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**Submitted By:**

Stealth Solutions, Inc.

**SBA Certified 8(a) Program Participant**

**SAM UEI: RCMZNAHAZ7D9**

**GSA MAS Contract: 47QTCA22D0053**

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**In Support of:**

**United States (US) Department of Transportation (DOT)**

**Federal Motor Carrier Safety Administration (FMCSA)**

**Information Technology (IT) Project Manager (PM) Support Services**

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| **Request for Quote # 693JJ423Q000028** |

**August 10, 2023**

**Volume 1 – Technical Quote/Approach**

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## Introduction and Executive Summary

Stealth Solutions, Inc. (Stealth), an SBA certified 8a small business and holder of the MAS contract and our subcontractor TechSur Solutions (TechSur), enthusiastically submit this quotation to FMCSA in response to the Request for Quote 693JJ423Q000028.

Stealth Solutions and TechSur have joined forces under Team Stealth to provide FMCSA a comprehensive IT process and oversight-based approach to meet and exceed the requirements outlined by the DOT FMCA Office of Information Technology. Stealth specializes in IT Project Management, Cloud Implementation & Support, Digital Content & Asset Management, Business Process Assessment, and Grants Management Systems Implementation, aiding government agencies for enhanced performance. TechSur, an Emerging Technologies & Digital Transformation company, has served Federal Enterprise customers since 2016. TechSur is an 8(a) small business specializing in project management, business technology platforms, Agile software development, data engineering, Mission Platform Engineering, Hyper-Automation, and Multi-Channel Digital Engagement.

We eagerly seek to partner with FMCSA for IT Project Manager (PM) Support Services. No exceptions are taken to RFQ terms.

Our team’s PMP based approach and techniques will assist MC-1 in continued quality improvements for the assigned IT portfolio. Our approach and oversight leads to recommendations for the best cost-effective technologies to meet FMCSA’s outlined goal and objectives while staying within an assigned budget. Our defined technical approach and the Quality Assurance Surveillance Plan also ensures adherence to the Federal statutes and policies like OMB’s 25-Point Implementation Plan, circulars, etc.

Augmenting our key strengths of project approach and oversight is the Key Personnel we have assigned and are represented in their resumes. Applicable contracted project past performances have been made available for your review and validate that we have, can, and will be able to meet the requirements outlined in the RFQ and the Performance Work Statement.

Stealth and Techsur are confident you will find in this Volume 1 that we have provided FMCSA with a team that has the technical qualifications, management capabilities, and past performance that provide the unique strengths sought by FMCSA and the requirements of this contract. This is comprehensively highlighted in sections: Technical Approach, Personnel, Past Performance, and the Quality Assurance Surveillance Plan.

## Technical Approach

This section covers Team Stealth’s understanding of the Performance Work Statement (PWS) requirements and approach for successfully delivering on the PWS requirements.

### Understanding of the Performance Work Statement (PWS) Requirements

We comprehend FMCSA's need for up to five (5) Information Technology (IT) Project Managers (PMs) to empower the Office of the Chief Technology Officer (MC-I) in proficiently developing and maintaining diverse systems through the application of IT PM principles and methodologies. The primary objectives encompass achieving practical and cost-effective technology solutions, enhancing the quality of the IT portfolio, aligning with strategic goals, and upholding Federal statutes and policies.

FMCSA seeks matrix resources, including both Senior IT PMs and Intermediate IT PMs, meeting the minimum qualifications outlined in PWS section 3. A primary Senior PM will champion the "Core Task," supported by additional Senior PMs during the Base Year. Post-base year, the PM labor composition may be adjusted at the government's discretion. The PWS spans a 12-month base period with the potential for four (4) 12-month Option Periods.

The role of the IT PMs encompasses overseeing project performance (both technical and contractual), managing all project facets, generating technical and financial reports, fostering customer relationships, developing and implementing the Project Management Handbook, ensuring compliant delivery of systems and services utilizing contemporary technology, and facilitating agile execution. Monthly progress reports for the Contracting Officer's Representative (COR) are within their deliverable purview. Deliverables further encompass a kickoff meeting, project management plan, maintenance of action items, formulation of a plan of action, and execution plan. Team Stealth’s staff is likewise obliged to fulfill the performance benchmarks outlined in PWS section 4.

The following sections detail Team Stealth’s approach to addressing FMCSA ’s requirements.

### Project Management Strategy for PWS Tasks

Team Stealth comprehends the pivotal role of efficient project management for FMCSA, signifying its prominence both internally and externally. With the expansion of the IT portfolio's scale and scope, agile and scalable project management requires heightened significance to fulfill FMCSA 's evolving requirements. Effective management in various dimensions ensures the delivery of practical, cost-effective, and compliant projects:

**Transparency and Collaboration:** Within the intricate multi-vendor ecosystem, a complete comprehension of project scope, schedule, design, and interdependencies is vital. Team Stealth commits to proactive publishing of current documentation, facilitating timely knowledge transfer, and consistent stakeholder communication which ensures seamless execution and delivery of new development projects.

