

CAPABILITY STATEMENT



Company Overview

4C Solutions, an SBA-Certified 8(a) women-owned small business was established with the main objective to provide professional services including business process, IT and other services. 4C Solutions consultants understand the business environment and requirements of the regional, national, as well as global markets, and can easily adapt our products and services to special requirements.

4C Solutions is a team of young and dynamic professionals with many years of business experience to exceed the requirements of its clients. 4C Solutions provides its clients with a blend of big firm expertise and small firm attention. Our team of managers and consultants has years of experience in evaluating, selecting, implementing and supporting information systems, project management and business process outsourcing.

Core Services – IT, Cyber, Program Management, Mission Augmentation, Financial, Acquisition and Administrative Support Services

4C Solutions provides leading-edge enterprise solutions. These services are targeted at both large and small government agencies and companies.

- ✓ Mission Critical Legal Services
- ✓ Mission Support Services
- ✓ Mission Consulting Services
- ✓ Mission Security Services
- ✓ Mission Program Management & Operations Support
- ✓ Mission Systems Software Engineering & Sustainment
- ✓ Mission Augmentation/Staffing
- ✓ Mission Project Management Oversight
- ✓ Mission Call Center/Help Desk Services

**8(a) Sole-Source
Specialist**



Designations

UEI:
NRYFK2ZKCYK7
CAGE Code: 95NY0

NAICS Codes

Primary – 541512 - Computer Systems Design Services
Secondary – 541511 - Custom Computer Programming Services
Visit <https://4csolutionsinc.com> for more supported NAICS codes,
Services details, and Past Performance details.

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AT&T

Staffing & Consulting Services

4C Solutions Inc. provided IT services focused on the architecture, design, analysis, sales, and testing of IoT solutions. Responsibilities include developing customized IoT architectures for specific customer use cases, delivering functional proof-of-concept solutions with a minimum viable product, and setting up, installing, delivering, and maintaining the required hardware and software.



Oxford City, AL; Agape Pickleball & Multiple Sports Clubs

4C Solutions provided A2M Sports, a comprehensive software solution designed for sports clubs, academies, and coaches. Featuring a customizable, branded website and mobile apps, A2M Sports enables users to manage tournaments, leagues, court reservations, lessons, recreational play, and memberships. Trusted by various sports organizations, including Sree Badminton Academy, Agape Pickleball, SA Table Tennis Academy, and Oxford Alabama Pickleball Club, A2M Sports caters to the unique needs of pickleball, table tennis, and badminton communities.



GE Power

General Electric Power - GE Vernova

Provided a project team, including but not limited to Solutions Architects, Principal Technical Program Managers, and Product Managers, to lead IT strategy, tool consolidation, vendor selection, and project evaluation. Managed IT programs, budgets, and roadmaps while collaborating with business analysts, stakeholders, and leadership. Oversaw technical feasibility, security, and cross-team coordination, driven proof-of-concept initiatives and Agile SAFe/Waterfall project planning. Led change control, testing, and user acceptance, successfully delivering IT portals and ERP projects for GE Vernova Gas Turbines, Aero Derivative Engines, and Field Core systems. Played a key role in GE Energy mergers, financial systems, and outage planning tools, managing over 50 multimillion-dollar projects while ensuring compliance with IT security and SOX guideline.



AT&T

Cricket Communications

Provided a project team, including Senior IT Analysts, IT Managers, and Senior IT Managers, to support IT operations and implement key projects. Managed Oracle ERP and custom HR, Supply Chain, Time & Labor, and Project Accounting systems solutions while assisting finance teams with month-end accounting books close processes. Delivered business reports for operations, strategic planning, and SOX compliance. Oversaw feasibility analysis, requirements gathering, testing, and defect resolution, performance improvement, system stability and ensuring successful go-lives. Recruited teams to support operations and maintenance and enhancements.



**MOTOROLA
SOLUTIONS**

Motorola Solutions Inc

Provided a project team, including IT Analysts and IT Managers, to analyze and implement Oracle ERP and Data Warehouse projects for Motorola's Commercial and Government Industrial Services (CGISS) division. Implemented Oracle ERP version 10 as part of Y2K solutions along with customizing reports and collaborating with Oracle's Business Solutions team for service requests and enhancements. Managed month-end book closings, implemented Order Management, Accounts Receivable, Accounts Payable, and General Ledger modules, and earned IT SOX certification. Led feasibility analysis, gathered requirements, worked with offshore vendors, and oversaw testing, defect resolution, and successful go-lives. Conducted stakeholder reviews and prepared implementation trackers.

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A2M Sports

Customer Full Name	Oxford City, AL; Agape Pickleball & Multiple Sports Clubs
Contract #	N/A
Period of Performance	6/2016 - ongoing

4C Solutions developed an application A2M Sports, a comprehensive software solution designed for sports clubs, academies, and coaches. Featuring a customizable, branded website and mobile apps, A2M Sports enables users to manage tournaments, leagues, court reservations, lessons, recreational play, and memberships. Trusted by various sports organizations, including Sree Badminton Academy, Agape Pickleball, SA Table Tennis Academy, and Oxford Alabama Pickleball Club, A2M Sports caters to the unique needs of pickleball, table tennis, and badminton communities. It has 20+ customers with 30,000 users.

A2msports.com (platform) facilitates collaboration between individual players interested in playing a particular sport with different people who are located nearby. The site finds the players anywhere in the world as long as they are located near each other. Once they register on the platform, players can schedule their own convenient time, find a place to play, play the game, and report the score back to the site. Once the score is submitted, the site keeps the record, calculates and provides a rank to each individual player for each league and an overall ranking. Players can log in and check their rankings on the website.

The platform can be extended to any sport. The site maintains the results of each game and league and provides rankings based on a proprietary ranking system. Players can register to play a full league that is organized at a scheduled time frame or just register for one game at any time. Players register on the site for free, but to schedule and play a game, they pay the fees for the league or per game.

Note: 4C Solutions Inc is participating in the SBA-approved 8(a) Mentor-Protege Program as Protege and Ardent Technologies as Mentor. Below is some of our team's past performance.

AFLCMC – Cyber Security A&A Analysis and Training Program Development for Platform IT

Customer Full Name	Air Force Life Cycle Management Center (AFLCMC) Engineering Directorate, Avionics Systems Branch, AFLCMC/EZAS
Contract #	Contract: GS05Q16BMD0002 Order: ID05160033
Period of Performance	07/26/2016 – 07/25/2019

Ardent supported the development of a cyber security program specifically targeted to engineers performing engineering analyses on Platform Information Technology (PIT) aircraft. As this is a highly niche topic, we supported the creation of a Body of Knowledge on avionics and cyber security, along with a “train-the-trainer” set of courses and courseware regarding aircraft cyber security assessments. Ardent’s education and training services allowed AFLCMC staff to greater assess aircraft IT infrastructure, and our experience with instructional design methodology allows us to support the customer in developing a variety of training formats.

Specifically, Ardent supported development of a comprehensive cyber security risk-based analysis and training program to equip engineers and program managers with the core competencies to perform engineering analyses of Platform Information Technology aircraft including: IT determination and categorization, cyber security A&A for

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testing and operation based on threats, vulnerabilities, and risks; impacts on weapon system modifications, and incident reporting.

The Body of Knowledge addresses topics including:

- The intersections between cyber security and Avionics System Engineering
- Topics and content specific to different roles, responsibilities and knowledge levels, ranging from engineers and security analysts to authorization personnel and others.
- The process of understanding, assessing, and managing aircraft cybersecurity risk, threats, and vulnerabilities to help system stakeholders gain and maintain confidence in their system's ability to withstand cyber threats, including hostile attacks

Ardent also supported the creation of training courses and courseware to train the AFLCMC workforce in key areas including providing security management plans (including security activities, roles, and responsibilities); processes for performing “top-down” and “bottom-up” operational impact and vulnerability analysis; ensuring that the system architectural documentation is accurate and properly allows for cybersecurity assessment and planning; the use of cases in cybersecurity assessment and testing; and responding to system attacks including complex multi-stage attacks.

