PAST PERFORMANCE

TECHNICAL SERVICES SUPPORT FOR DEBS PROGRAM

1. Contract Number: DOLJ109630970

2. Description and relevance to solicitation requirements:

The Department of Labor (DOL), Office of the Assistant Secretary for Administration and Management (OASAM), Departmental Budget Center requires technical support services to assist in the development, modernization and enhancement of a budget formulation system. Budget formulations within the Department of Labor provide the foundation for the three primary budget submissions each fiscal year; the internal Departmental, the OMB and the President's/Congressional Budget Justification. The data behind the primary budget submissions is the foundation for developing additional submissions throughout the budget cycle. The Departmental E-Budgeting System (DEBS) removes inefficiencies caused by the semi-manual recording processes. Manually entering edits and markups caused confusion and delay in information sharing and resulted in untimely, inconsistent, and even error-prone submissions to key stakeholders, such as OMB and Congress.

Bridging Technologies provided technical support services for a software development effort to shape the to-be cloud solution for the DOL budgeting software. Migrating for an existing documentum platform to a cloud environment. Ensuring the successful scope, implementation, integration, and lifecycle management of DEBS. In this role, Bridging Technologies made certain that the project was delivered on time, within budget, and enhances the operational and management support required by the OASAM. This is a follow on contract award from 2007 for PMO services. Bridging Technologies personnel were instrumental in assisting the client through a successful outreach to stakeholders that resulted in adding more users to DEBS, re-launching the platform as a more agile Shared Services Provider, and securing the Department of Health and Human Services (HHS), National Oceanographic and Atmospheric Administration (NOAA), and Corporation for National and Community Service (CNCS) as clients for the Shared Service Provider pilot program.

Specific Responsibilities

- **Development, enhancement and modernization:** Through client input, Bridging Technologies supported improving DEBS through conceptual analysis, requirements analysis, design assessment, deployment, data modeling, process modeling, screen mockups, testing and implementation, and documentation of the software applications/modules. Creating new sub-systems such as a Congressional tracking system, and numerous other systems that would continue DEBS' move to budget automation.

- **System Integration:** Bridging Technologies automated previously manually entered systems on both the agency and legislative sides of the budgeting process, significantly reducing error and streamlining reporting. These changes allow the client to track and re-allocate funds in real time. Systems included personnel and compensation projections; legislative funding recommendations; and Office of Management and Budget schedules.

- **System Administration:** Bridging Technologies provided on-site support of the DEBS program, requiring synchronization of the DEBS environments to be consistent across all platforms. This included documentum docbase, SQL server database, DEBS application, DBLoader application, Job Manager application, BPI application, and IBM Cognos reporting engines. Our team incorporated into the synchronization process a method by scrambling data to be inconsistent with live production data (random additional values). Using "best practices" system administration across all of the DEBS environments to include, but not limited to: production, staging, test, development, training, and quality assurance.

- **Configuration Management:** Bridging Technologies revamped the existing configuration management policy developed for the DEBS program, to include implementing a data management strategy that addresses archiving, backing up/restore and continuity of operations (COOP) requirements. Bridging Technologies was

required to maintain all system architecture documentation, accurately articulating interdependencies with other internal and external systems.

- **Information Management Services:** Bridging Technologies personnel provided the Department of Labor with helpdesk support, system maintenance, and system development for DEBS. Our specialists were highly professional and skilled in analyzing customer inquiries to determine if issues are user based or system based, guiding users through system features, and solving technical issues. Bridging Technologies also provides user training for each budgeting submission as well as training on select topics to help the user gain optimal use of the system.

Relevance

Bridging Technologies personnel were a critical component in rolling out the DEBS 3.0 platform for all agencies within DOL. This included updating all training material to reflect the new system features and modules. The team worked within a very tightly defined time frame to build the DEBS 3.0 environment from scratch, including securing the operating system using group policy and fully validating all DEBS functionality against the assigned securities. Our DOL client preferred a phased in approach implementation for their cloud migration and we created a custom migration plan tailored to their needs. Bridging Technologies has been successful in integrating new agencies and shared service partners into the system as the program continues to expand as a shared service provider within the budget community.

3. Dollar Value: $20M

4. Period of Performance: 28 September 2010- 27 September 2015

5. Contracting Officer Technical Representative: Matthew Martin • (202) 693-4074 • martin.matthew@dol.gov

PROGRAM MANAGEMENT SERVICES SUPPORT FOR DEBS PROGRAM
1. Contract Number: DOLJ1079625141

2. Description and relevance to solicitation requirements:

Bridging Technologies (BT) provided professional project management and technical support services to ensure the successful scope, implementation, integration, and system life cycle management for the U.S. Department of Labor (DOL), Office of the Assistant Secretary for Administration and Management (OASAM), Departmental Budget Center (DBC), Departmental E-Budget Suite (DEBS).

DEBS removes inefficiencies caused by the semi-manual recording processes. Manually entering edits and markups caused confusion and delay in information sharing and resulted in untimely, inconsistent, and even error-prone submissions to key stakeholders, such as OMB and Congress.

Specific Responsibilities
- Bridging Technologies established and maintained the project management plan, including monitoring and adjusting a work breakdown structure, schedule, and resource requirements to ensure successful ongoing operations of the DEBS program.
- Bridging Technologies prepared a quarterly scorecard comprised of several elements including benefit cost analysis and goal reporting. The findings of this scorecard were presented to the client in various committee meetings. Bridging Technologies also kept track of and reported cost and schedule anomalies to the client.
- Bridging Technologies established, implemented, and participated in several oversight control groups, including the Change Control Policy and Board, and the Executive Sponsorship Committee.
- Bridging Technologies created a comprehensive risk management program for DEBS, which encompassed technical, cost, and schedule risks, as well as material from the 19 OMB specific risk categories.

- Bridging Technologies provided continuous support to the client through streamlining all aspects of project adoption, deployment, and training. We also created and managed all documents and other files related to project continuity. These systems of record are used to assist the client in managing the investment.
- Bridging Technologies introduced a three tiered help desk in order to respond to the system users and provided training, documentation, and control of the system of record repository. Our team maintained a Help Desk that responds to submitted questions and trouble tickets from the system users. Responses include troubleshooting for Tier I/Tier II support to enhance and maintain DEBS staging, development and production environment as well as web parts, workflows, permissions, and other front end issues.

Relevance

This program speaks to Bridging Technologies' budget systems and program management expertise in a highly visible, national effort where there were a large number of stakeholders across the Federal Government. Bridging Technologies personnel assisted the government client in the initial assessment of the software deployment and validation of the deliverables submitted to the government client by the software manufacturer.

3. Dollar Value: $3.8M

4. Period of Performance: 7 March 2007- 22 September 2011

5. Contracting Officer Technical Representative: Matthew Martin • (202) 693-4074 • martin.matthew@dol.gov