

**Request for Information (RFI) Response for
RFI 106922E3123
Program Management for the
Department of State/Bureau of Diplomatic Security**

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Submitted to—
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Submitted by—



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CORPORATE INFORMATION	
Company Name:	HunaTek Professional Services (HunaTek)
Address:	13900 Lincoln Park Drive, Suite 350 Herndon, VA 20171
Phone:	571-464-5198
Website:	https://hunatek.com
DUNS:	##
Cage Code:	##
Level of Facility Clearance Level:	Top Secret
Business Classification / Size:	8(a) small business
Point of Contact:	Timothy J. Fitzgerald, Chief Operating Officer tim.fitzgerald@hunatek.com

HunaTek Professional Services (HunaTek) appreciates this opportunity to respond to the U.S. Department of State (DOS) Request for Information (RFI) Number 106922E3123, dated August 31, 2022, for Program Management and Support Services.

HunaTek has its principle place of business at 13900 Lincoln Park Drive, Suite 350, Herndon, VA 20171. HunaTek, as part of a portfolio of Alaska Native Corporation (ANC)-owned entities, provides a range of services focused on delivering right-sized solutions to our customers' mission requirements. HunaTek delivers affordable and measurably effective outcomes across your project's lifecycle—from concept to closeout. The result: streamlined project implementation, effective cost controls, and consistently superior mission outcomes.

HunaTek holds the following contract vehicles: 8(a) STARS III, GSA Multiple Award Scheduled (MAS, formerly Schedule 70) and FAA eFAST. HunaTek's CAGE Code is ____ and DUNS Number is _____. HunaTek's registration in the System for Award Management (SAM) is current and complete. HunaTek operates under the following NAICS codes: 541519, 541512, and 541611. As a small business, HunaTek has the flexibility and capacity to meet every technical and program management requirement outlined in the Draft requirements.

A. Management Plan/Corporate Resources

The Government will examine the capability statement for its solutions to the following aspects of the requirement:

- 1) *Offeror's capability to effectively manage and provide highly qualified program management, logistics support, professional security services, financial and administrative support and the ability to adapt to Department of State culture;*

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HunaTek has excelled at performance of multiple contracts of similar scope and scale, including for the U.S. Department of State. HunaTek also has the experience and expertise to deploy people in austere and often high threat areas. HunaTek has an experienced team of recruiters to source qualified personnel. A number of assignments have required work is performed OCONUS through short term deployments, with little advanced notice and response times. HunaTek is well versed in providing all logistical and personnel support services during these deployments. We arrange and coordinate the full soup-to-nuts life cycle of deployments, from pre-deployment requirements (such as medical, country clearances, letters of authorization, visas, codes of conduct, team orientations, safety and security briefings, etc.) through program execution and life support, to demobilization, program closeout and after action reports (AARs).

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- 2) *Offeror's possession of a current Top Secret facility security clearance issued by the Defense Security Service;*

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Full contract performance will require the contracting firm to access classified information up to Top Secret as access to sensitive cybersecurity, principle protective information, counterintelligence and terrorist threat information, and other classified information will be required to successfully perform the requirements stated above. Access to classified information will require access to the Department's ClassNet and the Joint Worldwide Intelligence Communication System (JWICS).

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3) *Offeror's ability to identify sources of personnel to fill the vacant positions;*

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We are all about risk mitigation — and avoiding vacant positions is a primary means to avoid disruptions. HunaTek employs a number of different mechanisms to overcome high turnover. One is encouraging and incentivizing employees, through monetary and non-monetary means, to carry out their work in a productive and efficient manner (see B. Employee Compensation Plan). HunaTek recognizes the economic advantages and improvement to the mission when job turnover is reduced and good employees are retained. We therefore give special attention to employee needs for job satisfaction, personal welfare, and recognition for a job well done. Our organization employs several initiatives to provide a stable, secure work environment and create healthy social interactions. These initiatives include: Recognizing meritorious work; Structuring monetary compensation to be competitive and rewarding for performance and proficiency, including sharing in performance award; Promoting learning and training; and Communicating openly.