USAFA – Dean of Faculty Advisory & Assistance (A&AS) Services

Customer Full Name	US Air Force Academy (USAFA) Dean of Faculty (DF)
Contract #	47QRAD20D8133 (OASIS 8a) / FA700024F0124 (task order)
Period of Performance	9/30/2024 – 9/29/2028

Ardent, as prime contractor, is providing Advisory and Assistance (A&AS) services to the US Air Force Academy (USAFA) Dean of Faculty (DF) in Colorado Springs, CO. Whereas DF had previously contracted the required tasks as individual task orders within an IDIQ contract, this contract is intended to align all of these requirements and any potential additional in-scope tasks under one OASIS task order. Our services include but are not limited to Management Support, Cadet Performance and Resilience Support, Administrative Support, Financial Support, Analytical Support, Technical Support, Engineering Support, and Scientist Support.

Ardent provides support for multiple programs as outlined below.

Department of Mechanical Engineering Support: Ardent provides A&AS in the research and curriculum functional areas. Specific support requirements include research engineering management, fabrication, and engineering instruction.

- **Research Project Management Engineering Support:** Ardent performs project management tasks such as contract deliverables and task status reviews, summary task reports, contractually supported projects, and document preparation. Ardent also assists the CASTLE Director, AML Director, and the AML Superintendent in the scheduling and maintenance of AML equipment.
- **Fabrication Support:** Ardent provides support for digital design, including the conversion of design prototype concepts into digital design definition documentation (D4); prototype, test specimen and part fabrication and assembly; operation standards and training; and procurement of fabrication materials.

Office of Labor and Economic Analysis (OLEA) Research Support: Ardent provides research assistance services to help the OLEA team provide timely, rigorous human capital analysis for the Air Force. These include data collection, management, organization, and processing; data analysis; and creation of research reports and artifacts.



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Department of Physics and Meteorology Falcon Telescope Network and Cadet Space Operations Center Developmental, Operational and Programmatic Support: Ardent provides programmatic and development support for the Center for Space Situational Awareness Research (CSSAR) in the Department of Physics and Meteorology (DFPM) at USAFA. CSSAR has developed facilities and capabilities to provide world-class space situational awareness (SSA) education and research to cadets and faculty alike. Ardent's role is to provide Systems Engineering and Technical Assistance (SETA) and project management research support is required to assist the government in developing, improving, and operating the Cadet Space Operations Center (CSOC) and Falcon Telescope Network (FTN).

- **Programmatic Support:** Ardent provides project management support for FTN and CSOC development, to include corresponding with collaborators and USAFA personnel; assisting in drafting program documents and reports; and assisting in equipment purchases to ensure a well-maintained, state of the art, and fully operating research laboratory area suitable for the conduct of research programs by cadets, faculty, and professional staff of USAFA.
- **FTN and CSOC Development Support:** Ardent provides technical advice, assistance, and support for the development of the FTN and CSOC to ensure capability of automated and remote observational operations. This includes installing, setting up, and calibrating equipment; testing and troubleshooting; assisting in development of the automation of FTN/CSOC systems; and assisting in network activities linking the FTN with the CSOC.

Dean of Faculty Budget Support: Ardent provides the Office of Budget (DFSB) with A&AS support to augment Government staff in the performance of Operations and Maintenance (O&M) Budget Support, and International Programs Budget Support.

- **Office of Budget Operations Support:** Ardent assists the Office of Budget with managing the daily operations of the overall DF Budget program, coordinating internal programs and activities within the Office of Budget, assigning responsibilities and tasks as requested by the Government.
- **O&M Budget Support:** Ardent advises and assists in the planning, execution, and management for all O&M program efforts on this task order. Includes O&M budget support to the USAFA Academic Department and Staff Agency resource advisors; assistance to Office of Budget leadership regarding O&M budget program initiation, monitoring and support; and budget team support such as monitoring monthly reviews, DAR-Q reporting, unfunded requirement (UFR) reporting, year-end closeout and tri-annual reviews to recommend proper and full use of O&M funds.
- **Gift Funds Administration Support:** Ardent advises and assists the Government in the planning, execution and management for all DF Gift Funds program efforts on this task order. Includes assisting Office of Budget leadership regarding DF Gift Funds program initiation, monitoring and support; providing gift funds administrative support services to assist with managing DF Gift Funds, in accordance with the USAFA Gifts Funds process established and managed by USAFA/A8.
- **International Programs Budget Support:** Ardent advises and assists the Government in planning, execution and management for all Dean of Faculty International Programs (DFIP) efforts on this task order. Includes providing DFIP resource advisors with recommendations on policy for program funding efforts; processing budget documents to the appropriate government financial office for action; and monitoring monthly reviews, DAR-Q reporting, UFR reporting, year-end closeout and tri-annual reviews to recommend proper and full use of International Programs funds.

Life Sciences Research Center Laboratory Technical Support: Ardent provides senior scientist and laboratory support for the Department of Biology, Life Sciences Research Center (LSRC). The Life Sciences Research Center's (LSRC) primary mission is to support the Air Force basic research program through faculty and cadet research efforts. The LSRC is a multidisciplinary center with research thrusts which include biomedical, biosystems, environmental sampling, and human biomedical health/performance areas.



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- **Senior Scientist Support:** Ardent's Senior Scientist provides oversight of current lab operations as well as proposing new projects, processes, and products. We provide technical leadership to the LSRC, develop and execute experiments, create laboratory test methods and perform chemical analyses, analyze data, and write and summarize technical reports.
- **Laboratory Technical Support:** Ardent provides laboratory technical support in laboratory-based tasks, which include sampling, testing, measuring, and recording results in biological sciences. We provide technical oversight of the labs to include ordering of standard reagents and materials as well as all the required technical support to enable the BSL-1 and BSL-2 laboratories to function effectively.

Dean of Faculty Registrar Student Information System Support: Ardent provides support to facilitate continued implementation and execution of Registrar related activities. These include scheduling and general Student Information System (SIS) support to faculty, SIS data warehouse management, training and faculty support, and general administrative support to Registrar staff.

- **USAFA/DFVR SIS Trainer and Scheduling Assistant:** Ardent provides business analytic support, scheduling process improvement, and supervision and academic advising.
- **Registrar Data Warehouse Management, Analysis and Support:** Ardent provides registrar data management, data warehouse change management, and faculty training and support for an upcoming data warehouse for SIS.
- **General administrative support to the registrar:** Ardent provides general correspondence, digital and non-digital file operations and maintenance, scanning and copying, packet and presentation preparation, and dissemination.

Artificial Intelligence and Data Science Development, Research and Academic Support to the Dean of Faculty: As the Dean of Faculty pivots to address the challenges and opportunities that exist with Artificial Intelligence (AI) and establishing the data landscape that is needed to facilitate the acquisition and use of AI, Ardent is providing dedicated expertise to assess and propose AI and data policies, strategies and technologies to support these broader implications across all specialties and departments.

- **Artificial Intelligence (AI) SME Support:** Ardent provides AI support for the Dean of Faculty to include assessing current and future AI and AI-related cybersecurity technologies, methods and uses for academics and research; advising on AI academic and research policy, strategy and architectural matters; and acting as the Dean's AI coach and liaison to the faculty.
- **Data Science SME Support:** Ardent provides Data Science Support for the Dean of Faculty to include assessing current and recommending future data science and data science-related cybersecurity technologies, methods, considerations and uses for academics and research; advising on data science academic and research policy, strategy and architectural matters; and acting as the Dean's data science coach and liaison to the faculty.
- **Data Engineer Support:** Ardent provides data architectural and infrastructure support for the AI Center Services.
- **Artificial Intelligence Engineer Support:** Ardent provides AI engineering, operations, and maintenance support for the AI Center.

Research Budget Support: Ardent performs A&AS services to augment Government staff in the performance of Office of Research Operations functions in Research Budget Support.

- **Office of Research Budget Support:** Ardent assists the Office of Research with managing the daily operations of the overall Research Budget program, coordinating internal programs and activities within the Office of Research, assigning responsibilities and tasks as requested by the Government. Includes support for meetings, training, automated budgetary systems, status reporting, documentation, and correspondence.

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- **Research Budget Support:** Ardent advises and assists the Government in the planning, execution and management for all Research program efforts on this task order. Includes research budget support to the USAFA Research Center and Institute resource advisors; assisting Office of Research leadership regarding research budget program initiation, monitoring and support; monitoring monthly reviews, DAR-Q reporting, unfunded requirement (UFR) reporting, year-end closeout and tri-annual reviews to recommend proper and full use of research funds; and assisting with preparation and delivery of the annual National Science Foundation (NSF) Higher Education Research and Development (HERD) Survey as it relates to USAFA research funds.

