## DHS ICE Enforcement Systems Operations and Maintenance

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| Contract Reference #1: | |
| Reference Name (Government Agency / Company Name) | Department of Homeland Security (DHS), Immigration and Customs Enforcement (ICE), Office of the Chief Information Officer (OCIO), Enforcement and Removal Operations (ERO) |
| Company Name and role on SEVIS O&M: | Harmonia Holdings Group, LLC (Harmonia); JV member of Ekagra; Prime offeror on SEVIS O&M |
| Approximate Dollar value of work Company would be responsible for performing or managing on SEVIS O&M | Ekagra will perform 80% of the work (approximately $48 million) on the SEVIS O&M contract. (See JV language found in the cover letter of this proposal regarding Harmonia’s relationship with Ekagra). |
| Project Title: | Enforcement Systems O&M Support |
| Contract/Task Order (TO) Number: | W52P1J-18-D-A062/ 70CTD021FR0000226/ |
| Percentage of work performed: | Harmonia (Ekagra JV member) performs 70% of the work on this contract. |
| Prime or Subcontractor on referenced project: | Prime |
| Contract/TO Type: | FFP and T&M |
| Contract/TO Dollar Value (inclusive of options): | $75,335,658.63 |
| Contract/TO Period of Performance Dates: | 2/1/2022 - 1/31/2027 |
| Government/Company Point of Contact (Name/Title/Phone/Email) | Patrick Lewis, Supervisory IT Specialist ERO SDD - ESOMSS Contract ITPM, 571-236-0761, Patrick.Lewis@ice.dhs.gov |
| Identify the turnover rate and whether adequate staffing was maintained consistently throughout the project. Describe how you mitigated key personnel vacancies and/or cross trained cleared resources in key personnel roles. | Beginning with the last quarter of the contract’s base year and through the current quarter of our second Option Year (OY2), we have successfully provided 100% staffing for 80 IT positions, delivering systems architecting, design, and engineering services. Our turnover rates—16.5% (base year), 25% (OY1), and 4% (OY2)—primarily reflect the **fluctuation in funding for the Special Projects** and, our ongoing effort to replace low-performing individuals with high performers who can improve team velocity and code quality. We experienced key personnel (KP) turnover with minimal to no impact on our ability to deliver. We accomplished this by proactively conducting succession planning, facilitating cross-training and knowledge sharing, maintaining a bench of highly qualified cleared individuals, and continuously recruiting to backfill any key personnel vacancies. We have been very successful in having a KP replacement in place and fully trained prior to a KP departure. In a few cases, we mitigated any loss of institutional knowledge and ensured smooth continuity of operations, by retaining the departing KPs for some additional period to ensure all knowledge transfer was successfully completed. |
| **Description of Work Performed** | |
| We provide Agile software development support services for the operations and maintenance (O&M) and modernization of 6 user-centered, mission-critical enterprise ICE Enforcement Systems hosted within the Amazon Web Services (AWS) GovCloud East and West (most applications are FISMA High). We support 7900+ Law Enforcement Officers and ERO employee users in 200 domestic and 25 overseas locations. The applications we support use Biometrics as the primary identification means during the booking process, for reduced errors with person and encounter linking. To receive consistent reporting information, we are redesigning an event-centric processing model that uses events from the initial subject encounter and significant manipulation of database outputs.  We also support modernization of 5 infrastructure CI/CD pipelines, 6 major IT systems, 40 named applications, many services, RESTful APIs, tools, peripheral data input devices, and the most crucial databases managing shared law enforcement information (in transit and at rest) shared with DHS components, other federal agencies, and federal, state, local, tribal law enforcement entities. We apply Lean-Agile and DevSecOps-based practices to support modernize, enhance, operate and maintain each Enforcement Systems business segment. The applications are used by ICE agents to manage law enforcement activities including booking, case management, bonds management, logistics, and transportation of legal or illegal non-citizen aliens. | |

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| Question | Y/N | If Yes, provide narrative explanation |
| 1. Does the project involve supporting a web-based application that is used by Government users to carry out their review/oversight/adjudication responsibilities for the record? | Y | We provide modernization, enhancement, and ongoing O&M services for 40 web-based applications, mobile tools, and web services utilized by the ICE ERO agents to carry out their daily review, oversight, and adjudication of records involving identification, booking, case management, logistics and bonds management of aliens, non-citizen individuals, families, and children. We leverage a variety of AWS GovCloud FedRAMP services and open-source technologies to enhance and modernize these applications in compliance with the DHS Enterprise Architecture policy directives. |
