

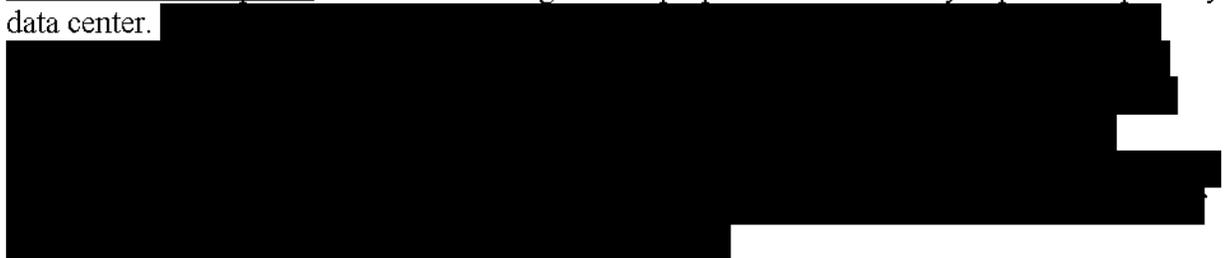


CSC/Datatrak Information Services Technical Proposal Discussion Issues

Issue 1: Offeror does not clearly identify location of neither its data center nor the existence and location of a back-up data center.

Question 1: Will the offeror provide the data-center information?

CSC/Datatrak Response: CSC/Datatrak regrets our proposal did not clearly explain our primary data center.



In Section 4.2.3.3 of our original proposal response (Figure 4-14) our network schematic shows that



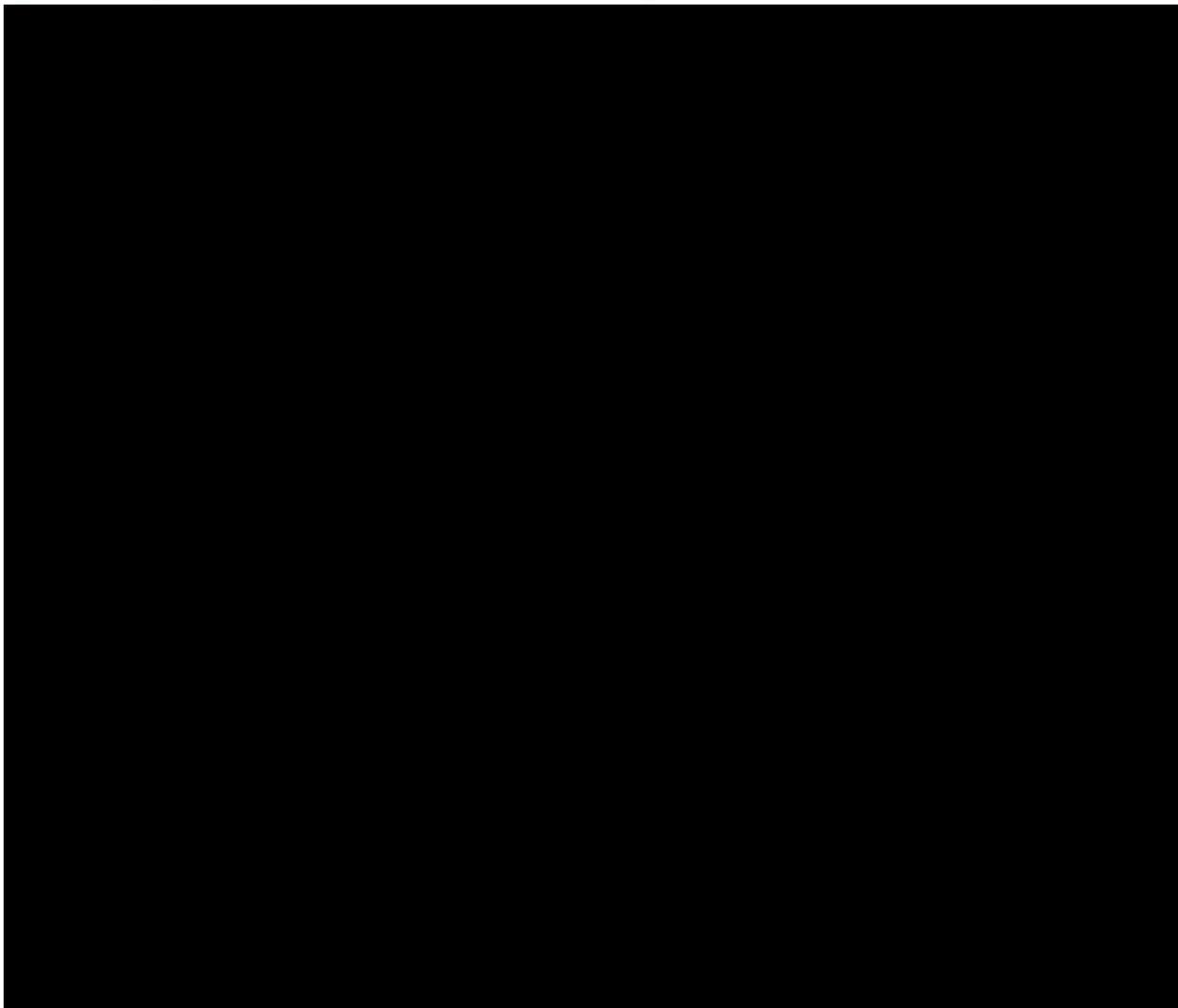
Our Final Proposal Revision will be modified, as shown below, to reflect this clarification.

