

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 Department of Veterans Affairs (VA) Center for Verification and Evaluation (CVE) verified Service-Disabled, Veteran-Owned Small Business (SDVOSB), founded in March 2003 and headquartered in Jacksonville, FL. Our vision – *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.* – describes who we are and is the essence of how we do business with our customers, business partners and employees.

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 2004. This is what CNIC says 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.”* In addition, CTI was awarded the General Dynamics Information Technology (GDIT) Quality Service Provider (QSP) of the Year award for 2012 and 2016. The GDIT QSP program uses an established quality rating system in an annual evaluation process to identify the highest quality small business providers to GDIT based on quality of work, timeliness, responsiveness, cost effectiveness and standards of conduct.

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), Navy, Defense Intelligence Agency (DIA) and VA.
- *Ability to Recruit New Hires and Transition Incumbents CONUS and OCONUS:* CTI employs over 100 employees located in 8 states plus the District of Columbia and Puerto Rico and has transitioned government site staff in almost 50 locations.
- *Stable Workforce:* Since our inception in 2003 our employee retention rate has been 84%.
- *In-depth Knowledge of Service Contract Labor Standards (SCLS) requirements:* CTI has performed over 1.5M 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 including 23 task orders (TO).
- *Broad Customer Base:* CTI’s customers include CNIC; Navy Recruiting Command (NRC); Commander, Navy Region Southeast (CNRSE); Navy Personnel Command (NPC); Naval Undersea Warfare Center (NUWC); Naval War College; Naval Supply Systems Command – Fleet Logistics Center San Diego; numerous DHS components; DIA and VA.

CTI 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, Field Support
- Technical Services – Technical Support and Field Service
- 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 of 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 application errors and latency issues; system change requests and system interface recommendations on multiple data sites. CTI's CSRs record every phone, fax, email 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 V802/GSD-SC-16-133		9/29/16 – 8/30/19	\$14.1M
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>		

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 5,000 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 materials¹

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/systems 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 identity 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. We also support 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.

STAFF AUGMENTATION

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

Customer Name	Contract Number	Description of Support Provided	Period of Performance	Value
NUWC Code 01 Comptroller Department Support	N66604-17-F-3011	Financial and Travel	10/1/17 – 9/30/22	\$6M
NPC Post Deployment Software Support	PO10226454	Software Maintenance	6/1/15 – 3/31/20	\$751K
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	9/29/15 – 9/29/18	\$343K
DHS – Transportation Security Administration (TSA)	CTI-TSA-14-F-INS003	Administrative	10/22/14 – 9/22/17	\$466K
	HSTS05-11-J-INS024	Administrative	9/19/11 – 2/5/15	\$1.2M
VA Time and Attendance System (VATAS) Help Desk	VA-FSC_CTI_001	Help Desk	4/1/14 – 3/9/16	\$400K
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
	HSHQE2-11-J-00004		10/1/10 – 3/31/13	\$239K

Customer Name	Contract Number	Description of Support Provided	Period of Performance	Value
Customer Performance Assessment	<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>			
DHS – Office of Intergovernmental Affairs (IGA)	TABSS-DHS-IGA-2015-105	Administrative	9/30/15 – 9/29/17	\$131K
Navy – CNRC	N00189-17-C-Z003	Administrative, Program Analysis, IT, Public Affairs and Logistical	12/1/16 – 5/31/17	\$3.7M
	N00178-07-D-5021-EX0101		12/1/13 – 11/30/16	\$25.2M
Customer Performance Assessment	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>			
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	<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>			
DHS – FPS Region 1	1033-051 TABSS	Administrative	4/1/16 – 9/30/18	\$807K
	1033-034 TABSS		4/1/15 – 3/31/18	\$335K
	HSHQE1-13-J-00001		10/1/12 – 3/31/15	\$639K
Customer Performance Assessment	Customer rated CTI's quality as <i>"Exceptional,"</i> added two positions during the period of performance and provided these comments <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>			
DHS – Civil Rights and Civil Liberties (CRCL)	16F00192-001	Administrative	10/11/16 – 9/29/21	\$1.4M
DHS –CRCL	HSHQDC-15-F-00168	Administrative	8/6/15 – 11/5/15	\$120K
	HSHQDC-14-J-00565		9/24/14 – 2/5/16	\$612K
	HSHQDC-13-J-00480		9/24/13 – 9/23/14	\$321K
DHS – Domestic Nuclear Detection Office (DNDO)	1033-055	Security, Facilities and Reception	7/18/16 – 1/5/20	\$4.3M
DHS –DNDO	HSHQDC-15-C-00061	Administrative, Security, Facilities and Reception	8/6/15 – 7/25/16	\$2.3M
	HSHQDC-15-J-OO052		2/6/15 – 8/5/15	\$1.4M
	HSHQDC-14-J-OOI75		5/13/14 – 2/5/15	\$2.3M
	HSHQDC-12-J-00022		1/13/12 – 5/12/14	\$5.8M
Customer Performance Assessment	<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>			
DHS – Office of the Citizenship and Immigration Services Ombudsman (CISOMB)	HSHQDC-15-F-00169	Administrative	8/6/15 – 10/5/15	\$19.3K
	HSHQDC-14-J-00643		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 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>			

