Request for Information (RFI) Response for
Managed Service Desk Services

Submission due: October 20, 2022

Submitted to:
DoD AGENCY THE COMMAND at Dahlgren


CORPORATE INFORMATION	
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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
NAICS codes:	541519, 541512, and 541611
Contract Vehicles:	8(a) STARS III; GSA Multiple Award Scheduled (formerly Schedule 70); FAA eFAST
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3.1.1.Describe your approach to staffing and delivering the Service Desk support services for THE COMMAND environment.

HunaTek delivers help desk services (including the use of Remedy, Jira Service Desk and other service support software), asset management, cyber security, and customer support solutions with proven measurable results. To processes, monitor, and respond to trouble tickets within assigned time frames, HunaTek service desk managers capture metrics reporting to the client with continuous improvement in mind. As an early adopter and promoter of the Information Technology Infrastructure Library (ITIL), Six Sigma, and ISO training and certifications,

HunaTek focuses on process management and technology support best practices. Through our work with many DOD and federal agency clients, HunaTek delivers demonstrated help desk quality based on our experience with tools such as Service Now / Remedy, which we find to be the epicenter of successful on-line service. We leverage Service Now / Remedy and other service desk tools to deliver a modern, mobile service desk with an engaging self-service.
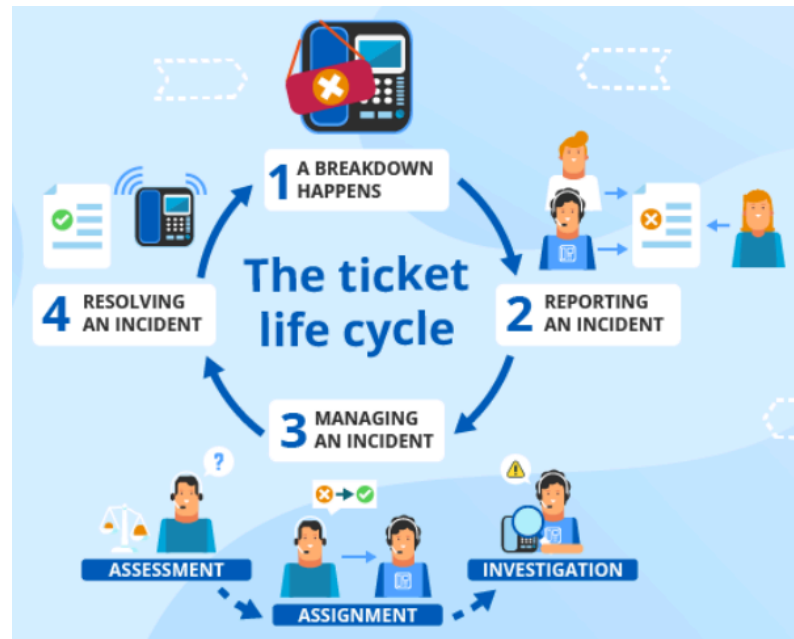
HunaTek leverages process development aligned to IT infrastructure technical engineering, service desk, asset and desk side support. Our engineers and support staff leverage ITIL version 2 and an IT Service Management (ITSM) processes to track individual Configuration Items (CI) in client IT systems. HunaTek is adept at integrating ITIL/ITSM in network and systems administration, as well as complex IT environments. In keeping with quality assurance, we built and maintained a library of reference documents supporting the organization's configuration management (CM) and knowledge management approaches, including: a baseline CM Plan; MilSpec-level Configuration, Change, and Release Management Programs; workflow documentation and process maps for CM, change management, and release management CM processes. HunaTek leverages the lessons learned from our ISO 9001:2015 certification to the benefit of clients.

We staff a service desk using a set of standard operating procedures. We first ask, how many team members do we need on an agent team in Jira Service Desk (as an example) to staff a CONUS/OCONUS service desk? The answer depends on how we leverage automations to eliminate the requirement to hire specialists only. We apply our "matrix management" model to find candidates who are cleared, and have overlapping skills, so they can take on a variety of issues.

We then look at the appropriate ratio of technicians to users. Recent research on ERP Support Staffing Requirements shows a median of 50 users per IT technician role. We then consider the client "pain points." For example, if a main goal is to eliminate waiting times in user support calls, the Erlang C model is a useful method to know how close we are getting to optimum techs-in-seats. This model will predict how likely it is that a customer has to wait in line for a representative to pick up the call. HunaTek also uses a list of different IT support staffing requirements that will impact the size of a global support team. We ask, what are the necessary skills of your customer care representatives? In how many shifts is the team organized and which time zones do they support? Is it a 24/7 model? In how many different languages do customers communicate? Is the support team tiered into different levels? How strict are the Service Level Agreements?

Naturally, the volume of users and tickets will not fluctuate in parallel. Another calculation we consider is based on the number of tickets per technician per month. HunaTek uses this only as a rough starting indicator. Having the right team for the amount of monthly tickets would be enough if tickets arrived in a constant trickle… but that is not typical, in our experience.

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 retains more employees over the long term because we emphasize risk mitigation in avoiding vacant positions. 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

3.1.2. Approach to assessing customer satisfaction/feedback and how that information is used to improve your service processes and procedures.

