



CIO-SP3

Unrestricted

Contract # HHSN316201200016W

Zimmerman Associates, Inc. (ZAI), as a member of the iBITS CTA (innovative Biomedical Information Technology Solutions contractor team arrangement), prime contractor, Creative Information Technology, Inc. (CITI), 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 service—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 CITI, 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

Task Area 4 – Outsourcing

This task area is to provide the IT infrastructure and services required to assume management and operations of Government IT resources and business functions. Samples include:

- Program management
- IT acquisition management
- Database 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)
- Assent management (including RFID tracking)
- Cloud computing
- Leasing of hardware/software
- Solutions leasing
- Hardware/software maintenance
- Desktop computing as a unified service
- Transition planning
- Managed IT services support
- A-76 studies specific to IT operations/support
- IT impact analyses
- Workflow management
- Software-as-a-Service (SaaS)
- Call center management
- Implementation of standards (e.g., ISO 9000, CMMI)



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 6 – Integration Services

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

- Infrastructure engineering, development, implementation, and integration
- Test and evaluation services
- Enterprise application integration
- Financial analyses
- Gap analysis and benchmarking
- Feasibility studies
- Data migration and integration
- Requirements analysis
- Open source integration
- Systems 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 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 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 and business enterprises (G2B), and Government interagency relationships (G2G). Samples include:

- Data warehousing and data mining
- Records/document management
- Business intelligence
- Web development and support
- Communications management
- Electronic commerce and electronic data interchange
- Accessibility services (508 and 504 compliance)
- Computational linguistics/machine-based translation
- Customer relationship management
- Deep web and federated searching
- Knowledge management
- Automated abstraction, taxonomies, and ontologies
- IT-enhanced public relations
- Telecommuting support services
- IT strategic planning
- Interactive marketing

Task Area 9 – Enterprise Resource Planning

This task area is to support the implementation of enterprise management applications and system 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 categories of financials, human resources, logistics, manufacturing, and projects. Samples include:

- 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 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 CITI
can assist your agency via CIO-SP3, contact:**

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



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