

Information Technology Solutions and Services (ITSS)

Capability Presentation



- ✓ Over **1,600** Employees Nationwide
- ✓ **20+ Years** of Federal Contracting Experience



- ✓ 85% **Employee Retention** Rate
- ✓ **11 Office Locations** throughout the United States
- ✓ Headquartered in Norman, Oklahoma
- ✓ **SEI-CMMI Level-3 Company**
- ✓ ITIL Compliant Processes
- ✓ FISMA Compliant
- ✓ ISO 9001-2008 Certified
- ✓ ISO 20000-1
- ✓ **SBA 8(a) and HUBZone Certified**



Department of Health & Human Services	Department of the Interior	Department of the Treasury	United States Agency International Development	United States Department of Agriculture	Library of Congress	Department of Commerce	Department of Housing & Urban Development
CMS	BIA	IRS	ODP	NTIC	HRS	USPTO	NFHTA
IHS	OCIO		OCRD	FS			
CDC	OST						
FDA	NBC-SW						
OCISO							
ONC							
NIH							

CNI has built long-term, positive relationships with many of our clients. We are committed to building trust and maintaining our strong reputation of quality performance.

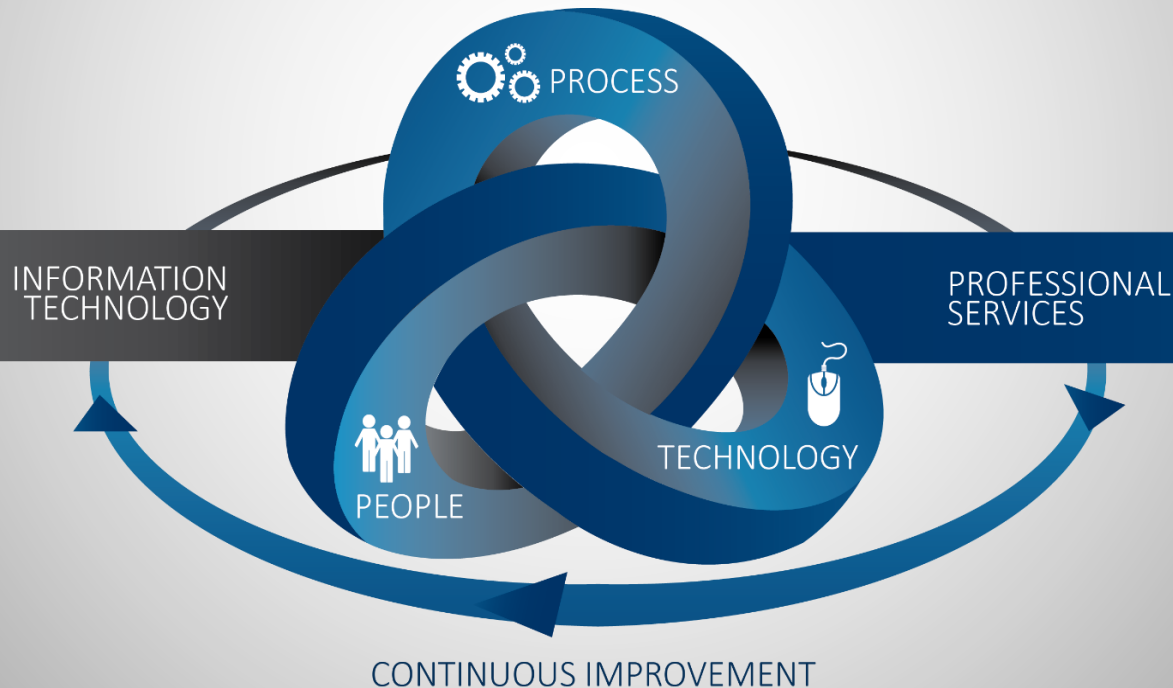
Department of Defense	Department of Energy	Department of Justice	Department of Homeland Security	Department of Transportation	National Aeronautics and Space Administration	Department of State
ARMY	OCIO	FBI	TSA	FAA	KSC	SOS
DTRA	WAPA	FBP	CBP	MMAC		
NGIA	SC-CH	EOUSA	FEMA	TSI		
USAIC	SRS	ENRD				
USACE	SWPA					
MEPCOM	OE					
AIR FORCE						
NAVY						
USMC						