AF OSI – Logistics Readiness and Facility Support

Customer Full Name	Air Force Office of Special Investigation (AFOSI)
Contract #	Contract (OASIS 8(a) Pool 1): 47QRAD20D8133 Task Order: FA701421F0081
Period of Performance	05/03/2021 – 12/01/2024

Ardent provides operational planning, program management and technical consulting for Air Force Office of Special Investigations (OSI) Force Support Readiness programs, wartime mobility, continuity of operations, and other contingency mission requirements in accordance with Air Force Instructions (AFI), the Office of the Secretary of Defense, Joint Staff, Secretary of the AF, and Headquarters (HQ) AF direction including AF Policy Directive. The OSI mission is to provide professional investigative services for the protection of USAF and DoD people, operations, and material worldwide. These activities go beyond the Continental United States (CONUS) and require the command to respond to global threats at all times. This responsibility falls within the Warfighter Readiness and Execution Branch (XRW). XRW's mission is to provide critical mission analysis, ensures the command's core competencies are ready to fully support the AF and Joint, steady-state, contingency, and emergent requirements both within the Continental United States (CONUS) and Outside Continental United States (OCONUS). XRW maintains accountability of all personnel deployed and during consequence management events and executes all elements of the command's expeditionary activities line of operation.

Specific tasks:

Deployment Transportation and Logistics Coordination – Ardent tracks, coordinates, and reports all deployment related transportation matters pertaining to special agents and professional staff and equipment movement through Headquarters; Manage Air Expeditionary Force (AEF) execution and expedited movement of special agents and professional staff to worldwide contingency locations in support of counter-threat operations; manages execution for alternative airlift travel for deploying OSI members; manages transportation of vehicles and equipment by airlift, sealift, and surface movement to CONUS and OCONUS locations; tracks inbound/outbound shipments in the Integrated Development Environment/Global Transportation Network (IDE/GTN) Convergence (IGC) tracking system; and coordinates to further develop and improve movement plans and techniques for forces and equipment.

Deployment Readiness Monitoring – Ardent provides government personnel with oversight and accurate force analysis of OSI deployment assets through the use of the AEF Reporting Tool (ART) and the Defense Readiness Reporting System (DRRS) through reports and queries; provides analysis and briefing on data; and performs administrative tasks related to data integrity audits, process guidance and improvement, processing updates, and resolving services issues.

Deployment Readiness Coordination – Ardent works with Air Force Operational Planning and Execution Policy; provides current operational analysis to the government personnel; formulates analysis of distributing command

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tasking among eight regions; provides analysis of OSI's Operational Plan (OPLAN) commitments and deployment support requirements to XRW Director and staff to enhance the decision making and planning actions required to ensure command readiness and the effective distribution and sourcing of deployment taskings; monitors COCOM and Air Component CI rotational, crisis action, and surge requirements in all applicable areas of operation, as determined by world affairs and their impact on OSI's mission; and performs other program and administrative to facilitate the effective deployment and utilization of AFOSI resources during exercise, contingency, and real world operations.

Joint Chiefs of Staff Exercise Coordinator – Ardent performs program management for AFOI's Joint Staff Exercise Program and its governing OPLANs and Annexes; assists the government in the management of the Joint Chiefs of Staff allotted funds by Program Element Code utilizing Joint Staff's Emergency and Special Program Codes; and assists in the development and publication of Exercise Operational Order (EXOPORD) for the OSI Commander, which gives agents the authority to conduct real world CI operations to support participating Air Force assets.

Global Operations Planner – Ardent serves as part of a military-contractor team providing current operational analysis to the XRW staff to enable better decision making and planning. Formulate analysis of distributing command tasking among eight regions; monitors combatant commander and air component requirements (crisis and rotational) as documented in Time-Phased Force and Deployment Data (TPFDDs) and Deployed Requirements Manning Documents (DRMDs) through the entire deployment process; extracts and analyzes TPFDD, DRMD, and contingency planning data to maintain visibility over force aggregation, movement and redeployment plans; works with Air Mobility Command (AMC), United States Transportation Command (USTRANSCOM) and air component counterparts to identify and resolve disconnects or problems; and performs other activities to ensure force movement processes are progressing smoothly.

Continuity of Operations (COOP) Program Manager – Ardent provides COOP-related training and metrics to ensure COOP capability across each directorate and ensure each OSI Regions are properly measuring their capabilities; reviews National, DoD, and Air Force level policies at the classified and unclassified levels and assess their implications on HQ OSI and the command as whole; plans and executes HQ OSI COOP Exercises; chairs the OSI Emergency Planning Coordinator Working Group to identify and resolve command-wide COOP planning and execution problems; and performs additional tasks related to COOP planning and execution.

Logistics and Warehouse Specialist – Ardent manages the daily operations of OSI's warehouses, including logistic services that manage the story and flow of deployment and investigative supplies and equipment; tracking inbound/outbound shipments; tracking warehouse inventory; and performing warranty administration and lifecycle of stocked items and items shipped throughout the command.

In June 2021, upon End of Mission for EDet 2405/Task Force Crimson, Bagram Air Field, Afghanistan, Ardent's XRW team was commended via email by the OSI Commanding General, a rare achievement for a contractor:

“[...] we need to also consider the amazing work of XRW which continues unwavering. This small team and it's predecessors have kept OSI in the fight and made good on our commitments to the DAF and Joint Force for a long, long time now through so many challenges. They have made sure we had the teams on the ground we needed to succeed.

Thanks for making sure our Total Force team got the praise they deserved my friend - and thanks for yet again showing XRWs major impact in bringing together the forces we need.” – Brig. Gen. Terry Bullard, OSI Commander

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During contract performance, AFOSI has experienced organizational changes that resulted an increased operational tempo for our personnel on the contract. Despite this challenge, Ardent successfully adjusted and continued to maintain constant communication, respond to inquiries, and meet requirements without impacting deployments.

Walter Reed Army Institute of Research (WRAIR) - US Military Center for Infectious Disease Research (CIDR) Program Management Support

Customer Full Name	US Army Medical Research and Development Command (USAMRDC) Walter Reed Army Institute of Research (WRAIR)
Contract #	Contract: 47QRAD20D8133 (OASIS 8a Pool 1) Task Order: HT942523F0112
Period of Performance	3/30/2023 – 3/29/2028

Ardent is providing Executive Assistant and Budget & Financial Analyst services for the Walter Reed Army Institute of Research (WRAIR) Center for Infectious Disease Research (CIDR). The WRAIR aims to conduct biomedical research that is responsive to Department of Defense (DoD) and US Army requirements and delivers life-saving products including knowledge, technology and medical material that sustain the combat effectiveness of the Warfighter. CIDR is at the forefront of the battle against diseases to protect US troops from infection and to reduce the global impact of the disease. With nine branches, the directorates research leadership and success has been achieved through a combination of strong science, careful development of research sites and partnerships with key research institutions in the US and host countries.

Executive Assistant Support

Ardent provides administrative services to support the CIDR Directorate and its nine branches and perform multiple functions in support of each major task. This work includes answering phones, taking messages, updating calendars, and providing general administrative support aligned and with CIDR's administrative support goals. Specific tasks include, *but are not limited to*:

- Providing administrative program oversight and coordinate effective use of program resources for administrative elements of CIDR branch supported projects occurring outside the US
- Providing meeting and logistical support for strategic offsite planning meetings as required for (approximately 50 – 70 attendees, 2-3 days, once per year) and Scientific Advisory Boards (approximately 7 – 15 attendees, 1-2 days), and Senior CIDR Leadership Meetings (approximately 5 – 15 attendees, 1-2 days).
- Providing logistical and administrative support during meetings (i.e. distribute hard copies of the agenda). Recording minutes as requested. Assisting in creating and coordinating scheduling and provisioning of meeting facilities and materials. Arranging necessary audio/visual/IT support and equipment needed to conduct meetings.
- Answering phones, taking messages, logging in/out correspondence, and providing generalized administrative support and arrange personnel counseling sessions with/for the CIDR Director. Maintaining the appointment calendar for CIDR leadership and others as directed.
- Supporting CIDR requirements for the Army Records Information Management System (ARIMS). Preparation/Review/Correction of routine correspondence in the form of memorandums and business letters following Army Regulation No. 25-50.
- Working closely with assigned Budget Analyst and OCONUS staff to ensure accurate and comprehensive fiscal status is available on all activities, such as Civilian Pay, Military Pay, Contracts, and Cooperative Agreements at all times.
- Responsible for planning, coordinating, and preparing required OCONUS travel packages for CIDR staff and



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personnel supporting the overseas labs/field site establishments. Coordination includes submitting all necessary travel documentation to both WRAIR and overseas travel offices. Assisting CIDR Directorate staff with Defense Travel System (DTS) / OCONUS travel coordination. Supporting routine training events provided to CIDR staff to discuss travel policies, how to navigate through DTS, regulation changes, and ways to conduct a trip in an efficient manner that relates to travel budget.