**Data-Driven Approach:** FMCSA 's stakeholders, Team Stealth's project management, and collaborating vendors necessitate access to quantifiable metrics for informed decisions aligned with FMCSA 's vision. Team Stealth's performance will be continuously monitored using appropriate metrics and reports adhering to FMCSA directives.

**Responsiveness:** FMCSA mandates adaptable, dynamic, and efficient project management. Team Stealth will judiciously employ a fitting delivery framework, selecting the right-sized team and an appropriate software development approach (Agile, Iterative, Waterfall) based on project requirements. Be it a major initiative or a minor feature development, Team Stealth will streamline efforts for reduced implementation costs.

**High-Quality and Compliant Solutions:** Recognizing the intricacies of interconnected systems, Team Stealth diligently integrates stringent adherence to security and accessibility protocols and emphasizes impeccable quality. We seamlessly incorporate activities like code reviews, static code scans, and live site penetration testing throughout the project lifecycle, ensuring a resilient and secure system. Automated quality assurance via scripted regression testing solidifies the confidence of FMCSA stakeholders in deploying new features without compromising existing functionality.

A few of our **specific tactics** for proficient project management are provided below:

#### Single Point of Contact for Enhanced Efficiency

To optimize efficiency, each project designates a single point of contact—the Project Manager (PM). The PM is accountable for ensuring that all services and deliverables adhere to the Project Management Plan and Project Management Handbook. This consolidated accountability is facilitated by Team Stealth's management team, possessing a unique blend of technical and business acumen alongside extensive experience in Federal government project delivery. Our PM possesses the capacity to address contractual, technical, and business inquiries, maintaining comprehensive oversight of all project facets. This streamlined communication approach fosters efficient interactions between FMCSA and Team Stealth, establishing a lean and cost-effective management structure.

#### Approach to Kick-off Meeting

Post-contract award, the PM will meet the FMCSA PMO and COR within three days. Team Stealth possesses internal project management templates, encompassing a Project Management Plan and kickoff presentation templates, ensuring preparedness for efficient kickoff meetings. An agenda, shared two days prior, outlines key points like scope, timelines, and resources, aligning stakeholder expectations. Our repository's kickoff meeting checklist guarantees uniformity, covering Draft Project Management Plan, major milestones, personnel roster, and proposed communication plan. Invitations to FMCSA representatives and vendors, guided by the FMCSA PMO and COR, will enhance stakeholder collaboration. A successful kickoff meeting establishes a shared vision and roles, which will set a positive project trajectory.

#### Project Reporting Approach

Monthly progress status reports for each project, utilizing an approved template, are submitted by the tenth day of each month. Most of this data is derived from reviewed weekly progress reports with FMCSA. Both positive and negative customer feedback is recorded for future reference.

Team Stealth establishes and manages a collaborative project repository, streamlining access to crucial contractual deliverables for CORs and stakeholders, thus enhancing communication. The repository also houses final deliverables for swift retrieval. A final report, summarizing monthly reports and produced deliverables, will be presented ten business days before project closure.

In our reporting process, Team Stealth systematically tracks cost, schedule, and scope across projects. We integrate the cost, schedule, and progress baseline for actuals. Microsoft Project is employed for creating comprehensive project schedules upon project initiation. The finalized schedule serves as a baseline for precise project performance measurement, and reporting variance. Regular updates maintain schedule accuracy. Our reporting process is adeptly tailored to accommodate Agile execution. Additionally, Team Stealth will ensure that any issues or action items that arise will be closed out in a timely manner to ensure there is no impact on the product release.

#### Adherence to Project Methodology

Team Stealth employs a Project Lifecycle methodology that encompasses best practices, ensuring consistency and repeatability. This methodology offers a standardized framework for planning, managing, and overseeing IT projects throughout their lifecycle. Our established processes are seamlessly integrated into our project management approach, rendering project successes more predictable with reduced risk and heightened quality.

For example, a crucial component, the Project Process Agreement (PPA), directs gate reviews and necessary documentation for each release within the project. It guides release planning by determining the required project and documentation rigor for success. We collaborate with FMCSA to tailor the methodology appropriately to the project's scope.

#### Approach to Collaboration and Communication

In FMCSA's multi-vendor realm, effective communication and collaboration are paramount. Team Stealth's adaptive approach thrives amidst change and new vendor integrations, ensuring productive, cost-efficient delivery of quality products. We advocate establishing weekly coordination meetings to unearth interdependencies, secure buy-in, discuss impediments, and collectively address risks. Our ethos emphasizes flexibility and a team-oriented atmosphere, fostering participation remotely, on-site, or as per government guidance.

Recognizing the need for trust, Team Stealth employs an incremental solution delivery strategy, validating user satisfaction and refinements based on feedback. Our User Adoption Phase champions collaboration and outcomes. Agile projects employ sprint demos for stakeholder collaboration and heightened adoption.

Weekly project coordination calls ensure stakeholders stay abreast of deliverables, status, risks, and impending deadlines. Utilizing tools like JIRA and SharePoint guarantees real-time alignment.