- ✓ Certified Information Systems Manager (**CISM**)
- ✓ Certified Information Systems Security Professional (**CISSP**)
- ✓ Cisco Certified Design/Network Professionals (**CCDP/CCNP**)
- ✓ Cisco Certified Network Associates (**CCNA**)
- ✓ Help Desk Institute (**HDI**)-certified personnel
- ✓ Certified Scrum Masters (**CSM**)
- ✓ **ITILv3** Methodology
- ✓ Certified **Risk Managers**
- ✓ **PMP** Professionals, Program Management Professionals (**PgMP**)
- ✓ Trained in **HP Open View VantagePoint Operations, Veritas, NetBackup, Army Network Manager IAM**
- ✓ Microsoft Certified Systems Engineers and Administrators (**MCSE/MCSA**)
- ✓ **Software Life Cycle Design** Methodology
- ✓ National Institute of Standards and Technology (**NIST**), Four Phase Methodology
- ✓ **ISO 9001:2008+ AS9100C** Certification
- ✓ **ISO 20000-1**
- ✓ **Lean Six Sigma** Certified Professionals
- ✓ **CMMI** Level III



We apply domain experts to analyze, develop and implement new efficiencies and solutions for our customers' needs.



Application Development

SERVICES

- ✓ Technology Migration
- ✓ Legacy Modernization
- ✓ Code Development
- ✓ Architecture & Design
- ✓ Requirements Elicitation
- ✓ Integration

BENEFITS

- ✓ Increases Efficiencies
- ✓ Streamlines Development
- ✓ Ensures Quality Projects
- ✓ Full Application Lifecycle Support

Today's applications are changing and adapting to new technology. They must be integrated to exchange information in real-time with disparate data sources. They must be designed to work with tomorrow's applications and with a variety of devices so that people can connect on the go. ITSS collaborates with customers to develop and integrate business applications that help increase operational efficiency and meet business challenges.

Our tools, processes and best practices streamline development and integration to increase productivity and ensure a quality product. ITSS developers offer full application lifecycle support including project management, requirements elicitation, architecting the solution, designing the application, and developing the code.





SERVICES

- ✓ Standard System Administration
- ✓ 24/7 N-Tiered Production Support
- ✓ Application Enhancements
- ✓ Bug Fixes
- ✓ Performance Tuning
- ✓ System Patch
- ✓ Upgrade Support

BENEFITS

- ✓ Improves Application Performance
- ✓ Increases Application Life
- ✓ Reduces Total Cost of Ownership
- ✓ Help Predicts Future Costs
- ✓ Minimizes Downtime

Application Support

We offer experienced engineers to help any organization address the need for stability, performance and functionality across an ever-increasing range of legacy, custom and proprietary systems – and do so in a way that unlocks system potential and **avoids adding substantial costs**.

ITSS' Application Support team offers qualified professionals that have a **deep understanding of ERPs and packaged solutions**. They are trained in **ITIL®**, **Agile**, and **Waterfall processes** with the ability to customize the product to meet each customers' need while maintaining **industry best practices**.

Verification and Validation

Our seasoned team offers a full package of V&V services to help organizations develop mission essential IT systems within a short turnaround timeline.

Our V&V services will **increase productivity, enhance delivery confidence, and reduce time-to-test.**

We will ensure software products are designed and built to exact specifications and are free of defects with confirmation that our customers' expectations are exceedingly met.

SERVICES




- ✓ Performance Testing
- ✓ System Testing
- ✓ Compatibility Testing
- ✓ Accessibility Testing
- ✓ Testing Automation

BENEFITS

- ✓ Guaranteed Support Cost Savings
- ✓ Reduction in Time-to-Test
- ✓ Reduction in Testing Costs
- ✓ Acceleration in Product Release Timelines

Help Desk Services

As the role of technology in business operations continues to grow, the workload for internal IT teams has increased. By relying on ITSS' Desk Side Support Services, organizations are able to free up internal IT resources for strategic initiatives to support the goals of their project. This cost effective service provides the tools organizations need to boost team productivity.

