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General Services Administration  
Enterprise Infrastructure  
Solutions (EIS)

Submitted to:

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Volume 3

Past Performance

Final Proposal Revision

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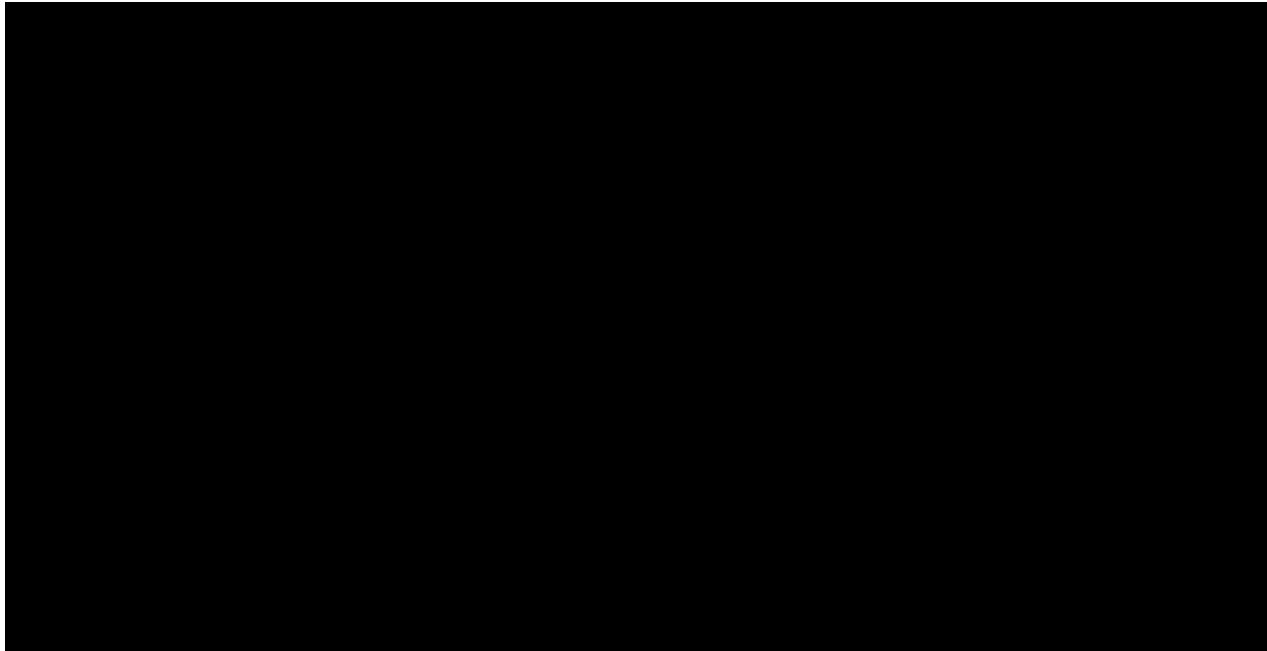
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**1.0 PAST PERFORMANCE REFERENCES (6 PAGES) (L.31.1, M.2.3)**

**1.1 DFAS Defense Teleservices Telephony IP Communications BPA**



**9. A description of the work performed by the offeror:** Solutions for Enterprise-Wide Procurement IV (SEWP IV) was a multi-award Government-Wide Acquisition Contract (GWAC). As a SEWP IV contract holder MicroTech offered a wide range of commercial telecommunications, IT products and product based services and solutions to the entire Federal Government. MicroTech's successful performance under SEWP IV helped lead to MicroTech's award of the follow-on SEWP V Contract. In addition to numerous other task and delivery orders, MicroTech was awarded a Customer User Purchase Agreement (CUPA) contract from Defense Finance and Accounting Service (DFAS) under this contract. The purpose of this CUPA was for DFAS to obtain telecommunications hardware (equipment), telecommunications materials, software, and professional services. DFAS Technology Services Organization – Corporate Services (TSO-CS) is responsible for providing unsecured voice telecommunication services for the majority of the DFAS community. This entails supporting more than 20,000 stations. The ultimate goal of the DFAS Teleservices Contract was to provide cost effective telecommunication services/solutions through standardization and structure. DFAS was in the process of working with its customer base to plan for the migration to both Voice over Internet Protocol (VoIP) and IP-based trunking. MicroTech was awarded several task orders under this CUPA and others to provide various telecommunications services; [REDACTED]

[REDACTED]

[REDACTED] DFAS sought to have all of the PBXs, with the exception of South Bridge, be connected to the DFAS MPLS network. DFAS's goal was that upon completion of the project, all DFAS PBXs would be capable of being managed and administered from a central location using a common set of tools.

