# Prior Experience Examples (Targeted to Select Tasks)

## Program and Project Management (Statement of Work (SOW) Task 1 – Section 3.1)

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| **Name of Project: Department of State (DOS) Intelligence Development and Enterprise Applications (IDEA)** | | | |
| **Contract Number:** 19AQMM23A0178 [BPA]; **Task/Delivery Order(s) Awarded:** 3 (three) awarded -19AQMM23F7556, 19AQMM23F7557, 19AQMM24F7135 | | | |
| **Period of Performance:** 9/15/2023-9/14/2028 | | **Dollar Value:** $26,600,597.00; **Obligated Value:** $9,528,610.69 | |
| **Project Type:** Federal | **Team Member/ Relationship:** Harmonia / Offeror | | **Role:** Prime Contractor / Lead |
| **Brief Description of Project Highlighting Similarity in Scope and Complexity:** As the Prime contractor for this BPA, Harmonia leads and manages all awarded Task Orders (TO), providing comprehensive program and project management services within complex IT environments, and ensuring effective oversight and execution across the BPA. Our proven program and project management adheres to the Project Management Body of Knowledge (PMBOK) and Agile methodologies with the execution of Capabilities Maturity Model Integration (CMMI) DEV Maturity Level 3 (ML3) for process standardization, International Organization for Standardization (ISO) 9001:2015 for Quality Management, ISO 20000:2018 for Service Delivery, and ISO 27001:2022 for Security Management. Every TO is governed by a comprehensive Program Management Plan (PMP) that ensures structured oversight across scope, financial, resource, communications, risk, and change management. Our Program Manager (PgM) maintains the PMP to track scope, schedule, and risks, ensuring projects are aligned with mission objectives. As part of our Management and Governance Framework (MGF), we developed and maintained a communication plan to facilitate coordination, collaboration, support compliance, and keep stakeholders informed. Weekly/monthly status updates provide Government (Govt) Leads and Contracting Officer Representatives (COR) with insights into contract health, milestones, risks, and budget, ensuring transparency and proactive issue resolution.  Our DOS IDEA experience encompasses a complex, large-scale enterprise IT modernization effort, emphasizing cloud-based computing, Agile methodologies, IT governance, and secure, scalable solutions. We modernized and sustained cloud-based enterprise applications, enhanced cybersecurity, and drove compliance-focused IT service management. Complexity existed due to hybrid cloud environments, varying platforms, services, and applications, managing cross-functional teams, Govt. stakeholders, and other team members contributing to the project.  Leveraging Agile methodologies, including Scrum, Kanban, and Scaled Agile Framework (SAFe), we accelerated software delivery and improved project efficiency. Our automation-driven approach enabled real-time tracking of Key Performance Indicators (KPI), facilitating data-driven decision-making. Our project management support led Agile and IT Core support teams to streamline IT service operations, reducing ticket backlog by 85%, improving response time from weeks to 12 hours, and increasing the first-call resolution rate from 25% to 75%. By embedding structured governance, Agile execution, and compliance-driven oversight, we ensured the programs were effectively managed, secure, and adaptable to evolving requirements. Our ability to manage and execute multi-classification IT projects across cloud environments ensured that agencies achieved secure, scalable, and mission-driven IT modernization with high operational standards and measurable performance improvements.  **Clear Description of Current Project State:** Harmonia is currently in the second year of this BPA, with three TOs awarded to date. Our work involves modernizing and sustaining enterprise applications, supporting secure cloud computing environments, enhancing cybersecurity, and implementing governance-driven IT service management. Collaboration with Govt stakeholders is vital to the mission’s success as we keep our clients abreast of the process and any issues in real-time. Weekly program updates give DOS personnel visibility into key aspects of the BPA, including personnel status, funding, security and compliance metrics, and risk assessments. Quarterly reports align all efforts with DOS Chief Information Officer (CIO) strategic priorities, ensuring continuous progress toward digital transformation, cybersecurity enhancements, and IT governance improvements. Harmonia identifies and mitigates potential threats through Enterprise Risk Register assessments, strengthening operational resilience and maintaining compliance with the Federal Information Security Management Act (FISMA), Office of Inspector General (OIG) management alerts, and security reviews.  **Program and Project Management.** We facilitate collaboration among Govt project teams, vendors, mission partners, and key stakeholders, building consensus on key project parameters, including scope, resource allocation, project dependencies, and schedule dependencies. Our MGF ensures scope, performance expectations, and resource requirements are clear, well-defined, and thoroughly documented so that all team members understand the work to be completed. Our program and project management approach integrates PMBOK and Agile methodologies, enabling us to balance structured execution with adaptability in meeting evolving requirements. Using Agile’s iterative approach with incremental development, Harmonia ensures that federal programs are effectively managed and secure, and requirements and solutions evolve using the same collaboration process already practiced for the project in an integrated project team environment. Project management for the DOS IDEA