## PP #3: Dept. of State Bureau of Intelligence and Research (INR)

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| Name of Contracting Activity: Dept. of State Bureau of Intelligence and Research (INR) | |
| **Contract Title:** BPA: Intelligence Development and Enterprise Applications (IDEA) | |
| **Contract Number:** 19AQMM23A0178- 19AQMM23F7556, 19AQMM23F7557, 19AQMM24F7135 | |
| **Contract/Task Order Dollar Value:** BPA Ceiling $26,600,597.00/ Total Task Order Amount Awarded $20,601,638.70 | **CPARS:** No |
| **Period of Performance:** 9/15/2023-9/14/2028 | |
| **Contracting Officer Contact:** Angela Averette, Branch Chief AveretteAM2@state.gov, 202-647-5593 | |
| **Brief Description of contract:** 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 O&M support, and SLA and IT Service Desk Customer Service Guide.  **Project relevance to this requirement in size, scope and complexity:** 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 Computerized Maintenance Management Systems operations. These requirements extend further to encompass IA 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)** | |
| **General Requirements (PWS 3.1)**  **Information Technology Management Support (PWS 3.1.1)**  Harmonia is effectively managing program and project delivery across multiple TOs under the INR IDEA BPA, covering a wide range of responsibilities including Regional Information Technology Management Support, Security Requirements, Service Management, Monitoring and Reporting, and Key Personnel Management. Our approach centers around Lean-Agile methodologies, emphasizing security to handle projects across different classification domains. Harmonia assists in drafting, reviewing and implementing IT manuals, procedures, SOPs, and guidelines. We provide strategic planning inputs for l IT initiatives, recommend service improvements, and develop support approaches. Our resource management activities include budget tracking, IT budget process support, and coordinating resource allocation. We also manage change enablement processes, ensuring compliance with ISO 20000-1 and ITIL best practices.  **Security Requirements (PWS 3.1.2):** We adhere to stringent security protocols as per NIST SP 800-53, Revision 5. Harmonia ensures systems access and authorization, conducts oversight and compliance audits, and provides comprehensive information security training.  **Service Management, Monitoring, and Reporting (PWS 3.1.3)**: Harmonia provides key personnel for service management at both contract and TO levels. Our PgM oversees all aspects of service delivery, ensuring adherence to SLAs and preparing detailed monthly operations status reports. We employ robust monitoring and reporting mechanisms to track performance metrics and address any issues promptly.  **Key Personnel Management (PWS 3.1.4)**: Harmonia provides highly qualified key personnel, including a PgM with the authority to act on behalf of the contract. Our staffing plan ensures the right mix of skills and experience, with surge staffing capabilities to meet fluctuating demands. We maintain high standards of conduct, ensure compliance with professional standards, and meet all security clearance requirements.  Our PgM ensures efficient coordination and prevents potential disclosure issues by conducting key Agile meetings—sprint planning, daily stand-ups, and sprint retrospectives—at the highest required classification level. This practice allows all relevant information to be discussed freely within the bounds of security clearances, ensuring project goals and progress are not compromised. The PgM is responsible for mapping roles and responsibilities to the appropriate clearance levels, ensuring that team members are assigned to each TO have the required security clearance. This strategy maintains compliance with security protocols, enhances communication, and ensures all project activities align with INR’s mission requirements and operational standards  **IT Support Services (PWS 3.2)**  **Task 1: Service Desk Support (PWS 3.2.1):** Harmonia provides comprehensive 24/7/365 IT Service Desk/User Assistance support for INR. This includes supporting approximately 1,200 desktop computer users located globally and domestically. We provide support through multiple channels (phone, email, chat, ticketing system, walk-up window, appointments, deskside support), ensuring seamless and continuous operation. Key activities involve troubleshooting, user account management, application management, and remote desktop support, adhering to SLA and the IT Service Desk Customer Service Guide. We provide comprehensive support and maintenance for audio-visual (AV) equipment operations, installation, and relocation of AV systems and network/Integrated Services Digital Network (ISDN) equipment.  Also, we provided comprehensive Incident Support services, employing the ITIL Service Management Framework (Version 4) to guide the provision of services, processes, functions, and capabilities needed for DOS INR mission and IT Service Incident Support. Our team utilizes the enterprise ITSM to conduct service management activities, including pre-service, during-service, post-service activities, and customer feedback programs. For example, We provided a full range of IT core support services, including Tier 1/2/3 Service Desk Support for both unclassified and classified networks. Our onsite help desk in Washington, DC serves as the hub of our service delivery model, providing end-to-end customer services and support from first contact to final resolution. Harmonia understands the importance of incident prioritization and resolution based on the DOS INR’s standard SLAs metrics and AQLs. We ensure that our team is well-trained in the DOS’s environmental skill requirements, including client environment, culture, technical environment, soft skills, escalation processes, tools, and SOPs. Our incident support activities include inventory management for IT hardware and software, meeting support, aiding the ISO during security-related instances, providing critical software updates and patches to ensure compliance with DOS and federal cybersecurity requirements, and offering virus management support. These services are carried out in accordance with DOS’s policies and procedures.  