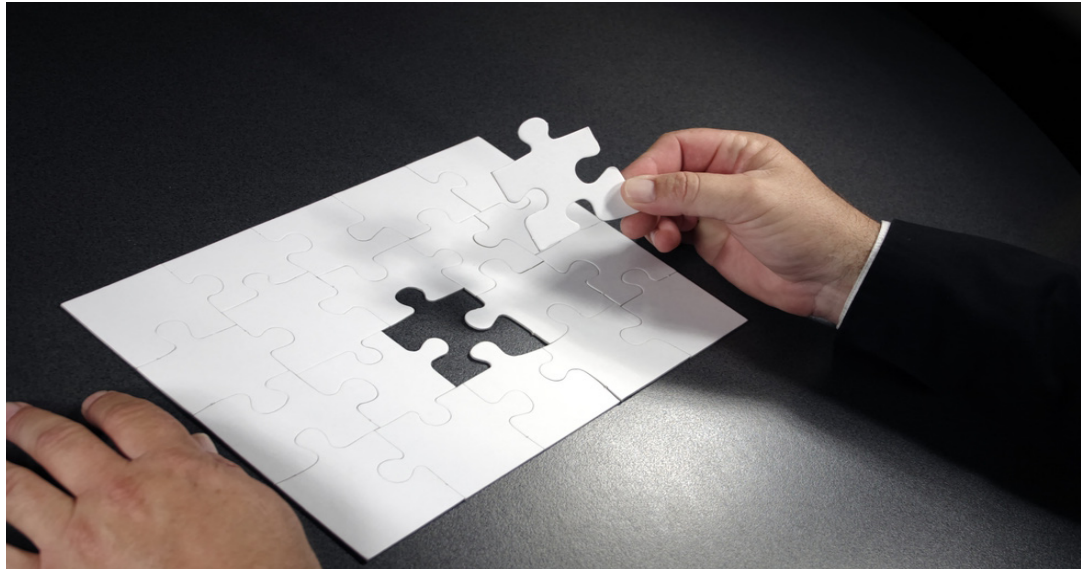


## Creative Information Technology, Inc. (CITI) services under Chief Information Officer-Solutions and Partners (CIO-SP2) Program



The CIO-SP2 program supports the National Institutes of Health (NIH), the National Information Technology Acquisitions and Assessment Center (NITAAC), and other government agencies. This contract is designed to support Federal CIOs requiring quick and flexible IT support services.

### FEATURES & BENEFITS

- Open to all government agencies
- Provides products, services, and solutions
- Provides cost effective and flexible technical solutions
- Stability – large contract ceiling (\$19.5 billion) and contract life through the year 2010
- Multiple task types (FFP, T&M, CPFF, CPAF)
- Fully-loaded fixed hourly labor structure
- Streamlined ordering procedures with short turnaround time
- Low NIH handling fee (for CITI and other small businesses: 1% to \$5M; 0.75% to \$10M; 0.50% over \$10M; uniform 1% for large businesses)
- Hardware and software may be procured (no dollar or task percentage limit)
- Oral technical proposals permitted
- Multi-year task orders permitted
- No dollar ceiling on individual orders

# CIO-SP2

Contract # NIH, NITAAC 263-01-0090

CITI is a management and IT consulting company headquartered in Arlington, Virginia. We have consistently delivered mission-critical technology solutions since 1996. As a dynamic, multi-faceted organization, we serve Federal, state, and local governments and private industry.

In recognition of CITI's excellence, the firm has been assessed at SEI CMM-Software Level 2 and ISO 9001:2000, and is working toward achieving certification at CMMI Level 3 in 2007. CITI is recognized for high customer satisfaction and has received numerous customer commendations and awards.

We are financially sound, evidenced by the most favorable financial ratings from Dun & Bradstreet. CITI provides customers limitless solutions, unbound imagination, and incomparable delivery!

## SERVICES OFFERED

### IT Operations and Maintenance (Task Area 3)

#### Examples:

- Software Support
- Network Hardware Support
- LAN, WAN, and MAN
- Telecommunications
- Help Desk and User Support
- IT Services Management
- Network Management
- System Management
- Asset Management
- IT Maintenance
- Web Technology
- Client-Server Operations
- IT Training
- IT Operation and Maintenance Planning
- Office Automation Software Support
- Organizational Change Management Support



### Integration Services (Task Area 4)

System integration encompasses all activities necessary to develop and deploy an information system. It includes the integration of technical components, organizational components, and documentation. System integration may make use of program management, technical laboratories, prototypes, pilot systems, tools, and methodologies for business analysis and business process re-engineering.

#### Examples:

- Benchmarking
- Business Process Reengineering
- Test & Evaluation Services
- Financial Analyses (Make-or-Buy Decisions)
- Feasibility Studies
- Trade Studies
- Operational Support
- Gap Analysis
- System Design Alternatives Studies

### Digital Government (Task Area 6)

#### Examples:

- Business Intelligence
- Customer Care
- Customer Relationship Management
- Data Mining
- Data Warehousing
- Decision Support and OLAP
- Electronic Commerce
- Internet, Intranet, and Extranet
- Knowledge Management
- Performance Measurement
- Personalization (IT-Enhanced Customer Interaction)
- IT-Enhanced Public Relations
- Strategic Planning
- Web Development & Support
- Workflow Management
- Records & Document Management
- IT-Enhanced Public Outreach Services

### Software Development (Task Area 9)

Customized software applications, database applications, and other solutions not available off-the-shelf.

#### Examples:

- Administrative & General Decision Support Software
- Program Evaluation Software
- Clinical Protocol & Quality Assurance Decision Support Software
- Multimedia Software for Patient & Staff Education SEI CMMI Analyses & Implementation Support

#### Points of Contact:

##### NIH

Gregory Holliday  
Sr. Contracting Officer  
e-mail:HollidaG@od.nih.gov  
Tel:(301) 402-3069

Wanda Russell  
Contracting Officer  
e-mail:RusselW@od.nih.gov  
Tel:(301) 402-3085

National Institute of Health | Division of Information Technology Acquisitions  
6011 Executive Blvd, Suite 503-L Rockville, Maryland 20892  
For additional information and ordering instructions, see <https://nitaac.nih.gov/ciosp2.asp>

#### Need more information contact:

Business Development Division  
Creative Information Technology, Inc. (CITI)  
1010 N. Glebe Rd., Suite 710, Arlington, VA 22201  
Phone: 703.276.0345 x 248 | [businessdevelopment@citi-us.com](mailto:businessdevelopment@citi-us.com)

