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**
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.
<table>
<thead>
<tr>
<th>Department of Defense</th>
<th>Department of Energy</th>
<th>Department of Justice</th>
<th>Department of Homeland Security</th>
<th>Department of Transportation</th>
<th>National Aeronautics and Space Administration</th>
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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
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.
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.
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.
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.

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.
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
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
- 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

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Rockville, MD 20850
O: (301) 354-5110  C: (202) 384-3871
Aaron.Walton@chickasaw.com

Visit us at www.chickasaw.com
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

Developed custom data engine to identify fraud, waste, and abuse within country-wide Medicaid claims data called the Workflow Management System

Utilized Agile software development as well as custom design coding for specific data requests

Over $200 million in potential fraudulent Medicare claims identified

Awarded an “A” rating and cited as having “the best vulnerability management score at CMS” on its nCircle vulnerability scanning activities

### Dept of Energy Office of Science, Chicago

Rewrote applications within existing software apps to eliminate the need of 10 applications

Reduced the number of required maintenance & servers

Increased the number of software applications hosted from 18-23

After successful deployment of improved software applications, DOE requested similar applications for other DOE site offices, including DOE HQ

### Health and Human Services, FDA

Developed the FDA’s first Drug Quality & Compliance (DQ&C) portal

Supports 3000+ users

Uses highly-interactive UI & complex rules management engine that provides real-time validation of data

Implemented Automated Software Testing using HP Application Lifecycle Management Suite

Reduced testing hours from 1320 to 310 with roughly a 75% cost savings.

Operations & Maintenance

Requirements Analysis & Development

Data Migration, Integration & Testing

Integration of Enterprise Projects

Improving management of structured & unstructured data

### Tinker Air Force Base

Integration Services Support

Software Administration Support

Server Administration

Database Support

Application Development

Software Administration

Critical Infrastructure Protection

Information Assurance

Customized software applications to ensure legacy applications were functional and compliant with the new operating system preceding system upgrade

Customized Remedy dashboard has led to higher levels of service while decreasing staff by 20%
## Past Performance

### IT Support

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<tr>
<th>FAA Customer Service Center (CSC) Office of Automation Svs and Custom Solutions Division</th>
<th>Dept of Energy Office of Science - Chicago</th>
<th>Tinker Air Force Base</th>
<th>Indian Health Services IT Office of Automation/Telecommunications</th>
<th>Center Medicare/Medicaid (CMS)</th>
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</table>
| Multi-tiered Help Desk serving over 50,000 users and 5,300 desktops within the DOT/FAA | Help Desk Support: 12 hours a day, 7 days a week | 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 | CNI supports 594 national locations and 200 tribal entities | Consolidated 40 separate contracts involving 48 different call centers nationwide for CMS |
| - Remote Administration  
- Deployment and Process  
- Automation support  
- Hardware support  
- Asset Management support | Migrated ticket tracking system from HEAT to Jira system | Cost savings of $10,000/year | The project team provides national-level tiered (I,II,III) support coverage serving more than 40,000 users in 600 locations | Transitioned from primary customer interface to self-service while using call centers as secondary support |
| Developed an Office Automation Services process. Reduced image processing time saving 2000 staff hours per year | Developed a custom priority based response system offering a 10 minute response time | Combined 7 help desks into one while improving level of service | Process over 5,000 calls per year | Supports call center for MSCRIP which responds to Medicare claim inquiries |
| Developed and implemented a skill-based routing solution using Axios Systems and Assyst IT Service Management software | | Resolve 2X the amount of tickets than the industry standard | Provides support for Linux-based development servers running VMWare | Established web-based portal |
| Lowered cost of Level 1 Service Desk, increased first call resolution | Cost savings of $10,000/year | Implemented “Tier Zero” customer self-help website for 18,500 users | Implemented and administered web server security technology | Consolidated 10 databases into one case management system using Java |
| Decreased staffing requirements by 10% | | Eliminated need for 15 full time personnel due to reduction in workload | Website development and maintenance | Employed Six Sigma in place of ISO to fulfill quality assurance requirements. Completed 16 Green and Black Belt projects within a 2-year period |
| Overall metrics met:  
- Average Speed to Answer: 16 sec  
- Customer Satisfaction: 97%  
- Abandonment: 4%  
- First Call Resolution: 62% | Developed a critical recovery process for the core infrastructure using Avamar, RecoverPoint, Site Recovery Manager, and VNX Replication | 95% reduction in critical vulnerabilities within 5 months | Developed and maintain web system security according to IHS standards, HHS guidelines, the Privacy Act and HIPAA regulations | Chickasaw Nation Industries Proprietary Information |
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<tr>
<th>Dept of Energy, Western Area Power Administration</th>
<th>Dept of Energy, Office of Science, Chicago</th>
<th>Health and Human Services, FDA</th>
<th>Internal Revenue Service, 508 Compliance</th>
<th>Health and Human Services, Indian Health Services</th>
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<td>Develop &amp; test cyber security plans</td>
<td>Developed the IM30’s Cyber Performance Metrics Initiative</td>
<td>Created a centralized formal and independent process that has significantly improved the security on the FDA network</td>
<td>Evaluation &amp; testing of new adaptive equipment</td>
<td>Designed and developed in house solutions when third party tools were not available</td>
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<td>Ensure compliance with OMB, NIST, and other standards</td>
<td>Identified metrics &amp; created dashboards to support contextual analysis for senior leadership</td>
<td>Automated the storage and management of the various required security documents into a centralized portal</td>
<td>Develop testing procedures</td>
<td>Designed automated workflows that streamlined several business processes and cut down on manual operations</td>
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<td>Perform routine cyber security tests (automated and manual)</td>
<td>Created risk &amp; vulnerability assessments planned information systems to identify protection needs</td>
<td>Improved the FISMA reporting and tracking to ensure that deadlines are met and expectations set</td>
<td>Compliance testing</td>
<td>Instrumental in the investigation, reporting and remediation of several security incidents</td>
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<td>Implement security patches for software and hardware</td>
<td>Developed certification &amp; accreditation components in the areas of risk assessment, security plans, testing &amp; evaluations</td>
<td>Integrated the Security Authorization process into the System Development Lifecycle process so that security controls are built-in as the solutions are developed</td>
<td>Perform 508 Compliance &amp; accessibility testing</td>
<td>Minimum average time to close multiple high profile incident reports submitted to the Department</td>
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<td>Develop &amp; maintain cyber security documentation</td>
<td>Training: Delivered education &amp; awareness briefings to ensure users adhere to security policies</td>
<td>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</td>
<td>Prepare &amp; review security documentation and reports</td>
<td>Developed, documented and implemented a risk estimate and waiver submission process used by the entire FDA</td>
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