3/14
From: Process Coordinator - Office of Investigative Technology
Sent: Monday, November 05, 2012 12:07 PM
To: CICOM USA 20121031301
Attachments: DEA Invoice 20121031301.pdf

INVOICE: CICOM USA 20121031301
2C D-13-ST-0236
QHA/DJD-12-C-0033

From: Alex Velasco [cicomusa.com]
Sent: Monday, November 05, 2012 11:27 AM
To: Process Coordinator - Office of Investigative Technology;
Subject: Invoice RCS system po DJD-12-C-0033
Importance: High

Hello.

Please find here invoice for DJD-12-C-0033,

If you have any questions please do not hesitate to call.

Looking forward to great continued business relations,

Alex Velasco
Cicom USA
1997 Annapolis Exchange Parkway
Annapolis, Maryland 21401
office Fax Cell
www.CicomUSA.com
info@cicomusa.com
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# Invoice

![Cicom USA Logo](image)

<table>
<thead>
<tr>
<th>Attention:</th>
<th>009.09(C)(9)07</th>
<th>Project Title:</th>
<th>RCS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title:</td>
<td>SAC</td>
<td>Project</td>
<td>HT RCS Special Package</td>
</tr>
<tr>
<td>Company Name:</td>
<td>DEA-STII</td>
<td>Description:</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td></td>
<td>P.O. Number:</td>
<td>DJD-12-C-0033</td>
</tr>
<tr>
<td>City, State Zip Code:</td>
<td>Lorton, VA</td>
<td>Invoice Number:</td>
<td>20121031301</td>
</tr>
<tr>
<td>Date:</td>
<td>October 31, 2012</td>
<td>Quote:</td>
<td>20110122202</td>
</tr>
<tr>
<td>Term:</td>
<td>30 day</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Product Code</th>
<th>Description</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>CURS-FE-HS</td>
<td>Front-End SW License</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CURS-LR-HS</td>
<td>Back-End SW License</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CURS-ADM</td>
<td>Admin</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CURS-TEC</td>
<td>Tech</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CURS-VW</td>
<td>Log Viewer License</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CURS-TRG</td>
<td>Targets</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CURS-WIN</td>
<td>PC Windows Platform (XP/Vista/7-32&amp;64 bit)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CURS-MAC</td>
<td>MacOS Platform</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CURS-WM</td>
<td>Windows Mobile Platform (WM6-WM6.5)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CURS-IPH</td>
<td>iPhone Platform</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CURS-SYM</td>
<td>Symbian Platform</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CURS-BB</td>
<td>Blackberry Platform</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CURS-ADR</td>
<td>Android Platform</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CURS-PR</td>
<td>Anonymizer SW License</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CURS-IPS</td>
<td>Injection Proxy SW License</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CURS-RMI</td>
<td>RMI (Remote Mobile Infection) SW License</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CURS-ALM</td>
<td>Alerting Module</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Continued on Page 2
Invoice

Page 2

Attention: [Blank] Project Title: RCS
Title: SAC Project Description: HT RCS Special Package
Company Name: DEA-STII P.O. Number: DJD-12-C-0033
Address: Invoice Number: 20121031301
City, State Zip Code: Lorton, VA Quote: 20110122202
Date: October 31, 2012 Term: 30 day

<table>
<thead>
<tr>
<th>Product Code</th>
<th>Description</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Cost</th>
</tr>
</thead>
</table>
| 18 CURS-TR  | RCS Training Sessions
Installation & Operations: 3-day at Customer Premise
Advanced: 5-day at HT Headquarters
Advance infection techniques with
RCS
In-depth hands on exercise
Source code inspection |
| 19 CURS-EXP | Exploit Portal Full Access (Zero-Day level)
On the fly injection into downloaded applications/update
Webpage code injection during browsing
Embed RCS into common file formats (Zero-day exploit) |
| 20 CURS-MAINT | Maintenance
RCS Software Update (bug fixing, software enhancements)
Dedicated Support through Web Ticketing System
Third Party Maintenance managed by HT support through official vendor channel |

Amount Due: $575,000.00

Bank Information:
PNC Bank Routing
Account Number # [Blank]

Cicom USA LLC,
443-949-7470
443-949-7471 Fax
1997 Annapolis Exchange Parkway,
Suite 300, Annapolis Maryland, 21403
DUNS: 963322642 Tax id: 27-2780230 Cage: 6BH8N8
SPECIAL REQUEST!! Please process as soon as possible. The vendor is ready to recall the licenses. Please forward to CICOM INV 20130621.001 for receipt/acceptance. We will be using 9/20/13 as the receipt/acceptance date as it was the last day of training.

