

2020 Census Program Monthly Status Report

August 2018

All information in this report is as of August 31, 2018 unless otherwise stated.



U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

Table of Contents

General Update	Slide 4
30/30 Report	
2018 End-to-End Census Test: Key Activities and Accomplishments	Slide 5
2020 Census Operational Readiness	Slide 7
Major Contracts	Slide 12
Budget	Slide 20
Periodic Performance Management Reports Listing	Slide 21
2018 End-to-End Census Test: Self-Response of Housing Units	Slide 22
2018 End-to-End Census Test: Group Quarters Enumeration	Slide 23
2018 End-to-End Census Test: Non-ID Processing	Slide 24
2018 End-to-End Census Test: Census Questionnaire Assistance Inbound Calls	Slides 25-26
2018 End-to-End Census Test: Census Questionnaire Assistance Contact Reasons – Program to Date	Slide 27
2018 End-to-End Census Test: Census Questionnaire Assistance Contact Reasons – 5/9 to 7/31	Slide 28
2018 End-to-End Census Test: Census Questionnaire Assistance Contact Reasons – Yesterday	Slide 29
2018 End-to-End Census Test: Coverage Improvement	Slide 30
2018 End-to-End Census Test: USPS Partnership-Informed Delivery & Kiosks	Slide 31
2018 End-to-End Census Test: Nonresponse Followup Progress	Slide 32
2018 End-to-End Census Test: Nonresponse Followup Enumerator Productivity	Slide 33
Area Census Office Construction and Deployment Status – Wave 1	Slide 34
Area Census Office Lease Status – Wave 2	Slide 35
Area Census Office Construction and Deployment Status – Wave 2	Slide 36
Local Update of Census Addresses (LUCA) Returns	Slide 37
2020 Census: State Complete Count Commissions	Slide 38
2020 Census: National Partner Engagement Status	Slide 39
2020 Census: National Participating Organizations	Slide 40
2020 Census: National Partnership Engagement Activities	Slide 41

Table of Contents (Continued)

Portfolio Risk and Issue Management

Slide 42

Budget

Slide 43

Appendix A: Major Contracts Background

Slides 44-46

2020 Census

General Update

As we come toward the end of the Peak Operations phase of the 2018 End-to-End Census Test, we begin the process of analyzing the test results and making necessary adjustments to the 2020 Census Program. We are currently wrapping up our analysis of the Address Canvassing operation. In the near future we will provide the updated 2018 End-to-End Census Test Address Canvassing Evaluation Report detailing the analysis of the In-Office Address Canvassing results compared with In-Field Address Canvassing results in the Providence test site. We also will provide the 2018 End-to-End Census Test Address Canvassing Assessment Report detailing the results of the operation in all three test sites. Decennial staff are currently reviewing data from the peak operations of the test and will be reporting on that in the months ahead.

Work on the Integrated Partnership and Communications Program is now beginning to ramp up. High level findings from the Census Barriers, Attitudes and Motivators Study have been presented to senior leadership, and the underlying data are being studied in preparation for the creative work that will begin in September. The data from CBAMS, in connection with the other research conducted this year will inform the development of the communications campaign platform. In addition, staffing for the Community Partnership and Engagement Program continues to ramp up, and the existing Partnership Specialists have obtained agreements from 38 states to establish Complete Count Commissions (CCC). The states that have not committed yet face gubernatorial elections in the fall of 2018 and have indicated that they do not want to commit resources until the new governor is in place. In addition to the state complete count commissions, there is significant work being done to establish complete count committees at the county and city level. The National Partnership Program has made contact with 248 of 368 “keystone partners,” as of August 30. Keystone partners are an initial group of national organizations being approached to support the 2020 Census. So far, 59 of these organizations have agreed to become a national partner, and 73 have expressed interest.

The office infrastructure for the 2020 Census also is being put into place. As of August 30, lease awards have been granted to all 40 Wave 1 area census offices (ACOs). Design intent drawings are complete for all 40 of the offices, construction drawings are complete for 30, and tenant improvement costs are approved and notice to proceed was given for 6. All 40 of the Wave 1 ACOs are scheduled to open between January and March 2019. While we expect to meet our deadlines, the pace of this work is a concern. Deputy Secretary Karen Dunn Kelley is meeting biweekly with General Services Administration (GSA) Administrator Emily Murphy (along with Census Bureau and GSA senior management) to discuss GSA progress on the 2020 Census ACO lease acquisition and build-out schedule and specifically address plans to expedite lease acquisition and to ensure steps are being taken to enable the Census Bureau to open the offices on schedule. We will continue to closely monitor this situation.

2018 End-to-End Census Test

Key Activities and Accomplishments Update

Peak Operations

- As of August 2, enumerators closed out all of the 154,536 Nonresponse Followup (NRFU) cases planned for completion through July 31. Over the course of the NRFU period, enumerators were able to complete approximately 1.56 cases per hour. This is important improvement relative to the 1.05 cases completed per hour during the 2010 Census. We attribute the increase in productivity to the use of automation. A computer algorithm was able to optimize the census taker's daily routes. We were also able to electronically process cases in real time, and automate time-and-attendance sheets.
- The 52.3 percent response rate for households enumerated via self-response on August 30 had surpassed the target response rate for that point in time by three percentage points.
- The Group Quarters Enumeration (GQE) operation in Providence County, Rhode Island, which started on July 30, came to an end on August 24. During this operation, census takers collected data from group housing facilities by either a paper list, electronically, or by an in-person visit. These facilities included, for example, nursing homes, college/university student housing, and prisons.
- Altogether, in GQE, census workers closed all 477 assigned field and eResponse cases of the group quarters in scope for the test.
 - 268 included enumerated facilities where:
 - 174 provided a paper listing
 - 31 completed the drop-off/pick-up method
 - 38 completed the personal visit method
 - 25 sent their counts using the eResponse method
 - 209 cases closed.
 - 73 cases were refusals
 - 54 group quarters were duplicates
 - 21 group quarters were found to be vacant
 - 17 cases were found to be non-residential (i.e., businesses)
 - 44 non-responding Group Quarter Administrators
- Since this is a test of systems, processes, and people, we have the data we need to successfully evaluate the systems and the integration of these systems. We have not pursued refusal conversions as aggressively as we will during the 2020 Census.

2018 End-to-End Census Test

Key Activities and Accomplishments Update (continued)

Peak Operations

- Even though internet and phone self-response operations ended on July 31, the data capture center processed mailed paper responses until August 31. As of August 30, a total of 46,178 paper questionnaires have been processed, which is 31.3 percent of the 147,334 total responses.
- Key response statistics as of August 30:
 - Self-response mailings delivered – 276,833 households
 - Total responses for self-response – 147,334
 - Internet – 90,161 (61.2 percent of self-response)
 - Paper – 46,178 (31.3 percent)
 - Telephone – 10,995 (7.5 percent)

Systems Readiness – Releases to Date

- Systems Engineering & Integration (SE&I), the Technical Integrator (TI), and systems teams are continuing Test Readiness Reviews (TRR), Program Increments (PI), Release Train Planning Sessions, and program-level system integration tests in support of the 2018 End-to-End Census Test. TRRs assess readiness of systems to begin independent program-level testing. The Release Train is a rapid, iterative system development process consisting of 40-day Program Increments that are scheduled to meet a milestone date on the Integration and Implementation Plan spreadsheet. Program-level system integration testing assesses the systems' fulfillment of assigned business capability requirements.
- Release E-2 (Tabulation and Dissemination – Residual Coding) integration testing of the batch data processing and production activities supporting Decennial Response File creation are underway.

2020 Census

2020 Census Operational Readiness

30-Day Look Back

Operational Planning

- As of August 30, lease awards have been granted to all 40 Wave 1 area census offices (ACOs). Design intent drawings are complete for all 40 of the offices, construction drawings are complete for 30, and tenant improvement costs are approved and notice to proceed was given for 6. Three of the Wave 1 ACOs (Beckley, WV; Seattle, WA; and Providence, RI) opened last fall for address canvassing as part of the 2018 End-to-End Census Test. All 40 of the Wave 1 ACOs are scheduled to open between January and March 2019.
- Of the 208 Wave 2 ACOs scheduled to have leases awarded by October 15, 188 have space identified. Of those 188, 140 have an occupancy agreement signed; 112 of the 140 have a lease award. These offices are scheduled to open between June and September 2019.
- Deputy Secretary Karen Dunn Kelley is meeting biweekly with General Services Administration (GSA) Administrator Emily Murphy (along with Census Bureau and GSA senior management) specifically to address plans to expedite lease acquisition and to ensure steps are being taken to enable the Census Bureau to open the offices on schedule.
- The 2020 Census Federal Register Notice on the 2020 Census questionnaire published on June 8, as scheduled by the Office of the Federal Register. The 60-day comment period closed on August 7 with approximately 147,000 public comments. The Census Bureau is in the process of reviewing the comments.

30-Day Look Ahead

Operational Planning

- Re-baseline the 2020 Integrated Management Schedule at end of October 2018 to apply the system life cycle model to all systems supporting peak operations and data publication projects, and to fully integrate operation schedules with system schedules for peak operations.

Archiving

- Continue to monitor and/or mitigate Program and Portfolio Archiving risks.
- Submit Archiving Detailed Operational Plan (DOP) to DPMO.
- Continue to participate in Archiving Requirement Lockup sessions.
- Archiving continues to work with our scheduler to identify activities needed in archiving solution schedules that produce 2020 Census Records.

Count Review

- Complete testing and development of Geography Update Partnership Software (GUPS) to offer support for the collection of geographic information.
- Identify and develop the Census Count and File Review (CCFR) tool needed to process and review data files.
- Continue to work with FSCPE full membership to ensure participation, training events, and file review.
- Present the operation status and conduct Address Preparation Training at the Federal-State Cooperative for Population Estimates (FSCPE) fall meeting at Census HQ.

2020 Census

2020 Census Operational Readiness (continued)

30-Day Look Back

Redistricting Data Program

- The 2020 Redistricting Data Program “Phase 2 – The Voting District Project” finished on August 22, two and a half weeks late but with no downstream effects. It received updates for 2,731 of the nation’s 3,220 counties (85 percent). As of August 22, all submissions have been processed and have been provided to the Geography Division for application to the Master Address File/Topologically Integrated Geographic Encoding and Referencing (MAF/TIGER) system.

30-Day Look Ahead

Redistricting Data Program

- Finalize user guides for Phase 2 verification to be used in the fall with the verification materials.
- Conduct a second round of informational exchanges on Differential Privacy with the Department of Justice Civil Rights Division in September.
- Differential Privacy provides means to maximize accuracy of queries from statistical databases while minimizing the chances of identifying its records.

Language Services

- Continue pretesting of non-English internet instrument.

Non-ID Processing

- Begin preparing test decks for output testing of Puerto Rico Non-ID components of ISR instrument.

2020 Census

2020 Census Operational Readiness (continued)

30-Day Look Back

Integrated Partnership and Communications

- The Integrated Partnership and Communications (IPC) team collaborated on the Creative Strategy Insights Memo, which is the high-level findings from the Census Barriers, Attitudes, and Motivators Study that will inform the development of the communications campaign platform.
- IPC staff, as well as staff from the 2020 Census Community Partnership and Engagement Program and the 2020 Census National Partnership Program, briefed the Census Information Centers (CICs) on the communications and partnership programs at the annual CICs conference in Kansas City, Missouri, on August 22-23.
- The 2020 Census National Partnership Program has made contact with 248 of 368 “keystone partners,” as of August 30. Keystone partners are an initial group of national organizations being approached to support the 2020 Census. So far, 59 of these organizations have agreed to become a national partner, and 73 have expressed interest.

30-Day Look Ahead

Integrated Partnership and Communications

- Team Y&R will host a Creative 101 Workshop on September 5-6.
- Team Y&R will host a Strategy Workshop in Washington DC the week of September 24 to set the strategy that builds the creative brief for the communications campaign.

Data Products and Dissemination

- Final comments are due September 17 from the Federal Register Notice that solicited feedback from the data user community on 2020 Census data products. The feedback will be used to help determine the proposed suite of 2020 Census products.

