

**From:** (b) (6)  
**To:** (b) (6)  
**Subject:** RE: FY21 Wickr Requirements  
**Date:** Tuesday, March 2, 2021 10:31:12 AM  
**Attachments:** [image001.png](#)

(b) (6)

Good to know what to expect. Thanks for the update!

**From:** (b) (6)  
**Sent:** Tuesday, March 2, 2021 10:28 AM  
**To:** (b) (6)  
**Subject:** FW: FY21 Wickr Requirements

Hey there, Just wanted to forward for your information. This is not for sure yet, but I know you keep track of the numbers.

**(b) (6)**  
 Sr. Portfolio Manager  
 CBP Office of Innovation (INVNT)  
 CBP Office of the Commissioner  
 U.S. Customs and Border Protection  
 Mobile: (b) (6)  
 Email: (b) (6)



**From:** (b) (6)  
**Sent:** Tuesday, March 2, 2021 9:21 AM  
**To:** (b) (6)  
**Cc:** (b) (6)  
**Subject:** RE: FY21 Wickr Requirements

Hi (b) (6),  
 Thank you for the quick response. Based on your suggestion, here are the details of the estimate for FY21:

Contract Line Item Number	Subject Line Item Number	Scope	Type	Quantity	Unit Price	TOTAL
0001		Software System Subscription (per unit, per year)				
	0001A	Wickr Enterprise Licenses	FFP	(b) (5)	(b) (5)	(b) (5)
	0001B	Wickr Enterprise Compliance Module	FFP	(b) (5)	(b) (5)	(b) (5)
0002		Professional Services				
	0002A	Professional Service Hours above Level III support for system management. (300 hours)	FFP	(b) (5)	(b) (5)	(b) (5)
		<b>TOTAL VALUE FOR THE BASE YEAR</b>				(b) (5)
		<b>GRAND TOTAL</b>				(b) (5)

I added a 3% increase to the unit price for the licenses and I removed the travel estimate. As far as the professional services, do you still want to keep it at 300 hours?

Thank you.

**(b) (6)**  
 Enterprise Networks and Technology Support Directorate  
 Office of Information and Technology

Enterprise Services  
 Customs and Border Protection  
 Department of Homeland Security  
 Desk – (b) (6)  
 Cell – (b) (6)

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**From:** (b) (6)  
**Sent:** Tuesday, March 2, 2021 9:11 AM  
**To:** (b) (6); (b) (6)  
**Cc:** (b) (6); (b) (6)  
**Subject:** RE: FY21 Wickr Requirements

Hi there,

I think everything is good to renew, except I suggest we think about increasing licenses to (b) (5). And we probably don't need to travel. Thanks,

(b) (6)  
 Sr. Portfolio Manager  
 CBP Office of Innovation (INVNT)  
 CBP Office of the Commissioner  
 U.S. Customs and Border Protection  
 Mobile: (b) (6)  
 Email: (b) (6)




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**From:** (b) (6)  
**Sent:** Tuesday, March 2, 2021 8:56 AM  
**To:** (b) (6); (b) (6)  
**Cc:** (b) (6); (b) (6)  
**Subject:** FY21 Wickr Requirements

Hello (b) (6) and (b) (6)

Good Morning!

I'm following up on the Wickr requirements for FY21. We need to start the procurement documents and our finance folks will need time to complete the SDR, route for approval and obtain funding to ensure this is all done prior to an award.

Below are the details for the FY20 procurement, please advise if the quantities will stay the same for FY21.

Scope	Type	Base (Required)		Base (Required) Value
		Quantity	Unit Price	TOTAL
<b>Software System Subscription (per unit, per year)</b>				
Wickr Enterprise Licenses	FFP	(b) (6)	(b) (6)	(b) (6)
Wickr Enterprise Compliance Module	FFP	(b) (6)	(b) (6)	(b) (6)
<b>Professional Services</b>				
Professional Service Hours above Level III support for				

system management. (300 hours)	FFP	(b) (6)		(b) (6)
<b>Other Direct Costs</b>				
Travel to support deployment, training, and upgrades (NTE Amount)	FFP	(b) (6)		(b) (6)
<b>TOTAL VALUE FOR THE BASE YEAR</b>				(b) (6)
<b>GRAND TOTAL</b>				<b>(b) (5)</b>

Please advise soonest.