- Maintaining various Points of Contact Lists to include, ORG Charts, recall list, etc.

Budget and Financial Analyst Support

Ardent performs analyses of financial data for the Directorate Branches, including various analysis of financial data for various research or research support areas of CIDR Directorate Branches. Funds are executed through various funding mechanisms including contracts, cooperative agreements (CA), Military Interdepartmental Purchase Requests (MIPRs) and grants. Ardent oversees the financial activities for the Directorate along with its nine Branches and provide budget support as needed, including budgeting, forecasting, and internal/external reporting. We work closely with Directorate and Branch Leadership, WRAIR Resource Management office and representatives from other funding sources to provide financial guidance and short-term and long-term financial strategy for the Directorate. Specific tasks include, *but are not limited to*:

- Creating a Strategic Financial Plan for the Directorate to provide a perspective for service delivery and budgeting, thus establishing logical links between incoming funds, spending, organizational goals and CIDR mission. This plan is updated annually and shapes the financial vision and strategy for CIDR Directorate and its nine branches.
- Providing financial information to enable CIDR leaders and managers to incorporate cost considerations into their decision-making.
- Assisting with formulating and defending the CIDR budget to various funding agencies, including the US Department of the Army, NIH and others.
- Providing financial analysis, develop ad-hoc reports, metrics and analysis to extract meaningful and strategically important information from financial data.
- Ensuring the fiscal execution necessary to support the mission objectives of the Division and adherence to federal regulations.
- Providing accurate and timely budget analysis in writing to the Director, and Branch Research Directors upon request.
- Monitoring funding status to ensure expenditures will be covered and alert management in writing of potential funding discrepancies.
- Performing various analyses of financial data for various Research or Research projects of CIDR.
- Providing monthly financial status reports detailing funding totals, obligations, expenditures, monthly averages, and funding balance for the Division as a whole, country level, individual WBSs and separately funded CA, contracts and grants.
- Providing quarterly totals, obligations, outlays and commitment reports. Providing a written forecast of expenditures and funding balances for each month of the next year based on available data and input from investigators and expected funding increments.
- Producing monthly financial execution reports on Inter Service Support Agreement (ISSA) cost centers that outline estimated amount and the actual amount
- Developing an actionable, overarching Financial and Budget Support standard Operating Procedure (SOP).
- Reviewing CIDR and CIDR Branch Spend Plans that outlines detailed requirements and approved plans.
- Working with CIDR branch personnel to review and update existing budget agreements to ensure compliance with objectives outlined in WRAIR/CIDR's Strategic budget plan.

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USAMRDC – CCCRP Program Management and Administrative Support Services

Customer Full Name	United States Army Medical Research and Development Command (USAMRDC) Combat Casualty Care and Research Program (CCCRP)
Contract #	Contract: 47QRAD20D1064 (OASIS SB) Task Order: HT942523F0127
Period of Performance	5/1/2023 – 4/30/2028

The Army's Combat Casualty Care Research Program (CCCRP), which falls under the Medical Research and Development Command (USAMRDC), is the largest and most experienced trauma research program in DoD. CCCRP's mission is to reduce the mortality and morbidity resulting from injuries on the battlefield through the development of new life-saving strategies, new surgical techniques, biological and mechanical products, and the timely use of remote physiological monitoring. Medical knowledge and materiel products developed under the CCCRP protect and sustain the health and safety of the force through all phases of theater deployment.

Ardent is providing CCCRP with Program Management and Administrative Support Services to provide financial analysis, program management administration, knowledge management, information management, and executive assistance support for the CCCRP program. Specific support tasks are described below.

Knowledge Manager Support Services (CCCRP)

- Coordinate with USAMRDC Public Affairs Office and Operational Security to clear articles for public release.
- Develop, update and maintain CCCRP website and other media materials.
- Collect and curate CCCRP publications, presentations and patents.
- Prepare graphics, slide decks, brochures, and other written content for presentation to leadership, other government agencies, academia and the public.
- Assist CCCRP in management of the Stop the Bleed program, and will assist in the management of new Stop the Bleed trademark licenses.
- Write news stories on CCCRP-funded research accomplishments and attend events for internal government distribution and for public release.

Information Manager Support Services (CCCRP)

- Coordinate annual intramural proposal cycle activities with Government staff, including proposal solicitation, receipt, staff review, peer review, selection and curation. Track Broad Agency Announcement activities and coordinate receipt of extramural pre-proposals, full proposals, and peer-review scores with Government staff. Facile with the Electronic Biomedical Research Application Portal (eBRAP), the Electronic Document Management System (EDMS) and the Electronic Grants System (EGS); or any future DHA management systems.
- Coordinate receipt, distribution, completion and closing of CCCRP taskers using the Task Management Tool (TMT). Create and maintain a tasker suspense file to alert staff of impending tasker due dates.
- Coordinate collection and compilation of CCCRP information for inclusion in the USAMRDC historical report.
- Coordinate internal distribution of incoming USAMRDC New Products and Ideas submissions and collection of subsequent responses from Government staff members.
- Coordinate with Government staff in planning for annual Integrating Integrated Product Team meetings and assist with other programmatic meeting support.

Program Management Administrator Support Services (CCCRP)

- Coordinate preparation for and management of CCCRP in-progress review meetings.
- Maintain a calendar of events, mandatory annual training, taskers and suspense dates and provide support to oversight on CCCRP program work plan execution and communications. The contractor shall create and

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maintain a database of mandatory training certificates for CCCRP military, government civilians, and contractor personnel, and notify CCCRP staff of all upcoming mandatory training requirements.

- The contractor shall coordinate internal process workflow.
- Coordinate collection and curation of official CCCRP documents and records. The contractor shall be facile with the Army Records Management System (ARIMS).
- Assist Government staff in performance of building and equipment management functions.
- Coordinate with Government staff to determine CCCRP meeting and conference support requirements. Contractors shall support Government staff in executing meetings and conferences.

Executive Assistant Services (CCCRP)

- Prepare official correspondence in compliance with established regulations and standards.
- Maintain and manage event calendars for CCCRP leadership team members. The contractor shall be point of contact for arrangement of meetings with CCCRP leadership team members.
- Prepare travel requests and vouchers for CCCRP Director and Deputy Directors using the Defense Travel System (DTS).
- Monitor CCCRP office supply consumption and order supplies as needed using standard ordering procedures.
- Coordinate with CCCRP hand receipt holder on equipment inventory requirements and ordering of new equipment.
- Assist CCCRP staff in onboarding new military, government civilian, and contractor personnel; ensure contractor personnel are onboarded in accordance with CCCRP Contractor Onboarding Manual requirements. The contractor shall maintain current CCCRP organization chart and alert roster.
- Create and maintain records and databases to support office functions.
- Answer telephone calls and direct them to the appropriate staff member. The contractor shall be responsible for picking up and distributing official mail within the office.
- Provide guidance to CCCRP Deputy Directors to resolve clerical and administrative issues.
- Disseminate administrative information to CCCRP leadership, staff members and contractor personnel. Respond to requests for information from CCCRP leadership, staff members and contractor personnel.
- Extend proper protocol for greeting high ranking officials, military personnel, and visitors.

Executive Assistant Services - Office of the Principal Assistant for Research and Technology (OPART)

- Address incoming calls and visitors in a courteous and professional tone directing individuals to appropriate staff members and providing timely messages.
- Attend and record minutes at various meetings and maintain tasking information. Consolidate information and release of minutes with appropriate office personnel concurrence within five business days.
- Maintain office calendars, schedule meetings, video teleconferences (VTC), and ensure appropriate audio/visual (AV) support and availability.
- Maintain and de-conflict staff appointment and calendars, appropriately coordinate with staff to ensure appointments are prioritized and scheduled.
- Provide, upon receipt, information required, documents, briefing slides, etc. that correspond to the meeting for senior leadership and other staff. Print and consolidate information as necessary.
- Ensure preparation for VTC and audio bridge requirements are in place prior to meeting and complies with requirements for tracking telecom and VTCs.
- Coordinate meetings and manage office conference room / calendar; may serve as the interface for reservations.
- Support office personnel in the arrangement of all travel and supporting travel requirements (rental car, hotel, processes OCONUS/CONUS forms) for assigned OPART personnel and maintains accurate, organized records.
- Knowledgeable in the processes and guidelines for the Defense Travel System (DTS), the Joint Travel Regulation, and remains abreast of changes that impact travel of office personnel.
- Support entry of travel information in DTS, finds and assists in correction of errors or questionable items. Addresses and processes vouchers according to DTS regulations. Provides thorough follow-through on all actions for travel completion.



