## Dept. of State Bureau of Intelligence and Research (INR) Blanket Purchase Agreement: Intelligence Development and Enterprise Applications (IDEA)

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| Contract Details | |
| **Contract Type:** T&M | **Role (Prime or Subcontractor)**: Prime (Harmonia) |
| **Contract Number(s)**: 19AQMM23A0178- 19AQMM23F7556, 19AQMM23F7557, 19AQMM24F7135 | **Contract/Task Order Dollar Value:** BPA Ceiling $26,600,597.00/ Total Task Order Amount Awarded $20,601,638.70 |
| **Period of Performance Start and End Dates**: 9/15/2023-9/14/2028 | |
| **Customer Name (Agency):** Dept. of State Bureau of Intelligence Research (INR) TIO | |
| **Customer Point of Contact (POC):** Angela Averette, Development Branch Chief  AveretteAM2@state.gov, 202-647-5593 | |
| **Retention rate of personnel over the entirety of the Contract/Order:** 97% | |
| Project Description | |
| **Brief description of the project.** Harmonia provides the Department of State (DOS) Bureau of Intelligence and Research (INR), as well as other Department intelligence stakeholders, with a range of human-centric solution design and development services that enable efficient and standardized IT support, connecting mission requirements to technologies. We maintain a full suite of enterprise applications needed to meet the current and evolving INR diplomatic and intelligence mission needs. Our solution design and support services include the full range of activities necessary to fulfill this objective, including Agile software development, Security, Asset and Inventory Management, SharePoint Development and Administration, Cloud, program risk and requirements management, and IT operations services to operate and maintain existing and newly integrated technology solutions. IT core support services also include service desk/user support, IT network and infrastructure operations and maintenance support, and Service Level Agreements (SLA) and IT Service Desk Customer Service Guide. | |
| Contract Relevance | |
| **Describe the similarity of product/service/support, dollar value, contract type, use of key personnel, extent of subcontracting and recently completed projects.** The requirements areas span a broad spectrum of technical support services essential for the efficient functioning of critical DOS missions. The focus lies in providing human-centric solution design and development services tailored to meet the evolving DOS INR needs. This encompasses Agile software development, program risk and requirements management, and IT operations services, all geared towards connecting mission requirements to cutting-edge technologies. Additionally, security, asset, and inventory management, along with SharePoint development and administration, form integral parts of the support services, reflecting the multifaceted nature of the INR's diplomatic and intelligence missions. The relevance between the DOS INR project and this requirement lies in the array of technical support services outlined, spanning program management, application development and support (with a specific focus on the SharePoint platform), RME, and CMMS operations. These requirements extend further to encompass information assurance support, logistics planning, security systems, and various other facets crucial for safeguarding sensitive information and ensuring the operational resilience of State-supported facilities worldwide. Our work is all T&M on this contract. | |
| Description of Work Performed (Relevant to PWS Tasks) | |
| **Program Management (PWS 5.1):** Harmonia is conducting program management and Agile-based delivery of services across multiple Task Orders (TOs) on the INR IDEA BPA. Our strategy for managing multiple projects across different classification domains centers around Lean-Agile methodologies, with a crucial emphasis on security. To facilitate efficient coordination and prevent potential disclosure issues, we conduct key Agile meetings, such as sprint planning, daily stand-ups, and sprint retrospectives, at the highest classification level involved in the project. This practice allows all relevant information to be discussed freely within the bounds of the appropriate security clearance, ensuring no aspect of the project is hampered due to classification restrictions. This strategy minimizes the risk of inadvertent disclosure and maintains a constant focus on project goals and progress. Our Program Manager (PgM) ensures that on each TO, we maintain a mapping from roles and responsibilities to the required clearance level to an assignment of team members with the appropriate clearance level, ensuring compliance with security. **Application Development and Support (SharePoint Platform) (PWS 5.3.1):** We provide Application Development support to deliver tailored solutions for the various INR SharePoint sites. This includes building lists and libraries within SharePoint and/or SPO, leveraging PowerApps for application development, and utilizing markup languages such as HTML5 and CSS to implement code changes effectively. We employ Wire Frame mock-ups and other planning methods to ensure alignment with customer and team objectives, fostering a collaborative and iterative development process. Our team possesses extensive experience with technologies such as REACT, Angular, JavaScript, JQuery, and SharePoint Designer, NET Framework/.NET Core. We excel in configuring Sites, Site Collections, Lists, and Libraries in SharePoint 2010 and SPO/Office 365 environments, ensuring seamless integration and functionality across platforms. Our proficiency extends to implementing workflows using SharePoint Designer, leveraging API/RESTful services