2020 Census

2020 Census Operational Readiness (continued)

[30-Day Look Back](#)

State Complete Count Commissions

- As of August 27, 38 states or state-equivalents have agreed to form 2020 Census Complete Count Commissions and 12 are considering forming commissions. Two states (Nebraska and South Dakota) are not forming commissions at this time. The states that have not committed yet face gubernatorial elections in the fall of 2018 and have indicated that they do not want to commit resources until the new governor is in place. In addition to the state complete count commissions, there is significant work being done to establish complete count committees at the county and city level. State and local complete count commissions comprise a broad spectrum of government and community leaders that develop and implement a 2020 Census awareness campaign based on their knowledge of the local community to encourage a response.

Local Update of Census Addresses (LUCA)

- As of August 29, the Local Update of Census Addresses (LUCA) operation remains on track with submissions hitting the 70 percent mark, with 8,140 submissions received of the 11,538 materials shipped:
 - 6,569 received with changes (80.7 percent)
 - 1,486 received with no changes (18.3 percent)
 - 85 submissions requiring follow-up with the entity to clarify the status (1.0 percent)
- The 8,140 submissions received cover 89.7 percent of the country's population and 89.1 percent of housing. LUCA is the only opportunity offered to tribal, state, and local governments to review and comment on the Census Bureau's residential address list for their jurisdiction before the 2020 Census.

[30-Day Look Ahead](#)

Paper Data Capture

- Continue to facilitate the build-out requirements for the Jeffersonville, IN, site and the newly leased site in Phoenix, AZ.

Field Infrastructure

- Begin recruiting for early operations office staff and recruiting assistants on September 4.
- Full production for toll free jobs line is planned for September 4.
- Recruiting and assessment and 2020 Census jobs website soft launch is planned for September 4. Full production is expected on September 7.

Local Update of Census Addresses (LUCA)

- Continue development of the 2020 Census LUCA Assessment Study Plan.
- Continue processing paper and digital return for both stateside and Puerto Rico.
- Continue development of the 2020 Census New Construction Schedule and Study Plan.

2020 Census

2020 Census Operational Readiness (continued)

30-Day Look Back

Boundary and Annexation Survey (BAS)

- The response rate for the 2018 Boundary and Annexation Survey (BAS) stands at 88.7 percent as of August 24, surpassing the goal of reaching an 85 percent response by the end of the fourth quarter. Of the 34,690 responding governments, 90 percent had no changes to report. The annual BAS is used to update information about the legal boundaries and names of all governmental units.

Systems Readiness

- Systems Engineering & Integration (SE&I), the Technical Integrator (TI), and systems teams continued Test Readiness Reviews (TRR), Program Increments (PI), Release Train Planning Sessions, and program-level system integration tests in support of the 2020 Census. Updates include:
 - Continued program-level testing of the 2020 Census early operations recruiting systems.

30-Day Look Ahead

Systems Readiness

2018 End-to-End Census Test

- Hold Release E-2 (Primary Selection Algorithm {PSA}, Creation of Census Unedited File {CUF} and Apportionment) Production Readiness Review (PRR) on September 4.

2020 Census Systems Readiness

- Begin Conduct Operation for Operational Sub-Delivery 5.1 (Field Recruitment Launch) on September 4.
- Begin Conduct Operation for Operational Sub-Delivery 1.1 (Early Ops Recruiting) on September 7.

Participant Statistical Areas Program (PSAP)

- Anticipate that 25 percent of 2020 PSAP participant registration requests will flow into the National Processing Center during September, based on the recent mail-out of invitation materials.

2020 Census

Major Contracts Status

Status	Contract
●	Technical Integrator (TI) – T-Rex
●	Decennial Device as a Service (dDaaS) – CDW-G
●	Census Questionnaire Assistance (CQA) – GDIT
●	2020 Enterprise Censuses and Surveys Enabling (ECaSE) Platform – immixGroup/Pega
●	Integrated Communication Contract (ICC) – Y&R Team
●	C-SHaRPS Recruiting and Assessment – CSRA
●	C-SHaRPS Fingerprinting – Indrasoft
●	Printing and Mailing – TBD (formerly Cenveo)
●	Field IT Deployment (FITd)

Pre-Award	On Track	Management Focus	Requires Attention
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Legend

2020 Census

Major Contracts (See Appendix A for Contracts Background)

30-Day Look Back

Technical Integrator (TI) ●

- Continued Performance and Scalability Test & Tool Planning, Model updates and Infrastructure Build-Up.
- Completed program level testing for 2020 Census Early Operations – Recruiting.
- Established initial baseline for 2020 Census Address Canvassing Operational Delivery
- Continued planning 2020 Census Self-Response, Update Enumerate, Update Leave, Nonresponse Followup, Group Quarters Enumeration, and Remote Alaska Operational Deliveries.
- Continued assessments of Active Cyber Defense tools in support of Authorization to Operate (ATO).
- As of August 31, 271 of the total 519 Plans of Action and Milestones (POAMs) (i.e., the top 10%) have been mitigated and closed.
- The TI is in the process of developing the Basis of Estimates for their OY2 proposal.
- Established architecture for multi factor authentication solution for mobile devices for the 2020 Census.
- Received Authorization to Operate for Self Response Quality Assurance (formerly Fraud Detection) Solution.

TI Protest Corrective Action Status

- Debriefings were mailed to vendors on August 9. Debriefing closeout occurred on August 21. The protest window remains open until COB September 4, 2018.

30-Day Look Ahead

Technical Integrator (TI)

- Conduct Operations for first Operational Delivery for 2020 Census Early Operations –Recruiting on September 4, 2018.
- Manage and track to the initial baselines for 2020 Census Early Operations-Selection: Sub-Release 2 and In-Field Address Canvassing Operational Deliveries.
- Continue integration testing for data processing release of 2018 End to End Census Test.
- Continue planning 2020 Census Self-Response, Update Enumerate, Update Leave, Non Response Followup, Group Quarters Enumeration, and Remote Alaska Operational Deliveries.
- Complete Phase 1 of Performance and Scalability Testing for 2020 Census System of Systems.
- Continue Phase 2 Performance and Scalability Testing to include Test & Tool Planning, Model updates and Infrastructure Build-Up.
- Continue ATO process for Active Cyber Defense tools.
- Review Option Year 2 period of performance proposals.

2020 Census

Major Contracts (See Appendix A for Contracts Background)

30-Day Look Back

Decennial Device as a Service (dDaaS) ●

- Continued development of the dDaaS dashboard to be used for asset management, ordering, and reporting for 2020 operations.
- Continued development on a nationwide cellular wireless plan via a multi-organizational Tiger team. The initial cellular plan (best local cellular carrier) will be 2019 Address Canvassing focused and will accommodate the 2020 NRFU operation afterwards.
- Developed an iPhone 7 to iPhone 8-transition plan. Beginning later this summer, all decennial users will gradually migrate to the iPhone 8 for administrative and data collection purposes. The migration should be completed by December 2018.
- Received deliveries of 127 laptops to be distributed among training developers and software/integration testers.
- Continued decommissioning of 2018 End-to-End Census Test devices.

30-Day Look Ahead

Decennial Device as a Service (dDaaS)

- Continue development of the dDaaS dashboard to be used for asset management, ordering, and reporting for 2020 operations.
- Prepare for delivery of wave 1 iPhone 8s for the recruiting managers and partnership specialists.
- Schedule ATO kick-off for ITMS.
- Provide Microsoft SME for Windows 10 Multifactor Authentication Architecture.
- Continue decommissioning of 2018 End-to-End Census Test devices.

2020 Census

Major Contracts (continued)

30-Day Look Back

Census Questionnaire Assistance (CQA) ●

2018 End-to-End Census Test

- Continued responding to requests from the Office of Inspectors General (OIG) audit of the 2018 CQA operation, including producing documentation requested, providing demonstrations of systems, and meeting with the OIG to answer questions.

2020 Census

- Completed a revision of the CQA call and staffing model, using results from the 2018 End to End Test, which will be used to predict the 2020 Census CQA call volume, facility, and staffing needs.
- Continued in-depth reviews of cost model assumptions and basis-of-estimates for contract Phase 2.
- Continued Phase 2 contract planning for the next option period of the CQA contract.
- Continued contract negotiations with the CQA Contractor regarding Census Bureau feedback on their initial proposal.

30-Day Look Ahead

Census Questionnaire Assistance (CQA)

2018 End-to-End Census Test

- Finish Jacksonville, FL, and Sandy, UT site closeout activities with focus on data security and proper asset disposition, as part of the completion of the 2018 End to End Census Test.
- Continue supporting the OIG's audit of the 2018 CQA operation, including producing documentation requested, providing demonstrations of systems, and meeting with the OIG to answer questions.

2020 Census

- Continue contract negotiations with the CQA Contractor regarding Census Bureau feedback on their initial proposal. The CQA GPMO is expecting a re-submission of the proposal by September 10, 2018, and final signed contract completed by October 1, 2018.

2020 Census

Major Contracts (continued)

30-Day Look Back

2020 Enterprise Censuses and Surveys Enabling (ECaSE) Platform ●

- Completed support for Group Quarters Enumeration (GQE) on August 24.
- Development for the 2020 Census functionality has begun.
- First ECaSE deliverable for the 2020 Census is the ECaSE Field Operations Control System (FOCS) time and expense functionality needed for Early Operations Training. This functionality is already in production for the 2018 End to End Census Test and has been delivered for program level testing for 2020. The next deliverables, functionality for the Address Canvassing Test Readiness Review (TRR), is not due until January 2019.

Internet Self-Response (ISR)

CURRENTLY IN PRODUCTION

- Delivered additional language translations for the ISR instrument to the Content/Translation team for testing.

Field Enumeration (ENUM and Field OCS)

CURRENTLY IN PRODUCTION

- We are closely working with Pega, Apple, and TI to ensure compatibility of devices, operating system, Pega platform and applications. Our objective is to arrive at a combination of versions of devices, operating system, Pega platform, and application that will deliver the most optimal solution for 2020 Census, without having to upgrade any of these components in the middle of production.

30-Day Look Ahead

2020 Enterprise Censuses and Surveys Enabling (ECaSE) Platform

- Continue development work on the additional functionality needed for the 2020 Census, for example, incorporate feedback from the Content/Translation area into the ISR instrument and integrating the mapping application with the Enumeration Instrument.
- Continue to meet monthly for metrics review with the contractor. Changes to the testing and release process are having positive impacts.

2020 Census

Major Contracts (continued)

30-Day Look Back

2020 Census Integrated Communications – Young & Rubicam (Team Y&R) ●

- The Census Barriers, Attitudes, and Motivators Study analysis is in its last stages. The Creative Strategy Insights memo is under review. Three sets of materials on recruitment advertising have been delivered and are under Census Bureau review. The contractor is starting support on other areas of the campaign, such as partnerships and Statistics in Schools.

Census Schedule A Human Resources and Recruiting, Payroll System (C-SHaRPS) Fingerprinting ●

- Continued preparing for the Fingerprint Appointment Scheduling Application and the 2020 Census Fingerprint Collection activities scheduled to begin in October 2018.
- Continued development of the 2020 deliverables including two interfaces. The first interface will transfer fingerprints to the CHEC (Census Hiring and Employment Check) system and the second interface will transfer photographs to Human Resources for 2020 Census field employee (non-HSPD-12) badges.
- Authority to Operate (ATO) signed August 9.

30-Day Look Ahead

2020 Census Integrated Communications – Young & Rubicam (Team Y&R)

- Work with Team Y&R on the start of strategic planning for the creative, paid media, Statistics in Schools, campaign optimization and modeling, and segmentation of the communications campaign. Review the creative of Phase 1 of recruitment advertising.

Census Schedule A Human Resources and Recruiting, Payroll System (C-SHaRPS) Fingerprinting

- Continue system development for the Fingerprint Appointment Scheduling Application and the 2020 Census Fingerprint Collection activities scheduled to begin in October 2018.
- Finalize schedule for the 2020 deliverables.
- Continue development of the 2020 deliverables including two interfaces.
- Commence preparations for the hiring and training of the Fingerprint site collectors in preparation for an October start date.

2020 Census

Major Contracts (continued)

30-Day Look Back

Census Schedule A Human Resources and Recruiting, Payroll System (C-SHaRPS) ●

Recruitment and Assessment

- Development of the capabilities to meet 2020 requirements is the current focus.
- Achieved annual ongoing Authorization to Operate (ATO) for the Recruitment and Assessment system.

