

Phacil

See the Possibilities

Capabilities Statement

Department of Transportation

Pipeline & Hazardous Materials Safety Administration

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Performance Awards

- Washington Business Journal
 - ✓ Top Government Technology Contractor
 - ✓ Top 100 Private Companies
 - ✓ Top 50 Fastest Growing Companies
- GSA Technical Excellence Award
- MDA Award - Excellence in Business Administration
- SmartCEO Voltage - Technology Implementer
- CRN-Solution Provider 500 & Fast Growth 200
- Software Magazine - Software 500



About

- **Focused** | 100% of work with Civilian and DoD agencies
- **Experienced** | 55+ contracts
- **Exceptional Performance** | 46 Exceptional CPARs
- **Entrusted National Security** | 50% of contracts
- **Successful Prime** | 93% of contracts
- **Firm Fixed Price** | 69% of contracts
- **Skilled Employees** | 315+ IT certifications earned
- **Valued** | 425+ customer commendations in 2013
- **Locations** | CONUS and OCONUS
- **Certified Best Practices** |
 - ISO/IEC 20000-1:2011 Certified
 - ISO 9001:2008 Certified
 - CMMI-SVC Maturity Level 3 Certified
- **Low Risk** | 99.25% desired incumbent capture rate
- **Leading** | 100% training compensation up to \$3k/year

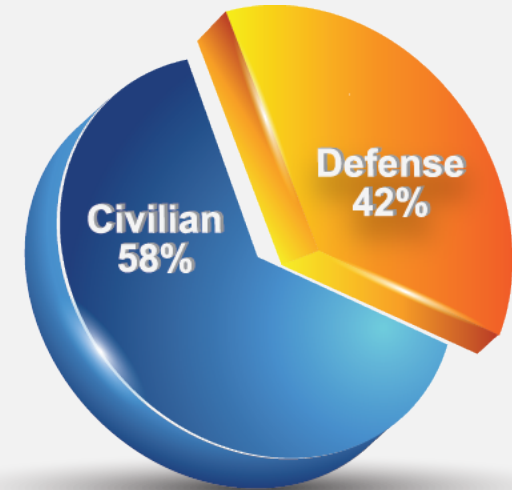


Service. Commitment. Excellence.

Defense

- U.S. Air Force
- U.S. Army
- U.S. Marine Corps
- U.S. Navy
- U.S. Transportation Command
- Defense Technical Information Center
- Defense Threat Reduction Agency
- DoD Office of the Inspector General
- DoD Defense Security Service
- DoD High Performance Computing Modernization Program Office

**Phacil's Customer Breakdown
By Revenue**



In the last 3 years, 100% of our customers said they would select us again in official Government evaluations.

Civilian

- Department of Agriculture
- Department of Commerce
- Department of Health and Human Services
- Department of Homeland Security
- Department of Housing and Urban Development
- Department of Justice
- Department of Labor
- Department of State
- Department of the Treasury
- Broadcasting Board of Governors
- Federal Communications Commission
- General Services Administration
- National Archives and Records Administration
- National Institute of Standards and Technology
- National Science Foundation
- Small Business Administration
- U.S. Census Bureau



CMMI is used, along with ISO 9001 and ISO 20000, to deliver the highest level of quality results to our government customers.

Service Areas

- Development
- Integration
- Operations and Maintenance
- Cyber Security
- Geographic Information Systems (GIS)
- Technical Consulting
- Business Operations

Phacil works to earn our customers' business every day. We are honored to serve our country. Our outstanding results spring from **ferocious execution** on our core values.

Service.

- Phacil is in the business of serving our Nation, the public, and military service members

Commitment.

- Committed to working in partnership with our customers and employees, Phacil meets and exceeds customer expectations

Excellence.

- Customers receive Excellence in all areas of service – it is what you and our Nation deserve





Phacil has extensive experience adapting best-fit commercial **Development** methodologies, such as Agile and Waterfall, to customer SDLCs to create stable solutions, delivering immediate improvements and value.

