

EVERY DAY

We make a difference.



CTI provides *Fast, Friendly* and *Efficient* support services to government and private organizations throughout the world.

Honesty • Integrity • Character



CTI Resource Management Services, Inc.



CTI is a CVE verified Service-Disabled, Veteran-Owned Small Business (SDVOSB), headquartered in Jacksonville, FL, founded in March 2003 with a mission to provide *Fast, Friendly, and Efficient* support services to government and private organizations worldwide.

Our vision describes who we are and is the essence of how we do business with our customers, business partners, and employees. We are a company committed to making a difference in the lives of our employees and our customers so that they can make a difference at work, at home, in their communities, and the world.

Our commitment to making a difference drives us to performance excellence as reflected in our CPARS ratings and in what our customers say about working with us. Commander, Navy Installations Command (CNIC) has been a CTI customer since our inception. This is what they say about working with us: *“CTI continually provides top quality support to CNIC. CTI not only meets expectations of the customers they provide service to and the contract requirements but continually goes above and beyond. CTI creates an environment for their employees to strive to find proactive solutions and ensure the highest level of customer support is met.”*

CTI has the mature processes and financial stability of a large company ensuring capable financial, schedule, and technical management of and performance on our contracts, including:

- *Mature systems:* CTI has a DCAA Approved Accounting System, Timekeeping System, and Provisional Rates and is approved for Cost Plus Contracts.
- *Knowledge of Department of Defense (DoD) and Civilian Agency Security Procedures:* CTI has met security requirements under contracts for DoD, Department of Homeland Security (DHS), Defense Intelligence Agency (DIA), and Department of Veterans Affairs (VA).
- *Ability to Recruit New Hires and Transition Incumbents CONUS and OCONUS:* CTI employs approximately 250 employees located in 27 states plus the District of Columbia and Puerto Rico and has transitioned government site staff in 46 different locations.
- *Stable Workforce:* Since our inception in 2003 our employee retention rate has been 87%.
- *In-depth Knowledge of Service Contract Labor Standards (SCLS), previously known as Service Contract Act (SCA):* CTI has performed over 1,470,000 hours of SCLS compliant contract hours since 2008.
- *Proven Ability to Manage Teams:* CTI managed a 15 company DHS PACTS IDIQ team through award and execution of the IDIQ contract and 23 task orders (TO).
- *VA Verified SDVOSB:* CTI is a VA Center for Veteran Enterprise (CVE) verified SDVOSB.
- *Broad Customer Base:* CTI's customers include CNIC; DHS; Navy Recruiting Command (NRC); Commander, Navy Region Southeast (CNRSE); DIA; and VA.

CTI's has demonstrated quality performance in our core competencies including:

- Service Desk/Help Desk/Call Center Support (Tier I & II)
- Logistics – Asset Management, Secure Warehousing, Deployment/Transport, Field Support
- Technical Services – Technical Support and Field Service
- Professional Services Staff Augmentation

***CTI looks forward to the opportunity to discuss partnering with you.
For additional information, contact:***

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CTI PAST PERFORMANCE – Performance excellence across a broad range of disciplines

SERVICE DESK/HELP DESK/CALL CENTER SUPPORT

CTI provides a Contractor-Owned, Contractor-Operated (COCO) service desk for maintenance, technical and operational support for numerous CNIC applications to include: Common Access Card (CAC), Gateway 2.0 (G2), Total Workforce Management System (TWMS), Citrix Portal, Web Content Management (WCM), and Enabler Program (including Framework, Access Control, Food Services, and Funeral Honors). CTI's Customer Service Representatives (CSRs) consistently outperform established Service Level Agreement (SLA) metrics, obtaining close to 100% customer service satisfaction. CTI provides Tier I and II support including access control; account management; troubleshooting errors when attempting to run reports as a result of application driver errors and latency issues; system change requests; and system interface recommendations on multiple data sites. CTI's CSRs record every phone, fax, e-mail, and web request in CNIC's Remedy ticketing system. They provide "concierge" level service, managing all unresolved issues from opening the incident until customer confirmation of resolution.