## Project Management Plan (PMP)

Our high-level project management approach is underpinned by a robust quality focus. Employing an industry-standard methodology for planning, execution, monitoring, reporting, and close-out, safeguarding FMCSA's interests. This consistent and replicable method curbs budget and schedule risks through steadfast monitoring, while proactive communication and reporting preemptively address potential issues.

Work Planning: Upon award, we initiate a kickoff meeting with the COR and stakeholders, crafting a comprehensive PMP. This document defines the scope, schedule, activities, personnel, stakeholders, risks, deliverables, and expected quality. The development methodology (e.g., Agile, Iterative, Waterfall) is thoughtfully selected and customized. A granular project schedule encompasses milestones, deliverables, stage gates, and dependencies in harmony with policies, procedures, and tasks.

Execution: After planning approval, Delivery Teams execute the project scope. We identify, monitor, and mitigate risks per the Risk Management and Mitigation approach (Section 1.3.1). Our seasoned experience in federal projects equips us to foresee and circumvent most potential obstacles. In the rare event of a challenge, we diligently track and resolve issues, ensuring work completion and delivery for COR assessment.

Monitoring and Reporting: Continuously, we evaluate and report project status, performance, risk, and quality in alignment with contract requirements. Weekly assessments measure progress against scope, budget, and schedule. Corrective actions are taken for deviations affecting budget, schedule, quality, or satisfaction. Routine quality reviews identify and address deviations from expected standards. Status and financial reports are generated for stakeholders.

Closeout: Post-project scope completion, a close-out meeting gathers pertinent stakeholders and the COR to assess project performance and conclude the endeavor. If an agreement is reached, project documentation is archived, and the project formally concludes.

A tailored draft PMP for FMCSA, aligned with the PWS, will be presented at the kickoff meeting. The final PMP will be ready within 10 days after the kickoff, covering project details, scope, schedule, methodology, risk, quality, stakeholders, communication, and subcontractor management. Notable sections such as Risk Management and Subcontractor Management are provided below as requested by the RFQ, with other sections to be customized upon contract award.

### Risk Management Approach

Team Stealth's risk management methodology is founded on the premise that each project element carries inherent risks tied to timing, resources, stakeholders, and budget. Hence, our strategy revolves around preemptive risk identification, recording in a risk register, and ongoing resolution. In the project initiation and execution phases, we solicit insights from FMCSA participants and relevant stakeholders identified by FMCSA leadership. This collaborative effort entails risk assessment encompassing probability, impact analysis, and mutual agreement on risk mitigation strategies and contingency plans. The risk management approach, illustrated in Figure 1, will be integrated into the PMP for comprehensive guidance.



Figure 1: Team Stealth’s Risk Management Process ensures successful delivery.

### Organizational Accountability and Subcontractor Management

Team Stealth's Senior Project Manager, overseeing the "Core Task," functions as the Single Point of Contact (SPOC) and holds the reins of contract execution and success. This seasoned professional collaborates intimately with FMCSA stakeholders to shape a shared program vision, prioritize needs, and deploy project teams for goal attainment. The Senior PM takes charge of PMP development, resource allocation, budget-conscious management, technical guidance, and acts as the chief link to FMCSA Project Leads. Accountability extends to the Stealth Executive in Charge (EIC), Mr. Steve Lancaster, providing executive oversight and a conduit for addressing FMCSA concerns.

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Figure 2: Team Stealth’s organizational structure and corporate oversight ensure accountability.

The PM possesses direct access to Stealth's operational support and teaming partners via Partner Engagement, addressing contractual, resource, or performance matters. Our approach entails a unified Integrated Project Team (IPT), with subcontractor TechSur held accountable by the Senior PM under parallel contractual flow-down. Clear communication channels, issue escalation, and resolution mechanisms are established, curbing redundancy, and ensuring efficient collaboration. To maintain consistency, all subcontractor staff adhere to our time collection system, ensuring uniform monitoring and reporting practices.

## Personnel

Achieving success demands a top-tier team well-versed in FMCSA's goals, experienced in handling intricate challenges, and showcasing a proven track record of fulfilling PWS requirements. In alignment with these benchmarks, we present our proposed key personnel: two (2) Senior PMs, along with an additional Senior PM. These individuals possess the prowess to adeptly lead and excel in the realm of Information Technology (IT) Project Manager (PM) Support Services.

