A red sign with white text

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**Technical Proposal**

Name of Project from Customer

Solicitation No. #######

07 November 2024

**GLOBALLY POSITIONED | LOCALLY INTEGRATED**

*This proposal includes information that shall not be disclosed outside the Government and shall not be duplicated, used or disclosed – in whole or in part – for any purposes other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of – or in connection with – the submission of this document, the Government shall have the right to duplicate, use or disclose the information to the extent provided in the resulting contract. This restriction does not limit the Government’s right to use the information contained in this document if it is obtained from another source or granted by the offeror without restriction. The information subject to this restriction is designated on the footer of each page.*

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   Description automatically generatedEXECUTIVE SUMMARY

The U.S. government is seeking robust and reliable contractor support to provide \_\_product or service\_\_\_ in support of the \_end user in \_name of location\_.

KVG LLC is a Service-Disabled, Veteran-Owned Small Business headquartered in Gettysburg, Pennsylvania, with offices and works throughout the world—including team offices in Moldova, Poland, the Philippines, Romania, Sierra Leone, the United Arab Emirates, Ukraine, Estonia and the Republic of Georgia.

The KVG Team has served the United States Department of Defense and other federal departments and agencies as a Prime Contractor since 2013, delivering military exercise support and other dedicated services across Europe, the Middle East, Africa, and Asia.

KVG’s offer provides a compliant cost-effective solution that has proven successful for several Base Life Support projects. Past relevant works include:

* Field feeding and field sanitation for 1,500 U.S. Military and Partner Nation personnel in the Republic of Georgia during exercise Agile Spirit 2019 on contracts W564KV-19-Q-0042 and W564KV-19-Q-0043.
* Several base life support operations for 1000 soldiers in Poland during multi-national exercise Anakonda 2016 on contract W564KV-16-P-0029.
* Sixty-six portable latrines, four 24-head shower facilities, and 26 handwashing stations for 825 personnel in the Republic of Georgia during multi-national exercise NOBLE PARTNER 2017 on contract W564KV-17-P-0121.

The KVG Team is well prepared to provide base life service support to the U.S. Army beginning 06 February and continuing through 31 March 2020. KVG is prepared to extend services to 30 April 2020 or beyond if requested to do so.

**This document demonstrates how KVG is the absolute best value option to deliver immediate robust and reliable base life support services for U.S. Army soldiers**

**and government personnel conducting operations in Cyprus by describing our implementation plan, our customer-centric technical approach, and our  
pattern of successful performance.**

1. A person in a suit and tie

   Description automatically generated with low confidenceKVG LEADERSHIP TEAM

**Mr. Thibault Flament, PMP, is the Managing Director-Europe for KVG**. He has been managing complex programs throughout Europe, Africa, and the Middle East. He received his Master of Science in Civil Engineering from the École Spéciale des Travaux Publics in Paris, France, then founded and managed a project management and engineering firm focused on commercial, industrial, and humanitarian projects in Chad. Since he joined KVG, Thibault has been managing a portfolio of programs ranging from border control, construction, disaster relief, exercise support in austere and contested environments. He brings KVG’s legendary problem solving to the front lines ensuring tailored mission support to all our customers. **Mr. Flament will be the Contract Manager for this project.**

A person with his arms crossed

Description automatically generated with low confidence**KVG’s Ukraine Country Manager, Mr. Jeremie Blaise,** manages KVG projects in Ukraine. He received his Master’s from Paris’ Sorbonne VII University and has over 15 years’ experience managing businesses in Ukraine, Eastern Europe and Central Africa. Mr. Blaise leads an in-country team of material sourcing, accounting, and additional administrative staff that ensures all projects receive timely and complete support for success. His current portfolio exceeds $6 million USD in value while maintaining excellent customer support and satisfaction. He recently managed various camp support services as well as equipment delivery, construction and transportation projects for the US Army and NATO Forces. Mr. Blaise is fluent in English, Russian, and French. **Mr. Blaise will be the Alternate Manager for this project.**

**Link to bio folder -** [Bios and certs](https://kvgllc.sharepoint.com/:f:/r/sites/sales/Shared%2520Documents/Resources/Bios%2520and%2520certs?csf=1&web=1&e=lGKdVW)

1. Operations

*Write the Operations Plan here. It is a summary of the works to be performed to complete the tasks outlined in the SoW/PWS.*

1. QUALITY CONTROL

KVG maintains the certification for and utilizes International Organization for Standardization (ISO) 9001: 2015 to ensure consistent and effective processes to develop, document, implement, maintain, and continuously improve our comprehensive higher-level QMS. This assures compliance with the most current version of American National Standards Institute (ANSI)/ISO/American Society for Quality (ASQ) 9001 (currently 9001:2015) in execution of the ID/IQ and each Task Order contract with a specific focus on the Services Summary and Deliverables. We utilize our in-house QMS to ensure only goods and/or services that meet specifications are delivered to the USG and end users. This allows for consistent and accurate documentation and clarity throughout the entire process of the contract and subsequent task orders. KVG will monitor costs, schedules, and performance data including inspection records for each Task Order which will subsequently be made available to the Government to ensure coherency with reporting and billing matters between all necessary stakeholders.

