

**Request for Information (RFI) Response for
Tracking No. ESEP190025AP
Office of Migrant Education (OME) / High School Equivalency
Program (HEP) and College Assistance Migrant Program (CAMP)
Technical Assistance Support**

Submitted on: 07-October-2022

Submitted to—
US. Department of Education
Office of Migrant Education (OME)



Submitted by—

HunaTek Professional Services

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Unique Entity ID:	VLLKTRK4ANF3
Cage Code:	73D83
Business Classification / Size:	8(a) small business
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Company Overview

HunaTek Professional Services (HunaTek) is one component of a portfolio of 8(a) Alaska Native Corporation (ANC)-owned Small Disadvantaged Business entities held and governed by HunaTek Holding, LLC. We appreciate this opportunity to respond to the Department of Education's HEP/CAMP Technical Assistance Support market research requirement. HunaTek has its principle place of business at 13900 Lincoln Park Drive, Suite 350, Herndon, VA 20171. HunaTek holds the following contract vehicles: 8(a) STARS III, GSA Multiple Award Scheduled (MAS, formerly Schedule 70) and FAA eFAST. HunaTek's registration in the System for Award Management (SAM) is current and complete.

HunaTek is an excellent choice to lead this effort because of our outstanding track record. HunaTek's ability to meet government requirements is predicated on an approach refined over years of work at federal agencies. As previously described, the HunaTek Project Management Toolkit is a set of methodologies and processes use by our experienced staff to achieve mission objectives. It is based on a these factors:

- Professional lessons learned, enabling the authors of this response (subject matter experts in various relevant areas) to make a basic order of magnitude estimate utilizing industry-standard guidelines moderated by our real-world experiences;
- Expert judgment — from hands-on experience and understanding of the project requirements, based on our understanding of what the U.S. Department of State requires to be delivered; and
- Parametric model estimating, a scientific method that auto-calculates estimates using detailed data from previous activities.

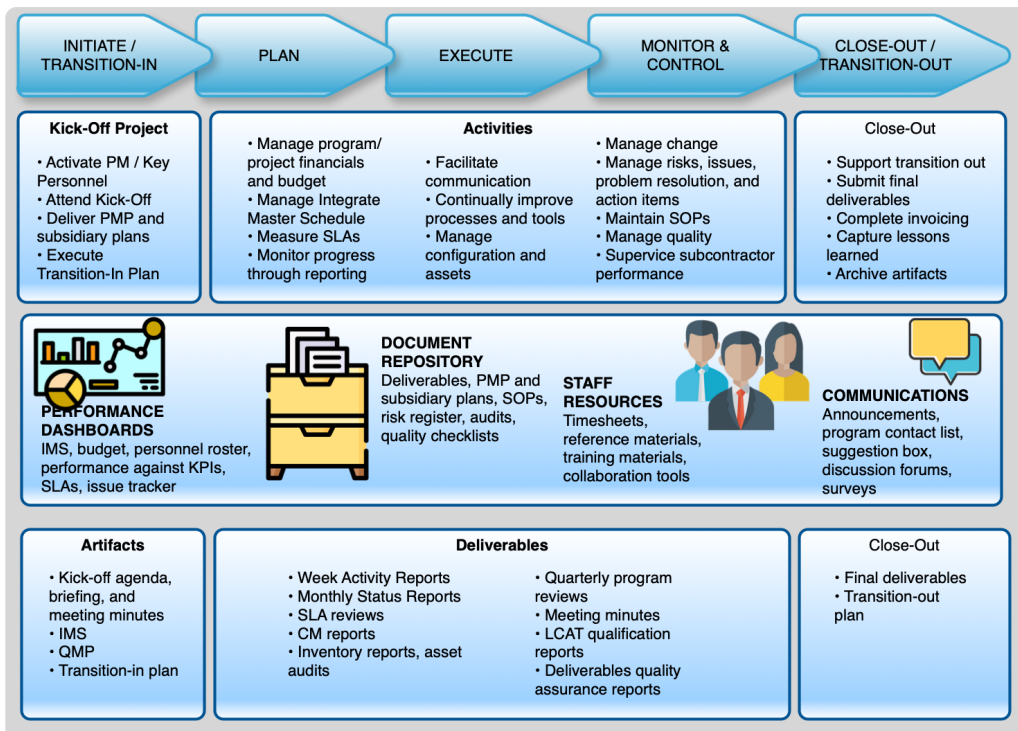
Eliminate performance risk with HunaTek. We achieve 100% performance success, thanks to the HunaTek Project Management Toolkit. Our regularly scheduled reporting methods provide near-real time visibility into our performance,

enabling us to identify any key performance indicators (KPI) that are trending towards the threshold of a negative variance before it impacts program delivery. Thus, we are able to provide complete transparency to the OME/HEP and recommend process improvements that deliver measurable increases in performance and customer satisfaction in supporting event management and attendee support services requirements.

