



**Small Business Type:** Women-Owned Small Business

**Core Strength:**

Over 20 years of providing information technology professionals to the Department of Defense for improving and supporting global information systems.

- Database Systems – Web & Server based
- Web Development & Support
- Systems Engineering and Development
- Server and Network Engineering and Management
- Server and Network Security Engineering
- Information Systems Management and Outsourcing

**Facility Security Clearance:** Top Secret

**Accounting System:** Compliant per DCAA Audit

**Federal Government Industry Codes:**

- NAIC 51121 - Software Publishing (web or server based applications)
- NAIC 514191 - On-Line Information Services
- NAIC 54133 - Engineering Services
- NAIC 541511 - Computer Programming Services
- NAIC 541512 - Computer Systems Design Services
- NAIC 541513 - Computer Facilities Mgt Services
- NAIC 541519 - Computer Related Services
- NAIC 541611 Management, Scientific, and Technical Consulting Services

**CAGE Code:** 0XWX8

**GSA Contract:** GS-35F-5781H

**Point of Contact:** Debra Watkins, President

**Address:** 5775 Carmichael Parkway  
Montgomery, AL 36117

**Phone:** (800) 752-1140; (334) 244-9797

**Fax:** (334) 244-9787

**Web Site:** [www.at-psi.com/psigovernmentsite/](http://www.at-psi.com/psigovernmentsite/)

**Overview**

*Performance Support, Incorporated* provides Information Technology (IT) professionals to Department of Defense (DoD) clients in California, Florida, Massachusetts, Virginia, North Carolina, Georgia, Alabama, Ohio, Oklahoma, Texas, and Utah. We also provide cost-effective and affordable information technology (IT) solutions to commercial clients located throughout the Southeastern United States.

Currently, we provide our military and commercial clients with expertise on the appropriate use of –

- *Network Administration* – Management of IT networks and infrastructure integrating services (Apache, Linux, MS, OS, HP/UX, SCO, XP, Server 2003, SMS, etc.)
- *Help Desk Functions* – Remote administration, tier 1, 2, and 3 support
- *Navy and Marine Corp Internet*. Analysis, data management, command-level support
- *Defense Logistics Agency Field Depots*. Network management, security, and support
- *Air Force Combat Support Systems*. Support Global Information Systems
- *Application Software Engineering*. Provide information engineering and architect services

- *Security Engineering.* System security technical analysis and review for accreditation
- *Classified Intelligence Systems.* Classified system and network security analysis
- *Database Engineering.* Implementation of databases on global web servers
- *DISA Network Evolution.* Planning definition of networks and satellite connectivity
- *Global Combat Support System.* Assist in design and implementation of portal
- *Operation Iraqi Freedom* – Supporting real-time systems for troops in Iraq

***Value Added Contributions and Special Qualifications:***

**Top Secret Facility:** We currently hold a Top Secret Facility clearance (CAGE CODE 0XWX8) and all of our government support is performed in classified SECRET and TOP SECRET environments. We are required to provide annual security training for all government contracts personnel and we hold the clearance with the Defense Security Service. 100% of our personnel have a clearance (interim, secret, top secret) required by the government.

**Accounting:** Defense Contract Audit Agency has found our accounting system to comply with applicable Federal Government statutes, regulations, and directives.

**Community:** Board membership on the Alabama Information Technology Association, board of directors of the Montgomery Area Chamber of Commerce and Brewbaker Technology Magnet High School; chairpersons of the Information Technology Committee, board members on the Armed Forces Communications and Electronics Association; membership in the Kiwanis Club, advisory board Tuskegee University, Trenholm Technical College, Brewbaker Technology Magnet High School, Wright Flyers, Air Force Association—the list goes on and on and serves to underscore one fundamental belief: To make a positive difference in the communities that have supported their success.

***Corporate Heritage***

Performance Support, Incorporated is a woman-owned small business with operations headquartered in Montgomery, Alabama and we have been doing business with the Government since 1985. Operating areas include California, North Carolina, Virginia, Georgia, Oklahoma, Utah, Massachusetts, and various sites within Alabama. We began in 1985 as subcontractor to Unisys Corporation, performing computer quality assurance and system optimization services in support of United States Air Force global operations. Performance Support has experienced solid revenue growth from its inception and, as a result, has provided job opportunities and internships within the Montgomery community, regionally, and nationally. We take extreme pride in having supported crucial Defense combat operations (e.g., Just Cause, Desert Shield, Desert Storm, Desert Fox, Have Comfort, Bosnia, Kosovo, Deny Flight; Enduring Freedom); natural disaster relief missions (e.g., Hurricane Andrew at Homestead AFB, FL, Oklahoma's killer tornado at Tinker AFB, OK); current actions underway in Iraq and Afghanistan; end-of-fiscal-year financial and procurement transactions; and other critical missions such as information assurance and assured computing--contingency operations.

