

Favor TechConsulting, LLC (FTC) is a management and IT services consulting firm serving a range of Federal Government agencies, with specialized expertise in the design and delivery of Health IT solutions. FTC's customer-centric approach and proven best practices have enabled successful delivery of tailored and resilient technical solutions founded upon continuous process improvement. This singular focus enables flexible, transparent, and accessible delivery and supportive customer care to our clients.

Core Competencies

- Acquisition/Procurement Lifecycle Support
- Advisory and Assistance Services
- Agile Software Development Services
- Assistive Technology Services
- Business Intelligence and Analytics
- Business Process Reengineering
- Cloud Computing and Support Services
- Cyber Security and Information Assurance
- Enterprise Infrastructure Design and Build
- Healthcare IT Solution Design and Development
- Logistics and Shipping Solutions
- Manpower Analytics and Workforce Planning
- Program and Project Management
- Requirements Definition and Management
- Systems and Performance Testing
- Systems Development Lifecycle (SDLC) Support
- User Experience Design and Visualization

Prime Contract Vehicles

- VA T4NG (VA118-16-D-1006)
- CMS SPARC (HHSM-500-2016-00571)
- GSA IT-70 (GS-35F-340AA)
- Navy SeaPort-e (N00178-16-D-8736)
- SOCOM SWMS Group B (H92222-16-D-0016)
- GSA Professional Services Schedule (GS-00F-151GA)
- ESITA II DIA (HHM402-17-A-0007)

Small Business Designations

- Center for Verification and Evaluation (CVE) Verified Service-Disabled Veteran-Owned Small Business (SDVOSB)
- SBA Certified 8(a) Disadvantaged Small Business
- Economically Disadvantaged Woman-Owned Small Business (EDWOSB)
- Minority-Owned Small Business

Appraisals & Certifications

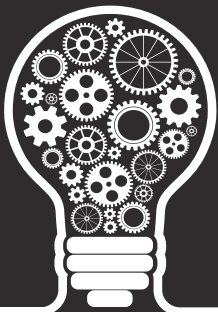
- CMMI for Services Maturity Level 3
- CMMI for Development Maturity Level 3
- ISO 9001:2015

Awards & Recognition

- DoD Nunn-Perry Award Recipient
- Washington Technology Fast 50
- Inc. 5000 Fastest Growing Private US Companies

Technology Partners

- Atlassian (Reseller)
- IBM Softlayer (Reseller)
- Oracle (Reseller)
- Amazon Web Services (Consulting Partner)



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Delivering Resilient Solutions to the Federal Government

Prime Contract Highlights

DHS U.S. Customs and Border Protection (CBP)

- **Business Requirements and Agile Methodology** – Performed requirements definition and visualization to enhance International Trade Data System (ITDS) functionality and delivered Agile training to Automated Commercial Environment (ACE) Business Office (ABO) leaders and stakeholders in support of ABO's agile transformation and enhanced interagency information sharing and analysis capability.
- **ITDS Liaison Services in Support of Partner Government Agencies (PGAs)** Plan and execute project activities, maintain schedules, and serve as liaisons for PGAs, to include managing stakeholder interdependencies and business requirements to meet ACE ITDS application needs.

Department of Defense

DoD Defense Health Agency (DHA)

- **Defense Healthcare Management System (DHMS) Program Executive Office (PEO) Development Test Center (DTC) and Development Test Environment (DTE) Subject Matter Expert Information Technology Support** Developed infrastructure, architecture, and operations documentation for all DoD and VA infrastructure environments and built environment monitoring and management capability for a single DTC-wide performance view.
- **Agile-Scrum Training, Executions, and Transitions – Visualization** – Developed and executed Agile implementation strategy for the DoD/VA Interagency Program Office's agile transformation, including Agile training and standing up pilot Scrum teams.
- **Manpower Management and Total Workforce Planning** – Performed database management and manpower assessments across DHA's federal, civilian, and joint military personnel in support of accurate human resource requirements for performing organizational functions.

Washington Headquarters Services (WHS)

- **Data Analytics and Integration Support (DAIS) Development Support Services** – Develop a roadmap for DAIS legacy system replacement through enhancement of new business systems for interoperability within Military Services and Defense Agencies.