Thank you

**(b) (6)**

Enterprise Networks and Technology Support Directorate  
Office of Information and Technology  
Enterprise Services  
Customs and Border Protection  
Department of Homeland Security  
Desk – (b) (6)  
Cell – (b) (6)

This communication, along with any attachments, is covered by federal and state law governing electronic communications and may contain confidential and legally privileged information. If the reader for this message is not the intended recipient, you are hereby notified that any dissemination, distribution, use, or copying of this message or portion thereof is strictly prohibited. If you have received this message in error, please reply immediately to the sender and delete this message. Thank you.

**From:** (b) (6)  
**To:** (b) (6) (b) (6)  
**Cc:** (b) (6) (b) (6) (b) (6) (b) (6)  
**Subject:** Re: Question about Wickr deleted/burned message retention  
**Date:** Tuesday, April 20, 2021 10:31:10 AM

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Hi (b) (6)

I need to confirm with (b) (6) who is currently out of the office till May 3, 2021. The Wickr messages are stored in the SQL database. However a tool needs to be built to extract the messages. This is scheduled to be built next month when we start engineering the WICKR FED solution. If a message is sent via burn on read or deleted is will still have a copy within the database. What we don't have at the moment is a way to extract the messages from the DB.

Thanks,

(b) (6), PMP, ITIL V3  
Project Manager  
Customs and Border Protection / Department of Homeland Security  
Enterprise Networks & Technology Support Directorate (ENTSD)  
Network Architecture & Engineering Division (NAED)  
ENTSD/OIT/CBP/DHS  
Desk: TBD  
Mobile: (b) (6)  
(b) (6)

---

**From:** (b) (6)  
**Sent:** Tuesday, April 20, 2021 9:45:25 AM  
**To:** (b) (6) (b) (6)  
**Cc:** (b) (6) (b) (6)  
(b) (6)  
(b) (6)  
**Subject:** Question about Wickr deleted/burned message retention

(b) (6) and (b) (6) – Hope you both are well!

I am hoping that you can help me answer a question regarding the Wickr application and how it deals with deleted/burned messages.

Our question: if a user sends a message that they request be burned on receipt, or if a user deletes a message, is this message retained somewhere on the backend for some period of time? If yes, how long is the deleted/burned message retained? Our team wants to make sure the application is complying with CBP's records retention policies.

Thanks for your help!

Best,

(b) (6)

(b) (6) (Contractor)

Deloitte Consulting LLP

Supporting CBP OIT

U.S. Customs & Border Protection

Mobile: (b) (6)

Email: (b) (6)

Alt Email: (b) (6)

**From:** (b) (6)  
**To:** (b) (6)  
**Cc:** (b) (6); (b) (6); (b) (6)  
**Subject:** RE: Question regarding recovery of Wickr chat messages.  
**Date:** Friday, April 23, 2021 5:07:02 PM

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Thank you so much. I believe you have answered our questions. We appreciate your help.

(b) (6)  
Labor and Employee Relations Specialist  
Customs and Border Protection  
Human Resources Policy & Programs Directorate  
Office: (b) (6)  
Cell Phone: (b) (6)  
Fax: (b) (6)

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**From:** (b) (6)  
**Sent:** Friday, April 23, 2021 2:03 PM  
**To:** (b) (6)  
**Cc:** (b) (6); (b) (6)  
(b) (6)  
**Subject:** Re: Question regarding recovery of Wickr chat messages.

Hi. I have at least part of the answer. I should have sent to you. The system is like any other CBP system and/or communication. It is subject to record retention policy.

The messages would be in the compliance module but they do disappear and or delete from your devices.

This may not answer your question fully. I am trying to learn more but the wickr expert is on leave until next week.

So we are happy to let you try it out etc. but not sure I have the full answer for you.

Let me know what else you need. Thanks.