SERVICE DESK AND DESK SIDE SUPPORT			
FEDERAL AVIATION ADMINISTRATION		85,000 Desk Top Seats	226,300 Tickets per Year
TINKER AIR FORCE BASE		19,000 Desk Top Seats	91,000 Tickets per Year
INDIAN HEALTH SERVICES		1,200 Desk Top Seats	15,000 Tickets per Year

We are dedicated to delivering stability, determination, and consistency to all of our efforts. We offer in-depth knowledge, state-of-the-art technology, and an unwavering commitment to help our customers succeed in their mission.

SERVICES

- ✓ Tiers I, II, III
- ✓ Data Center Support
- ✓ LAN Support
- ✓ Enterprise Technical Support
- ✓ Web Services
- ✓ Remote Administration Support
- ✓ Hardware Support
- ✓ Software Administration Support

Multi Channel Service Desk

Phone, Email, Chat, Self Service Option

ITSS Service Desk support provides a single point of contact for information technology related questions and issues. Our multichannel support allows users to choose when, where, and how they contact the service desk.

- ✓ On site or urban sourced locations **reduces cost**
- ✓ Real time metrics dashboards provides **transparency and accountability**
- ✓ Self service portal **reduces cost**, increases first call resolution, and **customer satisfaction**
- ✓ Remote desktop support **reduces cost**, increases first call resolution, and **customer satisfaction**
- ✓ System event monitoring **reduces cost**
- ✓ On premise or cloud based ticketing and knowledge base tool (Remedy, Servicenow)
- ✓ Proprietary repository of standard ITIL process and assessment tools **increases ITIL maturity level**

IT Staffing Support

We provide highly qualified candidates using tailored recruiting methods to meet our individual customers' needs while maintaining standard ISO recruiting processes.



BENEFITS

- ✓ Extensive Database of Qualified Applicants for Rapid Staffing Response
- ✓ Tailored Recruiting Methods Based on Position and Market
- ✓ Exceptional Salary and Benefits Package
- ✓ Implementation of Contract-Specific Guidance in Screening Processes
- ✓ Assessment of Position Dependent Training Requirements
- ✓ ISO 9001:2008 Compliant Human Capital Management Methodologies and Recruiting Processes

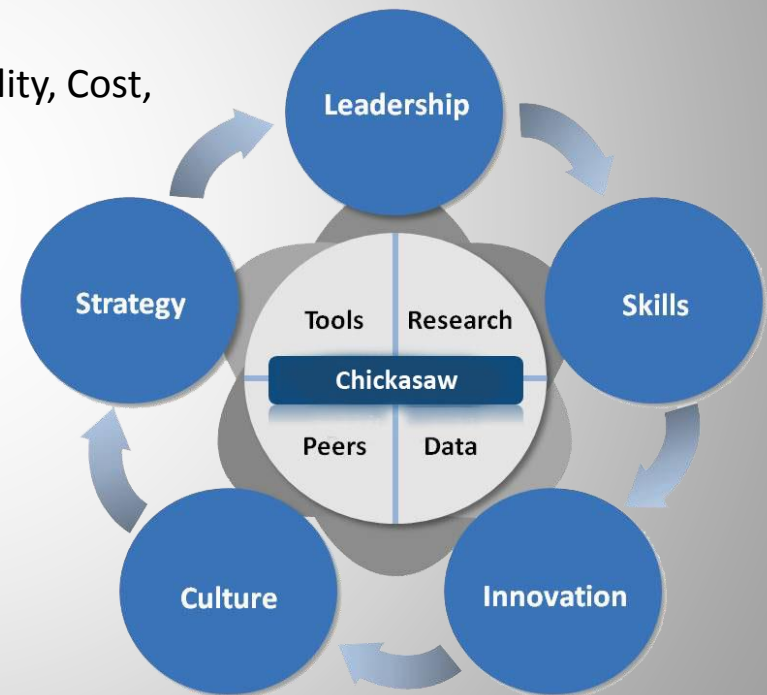
Cyber Security and Compliance Solutions

We are adept at building high-performance teams formed for the purpose of providing Cyber Security and Compliance IT services to develop, maintain, and safeguard information systems and infrastructure.

