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| Relevant Experience Example 1: DHS ICE ERO ESOMSS | | | |
| **a. Reference Name (Company or Entity):** Harmonia Holdings Group, LLC (Harmonia) | | | |
| **b. Program Title:** Enforcement Systems Operations and Maintenance Support Services (ESOMSS) | | | |
| **c. Contracting Agency:** Immigration and Customs Enforcement (ICE) Enforcement & Removal Operations (ERO) | | | |
| **d. Contract Number/Task Order Number:** W52P1J18DA062 / 70CTD021FR0000226 | | | |
| **e. Description of the technical components of the work and rationale supporting the assertion of relevance:** The ESOMSS contract has a total of 5 DevSecOps teams made up of 13 FTEs per team. 2 of the DevSecOps teams also support Special R&D projects along with developing various applications within ICE’s AWS environment. We also manage and support ICE ERO’s highly complex central database that integrates all ICE applications with DHS components, other Federal, State, and local law enforcement, facilities, courts, and other applicable entities. We provide Agile Software development, modernization, enhancement (DME) and O&M support of 6 user-centric, mission-critical enterprise ICE Enforcement Systems (with more than 40 named applications within the 6 enterprise systems) operated within AWS GovCloud East and West (most applications are Federal Information Security Modernization Act [FISMA] High). We support 7.9k 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 to reduce 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 are modernizing the EAGLE and Notice to Appear (NTA) systems that use biometric data – including ICE’s most crucial database, the Enforcement Integrated Database (EID) which is also a DHS-shared repository. This tool provides a person-centric data view in Alien Files and uses Biometric Identity Management to accurately link records to people. We integrate with multiple biometric exchanges: Integrated Automated Fingerprint Identification System (IAFIS), Automated Biometric Identification System (ABIS), National Crime Information Center (NCIC), and National Law Enforcement Telecommunications System (NLETS).  We provide support for more than 35-40 Applications (modernizations in progress/planned) including Tier 2/3 Helpdesk support, oversight of the execution of Agile and DevSecOps-based requirements analysis, architecture modernization, code development, testing, configuration and change management, deployment, administration, monitoring, and maintenance of each business segment of Enforcement Systems. We apply DevSecOps for faster deployments without taking the system down for production updates.  We provided seamless transition support from 2/2022 – 4/2022, to include hiring and clearing of more than 100 full-time staff members for full O&M and custom applications support. Between 5/2022 – 1/31/2023 (end of base year), we maintained staffing levels at 96%, completed several software migrations and upgrades, completed approximately 9,400 JIRA Tickets/13,400 Story Points, 130 releases, and supported a total of 15 outages (partial or full/ planned & unplanned); and performed all O&M and Tier 2/3 support activities. | | | |
| **f. A description of the portions of work performed by the offering contractor as a prime (including dollar value percentage of work) or the portions it performed as a major subcontractor to other firms (including dollar value percentage of work performed):** Harmonia (prime) employees and subcontractors performed 100% of the work on the contract. Harmonia and its subcontractors perform as a unified team to support our customers' mission critical needs. To date, approximately 40% of the contract has been delivered as complete. | | | |
| **g. Total Number of FTEs:** 81 FTEs | | | |
| **h. Total Number of FTEs that are US Citizens:** 81 (All FTEs on the contract are US Citizens) | | | |
| **i. A description of problems encountered on the contract/task order, the offering contractor’s corrective actions, and the impact of the corrective actions:** ICE ERO’s security clearance backlog was causing massive delays in staffing. Harmonia established a "bench of qualified candidates" and was able to exceed staffing levels and help speed up the clearance process through clearance checklist guidance and follow-up with new hires, weekly reporting with the COR on the status of all staff in clearance, requesting expedited clearance when possible, and only hiring new staff who qualify for DHS clearance transfer or reciprocity. We also utilize succession planning to train and promote staff within the company to retain talent and continuously improve the knowledge, skills, and abilities of our team. We also inherited incomplete research and development environments that required the rebuilding and expansion of the entire infrastructure pipelines. In Option Year 1 (OYI), Our team rebuilt and expanded the entire infrastructure pipelines for efficient and effective internal testing, User Acceptance Testing (UAT), and future build of automated testing. We also had to overcome minimal to no documentation, due to the incumbents lack of documentation and performance, about the environments and applications, which required extensive time and effort to accurately (backward engineer) and document the environments, CI/CD pipelines, and each application with meticulous details for each screen, data fields, types, elements, functions, sequence/workflows, entity relationships, services, SSL Certificates/expiration dates, and many SOPs necessary to support the O&M, enhancements and new application development. By Base Year end, Harmonia created more documentation than the incumbent had created in over 10 years prior by comparison. We shared all documentation via Confluence. | | | |
| **j. Type of Contract:** Hybrid (Time and Materials (T&M) and Firm-Fixed Price (FFP)) | | **k. Period of Performance:** 02/01/2022 – 01/31/2027 | |
| **l. Original Contract Dollar Value:** $72,161,358.32; **Current/Actual Dollar Obligated:** $40,795,288.70 | | | |
| **m. Actual Contract(s) Start and Completion Dates:** 02/01/2022 – 01/31/2027 (schedule to be completed) | | | |
| **n. Contract names, address, telephone numbers, fax numbers and email address of current or last (if contract is completed) Government or commercial Program Director/Manager and/or Contract Manager:** | Program Manager (PM): Kapilesh “Bobby” Jerath  Address: 800 I Street, Washington, D.C. 20536  Telephone Number: 202-732-7336 E-mail Address: [Kapilesh.Jerath@ice.dhs.gov](mailto:Kapilesh.Jerath@ice.dhs.gov) | | Contracting Officer: Michelle Brooks Address: 800 I Street, Washington, D.C. 20536  Telephone Number: 202-731-6955  Email: [Michelle.Brooks@ice.dhs.gov](mailto:Michelle.Brooks@ice.dhs.gov) |