### Proposed Personnel for Senior Project Manager

The table below encapsulates the outstanding qualifications and expertise of our proposed personnel in relation to the specific requirements outlined in the Request for Quote (RFQ). Comprehensive **resumes of our key personnel are available** in **section 1.7** for your review.

| **RFQ Requirements** | **Vishnu Devarashetty**  *Senior Project Manager Core Task (****key****)* | **Kelric R. Johnson** *Project Manager (****key****)* | **Rahul Sundrani**  *Senior Project Manager* |
| --- | --- | --- | --- |
| **Level of Experience and Education** | * Certified PMP with over **20 plus** years of project management and IT delivery experience * Agile Certified (CSM and CASM) * Over **10 yea**rs of project management experience with federal projects (web, enterprise, and cloud) * Minimum degree: Bachelors * Agile Project Management * Planning and Requirement’s analysis * maintaining project schedules * technical leadership * Managing matrixed project teams | * Certified PMP with **17 years** of IT delivery experience * Agile Certified (CSM) * Includes 2 - 4 years managing federal IT projects. * Minimum degree: Bachelors * Agile Project Management * Planning and Requirement’s analysis * maintaining project schedules * technical leadership * Managing matrixed project teams | * Certified PMP with over **25 plus** years of project management and IT delivery experience * Agile Certified (CSM) * Over **8 years** of project management experience with federal projects (web, enterprise, and cloud) * Minimum degree: Bachelors * Agile Project Management * Planning and Requirement’s analysis * maintaining project schedules * technical leadership * Managing matrixed project teams |

## Quality Assurance Surveillance Plan (QASP)

Team Stealth prioritizes quality control by integrating quality checkpoints throughout the project, proactively defining success criteria for every activity and technical deliverable. Our Quality Assurance methodology comprises four phases (Plan, Prevent, Detect, and Improve), as outlined in below Figure 3.

The four quality phases reflect an ongoing commitment to quality control. We integrate quality into each project step, utilize best practices to prevent defects, audit work products for deficiencies, and implement a feedback loop for continuous improvement. Our QA methodology guides projects, supporting robust project management practices, high-quality software development, verification, validation, and adaptable documentation.

The Team Stealth PM follows a well-defined process for reporting, escalating, and resolving non-compliance issues. This ensures timely problem resolution and risk mitigation. Additionally, weekly meetings with the FMCSA COR are held for project schedule, risk, issue review, and corrective action discussions.

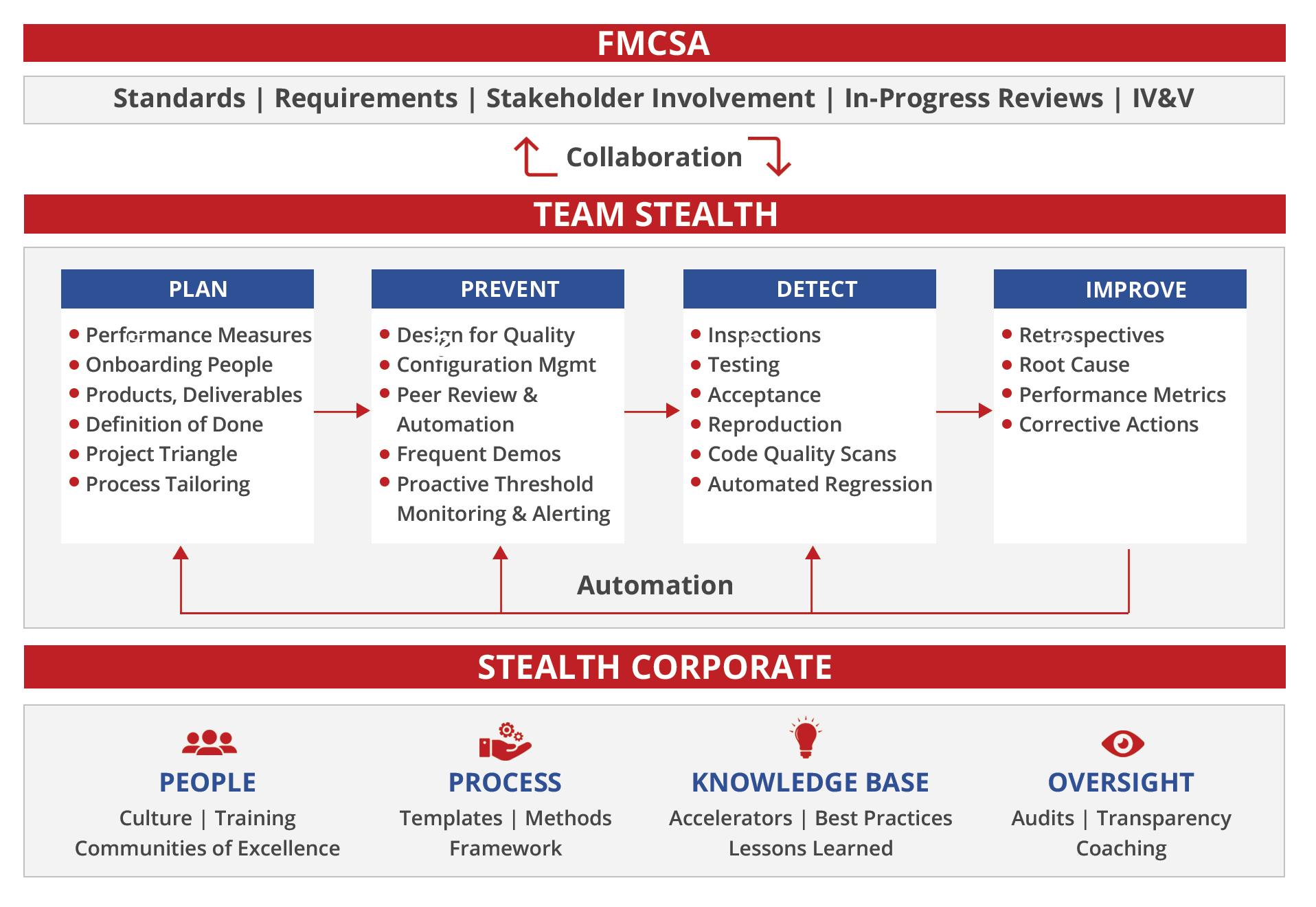
To monitor contract performance, we’ll customize a Quality Assurance Surveillance Plan (QASP) aligned with the PWS. This QASP facilitates task and deliverable oversight, technical measures monitoring, and monthly progress updates. Our commitment lies in surpassing **PWS Section 4 performance requirements**. We're confident in establishing a Quality Assurance Program to ensure acceptable quality levels for all FMCSA deliverables