Capabilities

- Application Development
- Data Warehouse Solutions
- Geographic Information System (GIS) Solutions
- Learning Management Systems/Online Training
- Service Oriented Architecture (SOA) Web Services
- Portal & Dashboard Solutions
- Automated Workflow Solutions
- Mobile Device Applications
- 3D/Gaming Systems
- Cloud-Based Integration & Testing
- Virtual Computing/Transition Services

At USDA, Phacil decomposed 682 business requirements into 4800+ system requirements and developed more than 1.7M lines of code in 36 weeks.



Our **Integration** strategies and shared, secure enterprise solutions are high performing, scalable, and have increased efficiency and expanded capabilities for customers, reducing total cost of ownership (TCO).

Capabilities

- Application Integration
- Automated Workflow Integration
- Service Oriented Architecture (SOA) Integration Solutions
- Infrastructure/Data Migration
- Enterprise Architecture
- Security Architecture
- Identity Management (CAC/PKI/IDAM)
- Systems Integration
- Data Integration
- Performance/ Capacity Management
- Point-to-Point Interfaces
- VoIP Transition

At MDA, Phacil migrated over 20 years of stored information and consolidated 3,500+ projects, reducing costs by 20%.



Phacil combines expertise across the full spectrum of **Operations and Maintenance (O&M)** services with management processes to ensure flexible, cohesive, and efficient operations and rapid response to changing needs.

Capabilities

- Configuration Management
- COOP/Disaster Recovery
- Network Administration
- Data Center Operations
- Governance/Change Management
- Service/Help Desks
- Database/Data Warehouse
- System/Server Administration
- SharePoint Architecture
- Asset Management
- Security Patches
- Hardware & Software Maintenance & Upgrades
- Active Directory
- BES, Exchange Email
- Cloud Services
- Content Management
- Network & Security Operations
- BYOD Infrastructure Transformation

Phacil maintained 100% availability of major DoD agency systems for over 134 weeks. This produced an estimated cost avoidance of \$300,000 an hour for system availability.



Phacil provides a holistic, proactive, layered **Cyber Security** approach based on protect, defend, respond, and sustain actions. Security must be baked into an organization's culture, not just the engineering process.

Capabilities

- Security Authorization
- Risk Management
- FISMA Compliance
- Certification & Accreditation
- Security Operations
- Digital Forensics & Cyber Investigations
- Continuous Monitoring
- Vulnerability Assessment & Remediation
- Cyber Threat Analysis
- Security Controls Assessment
- Assessment & Authorization
- Red Team/Blue Team
- Computer Network Defense Service Provider (CNDSP) Support
- Computer Incident Response Team (CIRT)
- Public-Key Infrastructure (PKI)
- Ports, Protocols, & Services Management (PPSM)
- Communications Security
- INFOCON response

Adhering to NIST RMF and ISCM processes, Phacil ensures security and compliance with Federal mandates for 9 current Civilian, DoD and Intelligence Community (IC) customers.



Our **Geographic Information Systems (GIS)** solutions transform data for use in powerful decision-making tools through integration and development using a range of technologies such as ESRI's ArcGIS, UMN MapServer, Google Maps, as well as open source and COTS solutions.

Capabilities

- ArcGIS Desktop & Server Extension Development
- Esri Silverlight & JavaScript Interface Development
- UMN MapServer Development
- Cloud-Based Development
- Online Visualization & Editing
- Map Products & Reporting
- Spatial Analysis
- Data Aggregation & Analysis
- GIS System O&M
- ArcGIS Server Administration
- Open Geospatial Consortium Database Management System
- GIS Learning Management Solutions

Phacil's enterprise GIS solution enabled 10,000 Civilian agency users to save an estimated 750,000 hours per year in travel time and document management tasks.



Phacil provides tailored, mission-driven **Technical Consulting** for increased quality, cost-efficiency, and long-term investment. We deliver specialized expertise that consistently increases business value for our customers.

