



CIO-SP3

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Contract # HHSN316201200107W

Zimmerman Associates, Inc. (ZAI), as part of the VMD System Integrators, Inc. Team, provides services under the Chief Information Officer – Solutions and Partners 3 (CIO-SP3) Program. CIO-SP3 supports the National Institutes of Health (NIH) Information Technology Acquisitions and Assessment Center (NITAAC) and other Government agencies—providing Federal CIOs with access to fast, flexible IT support services.

FEATURES AND BENEFITS

- Provides products, services, and solutions
- Provides cost effective and flexible technical solutions
- Ensures stability (\$20 billion contract ceiling and contract life through 2022)
- Allows for Firm Fixed Price, Time & Materials, and Cost Reimbursement tasks
- Provides for fully-loaded, fixed hourly labor rates
- Streamlines ordering procedures for quick turnaround
- Allows hardware/software procurement with no dollar or task percentage limit
- Permits multi-year task orders

ABOUT ZAI

ZAI is an information management company with 35 years of Federal civilian and defense contracting experience. In January 2012, ZAI was appraised at CMMI Level 3, and follows these standards on all software development projects.

ZAI provides lifecycle systems development services—from concept design through development, implementation, operations, and maintenance. With origins in information science, we excel at providing solutions that optimize information collection, organization, exploration, and dissemination.

Our track record of successful performance stems not only from our deep pool of more than 500 qualified employees, but also from our long-standing history of teaming with organizations, such as VMD Systems Integrators, that bring innovation and specific technical expertise to offer a complete solution for our clients.

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 include:

- 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)
- Integration of health systems across Federal agencies and public/private healthcare systems
- Healthcare payment processes and fraud and abuse in medical claims
- Health system studies
- Telemedicine (e.g., mobile health/mHealth)
- 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
- Modernization/enhancement of IT legacy systems
- Health emergency preparedness and response to include IT support for epidemic and bio-terrorism simulations, emergency response training, exercise support, etc.

Task Area 2 – Chief Information Officer Support

This task area is to support CIOs in implementing laws, regulations, and policies and to facilitate evolving CIO practices. Samples include:

- 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 (IV&V)
- FEA alignment support services
- Agency IT 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 include:

- Document management systems
- Image analysis and conversion
- 3D immersive visualization
- Image content management
- Imaging related to laboratory and test equipment
- Medical imaging, including picture archiving and communication systems
- Security and document imaging
- Identity and access management
- Workflow management for digital imaging functions
- Geospatial and scientific imaging
- Environmental imaging



Supporting Federal CIOs who need quick, flexible IT support services.

Task Area 5 – IT Operations and Maintenance

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

- Operational support
- Backup and recovery management
- Software maintenance and upgrades
- Installation, configuration, and tuning
- Telecommunications maintenance
- Electronic software licensing services, including 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 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 reaction capabilities. Samples include:

- Critical infrastructure asset identification and configuration management databases
- Security operations center development/operations management
- Cyber/application security
- Information assurance of critical infrastructure
- Disaster recovery
- Risk management (vulnerability assessment and threat ID)
- Critical infrastructure continuity and contingency planning
- Facility protection planning
- Incident response planning and execution
- Information systems security
- Security certification and accreditation (C&A)
- FISMA implementation support
- Intelligent, automated, data collection and analysis
- Cryptographic support and services
- Exercises and simulation
- HIPAA implementation support
- Security review and analysis of automated information systems
- Records management
- Identity management and assurance
- PKI
- Training and awareness programs
- Trusted Internet connections implementation
- IT forensics and eDiscovery

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 include:

- 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

**For more information on how ZAI and VMD Systems Integrators
can assist your agency via CIO-SP3, contact:**

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NIH CIO-SP3 POINTS OF CONTACT

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Additional information and ordering instructions:
<https://nitaac.nih.gov/ciosp3.asp>



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