***Shaping Today's Military Global Information Systems Network***

Over the years we have contributed significantly toward shaping today's Military Global Information Systems Network.

- *Desert Storm.* Performance Support personnel were instrumental in designing, creating, deploying, and then operating the Air Force Base Assistance Team – Mobile.

- *DMRD 918 & 924 Global Workload Migrations.* Performance Support served the Defense Information Systems Agency (DISA) and the United States Air Force as a key partner in planning and implementing *Defense Management Review Decisions (DMRD) 918 and 924.*
- *DISA Network Evolution.* Performance Support's network manager at *DECCD Montgomery* serves on the *DISA WESTHEM* planned LAN, MAN, WAN, NMS/BIP, NIPR, and SIPR networks incorporating fiber, cable, wireless, and space-based satellite connectivity).
- *USAF Global Combat Support System - Air Force Portal.* Performance Support was instrumental in assisting DISA and the U.S. Air Force design of the USAF Global Combat Support System (GCSS-AF) Air Force Portal.
- *Operation Iraqi Freedom* – Performance Support personnel are supporting global combat support functions in real-time systems and many are on surge schedules and 24/7 standby support to provide support for “boots on the ground” in Iraq.

**Processing Today's Government and Military Global Information Systems Workload On-Time & On Target Within Stated Costs**

Proudly, we continue our tradition of providing world-class information technology professional services to the Department of Defense.

- *Defense Logistics Agency Field Depots.* Performance Support computer systems and network specialists are assuring accurate, reliable, timely, and cost-effective performance of enterprise and Local Area Network (LAN) systems used by HQ Defense Distribution Centers located at Defense Distribution Mapping Agency – Richmond, VA; Richmond Depot in Richmond; Naval Air Station at Cherry Point, NC; Marine Corps Logistics Base – Albany, GA; Army Depot – Anniston, AL and Army depot in Barstow, CA.
- *DoD Workload Migration and Data Replication.* Performance Support computer systems and network specialists at *DECCD Montgomery, DECC Oklahoma City, DECC Ogden, and SSO Montgomery* are instrumental in planning and implementing DISA designated major workload migrations.
- *DoD Workload Global Execution.* Performance Support computer systems and network specialists at *DECCD Montgomery, DECC Oklahoma City, DECC Ogden, and SSO Montgomery* are instrumental in assuring accurate, timely, and cost-effective remote, regional execution of DoD modern open systems applications and of Air Force legacy applications (e.g., Supply, Aircraft Maintenance, Finance, Personnel, Cargo Movement).
  - Performance Support IT professionals support Windows, Sun and Hewlett Packard Unix, Unisys ClearPath, Linux, CISCO, Cabletron, 3Com, IBM 9360 Automated Library Server, StorageTek, Oracle, Borland, Delphi, Datametrics, and other Commercial-Off\_The-Shelf (COTS) hardware/software. We provide technical solutions and day-to-day operational support in network and system management, configuration, performance tuning, upgrade, and maintenance.
  - Of special importance is that we designed and established automated custom software that audits DISA computer and network hardware and software configurations to assure Security. We ensure successful achievement and sustainment of C2 security accreditation for the DISA Defense Enterprise Computing Centers, which remotely process Army, Navy, Marine Corps, Air Force, and Defense Agency open system and legacy environments.
- *Navy and Marine Corp Internet (NMCI).* Performance Support personnel provide information technology support to and CSR services for NMCI interests in Cherry Point and Camp Lejeune while performing as a subcontractor to EDS. Services include legacy application analysis, printer data management, Command-level technical and functional support, programmatic advisement and technician-based responsibilities in support of EDS and Navy/Marine Corp objectives to move enterprise assets into a new architecture and provide support services in the new enterprise.

