Capabilities Statement

Corporate Snapshot

- ✓ Established in 2006 with Corporate Office in Calverton, Maryland
- ✓ ISO 9001:2015, 20000:2018 & 27001:2013
- ✓ CMMI Level 3 v2.0 Appraised (Service & Development)
- ✓ A Small Disadvantaged Business and Maryland DOT Certified MBE
- ✓ Equal Opportunity Employer with a Highly Competitive Compensation Package Developed to Recruit & Retain

Contract Vehicles

- ✓ GSA IT Schedule 70 & Health IT Contract: GS35F527AA
- ✓ GSA OASIS SB – Pools 1, 1-8(a), and 3
- ✓ GSA OASIS Plus SB – Domains 1, 2 & 7
- ✓ NASA SEWP VI – Categories B & C
- ✓ SeaPort-NxG
- ✓ NOAA NMITS (CTA)
- ✓ Air Force SBEAS (Mission Assured JV)
- ✓ WMATA ITIO - F20101

NAICS Codes

236220, 238390, 517911, 517919, 518210, 541330, 541410, 541511, 541512, 541513, 541514, 541519, 541611, 541618, 541711, 541930, 541990, 561210, 611420, 811212, 811213

Industry Certified Partnerships

Cisco Premier, AWS, SAP Partner Edge, Archibus, Polycom, Collab9, Vyopta, Avaya

Customers

NIH (CIT, NCI), FDA (OIMT, ORA, Library), CMS (OHC), DOC (NIST, NOAA, NTIS, Census), DOL (OCIO, Job Corps), USDA, DOE, DOD (US Airforce, US Navy, SPAWAR), US Coast Guard, HHS, CFPB, Leidos, HP, Verizon, SAIC, Accenture, AbleVets

SEE PAGES 2 & 3 FOR CONTRACT SUMMARIES

Our Commitment & Value

VERSA Integrated Solutions, Inc. (VERSA) is committed to delivering technical expertise and engineering solutions that are both cost-conscious and offer the highest return on investment for our customers. We will take the time to fully understand our customers' business needs and engineer solutions that are not only highly customized, but also highly flexible to scale and evolve as the customer grows and changes. We offer you a superior level of service and expertise by maintaining our top-level certifications and attracting and retaining only those professionals with considerable experience and a proven track record in their industry. We will leverage this expertise and experience to provide you with tailored solutions that will help you gain insight and control of your enterprise IT infrastructures and investment portfolios.

Our Technical Strengths

VERSA provides full-life-cycle engineering and operational support to our customers.

Program Management Office Services

- ✓ Program, Project and Task Level Management
- ✓ Strategic Initiatives, IT Portfolios, Service Catalogs, Technical Compliance
- ✓ Budget Planning, Execution, and Investment Reporting
- ✓ Performance and Deliverables Management
- ✓ Quality Assurance/Control Programs and Risk Management

Information Technology Services

- ✓ Enterprise Architecture – Networks, Applications and Data
- ✓ Infrastructure Engineering and Service Delivery (UCaaS, Conferencing, Collaboration)
- ✓ Cloud Engineering Strategy, Migration and Operational Support (CI/CD)
- ✓ Application/DevOps Services - Microsoft/Unix/Linux, Azure, Jira, SQL Server, Java (Agile Certified/Scrum Master Experts), .NET (Windows Apps)
- ✓ Dataverse, Power Platform, Mobile Apps
- ✓ ServiceNow, SharePoint and Salesforce Custom Development
- ✓ Cybersecurity Engineering and Execution Support
- ✓ Health Information Technology Integration & Big Data Analytics

Organizational Support Services

- ✓ Development and Operation of Data Repositories and Service Desk Applications
- ✓ Facilities Management - Space Planning, Installation and Maintenance
- ✓ Human Capital Data Analytics and Reporting Solutions (SAP Partner)
- ✓ Business Process Re-Engineering and Continuous Process Improvement
- ✓ Change Management Support Oversight
- ✓ Full Training Support – Development, Delivery and Metrics

Why VERSA?

- ✓ **Proven Federal Experience**
- ✓ **Industry Recognized Certifications**
- ✓ **Multi-Disciplined Corporate SMEs**
- ✓ **Powerful Tools & Resources**
- ✓ **Mature IT Services Delivery & Quality Management Program**
- ✓ **Alignment with Customer Strategic Goals & Objectives & Supporting IT Initiatives**
- ✓ **Cost Savings & Increased Value Through Service & Process Innovations**

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Making a Difference for our Customers