Customer Name	Program Title	
CNIC	CNIC IT Enterprise Applications Support Services	
Contract Number	Period of Performance	Value
W91QUZ-06-D-0012 V705/SubK 0012-V705-002	2/1/14 – 9/29/16	\$12.1M
W91QUZ-06-D-0012 V801/SubK 0012-V801-11-0004	9/30/11 – 1/31/14	\$16.1M
N00178-07-D-5021-V70123	5/8/08 – 5/7/13	\$34M
PO CIT 07-11 5883-0023	11/1/07 – 5/7/08	\$913K
PO 07-20040	9/1/07 – 10/31/07	\$905K
JHT06S0014	9/1/06 – 8/31/07	\$4M
TPD-03-C-0005/SubK BAL119520	8/1/05 – 8/31/06	\$3.7M
JHT04P1282	8/1/04 – 7/31/05	\$5.4M
JHT04P1278	6/14/04 – 9/30/04	\$480K
Prime (GDIT) Evaluation Comments	<i>"CTI continued to provide exceptional customer service while handling a dynamic schedule and workload. During this evaluation period the CTIRMS Support Center team stepped up when CNIC needed to upgrade the handheld scanning devices to bring the program back on track and avoid what could have been a major access control issue at bases worldwide."</i>	
Customer Performance Assessment	<i>"CTI has continued to provide outstanding service to CNIC. Throughout their contract they have continually developed plans and processes to achieve improved efficiencies. They have maintained their flexibility to meet mission requirements and current economic changes."</i>	

Customer Name	Program Title	
VA	My HealthVet Help Desk Support	
Contract Number	Period of Performance	Value
PO: 2010-02-001	1/25/10 – 2/24/12	\$638K

LOGISTICS

CTI provides full lifecycle logistics support, including shipping and receiving, warehousing, inventory control, ID tagging, programming, deployment, individual account management, and field service support from our 4,000 square foot secure warehouse in Jacksonville, FL. We inventory equipment using IUID methodology and a Remedy ITSM-based asset tracking system. Additionally, we warehouse spares and provide accessory inventory, repair of inoperable equipment, and surge requirements for equipment. CTI provides cradle to grave asset accountability and management for customer materials.**

Logistical support is included in the values listed for the CNIC Enterprise Applications Support Services Contract referenced in the **SERVICE DESK/HELP DESK/CALL CENTER SUPPORT section.

TECHNICAL SERVICES

CTI provides technical support for a number of critical operational programs/equipment including the Enterprise Land Mobile Radio (ELMR) program, Wireless Pier Connectivity System (WPCS), and Enabler Handheld Scanners. CTI's support of these programs ranges from simple logistics to testing, deployment, and simulation. **

The ELMR System is a non-tactical Association of Public Safety Communication Officers (APCO) Project 25 compliant, National Telecommunications Information Agency (NTIA) conformant trunked system. CTI's experience supporting ELMR includes programming, testing, worldwide deployment, and end user training. CTI has deployed staff from Jacksonville to support significant program-related or emergency events and during program rollout and provided on-site staff to support ELMR operations and maintenance.



WPCS provides a wireless alternative to the current copper or fiber connections used by ships at CONUS Naval bases/installations to establish pier connectivity. Our Field Service Representatives (FSRs) provide Tier I through III sustainment and support services on enterprise and regional levels from 0700 – 1900 EST Monday – Friday and 24 X 7 on call support. We manage the WPCS inventory, coordinate repairs with Original Equipment Manufacturers (OEMs), assist end users with basic issues and managers with process improvement and metrics, act as a single point of entry for all repair/replace requests, and perform preventive/corrective maintenance and system troubleshooting.

Enabler Handheld Scanners are devices linked to a centralized database providing gate sentries with rapid identify verification. CTI provides CNIC Enabler Handheld Tier I and Tier II support, configures initial deployment and replacement equipment, and updates server databases as appropriate. We provide field service support including mobile asset deployment, tracking, installation, configuration, trouble shooting and issue resolution. Our Team also supports SSC LANT by performing Tier II functions and coordinates ticket resolution with Tier III, when necessary.