project includes all phases of the project life cycle, from initiation to maintenance and support. Under DOS IDEA, our structured oversight ensured seamless transitions between phases, enabling continuous alignment with evolving mission requirements. The DOS IDEA framework serves as a comprehensive, well-structured foundation that guides all project and program activities. It encompasses essential artifacts such as Sprint, Product, and Release Backlogs, Burn-down and Burn-up Charts, Team Velocity metrics, User Story Acceptance Criteria, Estimation techniques, Sprint Reviews, Definition of Done, and Release Retrospectives. These artifacts are not isolated practices, but integral components of the overarching framework that ensures consistency, repeatability, and continuous improvement across projects. Within this framework, we develop and maintain integrated project schedules and key management plans to align with agency goals and compliance requirements. The Project Manager (PM) ensures ongoing collaboration with Govt stakeholders during all phases of the project, particularly during artifact reviews, to provide recommendations and obtain approvals for enhancements. We use standard project management tools like Microsoft Project in conjunction with Jira and Maestro Confluence to ensure real-time visibility into project performance, covering schedule, budget, and quality metrics. This visibility supports accurate progress tracking and enables data-driven decision-making. Under this disciplined framework, we have maintained a record of zero critical or major defects in production for DOS IDEA. Additionally, proactive risk management is built into the framework, allowing us to identify, assess, prioritize, and escalate risks through structured processes that support informed mitigation strategies.  **Agile Management.** Harmonia successfully embedded Agile principles within program and project management, integrating them with PMBOK-based collaboration to ensure adherence to the industry’s best practices, federal standards, and compliance requirements. By combining Agile with structured governance, we facilitated adaptive planning, evolutionary development, and time-boxed delivery, enabling rapid and flexible responses to change.  Through Agile methodologies, we ensure that modernization initiatives are completed on time, within budget, and in compliance with evolving security mandates. Through close collaboration with key stakeholders, as defined by the Govt, Harmonia effectively engages in decision-making and project alignment. We adhere to federal IT governance guidelines, ensuring proper management and configuration control of project documentation and source code. Our team successfully delivers projects that meet all requirements, including both scheduled reports as defined by the Govt and ad-hoc reports as needed. Harmonia’s PM serves as the designated leader, closely coordinating with the Federal functional lead to ensure proper prioritization of functional support. Under the DOS IDEA program, we worked synergistically with the product owners to plan, manage, and deliver project releases. This includes organizing and participating in required meetings to provide project status updates, ensure governance, and demonstrate compliance with the project schedule and risk management log. Additionally, our PM facilitates all project activities, including training, testing, go-live meetings, and post-go-live support, ensuring seamless transition and operational continuity. | | | |
| **Level and Type of Services Performed Under the Contract:** Our team delivers cloud and infrastructure support, ensuring that agencies can efficiently develop, operate, and sustain on-premises and cloud-based environments. We specialize in software engineering and system integration, modernizing applications, optimizing interoperability, and improving IT service delivery. Our operations and maintenance (O&M) services ensure system availability, performance optimization, and continuous risk mitigation. We also provide business analysis and senior user support, ensuring IT solutions align with enterprise objectives and regulatory requirements. We provide TO-level training and transition support, ensuring that agency teams have the necessary knowledge and tools to sustain modernization efforts. We ensure that all plans are thorough and complete and include checklists for verification. Our program management team continuously evaluates service delivery performance, ensuring that all initiatives align with agency objectives and compliance mandates accurately and efficiently. | | | |
| **Rationale Supporting the Assertion of Relevance:** Harmonia’s expertise in program and project management, Agile execution, and security-driven IT service delivery ensures we meet the demands of complex federal IT modernization initiatives similar to DHS OCIO. The relevance of DOS IDEA to DHS OCIO is in both projects' size, scope, and complexity. Our experience supporting DOS IDEA demonstrates our ability to manage large-scale, complex enterprise IT projects with the integration of various IT and program analysis functions, program and project management across multiple teams and stakeholders. To maintain the schedule and monitor scope creep, we manage a broad set of features and functionalities across hybrid cloud environments and various technologies with a keen focus on all dependencies. Our PMP ensures rigorous oversight through structured reporting, issue resolution frameworks, and quality assurance based on ISO and CMMI best practices. Our proactive approach to project scheduling, stakeholder engagement, and compliance management ensures that IT programs remain aligned with federal directives, including Directive 4300A, Federal Risk and Authorization Management Program (FedRAMP), FISMA, and Section 508. | | | |