**mainAttachment J-20**

**Relevant Experience Project (REP) Form (Application Development)**

This attachment is in support of the Evolve Solicitation

Refer to Section L, Instructions to Offerors for further information

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| **REP PROJECT EXPERIENCE #:** Three | |
| **Project Title:**  Enforcement Systems Operations and MainteOnance (O&M) Support Services | **Offeror Name:**  Prime Contractor for this REP is Harmonia. Harmonia is the mentor of the SBA-approved Mentor Protégé RCHP LLC JV. As per SBA rules, the past performance/experience of the JV member inures to the benefit of the JV and this qualifies as a Prime Contractor Past Performance. |
| **Contract Number:** W52P1J18DA062 | **Order Number(s) (if applicable):** 70CTD021FR0000226 |
| **Agency or Customer:** Department of Homeland Security (DHS) U.S. Immigration and Customs Enforcement (ICE) | |
| **Name of Contracting Officer or Corporate Representative:** Michelle Brooks | **Title:**  Contracting Officer |
| **Phone:** 202-731-6925 | **E-Mail:** Michelle.Brooks@ice.dhs.gov |
| **City(ies) and State(s), or Countries if International, Where On-Site Performance Occurred. *Does not include TDY, remote or teleworking employees* (list all):**  The headquarters is in Washington, DC; Southwest Border. | **List Each Distinct Federal Agency Supported for this Project (Name and Funding Agency ID)**    U.S. ICE; 7012 |
| **Countries Where On-Site Performance Occurred in a High Threat Area *Does not include TDY, remote or teleworking employees* (list all):** Not applicable. | **List Each Agency-Wide support effort included and/or work across more than one Bureau, Program Office, or Organization within an Agency/Customer Entity**  ICE Enforcement and Removal Operations (ERO) division supports multiple applications that that interface with other DHS and Law Enforcement branches, such as Customs and Border Protection (CBP), Cybersecurity and Infrastructure Security Agency (CISA), Federal Bureau of Investigation |
| **Do you have a CPARs for this project?**  Yes  No | |

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| **RELEVANCY** | |
| **Offeror’s Role on Contract:**  Prime  1st -tier Subcontractor (this selection is only for small business concerns) | **If work was performed as a subcontractor, does the subcontract specify the work in support of the relevant experience area?**  Yes  N/A. Prime Contract  No (project does not meet minimum criteria) |
| **Project Status:**  Project is ongoing  Project is completed | **Period of Performance**  **Project Start Date:** 02/01/2022  **Date of Completion:** 01/31/2027 |

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| **SIZE** | |
| **Project Labor Total Estimated Value inclusive of all options (ODCs and Indirects may not be included):**  $71,859,231.6 | **Final Labor Amount Invoiced or Amount Invoiced to Date (ODCs and Indirects may not be included):**  $12,704,589.02 |
| **Total Directly Billable FTE Count:** 111 FTEs | |

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| **COMPLEXITY** |
| **Location(s) of Work (Country, State or Province):**  The headquarters is in Washington, DC; Southwest Border |
| **Bureau(s)/Program Office(s)/Organization(s) within the agency this work covers:**  ICE Enforcement and Removal Operations (ERO) division supports multiple applications that that interface with other DHS and Law Enforcement branches, such as Customs and Boarder Protection (CBP), Cybersecurity and Infrastructure Security Agency (CISA), Federal Bureau of Investigation |

**SCOPE – SECTION I**

Please indicate which of the following capabilities this REP description addresses (more than one can be indicated, if applicable).

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| **Sub-Capability Area** | **Primary Objective** | **Covered in this Project? (Y/N)** |
| System Management and Configuration Changes | Manage the technical system, including sub-components and supporting technologies, to ensure overall system reliability, flexibility, and availability with minimal disruptions to service. | Y |
| Security and Contingency Planning, Preparation, and Operations | Develop, maintain, and test appropriate security and contingency plans to comply with relevant policies, directives, and industry best practices for securing developed applications. | Y |
| User Experience Design | Manage and conduct all activities necessary to identify customer and user requirements and design solutions using a human-centered design approach. | Y |
| Development | Manage prioritization of requirements across the system, and continuously manage and perform the necessary development activities using an agile and integrated approach that maximizes proposed productivity measures. | Y |
| Testing | Develop, conduct, integrate and manage all testing needed to ensure production-ready development. | Y |
| Release Management | Manage the technical release of features throughout the development lifecycle. | Y |
| Database, Mainframe, Middleware | Operate and maintain distributed and mainframe databases and middleware systems as well as include DBMS software and tools. | Y |

**SCOPE – SECTION II**

***This section may not exceed a total of two (2) pages when completed***. Any narrative exceeding this length will not be considered. Use Times New Roman font, no smaller than 11 points.

