

**Request for Information (RFI) Response for
RFI W15BW9-22-X-TH10
Combat Capabilities Development Command - Armaments Center
(DEVCOM AC) for Administrative Management and
General Management Consulting Services**

Submitted by: 3 p.m. EST on 26 September 2022

Submitted to:
DEVCOM AC
KO Contracting Office Building
10 Phipps RD
Picatinny Arsenal, NJ 07806-5000
Tara Elms Henderson | tara.e.henderson2.civ@army.mil

Submitted by:



HunaTek Professional Services

13900 Lincoln Park Drive, Suite 350
Herndon, VA 20171

POC: Timothy J. Fitzgerald, Chief Operating Officer
tim.fitzgerald@hunatek.com | tel 571-464-5198 | <https://hunatek.com>

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Contents

Corporate Overview	1
Organizational Capability to Address the Government's Requirements	2
Staffing Capability	4
Ability to Attract and Retain Qualified Personnel.....	5
Cleared Personnel	6
Minimizing Personnel Risk	7
Track Record of Successful Projects	8
Past Performance #1 - Programs & Resources End-to-End Support.....	8
Past Performance #2 - Professional Support Services.....	9
Past Performance #3 - Network Operations Management Branch IT Services	10

Corporate Overview

HunaTek Professional Services (HunaTek) appreciates this opportunity to respond to RFI W15BW9-22-X-TH10 for the Combat Capabilities Development Command - Armaments Center (DEVCOM AC) to provide Administrative Management and General Management Consulting 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 73D83. 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

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
Unique Entity ID:	VLLKTRK4ANF3
Cage Code:	73D83
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

requirement outlined in the government's requirements.

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.

HunaTek is well-suited to support all project and administrative operations and activities, such as: short and long range project operations and schedules; planning of schedules, appointments/meetings; coordinating visitor arrangements, travel arrangements; including Continental United States (CONUS) and Outside Continental United States (OCONUS) travel schedules, status of orders and itineraries, Visas, theater clearances, transportation and accommodations; presentations and briefing arrangements; data entry into web based systems.

Organizational Capability to Address the Government's Requirements

The Contractor shall provide support for all projects and administrative operations and activities which occur in the branch/division under the following labor categories and quantities at Picatinny Arsenal, NJ (with the potential for options at Benet Laboratories at Watervliet Arsenal).

Project Level Administrative Assistant - Personnel that possess the ability to interact with high-level clients as well as maintain confidentiality; perform complex administrative functions which include independent judgment and responsibility; create and produce moderate to complex documents including spreadsheets and presentations; manage multiple tasks, projects and deadlines; as well as assist with special projects. Personnel must have extensive knowledge and experience with Microsoft Office (Word, Excel, Powerpoint and Outlook).

Directorate Administrative Support - These personnel shall have the qualifications to meet all of the above, with additional duties as explained below:

Arrange meetings and conferences and prepare appropriate background material. The Contractor shall provide pre-event planning, on-site coordination, and post-event activities. Pre-event planning shall

include development and distribution of announcements, and creation of the agenda and technical materials. On-site coordination shall include attendee check-in, security coordination, document control, and the presentation of analysis to conference/meeting attendees. Post-event activities shall include developing and distributing conference proceedings (such as agendas, minutes, presentations, attendee roster), lessons learned reports, and After-Action Reviews. Conferences, workshops and meetings shall provide a forum for the dissemination and technical transfer of scientific and technical insights. Provide analysis, financial support and presentations for Programs and lessons learned/risks mitigated at the unclassified level.

Executive Administrative Support: These personnel shall have the qualifications to meet all of the above, with additional duties as explained below:

Contractor shall provide assistance and support for all operations and activities related directly to a Center Headquarters Office (HQ). Support shall include short and long range project operations and schedules, appointments and meetings, Video Tele Conferencing (VTC), coordinating high level visitor arrangements, travel arrangements for Continental United States (CONUS) and Outside Continental United States (OCONUS), preparing presentations and briefing arrangements.