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- Prepare and maintain forecasted travel and leave information for office staff. Provide a consolidated listing for forecasted travel and leave in accordance with staff input and distributes to office personnel on a weekly basis.
- Complete applicable government travel forms for office personnel for training and conferences.
- Prepare and maintain the office mandatory training requirements. Ensures notification for upcoming mandatory training deadlines to office personnel and tracks completion status on training in database/spreadsheets, etc. Liaises with internal and external training Points of Contact.
- Create, edit, and review formatting on all letters, memos, briefings and documents. Prepares and maintains word processing, spreadsheets, graphical and print/production materials, databases, and/or software files and information.
- Maintain accurate records and files in accordance with the Army Records Information Management System, or other identified records system, and within designated files and folders. Apply knowledge to comply with Army and DOD formatting for memos, white papers, and information papers.
- Ensure dissemination of time sensitive material and follows through on completion of staff memos and actions that require immediate attention and coordination.
- Handle all hard copy mail requirements for the office and disseminate incoming mail to appropriate personnel.
- Assist on administrative matters within the office using spreadsheets, databases and presentation material.
- Assist in facilitating all taskers within respective offices including tasker correspondence
- Facilitate actions in General Funds Enterprise Business Systems (GFEBS) such as Purchase Requests or Work Breakdown Structures; requires access to GFEBS. Facilitate other documentation using USAMRDC automated systems, i.e. Livelink.

DHS USCIS – Admin Support

Customer Full Name	US Citizenship and Immigration Services (USCIS)
Contract #	70SBUR18P00000185
Period of Performance	09/24/2018 – 09/14/2020

Ardent provided Administrative and Program Support Services for the Department of Homeland Security (DHS) US Citizenship and Immigration Services (USCIS) Human Capital & Training (HCT) Labor and Employee Relations (LER) to the offices located in Washington DC. The LER program provides advisory guidance and advocacy support to the USCIS's supervisory and managerial staff in relation to performance issues, conduct concerns, and grievances. LER also assists agency leadership observe the rights and comply with the obligations associated with managing a workforce comprised of bargaining unit employees and interacting with union officials. LER required administrative professional support to manage day-to-day tasks in support of the program.

Specific Tasks:

- Assist the Human Resources Specialist (HRS) on an array of labor and employee relations projects or tasks, including responding to information requests, discovery obligations and data calls;
- Conduct simple research and query a variety of databases to collect, extract and assemble relevant supporting documentation;
- Review and summarize records and other materials in preparation for further analysis and processing;
- Facilitate the completion of compliance obligations;
- Responsible for initiating, uploading, and managing case information in an automated case tracking system;
- Create, manage and maintain office files and records; update data systems;
- Manage record-keeping responsibilities; and prepare recurring and/or ad hoc reports through the use of various automated systems and technologies;
- Provide general administrative support to the LER Headquarters Office, including copying, faxing, scanning and assembling work products;



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- Assist in the procurement of routine equipment, supplies, resources and services;
- Receive calls and/or visitors and manage office correspondence;
- Respond to routine inquiries;
- Perform data entry;
- Support employee interests, including processing time and attendance, help with property accountability and maintenance, assist with travel arrangements and/or training interests, facilitate on-boarding and/or exit clearance protocols
- Create slides, graphs, and charts for an assortment of briefings or presentations using advanced, sophisticated products such as Microsoft Word, Microsoft Power Point and Microsoft

Specific Administrative Tasks/Requirements:

- Clerical Functions
- Property Management
- Scheduling
- Documentation
- Management Assistance
- HR functions

DOJ – IT Services

Customer Full Name	US Department of Justice (DOJ) Office of the US Attorney
Contract #	Contract (GSA Schedule 70): GS-35F-241CA TO 1: DJJ-15F-USA60-0049 TO 2: DJJ-16-F-EOA02-0081
Period of Performance	TO 1: 6/1/2015 – 5/31/2016 TO 2: 6/1/2016 – 10/31/2020

The mission of the United States Attorney's Office (USAO) is to prosecute and defend cases on behalf of the Federal government. USAO requires the use of internet and intranet websites to assist in legal support and automation of tasks conducted by the office. Ardent was responsible for building, provisioning, operating and maintaining web-based applications used by the USDOJ USAO to streamline day-to-day functions.

Specific work elements included:

- Building, provisioning, and managing custom SharePoint sites, sub-sites, and web parts using web UI, SharePoint 2010, SharePoint Designer, InfoPath, and/or authoring custom coded solutions.
- Building web applications based on ASP.NET technologies
- Translating requirements from collaboration meetings into SharePoint solutions.
- Working under the direction of the USAO Systems Manager (SM).
- Assisting in project development, participating in collaboration meetings, and defining technical requirements.
- Developing and implementing solutions, providing ongoing support for applications, implementing design changes and customizations as needed, and participating in the software version upgrade releases.
- Managing project risks and escalating incidents to the SM.
- Promoting and implementing best practices for usage, operations, and development.
- Administering and maintaining SharePoint environment, including security.
- Managing site layout (look and feel), structure, and content.
- Managing site recycling bin.
- Branding solutions using Master Pages, CSS, and JavaScript.



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- Modifying and designing SharePoint templates and master pages.
- Configuring SharePoint settings.
- Integrating MS Outlook.
- Disseminating general SharePoint information.
- Managing file size limits and site quotas.
- Managing usage confirmation settings.
- Generating usage reports for management.
- Providing troubleshooting and debugging of district SharePoint sites.
- Providing written documentation of development efforts and training materials.

Ardent developed and implemented automated applications like the Government Vehicle Reservation System, Training Reservation System and the Attorney Weekly Report, which freed up staff time for the entire staff district wide and provided significant cost benefits to the Government.

There were several outside party delays that resulted in scheduling issues and shifting priorities. Ardent was highly responsive to due date changes, adjusting work assignments accordingly, and consistently met or exceeded due dates for implementing the automated systems and the roll out. Additionally, Ardent personnel's organization and detailed notetaking allowed us to complete tasks with minimal guidance from USAO.

DOJ – Investigator for Health Care Fraud and Abuse

Customer Full Name	US Attorney's Office – Eastern District of Oklahoma
Contract #	Contract (GSA Schedule 84): GS07F172GA TO 1: 15JA63-18-PR-0031 TO 2: 15JA6319F00000007 TO 3: 15JA6320F00000004
Period of Performance	TO 1: 09/28/2018 – 09/27/2019 TO 2: 8/15/2019 – 09/27/2020 TO 3: 7/24/2020 - 9/27/2021

Ardent provided an investigator/case developer/reviewer/examiner to the Criminal Division at Eastern District of Oklahoma (EDOK) to review agency fraud, waste and abuse referrals and other case matters to determine whether further investigation and prosecution is warranted. The investigator/case developer conducted thorough and systematic investigations relating to criminal violations within the jurisdiction of the EDOK. Matters included health care fraud committed against federal, state and local governments and other victims protected by the EDOK. As a component of the health fraud investigations, Ardent paid special attention to the illegal distribution and abuse of opioids.

The Investigator/Case Developer reviewed, analyzed, and assessed allegations, anonymous/ hotline tips, agency initiative referrals, and complaints and other types of fraud or unlawful discriminatory conduct reports. The Investigator/Case Developer followed leads; identified witnesses; tracked, gathered, and analyzed documents, accounts, and records; conducted interviews; and played a significant role in developing a case, summarizing the investigative results and working toward a resolution of the matter.

Duties:

Based on the direction provided by the Assistant US Attorney (AUSA) to whom a case was assigned, the Investigator/Case Developer planned and conducted investigations of a highly complex and difficult nature,

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performs quantitative, qualitative, or other analysis of relevant facts, claims data, account information, etc. and prepares the results to support the mission of the USAO.