Figure 3: Team Stealth’s Quality Assurance Methodology ensures continuous quality enhancement and risk reduction throughout the project lifecycle.

## Past Performace

### Past Performance I - TSO – ITPSS - Technology Solutions Office Information Technology Program Support Services

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| **PAST PERFORMANCE I** |
| 1. **Contractor Name**: TechSur Solutions, LLC / **Role on Project**: Prime |
| 2. **Contract Number: (Contract/Order #)**: 47QTCA20D00C6 / USCA22B0021 |
| **3. Contractor Address**: 13873 Park Center Rd, Suite 303, Herndon, VA 20171-3247 |
| 4.**Contract Type**: Firm Fixed Price and  T&M/LH |
| 5. **Procuring Agency/Company Name**: Administrative Office of the U.S. Courts |
| 6. **Agency/Company POC:** Joan Nairn, Phone: (202) 502-4488, Email: Joan\_Nairn@ao.uscourts.gov |
| 7. **Period of Performance**: 08/26/2022 - 08/25/2027 |
| 8. **Dollar Amount of Award**: $34,000,000, **Annual Amount:** $10,006,846.85  **Total Dollar Value w/ Mods**: $10,006,846.85 |
| 9. **Title of Contract:** TSO – ITPSS - Technology Solutions Office Information Technology Program Support Services |
| 10. **Description of Contract Service/Scope of Contract**: TSO requires continued IT support services for a myriad of highly complex programs. TSO currently uses agile principles and best software development practices in its software development lifecycle (SDLC). TechSur provides BPA Call program management, portfolio management, compliance, enterprise architecture (EA), and service delivery support. |
| 11. **Complexity of Work**: TechSur provides a full range of management, IT services, technical and subject matter expertise to support the Administrative Office of the United States Courts Technology Solutions Office. We provide the necessary personnel required to satisfy TSO’s mission. Scope includes a full range of IT support, including Enterprise Architecture, Service/system adoption, Cloud program support, Technology modernization and design consulting, Innovation Program, Research and analysis, Technology support for TSO, and Communications and Resource Management. |

### Past Performance II- National Endowment for Democracy Grants Management System Implementation

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| **PAST PERFORMANCE II** |
| 1. **Contractor Name**: Stealth Solutions, Inc, **Role on Project**: Major Subcontractor |
| 2. **Contract Number: (Contract/Order #)**: PSA-STEALTH SOLUTIONS-2014-01 |
| **3. Contractor Address**: 46191 Westlake Drive, Suite #112, Sterling, VA - 20165 |
| 4.**Contract Type**☒ T&M/LH |
| 5. **Procuring Agency/Company Name**: REI Systems |
| 6. **Agency/Company POC:** Mayank Jain, Phone: (703) 956-8784, Email: [mjain@reisystems.com](mailto:mjain@reisystems.com) |
| 7. **Period of Performance**: April 2020 – May 2025 |
| 8. **Dollar Amount of Award**: $ 12 Million **Annual Amount**: $ 2.5 Million **Total Dollar Value w/ Mods**: $ 12 Million |
| 9. **Title of Contract:** National Endowment for Democracy Grants Management System Implementation |
| 10. **Description of Contract Service/Scope of Contract**: NED partnered with REI Systems to migrate to the cloud-based GovGrants® (HexPortal) system, enhancing efficiency and connectivity. Stealth played a pivotal role in project management, guiding design, testing, and overseeing the transition. HexPortal streamlined grants management, automation, security, and integration. Its agile development replaced legacy systems in 8 months, benefiting 3,000+ users. HexPortal's impact is seen in collaboration, automation, and user-friendly features that transformed NED's operations. |
| 11. **Complexity of Work**: NED's Grants Implementation faced and conquered numerous challenges including Rapid Legacy Transition (8 months), Extensive Data Migration (decade-long), End-to-End Process Enhancement, Multilingual Support, Global Application Handling (100+ countries), Stringent Security (FedRAMP level), and Methodical Project Management. This journey exemplified meticulous planning, adaptive strategies, and efficient project management, resulting in a successful Grants Implementation launch. |