KVG ensures the KO, or authorized representative access to all work areas, records, and data used in the performance of contracted services. Our team will provide support the KO, and other designated personnel in the performance of their official duties.

KVG will notify the USG in writing of any issue that impacts our abilities to meet established milestones or timelines or any cost or performance concerns. In the unlikely event of a failure to fulfill a part of the contract or specific Task Order, KVG will provide a minimum of a corrective plan of action that would include but not limited to:

* Action taken to fix the immediate problem (correction)
* Root cause analysis of the problem to determine cause
* Corrective action on the cause of the problem (how performance will be returned to acceptable levels (how to get back on schedule / within cost / appropriate quality level of performance)
* Actions taken to prevent recurrence to include a follow-up plan (how and when)
* All supporting evidence for actions taken, such as updated manuals, instructions, procedures, etc.

Strict adherence to our own practices and standards is critical to our success. Following our Work Plan and QCP procedures reinforces our commitment to customer service and provides the backbone of our training and communications plans.

Our Global Division team will supervise this task order’s quality control. Concurrently, our Quality Control Manager, Mr. Shuhrat Murodilloev, PMP, will manage total quality control for this project, directing and guiding our contract managers to ensure the KVG Team is on-time, on-track, and compliant with everything we do.

The KVG Project Manager will submit a copy of the QCP to the Contracting Officer within five days of contract award.

1. CYBERSecurity

At KVG, we are proud of having a strong security posture, with an emphasis on customer data protection. We have a dedicated cybersecurity team, and all of our members possess security certifications that make us DOD 8570 IAT Level 2 compliant. All our infrastructure and services reside in the cloud, which enhances our agility in deploying and managing services, and ultimately allows us to be locally integrated and globally positioned.​

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Upon request, KVG will provide proof of Cybersecurity Maturity Model Certification (CMMC) progress in compliance with 252.204-7021 in addition to 7018, 7019, and 7020.​

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1. ADMINISTRATION

The KVG Team will perform all related support functions of this project, administering, planning, programming, managing, and performing as necessary in order to provide the services specified in the Performance Works Statement (PWS).

KVG will conduct work in accordance with the PWS and all applicable United States, DoD, Host Nation, and local laws, regulations, standards, provisions, directives, and applicable publications, ensuring that all work meets the performance standards or tolerances specified in the PWS or applicable referenced documents.

KVG will prominently place signage to designate our workspace so that Government employees and the public know KVG persons are not Government employees. The KVG Contract Manager will coordinate the workspace sign with the COR within 30 days after contract award. KVG will also mark its vehicles and equipment.

KVG correspondence (written, fax, and email) will include the KVG letterhead.

* 1. Performance Requirements Summary (PRS)

The KVG Team is aware of, and will fully comply with all performance requirements, standards, quality levels, and inspection mechanisms set forth in Technical Exhibit A, Performance Requirements summary (PRS).

* 1. Deliverables

KVG is aware of and will fully comply with the reporting and submission requirements set forth in the Deliverables Schedule contained in Technical Exhibit B of the PWS.

* 1. Materials

KVG’s works will include providing all materials as needed. KVG will also furnish the personnel, equipment, supplies, facilities, transportation, tools, materials, and supervision necessary to perform the work as described in the PWS.

* 1. Vehicles & Equipment

KVG will provide all vehicles and equipment that are needed to perform this work.

The KVG Contract Manager will make sure that KVG vehicles and equipment display the company name prominently on both sides of the vehicle, and that vehicles and equipment at all times present a neat, professional appearance.

The KVG Contract Manager will immediately remove any vehicle or piece of equipment that is found to be unsafe.

* 1. The KVG Team (Personnel)

All KVG employees will comply with facility and installation access policies, local security policies, and procedures. KVG will provide employee information necessary to facilitate background checks.

The KVG Team will, at all times, present a neat and tidy appearance, easily recognized as contract employees by wearing their KVG identification badges while on duty or when aboard Government property or premises. The KVG Team will always identify as KVG employees to avoid creating an impression that they are Government employees.

* 1. Training

The KVG Contract Manager will ensure that KVG employees accomplish all mandatory training courses specified in the PWS:

* Level I OPSEC Training within 30 days of employment under this contract
* Anti-Terrorism Level I Training within 45 days of the contract start date
* iWatch Training within 45 days of the contract start date

New employees added after the contract start day will incur the training sequence within 30 days after being hired.

* 1. Security

KVG personnel will, for the duration of the contract, possess the proper registration, drivers’ license, and background checks required to gain access to customers facilities and conduct business in compliance with Host Nation laws.

The KVG Contract Manager will ensure KVG personnel comply with the Installation Access Control program.

KVG will safeguard all equipment, information, and property that the government provides for use by KVG.

* 1. Key Control

The KVG Contract Manager will establish procedures for the handling and control, loss or duplication of keys and key cards. The key control policy will be included in the KVG Quality control Plan (QCP), including instructions for safeguarding lock combinations.

1. Relevant Past Performance