- *US Department of Agriculture.* Teamed with DSD Labs, Inc., a Massachusetts-based IT firm we provided Certification and Accreditation documentation.
- *Air Force Global Combat Support Information Systems.* Performance Support computer systems and network specialists at Electronic Systems Center (Hanscom AFB, MA), Development and Fielding Systems Group (DFSG) (Wright-Patterson AFB, OH), and HQ Operations and Sustainment Systems Group (OSSG) (Maxwell AFB-Gunter Annex, AL) are instrumental in evolving and supporting crucial Air Force Global Combat Support Information Systems; such as the Distributed Common Ground System (DCGS), Combat Ammunition System (CAS), Air Force Enterprise Oracle Licenses, and Cargo Movement Operations System (CMOS). Performance Support information technology professional services include:
  - *Automated Information System (AIS) Application Software Engineering.* We provide information engineering and architect services for integrating horizontally and vertically numerous Air Force legacy logistics systems into the Defense Information Integration Common Operating Environments (DII-COE), System Operating Environments (SOE), and Shared Data Environments (SHADE), and into the unique Air Force architecture.
  - *AIS Security Engineering.* We performed System Security technical analysis and reviews for validating that all security policies and documentation requirements for Certification and Accreditation of Information Systems are being followed.
  - *AIS Classified Intelligence Systems and Information Distribution Network Engineering.* We perform System and Network Security technical analysis and reviews on various classified intelligence systems validating that all security policies are being addressed and followed by Air Force users.
  - *AIS Global Software License Management (e.g., Oracle, Compuware).* We have in-depth experience in automated information system program implementation activities and sustainment such as worldwide program hardware distribution, hardware maintenance, software licensing, and asset control.
  - *AIS Advisory and Assistance Services (A&AS)* involving management and professional services to support Air Force Logistics and Readiness functional areas (aircraft maintenance, supply, transportation, and readiness) within the Development and Fielding Systems Group Operating Location (OL-AA DFSG), Logistics and Readiness Division, Maxwell AFB-Gunter Annex, Montgomery, Alabama. In particular, to ensure successful management, development, implementation, and transition of these systems into the approved Air Force Enterprise Resource Planning (ERP) solution and approved Enterprise Architecture that will provide enhanced, innovative, and integrated warfighting capabilities.
  - *AIS Database Engineering.* We implement global databases on Web servers, and developing and supporting the *Air Force Information Processing Management System*, which provides the Air Force with inventory, maintenance, and contractual ordering/support control of all information system resources located across the globe.
  - *AIS Configuration, Program/Budget Control, And Related Project Management Service.* We have created, reviewed, and edited program management policies such as Implementation Strategies, Fielding Plans, Project Support Agreements, Service Level Agreements, Software Enterprise License Agreements, and Operational Requirements Documents.

### **Commercial Clients:**

Our comprehensive military experience has enabled us to provide these professional services to commercial organizations located in the Southeastern United States. Our commercial site is [www.at-psi.com](http://www.at-psi.com), and we provide electronic commerce capabilities, to include Internet Services through ProNets, LLC. and associated internet services hosted on the stable Microsoft and Linux platforms. A cross section of customers includes:

- Montgomery Area AIDS Outreach facility, where we provide technical services such as server maintenance, desktop support, backup services, network management, and application loading. We also provide consulting services and planning to ensure they stay current and use prudent growth

philosophies in their IT. We also support their Dothan office with the same services and provide technical support for web-based CAREWare (third party developed) software for health services, including HIPAA requirements.

- Alabama Mortgage Bankers (MBAAL) ([www.mbaal.org](http://www.mbaal.org)) asked us to host and make available their association registration content, all their by-laws and presiding members, and monthly news update services in a monthly support package for their website.
- Other web capabilities to client specifications available for review.
  - [etreatmentonline.org/](http://etreatmentonline.org/) E-Treatment
  - [fpchildrenshospital.org/](http://fpchildrenshospital.org/) Father Purcell's Children's Hospital
  - [theorthoclinic.com](http://theorthoclinic.com) Auburn Ortho Clinic
  - [fastforwardmontgomery.com/](http://fastforwardmontgomery.com/) Fast Forward Montgomery
  - [montgomeryhumane.com/](http://montgomeryhumane.com/) Montgomery Humane
  - [montgomeryarc.org](http://montgomeryarc.org) Montgomery Red Cross
- We custom built an inventory management system for a lawn and garden business.
- Upchurch Construction receives outsourced services and network support for two domains.
- Alabama Easter Seals asked us to completely support their systems network.
- Father Purcell's Children's Hospital relies on us to provide total IT support for their network, workstations, and complete infrastructure.
- We created PSP-based applications for web sales services and provide Verisign e-commerce capabilities to those who choose to do business on the web, including Council on Substance Abuse, Humane Society, AIDS Outreach, Mortgage Bankers Association, and more.
- We developed internet Intra-Net websites using Mambo for companies that wanted to be able to provide corporate value-added resources to their staff and resources spread across the country. Logins and resources available for only the corporate entities to view.

Performance Support, Incorporated provides technical systems engineering services in designing and assembling simple peer-to-peer networks or complex multi-server/integrated switched networks for small to medium-sized businesses. We manage customer service calls, manage projects, and manage contracts so that you can focus on what YOU do best: Your business. We support small businesses in becoming more efficient and effective.