### Past Performance III - Outcome-Based Delivery and DevOps Services (ODOS)

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| **PAST PERFORMANCE II** |
| 1. **Contractor Name**: TechSur Solutions, LLC / **Role on Project**: Major Subcontractor |
| 2. **Contract Number: (Contract/Order #)**: E2009-2018-ODOS-TS |
| **3. Contractor Address**: 13873 Park Center Rd, Suite 303, Herndon, VA 20171-3247 |
| 4.**Contract Type**☒ T&M/LH |
| 5. **Procuring Agency/Company Name**: REI Systems |
| 6. **Agency/Company POC:** Samidha Manu, Phone: (703) 955-6126, Email: smanu@reisystems.com |
| 7. **Period of Performance**: 04/2019 – 09/2021 |
| 8. **Dollar Amount of Award**: $7,008,067.55 **Annual Amount**: $2,899,899.79  **Total Dollar Value w/ Mods**: $7,008,067.55 |
| 9. **Title of Contract:** Outcome-Based Delivery and DevOps Services (ODOS) II |
| 10. **Description of Contract Service/Scope of Contract**: TechSur enhances and operates USCIS ELIS, supporting 19,000 staff across 223 offices. Our Agile DevSecOps teams manage a hybrid AWS system with 70+ microservices. We excel in Enterprise Analytics, Machine Learning, and data management using AWS RDS, Oracle Databases, and DBIS Data Lake. Our focus on database optimization ensures seamless immigration benefits for USCIS. |
| 11. **Complexity of Work**: TechSur provides USCIS ELIS with full services including UX design, cloud-native solutions, microservices, test automation, operations, maintenance, and DB expertise. Our agile approach modernizes, develops, enhances, and innovates through a robust CI/CD pipeline, streamlining code deployment by 200+ daily developers. |

## Key Personnel Resume and Letter of Commitment

### Resume Key Personnel – Vishnu Devarashetty Senior Project Manager Core Task (PMP, CSM, CASM, Public Trust)

**SUMMARY OF QUALIFICATIONS**

Results-driven leader with over 20 years of experience in program management, stakeholder engagement, team building, and delivering impactful grants management solutions to federal and state clients. Proficient in traditional and Agile methodologies, skilled in budget and risk management, process development, and strategic planning. Adept at API development, data migration, and successful cloud migration, with a track record of achieving business value and optimizing resources.

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| **SKILL HIGHLIGHTS** | |
| * Contracts Management * Program and portfolio management * Risk Management * Vendor / Subcontractor management * Grants Management Domain * Stakeholder Management * Program crisis management * Multi-time zone teams’ management * Mentorship * Conflict resolution * Client communication | * Business process re-engineering and Grants Management Systems Modernization * Building large teams * Agile, Scrum, Kanban * Strategic Planning /technical and functional road map development * Budget, Schedule, EVM, financial reporting  System Requirements, API development * Data Migration and Data warehouse, data movement within and across downstream/upstream systems * Cloud-based development, CI/CD * Visio, Jira, Contour, Microsoft Office, Project/Project Server, SharePoint |

**PROFESSIONAL EXPERIENCE**

**Program Manager / Director, FPT/Intellinet Herndon, VA June Feb 2022 – Present**

Lead a global team of 75 resources, overseeing the development of a customizable pension fund management product for clients in 30+ countries. Streamlined processes, optimized resource allocation, and established a clear roadmap for product development and client onboarding. Successfully managed challenges arising from concurrent product development and client integration.

**Service Delivery Manager / Deputy Program Manager, Karsun Solutions - Herndon, VA June 2019 – January 2022**

Managed PM and delivery services to FEMA for consolidating 10 grants systems and 40 programs, formerly managed by diverse contractors, into an efficient grants management process. Starting with Agile Scrum, the project shifted to Kanban for an aggressive schedule – a first for FEMA. With 110+ Karsun members across 11 agile Kanban teams, the collaboration includes GMM and grant system owners as joint product owners. Responsibilities included:

* Lead Kanban Scrum Master for 11 teams (9 agile development, 1 AWS, 1 service desk) in a fast-paced environment
* Gather complex business requirements for MVP and prevent scope creep
* Establish, and monitor progress for program tasks, focusing on continuous improvement
* Manage integration, release lifecycle, data movement, APIs, Power BI analysis
* Develop an annual roadmap, and quarterly reviews for aligned priorities
* Setup L2/L3 service desk for 100K+ users, maintain SLAs

**Technical Project Manager, Blue Print Consulting Services Group - Winchester, VA June 2018 – April 2019**

Supported FEMA with project management. Responsibilities included:

* Managed legacy app rewrite, shifting from VB/PowerBuilder
* Transitioned FEMA VDOC to Agile, coached teams
* Aided leaner app portfolio via business process reengineering
* Conducted data viz using Power BI, SQL scripts, and Excel
* Advised on dev roadmap, tech adoption, and stakeholder management
* Dual role: project manager & Scrum master for senior stakeholders
* Provided weekly financial data for budget optimization.