| 2. Does the project involve supporting a web-based application that is used by public users representing a business or foreign national to carry out their legal reporting responsibilities which include creating and updating a record in the system? | Y | We maintain the Online Detainee Locator Systems (ODLS), a public-facing web application used to search for foreign nationals who may be in ICE custody using the subject’s A-Number, name, and /or country of birth. ODLS provides up-to-date information on detainee’s status (e.g., In-Custody), the detention facility name, address, phone number where the subject may be held in custody. ODLS also offers translation capabilities for several languages including Arabic, Creole, French, Mandarin, Portuguese, Russian, Somali, Spanish, Turkish, etc.). We are responsible for maintaining the accuracy and currency of the ODLS reporting data ensuring that detainees’ status records and detention center information is continuously being updated. In addition to ODLS, we maintain several other applications used by the ICE ERO law enforcement employees to communicate and process records with 100 federal, state, local, and tribal law enforcement agencies as well as world-wide law enforcement organization (e.g., EUROPOL). |
| 3. Does the project involve a web-based application collecting and sharing data with other federal agencies about organizations, individuals and/or goods to track compliance with immigration or other laws in support of law enforcement and/or national security? | Y | The web-based applications we maintain handle immigration data for illegal aliens, non-law-abiding immigrants, and non-immigrants throughout the immigration lifecycle. These applications also exchange encounters, bookings, detentions data with SEVIS and select USCIS systems. All these applications must comply with rules, regulations, and directives governing ICE operations e.g., 8 C.F.R. § 287.7 arising from the DHS Secretary's power under the Immigration and Nationality Act § 103(a)(3), 8 U.S.C. 1103(a)(3)). |
| 4. Does the project involve providing 24/7/365 application support and outage support? What was the performance record in achieving availability of the application? | Y | We support 24/7/365 outage recovery for all enforcement systems, restoring systems to full operational capability. We deliver Tier 2/3 break-fix solutions for all ERO systems, applications, databases, network interfaces, and web services. We meet 100% of the required Tier 2/3 SLAs including response time, escalation rate, resolution and restoration time and rate. Our recovery rate is less than 30 minutes during business hours and less than one (1) hour during afterhours and on weekends. We have significantly reduced the number of unplanned outages to no more than one (1) per month for all the applications in our care. We provide weekly and monthly production outage reports detailing findings from root cause analysis performed after each outage along with lessons learned and recommendation on how to prevent or significantly minimize such occurrences. We document and share findings on outages in non-production environments to better understand and minimize their impact on teams’ velocity and ability to meet key development milestones. |
| 5. Does the project involve experience with automated deployment strategy? | Y | We provide automated deployment capabilities leveraging templatized, streamlined Continuous Integration/ Continuous Deployment (CI/CD) pipelines, application containerization where applicable, and blue/green strategy to deliver zero-downtime deployments. Our CI/CD pipelines incorporate integrated security code and container scanning, and end-to-end monitoring and observability capabilities. To obtain Team Managed Deployments (TMD) certification, we create and maintain detailed architecture and design documentations for applications, systems, web services, processes, and procedures resulting in efficient and streamlined deployment without negatively impacting production applications. TMD practices allow us to deliver transformative digital services by incorporating field operators’ needs and/or feedback, in a matter of weeks, followed by continued evolution and improvement of the baseline application to better serve the needs of the field operators. |
| 6. Does the project build RESTful Application Programming Interfaces (APIs)? | Y | We developed and currently maintain APIs for 12+ RESTful services. The applications we maintain also interface with ICE and DHS systems, and consume events, RESTful APIs, and SOAP service endpoints published by these systems. They also exchange data with trusted law enforcement partners’ systems. Our event-first modernization architecture, leveraging AWS EventBridge and Kinesis data streaming service, has allowed for ERO applications to be quickly adapted to the changing Southwest Border (SWB) requirements and regulations quickly integrate with other DHS systems via published APIs and event streams. |