The HunaTek Project Management Toolkit framework is based on best practices such as Project Management Body of Knowledge (PMBOK), ISO 9001:2015, CMMI L3, and ITIL v3. HunaTek provides peer-reviewed process improvement to ensure new procedures completely align with Department of Education (DoED) and other federal recommended standards. We provide a professional team to support SMEs and others in the served community with “white glove”

HUNATEK FEDERAL SUBSIDIARIES				
Subsidiary	Socio-Economic Status	FCL Status	CAGE / UEI	Primary NAICS
HunaTek Government Solutions	8(a) SDB	Top Secret	73D83 / VLLKTRK4ANF3	541519
HunaTek System Solutions	8(a) SDB	Top Secret	7UP60 / GM38S9EJZZN7	541512
HunaTek Professional Services	8(a) Pending Approval	Pending Sponsorship	8N3F3 / D8ZKJLR2ECW8	541611

service:
 updating the
 customer in a
 timely
 manner;
 making
 every effort
 to follow up
 with the
 customer
 within a few
 hours of
 receiving the
 request or
 other
 engagement,
 to let them
 know you
 are working
 on their
 request; and, providing desk side service if practical.



Capability to Provide Technical Assistance to HEP and CAMP grantees

HunaTek's performance approach to successfully employ our substantial task-related capabilities with innovative processes and tools. We undertake to proactively manage our services and the workforce that provide them, in alignment with Office of Migrant Education High School Equivalency Program (HEP) and College Assistance Migrant Program (CAMP) needs, as articulated in the draft Performance Work Statement (PWS).

The HunaTek approach — how we implement our methodology — is summarized in five steps: Our PM and support staff work with the event owner to understand the purpose and refine the agenda. This creates the bounds for the needed assets, technology, venue specifics, and other logistical details. We then identify the participant (audience), set a schedule for the meeting and Distribute the Agenda. HunaTek then executes against our blueprint to support the meeting. Post-meeting, we assign action items to improve what we implemented as AV/IT and other support. We then create, distribute and archive the minutes, and, finally, analyze activity and implement changes. In support of the OME/HEP our staff will maintain the events calendar and all documentation relative to booking events. This includes call logs, email communication with clients and the government coordination team, event folders, event reports and post event data. The guiding document for governance of HunaTek Programs is the Program Management Plan (PMP). It provides details on the required functional units, operational tasks, and deliverables, milestones, and review activities.

Project Management (Tasks 1.x) — Our agile project management methodology, the HunaTek Project Management Toolkit, is available to HunaTek project managers to help address how HunaTek will work with the government’s designated technical representative to monitor the status and progress of work, make adjustments in accordance with established priorities, and request guidance from the contracting officer on major issues that may arise. We will also estimate and report on expected milestones for the completion of tasks and maintain records of work accomplishments according to the deliverable schedules — using our online Virtual Program Management Office (vPMO) web-based portal.

A cornerstone of the HunaTek Project Management Toolkit is the Work Breakdown Structure (WBS), which establishes the framework for: defining the work to be accomplished; construction of an overall plan; and, summarizing the cost and schedule status of a project for progressively higher levels of management. HunaTek provides another advantage over our competition, in the manner in which we relate detailed tasks to successively higher order objectives. We focus on the deliverable end items and their components. The lowest levels are “work packages” which consists of a set of activities related to cost purposes, for ease of audit and budget management.

HunaTek in-house training supports the informal techniques within our Project Management Toolkit. One example is the automated “Tickler File,” often maintained by the project manager in the vPMO as a checklist. The items are filed by date of action, and may note “receive a report, prepare a report, or accomplish an objective.” Another technique is knowledge passed on via on-the-job-training, or woven into our on-boarding training, to aid project managers in gaining higher levels of skill. Another key differentiator for HunaTek is our early notification SOP. Identifying and notifying the respective stakeholder of potential problems and proposed mitigations in day-to-day support for the Government is a critical function with accountability shared across our entire contract team. Early notification of potential problems is addressed and communicated as part of our risk management process and QC process within our PMP. We integrate QC into all our work products and deliverables, and as a result, potential problems can be identified early. If we see errors or problems, we catch them early with our continuous QC reviews. We mitigate risk by implementing a QC process that ensures multiple reviews prior to final delivery of a work product.

Meeting Planning and Support (Tasks 2.x) — Logistics support will also include our team formulating draft analyses, presentations, notes, assessments and other material on various technical topics, as required, for use by the OME/HEP. As part of our day-to-day operations, we will conduct end of day checks of the safe log to assure that GSA-approved safes are physically secured. We will author analyses, presentations, notes, assessments, and other material on various technical topics, as required, for use by the OME/HEP. Our team will scan and electronically file documents as required, providing quality control for layout or technical drawings, security sign-off layout drawings, signed registration lists, letters of appreciation, awards, and facility and safe end-of-day check-out logs. The blueprint is a GANTT-type view of all aspects of OME/HEP’s event management needs. These items correspond to a set of checklists of the pre-event (planning) requirements and preparation, asset and logistical management, customer support during the event life cycle, and associated operational processes.