DIA Chief Information Office (CIO)

- **Cyber Security Coordination Center (SCC) Program Office Support** – Provide acquisition and cyber policy planning, execution, and oversight and perform reviews for Intelligence Community (IC) leaders on DITSCAP, DIACAP, and DoD RMF implementations affected by legislation or policy.

HHS Centers for Medicare & Medicaid Services (CMS)

- **Quality Improvement Organizations (QIO) Collaboration Tool Website (CTW) Development and Maintenance** – Design and develop cross-community collaborative web solution using tailored Agile methodologies to improve program effectiveness, efficiency, economy, and quality of service delivered to Medicare beneficiaries.

Department of Veterans Affairs (VA)

VA Veterans Health Administration (VHA)

- **Employee Education System (EES) Innovative Cell** – Support production of innovative learning technologies and provide data strategy with Microsoft Business Intelligence (BI) Suite integration and customization.
- **Employee Education System (EES) Data Strategy Support** – Migrated data from legacy e-learning systems to Microsoft BI Suite featuring a real-time enterprise dashboard.

- **Enterprise Reporting and Analytical Support** – Provide operations and maintenance for Care in the Community/Revenue Operations (CC/RO) Reporting Systems and Data Warehouse to support performance metrics monitoring and reporting.
- **Federal Health Care Center Lovell Guest Internet Access (GIA)** – Deliver and support a turnkey wireless GIA solution.

VA Office of Information & Technology (OI&T)

- **Enterprise Program Management Office (EPMO) Action Tracking** – Develop and administer an enterprise SharePoint site collection solution, provide action tracking and reporting for EPMO's performance measures, and respond to IT development inquiries from internal/external agencies.
- **Section 508 Accessibility, Tools, and Training Support** – Implement Assistive Technologies (AT) and conduct user training as part of Section 508 compliance.
- **Benefits Delivery Program Management and Technical Support** – Provide programmatic and technical support to VBMS and CAPRI PMO as programs transition to sustainment.
- **VBA Performance Testing** – Conduct pre-production performance testing for a range of applications, system software and hardware infrastructure changes, and upgrades to improve resiliency of the VBA Production environment.
- **Community Care System Enhancement** – Apply Agile Methodology across the software development lifecycle for current and future projects under EPMO's CC claims program.
- **Pre-Need Technical Support** – Apply Agile Methodology across Pre-Need software development lifecycle to support service members', Veterans' and their families' and care providers' ability to plan ahead.
- **Process & Knowledge Management Division Research Support** – Deliver research services in targeted areas to enhance ASD's understanding of IT technologies, providers, and markets and improve decision making abilities.
- **Huntington, West Virginia Laboratory Systems Re-engineering Project (LSRP) Upgrade-VistA, Testing, and Project Support** – Develop VistA patches pertaining to VA's upgrade to Cerner Millennium, to include resolution of VistA-side defects, end-to-end solution testing, training, and documentation updates.
- **LSRP Product Support** – Upgrade VA's Huntington, West Virginia, 'Alpha Site's' laboratory system from VistA to Cerner Millennium PathNet LIMS. Provide implementation, disaster recovery support, technical support, system security, network connectivity, application support requirements, testing, O&M, code review and fixes, licensing, and transition support.
- **HPS T3 Sustainment Support – Administrative** – Provide Tier 3 product sustainment support to HPS ADMIN Applications to maintain support for the customer base. Includes communication, application baseline configuration, technical support, performance management and reporting, integrated trouble-shooting, issue analysis, and solution development.

VA Veterans Benefits Administration (VBA)

- **VBA Full Service Shipping** – Perform full service shipping services in support of file room reduction/closure at VA Regional Offices and facilities in accurate, measurable, secure, and cost-effective manner.

Veteran Affairs Central Office (VACO)

- **SharePoint/Business Analytics/Dashboard Content Design and Build Development** – Develop, test, and support data analytics and business intelligence tools to enhance VACO's Microsoft SharePoint websites, workflows, InfoPath forms, and metric charts/reports. Develop, update, and maintain interactive dashboards fed by real-time data with custom report capabilities.

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