Technical Services support is included in the values listed for the CNIC Enterprise Applications Support Services Contract referenced in the **SERVICE DESK/HELP DESK/CALL CENTER SUPPORT section.

PROFESSIONAL SERVICES STAFF AUGMENTATION

CTI's government site support for federal government customers continues to expand as a result of CTI's ability to recruit and retain qualified staff both CONUS and OCONUS and the quality services provided by our staff.

Customer Name	Contract Number	Description of Support Provided	Period of Performance	Value
DHS – Federal Protective Service (FPS) Region 4	1033-032 TABSS	Administrative, Acquisition and Security Systems	1/1/15 – 9/30/18	\$3.2M
	HSHQE4-12-J-00008		4/1/12 – 3/31/14	\$2.4M
	HSHQE4-11-J-00001		10/1/10 – 3/31/12	\$2.3M
Customer Performance Assessment		"CTI has provided extremely professional and highly skilled administrative and technical personnel. ... All have more than exceeded the level of professionalism that the agency could have expected."		
DHS – Office of Chief Procurement Officer (OCPO)	1033-045 TABSS	Administrative	9/30/15 – 9/29/18	\$343K
DHS – Transportation Security Administration (TSA)	CTI-TSA-14-F-INS003	Administrative	10/22/14 – 9/22/18	\$445K
	HSTS05-11-J-INS024	Administrative	9/19/11 – 2/5/15	\$1.2M
DHS – FPS Region 2	1033-035 TABSS	Acquisition and Financial	5/1/15 – 3/31/18	\$620K
	HSHQE2-13-J-00007		5/1/13 – 4/30/15	\$1.2M
	HSHQE2-11-J-00003		10/1/10 – 3/31/13	\$161K

Customer Name	Contract Number	Description of Support Provided	Period of Performance	Value
	HSHQE2-11-J-00004		10/1/10 – 3/31/13	\$239K
Customer Performance Assessment		<p><i>“CTI staff have become a vital component of our operation.” and “CTI has consistently strived to provide service not only in accordance with the contractual requirements, but when asked if capable, also has provided accommodation for remote locale on-site training in order to expedite the performance of their employees in being well versed and trained in their position requirements.”</i></p>		
DHS – Office of Intergovernmental Affairs (IGA)	TABSS-DHS-IGA-2015-105	Administrative	9/30/15 – 9/29/17	\$131K
Navy – CNRC	N00178-07-D-5021-EX0101	Administrative, Program Analysis, IT, Public Affairs and Logistical	12/1/13 – 11/30/16	\$25.2M
Customer Performance Assessment		<p>Customer rated CTI’s management as <i>“Exceptional”</i> stating that <i>“The CTI team has been pro-active to bring forward concerns about contract requirements in order to work out solutions to issues before they have an effect on overall contract performance.”</i></p>		
DHS – FPS Region 9	OTI-CTI-HSHQW9-15-C-00001	Administrative and Financial	8/1/15 – 7/31/16	\$77K
	HSHQW9-12-J-00002		10/1/11 – 9/30/15	\$1.1M
DIA – Defense Clandestine Service	40211D0016CT	Administrative	8/1/13– 7/15/16	\$712K
Navy - CNRSE	N68836-12-C-0056	Financial	10/1/12 – 3/31/16	\$1.1M
Customer Performance Assessment		<p><i>“CTI is a great company and offers the best support from among all the contractors we use. I have never encountered a problem that was not resolved professionally and quickly.”</i></p>		
DHS – FPS Region 1	1033-034 TABSS	Administrative	4/1/15 – 3/31/16	\$336K
	HSHQE1-13-J-00001		10/1/12 – 3/31/15	\$639K
Customer Performance Assessment		<p>Customer rated CTI’s quality as <i>“Exceptional”</i> and added two positions during the period of performance. <i>“The workforce provided displayed levels of professionalism and attentiveness. They prioritized their workloads in a manner that contributed to the region’s ability to complete its mission.”</i></p>		
DHS – Civil Rights and Civil Liberties (CRCL)	HSHQDC-14-J-00565	Administrative	9/24/14 – 2/5/16	\$612K
	HSHQDC-13-J-00480		9/24/13 – 9/23/14	\$321K
DHS – Domestic Nuclear Detection Office (DNDO)	HSHQDC-15-C-00061	Administrative, Security and Facilities	8/6/15 – 2/5/16	\$1.4M
	HSHQDC-15-J-00052		2/6/15 – 8/5/15	\$1.4M
	HSHQDC-14-J-00175		5/13/14 – 2/5/15	\$2.3M
	HSHQDC-12-J-00022		1/13/12 – 5/12/14	\$5.8M
Customer Performance Assessment		<p><i>“CTI has provided quality personnel which meet or exceed the desired skill level. [Their management is] very proactive and does an exceptional job of know[ing] what’s going on with the CTI staff and the support they are providing.”</i></p>		
DHS – Office of the Citizenship and Immigration Services Ombudsman (CISOMB)	HSHQDC-14-J-00643	Administrative	9/26/14 – 8/5/15	\$94K
	HSHQDC-13-J-00538		9/27/13 – 9/26/14	\$90K
DHS – Office of Chief Information Officer (OCIO)	HSHQDC-13-J-00105	Administrative	5/1/13 – 8/5/15	\$1.7M

