Capability Statement

Segment 1: Access Information

Highland Technology Services, Inc. GSA Schedule 70: FSS Contract #GS-35F-0440J
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Certifications:
CMMI Maturity Level 2
Microsoft Certified Partner
IBM Lotus Premier Partner

Segment 2:Core Competencies/Capabilities

Highland Technology Services, Inc. (Highland) is a premier, Service Disabled Veteran-Owned Small Business Information Technology and Management consulting firm, with a history of innovative and cost-effective solutions supporting Federal Government customers for nearly 15 years. Services focus on technical and management solutions to improve business processes and to promote, sustain, and enhance best practices within its customers' organizations. Highland's corporate staff is composed of individuals with expertise in information technology and professional services. Highland has extensive experience in strategic and tactical technology planning, business process analysis and process development and improvement, telecommunications and data networking, software development, and customer support services.

Highland values its staff and understands that its staff is its value proposition; this can be demonstrated by less than one percent turnover rate over the past five years. Highland's systems development efforts encompass a wide range of platform environments, networks, tools, and languages, from embedded systems to web-enabled systems supporting public access. They have deployed all of these architectures, and continue to operate and support them for their clients. In addition they provide national Help-Desks for user and public support through their ITIL-based practice. In other areas, their management and cyber security consulting services have been put to use in the strategic technical and management planning areas, system business-case development for budgetary submission and approval, cyber security policy and planning, as well as secure technical architecture and systems requirements analysis/determination, specification, design, and development.

Segment 3: Related Past Performance and Innovation

For more than a decade Highland has supported many Offices in the U.S. Department of Energy (DOE) and other Federal Government agencies with system development and operation and maintenance, and provided innovative solutions to meet their changing IT missions:

- Highland found a Government off the shelf (GOTS) product developed by the U.S. Army from which they created the Industry Interactive Procurement System (IIPS) for DOE's acquisition and financial assistance opportunities. Using this GOTS product they saved DOE an estimated $300 thousand dollars in system development cost. IIPS is a system that for the first time automated the

solicitation, receipt, and review of proposals for the DOE complex. IIPS has remained a DOE corporate system since Highland modified it for their use. Highland continues to support IIPS for DOE and continues provide innovate ways to enhance the system. For example Highland developed an automated link to the HHS Grants.gov system, to pull grant applications submitted by the public, into IIPS. With two exceptions all other federal agencies are still using a manual process. Highland also automated the transmission of solicitations from IIPS to FedBizOpps, again eliminating the manual process used by other federal agencies. Another innovation implemented by Highland was to create a replica (called EnCoRe) of the federal government's Central Contractor Registration (CCR) database to allow DOE financial management and procurement staff to readily and conveniently find the vendor information they need from CCR. Additionally they implemented e-authentication for DOE with a dedicated IBM system.

- Recently Highland implemented a Document/Records Management system that automatically places Microsoft Office documents and e-mail messages into the appropriate records category using machine learning algorithms, which has not been developed previously.

- For DOE's health and safety programs, Highland recognized that DOE had many HQ employees stationed in the field manually performing environmental studies. Highland created the first databases that allowed HQ staff, in the field, to record environmental, safety, and management data using secure a browser clients this was developed years before browser client systems became widely used elsewhere.

- Highland developed DOE's Electronic Voluntary Protection Program (e-VPP) system. The system automates DOE's administration of the health and safety program that promotes effective worksite-based safety and health and assure that DOE is cooperating with the Occupational Safety and Health Administration (OSHA). Currently the complicated OSHA VPP program still has not been automated by OSHA itself.

- Soon after Research In Motion (RIM) introduced the Blackberry, Highland established a Blackberry system (servers and handhelds) at that time the Blackberry did not even have an integrated cell phone.

- Highland has developed several applications for the Blackberry. One example of a creative application is the Contingency Operation Plan of Action (COPOA) that supports a secure folder on users' Blackberries. The folder contains an organization's Continuity of Operations Plan (COOP) and its Emergency Operations Procedure (EOP). The initial documents and all subsequent updates are pushed out from the Blackberry Enterprise Server, allowing organization's staff to have instant access to these important procedures on their Blackberries regardless of whether the organization's servers are functioning in an emergency. Another example of a creative application is the FedRecord which categorizes email composed on a Blackberry as a federal record.

- Highland recently introduced an automated Managed Service to allow organizations to better control their wireless device expenses. The service downloads the monthly bills from service providers (Verizon, AT&T, etc.) into a database. From this the system, users are provided a web-based dashboard analysis and reporting function (by timeframe, organization, customer, etc.) which gives summaries and details regarding the volume and detailed costs of services delivered; allocation details for both voice and data, down to the specific call and text message; and, exceptions to compliance spanning billings, service usage, rate validation, and workflow processes. This level of control allows Government offices to pay a fixed cost per PDA for wireless service delivery at a lower cost than they are now incurring.