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| **Please provide a description of the relevant project. Be clear and concise. Highlight experience as it pertains to service areas and capabilities identified in Section I above.** |
| We provide Agile Software Development support for operations and maintenance (O&M) and modernization of six user-centric (both for Border Agents and aliens tracked) mission-critical enterprise-level ICE Enforcement Systems. We provide oversight of the execution of Agile and DevSecOps-based requirements analysis, architecture modernization, code development, testing, configuration, deployment, administration, monitoring, and maintenance of each business segment of Enforcement Systems. We apply DevSecOps for faster deployments without taking the system down for many production updates.  **System Management and Configuration Changes:** Hardware or software configuration changes, to the ICE ERO IT systems/applications, follow strict processes in accordance with ICE’s configuration management policy. Our multi-functional staff works as QA testers and Release Managers, working with the ICE Office of Chief Information Security Officer (OCISO) for awareness and involvement of all configuration changes to the IT environment including systems, software, infrastructure architecture, infrastructure assets, and end user assets. The OCISO reviews that all defined security requirements have been met for approval for that change to be executed into the production environments.  **Security and Contingency Planning, Preparation, and Operations:** We ensure systems remain secure and maintain security posture throughout the lifecycle of the IT systems/applications recertification and reaccreditation/reauthorization. The reauthorization process may involve testing/assessment of all or some of the DHS 4300A policies/requirements and NIST 800-53 controls (including vulnerability scans). We develop, maintain and provide all support necessary to complete testing/assessment, including annual ICE failover testing. We certify the IT systems/applications supported are fully functional and operate correctly as intended on systems using the Federal Desktop Core Configuration (FDCC) and US Government Configuration Baseline (USGCB). We ensure standard installation, operation, maintenance, updates, and/or patching of software does not alter configuration settings from approved FDCC/USGCB configuration and remain compliant with policies and guidelines. We follow OMB memorandum 07-18 and use Security Content Automation Protocol (SCAP) validated tools with FDCC/USGCB Scanner capability to certify products operate correctly with FDCC/USGCB configurations and do not alter FDCC/USGCB settings.  **User Experience Design:** We design user friendly, intuitive, customer-centric web applications for Border applications using a human-centered design approach. We apply DHS and ICE standards and guidance for the UI design to be 508 compliant. Prior to production updates to any UI, the applications go through review with the ICE DHS Quality Assurance (QA) group as a final confirmation of compliance, including 508. Almost all information that we display (and must protect) is PII regarding processing, handling, and communication of aliens. The nature of the user interfaces enables Agents and others to input, review and, when authorized, modify information at different points in time, and ensure the information is consistently maintained in the database. As part of our discovery process to identify customer and user requirements and properly elucidating the correct business processes within ICE we employ Sequence, data flow, and business process workflow diagrams as part of our requirements analysis for the UX. Our work supports producing innovative optimized electronic content UX/interactions which properly balance creativity along with records policy and implementation suitability parameters and considerations.  **Development:** We continuously manage and perform the necessary development activities using an agile and integrated approach manage for fast paced and data driven projects for both O&M and modernization of the SW Border application portfolio in response to the dynamic nature and growth in border crossing activities, following strict timelines to release updates to production. We apply Agile/Scrumban ‒ a hybrid of Scrum & Kanban ‒ across six teams with three scrum masters to manage unplannable corrective (e.g., break-fix) and preventive (e.g., zero-day patching) maintenance, and planned (timeboxed) enhancement work, allowing for a high degree of flexibility and responsiveness for changing priorities. We complete all on-demand work before completing the sprint. We pull from the next highest priority item in the single integrated backlog we created for all O&M work according to the defined work in progress (WIP) limits.  **Testing:** We develop, conduct, integrate and manage all testing needed to ensure production-ready development through our lean Agile test automation methodology by applying whole-team testing; continuous testing; combining Test-Driven Development (TDD) with in-sprint Behavior Driven Development (BDD) testing to identify system-level defects, from a business flow level; Acceptance Test Driven Development (ATDD) to ensure that software behavior, at story and feature levels, meets customer/user expectation; create reusable version-controlled test automation scripts and test environment provisioning scripts using infrastructure as Code (IaC); and cross-system testing, including upstream and downstream systems, testing middle tier (asynchronous) services, testing business processes, business rules, and business flows. As a part of the definition of done, stories cannot be closed until all functionality is met as described in the acceptance criteria, all unit tests are written as passed, code has been peer reviewed, and an automated functional test has been written for every acceptance criterion. This mandatory step empowers the government and development team by enabling them to run automated regression testing at any point ensuring newly added functionality doesn’t break existing functionality, meaning manual regression testing rarely finds defects and can be completed quicky and efficiently to ensure quality and on time releases.  **Release Management**: Frequent releases allow us to deliver reliable and predictable increments of business value to the customer throughout the development lifecycle, leveraging state-of-the-art CI/CD DevSecOps automation to establish a harmonic cadence to synchronize release schedules with business schedule and planning cycles. Release of code maintenance user stories will normally occur at sprint completion (except for break-fixes); the release will be in the form of a fully tested and deployable release (even if there is no plan to deploy to production). Each release includes a build package comprising all artifacts.  **Database, Mainframe, Middleware:** We provide database and interface artifacts to include the following: Data Model-An entity relationship model of the databases and views, including color coding to depict functional categorization, grouping by application, tables and column names, primary key/foreign key relationships, data types, and size limitations; Data Asset Catalog- Inventory of services, interfaces, source/destination, functionality, business contacts, triggers and associated business rules, indexes, stored procedures; Data Management Plan-Continually improve the use and management of data assets, i.e., assessments of evolving technology trends and their potential benefit in implementation (e.g. PostgreSQL DB, Dynamo DB, data quality, search and storage, alternative database technologies); Oracle and PostgresSQL Database (major and maintenance releases); DB support for developing database queries, batch jobs, and stored procedures with Procedural Language/Structured Query Language (PL/SQL) and Not Only SQL (NoSQL), Data Marts, Database Services and integration; Database Security Scans (authenticated/unauthenticated) to identify potential database security vulnerabilities, such as SQL injection, excessive user and group privileges, unpatched databases, default/missing passwords and other database related vulnerabilities/issues; Tier 2/3, patching, account creation/database access, and Data fixes. |
| **Provide a summary of performance results achieved, to include any applicable SLAs/Performance standards.** |
| Seamless transition support services from 2/2022 – 4/2022. Included hiring, clearing and staffing of more than 100 staff for full O&M and custom applications support. Between 5/2022 – 12/2022 we maintained staffing levels at 96%, completed several software migrations and upgrades, completed approximately 9,400 JIRA Tickets / 13,400 Story Points, completed 130 releases, and supported a total of 15 outages (partial or full/ planned & unplanned), as well as all O&M and Tier 2/3 support activities. |
| **Describe the nature of your customer on this contract. How is your customer similar to the Department of State, or if not similar, how is your experience with this customer relevant to Evolve?** |
| The nature of the DHS customer is to ensure the safety and security of our borders while managing a safe, orderly, and humane immigration system. Immigration enforcement includes work within the country’s interior as well as at the border including partnerships with CBP, U.S. Citizenship and Immigration Services, and ICE assets. The work at the DHS is similar to DOS in that they both advise and report to the President, Senior Executives, and Congress on foreign policy issues and processing travel-related authorization applications for immigrations. They differ in that the DOS supports U.S. citizens, and DHS supports the immigration and naturalization for aliens and non-citizens. The work between these two departments overlaps for DHS specifically for processing immigration applications for non-citizen Visa holders to obtain work permits, Social Security Number, and U.S. Passports (fiancé, spouse, refugee, etc.). The IT applications both support public accessible web applications with highly secured data processing and storage of PII/PIA sensitive data in databases and record systems. |