4.2.3.3 Network Design (C.7.3)





Figure 4-14. Proposed Basic Network Scheme for the GSA Multi-channel Contact Center

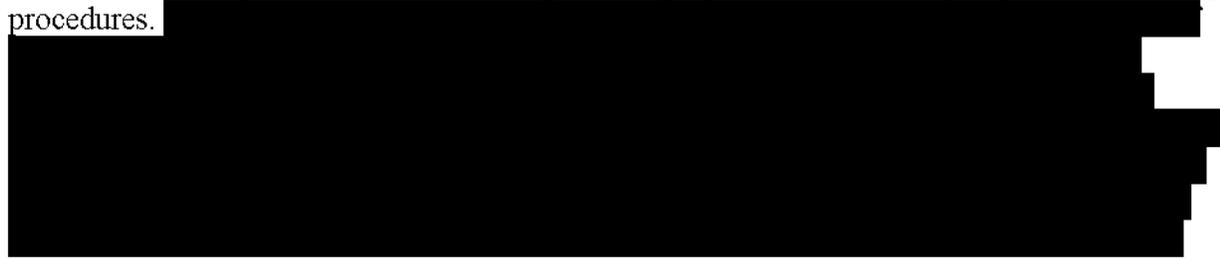




Issue 2: If the offeror has only one data center, are back-up data restored remotely or electronically or are tapes physically transported?

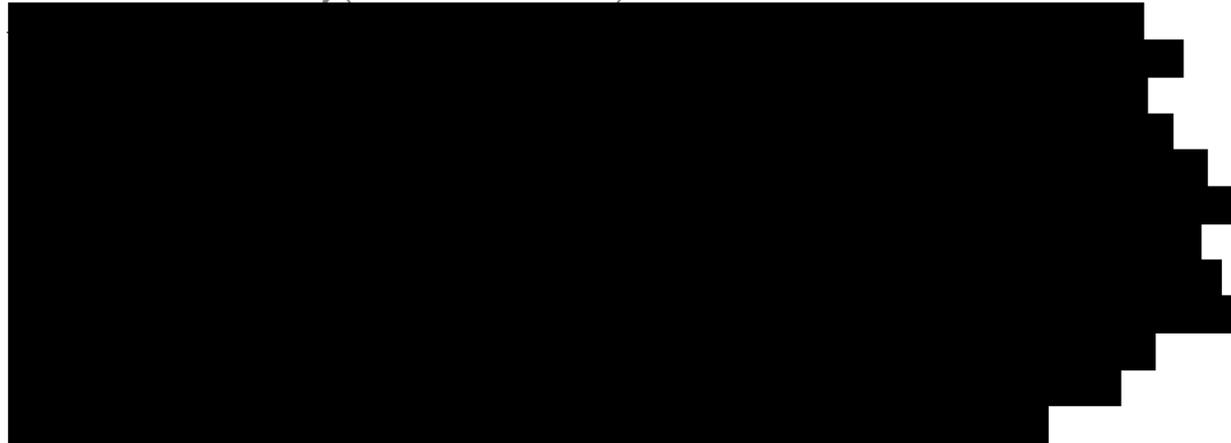
Question 2: Will the offeror provide the details on data back-up?

CSC/Datatrak Response: CSC/Datatrak regrets our proposal did not clearly explain our back-up procedures.



Back-up procedures were discussed in Section 4.3.1.1.4 of our proposal. We will modify this section, as shown below, in our Final Proposal Revision to provide details on our data back-up.

4.3.1.1.4 Data Recovery (L.7.2.1.5.3/C.3.5.5.4.3)





Issue 3: The offeror did not provide specific plan for achieving C&A.

Question 3: Will the offeror provide its plans for achieving Certification and Accreditation?

CSC/Datatrak Response: CSC/Datatrak regrets our proposal did not clearly provide our planning approach to achieving Certification and Accreditation (C&A). For each customer engagement that requires C&A, we will develop tailored plans that are aligned with NIST SP 800-18 for achieving system C&A. Our Final Proposal Revision will be modified, as shown below, to explain our approach to C&A planning and execution.

6.1.1 Experience with Certification and Accreditation (L.7.2.1.7/M.2.1.4)

The solutions and practices contained in this section have been successfully used by CSC/Datatrak to support systems C&A for a number of Federal customers, [Redacted]

CSC/Datatrak developed, implemented, and currently maintains a Security Plan for each of these customers in accordance with NIST SP 800-18 and other customer-specific security regulations and directives, to include the following documents:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]





[Redacted]

[Redacted]