

CRAYTEK BACKGROUND AND CAPABILITIES

Company History

Craytek was founded in 2001, and is a Third Party Certified Woman Owned Small Business. Craytek is ISO 9001:2015 Registered/Certified. Although small, Craytek has considerable experience working in the DOD space, with 17 years uninterrupted service to DOD components. Craytek is highly experienced managing and performing IT work for DOD organizations, including the Army, Navy, and Air Force. At Craytek, our mission is to provide high quality Information Technology and Consulting Services at a reasonable cost, enabling our customers to concentrate on their core businesses. Craytek has an extensive history of providing superior engineering and technical support services for the Army, Navy, and other DOD customers. Craytek offers flexible solutions and proven performance. We strive to ensure we understand the mission needs of our customers and pride ourselves on unparalleled customer service.

Currently, Craytek supports the NAVY Strategic Systems Program's (SSP) mission on the Washington Navy Yard and several field operating locations throughout the Northeast, Northwest, and the West Coast. Craytek also supports the Naval Surface Warfare Center (NSWC), Corona CA. Additionally, Craytek also has had a Pentagon presence supporting the Army G4. Our portfolio of services includes network engineering design, system specification development, policy formulation, network operations support, cyber security, and service desk support, including tier 1-3 support. Craytek also has a software development division focusing on custom software for unique mission requirements. Our skilled personnel are familiar with the DOD Mission Assurance requirements including the DISA STIGs and the Risk Management Framework. We are conscious that the security of DOD information, systems, and personnel is vital to our national security. As a result, Craytek has vast experience in providing solutions with a technical edge for mission assurance success.

Facts about Craytek:

- Craytek is a Virginia company established in 2001
- Third Party Certified Woman Owned Small Business
- ISO 9001:2015 Certified
- 25 employees; \$3.0M Revenue, average for last 3 years
- Top Secret Facility Clearance
- Experienced as both a prime and a subcontractor
- PMI/PMP and ITIL experienced staff
- Experience working as prime contractor with large and small companies
- Doing work with or have done work with the following companies:
 - Chenega
 - Seneca Solutions
 - Chugach
 - General Dynamics
 - NCI
 - Northrop Grumman
 - Smartronix
 - SSI
 - Vsolvit
 - AT&T

- VION
- Ricardo Defense Incorporated

Doing Business with Craytek

Craytek is extremely easy to do business with. Craytek has earned a reputation for solid past performance and superb reliability. Craytek enjoys the socioeconomic advantages discussed above to facilitate business growth. In addition, Craytek can be reached through a number of existing contracts. Craytek is on contracting vehicles hosted by the Navy, Air Force, and Army. Therefore, easy access to Craytek should never be an issue.

Craytek Current/Recent Contract Vehicles:

- SEAPORT -e (Prime)
- US Navy SSP Help Desk Support (Sub)
- US Navy SSP Software Sustainment and Mission Assurance (Prime)
- US Navy (SWFPAC Help Desk Support and Network Operations) (Sub)
- US Army G4 IT and KM Support (Prime)
- NETCENTS 2 (AF) (sub to Smartronix) (SB Track)
- NETCENTS 2 (AF) (sub to NCI) (Unlimited Track)
- Cyber Support (Sub to General Dynamics, supporting Navy SSP)
- Seaport-e (Sub to CSRA and VSolvit) supporting the Navy Naval Surface Warfare Center Corona, CA
- Seaport -e (Sub to Kapsuun Group (Chenega) supporting the Navy at Norfolk with Software Support
- PASS-SB Sub to Ricardo Control Point
- EITaaS Sub to AT&T
- DISA SPARC Sub to Vion

Craytek NAICs

- 541219 Other Accounting Services
- 541430 Graphic Design Services
- 541511 Custom Computer Programming Services
- 541512 Computer Systems Design Services
- 541513 Computer Facilities Management Services (Primary)
- 541519 Other computer related services
- 541611 Administrative Mgmt. and General Mgmt. Consulting Services
- 561110 Office Administrative Services
- 561410 Document Preparation Services
- 611430 Professional and Management Development Training

Products and Services

We specialize in providing advanced technical solutions within the following core areas: Network Operations and Cyber Security, IT Service Desk Support, Software Development, and Management Consulting Services.

