## Reference 1: DHS, U.S. Immigration and Customs Enforcement (ICE)

*Harmonia (prime on contract # W52P1J18DA062, order #* *70CTD021FR0000226) is a Joint Venture (JV) member of an SBA-approved Mentor-Protégé JV, Ekagra Partners, LLC, which is the managing member of the Offeror, EKR. In accordance with SBA rules (13 C.F.R. §125.8(e)), a procuring activity must consider work done by each JV partner in evaluating JV past performance and hence this serves as a prime past performance reference for EKR CTA partner Ekagra.*

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### Addendum to the Past Performance Rating Form (3 Pages), DHS ICE

**Rationale supporting the assertion of relevance for this reference:**

**Scope Description.** As Prime,we maintain, operate, and enhance more than 40 mission-critical named applications across 6 ICE Enforcement and Removal Operations (ERO) systems hosted in the Amazon Web Service (AWS) GovCloud East and West regions. The ICE ERO systems play a pivotal role enabling a variety of law enforcement scenarios including terrorism and/or emergency response or dealing with public health-related incidents. The majority of these systems are classified as FISMA High, except for those handling sensitive Controlled Unclassified Information (CUI) such as Personally Identifiable Information (PII) or Protected Health Information (PHI) which are classified as FISMA Moderate. We also manage and maintain the ICE Enforcement Integrated Database (EID) that allows other DHS components; federal, state, and local law enforcement organizations; and courts the ability to share and exchange information with ICE. We maintain continuous Authority to Operate (cATO) for all ICE ERO systems. The ICE ESOMSS contract is similar to DHS HSIN but larger in size, scope, and complexity.

**Relevance of Performance to HSIN Modernization – Platform Requirement.** We utilize a variety of open-sourced technologies including AngularJS, React, US Web Design System (USWDS), Java, Spring Framework to enhance and modernize legacy systems as required. We leverage a variety of infrastructure automation technologies including Ansible and Terraform to automate platform and resource provisioning and configuration management. To orchestrate software build, test, continuous integration, and delivery activities, we utilize Jenkins for CI/CD, Dockers, OpenShift, and Kubernetes for containerization, SonarQube for QA, and Vault for application secret management. Our DevSecOps practices have resulted in faster, more reliable, and repeatable, deployment events minimizing the need for scheduled downtimes for production updates. This is due to being certified by ICE for Team Managed Deployments (TMD) reducing the time (days) for change control meetings, approvals, and scheduling during maintenance windows. Following the TMD requirements for updated documentation and email workflow approval, we can push a change into production within hours or less. We migrated and modernized legacy monolith applications to a microservices-based architecture streamlining maintenance of a very large codebase and improving the overall system scalability. We maintain integration between ICE ERO systems and other DHS systems of record by via published APIs. By applying user-centered design (UCD) best practices, we have delivered a highly usable, consistent design, significantly improving the user experience across the board. Using shared cloud services and multi-region deployment architecture, we have drastically improved systems availability, resilience against cloud outages, and delivered cost savings for ICE.

1. **Performance working on enterprise-wide projects using open-sourced cloud software tools.** We provide systems and application engineering, architecting, design, and operations and maintenance for enterprise-wide ICE ERO systems. We utilize a combination of FedRAMP, GovCloud, and DHS/ICE approved cloud services and open-sourced tools and technologies to maintain ICE ERO applications in compliance with DHS Enterprise Architecture and DHS Enterprise Data Management Policy Directive 103-01. Approximately 1000 data artifacts are developed and validated yearly according to DHS data governance guidelines. We maintain a hybrid, multi-cloud architecture encompassing Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS) in Microsoft Azure (O365, SharePoint Online, Adobe Suite, Google Suite, to name a few) and in AWS cloud. This architecture also includes Software-as-a-Service (SaaS) component such as ServiceNow, Atlassian (Jira/Confluence), Appian, Blackberry mobile device management (MDM) and Enterprise Mobility Management (EMM) solutions for mobile iOS and Android applications. We also use a variety of open-sourced development tools such as GitHub, Jenkins, Terraform, Docker, OKTA to implement CI/CD pipelines and to automate system testing, delivery, deployment, and monitoring. The mobile tools we support enable ICE agents to manage alien lifecycle activities including identification, booking, detention, case management, court scheduling, logistics, bonds, and transportation management services.

1. **Performance wit or federal technical platforms supporting a national level federal, state, local, tribal, territorial (FSLTT) users.** We support 7900+ federal, state, and local law enforcement partners and civilian entities across 200+ domestic and 25 international locations. The ICE ERO network of law enforcement partners we support includes the Border Enforcement Security Task Force (BEST), the U.S. Customs and Border Protection (CBP), the National Targeting Center (NTC), the Federal Bureau of InvestI), the Drug Enforcement Administration (DEA), the Bureau Alcohol, Tobacco, Firearms, and Explosives (ATF), the U.S. Marshals Service and HQ National Sex Offender Targeting Center (NSOTC), the Department of Justice (DOJ), the U.S. Postal Inspection Service (USPIS), and local and tribal law enforcement agencies. The ICE ERO also interfaces with the international law enforcement agencies such as INTERPOL and EUROPOL.