(b) (6)  
Senior Portfolio Manager  
CBP Office of Innovation (INVNT)  
CBP Headquarters  
US Customs and Border Protection  
(b) (6)  
Email: (b) (6)

On Apr 23, 2021, at 4:58 PM, (b) (6) <(b) (6)> wrote:

Hello (b) (6),

Happy Friday!

I just wanted to follow up with you regarding Wickr. Were you able to find out if OIT can retrieve messages that are burned on receipt or deleted?

Thank you,

(b) (6)  
Labor and Employee Relations Specialist  
Customs and Border Protection  
Human Resources Policy & Programs Directorate  
Office: (b) (6)  
Cell Phone: (b) (6)  
Fax: (b) (6)

---

**From:** (b) (6)  
**Sent:** Friday, April 16, 2021 9:39 AM  
**To:** (b) (6)  
**Cc:** (b) (6); (b) (6)  
(b) (6)  
**Subject:** RE: Question regarding recovery of Wickr chat messages.

Hi, OK thanks. Wickr is secure and encrypted. Will find out the answer to your question. I know there is a "burn upon receipt" type of message as well as a regular delete, but not sure about retrievable, will find out and get back to you. Thanks, (b) (6)

(b) (6)  
Sr. Portfolio Manager  
CBP Office of Innovation (INVNT)  
CBP Office of the Commissioner  
U.S. Customs and Border Protection  
Mobile: (b) (6)  
Email: (b) (6)  
<image001.png>

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**From:** (b) (6)  
**Sent:** Friday, April 16, 2021 12:37 PM  
**To:** (b) (6)

Cc: (b) (6) (b) (6)  
(b) (6)  
(b) (6)

**Subject:** RE: Question regarding recovery of Wickr chat messages.

We have 10 employees on our team, but it is possible our director might want to extend it to the entire LER Field. Not sure of those numbers, but maybe around 80 or 90.

We frequently discuss our cases in chat, and are concerned that even if we delete a chat, it will remain out there for OIT to retrieve. This is concerning because should the case go before a 3<sup>rd</sup> party, those chats would be discoverable. Can you tell us would OIT still be able to retrieve messages that are deleted, and is Wickr secure?

Thank you so much for your assistance.

(b) (6)  
Labor and Employee Relations Specialist  
Customs and Border Protection  
Human Resources Policy & Programs Directorate  
Office: (b) (6)  
Cell Phone: (b) (6)  
Fax: (b) (6)

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**From:** (b) (6)  
**Sent:** Friday, April 16, 2021 9:29 AM  
**To:** (b) (6)  
**Cc:** (b) (6) (b) (6)  
(b) (6)  
(b) (6)

**Subject:** RE: Question regarding recovery of Wickr chat messages.

Hi, Depending on how many licenses, there will probably be no cost.

(b) (6)  
Sr. Portfolio Manager  
CBP Office of Innovation (INVNT)  
CBP Office of the Commissioner  
U.S. Customs and Border Protection  
Mobile: (b) (6)  
Email: (b) (6)  
<image001.png>

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**From:** (b) (6)  
**Sent:** Friday, April 16, 2021 12:21 PM



To: (b) (6)  
Cc: (b) (6); W(b) (6)  
(b) (6)  
(b) (6)

**Subject:** RE: Question regarding recovery of Wickr chat messages.

Hi (b) (6)

Thank you so much for reaching out to us.

I have copied a few of my co-workers who may have some questions for you.

Can you tell us how we go about getting a license and what the cost would be?

Thank you,

(b) (6)  
Labor and Employee Relations Specialist  
Customs and Border Protection  
Human Resources Policy & Programs Directorate  
Office: (b) (6)  
Cell Phone: (b) (6)  
Fax: (b) (6)

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**From:** (b) (6)  
**Sent:** Friday, April 16, 2021 8:13 AM  
**To:** (b) (6)  
**Subject:** FW: Question regarding recovery of Wickr chat messages.

Hello,

Happy to try and answer your questions about Wickr- I manage the program right now. Thanks, (b) (6)

(b) (6)  
Sr. Portfolio Manager  
CBP Office of Innovation (INVNT)  
CBP Office of the Commissioner  
U.S. Customs and Border Protection  
Mobile: (b) (6)  
Email: (b) (6)  
<image001.png>

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**From:** (b) (6)

**Sent:** Friday, April 16, 2021 11:05 AM

**To:** (b) (6)  
**Cc:** (b) (6) (b) (6)  
(b) (6); (b) (6)  
(b) (6)  
(b) (6)

**Subject:** FW: Question regarding recovery of Wickr chat messages.

FYI, this request may come your way.