	Commerce – National Technical Information Service (NTIS) (Completed as Prime – 3 Renewals) - VERSA supports the Office of the CIO with SME level services including network engineering and support, data architecture and database administration, systems administration, and full software development in a mixed Microsoft SQL, .NET, Linux and Oracle environment. Our engineers, administrators, and developers support a hybrid on premise data center and AWS cloud-based data center and manage all data and user interfaces for several NTIS Federal clients, as well as the back -up facility located in Boulder, Colorado. **Our Impacts** - Since 2018, VERSA has been instrumental in migrating NTIS legacy applications into a predominantly Microsoft environment with refreshed user interfaces, reporting and features. We have also migrated a majority of the applications to the new AWS cloud environment and continue to support and modernize these NTIS administrative and stakeholder applications.
	CMS – Office of Human Capital (OHC) (Current Prime – 1st Renewal) – VERSA, as a certified SAP PartnerEdge company, supports CMS's strategy to modernize workforce analysis and reporting capabilities and improve their administrative processes by leveraging technology and automation. VERSA is implementing and supporting a new SAP Success Factors cloud environment for OHC and providing all training and help desk support for the installation. Our staff works directly with the various business units in CMS to maximize the capabilities and value of the SAP tools for the federal staff. **CMS – Office of Human Capital (OHC) HRES Workflow (Current Prime) –** VERSA, teaming with BizFlow, supports CMS's strategy to automate and modernize workflow processes within the Human Resource Enterprise System (HRES) and all its' modules. Ultimately, VERSA is implementing a human resource business solution that is efficient, accountable, and streamlined to reduce duplicative data in multiple systems, while increasing transparency and providing advanced dashboards and reporting capabilities. **Our Impacts** – As the prime integrator for both contracts, VERSA has successfully coordinated and managed activities with partners SAP and Carahsoft in conjunction with partner BizFlow workflows and operational automation activities. We are able to stand up the initial implementation of Work Force Planning and Work Force Analytics (WFP/WFA) while creating related workflows with full systems and user support. CMS managers are now able to access data from multiple sources and platforms through the SAP interfaces and run cross-referenced reports and analytics that are more insightful and meaningful to the HR ERP community. The success of these projects has led to the award of a 10-year follow-on contract to continue development, implementation and support of additional SAP ERP modules.
	NIH - Center for Information Technology (CIT) (Current Sub – Deloitte & Completed Prime - 3 Renewals) - VERSA developed, implemented and provided ongoing Tier 2 and 3 support for a flexible and scalable network and IT architecture for a phased migration from legacy phone systems to IP based telephony. The solution includes a unified communications and collaboration (UCC) solution compatible with the Microsoft Exchange Service and integrated with the existing NIH telecommunications infrastructure. The solution supports 27 institutes throughout the United States and is scalable to support over 40,000 users. VERSA has deployed and currently provides support for 10 disparate NIH call center systems, two of which are operated 24X7. We have integrated all call center systems and the UCC infrastructure components with ServiceNow and SharePoint for a full knowledge base, documentation repository and dashboard level reporting accessible all authorized stakeholders. VERSA also provides support for Office 365 and Mobile Device Mgmt (MDM), and MS Exchange Messaging. **Our Impacts** – Since 2014, VERSA has designed, implemented, supported and modernized the NIH UCC infrastructure. Over the years, our staff have developed several automation tools to create efficiencies and a cost savings of over $500K to the government for both implementation and operational activities. A few examples of these include: an ERL Switchport Tool to assist with Emergency Responder configurations on all network switches (reduction of 4000 engineering hours/cost); a Mobile Site Survey Tool to collect system and user data directly into tablet databases and automatically upload and consolidate when linked back to the main database replacing several manual processes; and a Dial Plan Conversion tool to convert 5 digit dialing plans to 10 digits reducing thousands of manhours and eliminating human error from the process. VERSA was also able to federate the two primary Instant Messaging platforms being used to allow individual institutes to maintain the tool of their choice. This was a key project in maintaining NIH-wide cooperation and acceptance for the UCC roll-out for all the institutes.
	US Census Bureau - Telecommunications Office (TCO) (Completed as Sub - 1st American CIOSP3) - As a key teaming partner for this contract, VERSA provides a full range of on-site IT support services to TCO to include Identity Management and Domain Services, Mobile and Multimedia Services, Network Infrastructure Services and Project Management. A key focus area for which VERSA provided support includes expertise to install, configure, test, maintain and monitor the USCB Messaging Collaboration, AV and MDM solutions. VERSA also provides full life-cycle support and administration of the USCB network and its domains as well as support the USCB Network Security Branch assets, including all hardware, appliances and software. **Our Impacts** – Our telecommunications team is migrating all existing PRIs into a centralized SIP circuit that will ultimately result in hundreds of thousands of dollars in cost savings to the government. Our staff ensures that all migrated circuits are properly removed from the legacy billing when added to the new billing cycle to eliminate double billing and maximize the potential savings.