Network Operations Support Services

Craytek provides network operations support. These services include engineering network modifications and expansions, configuring and installing new equipment, maintaining security of the network, maintaining application and database servers, maintaining cryptographic equipment, maintaining CISCO switches, routers, IP phones, and media servers, maintaining video surveillance equipment.

Service Desk/Help Desk Services

Currently, Craytek provides Information Technology Infrastructure Library® (ITIL) Service Strategy based Help Desk Support and Services. Our goal is to design, develop, and implement service management as both an organizational capability and a strategic asset. At this point, our primary customer is the Navy Strategic Systems Programs (SSP) Office. SSP is one of the Navy's 10 major buying commands. We provide support to the SSP Headquarters at the Washington Navy Yard, as well multiple operating locations to include Submarine base Bangor WA, Submarine Base New London CT, and the SSP field office in Huntington Beach CA and Pittsfield, MA. Craytek also has provided IT and Knowledge Management/SharePoint Support to the Army G4 Staff in the Pentagon. In all, Craytek provides direct user support to over 3,000 work stations. Direct user support includes: providing a single point of contact for all service calls; providing immediate, real time assistance in response to end user questions and trouble reports; providing one on one new user orientation and training for end-users, providing support in developing special application projects to assist the end-users with automating their business processes. We have been providing the Navy our Help Desk expert services since 2008.

Software Development

In 2005 Craytek was awarded a multi-year contract with the Department of the Navy to maintain and upgrade the agency's legacy applications. This work has been ongoing ever since. Craytek has successfully reverse engineered and replaced several legacy applications with modern web-based architecture and integrated them with the agency's modernized business processes. Craytek was instrumental in assisting with the Navy's goal to provide improved overall quality, improve customer satisfaction, and improve long-term reliability and maintainability, using standardized development processes incorporating industry best practices. Today, we continue to provide outstanding software development and maintenance for the SSP US Navy program.

Beginning in 2013, Craytek began supporting the Army G4 in the Pentagon providing Tier 1-2 support as well as SharePoint administration, Content Management, and Knowledge Management and staff officer training services.

Craytek continues to support VSolvit and other primes contractors in supporting the Navy's Naval Surface Warfare Center (NSWC) in Corona CA. Craytek successfully completed numerous contract task orders. These tasks included several web-based application development and upgrade projects in support of the Government Industry Data Exchange Program (GIDEP). The solutions that Craytek provided NSWC were instrumental in GIDEP's mission is to promote reduced or eliminated resource expenditures by sharing technical information between government and industry participants, and GIDEP member agencies that include: US Army, Navy, Air Force, NASA, DOE, DCMA, DLA, and various Federal contractors. All projects were successfully completed on or ahead of schedule and at or under the original estimated cost. Some projects have resulted in follow on work that is still in execution. This work includes designing the new GIDEP system which will eventually replace the existing system.

We have considerable experience in software development, to include requirements gathering and documentation, software design and implementation, software sustainment and maintenance, and web based software development. Craytek has a flexible approach to software development that will prove to be very efficient in meeting the needs of our customers. We have had tremendous success with a hybrid methodology that combines the best practices from the Waterfall and Agile methodologies. For more information, request a copy of our Software Development Methodology. Craytek provides cost effective custom application development solutions, especially in areas requiring moderate sized web based solutions or conversion of legacy application to a modern web based design.

Management Consulting Services

In the area of management consulting, Craytek provided Management Consulting Services to assist with the NAVY SSP's migration to the NAVY Enterprise Resource Planning (ERP) Program. We have also performed a series of IV&V tasks, including architectural assessment, requirements and design analyses, and a complexity and risk analysis of all software code. This support continues currently on a new multi-year contract. Craytek can provide similar consulting services support in migration to ERP solutions. Our expertise in this area includes:

- Support Cyber Security planning and execution
- Present analyses of issues and organizational problems in a concise, accurate and clear manner
- Ability to define key factors and issues relevant to a consulting engagement and examine their inter-relationships
- Provide risk assessments related to new operational activities
- Assist in the preparation of briefs for management and external authorities
- Independent design reviews for software applications at critical phase points

Summary

The depth of our experience as a government contractor enables Craytek to individualize services and use the proper combination of skills and expertise on each customer engagement. From complex information systems to simple network solutions, we offer excellent service and exceptional value to our customers. With the assistance of Craytek, customers are able to save time and money while implementing more reliable systems. We build collaborative, long-lasting partnerships with our customers and we are dedicated to being the contractor of choice.