- Working with assigned AUSAs and/or supervisory attorneys, determines applicable law and identifies possible criminal violations
- Making sound decisions on direction and scope of investigations and case development, based on understanding of applicable federal, state, or local laws
- In conjunction with the assigned AUSAs, decides upon the most effective methods for planning, scheduling and conducting investigations, and identifies required resources
- Providing specialized skills and investigative analysis relevant to health care fraud
- Identifying sources of information
- Assisting in preparation of training materials intended to reduce opioid abuse and health care fraud
- Performing a variety of investigation-related services in direct support of litigation
- Initiating contacts with federal, state, and local agency/officials, and other organizations and individuals related to the subject of investigation, to gather facts, obtain statements, learn sequence of events, obtain explanations and otherwise advance investigative objectives.
- Preparing draft subpoenas, documents and written discovery, and other forms of requests for information, and serves the approved instrument.
- Examining Medicare/Medicaid/TRICARE claims data, financial records, corporate documents, books, ledgers, payrolls, cost reports, billing statements, invoices, correspondence, computer data and other records pertaining to the transactions, events or allegations under investigation
- Establishing and verifying relationships of all facts and evidence obtained or presented to confirm authenticity of documents, corroborate witness statements, and otherwise build proof necessary for successful litigation
- Securing the storage, preservation, organization, filing and indexing of voluminous documentary evidence
- Using electronic databases to identify assets, verify employment and conduct financial analysis to ensure ability to collect monetary penalties
- Preparing interim and final reports on progress of investigations for use by AUSAs and supervisory attorneys: significant findings and conclusions, recommendations for additional investigative actions and candid assessments of strengths and weaknesses of witnesses, documentary evidence or other aspects of the case
- Preparing summaries and digests of pertinent data, depositions, and other transcripts; compiling indexes; assisting in the creation of charts, graphs, videotapes, and other audio-visual materials for use by AUSAs for motions, depositions, and in mediations and trials. Advising AUSA on selection of witnesses and ensuring their attendance through subpoena or otherwise. Testifying in court regarding investigations, as required.

DOE – Technical Support Services for IT Operations – IT Help Desk

Customer Full Name	US Department of Energy (DOE) Environmental Management Consolidated Business Center (EMCBC)
Contract #	Contract 1: DE-EM0003276 Contract 2: 89303318-DEM000001
Period of Performance	Contract 1: 10/1/2014-9/30/2018 Contract 2: 11/1/2017-9/30/2020

Ardent, as Prime Contractor, provided the US Department of Energy EMCBC with information systems operation support for IT Linux and server management, network infrastructure services, cyber security programs, data facility management, application maintenance support and associated program elements along with project management, professional engineering, and scientific disciplines. The EMCBC Enterprise Support System (ESS) is the authorized



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IT system which provides all IT services to users at the EMCBC in Cincinnati, OH and supported offices and sites in Springdale, OH; California; Colorado; New York; and Utah.

Ardent provided on-site and remote help desk & IT support; network and System Administration support for its ESS and hosted IT systems; IT and Cyber Security PM support; and additional support to the EMCBC IT Applications Support team. We also assisted in providing integrated project coordination with other EMCBC IRM contractors; Off-Hours Operations and Incident Response; and assisting EMCBC federal staff in responding to Freedom of Information Act (FOIA) requests and legal E-Discovery requests. We provided enterprise-level IT support for EMCBC and its locations across the United States.

IT Help Desk Support

Ardent provided help desk support for 375+ federal and contractor customers at 10 primary and satellite DOE locations.

Ardent supported the implementation of a new COTS help desk system to meet EMCBC's needs for a robust updated solution. When Ardent assumed the role of prime contractor for EMCBC, it was determined through a series of meetings and interviews between the Ardent IT Operations Manager and the onboarding Information Resource Management (IRM) staff that the IRM department was in desperate need of a complete Help Desk Management software solution. The current Help Desk system had been developed in-house and was problematic in many areas including reporting capabilities, cost counting, lifecycle management planning, metadata tracking, asset management, client controls, tech administration, and a functional ticketing response system for the customer base. Also, ticket response times were slow, inadequate in detail, and often lacking in response via ticket updates and/or any automatically generated email responses. Ardent and IRM worked together to determine that a Commercial Off the Shelf (COTS) Help Desk solution was the best approach to resolve the help desk deficiencies. Ardent supported the assembly of a project plan to outline a series of project key variables including a make/buy analysis, software quality assurance, records compliance, security requirements, lifecycle analysis, deliverables, cost, and a schedule for the project.

Ardent worked closely with IRM in the implementation and configuration of a COTS Help Desk and asset management solution that greatly improved the IRM department's ability to generate accurate reporting for both internal and external use, assign cost to hardware assets for better budget planning and lifecycle management, track metadata to identify and remediate recurring IT problems, and provide a sound interface for both techs and the customer through a robust auto-response email system. The new solution greatly improved communication internally between IRM staff by making it easier for them to interface on problems that required escalation from IT Techs to Network & Systems Administrators and/or to IT management staff. The customer was also extremely pleased with the implemented solution as it gave them visibility into the IT workload and provided them with a knowledgebase of common problems and solutions.

Ardent continued to provide timely, excellent quality of service through the implementation of this Help Desk solution for all EMCBC locations throughout the United States. Some specific examples of this service including the reception, acknowledgement, and processing of over 7500 helpdesk tickets during a reporting year with an average completion time of 1.2 hours. Reporting shows that even with a customer staff increase of 25 percent over one reporting year, ticket completion time decreased by .2 hours. The customer continues to realize the cost and time savings of a well-implemented solution.

Cyber Security

Ardent supported cyber security, information assurance, and Continuous Monitoring Cyber Security Audits/Assessments IAW National Institute of Standards and Technology (NIST) SP 800 guidelines for EMCBC,

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including risk identification, management, and mitigation strategies. This support encompassed a wide range of activities, including but not limited to: Policy and procedure development including various access controls, user agreements, Technical Information Documents (TIDs), Cyber Master Plan (CMP), account management, vulnerability mitigation, Business Impact Analysis (BIAs), SLA, MOUs, etc. • Implementation, configuration and administration of a Security Information & Event Management (SIEM) tool administration used for real time event correlation and remediation, file integrity monitoring, log correlation, and reporting • General cyber awareness training for both IT staff and customers • Email security gateway for email filtering administration to prevent phishing/SPAM email • Web security gateway for web filtering administration to prevent access to malicious websites • Host enterprise application virus protection platform administration • Vulnerability assessments for various items including malware, host detection, rogue access point, anomaly-based threats, and 3rd party patching including reporting as well as mitigation techniques • Network infrastructure administration including firewall configuration, port security architecture, and other secure network access strategies • Baseline/benchmark various operating systems/platforms to meet NIST and CIS benchmark standard configuration guidelines • USB/removable device access management • Cyber security incident response

Network Administration

Ardent provided onsite and remote network system administration support (wide and local area) for the EMCBC data centers at all supported networked sites. Network administration supported Cisco routers, Cisco and Palo Alto firewalls, core switches, edge switches, Intrusion Prevention Systems (IPS), Intrusion Detection Systems (IDS) sensors, Wireless Access Points (WAPs), network monitoring hardware, and other networking infrastructure. As a member of EMCBC Integrated Project Teams (IPTs), Ardent was also responsible for planning related to capacity management and performance analysis/tuning on EMCBC-supported computer hardware, software and connection infrastructure resources, including the process of implementing, testing, and supporting the solution.

Ardent conducted network performance monitoring with a custom-configured SolarWinds Orion tool to address network performance and issues; the tool alerted Ardent staff after hours via SMS text message if the network or equipment goes down, allowing for prompt support. Our team also used the SolarWinds Security Information and Event Management / Log Event Management (SIEM/LEM) tool for real-time event correlation and remediation, file integrity monitoring, log correlation, and reporting.

VoIP and Telephony Support

Ardent supported EMCBC's NEC 3C VOIP phone system with over 350 telephones, 6 gateways, and 3 phone servers. Our team was responsible for telephony technical support, including assisting an EMCBC initiative to modernize the agency inter-connected voice telecom, email and records management systems. Ardent planned and executed a VoIP system refresh involving replacement of system servers, phone switches and 250 desk phones at three office locations – with minimal disruption to business operations.

Ardent was also responsible for EMCBC VTC conference scheduling, support, and IT maintenance. We coordinated and implemented VTC and other distributed meetings and events with EMCBC employees and other Federal agency employees. Ardent's team implemented significant improvements to the A/V setups for broadcasting meetings to field operations sites, incorporating online meeting and desktop sharing technologies such as Adobe Connect and Cisco WebEx.

