

Creative Information Technology, Inc. (CITI) services under Chief Information Officer-Solutions and Partners (CIO-SP3) Program

The CIO-SP3 program supports the National Institutes of Health (NIH), the National Information Technology Acquisitions and Assessment Center (NITAAC), and other government agencies. This contract is designed to support Federal CIOs requiring quick and flexible IT support services.

FEATURES & BENEFITS

- Provides products, services, and solutions
- Provides cost effective and flexible technical solutions
- Stability – large contract ceiling (\$20 billion) and contract life through the year 2022
- Multiple task types (FFP, T&M, CR)
- Fully-loaded fixed hourly labor structure
- Streamlined ordering procedures with short turnaround time
- Hardware and software may be procured (no dollar or task percentage limit)
- Multi-year task orders permitted

CITI is a management and IT consulting company headquartered in Falls Church, Virginia. We have consistently delivered mission-critical technology solutions since 1996. As a dynamic, multi-faceted organization, we serve Federal, state, and local governments and private industry.

In recognition of CITI's excellence, the firm has been certified at SEI CMMI ML3 and ISO 20000, and is working toward achieving certification at CMMI ML4. CITI is recognized for high customer satisfaction and has received numerous customer commendations and awards.

We are financially sound, evidenced by the most favorable financial ratings from Dun & Bradstreet. CITI provides customers limitless solutions, unbound imagination, and incomparable delivery!

SERVICES OFFERED

Task Area 1 - IT Services for Biomedical Research, Health Sciences, and Healthcare

This task area is to support Biomedical Research, Health Sciences and Healthcare by performing studies and analyses, and providing operational, technical, and maintenance services for the systems, subsystems, and equipment, some of which interface with, and are extensions to, information systems throughout the federal government. Samples are below:

- Health Sciences Informatic and Computational Services
- Scientific Computing Services
- Health Communication Support Services and Enhancements to Facilitate Integration and Data Exchange at the Federal, State, and Local Level
- Natural Language Processing Software and Services (Biology/Medicine Focus)
- Telemedicine (e.g., mobile health/mHealth)
- Integration of Health Systems Across Federal Agencies and Public and Private Healthcare Systems
- Healthcare Payment Processes and Fraud and Abuse in Medical Claims
- Modernization and Enhancement of Existing Health IT Legacy Systems
- Health Emergency Preparedness and Response to Include IT Support for Epidemic and Bio-Terrorism Simulations, Emergency Response Training, Exercise Support, etc.
- Automation of Administrative and Clinical Processes
- Medical Computer-based Training
- Biomedical Information Services
- Standards Development for Health IT Services
- Biomedical Modeling, Visualization, and Simulation
- IT Service Management
- Security of Healthcare and Biomedical Research Systems
- IT Clinical Support Services
- Biosurveillance and Disease Management Support
- Health System Studies

Task Area 2 – Chief Information Officer (CIO) Support

This task area is to support Chief Information Officers (CIOs) in implementing laws, regulations, and policies and to facilitate evolving CIO practices. Samples are below:

- IT Governance Process Development and Management
- IT Organizational Development
- Workforce Management
- Program Management Office Support
- Capital Planning and Investment Control Support
- Advisory and Assistance Services
- Independent Verification and Validation
- FEA Alignment Support Services
- Agency Information Technology Architecture Support
- Market Research
- IT Portfolio Analysis
- Risk Management
- Program Analyses and Implementation

Task Area 3 – Imaging

This task area addresses systems and services that support the collection, storage, and retrieval of digital images. Digital images can include scanned documents, medical images, geographical information systems, video, and photographs. Samples are below:

- Document Management Systems
- Image Analysis
- Image Conversion
- 3D Immersive Visualization
- Image Content Management
- Imaging Related to Laboratory and Test Equipment
- Medical Imaging, including Picture Archiving and Communication Systems
- Security Imaging
- Document Imaging
- Identity and Access Management
- Workflow Management for Digital Imaging Functions
- Geospatial and Scientific Imaging
- Environmental Imaging