HunaTek leverages the built-in tools of service desk software to ensure we gt customer feedback through surveys. We then generate a Customer Satisfaction Score, and measure on-going efforts against those scores. HunaTek also uses a Customer Effort Score — a customer-centric approach for understanding the quality of customer service. Here the customer is asked about the amount of effort they had to put to avail the customer service for getting an issue resolved. Alternatively, it is asked if the organization had made it easier for the customer to interact with the customer support team.

HunaTek uses a combination of contextual and personalized automation to scale customer support (with a "Zero Tier" self-service web portal). In one case, our service desk managers analyzed all the conversations in a contact center across all channels, using that to provide granular info on what each agent needed to focus on to reduce their response time. Another

HunaTek value-add: instead of having all inquiries go into a general queue for live chat agents, we leverage an AI-based classification that is able to route each issue to the appropriate bot or human agent that is best able to assist with the issue as quickly as possible.

To ensure we are meeting the government's needs, with regard to customer satisfaction, we will start with dividing ticket volume by the number of tickets that a customer care specialist can process every month. HunaTek then accounts for what our specialists need to know, when do they work, and how they collaborate, based on monthly and quarterly analysis of tickets.

Customer service metrics are the mainstay of KPIs for a service desk, and represent an imperative factor that enables the process of improvement. Methods for measuring customer satisfaction vary across service desk implementations; however, HunaTek has found that the above-stated pointers are the most successful parameters that we use to guide a support team. As the saying goes, "You cannot improve what you don't know." Thus, measuring customer satisfaction at HunaTek is baked into our Quality Assurance process.

3.1.3. Approach to identifying and employing emerging technologies/process improvements to improve service delivery and enhance value.

To find new tools and techniques (not just technology, but how the technology is deployed), we explore and filter. HunaTek consultant find signals in the noise of the emerging technologies that can evolve or revolutionize service processes. Our SMEs follow people on the fringes of technologies to watch social media and conversations with those in the know. These weak signals build into waves over time; by catching them early, HunaTek experts are better able to assess potentially useful tools. We take whatever opportunity we can to connect and ask questions such as, "What's a technology you've heard a lot about, but you don't really get". The frank discussion that follows between HunaTek experts and industry leaders can help expand thinking about what the technology can do and where it might fall flat.

HunaTek prioritizes self-service support. One of the key best practices we employ from our experts is to emphasize the "zero tier." HunaTek's premise is that, when more end users can help themselves solve issues, support agents have fewer tickets to begin with — so they can respond to those more quickly. By expanding our self-service (knowledge base, automated messages) HunaTek has cut down drastically on support tickets. We have also integrated a knowledge base with Service Now and other platforms, and configured them to offer suggested articles to answer end user's questions when they first open a ticket on the web portal.

Another innovative approach HunTek has applied is to use Slack to reduce ticket response time. A lot of DoD operations run 24/7 systems, so adding custom Slack channels or on other instant chat secure platforms as an offering for end users who need instant access to support can decrease issue resolution times while increasing customer satisfaction.

3.1.4. HunaTek ability to meet DISA security requirements of providing the appropriate level of IA Technical (IAT) or IA Management (IAM) certified personnel (I.E., 8570).

HunaTek is well able to meet security requirements for personnel because we understand 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. Depending on the project, HunaTek is also able to setup a candidate for health and psychological screenings through our partner services. 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.

We provide additional value-add to the Service Desk model by maintaining a pool of those with the appropriate clearances. This seasoned team of technologists provide comprehensive IA/IAM support for both classified and unclassified systems, software, and networks. Our analysts and engineers are also experienced in performing both site and stand-alone system accreditations, and hold active TS or other clearances.

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.

3.1.5.Identify previous contracts.

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 (HunaTek Government Solutions)
Contract Value:	$23,055,000
Period of Performance	9/20/2020 – 9/20/2023
Contracting Agency	MCICOM HQ
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

Description: 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 Name:	Bureau of Counterterrorism Staff Support
Contract No.:	19AQMM20D0035
Prime or Sub	Prime (HunaTek Government Solutions)
Contract Value:	$22,000,000
Period of Performance	3/26/2020 – 3/25/2025
Contracting Agency	U.S. Dept. of State
Primary Reference POC:	Kelly Wagner, Branch Chief/Sr. Contracting Officer; WagnerKM2@state.gov | 202-531-8157 Donald Bromell, SME, BromellD@state.gov | 703-875-6112 COR/COTR: Ayanna Gibson, Management Analyst, GibsonAS2@state.gov | 202-634-4605

Description: 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 2021, five of HunaTek personnel received recognition for their outstanding support, dedication, and teamwork; two of the five received the DOS Award of Excellence.

Past Performance #3 - Network Operations Management Branch IT Services

Professional Support Services	
Contract Name:	Bureau of Counterterrorism Staff Support
Contract No.:	19AQMM20D0035

Prime or Sub	Prime (HunaTek Government Solutions)
Contract Value:	$22,000,000
Period of Performance	3/26/2020 – 3/25/2025
Contracting Agency	U.S. Dept. of State
Primary Reference POC:	Kelly Wagner, Branch Chief/Sr. Contracting Officer; WagnerKM2@state.gov | 202-531-8157 Donald Bromell, SME, BromellD@state.gov | 703-875-6112 COR/COTR: Ayanna Gibson, Management Analyst, GibsonAS2@state.gov | 202-634-4605

Description: 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.