Application and Web Support

Ardent provided application support including database front end design, SharePoint development, records management, E-Discovery, PM solutions, and web-based application development. This included several SharePoint sites, libraries, applications, workflows, and databases, which support numerous functions within EMCBC including content management, information portals, records management, telework tracking, and more. We provided

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development & implementation of customized SharePoint sites, libraries, applications, and workflows supporting EMCBC business operations, including creation of custom applications using SharePoint workflows lists; procurement, installation, and configuration SharePoint servers and backend database; optimization of SharePoint; and creation of SharePoint site collections for different applications and departments. Ardent also supported the EMCBC's enterprise-wide upgrade/migration to SharePoint 2016, including the installation/configuration of a new MS SharePoint 2016 server farm.

IT Infrastructure Support

Ardent provided infrastructure support, maintenance actions items, tracking and completion of routine maintenance items, office design and implementation, and any other facilities related items requested.

EPA – IT Support

Customer Full Name	US Department of Energy (DOE) Environmental Management Consolidated Business Center (EMCBC)
Contract #	Contract (GSA Schedule 70): GS-35F-241CA Task Order # EP-G17C-00740
Period of Performance	10/01/2017 – 08/29/2023

Ardent performed IT Support required by the US Environmental Protection Agency (US EPA) Information Resources Management Division (IRMD) in the Office of Administration and Resources Management (OARM) facilities in Cincinnati, OH. OARM in Cincinnati provides diversified administrative support services to all EPA-Cincinnati customers, including facilities management, information technology services, safety, health and security, and human resources services to various EPA customers. Ardent was responsible for maintaining the IT infrastructure required in OARM's day-to-day operations.

The requirements for EPA IT support were dynamic, not static, in nature. Ardent's primary responsibilities included:

Agency Data Network Architecture Support. Ardent provided planning, analysis, troubleshooting, integration, installation, operations, maintenance, documentation, and administration for EPA OARM architecture support, including:

- Installation, maintenance and removal of servers, including support for the servers running VMWare ESX host server hypervisor
- Backup and restoration of data, including National Environmental Publications & Information System (NEPIS) servers
- Design, management, administration, configuration, implementation, maintenance, and sustainment of the Local Area Network (LAN), Storage Area Network, and Virtual Servers, including monitoring the various hardware components of the LAN and other technology equipment; serving as backup LAN Administrator for the EPA Cincinnati LAN; ensuring LAN availability by implementing the most appropriate and funded fault tolerance (transaction tracking, disk mirroring, and disk duplexing) approved by the National Technology Services Division (NTSD); and daily server status checks
- Network security support, including performing and observing all National Institute of Standards and Technology (NIST) and Agency Information Security Directives
- Access management
- Capacity management
- Storage management
- Configuration management



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- Change management
- Coordination with network administrators in other offices and workgroups
- Monitoring and managing virtual server multi-host load balancing, resource allocation, and failover
- Performance of weekly virus scans of supported servers and desktops using Agency approved virus protection software
- Warehouse delivery tracking system PC hardware
- Windows
- Secure wireless network
- DSL modem and DSL w/wireless
- Installation of EPA standard desktop image with Federal Desktop Core Configuration (FDCC) & United States Government Configuration Baseline (USGCB) settings
- Tracking warranty, maintenance, and service agreements

Service Desk. Ardent provided Help Desk support for EPA OARM equipment. This help desk functioned as the first line of support for Internet/Intranet support, telecommunications support, hardware inventory database update, inventory support, conference room set up support, and administrative tasks such as compiling ad hoc reports and scheduling video conference bridge use. Ardent used Remedy to log, describe, assign work tickets, and close out all service desk calls. We utilized statistics and customer satisfaction survey data via the Remedy customer satisfaction survey to identify areas of strengths and weaknesses, and to recommend modifications/enhancements to work processes. The Ardent team handled 97.5% of tickets within OARM standard timelines, with surveys demonstrating an average satisfaction rating of 4.75 out of 5 (with “5” being the highest possible score.)

Internet/Intranet Digital Signage. Ardent supported EPA Cincinnati internet/intranet sites and digital signage. We designed and created web pages for EPA internet and intranet sites, supported publishing activities on the EPA public access servers, and ensured the functionality, security, and site integrity of EPA Cincinnati Internet and Intranet sites. We worked with EPA personnel as necessary to develop, update, redesign, and enhance the internet/intranet web sites and digital signage to include imbedding video clips; to ensure the content stayed up-to-date and accurate, that timely redesign of pages was accomplished, that all links on the web site were functional and appropriate, and the website remained current. Ardent also maintained compliance with Section 508 and tracks website usage statistics.

Voice and Video Telecommunications Support. Ardent provided continual operation of the Cincinnati EPA-owned telecommunications equipment and all related peripheral equipment to include installation, programming, troubleshooting, relocation, removal, changes to features, documenting service locations, minor equipment repairs when feasible, coordination of repairs with outside vendors when directed, and generation of miscellaneous telecommunications reports. Ardent also provided installation, programming, and maintenance of other common telecommunications equipment, such as fax machines, analog phones, overhead paging systems, alarm and monitoring circuits, and other special circuits.

Continuity of Operations Plan (COOP) Disaster Recovery (DR). Ardent researched, analyzed, planned, and produced documentation related to COOP/DR preparation and implementation activities to ensure data network and telecommunications availability, minimizing downtime, in a disaster-type contingency event, including server and hard drive failures. Ardent participated in and provided technical support for all COOP/DR events. Additionally, Ardent supported backup plans and preventative maintenance related to EPA Cincinnati-owned data and systems.

IT Security Management. Ardent supported compliance with the Federal Information Processing Standards (FIPS) published by the National Institute for Standards and Technology (NIST), the Agency’s architecture roadmap and related implementation decisions, and EPA technical and operational standards as issued by the IT Services Divisions. We provided security incident response support; virus prevention, detection, and elimination; security

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configuration management; vulnerability detection and patches; security testing; responses to monthly network threat vulnerability scans; and other related activities.

Incidental Cabling Support. Ardent installed, uninstalled, tested, modified, enhanced, and maintained all data communications cabling to include copper, and single-mode and multi-mode fiber optic cables within the EPA Cincinnati AWBERC building and satellite buildings.

Conference Room Setup and Related Equipment Maintenance. Ardent set up and maintains VTC, computer, and audiovisual (AV) equipment in EPA Cincinnati conference rooms.

OARM Hardware Inventory/Database Update. Ardent conducted and maintained an annual physical inventory of EPA Cincinnati hardware in conjunction with the IRMD Property Officer.

The EPA customer commended Ardent's performance on this contract in response to EPA's dynamic, ever-changing needs. Our staff were cross trained to maximize flexibility in support and provide excellent customer service. Ardent's team consistently received top-level ratings on customer surveys and meets or exceeds all requirements.

HHS ASPE – Staff Assistant Support

Customer Full Name	Department of Health and Human Services (HHS) Office of the Assistant Secretary for Planning and Evaluation (ASPE), Science and Data Policy (SDP)
Contract #	75P00118C00018
Period of Performance	8/17/2018 – 8/16/2023

Ardent provided the US Department of Health and Human Services with Staff Assistant services to support the Office of the Assistant Secretary for Planning and Evaluation (ASPE), Science and Data Policy (SDP), Washington DC to assist with a wide range of complex and sensitive administrative duties. Ardent dealt with sensitive and confidential information concerning issues of planning, policy development and analysis, research, human resources, and legislative and budget formulation processes in the areas of the various offices within ASPE. In addition, we were responsible for administering and performing a wide range of secretarial, administrative, and high-level support functions for agency leadership. Accordingly, the Office of the Assistant Secretary for Planning and Evaluation relied heavily on Ardent's knowledge, skill, tact, discretion, and ability to prioritize, organize, and provide follow-through in carrying out duties and assignments.

Specific tasks:

- Performing a wide range of complex and sensitive administrative duties, to include knowledge of ASPE's priorities and interests concerning current HHS policy and programs.
- Interacting with senior officials in HHS and other Federal agencies to obtain information and data and compiling consolidated reports for major policy initiatives.
- Coordinating high-priority, time-sensitive reviews and clearances.
- Reviewing, editing, and finalizing major documents prepared by ASPE. Coordinating documents and packages for agency review, including legislative development proposals. Developing complex tabular reports and presentations of information.
- Monitoring incoming and outgoing correspondence and action documents ensuring proper format, completeness and proper coordination, and ensuring documents are in compliance with policies and directives.