Task Area 4 – Outsourcing

This task area is to provide the Information Technology (IT) infrastructure and IT services required to assume management and operations of government IT resources and IT business functions. Samples are below:

- Program Management
- IT Acquisition Management
- Data Base Administration and Data Storage Management
- Backup and Recovery Services System Console Operations
- Network Operations and Web Management Support
- Production Control and Management
- Tools and Applications (including Application Service Provider)
- Asset Management (including Radio Frequency Identification [RFID] Tracking)
- Cloud Computing
- Leasing of Hardware and Software
- Solution Leasing
- Hardware/Software Maintenance
- Desktop Computing as a Unified Service
- Transition Planning
- Managed IT Services Support
- A-76 Studies Specific to IT Operations or Support
- IT Impact Analyses
- Workflow Management
- Software-as-a-service (SaaS)
- Implementation of Standards (e.g., International Organization for Standardization (ISO) 9000, Capability Maturity Model Integration (CMMI), IT Services Management)
- Management of Call Centers

Task Area 5 – IT Operations and Maintenance

This task area is to support the operation and maintenance of IT systems, keeping IT systems viable with supported vendor releases or off-the-shelf applications software upgrades. Operations and maintenance on IT systems shall include all software and hardware associated with mainframes, client/server, web-based applications, and networking. Samples are below:

- Operational Support
- Backup and Recovery Management
- Software Maintenance and Upgrades
- Installation, Configuration, and Tuning
- Telecommunications Maintenance (Data, Voice, Images, including Wireless)
- Electronic Software Licensing Services including license: deployment, management, tracking, upgrading, etc.
- Help Desk/IT Support
- IT Infrastructure Optimization
- Resource Management
- System Management
- Infrastructure Management Services (IMS)
- IT Training
- Configuration Management
- IT Operation and Maintenance Planning
- Network/Hardware Support
- Data Quality Management
- Transformation Services
- Balanced Scorecard for Operations
- Continual Service Improvement

Task Area 6 – Integration Services

This task area is to support the development and deployment of integrated information systems, which includes the integration of technical components, information technology components, organizational components and documentation. Integration projects can support a wide range of agency functions. In the healthcare and research domain, medical imaging systems, patient management systems, clinical management systems, and laboratory management systems are often provided via integration of commercial components with existing infrastructure. Samples are below:

- Infrastructure Engineering, Development, Implementation, Integration
- Test and Evaluation Services
- Enterprise Application Integration
- Financial Analysis
- Gap Analysis and Benchmarking
- Feasibility Studies
- Data Migration and Integration
- Requirements Analysis
- Open Source Integration
- System Design Alternative (SDA) Studies
- Enterprise Data Management
- Systems Engineering
- Collaboration Tools
- Architecture Validation and Verification
- Business Process Reengineering
- Risk Assessment
- Acquisition Support

Task Area 7 – Critical Infrastructure Protection and Information Assurance

this task area is to support the protection of critical infrastructure, assurance of agency information, and operations that protect and defend information and information systems by ensuring confidentiality, integrity, availability, accountability, restoration, authentication, non-repudiation, protection, detection, monitoring, and event react capabilities. Samples are below:

- Critical Infrastructure Asset Identification and Configuration Management Databases
- Security Operations Center Development and Operations Management
- Cyber Security
- Application Security
- Information Assurance of Critical Infrastructure
- Disaster Recovery
- Risk Management (Vulnerability Assessment and Threat Identification)
- Critical Infrastructure Continuity and Contingency Planning
- Facility Protection Planning
- Incident Response Planning and Execution
- Information Systems Security
- Security Certification and Accreditation
- Federal Information Security Management Act (FISMA) Implementation Support
- Intelligent, Automated Data Collection and Analysis
- Cryptographic Support and Services
- Exercises and Simulation
- Health Insurance Portability and Accountability Act Implementation Support
- Security Review and Analysis of Automated Information Systems
- Record Management
- Identity Management and Assurance
- Public Key Infrastructure
- Training and Awareness Programs
- Trusted Internet Connections implementation
- IT Forensics and eDiscovery