Customer Name	Contract Number	Description of Support Provided	Period of Performance	Value
DHS – FPS Region 5	HSHQE5-11-J-00001	Administrative	11/1/10 – 2/28/15	\$3.5M
Customer Performance Assessment	"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."			
DHS – TSA	HSTS04-11-J-CT8515	Administrative	8/29/11 – 1/31/14	\$234K

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 Navy Recruiting District 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 contract. CTI retained the staff despite a requirement to reduce employee compensation on this low cost/technically acceptable contract. CTI engaged incumbents only after 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, 3 of which had experienced a stop work order 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 staff previously 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 contract 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.



CONTRACT VEHICLES

- **ITS-SB (Army)** – Subcontractor. IDIQ contract for CONUS enterprise infrastructure and infostructure services. Ordering is open to Army, DoD and other Federal Agencies.
- **Navy Higher Education Information Technology Consortium (NHEITC) (Navy)** – Subcontractor. IDIQ to provide a wide variety of IT support services for the Naval Postgraduate School (NPS), Navy War College (NWC) and United States Naval Academy (USNA).
- **NETCENTS-2 (Air Force)** – Subcontractor on NetOPS & Infrastructure Solutions. 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.
- **OASIS (GSA)** – Subcontractor. IDIQ contract used to procure program management, management consulting, logistics, engineering, scientific and financial services. Ordering is open to all federal customers.
- **PACTS II Functional Categories I Program Management and Technical Services and II Administrative and Operations Services (DHS)** – Subcontractor. IDIQ to provide support services consistent with Functional Category requirements for all DHS components.
- **Professional Services Support for CNIC (Navy)** – Subcontractor. IDIQ contract to provide program management oversight including program management, engineering, logistics, financial management and administrative support for CNIC headquarters.
- **Technical, Acquisition and Business Support Services TABSS (DHS)** – 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.
- **VECTOR Service Groups 3 (Training) and 6 (HR Services) (VA)** – Subcontractor. IDIQ contract designed to provide professional support services consistent with Service Group requirements for all VA customers.
- **SEAPORT-e (Navy) – 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 SINs 736-1: Administrative Support and Clerical, Occupations; 736-2: Automatic Data Processing Occupations and 736-5: Technical and Professional Occupations. GSA MAC used to acquire administrative and clerical support, automatic data processing and technical professional services. Ordering is open to all federal customers and state/local customers under recovery operations.
- **GSA Professional Services Schedule** – Prime on SINs C132-51: Information Technology Professional Services; 520-11: Financial and Business Solutions – Accounting; 520-12: Financial and Business Solutions – Budgeting and 874-504: Logistics Worldwide (LOGWORLD) Services – Deployment Logistics. GSA MAC used to acquire a broad range of professional support services. Ordering is open to all federal customers and state/local customers under recovery operations.
- **Business and Force Support (BFS) Pillar (Navy)** – Subcontractor. MAC for SPAWAR SSC Atlantic customers providing mission essential business operations and other business and force support services.
- **CIOSP3 (NIH)** – Subcontractor. Government-Wide Acquisition Contract (GWAC) which can be used by any federal civilian or DoD agency to fulfill a broad range of mission critical IT requirements.
- **Command Wide Administrative Support Services (CWASS) IDIQ (Navy)** – Subcontractor. SPAWAR SSC Atlantic to procure administrative, security, financial, facilities, communications and public affairs support.
- **eFAST (FAA)** – 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.
- **ITES 2S (Army)** – Subcontractor. MAC for Information Technology (IT) services worldwide. Ordering is open to Army, DoD and other Federal Agencies.

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