## Reference 1: DOS Intelligence Development and Enterprise Applications (IDEA)

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| Contract Number: 19AQMM23A0178, 19AQMM23F7556, 19AQMM23F7557, 19AQMM24F7135 | |
| Agency: Department of State (DOS) Bureau of Intelligence Research (INR) TIO | Period of Performance: 9/15/2023–9/14/2028 |
| Dollar Value: $26,600,597.00 | Contract Type: Time and Materials |
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| Overall Contract Description: 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. | |
| **Relevance to OCIO Functional Areas:**  ***Software & Data Engineering (SDE):*** Harmonia provides Agile software development and SharePoint Development and Administration. We offer application development support to deliver tailored solutions for the various INR SharePoint sites including 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. SharePoint is utilized for document management, project tracking, data integration, and developing custom applications. It facilitates creating and managing documents, ensuring version control, and enabling collaboration. SharePoint lists and libraries are used to track project milestones and deliverables, and enhance data accessibility and usability.  ***Information Technology (IT) Operations:*** Harmonia provides IT operations services to operate and maintain existing and newly integrated technology solutions. This includes Service Desk/user support, IT network and infrastructure operations and maintenance support, and asset management for IT hardware and software. 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.  ***IT Security:*** Harmonia employs advanced 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. We follow DevSecOps principles for application engineering and leverage containerization technologies such as Docker and orchestration tools like Kubernetes to enable CI/CD, ensuring the rapid and reliable delivery of software updates. 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.  ***Enterprise Services:*** Harmonia conducts program management and Agile-based delivery of services across multiple Task Orders (TOs) on the INR IDEA BPA. Our approach integrates Lean-Agile methodologies with a strong emphasis on security, ensuring efficient coordination and minimizing potential disclosure risks. Our Business and Finance Team oversees budgeting, financial planning, cost control, and compliance with relevant regulations, ensuring projects remain within financial constraints. Additionally, our helpdesk services offer technical support, incident management, and user training to ensure smooth operation of IT systems. 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. Our PM ensures that on each TO, we maintain a mapping from roles and responsibilities to the required clearance level, assigning team members with the appropriate clearance level to ensure compliance with security protocols.  ***Enterprise Business Solutions:*** Our team leverages SharePoint Online, AI/ML, and Power Platform technologies to deliver tailored solutions that meet the specific needs of the DOS; we maintain a full suite of enterprise applications to support INR’s evolving diplomatic and intelligence mission needs. Our services include Agile software development, SharePoint development and administration, and IT operations services. We also provide program risk and requirements management, ensuring alignment with organizational goals. In special projects, we undertake bespoke initiatives, collaborating closely with stakeholders to define project objectives, deliverables, and success criteria.  ***Research and Insights Solution Center (RISC):*** Harmonia supports the DOS INR with a range of analytical services and research products, including Agile software development, security, asset and inventory management, and SharePoint development and administration. Our technical management and advanced technical studies provide innovative solutions, technical analysis of proposed network or system upgrades, and advice on emerging technologies. We assist with planning, installing, setting up, and operating these emerging technologies. Furthermore, our call order management integrates resources necessary to fulfill performance objectives, ensuring timely and quality performance and deliveries and developing and implementing a quality control and management oversight plan. | |