- ✓ Integrated Security Solutions
- ✓ Vulnerability Assessment and Penetration Testing
- ✓ Security Architecture and Engineering
- ✓ Security Operations Center (Monitoring and Detection)
- ✓ Incident Response and Forensics
- ✓ Accessibility
- ✓ Network Security
- ✓ Identity Management Services
- ✓ Security Training and Awareness
- ✓ Risk and Compliance - SA&A, C&A, DIACAP
- ✓ Security Policy Support
- ✓ Disaster Recovery and COOP
- ✓ Security Training

CNI, utilizing quality process improvement tools and procedures such as Six Sigma principles achieves and sustains industry best practice benchmarks including ISO certifications and CMMI level 3 assessment.

- ✓ Adoption of Industry Best Practices to Ensure Quality, Cost, and Timing of Projects/Deliverables
- ✓ Project Estimations and Budgets
- ✓ Project Plan Management
- ✓ Commitment to Quality Control and Quality Assurance
- ✓ Resource Management/Inventory Control
- ✓ SOW/SLA Management
- ✓ Steadfast Customer Satisfaction



Chickasaw Nation Industries Can Help You Meet Your Biggest Challenges

- ✓ We are **an experienced company** with relevant past performance and high quality execution success
- ✓ We deliver **small company flexibility** with broad resources of a large organization
- ✓ We **apply best practices & lesson learned to every project** increasing efficiencies and saving our customers time and money.
- ✓ We help you meet your **small business goals**

- ✓ Federally Recognized Tribal Entity
- ✓ SBA Perpetual 8(a)
- ✓ HUBZone Certified
- ✓ Unlimited Sole Source Set-Aside Contract Value Authority

Contracting Vehicles

Schedule 70

GS-35F-254CA

eFast

DTFAWA13A-00016

NAICS Codes

541511 541611

541512 541690

541513 541712

541519 541990

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Additional Slides

Supplemental Business Information

- 8(a) / HUBZone Regulations

The Chickasaw Team: A Powerful *Procurement* Tool

- Federally Recognized Tribal Entity
- SBA 8(a) and HUBZone Certified
- Unlimited Sole Source Set-Aside Contract Value Authority
 - FAR 19.805 Competitive 8(a). ; 19.805-1 General. ...
 - (b) Where an acquisition exceeds the competitive threshold, the SBA may accept the requirement for a sole source 8(a) award if...
 - (2) SBA accepts the requirement on behalf of a concern owned by an Indian tribe or an Alaska Native Corporation; or
 - CFR TITLE 13--Chapter I; Sec. 124.506...
 - (b) *Exemption from competitive thresholds for Participants owned by Indian tribes.* SBA may award a sole source 8(a) contract to a Participant concern owned and **controlled by an Indian tribe** or an ANC where the anticipated value of the procurement **exceeds the applicable competitive threshold** if SBA has not accepted the requirement into the 8(a) BD program as a competitive procurement. There is no requirement that a procurement must be competed whenever possible before it can be accepted on a sole source basis for a tribally-owned or ANC-owned concern,....

Regulations Relevant to Native American Tribal Status

- **Tribal Ownership of More than One 8(a) Firm Allowed**

- “A tribe cannot own 51% or more of another firm which, either at the time of application or within the previous two years, has been operating in the 8(a) program under the same primary SIC code as the applicant. A tribe may, however, own a Participant or an applicant that conducts or will conduct secondary business in the 8(a) BD program under the same SIC code that a current Participant owned by the tribe operates in the 8(a) BD program as its primary SIC code.”