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- Providing meeting support including coordinating providing oversight for meetings and logistics, as well as preparing and editing PowerPoint presentations.
- Serving as a resource person, and central repository of information on ongoing activities and assignments within the office.
- Performing various office administration duties including receiving telephone calls and visitors from high level officials from HHS, key government agencies, and the private sector; scheduling and maintaining the ASPE appointment calendar; keeping leadership informed of all scheduled activities, commitments, and assignments; working with the senior leadership team to streamline requests; and managing travel arrangements using federal travel systems and programs.
- Managing incoming and outgoing correspondence and action documents. Preparing high-level correspondence and personally replying to correspondence in accord with the ASPE's direction.
- Serving in a liaison capacity between the ASPE and other offices to ensure they are kept continually informed of the ASPE's views on critical and confidential issues and concerns, special assignments, and deadlines.

USDA PNW Station – Website Redesign

Customer Full Name	US Department of Agriculture (USDA) Forest Services Pacific North West (PNW) Station
Contract #	AG-046W-P-14-0175
Period of Performance	09/15/2014 – 12/31/2022

Ardent developed, migrated, and supported a Drupal-based website for the USDA Forest Service Pacific Northwest Research Station, which is among the Station's primary communications and science delivery vehicles. Ardent's team overhauled the existing website to develop an updated, user-friendly site to communicate primarily to a land manager and natural resources community audience (including federal, state, and non-profit resource managers as well as private forest landowners); make publications and scientists more discoverable; make information accessible and relevant to policy makers and local, state and federal legislators; and ensures compliance with USDA and Forest Service accessibility and style guides.

The earlier website was poorly functioning and used outdated technology. We performed an overhaul of the existing website with the goals of:

- Developing a user-friendly website
- Making their publications and scientists more discoverable
- Communicating primarily to a land manager and natural resources community audience (including federal, state and non-profit resource managers as well as private forest landowners)
- Making sure that the information is accessible and relevant to policy makers and local, state and federal legislators, as well as other academics seeking information about our work and research

We designed a website that:

- Enables/encourages connections (subject-matter and interpersonal-between managers and PNW scientists; or between other academics and PNW scientists) through better web design, search functionality, and content.
- Enhances stakeholders' understanding of how PNW contributes to the mission of the forest Service and the benefit of the American people.
- Provides intermediate ability to serve a variety of data, with options for expansion that would provide increasingly sophisticated and/or holistic back-end options for hosting a wide variety of current data and applications into the future and resources allow.
- Ensures compliance with USDA and Forest Service accessibility and style guides.



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Ardent worked with the PNW core team to migrate content to a USDA-based server and subsequently work with the PNW core team to launch the site. The final product is a complete and functional Drupal-based website that has undergone security review, 508 compliance and beta testing; has back-end functionality that can be managed by our current webmaster as well as other authorized users, is live to the public, and allows for a more organized, customized, and optimized end-user experience so as to enhance the end-user knowledge of important research topics, researchers, projects and publications, while also enhancing the overall FS R&D brand.

HUD – Information Resource Center (IRC) for Public and Indian Housing

Customer Full Name	Department of Housing and Urban Development (HUD), Public and Indian Housing (PIH)
Contract #	86548B18C00002
Period of Performance	5/29/2018 – 5/28/2023

Ardent maintained a multi-channel contact center for the Public and Indian Housing (PIH) Information Resources Center (IRC) and provides technical assistance in the form of general information to access resources of federal, public, Indian, and assisted housing programs of the Department of Housing and Urban Development (HUD). This call center responded to questions from the public regarding public housing-related issues, including disaster response and mold/lead complaints.

Ardent operated the IRC which handles up to 16,000 calls, voicemails, emails, faxes, postal mail, and requests via social media from the public monthly. While this work was mainly performed out of an office in Baltimore, MD, the call center temporarily transitioned to 100% remote in response to COVID 19 in March 2020.

Ardent configured our call center software, Five9, with the ability to provide reports as to number, subject matter, program area, and method of contact. In addition, we used this software to track quality metrics such as speed of answer, handle time, transfer rate, downtime between calls, customer survey responses, (implemented during the transition to remote to ensure employees stay productive during their shifts.) Five9 allows for live call monitoring for quality control and “whisper coaching” via instant message, and it records calls for quality control staff to review afterwards to assess performance and feedback. Using these monitoring methods, Ardent measured quality metrics for continual improvement. We used this data to adjust schedules to ensure coverage during busy periods, improve call response times, and ensure full capability despite having a 100% remote team handling an increased volume.

Ardent staffed and scheduled our call center so there was always at least one Spanish-fluent (speaking and writing) representative available during all working hours. Ardent also utilized the HUD Wide Telephonic Oral Interpretation Service to ensure that Limited English Proficiency (LEP) individuals have access to information in languages other than English on HUD programs, services, and activities.

Ardent successfully ensured call center personnel retention through a competitive benefits package and close coordination with the Program Manager (PM). CPARs commended the PM and key personnel on this contract for ensuring uninterrupted customer service at optimum levels.

Due to COVID-19, Ardent’s HUD team was forced to make an abrupt transition from onsite to telework. Our team transitioned seamlessly with no interruptions to service, even as call volumes increased significantly. The federal customer commended Ardent’s “excellent customer service” with an “Exceptional” rating in Quality during the latest reporting period. This example demonstrates that Ardent can adapt quickly to unprecedented challenges, manage a successful remote contact center, and provide high-quality service to stressed customers during a challenging time.



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Department of Transportation (DOT) - National Consumer Complaint Database (NCCDB) Management Services

Customer Full Name	US Department of Transportation (DOT) Federal Motor Carrier Safety Administration (FMCSA)
Contract #	Contract (OASIS 8(a) Pool 1): 47QRAD20D8133 Task Order: 693JJ421F000044
Period of Performance	08/17/2021 - 08/16/2026

Ardent supports a multi-channel public-facing contact center for the DOT Federal Motor Carrier Safety Association (FMCCA). The contact center allows drivers and others to report potential violations of Federal Motor Carrier Safety Regulations (FMCSRs) and to protect persons reporting such violations. Our team reviews and validates complaints, then electronically transmits safety complaints to the appropriate FMCCA Division Office in the State.

Ardent receives calls from individuals asking about policies, next-steps, and status updates pertaining to motor safety complaints, a potentially complex process that needs to be carefully explained. These requests are often emotionally charged, and our customer service agents tactfully balance courtesy, compassion, and professionalism when assisting callers.

Ardent has developed a solution for the NCCDB that draws on a deep understanding of the DOT's mission, extensive Contact Center (CC) experience for Federal clients, a highly skilled management team, and an industry leading Contact Center as a Service (CCaaS) solution to provide a turnkey call center operation. We have assembled a best-of-breed team steeped in Government contact center expertise and best commercial practices.

The DOT call center receives approximately 60,000 calls per year (approximately 250 calls daily) along with receiving requests by email, postal mail, fax, the Internet, and other media. Ardent provides Spanish-speaking contact center agents along with translation services to Spanish and French.

Ardent chose the full suite of solutions from Five9 to provide telecommunication systems capable of providing enterprise call center routing, Automated Call Distribution (ACD), call monitoring, recording of call data, and supports solutions for routing and agent selection, multi-site, remote agents, workforce management, desktop applications, and system recovery. Five9 also supports email and webchat channels, and automatic callback for an all-in-one solution. This instance of Five9 can be accessed by designated Government Field Users and Headquarters, who can create and update tickets if they are directly contacted by the customers, escalate inquiries from the Contact Center, or directly initiate a ticket. The Five9 instance tracks call metrics (# of calls/emails/inquiries received, # of inquiries by topic, # inquiries resolved/ unresolved, average handle time, etc.) These metrics support 30-minute-interval, weekly, monthly, and ad hoc reporting required by DOT. We have set up daily reports for automatic on-time delivery to DOT personnel, to great success. These reports allow DOT significant insight and transparency into the performance of the contract, which enables Ardent and DOT to work together more quickly when needed to mitigate risks and maintain service levels.

At the start of the contract, Ardent inherited over 2000 callbacks and unopened mail requests from the prior contract, which were resolved in the first month of our performance period. DOT expressed gratitude to Ardent for our efficiency and high-quality customer service in quickly catching up the backlog while responding to incoming requests.