for enhanced functionality, and conducting Front End Web/SharePoint Development to optimize UXs. **Computerized Maintenance Management Software (CMMS) Operations: Maximo / Asset Management Systems Functionality Support (PWS 5.3.2):** We perform the operation and maintenance of a fully functional INR Service Desk, providing around-the-clock support to approximately 1,200 desktop computer users globally and domestically. This entails deploying a proficient team comprising Service Desk Technicians, Network Support Technicians, Hardware Installation Technicians, and System Administrators, among others, to deliver prompt and efficient resolution of end-user issues. We perform asset management, ensuring tracking and management of IT hardware and software assets supporting INR operations. **SMSe Program (PWS 5.3.3):** For Security Technology Operations Center (STOC) support, we employ advanced Security Information and Event Management (SIEM) solutions to monitor and analyze network activity, swiftly identifying and mitigating security threats. Our team utilizes Security Orchestration, Automation, and Response (SOAR) platforms to automate incident response processes, ensuring rapid detection and remediation of security incidents. For Application Engineering, we follow DevSecOps principles and leverage containerization technologies such as Docker and orchestration tools like Kubernetes to enable continuous integration and deployment (CI/CD), ensuring the rapid and reliable delivery of software updates. In Program Operations, we implement Agile methodologies such as Scrum or Kanban, fostering collaboration and adaptability in project management. Active Directory Engineering involves implementing group policy management and secure authentication mechanisms such as multi-factor authentication (MFA) and single sign-on (SSO) across diverse enterprise applications. Network Engineering Support involves designing and implementing resilient network architectures utilizing principles of redundancy, segmentation, and traffic prioritization. We deploy enterprise-grade networking equipment and employ network monitoring tools like Nagios or SolarWinds to proactively identify and resolve network issues. Systems Administration Support entails managing server infrastructure using configuration management tools like Ansible or Puppet to automate repetitive tasks and enforce system configurations. We follow the principle of least privilege to ensure secure access controls and regularly apply patches and updates to maintain system integrity. Systems Architecture Support involves designing scalable and resilient IT architectures using cloud-native technologies such as AWS or Azure. We adhere to architectural best practices such as microservices architecture, serverless computing, and infrastructure as code (IaC) to optimize performance and cost-efficiency. Database Support entails administering and optimizing MySQL, PostgreSQL, or Microsoft SQL Server. We implement data encryption, access controls, and regular backups to ensure data integrity and confidentiality. In Special Projects, we undertake bespoke initiatives tailored to the specific needs of the INR, leveraging emerging technologies and innovative solutions to address unique challenges. Our team collaborates closely with stakeholders to define project objectives, deliverables, and success criteria, ensuring alignment with organizational goals. For Design, Install, Repair, and Maintenance, our certified technicians conduct thorough testing and QA measures to ensure optimal performance and reliability of installed systems. For Access Control Engineering Support, we are utilizing industry-standard access control frameworks such as RBAC and Attribute-Based Access Control (ABAC) to ensure that only authorized personnel have access to critical systems and data. **Risk Mitigation Engineering (PWS 5.3.4):** Upon transition-in, our team conducted RME to ensure seamless operation of critical desktop services while proactively addressing potential challenges. This plan outlines potential risks that may arise during the contract's lifespan, detailing their impact on cost, schedule, and performance, along with appropriate remediation plans. Central to our risk mitigation strategy is the utilization of a risk assessment matrix, which captures the impact of identified risks and associates them with appropriate mitigation strategies. Acknowledging the inherent risks associated with transitioning to a new service provider, especially within an aggressive schedule, our team engineered a comprehensive risk mitigation plan. **Security System and AlarmNet Support (PWS 5.3.5):** We perform critical functions such as installing hardware/software patches and updates, responding to monitored alerts, and providing technical solutions to automate processes, enhancing daily operations. Our support responsibilities extend beyond mere maintenance to encompass the day-to-day operations of AlarmNet functionality, ensuring the integrity of server and workstation operating systems, and facilitating disaster recovery and high availability measures. We monitor network connectivity between AlarmNet locations, troubleshoot network issues, and execute continuity of operations tasks to always ensure functionality. | |
| Project Performance | |
| **Brief discussion of any technical problems and their resolution, any terminations (partial or complete) and the type (convenience or default) as well as any deficiency notices, corrective action plans, show cause letters or cure notices (provide explanatory details) and a brief description of the corrective actions to remedy the noncompliant performance.** N/A | |