An actively engaged PM and HR team that maintains constant and continuous communication with the people on the ground is a way of resolving high turnover. By having that communication, the teams are able to better predict and mitigate periods of higher turnover and can react to it in a more efficient fashion. Additionally, by having the management and HR teams maintain communication, they can better deal with any issues that may be causing such turnover in the first place. Having an effective communication management plan is one of the most effective ways at resolving and mitigating high turnover. As we grow in size and experience we are also working to retain, as best we can, those employees who are real assets to both the customer and HunaTek. We communicate this retention program and our benefits program in our Professional Compensation Plan (see B. Employee Compensation Plan).

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- 4) *Offeror's ability to ensure personnel assigned to specific task orders are in compliance with personnel security policies; i.e., possess current final Top Secret personnel security clearances issued by the DOD CAF and be eligible for access to Sensitive Compartmented Information (SCI) without exceptions or deviations;*

Once an individual has been identified as a potential candidate for a position, verification of certifications happens in the screening phase for HunaTek. Depending on the position and the requirements, HunaTek can employ a number of methods when verifying certifications, including requesting copies of such said certifications, contacting references and institutions for verification, performing background checks and using open source methods as a means for verification, etc. HunaTek also uses an employment screening service, HireRight. They perform criminal back ground check as well as drug screening. Depending on the project, HunaTek is also able to setup a candidate for health and psychological screenings through our partner services. Our FSO verifies clearance eligibility in JPAS. If the background and clearance checks are valid, we move on to soliciting input on their performance. We check our databases for existing data and reach out to references to confirm job performance and validate delivery skills. Lastly, our team assesses all feedback and analyzes the candidate's overall package. We then determine whether this person would be suitable for a particular program, and if approved, the candidates package will proceed into the hiring process. HunaTek offers the ability to staff all positions, with varying experience levels, in any anticipated situation and at locations CONUS/ OCONUS. Our solution to addressing the primary impact a lack of clearer, qualified personnel CONUS and globally is in our process for on-boarding cleared staff, preparing them for deployment, and staging them to any theatre. HunaTek obviates the lack of access to quality personnel, mitigating delays in getting staff on location in a timely manner, eliminating poor continuity of effort, lack of specialty services, lack of training/education, and related problems.

[illegible]

5) *Offeror's ability to secure personnel who are sufficiently qualified to handle the established tasks, responsibilities and duties outlined herein;*

HunaTek Global was established in 20__, therefore, has been supporting the U.S. Department of State and other federal agencies for ## years. HunaTek's retention rate is currently 90%. Of the contracts that HunaTek is currently on that do provide program management, financial analysts, and other pertinent labor categories. Our philosophy is to treat our staff well, to the point that they wish to remain with HunaTek. We work with the government to identify qualified incumbent personnel to target for retention and on-boarding. We adhere closely to the Federal Acquisition Regulation (FAR) 52.237-3, "Continuity of Services" to ensure that incumbents are aware of the opportunity to stay with a given program. We are able execute on this by offering our analysts raises and/or bonuses at the end of each year, as a way of maintaining high morale and drive, and as a way of maintaining retention and motivation. We also offer a comprehensive compensation package (see B. Employee Compensation Plan).

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B. Employee Compensation Plan

The Government will review the summary of professional employee benefits, training opportunities, and the extent to which the offeror demonstrates an ability to attract and retain qualified professional executive and security support personnel and provide uninterrupted work of high quality to the Department of State.

C. Past Performance

The offeror's capability statement should contain at least three past performance references of similar size and scope efforts recently performed (within the past three years), describing efforts, to include the U. S. Government POCs and contact information. The offeror shall substantiate how its past performance directly correlates to the objectives and tasks identified in the Statement of Work.

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. We ensure quality service delivery because HunaTek back-office support includes:

- HunaTek's Accounting and Finance office maintains accounting and finance policy, and implements controls that enable corporate and project-level budgeting, planning, and financial reporting. Our accounting system is DCAA approved.
- HunaTek's Human Resources and Recruiting team manages internal and external staffing requirements in support of all our projects, providing the ability to attract, hire, train, and retain a high-quality workforce. We offer a competitive compensation package, incentivizing employees to grow with the company.
- HunaTek's Contracts team administers contracts and subcontracts, and is responsible for procuring materials and services from qualified suppliers and subcontractors.