As part of this Contract we provide comprehensive wireless services to support DOS INR’s mission-critical operations. Specific Tasks and How They Were Executed:  a). Installation and Configuration: Voice and Data Networks: Installed and configured voice, fax, and data services, including telephone switches, voice mail systems, and telephone interconnect networks. This included working with various technologies such as cable plants (analog/digital, fiber optic, and copper) for voice and data.  Connectivity Solutions: Provided data network connectivity solutions, including T1, T3, and ISDN lines, ensuring robust and reliable communication infrastructure.  b). Maintenance and Support: Regular Maintenance: Conducted regular maintenance and repair of all voice and data services equipment to ensure optimal performance and reliability. This included firmware updates and hardware replacements as necessary. Trouble Resolution: Provided 24/7 technical support to resolve any issues promptly, minimizing downtime and ensuring continuous operation of voice and data services.  c). Upgrades and Documentation: System Upgrades: Planned and executed upgrades to the voice and data network infrastructure, including software and firmware updates, to enhance performance and security.  Comprehensive Documentation: Maintained detailed documentation of the voice and data services configuration, including cable plant records and engineering drawings for new systems. Updated the KM solution accordingly.  **Task 2: User Training (PWS 3.2.2):** We conduct regular user IT training activities, including formal classroom training, one-on-one sessions, open labs, interactive video, and computer-assisted training. We develop training materials and monthly training plans, ensuring users are well-versed with the IT systems and applications. For instance, we migrated training courses from preproduction to production servers, ensuring readiness two weeks before training events. We shipped essential equipment to participants and provided real-time technical assistance during training sessions via a virtual PBX system  **Task 3: Network Administration (PWS 3.2.3):** Our team ensures reliable, effective, secure, and uninterrupted IT capabilities by providing IT network and infrastructure O&M support. This includes systems administration, application delivery, content/configuration management, system upgrades, security patches, and modifications to meet INR’s dynamic mission requirements. We managed and maintained network connectivity, ensuring high availability and performance  **Task 4: Inventory Control (PWS 3.2.4):** We perform the inventory management and disposal for a portion of DOS IT assets, providing support to approximately 1,200 desktop computer users. Our asset management protocols ensure tracking and management of IT hardware and software assets supporting INR operations. Specific tasks and protocols included creating tracking metrics, SOPs, maintaining main and alternative points of contact, rack elevations (rack diagrams), and network diagrams to ensure all IT hardware/software supporting the INRISS is appropriately managed and tracked.  Additional work included auditing all hardware and software inventory, creating system diagrams, and checklists for daily/weekly/monthly/annual maintenance tasks (including patching, health monitoring, and backup). The plan also includes the status of all activities (i.e., outstanding, in progress, complete).  **Task 5: Special Projects (PWS 3.2.5):** Our team successfully supported IT systems administration requirements, application delivery, and content/configuration management. We performed required system upgrades, security patches, and modifications, as well as other planned systems maintenance, which were coordinated with the COR/Government Technical Monitors (GTMs) to establish the most appropriate time to schedule actions, minimizing disruption of services and mission impact.  When infrastructure changes are required, we work closely with DoS INR to plan, execute, and document the necessary modifications. Our team is proficient in performing hardware upgrades and equipment rollouts, ensuring a smooth transition and minimal disruption to ongoing operations. We also provide expert assistance in software upgrades and installations, adhering to DoS INR guidelines and best practices.  In cases where non-standard hardware or software support is needed, we leverage our extensive knowledge and experience to deliver tailored solutions that meet the unique requirements of each Special Project. Our team is highly adaptable and can quickly respond to ad-hoc projects as they arise, working collaboratively with DoS INR to define requirements and develop effective strategies for implementation.  **Task 6: Emergency Support (PWS 3.2.6):**  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 DR and high availability measures. We monitor network connectivity between AlarmNet locations, troubleshoot network issues, and execute COOP tasks to always ensure functionality.  **Ancillary IT Services (PWS 3.3)**  **Task A1: Laboratory Information Management Support (PWS 3.3.1)**  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.  **Task A5: Data Entry and Data Management Support (PWS 3.3.5)**  We provide accurate and efficient data entry and management services, ensuring data integrity and accessibility. Our data management services ensured the accuracy and availability of critical data for INR operations.  **Task A6: Cybersecurity Support Services (PWS 3.3.6)**  Our cybersecurity experts implement robust security measures to protect INR’s IT infrastructure from threats and ensure compliance with federal cybersecurity standards. We implemented advanced cybersecurity measures to protect INR’s IT infrastructure and ensure compliance with federal standards.  **Task A8: Special Projects** **(PWS 3.3.8)**  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.  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. | |