30-Day Look Ahead

Census Schedule A Human Resources and Recruiting, Payroll System (C-SHaRPS)

Recruitment and Assessment

- Continue system development for the online 2020 Census Job Application and Assessments which is scheduled to be released into production in September 2018.
- Finalize the schedule for the 2020 deliverables.
- Continue developing required changes to the interface with the Decennial Applicant Personnel and Payroll System (DAPPS) to transfer completed applications, assessment scores, pre-background check forms and onboarding forms.

2020 Census

Major Contracts (continued)

30-Day Look Back

2020 Printing and Mailing Contract ●

- On August 13, the Government Printing Office (GPO) released a solicitation requesting proposals from interested vendors to perform printing and mailing work for the 2020 Census. The solicitation envisions an indefinite-delivery/indefinite-quantity contract against which Census will place orders for specific tasks within the scope of the contract. The solicitation identifies a minimum guarantee for the contractor of \$250,000 and identifies \$140,000,000 as the maximum amount of all orders Census may issue against the contract. The solicitation identifies the technical and price factors the Government will consider in determining the awardee. The solicitation can be found at <https://www.gpo.gov/docs/default-source/contracts/0920s.pdf>.

Field IT Deployment (FITd) ●

- Census awarded the Field IT Deployment (FITd) contract to the Unisys Corporation on August 1.
- FITd contract kickoff meeting held Thursday, August 2.
- Debriefings were mailed to vendors on August 14. The protest window is now closed.
- Held verification meeting with 2020 Technical Integrator on Remote Worker (Partnership Specialist) equipment specifications.
- Held verification meeting with 2020 Technical Integrator on Area Census Office equipment specifications Held verification meeting with National Process Center on Paper Data Capture equipment specifications.
- Cleared Key Personnel (Program Manager, System Integration Manager and Field Logistic Manager).

30-Day Look Ahead

2020 Printing and Mailing Contract

- The due date for proposals is Sept 18 and GPO intends to make an award in November.

Field IT Deployment (FITd)

- Finalize equipment specifications for Area Census Offices, Remote Workers, and Paper Data Capture.
- Provide ACO test equipment to the 2020 Technical Integrator for baseline image and configuration.
- Provide Remote Worker test equipment to the 2020 Technical Integrator for baseline image and configuration.
- Clear remaining Key Personnel (Logistics Manager, Quality Assurance Manager).
- Select and clear personnel responsible for imaging and configuring equipment.
- Receive final contract deliverables (Program Management Plan, Procurement Plan).

2020 Census

Budget

30-Day Look Back

- See Budget Execution information through July 30 on the “2020 Census Obligations and Commitments” slide.
 - The program salary surplus is driven largely in the 2020 Census operations area because of misaligned planning of field and National Processing Center (NPC) staffing early in the year and several Field Division/NPC operations underrunning later in the year, including the 2018 End-to-End Census Test salaries. These surpluses are either being redirected—primarily to reduce operational risk by funding high priority unplanned IT requirements—or realigned to later months to match actual staffing plans.
 - The net surpluses in contracts, other purchases, and overheads are generally timing shifts that will resolve in a later month, most notably in the later-than-planned award for the recently awarded Field IT Deployment contract.
- The 2020 Census program proposed to use surplus funds realized late in the fiscal year to buy down \$17 million of the \$88 million acceleration reprogramming package that was transmitted to Congress earlier in August. This allows earlier starts on key items from the package. The Office of Management and Budget and Congressional staffers were notified of the modification in late August.

30-Day Look Ahead

- The 2020 Census budget and program managers will work closely to ensure a smooth closeout of Fiscal Year 2018 spending.
- The 2020 Census budget and program managers will work closely to finalize the detailed operating budget plan for Fiscal Year 2019.

Periodic Performance Management Reports

Complete Listing of Reports

Status	Report Title	Slide Number
●	2018 End-to-End Census Test: Self-Response of Housing Units	22
●	2018 End-to-End Census Test: Group Quarters Enumeration – FINAL	23
●	2018 End-to-End Census Test: Non-ID Processing – FINAL	24
●	2018 End-to-End Census Test: Census Questionnaire Assistance Inbound Calls – FINAL	25-26
●	2018 End-to-End Census Test: Census Questionnaire Assistance Contact Reasons – PTD - FINAL	27
●	2018 End-to-End Census Test: Census Questionnaire Assistance Contact Reasons – 5/9 to 7/31 - FINAL	28
●	2018 End-to-End Census Test: Census Questionnaire Assistance Contact Reasons – 7/31 - FINAL	29
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Not Started	Completed	On Track	Management Focus	Requires Attention
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Legend

Periodic Performance Management Reports

2018 End-to-End Census Test: Self-Response of Housing Units

Self-Response of Housing Units

Status:

● *On Track*

Data current as of:

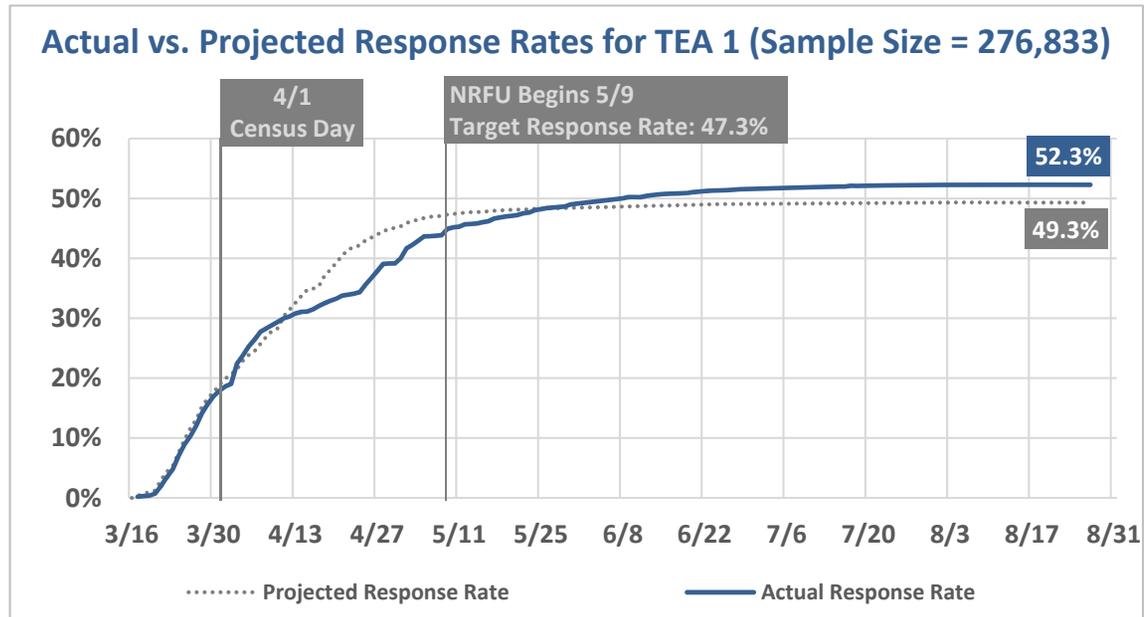
August 30, 2018

Completion Date:

August 31, 2018

Notes:

- Self-Response (TEA 1) began March 16, 2018.
- Update Leave (TEA 2) began April 9, 2018.
- Internet and phone self-response operations ended July 31, 2018.
- Paper data capture self-response operation ends August 31, 2018.
- The Response Rate is calculated using the number of responding households (unduplicated responses), which is 144,608.
- The initial housing unit workload in the Update Leave TEA was 1,799.



	Response by Mode			
	Self-Response (TEA 1)		Update Leave (TEA 2)	
	Response Volume	Percent of TEA 1 Total Responses	Response Volume	Percent of TEA 2 Total Responses
Total Responses	147,334	100.0%	663	100.0%
Internet	90,161	61.2%	209	31.5%
Phone	10,995	7.5%	27	4.1%
Paper	46,178	31.3%	427	64.4%

Periodic Performance Management Reports

2018 End-to-End Census Test: Group Quarters Enumeration

Final

Group Quarters Enumeration

Status:

● *Completed*

Data current as of:

August 27, 2018

Completion Date:

SBE: 7/25 – 7/27

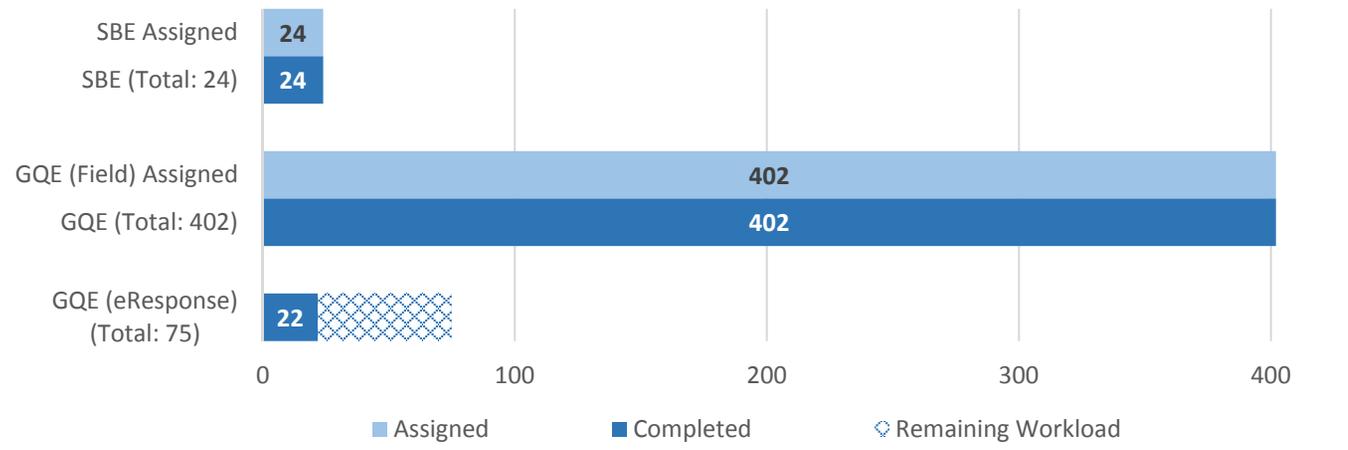
GQE: 7/30 – 8/24

eResponse: 7/30 – 8/24

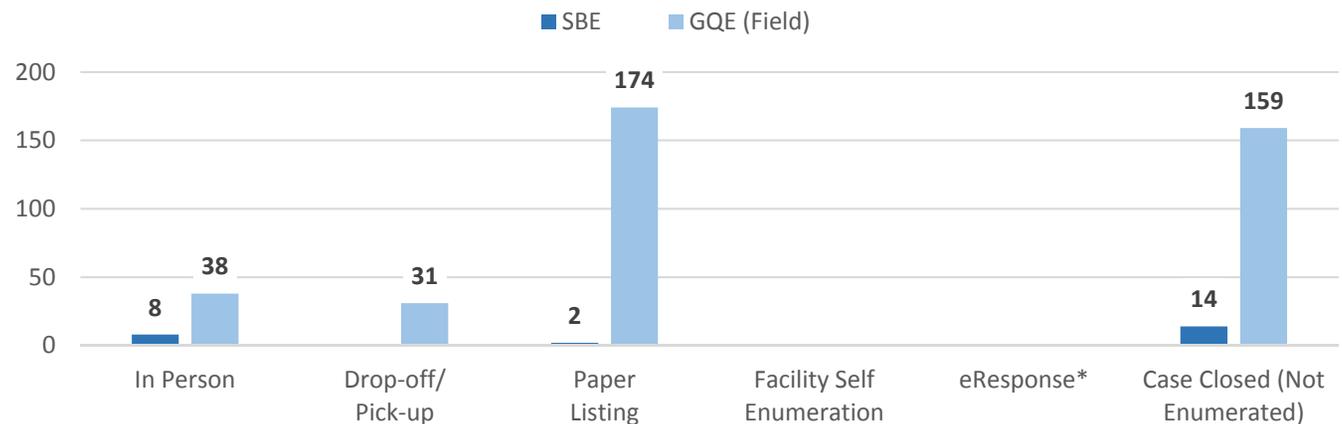
Notes:

- GQE: Group Quarters Enumeration
- SBE: Service-Based Enumeration
- eResponse: Electronic Response Data Transfer
- SBE was completed July 27, 2018.
- GQE and eResponse were completed August 24, 2018.

