46175 Westlake Dr.

Potomac Falls, VA

Office: 703-543-2000

|  |  |
| --- | --- |
| **Agency Name** | **Department of State** |
| **Address** | 7799 Leesburg Pike Falls Church VA 22043 |
| **Telephone Number** | (703) 610-4626 |
| *Facsimile Number* | (321) 674-2658 |
| *Electronic Mail* | lmills02@harris.com |
| **Point of Contact** | Lorraine Mills |
| **Type of Customer** | Federal Government Subcontractor |
| **Contract Number** | S-AQMMA-09-C-0187 |
| *Contract Name* | Maintenance and Configuration Support for Automated Consular Systems |
| *Type of Contract* | Time and Materials |
| **Total Value at Contract Award** | $25,528,563.53 to Amplify Federal |
| **Period of Performance** | 10/2008 – 07/2020 |
|  | |
| **Project Description:** Amplify Federal provided a variety of services to DoS to include: Installation, Training, Help Desk, Logistics Support, and Configuration Management Support for the Department of State, Bureau of Consular Affairs domestic, passport, and overseas operations. We provide support to approximately 3,100 domestic users, including Consular Affairs users in Washington, DC/Metropolitan area and system users in the Washington Passport Agency, Special Issuance Agency, National Passport Center, National Passport Information Center, and 17 passport agencies across the country. The Help Desk provides support to approximately 7,000 overseas users in over 230 overseas posts on 44 different applications.  More specifically, AMPLIFY FEDERAL provided the following support for DoS:   * We supported and maintained installed systems including providing maintenance, software changes/enhancements, and other help-desk functions * We Forecast future hardware and COTS software needs based on the repair and replacement history of installed equipment, the DOS-specified three (3) year hardware replacement cycle, site requests for new equipment, and vendor product plans * Procure, receive, and store hardware and software * Create and maintain documentation for installed systems, these are available in hard-copy as well as electronic form * Install upgraded and new systems and software, notably Windows 2000/2003 servers with Oracle databases * Integrate, maintain, and create complex biometric systems, passport production equipment, and government proprietary applications. * We also trained DoS Officer personnel at Foreign Service Institute (FSI) prior to their assignments Overseas These courses include application training, systems trainings, and general overview classes on the goals and mission of DoS. | |
|  | |
| **Project Relevance:**   * **Project Management** – Amplify Federal contributed directly to the effective program management of the Department of State contract. When necessary, we effectively communicate with all stakeholders to ensure AMPLIFY FEDERAL is meeting the customers’ requirements. Furthermore, we constantly work to minimize risk and ensure the success of the program. * **CA Domestic/Overseas Help Desk** – Amplify Federal staffed a 24x7 helpdesk for the department of State. The helpdesk is responsible for level one trouble tickets reported by end users globally. The tickets are tracked via Remedy, and escalation procedures are used to assign tickets to various other levels of support. * **Network Support Services** – Amplify Federal was actively involved with the Network support of the UnClassNet at the Department of State. This includes end users support, system administration, network monitoring, server support, and network administration. Furthermore, Amplify Federal also monitors edge hardware as part of their daily activities. These edge devices include point-to-point uplinks, encryption devices, Intrusion Detection (ID) hardware/software, Spam filters, active Antivirus scanners, and routers. * **Configuration Management** – All aspects of the Department of State contract involve Configuration Management. Amplify Federal uses Rational and ClearCase to ensure that all software and hardware changes adhere to the organization’s development process. Amplify Federal lead the effort to implement a more robust CM approach for baseline images to be used on servers and workstations globally. * **Training and Installation** – Amplify Federal was involved in the global deployment of applications and hardware for DoS. In this capacity, Amplify Federal has deployed servers and workstations to embassies and consulates round the world. Work performed consists of building perfect PCs, imaging, integrating, and deploying systems that perform biometric input for Visas, systems that print and update Passports, Oracle 10 servers for databases, and communication equipment used in the background investigation process to determine an individual’s eligibility to enter the United States. | |