CICOM
20130621.001
2C D-14-ST-19730
QHA/DJD-13-C-0033

Thanks,

From: Alex Velasco @cicomusa.com
Sent: Wednesday, December 04, 2013 11:11 AM
To: Process Coordinator - Office of Investigative Technology
Cc:
Subject: Re: Invoices

Hello,

Please find here following invoice for RCS system Maintenance and upgrades.
# Invoice

<table>
<thead>
<tr>
<th>Item No.</th>
<th>Product Code</th>
<th>Description</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1001</td>
<td>RCS-MAIN 1 YEAR</td>
<td></td>
<td></td>
<td>(4x)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 YEAR MAINTANCE FOR RCS SYSTEM 20% BASED ON SYSTEM COST OF $575,000.00 WITH NO ADDITIONAL.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>0002</td>
<td>RCS-Training</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Additional training/Installation done at location</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>0003</td>
<td>RCS-Training</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Travel expense for additional training at requested location</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>0004</td>
<td>RSC-TSL13 RCS-USL 3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Additional License as per Cicom Quote 20130820.1</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

DUE BY DECEMBER 31ST 2013

TOTAL (4x)
Alex Velasco
Cicom USA

1997 Annapolis Exchange Parkway
Annapolis, Maryland 21401
Office
Fax
Cell
@cicomusa.com
www.CicomUSA.com
info@cicomusa.com

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On Dec 3, 2013, at 9:46 AM, wrote:

When you get a hold of , please tell her to send the invoice to:

Invoice investtech@usdoj.gov

That will go to our fiscal group for processing. So the sooner the better! Thanks.

From: Alex Velasco @cicomusa.com
Sent: Monday, December 02, 2013 8:21 PM
To: 
Cc:
Subject: Re: Invoices

Hey

I am out of the country, I need to check with my accountant. It should have been sent!
Alex Velasco
Cicom USA

1997 Annapolis Exchange Parkway
Annapolis, Maryland 21401

Office
Fax
Cell

@cicomusa.com
www.CicomUSA.com
info@cicomusa.com

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On Dec 2, 2013, at 4:13 PM, wrote:

Any status on those?
Sent from my crackberry.
Here it is. Thank you!

From: D(61,617),(71,717) (D(61,717),(71,817))
Sent: Monday, December 16, 2013 4:36 PM
To: D(61,617),(71,717) (D(61,717),(71,817))
Subject: RE: Cicom USA 20130621.001
Attachments: Cicom R and A.doc

Dear [Name],

Please complete the attached receipt and acceptance form by COB today.

Thank you,

Accounting Clerk III
Office of Investigative Technology
USDOJ/Drug Enforcement Administration
Verification of Receipt and Acceptance Form

I, [Signature], verify that the goods received or the services rendered on the invoice referenced below have been accepted and meet the specifications of the obligating document indicated below.

| Obligation, Invoice, Accountable Property Data: Accounting Technician to Complete |
|----------------------------------|---------------------------------|
| UFMS Obligation Document Number  | DJD-12-C-0033                    |
| UFMS Obligation Document Type    | QHA                             |
| Invoice Number                   | 260130621.001                    |
| (See invoice attached to e-mail.)|                                 |
| DEA Accountable Property*       |                                 |
| Reminder: If accountable property has been invoiced, the Accounting Technician is required to obtain the asset number and print screen of the property system record from the Property Custodial Assistant. (If the property is in the Fixed Asset subsystem (FAS), a print screen of the property record is not necessary, as the Accounting Technician can verify the property record in UFMS.) |

| Receipt and Acceptance Data: Requestor to Complete |
|---------------------------------|---------------|
| Delivery Date (Enter mm/dd/yyyy) | 09/20/2013    |
| - Goods - Date goods were delivered |
| - Services - Last day of the service period on the invoice |
| Acceptance Date (Enter mm/dd/yyyy) | 09/20/2013    |
| - Goods - No more than 7 calendar days later than the delivery date |
| - Services - No more than 7 calendar days later than the delivery date |

Total Amount Accepted | (0)(4) |

Was anything on the Invoice not Accepted? (Enter Yes or No) | NO |

Description of Unaccepted Goods/Services (description of item, quantity, amount) |  

Enter additional information, as needed.

This form must be completed and returned by the Requestor within 5 business days from date sent by the Accounting Technician.

*Accountable property* is an item with an acquisition cost of $2,500 or more and an estimated service life of two years or more; or property classified as sensitive, regardless of cost or service life. Sensitive property includes property that has data storage capability, is easily pilferable, can endanger the health or safety of the public, or can damage agency/national security. Examples include portable electronic devices (e.g., laptop computers, blackberries, cell phones), firearms, badges, credentials, property containing hazmat material (e.g., televisions, refrigerators), and all abandoned/forfeited property placed into service.

8/6/12