The Contractor shall provide personnel that possess the ability to interact with high-level clients as well as maintain confidentiality; perform complex project and administrative functions which include independent judgment and responsibility, create and produce moderate to complex documents including spreadsheets and presentations, manage multiple tasks, projects and deadlines, as well as assist with special projects.

The Contractor shall assist the center in the collection, distribution and analysis of information regarding costs, personnel, facilities and equipment.

The Contractor shall communicate informative facts to senior level management offices on an as-need basis. These services may include support for Quarterly Reviews and other senior leader meetings by providing personnel with: processes, procedures, related information, or status.

The Contractor shall maintain liaison with numerous support organizations including Acquisition Center, Civilian Personnel Advisory Center (CPAC), Resource Management, and Installation Support Activity (Garrison) to obtain and acquire necessary services.

Staffing Capability

HunaTek continuously performs active recruiting to identify highly qualified and experienced personnel to support customer requirements. We maintain an extensive database of qualified candidates that we pre-qualify to support emerging hiring needs, and we offer a generous employee referral program, which draws qualified, like-minded and highly skilled individuals for employment consideration.

HunaTek recruiting staff maintains a database of hundreds of candidates identified through various sourcing methods and referrals. We use this database to track candidate qualifications (e.g., years of experience, degrees, certifications, level of clearance), desired location for work, salary requirements, and other relevant information gathered during the screening process. This database allows us to maintain relationships with individuals over months — and sometimes years — in cases where the candidate availability is not immediate or there is a long-lead requirement for support. The following outlines HunaTek’s staffing approach.

Step	Staffing Approach
Identify	Identify and understand customer requirements for a position. Apply a hybrid methodology, including employee referrals, job fairs, external recruiters, commercial resume sites, and social media and outreach. Collect qualified candidate resumes for consideration.
Screen	Evaluate candidate resumes and conduct telephone screening to assess skill level, experience, interest and availability. Security clearance and certification levels and expiration dates are verified.
Interview	More in-depth interviews are conducted (face-to-face if possible) to evaluate candidates’ abilities, demeanor, and professionalism to determine if they are a good fit for the specific position.
Verify	Conduct reference and background checks to validate qualifications, dependability and performance.
Place	Negotiate compensation and provide candidate with specific guidance on position requirements.
Train	New hires complete required client and company training during new hire orientation and onboarding.
Supervise and Monitor	Managers provide direct supervision, communicate regularly with personnel assigned to tasks, and monitor performance, communicating frequently with the customer to determine that performance objectives are being met. Employees are formally evaluated on an annual basis.
Retain	We are committed to providing a positive work experience for our employees. Competitive compensation and benefits, generous paid time off and recognition for superior performance are key. Employees are given opportunities for career advancement. Employees are encouraged to identify training, education and additional certifications that will help them grow professionally. They are recognized with spot bonuses related to customer appreciation.

With a constant pool of qualified candidates, HunaTek’s average staffing time for vacancies is two weeks or less. We have the ability to complete instant background checks and our hiring managers are empowered to make instant commitments to qualified employees as long as

compensation requests fall within pre-established ranges for contract labor categories. If an exception is requested, senior management responds within minutes. Highly qualified candidates offer themselves competitively in the labor market. We understand they are likely talking to other prospective employers, so when we want them on our team, we move quickly. The two-week average is driven more by a candidate's need to give notice to current employers and any additional customer vetting that may be required. We respect candidates that insist on giving their current employer reasonable notice. It speaks to our team's professionalism, sense of responsibility, and ethics.

Ability to Attract and Retain Qualified Personnel

HunaTek uses various sourcing methods to draw qualified and diverse applicants, such as employee referrals, subscription services including Clearancejobs.com and, when necessary, the use of external recruiters. We judiciously use social media in our recruiting process, including Facebook, LinkedIn, Glassdoor and Twitter. We have access to an enormous pool of qualified and experienced veterans and military spouses worldwide as a partner in the Office of the Secretary of Defense Military Spouse Employment Partnership (MSEP). We are also associated with MilitaryOneClick.com (MOC), which is a resource website specializing in connecting the Military veteran and spouse community with employment opportunities. MOC is partnered with the White House Joining Forces Program and the US Chamber of Commerce Hiring Our Heroes Program and connects directly with veterans and military spouses seeking employment. Access to this wealth of talent enhances our ability to ensure that positions are filled in a timely manner, reduces the time it takes to replace personnel, and extends our reach to areas in proximity to our client locations. We dedicate hours to networking, searching, and reviewing profiles to locate talented and qualified candidates.