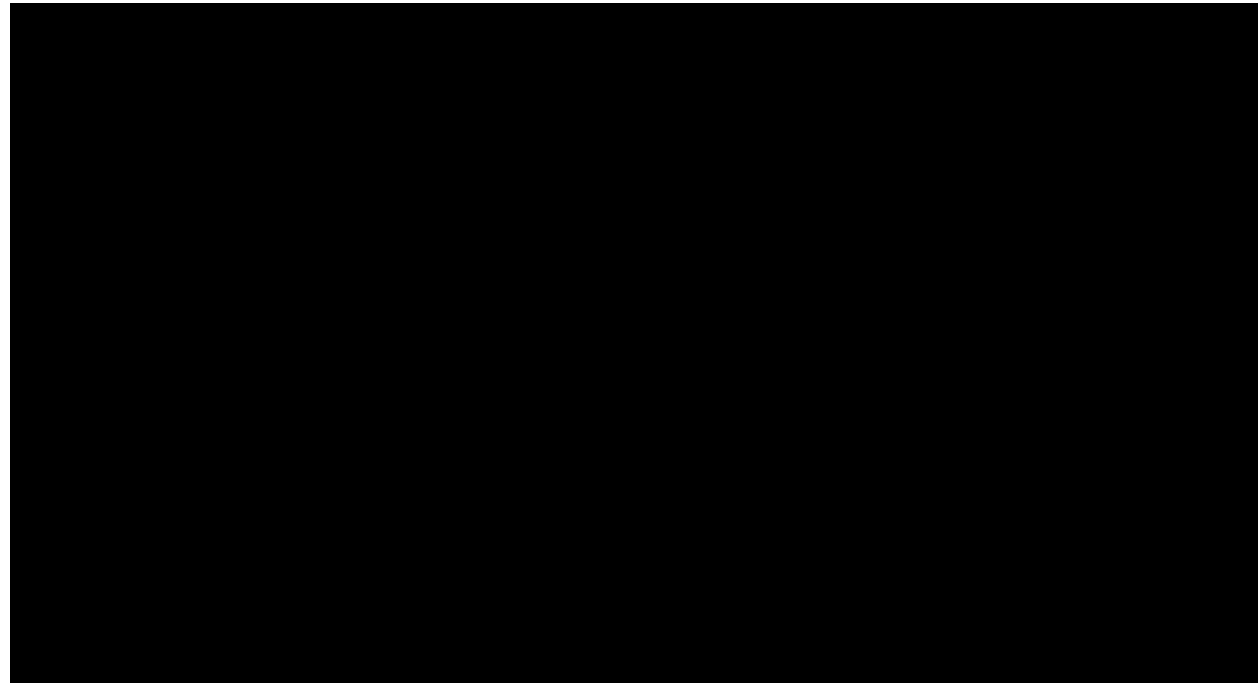
MicroTech was awarded the contract to complete the major Voice Over Internet Protocol (VoIP) solution for the Defense Finance and Accounting Service (DFAS) location in Cleveland, OH. [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

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## 1.2 Army CHESS ITS-SB



### 9. A description of the work performed by the offeror

The U.S. Army Information Technology Service – Small Business (ITS-SB) is a large IDIQ contract run by the Army CHESS office to provide a full range of IT services and product sales to satisfy Army infrastructure and infostructure goals. Through the use of this multiple award IDIQ contract vehicle, Army CHESS has a flexible means of meeting IT services and products needs quickly, effectively, and cost-efficiently. MicroTech offers innovative processes with enabling technology to reduce the process burden through automation to ensure customer satisfaction with implemented best practices, technology insertion, and management. We continuously review existing technologies to determine areas for improvement and implementation of new technologies.

[REDACTED]

[REDACTED] We currently hold a majority of the ITS-SB task order contracts. Our successful performance of ITS-SB helped lead to MicroTech recently being awarded an ITES-3H Contract by the same contracting office.

MicroTech has held an ITS-SB Contract for over 5 years (the ordering period on this contract has been extended to 2/2019), and this contract, along with MicroTech's former VETS IDIQ Contract and our current NETCENTS NetOps Contract, have given MicroTech significant experience in managing and responding to numerous task orders under a large IDIQ contract. In the performance of the ITS-SB and other IDIQ contracts MicroTech has developed and honed an expertise in utilizing and managing a team of multiple subcontractors [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Throughout this contract, MicroTech has delivered services through the successful completion of numerous task orders. MicroTech, in conjunction with our partners and subcontractors, provides state-of-the-art, cost-effective, end-to-end solutions, including equipment to support any task order and in the following areas:

- [REDACTED]
- [REDACTED]

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- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

MicroTech provides IT and Telecommunications solutions and services that meet Task Order (TO) requirements, reduce costs, and meet or exceed performance metrics. Each TO response addresses specific ways our solution represents cost savings. ■

