CAPABILITY STATEMENT

Syms Strategic Group, LLC (SSG)—A U.S. Small Business Administration (SBA)-verified-verified Service-Disabled Veteran Owned Small Business (SDVOSB). We provide a broad range of professional services ranging from business, program, and financial management to DevOps, AGILE software development and specialized IT Services. Our Customers recognize our team for exceptional expertise and superior past performance.

COMPANY INFORMATION

UEI Number: G2M6HEE75CJ4
DUNS Number: 080443168
CAGE Code: 7R6C5
Headquarters: Ashburn, VA
Business Size: SBA-Verified SDVOSB
Website: https://www.symssg.com/
Security: Top Secret (TS), Facility Clearance (FCL), Personnel at All Clearance Levels

Point of Contact: Ed Syms, Chief Executive Officer (CEO)
BD@symssg.com (801) 510-5235

CONTRACT VEHICLES

SDVOSB Set Aside/Sole Source: (FAR19.405/19.406)

PRIMARY NAICS CODES

541611, 541210, 541430, 541511, 541512, 541513, 541519, 541610, 541612, 541614, 541618, 541690, 541720, 541990, 561110, 561311, 561312, 561320, 561410, 561439, 561499, 561720, 561990, 611420, 611430, 611519, 621999, 713940

CORE CAPABILITIES–IT SERVICES

- DevOps Design, Development and Maintenance
- SharePoint Design & Development
- AGILE SW Development
- IT Service Management
- AWS Cloud Migration
- SW/Mobile Development
- Database Planning & Design
- IT Project Management
- Data Collection & Warehousing
- Enterprise Architecture & Planning
- Requirements Analysis & Planning
- System Design & Integration
- Testing & Evaluation
- Extract Transform & Load
- Help Desk Operations
- IT Lifecycle Management
- Configuration Management
- Change Management & Version Control
- Application Sustainment Support
- IT Risk Management

CORE CAPABILITIES–BUSINESS/PROGRAM MANAGEMENT & FINANCIAL PROFESSIONAL SERVICES

- Graphic Design
- Instructional Systems Design (ISD)
- PMO Support
- Integrated Program Support
- Acquisition/Procurement Support
- Performance Analysis
- Budget Execution & Tracking
- Data Analysis/Records Management
- Action Tracking & Reporting
- Financial Analysis & Reporting
- Scheduling Support
- Continuous Process Improvement
- Strategic Planning & Transformation
- Human Resources (Federal)
- Risk Management & Analysis
- Curriculum Development & Maintenance
- Policy Development & Support
- Communications & Outreach
- Meeting/Travel Management Support
- Guidelines Development & Training
- Analysis, Design, Development, Implementation & Evaluation (ADDIE)
- Logistics/Supply Chain Management
- Advisory & Assistance Services
- Administrative & Executive Support
- Documentation Development Support

AWARDS & RECOGNITION

![FedHealth IT 100 Winner logo]

2017, 2018, 2019 & 2020 FedHealth IT 100
2018 FedHealth IT Innovation
2021 FedHealth IT 100 Hall of Fame

> *Despite the multiple changes in the Government's technical direction over the course of performance, SSG adjusted quickly and provided revised artifacts to meet the changing needs.*
>
> —From a Recent CPAR

PAST PERFORMANCE HIGHLIGHTS

Electronic Data Interchange (EDI) Transactions Application Suite (TAS) Engineering | VA OI&T:
SSG provides project management, requirements analysis, design, development, integration, testing, release support, and warranty and documentation for requirements supporting the Office of Community Care (OCC) EDI TAS Program. We provide software engineering services employing our extensive knowledge of VistA Accounts Receivable and Integrated Billing (IB) modules, and expertise with multiple external applications and environments. We deliver viable digital solutions in support of OCC systems business requirements, objectives, and mandates in existing and new systems to support claims and supporting functionality. Our team members follow an Agile Methodology, the VA VeteranFocused Integration Process (VIP) established by the OI&T Enterprise Program Management Office (EPMO), and the Software Development Lifecycle (SDLC). *Key capabilities: Cloud Development Services, DevSecOps, Agile Development, Database Design and Support, EDI Services, Project Management, and Software/System Development.*

Program Integrity Tool (PIT) DevOps | VA OI&T DPI:
SSG provides operations and maintenance services including database management, application management, Tier 2/Tier 3 application and end user support, and licenses for the PIT product. *Key capabilities: DevSecOps, Release and Testing, IV&V, Enterprise Management Framework, Solution Hosting and Architecture, System Integration and Software Enhancement, Operations and Maintenance (O&M).Requirements Analysis, Design, Development, Integration, Test and Evaluation, and Release Support.*