Capabilities

- Governance
- Program Management
- Cyber Security
- Organization Transformation
- Strategic Planning & Modeling
- Cloud Services
- Service Quality Management
- Strategic Communications
- Emerging Technology Evaluation
- Technology Transfer
- Virtual Computing Technologies
- CPIC & Capital Planning

Phacil used cloud services, automated workflows, and ISO 20000 processes to help transform the Service Desk and achieve savings of 30% for our Department of Treasury customer.



Our **Business Operations** support services elevate performance through efficiency. With highly skilled personnel and an approach tailored to the needs of each customer, we effectively manage and simplify processes while reducing costs.

Capabilities

- Program Management
- Information & Records Management
- Service Quality Management
- Business Process Reengineering
- Business Intelligence
- Policy Development
- Business Analytics
- Capital Planning & Investments
- Strategic Communications
- Cloud Adoption
- Emerging Technology Support
- Acquisition Support

Phacil has provided acquisition support for a \$265M program providing Research, Development, Test, and Evaluation (RDT&E) to over 30 DoD organizations.

MDA WISS: Web Portal O&M Case Study



Trained 11K users on over
200 courses
saving \$4.5M+

Consolidated 1,830
communities into 64

Serving 1.2M documents to
12,000 MDA &
1M DoD users worldwide

Maintained 100% availability
for 134 weeks

Migrated 3 months early
saving \$5.0M

USDA DDSB: ITIL Service Management Case Study



Implemented **ISO 20000**
certified processes -
reduced labor costs by **35%**

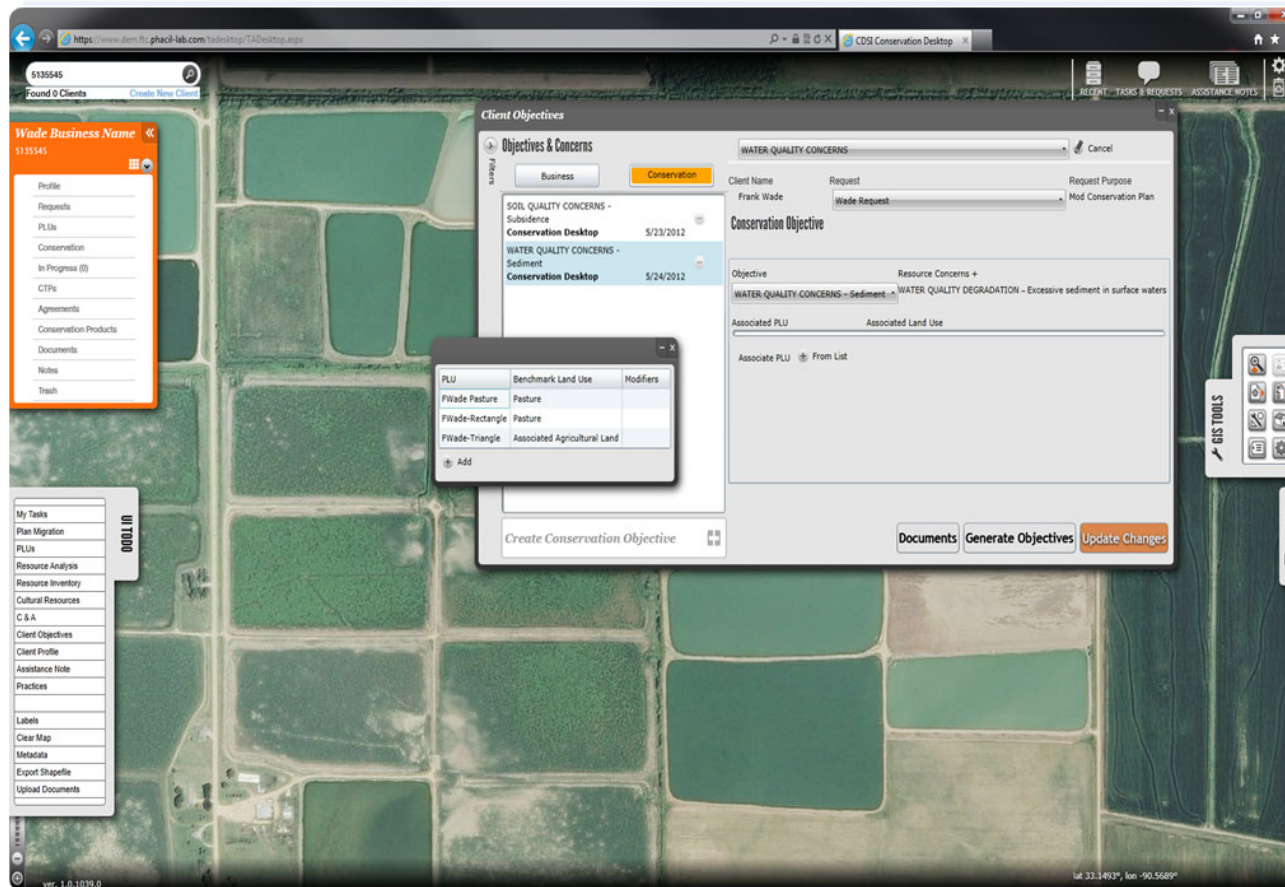
Reduced service request
hand-offs and incidents
reported per month
by **75%**