Task Area 8 – Digital Government

This task area is to support government services that are provided through digital, electronic means, creating a transparent interaction between government and citizens (G2C – government-to-citizens), government and business enterprises (G2B – government-to-business enterprises) and government interagency relationships (G2G - government-to-government). Samples are below:

- Data Warehousing and Data Mining
- Records/Document Management
- Business Intelligence
- Business-to-Government (B2G) Solutions
- Web Development and Support
- Communications Management
- Electronic Commerce and Electronic Data Interchange
- Accessibility Services (508 and 504 compliance)
- Customer Relationship Management
- Deep web and federated searching
- Knowledge Management (IT-based sharing/storing of agency individuals' knowledge)
- Automated Abstraction, Taxonomies, and Ontologies
- IT-Enhanced Public Relations
- Telecommuting Support Services
- IT Strategic Planning
- Interactive Marketing
- Computational linguistics and machine-based translation

CIO-SP3

FEATURES & BENEFITS

- Provides products, services, and solutions
- Provides cost effective and flexible technical solutions
- Stability – large contract ceiling (\$20 billion) and contract life through the year 2022
- Multiple task types (FFP, T&M, CR)
- Fully-loaded fixed hourly labor structure
- Streamlined ordering procedures with short turnaround time
- Hardware and software may be procured (no dollar or task percentage limit)
- Multi-year task orders permitted

Task area 9 – Enterprise Resource Planning

This task area is to support the implementation of enterprise management applications and systems in the federal environment, which are integrated software applications used to control, monitor, and coordinate key business activities across an enterprise. These applications generally fall into the following categories: Financials, Human Resources, Logistics, Manufacturing, and Projects.. Samples are below:

- ERP Package Implementation
- IT Software Package Selection
- Integration of Business Systems
- ERP IT Infrastructure
- Business Consulting Services
- ERP Infrastructure Planning, Installation, and Tuning
- Business Transformation and Business Process Reengineering
- Performance Load Testing
- Business Systems Modernization
- ERP End User Training

Task Area 10 – Software Development

This task area is to develop customized software applications, database applications, and other solutions not available in off-the-shelf modular software applications. Samples are below:

- Requirements Analysis, Design, Coding, and Testing
- Business Intelligence and Analytics
- Clinical Protocol and Quality Assurance Decision Support Software
- GIS-Enhanced Planning and Program Evaluation Software
- Application Prototyping
- Web 2.0 Development and Management
- Multimedia Software for Patient/Staff Education
- Database Development and Management
- Program Evaluation Software
- Production Deployment
- Administrative and General Decision Support Software

Points of Contact:

NITAAC

Edward B. Wilgus
Contracting Officer

e-mail:NITAACsupport@nih.gov
Tel:(888) 773-6542

Robert F. Coen

Contracting Officer Representative (COR)
e-mail:NITAACsupport@nih.gov
Tel:(888) 773-6542

National Institute of Health

Division of Information Technology Acquisitions

6011 Executive Blvd, Suite 503 Rockville, Maryland 20892

For additional information and ordering instructions,
see <https://nitaac.nih.gov/ciosp3.asp>

Need more information contact:

Creative Information Technology, Inc. (CITI)

7799 Leesburg Pike Suite 500 North, Falls Church VA , 22043

Phone: 703.483.4300 | CIOSP3@citi-us.com

© 2012 Creative Information Technology Inc. Use or disclosure of data contained in this sheet is subject to the limitations by the author. It is intended for informational purposes only.

CITI GSA CIO-SP3 Product Sheet, 05.12.v1 www.citi-us.com