	Dept of Labor (Sub – Verizon Federal Systems) - VERSA directs the field implementation of UC to the Department of Labor's Office of the Assistant Secretary of Administration Management (OASAM), the Office of the Chief Information Officer's (OCIO's) Regional and National offices. VERSA was contracted to complete 3 phases (planning, implementation and post-implementation) to deploy UC Solutions at 42 DOL office locations supporting over 20,000 users at multiple CONUS and OCONUS locations with wireless, Voice over IP (VoIP), cabling, switching infrastructure and Video Tele-Conferencing (VTC). **Our Impacts** – Using the same approach and tools developed under previous contracts, VERSA was able to properly plan, staff and execute a full UCC roll-out for the government. As this implementation required much more assessment and upgrades to numerous remote sites, VERSA created sequenced Tiger Teams to effectively conduct assessments, perform upgrades and implement the new UCC services throughout the enterprise. Scheduling and coordination of these Tiger Teams with the government sites were the key factors in the success of this UCC deployment. **US Job Corps (Sub – B&E CIOSP3)** - As a key teaming partner for this contract, VERSA provides a full range of on-site IT and facilities support services for the US Job Corps Data Center located in Austin, Texas. This data center supports the entire Job Corps program nation-wide. **Our Impacts** – VERSA engineers have overhauled the existing documentation, diagrams, and user-based materials to ensure the government has a current baseline for their architecture and systems repository to develop accurate and feasible strategic plans and IT roadmaps for any modernization efforts. Most efforts have been focused on optimization and correction of existing configurations that have resulted in a much-improved security posture, systems performance, and operational stability for the government.
	CFDA – Office of Information Management and Technology (OIMT) (Sub – Aurotech DIMES) - VERSA provides engineering support for FDA's DevSecOps, Innovation, Modernization, and Engineering Services (DIMES) contract to modernize the enterprise IT infrastructure. This includes IT architecture, prototyping, deploying and delivering new IT solutions for OIMT. **Our Impacts** – VERSA engineers developed a full cloud strategy for migrating targeted systems/services, with estimated timelines and potential ROI calculations with projected recurring annual cost savings once fully implemented. **FDA - OIMT (Completed as Prime) -** VERSA conducted the Design, Pilot, Configuration, Integration, & Tuning of Oracle Call Center Anywhere while developing the new FDA Collaboration and Rich Media Infrastructure. This project required integration of the call center solution with over 20 business apps, telecom infrastructure and a Verizon provided cloud-hosted solution. **Our Impacts** – VERSA was responsible for ensuring that all existing business processes were not affected during our infrastructure improvements and we were able to implement the solution seamlessly and without disruption to the ongoing business activities for the government. **FDA – OIMT (Sub - HP ICT21) -** VERSA provided Tier 1 and 2 VOIP/UCC infrastructure support services to the FDA OIMT division. Our team members operate, maintain, manage, tune, configure, track, patch, and upgrade all network and troubleshoot and remediate all interruptions, performance issues, and/or latency issues related to network components and services. **Our Impacts** – As the original engineering firm to implement the VOIP/UCC infrastructure, VERSA engineers and technicians were able to monitor and support the production environment without any critical issues and maintain over 99% availability with optimal performance for the entire enterprise architecture. Any potential for performance issues were identified early and remedied before affecting the operations of the end user community. Our engineers also participated on the Change Review Board to ensure that other integration efforts would not adversely affect the UCC environment.
	National Oceanic & Atmospheric Administration (NOAA) (Completed as Prime – 2 Renewals) - VERSA provided services to NOAA's Facilities Operations Division, Building Management Branch in support of Space Planning and Design, Systems Furniture Installation, Facilities Services Help Desk, Inventory Management, Facilities Maintenance Services, and Conference/ Collaboration Center Management and Support. VERSA uses NOAA's Archibus Total infrastructure and Facility Maintenance (TIFM) to support and manage all customer requests. **Our Impacts** – VERSA assumed the processes of the previous contractor and completely reworked the business workflow with assigned SLAs, reporting mechanisms, and individual accountability throughout the relevant processes. Having all the provided services re-engineered and documented increased the overall efficiency of the staff and allowed for better visibility into the workflow to identify bottlenecks and stalled requests. Service delivery times were shortened which allowed for more projects to be completed within the same annual budgets.
	US Department of Agriculture (Current Prime) – For the Food, Nutrition, and Consumer Services (FNCS), VERSA provides support to the OIT Application Development Branch with building an applied OIT knowledge base, modeling applications and sites, and assisting FNCS in using technology to reduce performance gaps introduced by the adoption of new technologies. **Our Impacts** – In addition to programming automation into existing workflows, VERSA, using RPA - has created several BOTS to improve the automation of services for USDA FNCS. This has provided the government with highly available automation services that reduce human error and the need for in-person support for specific tasks.