13 CFR 124.109(c)(3)(ii)

- **Tribal 8(a) Size Standards**

- “In determining the size of a small business concern owned by a socially and economically disadvantaged Indian tribe (or a wholly owned business entity of such tribe) for either 8(a) BD program entry or contract award, the firm's size shall be determined independently without regard to its affiliation with the tribe, any entity of the tribal government, or any other business enterprise owned by the tribe, unless the Administrator determines that one or more such tribally-owned business concerns have obtained, or are likely to obtain, a substantial unfair competitive advantage within an industry category.”

13 CFR 124.109(c)(2)(iii)

- **Relevant Experience**

- “The evaluation should take into account past performance information regarding predecessor companies, key personnel who have relevant experience, or subcontractors that will perform major or critical aspects of the requirement when such information is relevant to the instant acquisition.”

48 CFR 15.305(a)(2)(iii)

Performance: Project Summary Detail

Health and Human Services, Center Medicare, Medicaid Services	Dept of Energy Office of Science, Chicago	Health and Human Services, FDA	Tinker Air Force Base
<p>Developed custom data engine to identify fraud, waste, and abuse within country-wide Medicaid claims data called the Workflow Management System</p> <p>Utilized Agile software development as well as custom design coding for specific data requests</p> <p>Over \$200 million in potential fraudulent Medicare claims identified</p> <p>Awarded an “A” rating and cited as having “the best vulnerability management score at CMS” on its nCircle vulnerability scanning activities</p>	<p>Rewrote applications within existing software apps to eliminate the need of 10 applications</p> <p>Reduced the number of required maintenance & servers</p> <p>Increased the number of software applications hosted from 18-23</p> <p>After successful deployment of improved software applications, DOE requested similar applications for other DOE site offices, including DOE HQ</p>	<p>Developed the FDA’s first Drug Quality & Compliance (DQ&C) portal</p> <p>Supports 3000+ users</p> <p>Uses highly-interactive UI & complex rules management engine that provides real-time validation of data</p> <p>Implemented Automated Software Testing using HP Application Lifecycle Management Suite</p> <p>Reduced testing hours from 1320 to 310 with roughly a 75% cost savings.</p> <p>Operations & Maintenance</p> <p>Requirements Analysis & Development</p> <p>Data Migration, Integration & Testing</p> <p>Integration of Enterprise Projects</p> <p>Improving management of structured & unstructured data</p>	<p>Integration Services Support</p> <p>Software Administration Support</p> <p>Server Administration</p> <p>Database Support</p> <p>Application Development</p> <p>Software Administration</p> <p>Critical Infrastructure Protection</p> <p>Information Assurance</p> <p>Customized software applications to ensure legacy applications were functional and compliant with the new operating system preceding system upgrade</p> <p>Customized Remedy dashboard has led to higher levels of service while decreasing staff by 20%</p>

FAA Customer Service Center (CSC) Office of Automation Svcs and Custom Solutions Division

Multi-tiered Help Desk serving over 50,000 users and 5,300 desktops within the DOT/FAA

- Remote Administration
- Deployment and Process
- Automation support
- Hardware support
- Asset Management support

Developed an Office Automation Services process. Reduced image processing time saving 2000 staff hours per year

Developed and implemented a skill-based routing solution using Axios Systems and Assyst IT Service Management software

Lowered cost of Level 1 Service Desk, increased first call resolution

Decreased staffing requirements by 10%

Overall metrics met:

- Average Speed to Answer: 16 sec
- Customer Satisfaction: 97%
- Abandonment: 4%
- First Call Resolution: 62%

Dept of Energy Office of Science - Chicago

Help Desk Support: 12 hours a day, 7 days a week

Migrated ticket tracking system from HEAT to Jira system

Cost savings of \$10,000/year

Developed a custom priority based response system offering a 10 minute response time

Tinker Air Force Base

Services Provided:

- Help desk/desk side support
- Application database development
- Web based applications
- Remote Administration
- Managed Remedy Action Request System, Automated Call Distribution database, & Telecom Management System databases
- Maintains Electronic Records Management Servers