Past Performance #1

Program Name	Contract Number	Contract Value	Client	FTEs	Recent and Relevant?	Expertise to Perform Program Management	Expertise to perform worldwide in all operational environments
Network Operations Branch IT Services			Department of State		Yes	Yes	Yes

HunaTek provides Cloud Architecture, Infrastructure Management and O&M support to the Department of State, Bureau of Overseas Building Operations by building a secure cloud-based infrastructure that will enable DOS to execute its mission across the world. Our Scope includes: Technology Management, Cloud Services, IT Compliance, IT Security, Disaster Recovery /

Continuity of Operations Planning (DR/COOP), IT Service Management, and Program & Project.

Past Performance #2

Program Name	Contract Number	Contract Value	Client	FTEs	Recent and Relevant?	Expertise to Perform Program Management	Expertise to perform worldwide in all operational environments
OTJAG IT Support			U.S. Dept. of Justice		Yes	Yes	Yes

HunaTek supports 30+ onsite personnel providing a full range of IT Support Services on 80+ applications. Scope includes application support/maintenance, strategic program management, web site content maintenance, network operations management, help desk support, emergency response, and security/information assurance assistance.

Past Performance #3

Program Name	Contract Number	Contract Value	Client	FTEs	Recent and Relevant?	Expertise to Perform Program Management	Expertise to perform worldwide in all operational environments
OCIO Support Services			National Labor Relations Board		Yes	Yes	Yes

In support of the National Labor Relations Board's (NLRB) Office of the Chief Information Officer, HunaTek provides strategic and operational support to the Bureau through the performance of: Program/Project Management, Network Engineering, Cybersecurity Engineering, A/V support for both Operations and Maintenance (O&M) of existing technologies, and planning and support for modernization initiatives.

D. Ability to Meet Government Requirements

Functional Area 1: Business Process Improvement, Organizational Change Management, and Policy Support

DS will require support for facilitating adoption of changes to processes and helping move the organization from its current state to the desired future state. Additionally, because it operates in such dynamic environments, DS and its stakeholders require support for implementation of new leadership directives, guidance, and mandates as they rise.

Objectives:

- Facilitate sessions, off sites, and meetings to review, analyze, and improve Department business processes*
- Design and implement short-term and long-term quantitative and qualitative evaluations covering Bureau activities including programs, projects, processes, initiatives, and systems;*
- Conduct assessments, reviews, or analyses – to assess current state processes;*
- Organizational assessments, desk reviews, case studies;*
- Establish effective communications strategies to promote DS's brand and services so that customers clearly understand what the Office offers and how to obtain support;*
- Assess training needs, develop training plans, and conduct training as needed*
- Provide subject matter specialists on an as-needed basis to support human capital needs which may include, but are not limited to employee engagement, workforce development, and training; and*
- Support other business process improvement and organizational change management requirements as needed.*

Functional Area 2: Performance/Project/Program and Communications Management

DS offices require project management and communication activities support for various bureau and Department to include evaluative activities.

Objectives:

- Facilitate sessions to build and improve project management practices, documents and products across missions and offices;*
 - Develop performance management materials such as program/project management plans, evaluation frameworks, theories of change, logic models, process maps and related tools; development of program, project, and portfolio management recommendations;*
 - Develop work aids and supporting instructions to facilitate understanding and use of evidence from evaluations and other performance management information;*
 - Performance monitoring support including establishment of monitoring methods, development of metrics, and data collection analysis-according to the Evidence Act and the 18 FAM 300;*
 - Develop and maintain reporting tools, including but not limited to data visualizations and dashboards;*
- Develop communication and outreach products; and*
- Support other project and communications management requirements as needed.*

Functional Area 3: Special Projects Support for the Assistant Secretary, Principal Deputy Assistant Secretary, and Executive Director for Diplomatic Security

DS frequently receives unexpected taskers from high level stakeholders across the Department. It is critical for DS to be able to respond to these taskers quickly and with a high degree of quality.

Objectives:

- Provide market research, benchmarking, program analysis, and analytical studies;*
- Facilitate off sites to produce action plans for high level strategic imperatives;*
- Create reports, briefings, papers and other deliverables to summarize research and provide recommendations;*
- Provide general technical assistance including consultation/advisory services;*
- Supply support staff augmentation as necessary to implement various functions within DS*
- Provide applicable specialists to support the unique requirements of ad-hoc tasks; and*