Group Quarters Enumeration Overview



Completed Cases by Operation & Enumeration Method



*SBE does not use eResponse as an enumeration method

Source: Field Operation Control System

Periodic Performance Management Reports

2018 End-to-End Census Test: Non-ID Processing

Non-ID Processing

Status:

● Completed

Data current as of:

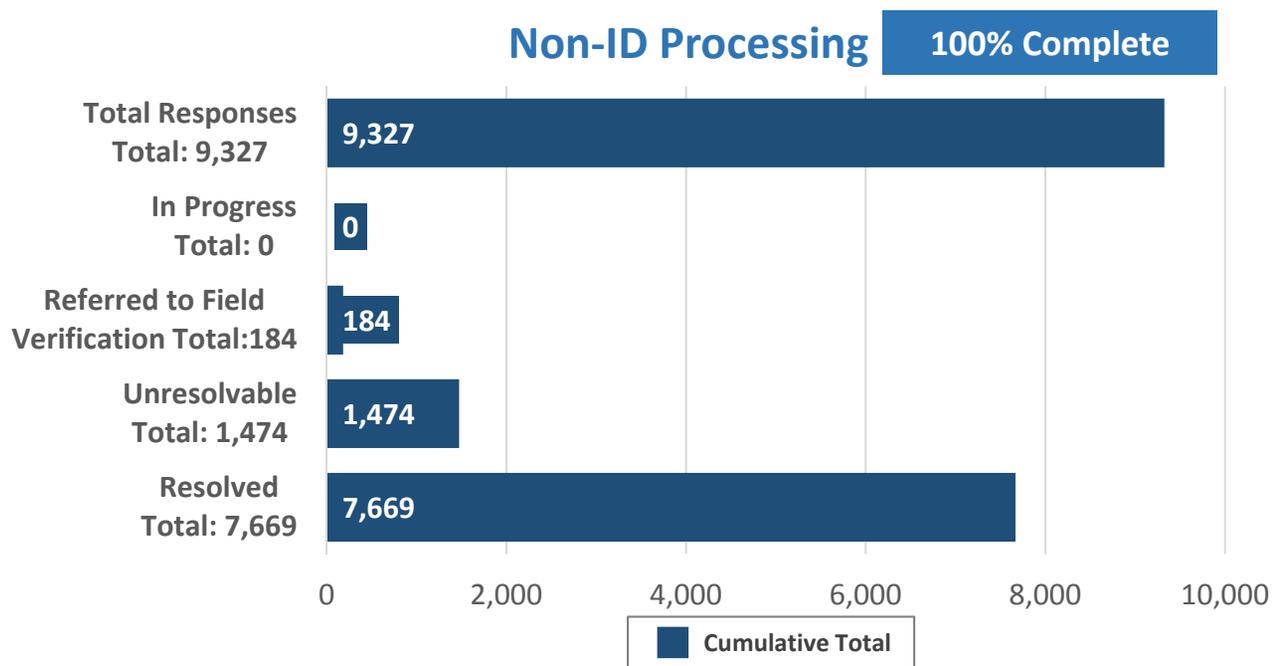
August 1, 2018

Completion Date:

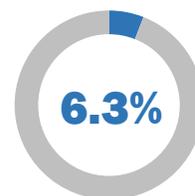
July 31, 2018

Notes:

- Total responses included Coverage Improvement usual home elsewhere cases.
- Unresolvable cases were processed through both Automated and Clerical but did not match to a Census address record and could not be assigned to a geographic tabulation area.
- “% Complete” represents the Resolved + Unresolvable + Referred to Field Verification as a percentage of Total Responses



Proportion of self-response from **all modes** that were Non-ID



Proportion of self-response from **internet and phone** that were Non-ID



Source: Self-Response Management Report, Non-ID Tally Report

Periodic Performance Management Reports

2018 End-to-End Census Test: Census Questionnaire Assistance Inbound Calls

Census Questionnaire Assistance Inbound Calls

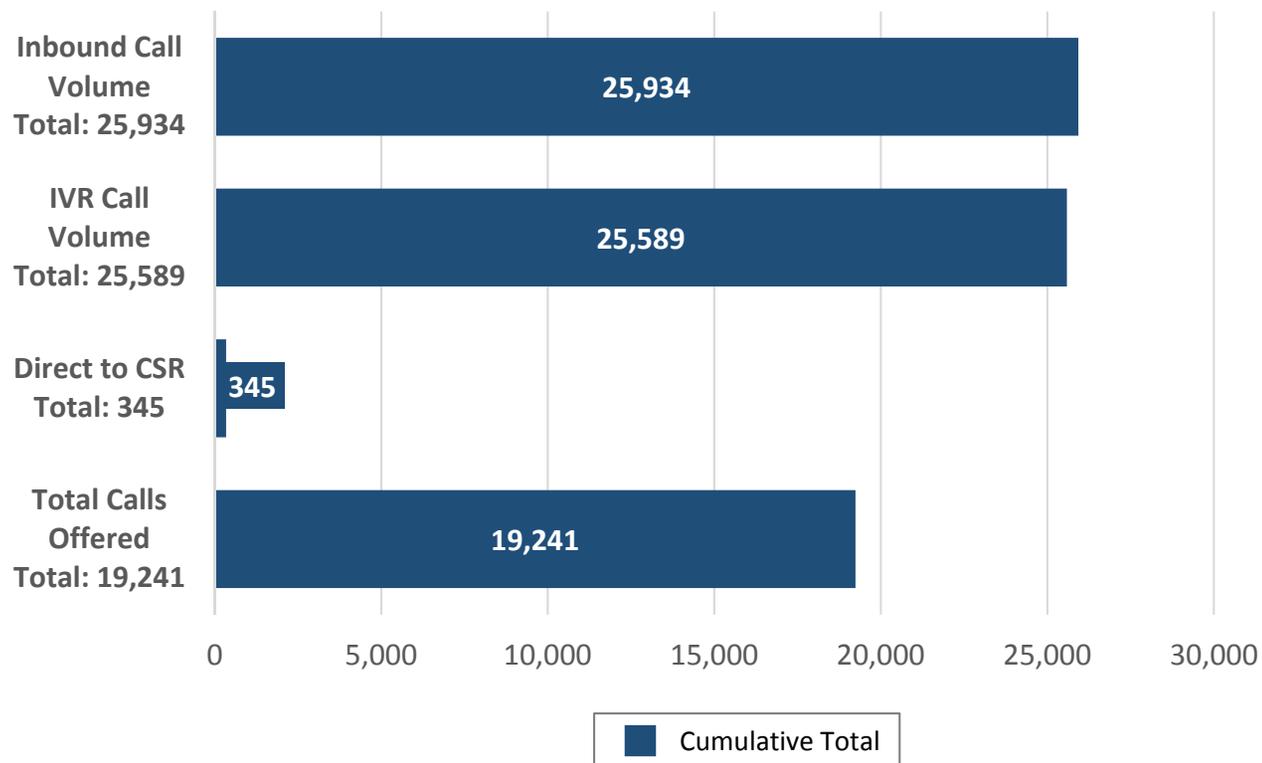
Status: ● Completed

Data current as of: August 2, 2018

Completion Date: July 31, 2018

Notes: 'Total Calls Offered' includes 'Direct to CSR'

Inbound Calls Summary



Source: Daily Briefing Report: Census Questionnaire

Periodic Performance Management Reports

2018 End-to-End Census Test: Census Questionnaire Assistance Inbound Calls

Inbound Calls Status

Status:

● Completed

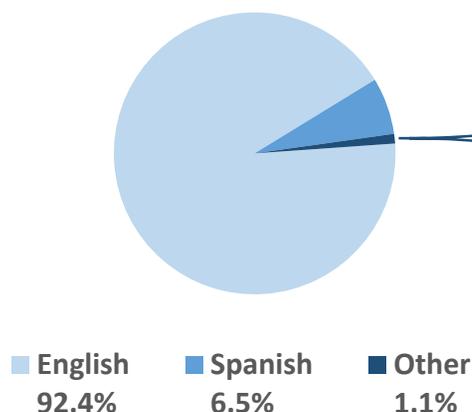
Data current as of:

August 2, 2018

Completion Date:

July 31, 2018

Total Call Volume by Language



Other Languages	Total Call Volume
Chinese-Cantonese	13
Chinese-Mandarin	32
Korean	16
Arabic	20
Russian	24
Vietnamese	11
Tagalog	17
TDD	81

Notes:

The deflection rate is the percentage of the calls that are resolved by an automated Interactive Voice Response function and do not require speaking with a customer service representative.

Key Performance Metrics	Planned	Actual
Call Volume	20,705	19,241
Deflection Rate	30.0%	25.90%
Service Level – 30 Seconds	80.0%	99.0%
Avg. Handle Time	9:45	11:28

Source: Daily Briefing Report: Census Questionnaire

Periodic Performance Management Reports

2018 End-to-End Census Test: Census Questionnaire Assistance Contact Reasons

Census Questionnaire Assistance Contact Reasons: PTD

Status:

● Completed

Data current as of:
August 2, 2018

Completion Date:
July 31, 2018

Notes:

(M) indicates a Mandatory CSR Enumeration Job Aid.

Current Rank	Contact Reason: Program-To-Date	Cumulative Total
1 -	Completing the ISR Race Screen - Job Aid (M)	3,059
2 -	Completing the ISR Hispanic Screen - Job Aid (M)	2,017
3 -	Can you send me a paper questionnaire?	1,434
4 -	I am having computer/internet problems. Can you help me?	999
5 -	Where do I find my User ID?	927
6 -	ISRHelp-Send Your Response Now - Job Aid (M)	602
7 -	I returned my complete questionnaire via mail, but I'm still receiving mailings/postcards. Why?	558
8 -	Do I have to respond to the 2018 Census Test?	512
9 -	I submitted my completed questionnaire online, but I'm still receiving mailings/postcards. Why?	493
10 -	I completed my questionnaire over the phone with CQA, but I'm still receiving mailings/postcards.	458

Legend

 Increase from Prior Day
 - No Change from Prior Day
  Decrease from Prior Day

Source: Daily Briefing Report: Census Questionnaire Assistance

Periodic Performance Management Reports

2018 End-to-End Census Test: Census Questionnaire Assistance Contact Reasons

Census Questionnaire Assistance Contact Reasons: 5/9 – 7/31

Status:

● Completed

Data current as of:

August 2, 2018

Completion Date:

July 31, 2018

Notes:

(M) indicates a Mandatory CSR Enumeration Job Aid.

Current Rank	Contact Reason: May 9 – July 31	Cumulative Total
1 -	Completing the ISR Race Screen - Job Aid (M)	1,779
2 -	Completing the ISR Hispanic Screen - Job Aid (M)	946
3 -	Census Bureau interviewer visited my home after I already completed my questionnaire. Why?	432
4 -	ISRHelp-Send Your Response Now - Job Aid (M)	401
5 -	I am having computer/internet problems. Can you help me?	198
6 -	Will Census Bureau interviewers come to my door?	192
7 -	Do I have to respond to the 2018 Census Test?	180
8 -	No Response From Respondent - Job Aid	142
9 -	Where do I find my User ID?	135
10 -	What questions will be asked?	118

Legend

- No Change from Prior Day

Source: Daily Briefing Report: Census Questionnaire Assistance

Periodic Performance Management Reports

2018 End-to-End Census Test: Census Questionnaire Assistance Contact Reasons

Census Questionnaire Assistance Contact Reasons: Yesterday

Status:

● Completed

Data current as of:

August 2, 2018

Completion Date:

July 31, 2018

Notes:

(M) indicates a Mandatory CSR Enumeration Job Aid.