**Portfolio Manager, Stealth Solutions, Leesburg, VA May 2016 – May 2018**

Provided project management support for the state governments of Ohio, and Rhode Island in the implementation of grants management systems, performing the following activities:

* Managed projects for Ohio and Rhode Island's grants systems
* Handled firm fixed price Salesforce implementation
* Initiated with SDLC, transitioned to Agile-Scrum
* Oversee data conversion

**Program Manager/Project Manager, REI Systems, Inc., Sterling VA**

**Feb 2008 – April 2016**

* Aided transition to a centralized grants system for 31 agencies
* Managed projects for OMB and FEMA/DHS
* Work Order manager for FEMA EADIS contract under IBM
* Project manager for Treasury, OCC CATS

### Resume Key Personnel – Kelric R. Johnson Senior Project Manager

**SUMMARY OF QUALIFICATIONS**

An innovative project manager with Agile and Scrum certifications, experienced in executive leadership and Big 4 environments. Expert in evaluating complex client projects, driving transformation, and enhancing processes for improved project efficiency. Proficient in team leadership, mentoring, training, documentation, and presentations. Effective communication drives success within diverse teams.

**Education and Certifications**

* Computer Science & Business, Pensacola Christian College
* Project Management Professional (PMP)
* Scrum Master Accredited Certification

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| **SKILL HIGHLIGHTS** | |
| * Contracts Management * Program and portfolio management * Risk Management * Vendor / Subcontractor management * Stakeholder Management * Agile & Scrum * Accelerated SAP (ASAP) * Lean Methodologies | * Strategic Advisory * Process Improvement * Team Leadership * Strategic Planning & Execution * Communication * Adaptability * Cloud-based development, CI/CD * Visio, Jira, Contour, Microsoft Office, Project/Project Server, SharePoint |

**PROFESSIONAL EXPERIENCE**

**TechSur Solutions - Senior Program Manager, Delivery (DOI, DOJ)**

**February 2023 – Present**

In this new role, the aim is to embrace fresh challenges and responsibilities, aimed at delivering exceptional programs while expanding the portfolio of Federal customers and Enterprise IT programs. The strategic focus is on nurturing growth and ensuring program sustainability through continuous development and opportunity identification. Cross-functional teams, including partners and subcontractors, are led to achieve program objectives through delegation, influence, and effective communication.

**Salient CRGT - Senior Manager, Operations, (FEC)  
January 2019 – October 2020**

* Directed the successful delivery of a cloud-based eFiling system for the Federal Election Commission (FEC), integrating Kubernetes to deploy a robust web application featuring a comprehensive 800-53 security package, including multi-factor authentication via text and email.
* Led requirements gathering from political committees and government analysts, translating insights into actionable user stories and practical technical solutions.
* Orchestrated solution development, client testing, and software delivery while adhering to Agile/Scrum and PMBOK project best practices, coordinating a 25+ member team of internal, subcontractor, and government resources.
* Leveraged Jira for daily scrum board management and Microsoft Project for multi-phase deliverable tracking.
* Maintained expertise in key solution technologies, such as Java, HTML, CSS, Angular6, Python, PostgreSQL, Rest API, and Amazon AWS.

**Ernst & Young LLP (EY) - Manager, Advisory Services – Finance**

**December 2014 – December 2018**

* Led finance project implementations, analyzing current processes, defining project scopes, and translating business needs into technical requirements.
* Identified process inefficiencies and streamlined budgeting, forecasting, and reporting methods for clients.
* Created post-implementation documentation and conducted advanced end-user training for operational success.
* Planned and managed enterprise-level project engagements, overseeing team leaders and staff for effective solution implementation.
* Contributed to business development proposals and achieved project extensions through strategic cost-saving recommendations.
* Resolved critical issues, maintained relationships with C-level management, and ensured consistent deliverables.

***Please be advised that additional details regarding past experience for key personnel can be provided upon request from the government.***

## Past Performance Evaluation Completed by Customer

### Past Performance I - Evaluation completed by the customer - TSO – ITPSS - Technology Solutions Office Information Technology Program Support Services