(b) (6)  
Director, Mobility and Collaboration Branch (MCB)  
DHS | CBP | ES | OIT | ENTSD  
Work: (b) (6)  
Mobile: (b) (6)  
(b) (6)

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**From:** (b) (6)  
**Sent:** Friday, April 16, 2021 11:05 AM  
**To:** (b) (6) (b) (6)  
(b) (6)  
(b) (6)  
**Cc:** (b) (6) (b) (6)  
(b) (6)  
(b) (6)  
(b) (6)

**Subject:** RE: Question regarding recovery of Wickr chat messages.

The Office of Innovation currently funds and would need to authorize the use of existing WICKR licenses. Please contact (b) (6) to discuss the feasibility of this and if additional licenses are required.

1 license works on Mobile and Desktop.

Thank you

(b) (6)  
Director, Mobility and Collaboration Branch (MCB)  
DHS | CBP | ES | OIT | ENTSD  
Work: (b) (6)  
Mobile: (b) (6)

(b) (6)

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**From:** (b) (6)  
**Sent:** Thursday, April 15, 2021 12:57 PM  
**To:** (b) (6)  
(b) (6)  
**Cc:** (b) (6) (b) (6)  
(b) (6)  
(b) (6)  
(b) (6)  
**Subject:** RE: Question regarding recovery of Wicker chat messages.

Hi (b) (6)!

I can't speak too in-depth about mobile applications and I've not received any requests on Wicker previously.  
I'm going to have to phone a friend, so to speak. :)

I've cc'd the Director for Mobility Communication Branch, (b) (6), to advise us with any guidance related to Wicker application.

Thanks!

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(b) (6) **CISSP-ISSMP**  
(b) (6)  
OIT Field Support Directorate  
Information Systems Security Manager  
**US Customs and Border Protection**  
(b) (6)  
[FSD ISSM Sharepoint Website](#)

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**From:** (b) (6)  
**Sent:** Thursday, April 15, 2021 9:17 AM  
**To:** (b) (6) (b) (6)  
(b) (6)  
**Cc:** (b) (6) (b) (6)  
(b) (6)  
(b) (6)  
(b) (6)  
**Subject:** RE: Question

Sirs,

I looked up Wickr on the TRM and it says it is permitted on Androids and iPhones. I did not see Desktops. Can you confirm LER's question below?

Thanks,

(b) (6) ITIL v3  
Field Technology Officer – Central Arizona  
Office of Information and Technology, CBP  
Department of Homeland Security

(b) (6) Office

(b) (6) Mobile

(b) (6)

**\*\* Technology Service Desk Information \*\***

Phone Number: 1-800-927-8729

Name in Global Address List: CBP Technology Service Desk

Email Address: [CBP.Technology.Service.Desk@cbp.dhs.gov](mailto:CBP.Technology.Service.Desk@cbp.dhs.gov)

<image002.png>

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**From:** (b) (6)

**Sent:** Wednesday, April 14, 2021 3:24 PM

**To:** (b) (6)

**Cc:** (b) (6) (b) (6)

(b) (6)

**Subject:** RE: Question

Hi (b) (6),

To add to our question below, have you heard about this?

- Certain employees in CBP have received permission to download Wickr enterprise and you can chat, video conference, group messaging. It is the most encrypted thing out there. (b) (7)(E) has it already and (b) (7)(E) The government currently purchased (b) (7)(E) licenses. This is something (b) (7)(E) need for sure. Goes onto your desktop and cell phones.