Combined 7 help desks into one while improving level of service

Resolve 2X the amount of tickets than the industry standard

Implemented "Tier Zero" customer self-help website for 18,500 users

Eliminated need for 15 full time personnel due to reduction in workload

95% reduction in critical vulnerabilities within 5 months

Developed a critical recovery process for the core infrastructure using Avamar, RecoverPoint, Site Recovery Manager, and VNX Replication

Overall metrics met:

- Report time to customer location within 1 hour: 99.5%
- Work stoppage within 4 hours: 100%

Indian Health Services IT Office of Automation/ Telecommunications

CNI supports 594 national locations and 200 tribal entities

The project team provides national-level tiered (I,II,III) support coverage serving more than 40,000 users in 600 locations

Process over 5,000 calls per year

Provides support for Linux-based development servers running VMWare

Implemented and administered web server security technology

Website development and maintenance

Developed and maintain web system security according to IHS standards, HHS guidelines, the Privacy Act and HIPAA regulations

Center Medicare/Medicaid (CMS)

Consolidated 40 separate contracts involving 48 different call centers nationwide for CMS

Transitioned from primary customer interface to self-service while using call centers as secondary support

Supports call center for MSCRP which responds to Medicare claim inquiries

Established web-based portal

Consolidated 10 databases into one case management system using Java

Employed Six Sigma in place of ISO to fulfill quality assurance requirements. Completed 16 Green and Black Belt projects within a 2-year period

Dept of Energy, Western Area Power Administration	Dept of Energy, Office of Science, Chicago	Health and Human Services, FDA	Internal Revenue Service, 508 Compliance	Health and Human Services, Indian Health Services
<p>Develop & test cyber security plans</p> <p>Ensure compliance with OMB, NIST, and other standards</p> <p>Perform routine cyber security tests (automated and manual)</p> <p>Implement security patches for software and hardware</p> <p>Develop & maintain cyber security documentation</p>	<p>Developed the IM30's Cyber Performance Metrics Initiative</p> <p>Identified metrics & created dashboards to support contextual analysis for senior leadership</p> <p>Created risk & vulnerability assessments planned information systems to identify protection needs</p> <p>Developed certification & accreditation components in the areas of risk assessment, security plans, testing & evaluations</p> <p>Training: Delivered education & awareness briefings to ensure users adhere to security policies</p> <p>Handled critical IT security issues alongside technical specialists & management</p>	<p>Created a centralized formal and independent process that has significantly improved the security on the FDA network</p> <p>Automated the storage and management of the various required security documents into a centralized portal</p> <p>Improved the FISMA reporting and tracking to ensure that deadlines are met and expectations set</p> <p>Integrated the Security Authorization process into the System Development Lifecycle process so that security controls are built-in as the solutions are developed</p> <p>Developed and implemented a Significant Change Process to ensure that modifications and changes to systems are tested prior to deployment to validate the impact to the security posture and changes to risk</p> <p>Helped develop, deploy and maintain various continuous monitoring tools that are used to perform on going security risk monitoring against the information systems</p> <p>Developed an Audit Dashboard with historical findings mapped to NIST security controls. This proactive process enabled quick and efficient responses to executive management on the security posture of the Administration</p> <p>Developed a streamline Security Authorization process to support the migration of application into new datacenters.</p> <p>Enabled the FDA to account for previously non-reported systems and enabled the risk management function and aided in executive decision making</p> <p>Developed, documented and implemented a risk estimate and waiver submission process used by the entire FDA</p>	<p>Evaluation & testing of new adaptive equipment</p> <p>Develop testing procedures</p> <p>Helpdesk Support</p> <p>Compliance testing</p> <p>Perform 508 Compliance & accessibility testing</p> <p>Prepare & review security documentation and reports</p>	<p>Designed and developed in house solutions when third party tools were not available</p> <p>Designed automated workflows that streamlined several business processes and cut down on manual operations</p> <p>Instrumental in the investigation, reporting and remediation of several security incidents</p> <p>Minimum average time to close multiple high profile incident reports submitted to the Department</p>