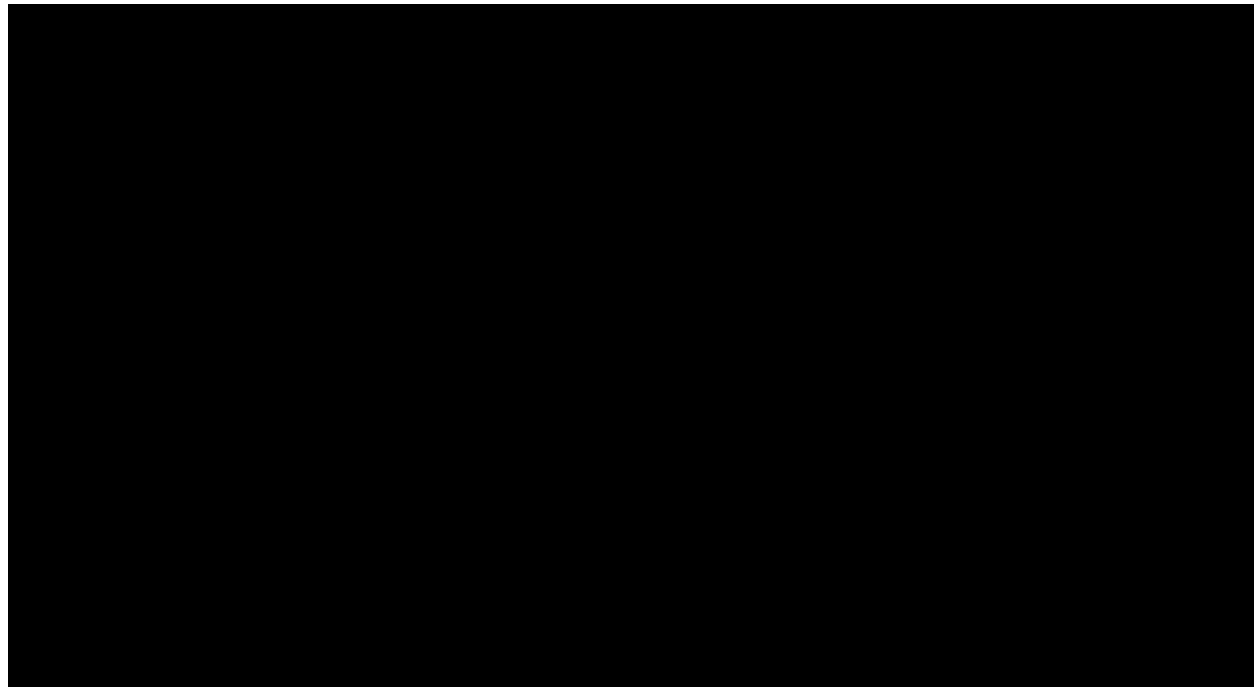
[REDACTED]

MicroTech ensures that we offer best value expertise in each task area by establishing and utilizing clear lines of responsibility among our teaming structure of both large and small businesses. We use an internal, robust program management organization (PMO) led by an experienced program manager (PM) to implement a flexible contract management approach that applies proven tools and processes to minimize the administrative burden on the Government. This allows the ITS-SB PM to align the best available resources to each TO. Our PMO staff provides proactive management services to CHESS and ITEC4 with support from large and small team members adding flexibility and reach-back for the PMO. Our PM's direct access to all Team MicroTech member organizations provides flexibility to commit resources. As prime, MicroTech is responsible for all management, contract, and performance issues. Our PM maintains communication with the TO CORs to ensure performance meets and exceeds customer expectations. Our experienced PMO staff, coupled with well-defined processes, allows MicroTech to effectively and efficiently respond to each TOR with best value solutions.

[REDACTED]

**10. Provide information on problems encountered on the identified contracts and the offeror's corrective actions.**  
N/A

**1.3 GSA Schedule 58-I**



**9. A description of the work performed by the offeror**

MicroTech has been awarded more than 100 prime contracts and over 30 Government-wide Acquisition Contracts (GWACs), including General Services Administration Federal Supply Schedule 58-I; Independent Delivery/Indefinite Quantity (ID/IQ) Contracts and Blanket Purchase Agreements (BPAs) for multiple Government and commercial clients, including the Department of Homeland Security, U.S. Coast Guard (USCG), U.S. Army, U.S. Air Force, U.S. Navy, U.S. Marine Corps, Defense Finance and Accounting Service (DFAS), Defense Information Systems Agency (DISA), Social Security Administration, and Department of Veterans Affairs (VA). Three of the contracts were the largest SDVOSB set-asides ever awarded by the respective agencies and solidified MicroTech's reputation for being an exceptional small business that consistently delivers innovative technology and technical services solutions.

MicroTech was awarded numerous contracts and BPAs under GSA Schedule 58-1 including two large BPAs to support the USCG throughout the United States. Under these contracts, MicroTech provided A/V-VTC on-site operations support, maintenance support, and engineering services support throughout the USCG. MicroTech has had a close and longstanding business relationship with the USCG, working with the agency to define and grow the USCG VTC infrastructure throughout the country. In this process, MicroTech became the VTC infrastructure manager for the USCG.

[REDACTED]

In addition, through our BPA, MicroTech provided USCG CONUS and OCONUS sites with unified communications solutions spanning from large scale integrations, [REDACTED]

[REDACTED]

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[REDACTED]

MicroTech designed, built, and installed a state of the art solution utilizing the newest technology. We completed the install 2 weeks early and under budget, working with the [REDACTED] on several modifications to design and deploy application layouts. [REDACTED]

[REDACTED]

**10. Provide information on problems encountered on the identified contracts and the offeror's corrective actions.**  
N/A