HunaTek is “small business agile.” For example, for a recent event, we quickly sourced from our pool of approved vendors for the video and still photography required, utilizing rapid production and editing of a final multimedia presentation. When a meeting, exercise, demonstration, or experiment is scheduled, our staff coordinates with our customer and the sponsoring organization to write support plans that are part of the overall requirement. These plans include the units supported and how systems and applications will be used in the event, as well as cost, schedule and performance factors. During the meeting, experiment, exercise, or demonstration our team also provides daily updates/reports identifying potential risks and uncertainties, as well as their mitigations.

Another HunaTek value-add is the consistent quality we deliver by institutionalizing our project toolkit — a framework that can be improved continuously, while our blueprint ensures every event is planned and executed efficiently. Our team is experienced with event management for activities hosted on a government site as well as offsite events at a private facilities. We understand the provision of support for events and meeting planning, addressing attendee support with a significant team available via our surge/bench support human resources processes. Our event planning support regularly includes multiple rooms with technicians and event personnel present for the entirety of the event to support the government’s administrative and technical requirements.

Logistics (Tasks 4.x) — HunaTek provides administrative support, addressing the planning for execution of events. We coordinate meeting logistics, customer planning, and “dry run” sessions. Our support team creates required documentation for data calls, explanations, briefs and charts, PowerPoint presentations, and more, as needed. HunaTek corporate reach back means we have the right personnel for research, data retrieval/filtering/compilation and analysis as required. Administrative support is vitally important to the OME/HEP because SMEs and others will be the center point of events. Security must be maintained, and the frictionless execution of meetings (ensured by dry runs) will boost the effectiveness of event outcomes. We will attend planning and dry run meetings, conduct tours of event facilities as required, and provide coordination to clients for reserving parking, installation access, and other logistical needs for their event attendees, presenters, and special guests.

Because continuous improvement is a cornerstone of the HunaTek QC plan, at the completion of each event, we will prepare a critique sheet for the COR’s review, with lessons learned, a count of onsite and offsite number of attendees, SME attendees, and notes on event operation, security, and all feedback from the event clients. The provision of support for events and meeting planning is a vital component of this procurement — providing the right information ahead of time to logistics support, supporting “think ahead” resource management, and providing potential participants read-aheads and agenda all contribute to greater success in knowledge transfer. We handle multiple rooms with technicians and event personnel present for the entirety of the event in order to support the government’s administrative needs. HunaTek has a decade of personalized support addressing technical issues, both for events/meetings and for day-to-day desk-side service.

Subject Matter Expert Support (Tasks 3, 4) — HunaTek has extensive experience establishing and maintaining productive working relationships with SMEs. To plan, execute, monitor, and assess this effort, we would put into place the tried-and-true project management assets that HunaTek has used for the past few years to ensure on-time and on-budget task execution. We understand that achieving OME/HEP's objectives and vision requires collaboration with trusted industry partners that encompass proven skills, knowledge, and ability. Supporting SMEs is a process that requires careful planning and attention to detail. In shaping deliverables in collaboration with SMEs, we actively engage in change management, to steer passionate experts towards communication solutions that serve audience best.

History of Successes

HunaTek is a mature company with support functions that enable consistent performance, accountability, and efficiency across the portfolio of projects performed by the company. Our corporate infrastructure enables our program managers, engineers, analysts and other experts to focus on the objectives of the client mission. Working with HunaTek reduces risk to the government because we ensure contract compliance and increased stakeholder satisfaction.

As part of transition, we implement a Pre-Award Planning cycle. HunaTek initiates our project staffing activities as early as practical within the contract process to fill key positions, to ensure we exceed customer expectations. Consequently, transition planning and execution is a critical aspect to our process and will start even before the required on-site transition plan meeting. Our goal on day one is to address all the government's requirements, expanding our capabilities as quickly as possible to address any disconnects.

Department of State — Bureau of Counterterrorism Staff Support: Under this contract, HunaTek provides staff augmentation support to the Bureau of Counterterrorism (CT) in accordance with the services defined in specific Statements of Work for each individual task order. The contract has an overall period of performance of 3/26/2020 – 3/25/2025, which includes a base year with four (1) year options. HunaTek is currently providing services under option year 2, which has a period of performance of March 26, 2022 – March 25, 2023.

Department of State — Network Operations Management Branch IT Services : Under this contract, HunaTek provides staff augmentation support to the Directorate of Cyber and Technology Security (CTS), Bureau of Diplomatic Security (DS). The contract has an overall period of performance of 9/30/2021 - 9/29/2026, which includes a base year with four (1) year options. HunaTek is currently providing services under the base year, which has a period of performance of September 30, 2021 through September 29, 2022.