When losing an employee and faced with the need to fill a vacancy on short notice, HunaTek targets a two-week maximum for backfilling the position. We have historically been able to meet this target timeframe in most cases and have had measurable success filling positions CONUS and OCONUS.

Employee referrals are an important part of our process not only because our employees can attest to the capabilities and work ethics of the individuals they refer, but because referrals are a testament to the satisfaction felt by current HunaTek employees. They want technical professionals they respect to come work for their company. We also receive frequent referrals from our customers and prime contractors due in part to our low turn-over rates and high levels of employee satisfaction reflected in our team's performance.

As a general practice, HunaTek tailors the hiring for each effort to the specific needs of the contract or task order. We believe that there are varying levels of individual skill sets, personalities, motivation, and drive required to support this effort. Therefore, our hiring approach

includes tailoring the job descriptions, applications, interviews, follow-ups, and post-hire training appropriately for the specific skills and experience required for each position. Specifically, our job descriptions for each position contain tasking descriptions, certifications, education levels, and years of experience as explicitly called forth in the performance work statement. Our hiring and personnel placement reflect the diverse nature of the requirements within the PWS and the broad range of skills required to accomplish the tasking.

One result of HunaTek's history of providing technical support to various Government agencies is our ability to properly vet candidates for proficiency, personality, and where they best fit in the organization. Our hiring managers, who have decades of combined experience with customer support, from the line worker level through the senior executive manager level, understand "what right looks like" when discussing job duties and performance expectations with prospective employees. Our interviews include standard questions related to common functional administrative processes, as well as scenario-based questions that test each interviewee's knowledge of the discipline as well as their ability to think quickly in a high-pressure situation.

Cleared Personnel

HunaTek understands contract performance requires our team to access classified information up to Top Secret. With years of experience at agencies requiring cleared personnel, we have had access to sensitive cybersecurity, principle protective information, counterintelligence and terrorist threat information, and other classified information. In addition to a current Top Secret facility security clearance, members of the HunaTek team are cleared to access classified information via the Department's ClassNet and the Joint Worldwide Intelligence Communication System (JWICS). 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/OCNUS. 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.

Minimizing Personnel Risk

Our team emphasizes 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. 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: 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 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 to 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.

Track Record of Successful Projects

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.

Past Performance #1 - Programs & Resources End-to-End Support

Programs & Resources End-to-End Support			
Contract Name:	Marine Corps End-to-End Defense Agencies Initiative Support (E2E)		
Contract No.:	M9549-20-F-0031	Prime or Sub	Prime Contractor
Contract Value:	\$23,055,000	Period of Performance:	SEP2020 – SEP2023 (1 year base, 2 option years)
Primary Reference POC:	Maj Peter N. Misyak HQMC P&R, COR Budget Formulation Branch Pentagon Rm 4C349 Phone 703-697-9551 peter.misyak@usmc.mil	Contracting Agency:	MCICOM HQ

Description and Relevance to the Proposed Work: HunaTek is the Prime Contractor for Marine Corps Deputy Commandants (DC) Programs & Resources (P&R) End-to-End (E2E) Defense Agencies Initiative (DAI) Support. HunaTek provides DC P&R business process re-engineering support to six DAI E2E processes. HunaTek is responsible for documenting the E2E business architecture and recommending portfolio policies and practices furthering the Marine Corps' efforts to: (1) improve its audit, risk management, and remediation posture; (2) improve its E2E effectiveness and efficiency; (3) improve its E2E change management; and (4) improve its E2E cost management.