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| **VERIFICATION DOCUMENT(S) PROVIDED** |
| \*Note:  Sensitive or Classified Information May be Redacted.  FPDS-NG Report  Standard Form (SF) 1449 – Solicitation/Contract/Order for Commercial Items – (Block 17a identifies the Prime Contractor, Block 9 identifies the U.S. Federal Government Agency, Block 3 identifies the Award/Effective Date, and Block 31c. identifies the date the Contracting Officer signed).  SF26 – Award/Contract – (Block 7 identifies the Prime Contractor, Block 5 identifies the U.S. Federal Government Agency, Block 3 identifies the Effective date, and Block 20C identifies the date the Contracting Officer signed).  SF33 – Solicitation, Offer, and Award – (Block 15A identifies the Prime Contractor, Block 7 identifies the U.S. Federal Government Agency, and Block 28 identifies the date the Contracting Officer awarded/signed).  Department of Defense (DD) 1155 – Order for Supplies or Services (Block 9 identifies the Prime Contractor, Block 6 identifies the U.S. Federal Government Agency, Block 3 identifies the date of Order, and Block 24 identifies the Contracting Officer signature)  GSA Form 300 – Order for Supplies and Services (Block 6 identifies the Prime Contractor, Block 10 identifies the U.S. Federal Government Agency, Block 1 identifies the Date of Order, and Block 26C identifies the date the Contracting Officer signed)  Other Official Government Award Form not identified above (Must explicitly identify the Contractor, Government Agency, Order Number, Dollar Value, and the date the Contracting Officer awarded/signed).  Non-Government Award Form (Must explicitly identify the Contractor, Non-Government Customer, Dollar Value, and the date the customer awarded/signed).  Copy of Contract Statement of Work - The Statement of Work (SOW), or Performance Work Statement (PWS), from the contract that describes the general scope, nature, complexity, and purpose of the supplies or services the customer acquired under the contract.  Other; Explain: FTE Initial Validation |