Customer Name	Contract Number	Description of Support Provided	Period of Performance	Value
Customer Performance Assessment	<i>"CTI's attention to detail, the willingness and capability to provide the required support services, while continuously improving processes in place was exemplarily. They provided all the support as required per the SOW to include multiple options that were exercised in a timely manner; all the staff provided were highly skilled and qualified, profession[al] and courteous."</i>			
DHS – FPS Region 8	HSHQW8-12-J-00002	Administrative	12/1/11 – 5/31/15	\$384K
Customer Performance Assessment	<i>"The CTI personnel have an extremely good working relationship with all of the FPS personnel they support and the offices they are assigned to report no issues with CTI performance. When necessary, CTI personnel have taken on additional duties to assist FPS in completing its mission."</i>			
DHS – FPS Region 5	HSHQE5-11-J-00001	Administrative	11/1/10 – 2/28/15	\$3.5M
Customer Performance Assessment	<i>"CTI is a small, veteran owned business and their business relations with the Government are exceptional and a model for other small businesses to follow."</i>			
DHS – TSA	HSTS04-11-J-CT8515	Administrative	8/29/11 – 1/31/14	\$234K
DHS – USCG C3CEN	HSCG44-12-J-PCY433	Administrative	9/30/12 – 4/8/13	\$72K
DHS – FPS Region 3	HSHQE3-11-J-00017	Administrative	7/1/11 – 7/31/12	\$66K
DHS –USCG C2CEN	HSCG44-10-J-PCY532	Administrative	9/30/10 – 9/29/12	\$241K

CONTRACT TRANSITIONS – Continuity and Stability of Customer Support

Frequently, contractors are faced with the opportunity to transition incumbent staff to a new contract. Often the incumbent staff has skills and knowledge that are critical to the customer and the best approach to top quality continuing support is recruiting and hiring the incumbent personnel. CTI has excelled at successful transition of incumbent staff, ensuring continuity and stability for our customers during contract transitions.