Thank you,

(b) (6)

Labor and Employee Relations Specialist

Customs and Border Protection  
Human Resources Policy & Programs Directorate

Office: (b) (6)

Cell Phone: (b) (6)

Fax: (b) (6)

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**From:** (b) (6)

**Sent:** Wednesday, April 14, 2021 12:46 PM

**To:** (b) (6)

**Cc:** (b) (6)

(b) (6)

(b) (6)

**Subject:** Question

Hi (b) (6)

We often use chat to discuss cases. Now that we use Microsoft Teams instead of Skype, can you tell me if OIT/FOIA would be able to retrieve comments that we delete about cases? This would be important for us should a case go before a 3<sup>rd</sup> party.

Thank you so much. We appreciate your help.

(b) (6)

Labor and Employee Relations Specialist  
Customs and Border Protection  
Human Resources Policy & Programs Directorate

Office: (b) (6)

Cell Phone: (b) (6)

Fax: (b) (6)

**From:** (b) (6)  
**To:** (b) (6) (b) (6) (b) (6) (b) (6) (b) (6) (b) (6) (b) (6)  
(b) (6) (b) (6) (b) (6) (b) (6) (b) (6) (b) (6) (b) (6)  
(b) (6) (b) (6) (b) (6) (b) (6) (b) (6) (b) (6) (b) (6)  
**Subject:** Re: WICKR Weekly Sync Up  
**Date:** Wednesday, July 28, 2021 1:39:38 PM

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Team,

Just completed our Privacy documentation review with (b) (6) and the Compliance servers (SAT & PRD) are included in our current FISMA assets list.

No further action is needed at this time.

Thanks,

(b) (6)  
Mobility Architect  
U.S. Customs & Border Protection (CBP)  
Department of Homeland Security (DHS)

(b) (6)

(b) (6) - Work  
(b) (6) - Cell

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**From:** (b) (6)  
**To:** (b) (6)  
**Subject:** FW: Wickr User Accounts Transition to Compliance Network  
**Date:** Wednesday, September 22, 2021 1:15:51 PM

---

Hi (b) (6)

This was the email sent to the folks still on the old network:

**Greetings,**

**If you are receiving this email you have been identified as an active Wickr user. As we prepare to transition your user account to our new compliance network, please review the details below regarding your Wickr account as your current account will be deleted:**

**What's happening?**

- We are transitioning Wickr legacy user accounts to our new Compliance network. This new compliance network allows users to take advantage of improvements within the Wickr infrastructure, as well as the removal of the configuration file requirement during enrollment or additional device logins.

**What actions do you need to take?**

- Be aware that your current legacy account will be deleted and all data will be removed. Please appropriately save any required data before the deletion deadline highlighted below.
- You will be sent a new token via email with instructions to sign-in into the new network.

**When is it happening?**

- Legacy accounts will be deleted on Sunday 9/26/21 @11:45pm
- New tokens will be sent via email from [@WICKR\\_PROJECT\\_SUPPORT](#) on Monday 9/27 @ 12am

**Questions or problems?**

Please directly contact Wickr Project Support [@WICKR\\_PROJECT\\_SUPPORT](#)

**From:** (b) (6)  
**To:** (b) (6); (b) (6)  
**Subject:** FW: New Request- CBP-2021-110485  
**Date:** Monday, February 7, 2022 10:07:13 AM  
**Attachments:** [CSM Compliance Service Deploy 3.5.pdf](#)  
[image001.png](#)

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For the FOIA

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**From:** (b) (6)  
**Sent:** Monday, February 7, 2022 10:01 AM  
**To:** (b) (6)  
**Cc:** (b) (6)  
**Subject:** New Request- CBP-2021-110485

Good Morning, (b) (6),

Please see the CBP Secure Messaging (WICKr) Compliance server documentation/guideline used when the installed. The SAT Compliance Server was installed and configured on 06/1/2021 and the Prod Compliance Server was installed on 07/01/2021 per the CSM engineers.

Regards,  
(b) (6) SEC+ |NET+| ITIL® v3 | COR II | DHS Acq P/PM Level II  
Information Systems Security Officer(ISSO)  
Certification & Accreditation (C&A) Branch  
DHS|CBP|ES|OIT|ENTSD|NOD  
(b) (6) (W)  
(b) (6) (C)  
(b) (6)



On Change and Innovation:  
  
“Never be afraid to try something new,  
  
Remember amateurs built the Ark,  
  
Professionals built the Titanic!”