The ICE ERO applications leverage biometric identity to link people with records. We maintain integration between ICE ERO and multiple biometric exchanges such as the Integrated Automated Fingerprint Identification System (IAFIS), Automated Biometric Identification System (ABIS), National Crime Information Center (NCIC), and National Law Enforcement Telecommunications System (NLETS). We are modernizing the EAGLE and Notice to Appear (NTA) systems to automatically synchronize data repositories with authoritative reference data assets in the DHS Collibra Data Governance Center.

1. **Performance using shared services to streamline operations, enhance efficiency and deliver cost-effective solutions.** We emphasize the use of common architecture and design patterns, common security standards and other scalable practices to achieve efficiency and consistency across programs, systems, and applications. We have been successful in developing transformation solutions used across the agency and shared with external law enforcement and partners. To maximize architecture and design reusability and portability, we standardize a set of common architecture patterns for all systems and leverage domain-driven design best practices to minimize uncontrolled design sprawl and avoid duplicative designs. Following this approach, we have successfully reduced design complexity for the ICE ERO ecosystem and achieved a high level of design and code hence achieving cost saving and efficiency.

We provide DME and O&M support for 40+ mission-critical applications as well as 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 the Enforcement Systems. We build and maintain shared, streamlined, scalable DevSecOps pipelines leveraging containerization with integrated container scanning and security, continuous monitoring. We systematically utilize infrastructure as code technologies to templatize resource provisioning, configuration management and deployment of for all applications via the Continuous Integration/ Continuous Deployment (CI/CD) pipelines. Our teams create and maintain detailed documentation for the architecture, design, systems, tools, applications, services, processes, and procedures to receive TMD certification enabling faster deployments without impact to the production application. This enables us to provide digital transformation services where ideas from field operators can be realized and quickly implemented in a matter of weeks with rapid development, followed by continued evolution upon the base solutions for integration, automation, and continued innovation of system architecture, design, implementation, and streamlined maintenance.

Our teams continuously look for opportunities for improvements and present recommendations for solutions to improve security by identifying that artifacts uploaded through external web applications are not being scanned prior to the files being ingested into the internal systems storage repositories. We are implementing new safeguards that will be incorporated into the security posture for all of DHS. We are transforming the EID Database management solution to transition away from using data marts which significantly reduces costs to all of ICE OCIO.

1. **Performance developing a product management strategy to provide input on program direction, plans, and approaches.** We have implemented an integrated program and product management methodology that incorporates performance management, product release management and delivery, program reporting, cost management, technical risk and issue management, security, configuration, compliance to federal law and regulations, and change management, integrated scheduling, centralized and transparent documentation management. We utilize Atlassian Confluence to centrally maintain all the systems and applications architecture and design artifacts such as technical specifications and design diagrams, API design documents, user interface (UI) wireframes, data model, data dictionary, sequence flow, to name a few.

We design and implement intuitive, consistent UI that adheres to the DHS User Experience (UX) and Customer Experience (CX) guidelines and comply with Section 508 requirements. We work with ICE customer to understand the business requirements, the desired functionality, accessibility in mobile devices, integration with biometric third-party tools and national and international identification lookup under extreme conditions including but not limited to limited bandwidth or satellite connectivity, light source, and external conditions.

We utilize Jira projects and dashboards for transparent real-time work in progress and previous work completed in weekly/monthly/yearly views, as well as many Jira to Confluence automated reports for performance tracking. We plan and schedule tasks and initiatives into feature-based releases broken down into sprint cycles. The workload is scheduled by level of effort (LOE) scoring using Story Points. This allows us to better estimate the delivery schedule based on resources aligned to each initiative (project and subset of a project) and the total story points to complete the work. All data is updated into the Jira tickets and rolled up to provide automatically updated Gantt view dashboard of all projects. Our release planning technical managers work closely with the ICE ERO IT project managers (ITPMs) to ensure the design, risks, schedules, and compliance activities are streamlined, effective, and productive communications is maintained. We engage the customer and team in daily stand-up meetings, other recurring planning, grooming, and retro meetings, or ad hoc meetings and maintain detailed documentation for all applications, services, etc. Our Database and Case Management teams have achieved ICE Agile Maturity Assessment Level 4 for, while our Booking, Logistics and Bonds Management, and Special Projects teams are awaiting assessment in 2024. This is the first time that the applications supported under the ESOMSS contract have ever achieved the Agile Maturity Assessment Level 4.