Deployed over **950** new
configurable hardware and
software releases

Configured **12,000**
applications for **180K** users

Implemented **Remedy**
automated workflows for **32**
agencies

USDA NRCS: Application Development Case Study



Decomposed 682
business requirements into
4,800 system requirements

1.725M lines of
code developed in
36 weeks

IEEE 830 Compliant
SW Requirements
Specifications

Over 5,000 test
cases executed

Over 10,500 pages
of documentation



Leveraging lessons learned on over 50 successful transitions, Phacil has a 99.25% desired incumbent capture rate to ensure knowledge retention and 100% operational continuity.

Phacil's Metrics-Based Management Approach



Metrics-Based Management drives accountability and provides for continuous improvement, visibility into program progress, and on time, under budget completion of all contract tasks.

PMR – Phacil’s **Program Management Review (PMR)** Continuous Improvement process brings together our Quality Department, Program Managers, and Executive Management to **track quality**, support more formal **communication**, and provide a forum for **Executive visits**.



ISO/IEC 20000-1:2011 – provides the framework for improved design, transition, and delivery of ITIL V3 based services



CMMI Maturity Level 3 for Services – provides focus on processes, services performance and customer satisfaction to establish, manage, and deliver services



ISO 9001:2008 – enables close monitoring and quality control of project performance

Phacil Quality Mission: To provide exceptional service to our customers in service of our country. We will accomplish this by providing services that meet, or exceed, the expectations of our customers through our total commitment to continuous improvement.



Missile Defense Agency

"As you know the CIO said he'd never met a successful migration. You just gave him a case study of how to do a migration well."



U.S. Department of Agriculture

"Phacil's work has been USDA's biggest success story of the year."



U.S. Patent and Trademark Office

"Your approach and diligence in staffing and supporting two critical functions in one day made this otherwise difficult situation seamless."



U.S. Army

"Phacil identified cost savings under the contract to make up for the additional programming hours rather than allow cost growth..."



U.S. Air Force

"Your weekly contributions to the mission helps keep us on track with the vast amount of regulations and best management practices."



Department of Homeland Security

"I want to personally thank you for all the work you did in the migration of email for over 2,225 users... It was a splendid performance of attention to detail and creative problem solving."

Multiple Government Purchasing Vehicles

Phacil is set up with various types of contract vehicles, including those listed below.

- **GSA Alliant Enterprise** (GS00Q09BGD0057)
- **GSA 8(a) STARS II** (GS-06F-1227Z)
- **USPTO SDI-NG** (DOC50PAPT1200011)
- **DOJ ITSS-4** (DJJ11-C-2163)
- **FBI IT Triple-S** (J-FBI-11-039)
- **US Navy Seaport-e** (N00178-08-D-5546)
- **FAA eFAST** (DTFAWA10A-00101)
- **GSA IT Schedule 70** (GS-35F-0869R)
- **GSA MOBIS Schedule 874** (GS-10F-0238V)
- **GSA LOGWORLD Schedule 874V** (GS-10F-0379X)