Process, Records and Knowledge Solutions (PRKS) | VA OI&T QCIO:
SSG provides services for project management, Process Asset Library (PAL) process development, test and implementation, training, maintenance, advisory and assistance (A&A) services for strategic and analytical support, enhancements, and support to Records and Knowledge Solutions, Web and SharePoint Management. *Key capabilities: Business Process Reengineering, Process Asset Library (PAL) Support, Records and Knowledge Solutions, Process Integration and Solution Development, SharePoint Support, Communications Support, Strategic and Analytic Support, QPR Web/SharePoint Front End Support, QPR Communication Minutes Communications, and Facilitation Support.*

Information System Security Engineering (ISSE) Support | VA OIS ISPS CTM:
SSG provides system security engineering services to the VA's OIS team. *Key capabilities: Cybersecurity Engineering, System Security Engineering (SSE), Enterprise Baseline Support, VA Cloud Initiative Support, FedRAMP Support, Electronic Health Record (EHR) Support, IT Security Training, Emergency and Pandemic Support, and Technical Security Engineering Assessment and Authorization (A&A), Authority to Operate (ATO).*

Database Portfolio Business Services | MDOT SHA:
SSG provides oversight and support for the design, implementation, development, maintenance, customization, and integration efforts of MDOT SHA's enterprise Internet and Intranet implementations.. *Key capabilities: Server Configuration, Database Security Administration, Oracle Administration, Microsoft SQL Server Administration, TALEND Administration, GEO Spatial Database Administration, Database Monitoring Tool Administration, and New Technologies Investigation.*

Graphic Designer Support | VA Veterans Experience Office (VEO):
SSG provides graphic designer support services to VEO's communications team. *Key capabilities: Visual Communications, Graphic Design, Copywriting, Technical Writing, Proofing, Editing, Social Media Content Creation, Basic Data Analysis, Visual Design, and Video Editing.*

Substance Use Disorder (SUD) Proof of Concept | Veterans Health Administration (VHA):
SSG provided a framework for improving access to care and increasing engagement for patients suffering from SUDs. We expanded a system-wide approach that included a structure and guidelines for scaling the approach across VHA to increase access to care and improve the lives of Veterans in need of SUD treatment. Our team created a detailed set of institutional and enterprise requirements for the supervision, management, and clinical services to deliver care. We also developed technological interfaces, data interoperability and exchange frameworks, and deployment guidelines necessary to support care. We provided case management services for one-stop, integrated service support, which included an inperson, web-based and mobile toolkit for implementation, utilization, data reporting, patient engagement, retention, and monitoring. We developed mobile tools aimed at recover monitoring, predictive analytics, patient support, and relapse prevention. We implemented metrics for use in future model replication and scaling, as well as a Fast Healthcare Interoperability Resources (FHIR)-based exchange for the SUD program that can be used as a model for any program to scale secure access across the enterprise. *Key capabilities: Agile Mobile Application Development, Help Desk Operations, Clinical Operations, Framework Development, Data Analytics Support, and Data Monitoring.*

Community Care System Enhancements (CCSE) | VA OI&T:
SSG helped the VA improve its ability to determine eligibility, verify claims, and provide payment, improving community provider satisfaction in support of the Community Care (CC) claims program. Our team members supported the improvement of Community Care systems through enhancements, system replacements, consolidation of systems and databases, and architecture improvement. We modernized the user interfaces and supported increasingly complex workflows through system enhancements. *Key capabilities: Project Management, Requirements Analysis, Design, Development, Integration, and Testing Release support.*

Benefits, Appeals, and Memorials (BAM) PMO and Technical Management Support Services | VA OI&T EPMO:
SSG provided project/program management support and sustainment activities for the BAM Portfolio, which is comprised of approximately 50 development programs and projects and sustainment activities across four work streams. We provided daily support to each BAM Team to include the analysis of business, functional and technical reports. Our team members worked with BAM to strategize and document process improvements for various functions within BAM. In addition, we assisted the government with establishing a unified governance for all development and sustainment projects that fall within the BAM Portfolio, specifically in the areas of financial management, Veteran-Focused Integration Process (VIP) compliance, and communications. *Key capabilities: Program management, Capital Planning and Investment Control (CPIC), and Strategic Planning and Analysis.*

Program Management School Curriculum Support | VA Acquisition Academy (VAAA):
SSG provided Instructional Systems Design (ISD) including ADDIE process support (Analysis, Design, Development, Implementation, and Evaluation) for curriculum creation, development, and updates. *Key capabilities: Course assessment plan development, needs assessments, test creation and validation, versioning and release management for managing curriculum products in development or published stages, Learning Management Systems support, Audio/Video Editing, and Graphic Design.*