Our team is leading business process re-engineering and change management efforts designed to improve DC's audit, risk management and cost management posture as the Marine Corps undertakes a large-scale system migration from its current financial system to a modern Enterprise Resource Planning (ERP) solution. We provide comprehensive technical support and guidance to aid in the process of using technologies to create new or modify existing USMC business processes, culture, and customer experiences to meet changing business and market requirements to: improve the reliability and accuracy of financial information in support of financial accountability and audit compliance; build traceability and risk awareness, and enable risk-informed decisions; and achieve traceability of decisions in the form of dollars

and outcomes. We are developing the future fiscal coding structures for the new system, incorporating a management accounting structure aligned to projects, tasks, organizations and expenditure types. We also provide consulting services and recommendations to support policy development, portfolio strategy and roadmaps, organizational change management efforts, information and risk management, and dissemination of decisions through drafting Marine Corps Orders (MCO), Marine Corps Bulletins (MCBUL), Marine Administrative Messages and Doctrine.

Past Performance #2 - Professional Support Services

Professional Support Services	
Contract No.:	19AQMM20D0035
Contract Name:	Bureau of Counterterrorism Staff Support
Prime or Sub:	Prime
Contract Officer:	Kelly Wagner, Branch Chief/Sr. Contracting Officer; WagnerKM2@state.gov , 202-531-8157
Contract Specialist:	Donald Bromell, SME, BromellD@state.gov , 703-875-6112
COR/COTR:	Ayanna Gibson, Management Analyst, GibsonAS2@state.gov , 202-634-4605
Contract Type:	IDIQ
Contract Value:	\$22M
Period of Performance:	3/26/2020 – 3/25/2025
Contract Description	

Description and Relevance to the Proposed Work: HunaTek provides a broad range of Professional Support Services to the Department of State’s Bureau of Counterterrorism (CT). HunaTek personnel include office managers to assist with Front Office and general office support, as well as Management Analysts, quite often defined as project coordinators and project analysts to assist in offices that require research, analysis, and coordination of information and materials, as well as Budget Analysts and HR Specialists. As the Prime Contractor HunaTek is responsible for all personnel on the program, to include the quality, management, supervision, equipment, materials required to successfully perform various support services required by CT. This staff intensive program requires the ability to identify, recruit and retain top talent for the CT mission, and rapidly respond to requirements as they emerge. At the end of each year, DOS recognizes employees for their outstanding performance. At the end of 2021, five of HunaTek personnel received recognition for their outstanding support, dedication, and teamwork. Two of the five received the Department of State Award of Excellence, which recognized their substantial contributions to their teams.

Past Performance #3 - Network Operations Management Branch IT Services

Network Operations Management Branch IT Services			
Agency	Department of State / Bureau of Overseas Building Operations		
Title	Network Operations Management Branch IT Services (NOMBIT)		
Contract Number	19AQMM21D0119	Task Order Number	19AQMM21F3450
Contract Type	T&M	Dollar Value	\$24,476,936.96
Award Date	9/9/21	Period of Performance	9/22/2021 - 9/21/2026
Location(s)	Arlington, VA		
Contracting POC	Patrick T. Dermidoff U.S. Department of State Contracting Officer A/OPE/AQM/FDC/MAJ 1701 N. Ft. Myer Drive Arlington, VA 22209 (SA-6) Office: (703) 516-1810 Cell: (202) 531-2669 Email: dermidoffpt@state.gov		
Technical POC	Danilo Stapula Chief Information Officer US. Department of State Bureau of Overseas Buildings Operations M 571 438 5302 StapulaDE@state.gov		

Description and Relevance to the Proposed Work: HunaTek provides support to the Network Operations Management Branch (NOMB) with IT Services providing on-premise and cloud based infrastructure support to the Bureau of Overseas Building Operations (OBO). This includes providing staffing and leadership for a broad range of support that includes overall systems architecture, solutions architecture, network administration, systems administration, systems engineering and DevSecOps programming and security support. HunaTek is responsible for preparing infrastructure, optimizing and backing-up systems, and creating automated VM, OS and applications builds in all OBO system enclaves. The team supports over 40 business applications and the supporting IT infrastructure.