| 7. Does the project involve facilitating data exchange between government and external non-government systems? | N | We do not support data exchange between ERO and commercial systems. We do support data exchange between ERO systems and federal, state, local, tribal, certain international law enforcement agencies, as well as non-governmental organizations charged with facilitation of legal representation, or vendors providing operational support services for detention facilities, or transportation services, etc. |
| 8. Does the project involve data standards and real-time syncing of data between interfaces? | Y | We implement the data standards and an automated real-time data synchronization capability between ICE EID database and DHS Collibra Data Governance Center (CDGC) database. We received an award, from CDGC, for our design, implementation, and continued enhancements of the EID-Data Synchronization Services (EID-DSS). EID-DSS synchronizes EID production data with the authoritative DHS reference data assets, thus eliminating the need for error-prone manual data synchronization efforts. EID -DSS provides up-to-date, consistent, reliable, standardized data to systems and users in real-time, making standardized data easily available and shareable. This has been particularly valuable in dealing with the SWB crises where new detention facilities are being added on a daily basis and processing and addition of new standardized reference data and lookup tables were fully automated. |
| 9. Does the project involve solutioning multi-factor authentication (MFA) for an application that requires public users to access, as well as government users who are required to authenticate, via Single Sign On (SSO)? | N | Our public-facing search application does not require MFA; however, we have implemented MFA functionality for trusted ICE partners including external agencies and foreign international trusted partners so that they can access approved ERO applications. We provide SSO for internal and trusted external users using PIV, FIDO, AppAuth, and x509 protocols. |
| 10. Does the project involve containerizing a legacy system? | Y | We are modernizing and containerizing legacy applications (EARM-NG, eTD-NG) utilizing AWS Elastic Container Service (ECS) and Docker technology. The EARM-NG application is the largest and most complex application supported by our team and integrates with a dozen other applications and services. We containerize all new applications and services (e.g., LOCATE-NG, eRAP/A-File, EID-DSS, Secure Docket, AMS, EAGLE Web, EARM-NG, CHIS-NG, eTD-NG, ANI/ANV, EOIR Doc Validation, and all other microapp initiatives) and deploy them in separate pods to simplify production support and troubleshooting. |
| 11. Does the project involve providing role-based management solutions? | Y | We provide role-based management solutions using OKTA for centralized Identity Credential and Access Management (ICAM), and support authentication using PIV, FIDO, AppAuth and x509 protocols. Using our Identity Management Module (IMM), internal privileged users can request additional roles within or across ERO systems subject to approval by ICE ERO leadership. IT staff and developers can request additional roles to complete tasks consistent with the least privileged principle (e.g., production issue verification and/or troubleshooting, smoke testing, etc.) |
| 12. Does the project involve supporting cloud migrations? Does the project involve Commercial to Gov Cloud migration (preferred)? | N | All ICE ERO applications reside in the AWS GovCloud. |
| 13. Does the project involve resolving Plan of Action and Milestones (POA&Ms)? | Y | We track and resolve all POA&Ms for legacy or modernized systems; for new/modernized applications, we immediately resolve any vulnerability discovered in the automated scanning process. We have resolved 100 POA&Ms in the legacy applications and provide monthly POA&M status report to the ICE ITPMs/ISSOs, itemizing each POA&M, tracking its expiration date and managing waivers. |
| 14. Does the project use an Agile development methodology? Is the agile methodology the same as the methodology proposed for this procurement? | Y | We follow a combination of Scrum and Kanban methods substantially similar to the approach proposed for this procurement. We use Scrum for planned, timeboxed development tasks (e.g. Special Projects with defined scope and schedule) and Kanban for ongoing Tier 2/3, DevSecOps, and enhancements work. We apply Lean-Agile principles to eliminate waste, include quality assurance practices into every aspect of development, implement continuous feedback loop to gather insights from product owners and stakeholders and to deliver value to customers. Two of our O&M teams have been assessed at **ICE Agile Maturity Level 4 (ML4)** where no prior vendor had achieved this. We are also requesting for our new development (non-O&M) team to be assessed for ML4, where assessment is currently limited to O&M teams. |