Current Rank-	Contact Reason: Yesterday (7/31/18)	Cumulative Total
1 -	Completing the ISR Race Screen - Job Aid (M)	5
2 -	Completing the ISR Hispanic Screen - Job Aid (M)	3
3 -	Census Bureau interviewer visited my home after I already completed my questionnaire. Why?	2
4 -	If I give you my confirmation number, can you check the status of my questionnaire?	2
5 -	ISRHelp-Send Your Response Now - Job Aid (M)	1
6 -	Caller ID Phone Number listed as possible scam or fraud	1
7 -	Do I have to respond to the 2018 Census Test?	1
8 -	Will Census Bureau interviewers come to my door?	1
9 -	I am having computer/internet problems. Can you help me?	1
10 -	No Response From Respondent - Job Aid	1

Legend

- No Change from Prior Day

Source: Daily Briefing Report: Census Questionnaire Assistance

Periodic Performance Management Reports

2018 End-to-End Census Test: Coverage Improvement

Coverage Improvement

Coverage Improvement

Status:

● Completed

Data current as of:

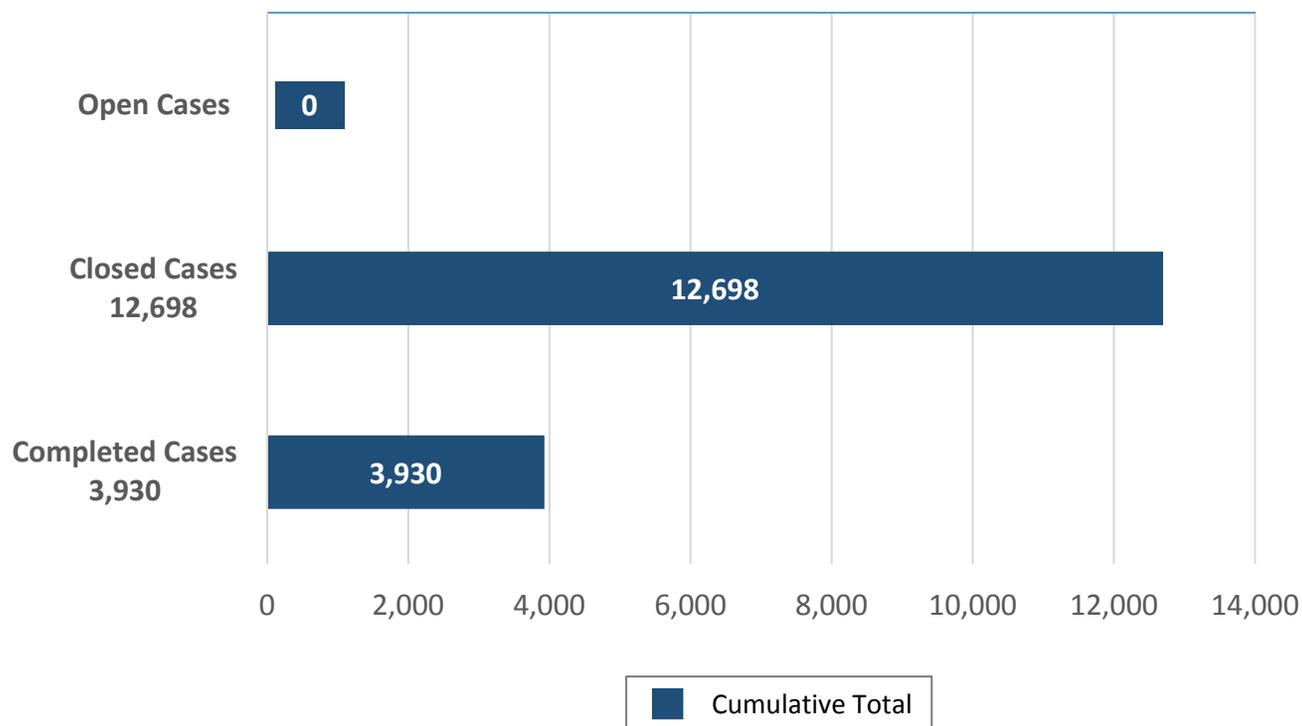
August 2, 2018

Completion Date:

July 31, 2018

Notes:

- The total number of cases was 12,698.
- There were 12,693 cases attempted which resulted in 63,208 call attempts.
- Completed cases are a subset of the closed cases.



Source: Daily Briefing Report: Census Questionnaire Assistance

Periodic Performance Management Reports

2018 End-to-End Census Test: USPS Partnership Kiosks and Informed Delivery

USPS Partnership Kiosks and Informed Delivery

Status:

● Completed

Data current as of:

July 31, 2018

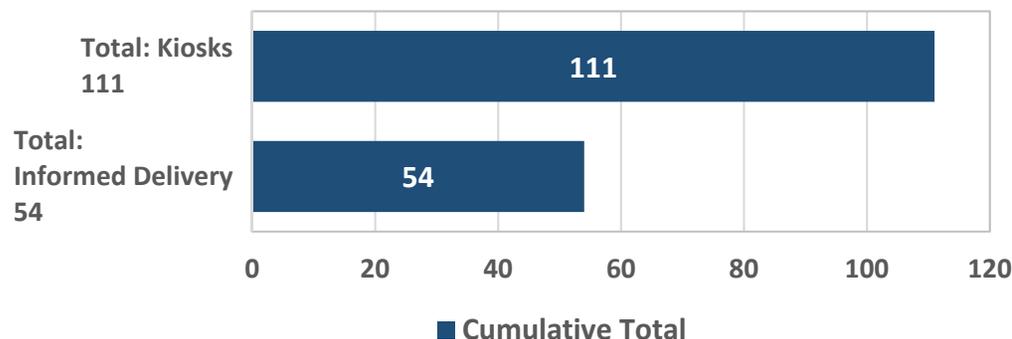
Completion Date:

July 31, 2018

Notes:

- Kiosks were installed on April 2, 2018.
- 30 of the 33 Post Offices in Providence County, RI had kiosks.
- 27 of the 30 participating Post Offices generated kiosk activity.
- Informed Delivery outreach started March 16, 2018.
- There are ~15,000 Informed Delivery subscribers in Providence, RI.

Internet Self-Responses (ISR)



Informed Delivery Email

	Emails Sent	Emails Opened	Clicked 'Respond Now'	ISR Initiated	ISR Submitted
Mailing 1	7,445	5,273	317	25	3
Mailing 2	7,393	5,233	202	17	12
Mailing 3	6,246	4,239	133	21	15
Mailing 4	4,628	3,014	89	23	16
Mailing 5	4,407	2,851	60	10	8
Total	30,119	20,610	801	96	54

Source: USPS + Census Partnership: 2018 Census Test Report

Periodic Performance Management Reports

2018 End-to-End Census Test: Nonresponse Followup Progress

Nonresponse Followup Progress

Status:

● Completed

Data current as of:

August 2, 2018

Completion Date:

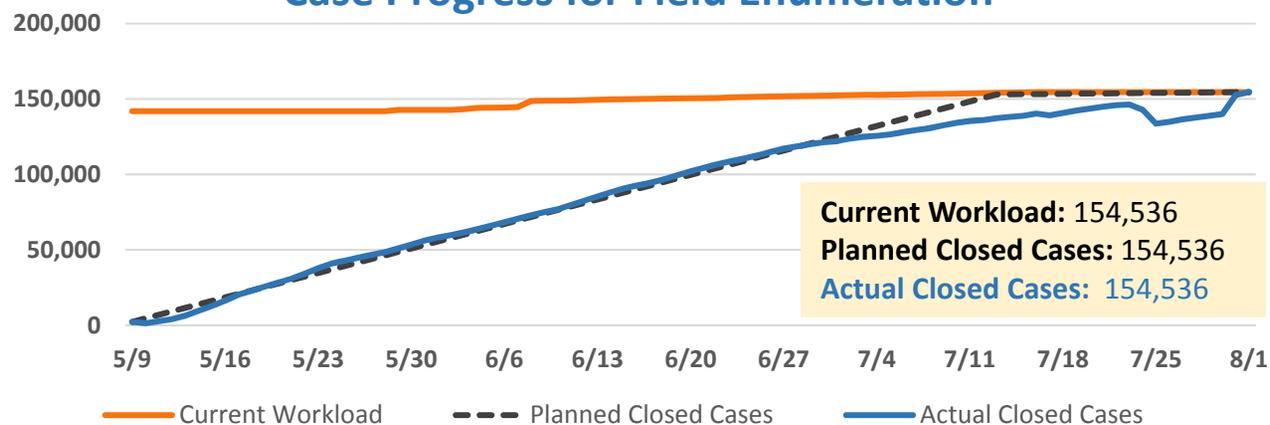
NRFU production and NRFU RI ended on July 31.

Notes:

- NRFU RI began on June 1
- As of July 17, NRFU RI cases were no longer being sent for field enumeration
- The number of actual closed cases began to fluctuate as cases are reopened during the final attempt phase of the operation

Cases Closed by Self-Response: 14,309
Remaining Workload: 0

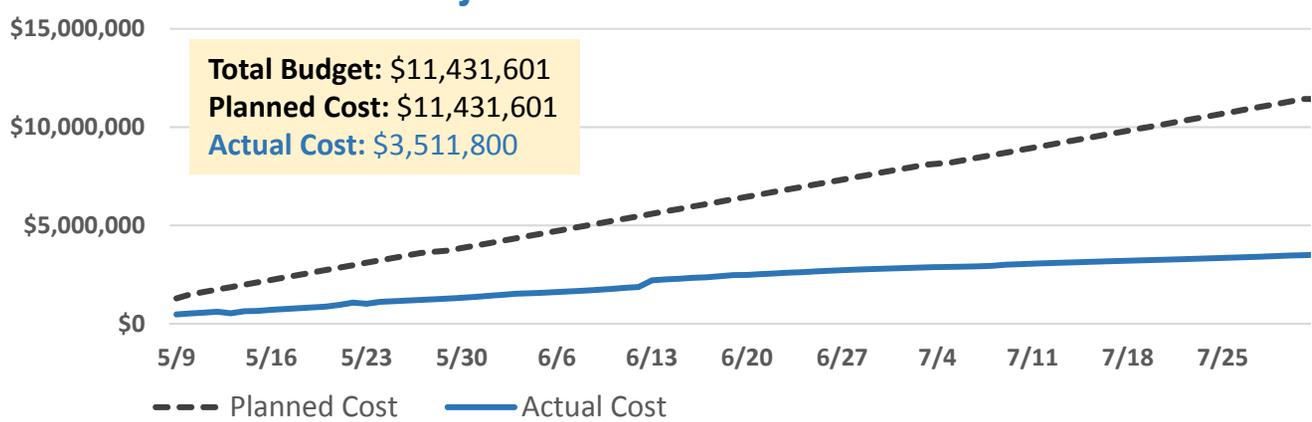
Case Progress for Field Enumeration



Current Workload: 154,536
Planned Closed Cases: 154,536
Actual Closed Cases: 154,536

Source: MOJO Optimizer

Projected vs Actual Total Cost



Total Budget: \$11,431,601
Planned Cost: \$11,431,601
Actual Cost: \$3,511,800

Source: Unified Tracking System

Periodic Performance Management Reports

2018 End-to-End Census Test: Nonresponse Followup Enumerator Productivity

Nonresponse Followup Enumerator Productivity

Status:

● Completed

Data current as of:

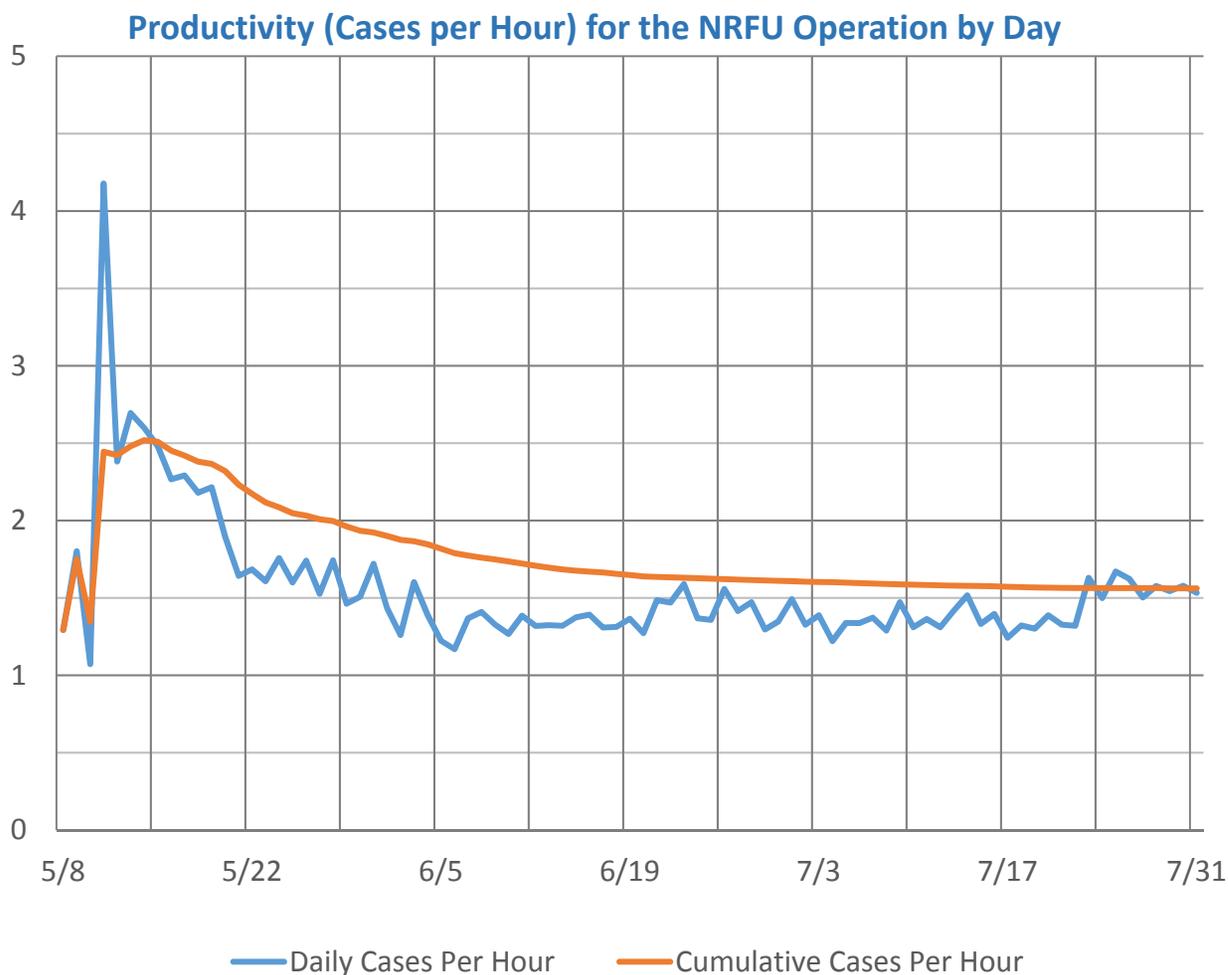
August 1, 2018

Completion Date:

July 31, 2018

Notes:

Cases per hour include cases that were resolved by enumeration, administrative records, or self-response.



Periodic Performance Management Reports

Area Census Office Construction and Deployment Status – Wave 1

Wave 1

Area Census Office (ACO) Construction and Deployment Status

Status:

 Management Focus

Data current as of:

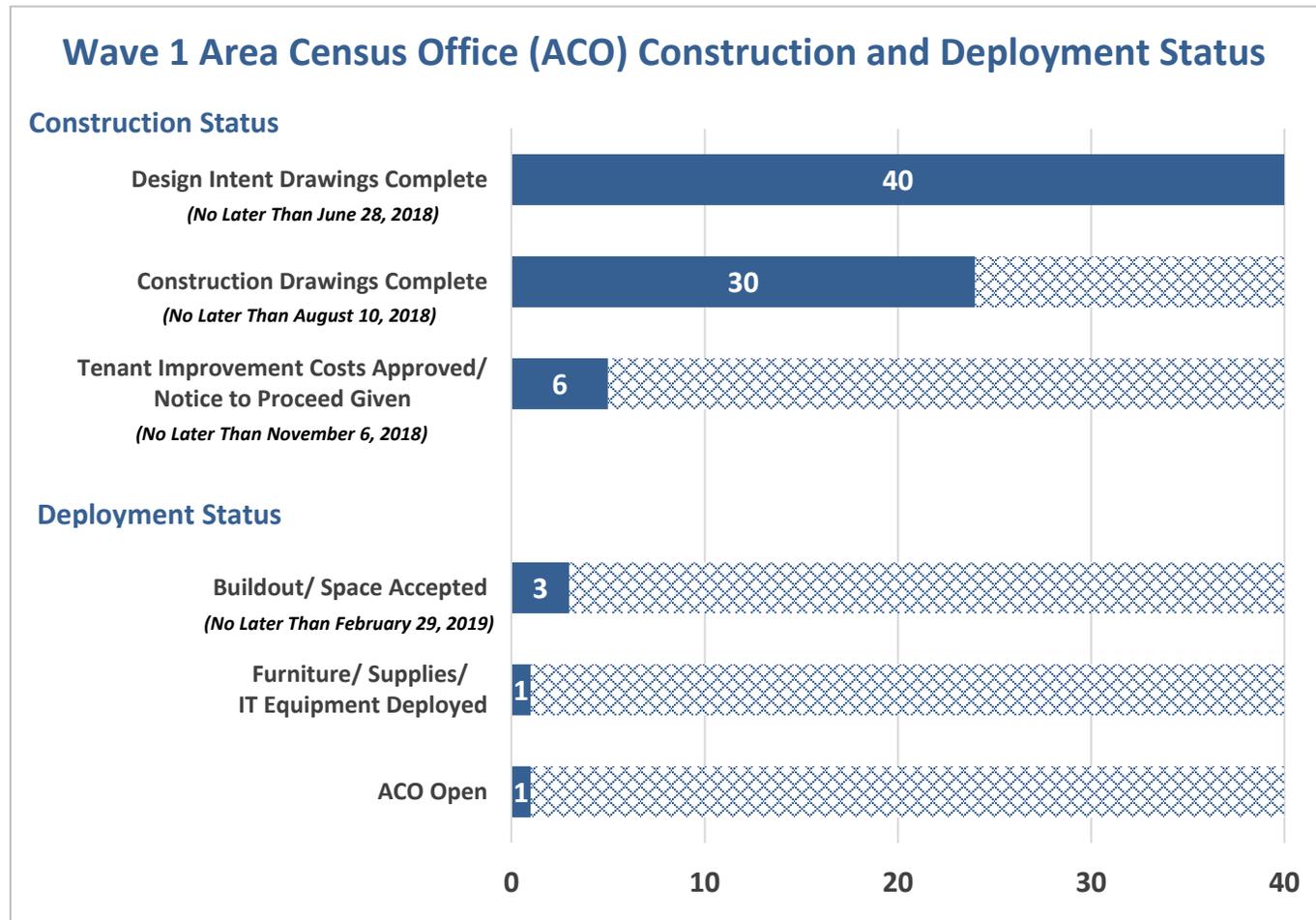
August 30, 2018

Wave 1 ACO Opening Timeframe:

January – March 2019

Notes:

The 3 Accepted ACOs are Beckley, WV, Seattle, WA, and Providence, RI. Providence is open for Peak Ops, 2018 End-to-End Census Test.



The Department of Commerce continues to work with GSA on the overall space acquisition and lease management process, and Census continues to work with GSA to ensure all tasks remain on target.

Periodic Performance Management Reports

Area Census Office Lease Status – Wave 2

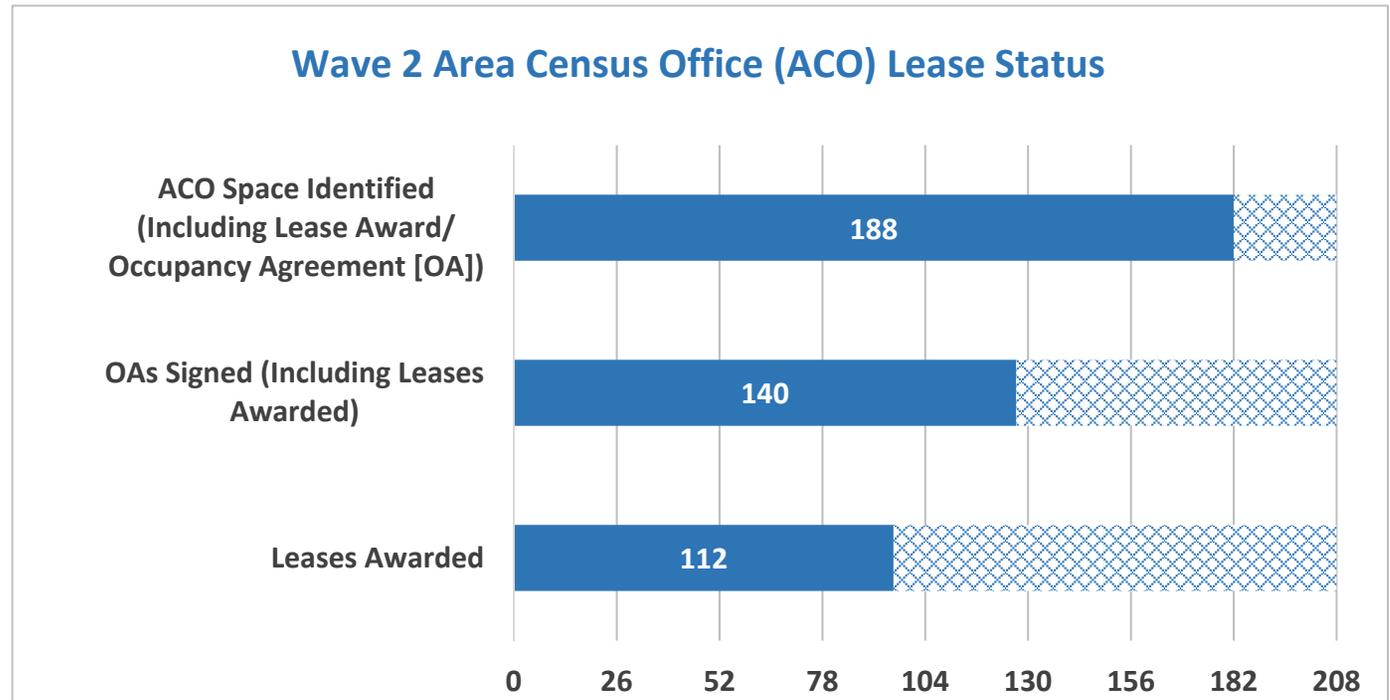
Wave 2 Area Census Office (ACO) Lease Status

Status:

● *Requires Attention*

Data current as of:
August 30, 2018

Completion Date
(adjusted):
October 15, 2018



The Department of Commerce continues to work with GSA on the overall space acquisition and lease management process, and Census continues to work with GSA to ensure all tasks remain on target.