Customer	Transition Results
Navy – CNRC	CTI retained 98% of 98 qualified incumbent staff in 33 nationwide locations supporting NRC with administrative, statistician, public affairs and IT systems support at NRC headquarters and NRD offices across the U.S. and completed the transition within 30 days.
DHS – FPS Region 5	CTI retained the 20 incumbent staff (100%) working in 6 different states on this PACTS TO. CTI retained the staff despite a requirement to reduce employee compensation on this low cost/technically acceptable TO. CTI engaged incumbents only after TO award, devising creative compensation and benefit strategies to ensure retention.
DHS – DNDO	CTI retained 100% of the desired incumbents (19 FTEs) to ensure continuity of support for DNDO. The predecessor contract was split between 4 incumbent contractors, some of which had been furloughed due to a gap between contracts. CTI's ability to retain the incumbents was the result of a combination of working with the incumbent contractor with the largest population to facilitate a smooth transition and reaching out to incumbents employed by the 3 other incumbent contractors, during the proposal phase, to provide them with offers to continue support under the CTI contract.
DHS – FPS Region 4	CTI retained 100% of the 18 incumbent employees in 5 locations on this PACTS TO for acquisition and security program administrative support. CTI coordinated during the proposal process with the incumbent contractor and engaged the incumbent staff to ensure retention.
Navy – CNRSE	CTI retained all 7 FTEs assigned to this contract including both CTI staff and those employed by other incumbent contractors, despite the need to make adjustments based on a change to a low price/technically acceptable contracting approach.

CONTRACT VEHICLES

- **Navy SEAPORT-e – Prime.** Navy Multiple Award Contract (MAC) used to acquire Engineering, Technical and Programmatic support services. Ordering is open to Navy Systems Commands, the Office of Naval Research, Military Sealift Command, and the US Marine Corps.
- **GSA Schedule 736** Temporary Administrative and Professional Staffing Services – Prime on SIN 736-1, 736-2 and 736-5. GSA MAC used to acquire administrative and clerical support, automatic data processing and technical professional services. Ordering is open to all federal customers.
- **Army Global Intelligence Support Services (GISS)** – Subcontractor. Intelligence community MAC administered by the Intelligence and Security Command (INSCOM) to acquire intelligence and security operations, information operations, mission support and sustainment services.
- **DHS TABSS** – Subcontractor on Domain 1. US Coast Guard (USCG) MAC used to acquire Program Management, Engineering and Technical Support Services. Ordering open to all DHS Components.
- **DIA Solutions for Intelligence Support (SIS)** – Subcontractor. Intelligence community MAC for operational and mission services used by DIA, Counter Intelligence (CI) and Human Intelligence (HUMINT) components in the military services, Combatant Commands (COCOMs) and Defense agencies.
- **FAA eFAST** – Subcontractor on Business Admin and Management (BAM); Air Transportation Support (ATS), Computer Systems Support (CSS) Computer Systems Development (CSD) and Documentation and Training (D&T). IDIQ contract designed to provide a broad range of comprehensive technical, professional, and support services and solutions for the FAA.
- **GSA OASIS** – Subcontractor. IDIQ contract used to procure program management, management consulting, logistics, engineering, scientific and financial services. Ordering is open to all customers.
- **ITES 2S** – Subcontractor. Army MAC for Information Technology (IT) services worldwide. Ordering is open to Army, DoD and other Federal Agencies.
- **ITS-SB** – Subcontractor. Army IDIQ contract for a full range CONUS enterprise infrastructure and infostructure services. Ordering is open to Army, DoD and other Federal Agencies.
- **NETCENTS-2** – Subcontractor on NetOPS & Infrastructure Solutions. Air Force IDIQ contract to procure services and solutions for network operations, production, research and development, and Command, Control, Communications, Computers, Intelligence, Surveillance, Reconnaissance (C4ISR) mission capabilities. Ordering is open for Air Force, Army, Navy/Marines, other DoD components and Federal agencies.
- **NIH CIOSP3** – Subcontractor. Government-Wide Acquisition Contract (GWAC) that can be used by any federal civilian or DoD agency to fulfill a broad range of mission critical IT requirements.
- **SPAWAR Command Wide Administrative Support Services (CWASS) IDIQ** – Subcontractor. Administered by the Space and Naval Warfare Systems Center Atlantic (SSC Atlantic) to procure administrative, security, financial, facilities, communications and public affairs support.
- **SPAWAR SSCLANT Business and Force Support (BFS) Pillar** – Subcontractor. MAC for SPAWAR customers providing mission essential business operations and other business and force support services.
- **VA Transformation Twenty-One Total Technology (T4)** – Subcontractor. IDIQ contract designed to meet the full range of VA's long-term technology requirements. Ordering is open to all VA customers.

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