



## USCIS MASTER DELIVERY ORDER

The U.S. Citizenship and Immigration Services (USCIS) is the government agency overseeing lawful immigration to the U.S. In the last several years, USCIS has experienced a surge in petition applications, in expectation of immigration reforms. An aging records infrastructure combined with an aggressive hiring and facility revitalization schedule, made for an overwhelming strain on the agency's IT resources.

In the summer of 2008, USCIS issued a best value bid solicitation under the FirstSource contract vehicle for a multi-year "Master Delivery Order". The winning company would furnish a large quantity of computer hardware, software, and services (project management, integration – imaging and tagging, warehousing, delivery, environmentally friendly asset recovery and installation) to more than 300 USCIS offices around the world. The title of the solicitation, "Enterprise Uniform Computing Environments" (EUCE), reflected its wide scope.

The proposal addressed CIS requirements in their entirety, presenting the most cost effective, sustainable solution. The key component of Wildflower's management strategy, which differentiated it from other competitors, was the Virtual Program Management Intranet (VPMi).

**Wildflower was awarded the \$170 million contract and began work in May 2009. The contract was renewed after the base year. In addition to supplying hardware and software, Wildflower distinguished itself in many ways:**

- 1** In the first eighteen months, Wildflower executed a total of 16 deployments on the MDO contract, deploying over 2,000 new workstations, monitors, and printers to USCIS facilities across the country. During these deployments, Wildflower also arranged for the disposal of more than 1,200 legacy workstations by sanitizing the hard drives onsite in a tightly controlled and secure process. All deployments were successfully completed within the time frame allotted in the project plan. For every deployment, Wildflower has accommodated the customer's schedule by having the resources available at the time and place they were needed to get the job done on time.
- 2** Wildflower developed procedures and templates for a number of administrative tasks. Technical refresh templates clearly show technical and price differences, and comparative information. As a result, technical refresh proposals now have a 95% acceptance rate on the first submission. Invoices to USCIS are consolidated and submitted according to weekly and monthly schedules, simplifying review and payment for USCIS.
- 3** In systems integration Wildflower outperformed industry standards. During the latter part of Option Year 1, the customer had accumulated a significant backlog of over 100 equipment orders due to delays in having a new image ready for workstations and laptops. Per the contract, Wildflower has 15 business days in which to prepare for the use of a new image, but to help the customer in this emergency situation we were able to start imaging only 5 days after receipt of the new image. Wildflower was able to image equipment, process and ship this backlog of orders in only two weeks, or approximately one-third the time it would take under normal circumstances.

Wildflower has begun to perform a second option year, which started in May 2011. With Wildflower, USCIS IT is better poised to handle the inflow of petition applications, hiring, and facility revitalization.