Periodic Performance Management Reports

Area Census Office Construction and Deployment Status – Wave 2

Wave 2 Area Census Office (ACO) Construction and Deployment Status

Status:

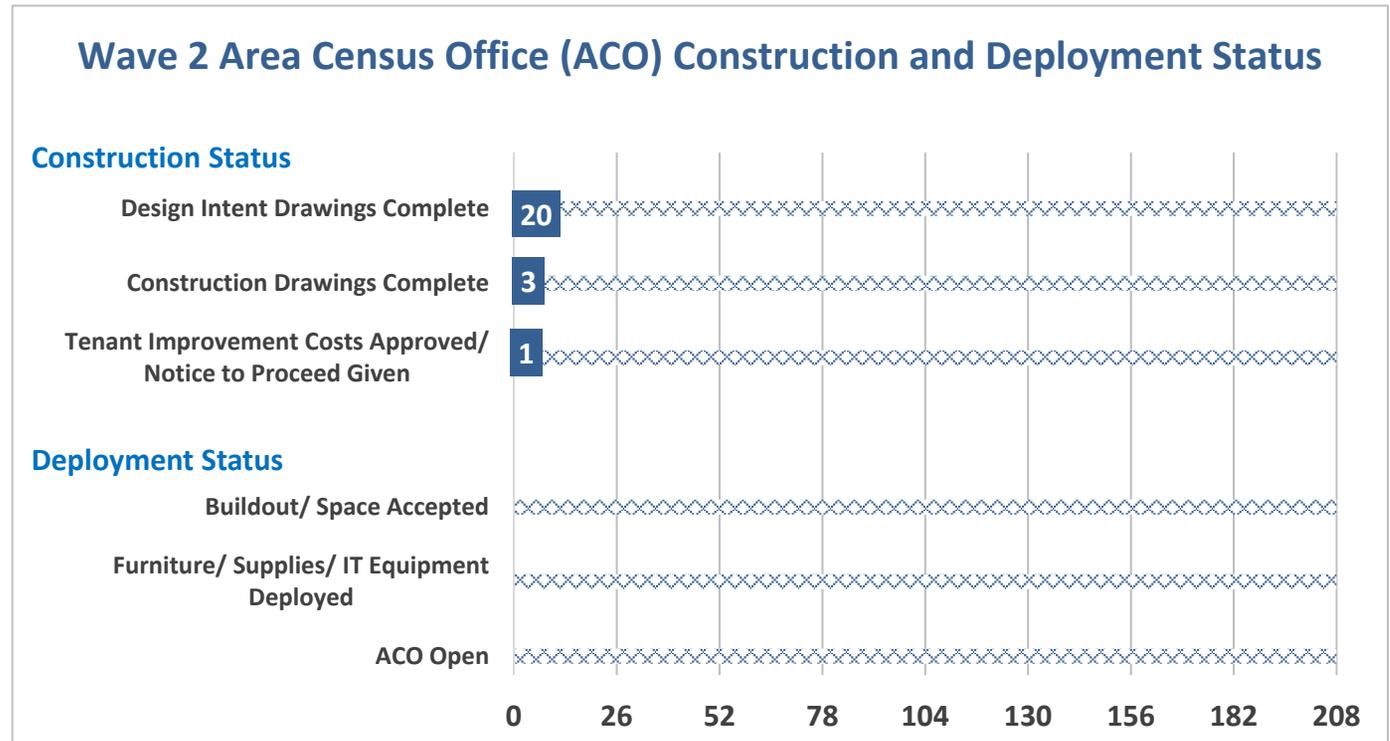
 *Management Focus*

Data current as of:

August 30, 2018

**Wave 2 ACO Opening
Timeframe:**

June – September 2019



The Department of Commerce continues to work with GSA on the overall space acquisition and lease management process, and Census continues to work with GSA to ensure all tasks remain on target.

Periodic Performance Management Reports

2020 Census: Local Update of Census Addresses (LUCA) Returns

LUCA Returns

Status:

● On Track

Data current as of:

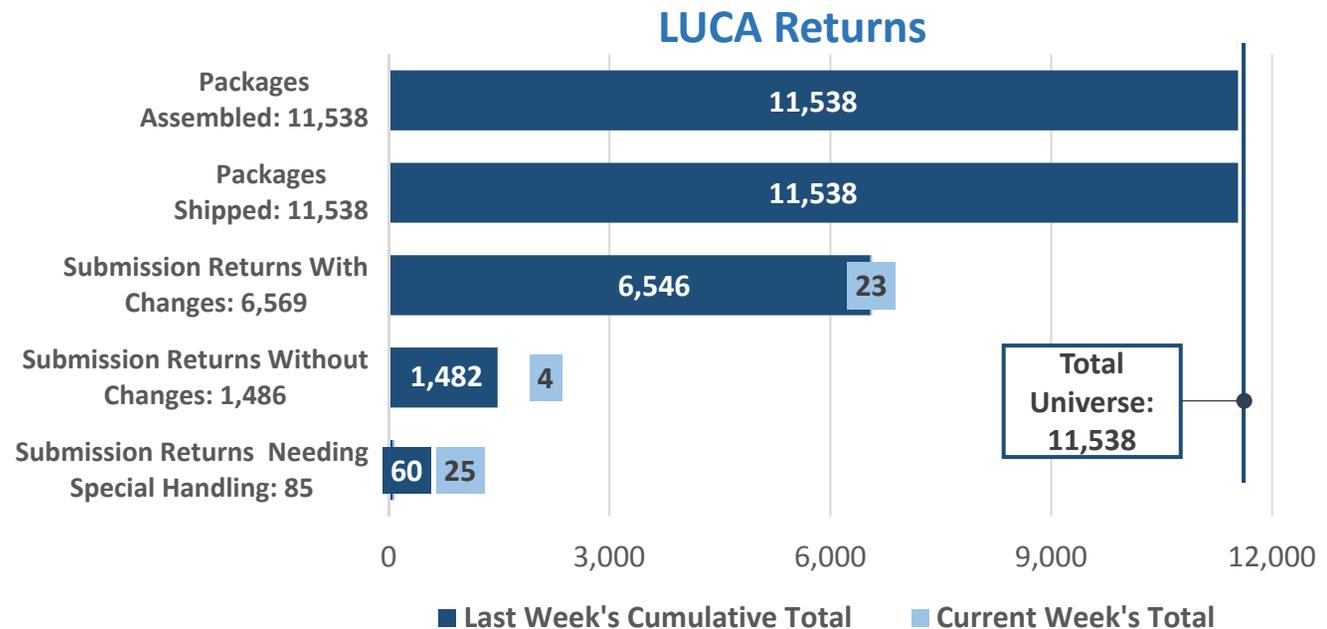
August 29, 2018

Completion Date (Revised):

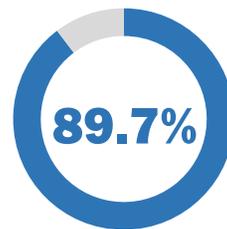
November 21, 2018

Notes:

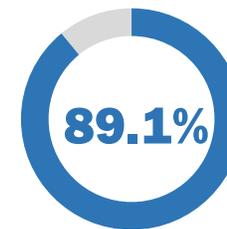
To accommodate extension requests from some registrants, the latest submission date is now November 21, 2018.



Coverage Measures



Of the **population** covered



Of the **housing** covered

Periodic Performance Management Reports

2020 Census: National Partner Engagement Status

National Partner Engagement Status

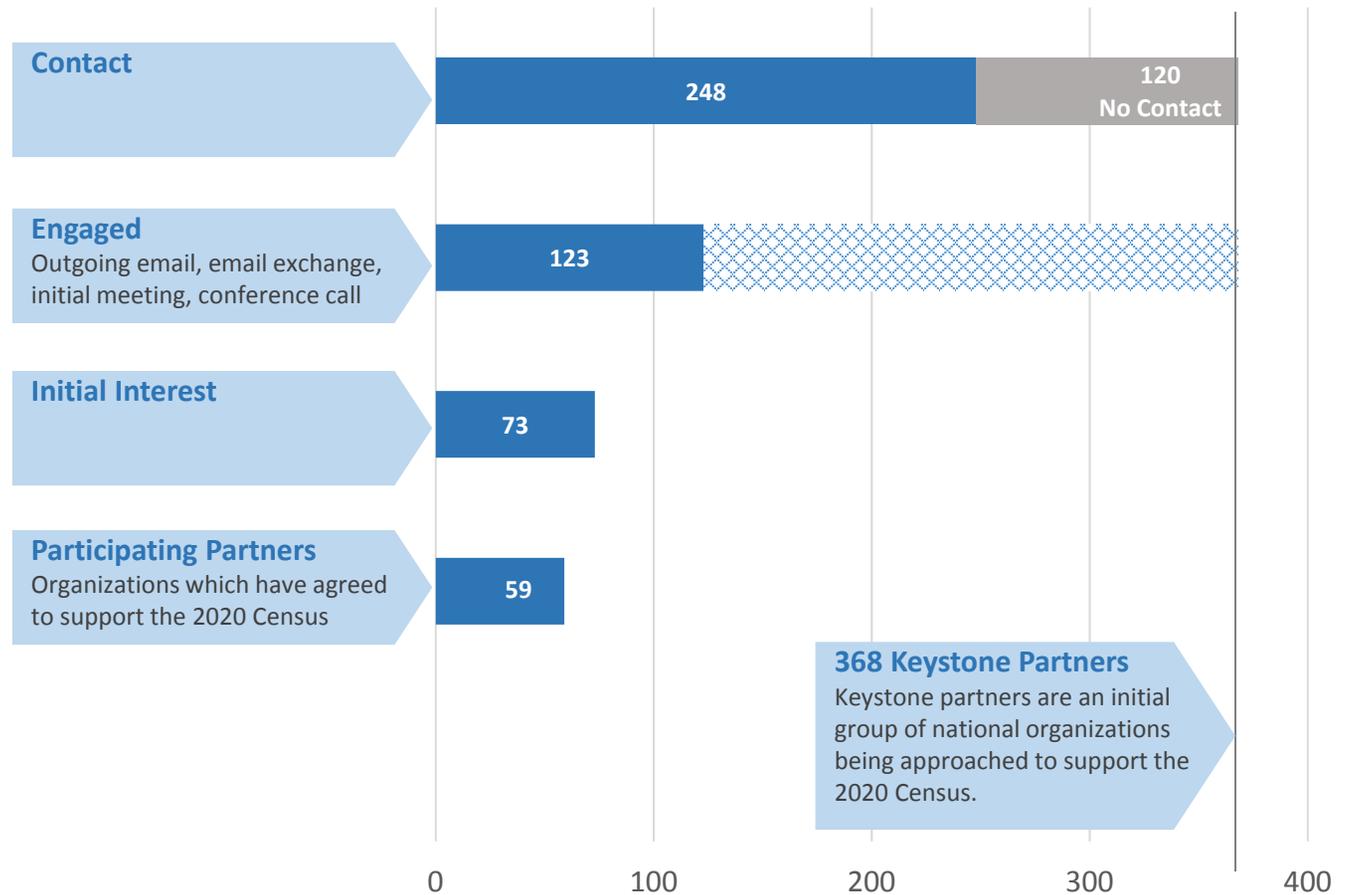
Steps to Engaging Partners for the 2020 Census

Status:
● On Track

Data current as of:
 August 30, 2018

Completion Date:
 September 30, 2018

Notes:



Source: National Partnership Update, Communications Directorate

Periodic Performance Management Reports

2020 Census: National Participating Organizations

National Participating Organizations

Status:

● On Track

Data current as of:

August 30, 2018

Completion Date:

September 30, 2020

Notes:



Source: National Partnership Update, Communications Directorate

Periodic Performance Management Reports

2020 Census: National Partnership Engagement Activities

National Partnership Engagement Activities

Engagement Activities

Total: 44

Status:

● *On Track*

Data current as of:

August 30, 2018

Completion Date:

September 30, 2020

Notes:

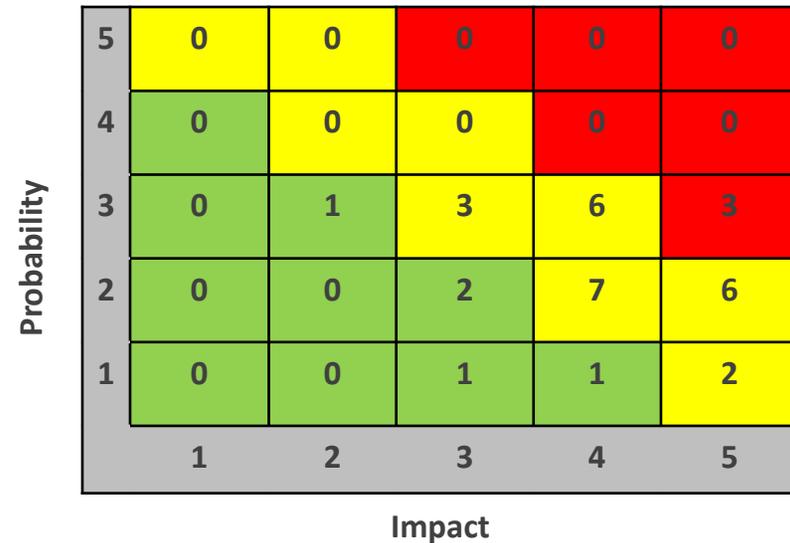


Source: National Partnership Update, Communications Directorate

2020 Census

Portfolio Risk and Issue Management – Risk Register

Quadrant	Total Risks	%
RED	3	9.4%
YELLOW	24	75.0%
GREEN	5	15.6%
TOTAL	32	100%



The selected risks that follow represent the major concerns that could affect the design or the successful implementation of the 2020 Census.

