

## The Department of Homeland Security's EAGLE Contract

Avaya Government Solutions is pleased to have been selected as a prime contractor for the DHS Enterprise Acquisition Gateway for Leading Edge Solutions (EAGLE) contract.

We offer management support services in EAGLE's Functional Area 5 to help ensure your mission success.

The EAGLE contract is the Department of Homeland Security's multiple-award indefinite delivery/indefinite quantity (IDIQ) contract vehicle. It has a broad technical scope and has been specifically designed as the preferred source of information technology (IT) services for the majority of DHS's enterprise infrastructure and initiatives.

EAGLE is designed to offer a broad range of services, solutions and contract types to fulfill the majority of component and departmental IT services needs. It is comprised of five comprehensive functional service categories.

Avaya Government Solutions (Avaya Gov) is a leading provider of IT and Telecommunications services and solutions to the Department of Homeland Security. We serve various DHS components including FEMA, the United States Coast Guard and Customs and Border Protection.

Via the EAGLE contract, we provide high quality mission support as a prime contractor in functional area 5 - Management Support Services. This includes a full range of business and technical management services -encompassing all areas of IT policy and planning. Enterprise architecture, security, training, enterprise resource management, business process reengineering, IT transformation and strategy, organizational change leadership, and enterprise and program management office support are all areas in which we provide management support. We assist in the development, implementation, and continuous improvement of policies, procedures, guidelines, and directives related to each of these areas. We also provide business case development and performance management services.

EAGLE serves as a department wide platform for acquiring IT service solutions in the five functional categories (FC's):

- FC1 – Engineering Design, Development, Implementation and Integration
- FC2 – Operations and Maintenance
- FC3 – Independent Test, Evaluation, Validation and Verification
- FC4 – Software Development
- FC5 – Management Support Services

The EAGLE contract features a cadre of pre-screened contractors and provides for competition by competing and awarding task orders for specified services or solutions. DHS may also delegate authority to use the EAGLE contract to other non-DHS agencies which provide contracting support to DHS entities.

### How to purchase Avaya Gov services under DHS EAGLE

**There's a helpful Ordering Guide to enable you to easily use EAGLE to meet your DHS mission needs and objectives. It provides the procedures for ordering services under EAGLE and defines the roles and responsibilities of the major parties involved in the ordering process.**

**To obtain one, simply go to [http://www.dhs.gov/xopnbiz/opportunities/gc\\_1178552338006.shtm](http://www.dhs.gov/xopnbiz/opportunities/gc_1178552338006.shtm) or contact Avaya Gov EAGLE Program Manager at 703-539-3232 or email the EAGLE team at [Eagle@AvayaGov.com](mailto:Eagle@AvayaGov.com).**

## Our experience with DHS

As our nation's leaders address the many strategic issues concerning the security of the United States and its allies, Avaya Gov recognizes that it has a unique responsibility to its clients. We are very proud of our reputation for outstanding service, reliability, and quality. We have extensive experience with the component agencies of DHS and have worked hand in hand with our agency customers to meet their important training, technical, and strategic requirements.

Avaya Gov helps ensure agency mission success by providing a full range of products and IT services. Our experience brings:

- Security lessons learned and best practices from the fast changing challenges facing private industry and government
- A collaborative approach of teaming with each client organization
- Insight and experience to drive from strategy through execution

## Industry leader and innovator

Avaya Gov offers services that leverage expertise, resources and infrastructure, deployment and network engineering to support government agencies IT and communications networks. We are an industry leader and innovator focused on transforming how the world communicates and exchanges information. Our solutions form the

foundation of many Federal Government voice and data networks.

## Avaya Gov IT Services

We offer the unique strengths which enable us to deliver the peace of mind that comes with best in class solutions.

### Value:

- Our breadth of products and services provides for every aspect of communications at an outstanding value

### Reliability:

- We are a trusted leader in communications technology with a proven history of delivering the highest levels of reliability in the industry.

## Your Mission, Our Priority:

From initial planning to implementation to full lifecycle support, we partner with you to bring unprecedented value to a range of strategic, operational and tactical IT needs.

Our business operations capabilities assist in day-to-day operations. From acquisition, competitive sourcing, financial and capital planning to ongoing program management of operations — Avaya Gov ensures that you meet your mission critical objectives.

Avaya Gov can meet your unique objectives by providing custom service offerings with a strong value proposition.

- Lifecycle Services Solutions for support across the entire life of your network
- Proven Planning, Program and Project Management Methodology to ensure superior deployment and management
- Increased performance, security and customer satisfaction through reporting tools and constant network attention
- Best in Class Global Coverage

**Contract Number:** HSHQDC-06-D-00034

### Period of Performance:

June 28, 2011 - June 27, 2012

**Task Order Types:** All major contract types

**Eligible Buyers:** All Warranted Contracting Officers of the DHS, its Components, and other Federal agencies in support of homeland security are authorized ordering officers. For those agencies outside DHS, the EAGLE Program Manager will determine on a task order basis approval for use of the EAGLE contract.

## For more information:

[www.avayagov.com/DHS—EAGLE](http://www.avayagov.com/DHS—EAGLE)

## About Avaya Government Solutions

Avaya Government Solutions is a network-centric integrator converging IT services and intelligent communications to help government ensure the security, livelihood, and well being of its citizens. We deliver a comprehensive portfolio of technology and high-end services capable of meeting the demands of the most complex and important systems in the world. Headquartered in Fairfax, VA, Avaya Government Solutions engineers, deploys and manages mission-critical solutions for government, including homeland security, criminal justice and intelligence, defense and civilian agencies within the U.S. Federal Government and at state and local levels. For more information, please visit [avayagov.com](http://avayagov.com).

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