- Public Perception of Ability to Safeguard Response Data (Probability 3, Impact 5) **RED**
- Cybersecurity Incidents (Probability 3, Impact 5) **RED**
- Testing of Performance Measurement Reports (Probability 3, Impact 5) **RED**

2020 Census Obligations and Commitments

As of July 31, 2018

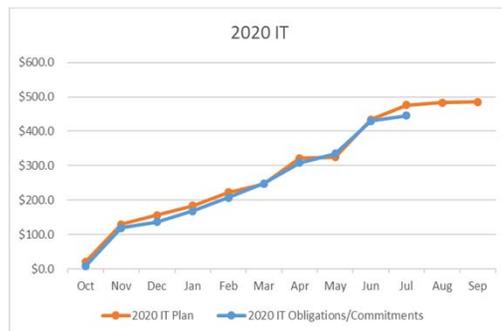
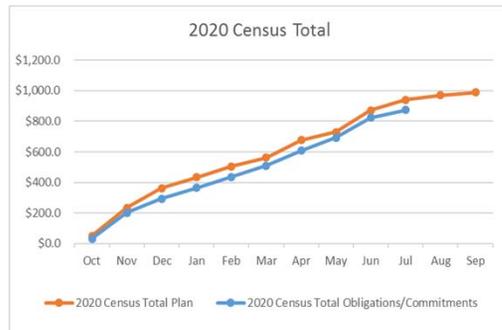
(Cumulative \$ Millions)	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
2020 Census Total												
2020 Census Total Plan	\$50.8	\$235.4	\$363.0	\$432.8	\$505.1	\$561.9	\$676.2	\$728.5	\$871.0	\$940.3	\$969.7	\$988.9
2020 Census Total Obligations/Commitments	\$33.0	\$202.8	\$294.0	\$364.6	\$435.6	\$509.4	\$608.4	\$692.6	\$823.6	\$872.8		
2020 Census Total Variance Against Plan	\$17.8	\$32.6	\$69.0	\$68.2	\$69.5	\$52.5	\$67.8	\$35.9	\$47.4	\$67.5		
2020 Operations (Non IT)												
2020 Operations Plan	\$24.4	\$80.0	\$171.4	\$208.5	\$232.3	\$256.5	\$283.4	\$325.8	\$347.0	\$365.1	\$387.0	\$403.1
2020 Operations Obligations/Commitments	\$22.6	\$64.2	\$129.0	\$157.9	\$178.9	\$203.7	\$230.5	\$280.2	\$306.3	\$336.5		
2020 Operations Variance Against Plan	\$1.8	\$15.8	\$42.4	\$50.6	\$53.4	\$52.8	\$52.9	\$45.6	\$40.7	\$28.6		
2020 IT												
2020 IT Plan	\$21.4	\$129.6	\$156.7	\$184.0	\$223.2	\$246.9	\$322.2	\$325.3	\$433.9	\$475.9	\$482.7	\$485.0
2020 IT Obligations/Commitments	\$9.7	\$119.4	\$137.0	\$168.7	\$208.0	\$248.6	\$308.3	\$335.4	\$430.0	\$445.9		
2020 IT Variance Against Plan	\$11.7	\$10.2	\$19.7	\$15.3	\$15.2	(\$1.7)	\$13.9	(\$10.1)	\$3.9	\$30.0		
2020 CEDCaP												
2020 CEDCaP Plan	\$5.0	\$25.8	\$34.9	\$40.3	\$49.6	\$58.5	\$70.6	\$77.4	\$90.1	\$99.3	\$100.0	\$100.8
2020 CEDCaP Obligations/Commitments	\$0.8	\$19.3	\$28.2	\$38.0	\$48.7	\$57.1	\$69.6	\$77.0	\$87.3	\$90.4		
2020 CEDCaP Variance Against Plan	\$4.2	\$6.5	\$6.7	\$2.3	\$0.9	\$1.4	\$1.0	\$0.4	\$2.8	\$8.9		

The 2020 Census Program has committed or obligated 88.3 percent of the full year plan of \$989 million through the first 10 months of the fiscal year. There is a 7.2 percent variance against planned spending.

The variance of \$28.6 million against the original plan in 2020 Census non-IT operations is made up of \$31.7 million in salary lapse being repurposed to other program priorities offset by \$3.2 million deficit in contracts and other objects.

The variance of \$30.1 million against the original plan in 2020 Census IT systems and operations is made up of \$2.9 million in salary lapse and \$27.2 million in contracts and other objects mostly due to delays in planned contract obligations that will resolve before the end of the fiscal year.

The \$8.9 million variance against the original plan in CEDCaP is made up of \$2.1 million in salary lapse and \$6.8 million in contracts and other objects due to delays in planned commitments that will resolve in August.



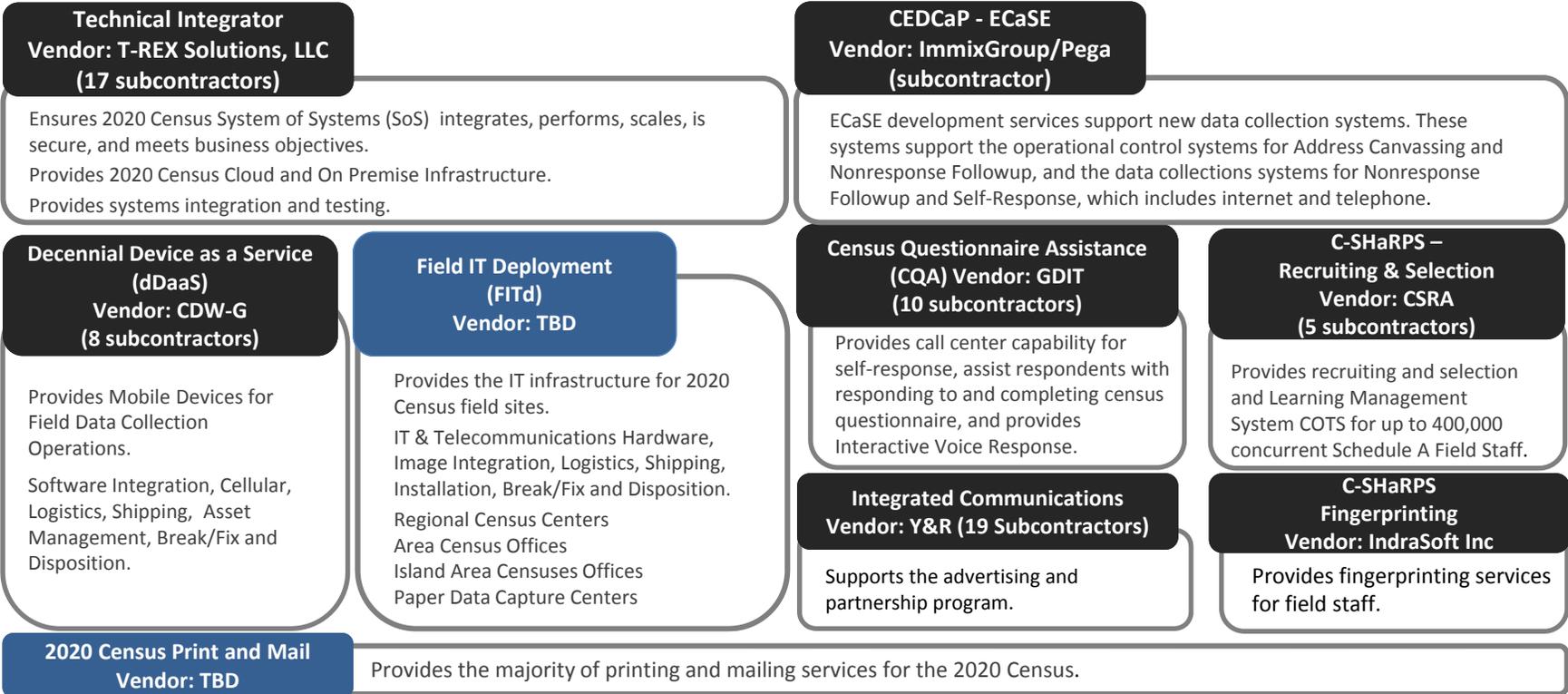
U.S. Department of Commerce
Economics and Statistics Administration
U.S. CENSUS BUREAU
census.gov

Totals may not add due to rounding

Note: Planned amounts have been updated to reflect the passage of the Omnibus but do not yet reflect the increases to the Partnership Program or the Communications Contract.

Appendix A: 2020 Census - Major Contracts*

Contract Status **Awarded** Pre-Award



Note: Decennial Service Center (DSC) is removed from DCEO contracts and functions will be fulfilled by other areas

*This slide represents the status of major contracts for the 2020 Census and is not an exhaustive list of contracts or contract opportunities

2020 Census

Major Contracts Overview

Integrated Communications Contract (ICC)

- Plan, design, integrate, produce, implement, monitor, and assess an integrated communications program for the 2020 Census
- By implementing an integrated communications campaign, it is anticipated that awareness of the decennial census will increase, promoting self-response, reducing Field workload for nonresponse follow-up operations, and improve response rates for targeted audiences
- **Awarded: August 24, 2016; Awardee: Young & Rubicam (Y&R)**

Census Questionnaire Assistance (CQA)

- Create, test, and operate a multichannel contact center to provides primary support for assistance in completing paper forms, and Internet Self-Response (ISR) and includes Interactive Voice Response (IVR)
- Enables respondents to complete the interview over the telephone and supports Census Outbound Operations to verify respondent information as a follow up activity for reinterview and quality checking
- **Awarded: July 11, 2016; Awardee: General Dynamics Information Technology (GDIT)**

2020 Census Printing and Mailing

- Provide primary print production and mailing services contract for the 2018 End-to-End Census Test and the 2020 Census; will print and distribute a variety of materials in support of self-response, Update Leave, and Nonresponse Followup operations
- Materials to be produced include questionnaires; letters inviting households to respond to the Census online, by phone, or by mail; reminder letters and postcards; and language inserts
- **Awarded: Expected by November 2018; Awardee: TBD**

Census Schedule A Human Resources and Recruiting, Payroll System (C-SHaRPS) - Recruiting & Assessment (R&A)

- Through a combination of vendor-provided and legacy Census systems, the C-SHaRPS ecosystem will provide the following for Schedule A Field Staff for decennial operations:
 - Online Job Application and Assessment through the Recruiting and Assessment Solution
 - Automated Core Human Resources and Payroll functionality
 - Online Training provided by CSRA utilizing Cornerstone's Learning Management System
- **Awarded: November 10, 2016; Awardee: CSRA**

Census Schedule A Human Resources and Recruiting, Payroll System (C-SHaRPS) - Fingerprinting

- Collect fingerprints of selected applicants for Schedule A selectees during decennial census testing beginning in FY2018 and ultimately for the 2020 Census
- Additional options may include the collection of fingerprints from CQA contractor candidates and facial photography operations (both for Schedule A and CQA) during these periods
- **Awarded: November 21, 2017; Awardee: IndraSoft, Inc.**

Decennial Device as a Service (dDaas)

- Provide a single integrated solution for mobile devices and related services to support the 2018 End-to-End Census Test, NRFU operation, and 2020 Census
- Configure, provision, ship, manage, and decommission all mobile devices and provide reliable network coverage
- **Awarded: June 29, 2017; Awardee: CDW-G**

2020 Census

Major Contracts Overview cont'd

Field Information Technology Deployment (FITd)

- Provide and support IT equipment in the regional census centers (RCCs) (support only), area census offices (ACOs), Island Area offices (IAOs), paper data capture centers (PDCCs), and remote workers
- Stage, provision, ship, install, track, maintain, and decommission Field IT equipment
- Provide on-site help desk services and system administration support for paper data capture centers
- **Awarded: August 1, 2018; Awardee: Unisys Corporation**

2020 Enterprise Census and Survey Enabling (CEDCaP ECaSE) Platform

- Design, develop, test, systems engineering, maintenance, and operational support of an enterprise data collection and processing platform
- This solution includes the following 2020 Census capability areas: Internet Self-Response (ISR), Operational Control System (Field OCS and Survey OCS) and Enumeration application
- **Awarded: June 19, 2017; Awardee: immixGroup, Inc.**

Technical Integration (TI)

- Support the 2020 Census Program to deliver a fully integrated Census System-of-Systems
- Ensure that the 2020 Census System-of-Systems integrates, scales, performs, is secure and meets 2020 Census business objectives
- **Awarded: August 26, 2016; Awardee: T-Rex Solutions, LLC**