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| **12. Evaluation Factor** | **13. Comments** (**Mandatory**, Attach additional sheets, if necessary.) | | **14. Rating** |
| a. Quality of Work | The TechSur team has brought a wide array of technical knowledge and experience working with other federal agencies. We have heavily depended on that experience in helping us as we modernize our environments and processes. They are assisting us in our cloud engagement, ZTA strategy, and our move to DevSecOps, just to name a few.  TechSur management has been compliant with the requirements of the contract and has been working in partnership to meet the evolving needs of our agency. | | Very Good |
| b. Personnel | TechSur has brought a technically diverse and highly skilled group of resources to this contract who have clearly demonstrated their unwavering commitment to our mission. | | Very Good |
| c. Cost/Budget Control | Because of the partnership that we’ve formed with TechSur we’ve been able to make smarter decisions going into a new initiative and therefore save money. We have had zero cost overruns on any of our current contracts with TechSur. | | Very Good |
| d. Customer Satisfaction | TechSur has partnered with us to help address the most critical needs in our organization. They collaborate on proposed solutions to our challenges and have adapted when needed to the many changes that have been required. They continue to demonstrate their commitment to delivery excellence through a high degree of customer interaction. | | Very Good |
| e. Timeliness of  Performance/Deliverables | We have a mix of T&M staff argumentation contracts and FFM contracts with TechSur. The FFM contracts that have specific deliverables and timelines have all been on schedule. The TechSur team has done a good job of raising any impediments that could impact the schedule/deliverable early so ensure the action can be taken to remove them and keep the project on schedule. | | Very Good |
| f. Business Relations | TechSur’s management meets in person on a weekly basis with the COR and the Technical Leads to ensure resources are meeting expectations and addressing any concerns right away.  The TechSur team has made it clear that they are our partners, we look to them to help us deliver on major initiatives. We plan strategy sessions to discuss upcoming initiatives and value their experience in areas that may be new to our agency, such as our move to the cloud. | | Exceptional |
| g. Overall Performance | TechSur Solutions has become a trusted partner at the Administrative Office of the US Courts. Their commitment to our mission has enabled us to meet the many significant and changing demands for services and solutions. | | Very Good |
| 15. Would you select this contractor again? Please explain. (Attach additional sheet if necessary.) ☒ Definitely ☐Probably ☐Definitely Not | | | |
| 16. Name: Joan Nairn  Date: 8/8/2023 | | 17. Title: Contracting Officer’s Representative | |

### Past Performance II - National Endowment for Democracy Grants Management System Implementation

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| **12. Evaluation Factor** | **13. Comments** (**Mandatory**, Attach additional sheets, if necessary.) | | | **14. Rating** | |
| a. Quality of Work | Stealth demonstrates a distinctive commitment to excellence by investing time to comprehensively grasp performance requisites. Their dedication goes beyond the norm, consistently surpassing customer expectations and contractual specifications, ensuring an exceptional "Quality of Work" that stands as a testament to their unwavering commitment to excellence. | | | Very Good |  |
| b. Personnel | Stealth's longstanding collaboration with REI since 2014 underscores its remarkable commitment. Through numerous projects, the personnel from Stealth consistently exhibit qualities of dedication and exceptional talent. These professionals consistently contribute value daily, enhancing the quality and impact of our client engagements. Their unwavering commitment and expertise are a cornerstone of our successful partnership. | | | Exceptional | Very Good |
| c. Cost/Budget Control | Throughout our partnerships, Stealth has demonstrated exceptional cost-control practices. With their adept project management expertise, they ensure that our execution remains aligned with budgetary allocations. Moreover, any changes that arise are meticulously managed through a rigorous change control process, reaffirming their dedication to financial discipline and transparency. | | | Very Good |  |
| d. Customer Satisfaction | Stealth's dedication to our and our client’s success is truly remarkable. Their commitment shines through in the innovative solutions they craft, the exceptional skills and availability of their resources, and the consistently high quality of interaction they provide. This commitment goes a long way in assisting us and our clients in achieving their mission and objectives.. | | | Very Good |  |
| e. Timeliness of  Performance/Deliverables | Stealth's approach to timeliness is both meticulous and effective. Their ability to craft a realistic schedule and diligently track progress is truly commendable. They consistently excel in meeting milestones punctually, demonstrating a strong commitment to timely performance and deliverables. Even when faced with changes or challenges, their ingenuity shines through as they devise creative solutions to ensure client expectations are not only met but exceeded | | | Exceptional |  |
| f. Business Relations | Stealth has built a strong rapport founded on open communication, mutual trust, and a collaborative spirit. This relationship has enabled us to consistently deliver exceptional results, address challenges with agility, and drive innovation together. | | | Very Good |  |
| 15. Would you select this contractor again? Please explain. (Attach additional sheet if necessary.) ☒ Definitely ☐Probably ☐Definitely Not | | | | | |
| 16. Name: Mayank Jain  Date:8/9/2023 | | 17. Title: Program Manager |  | | |

### Past Performance III - Evaluation completed by the customer TSO – Outcome-Based Delivery and DevOps Services (ODOS) II

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| **12. Evaluation Factor** | **13. Comments** (**Mandatory**, Attach additional sheets, if necessary.) | | **14. Rating** |
| a. Quality of Work | TechSur confirms that developed solutions consistently have addressed customer requirements. New code work meets or improves the quality of previous solutions. | | Exceptional |
| b. Personnel | Several staff have been with the program through a couple of iterations and deliver not only technical capabilities but an understanding of the business rules driving the need for modernization. | | Exceptional |
| c. Cost/Budget Control | Costs are reliably within the provided limits. TechSur adjusted well to the extra challenges posed by the government. | | Very Good |
| d. Customer Satisfaction | It is very common to call/message TechSur staff after business hours and get an immediate response. They are as passionate about the project’s success as we are. | | Very Good |
| e. Timeliness of  Performance/Deliverables | The TechSur team does a very good job of keeping on schedule and overcoming challenges when dependencies on others would otherwise hold them up. | | Exceptional |
| f. Business Relations | Very good communications with members of the project team including regular meetings, guidance on strategic issues, and effective outreach to stakeholders. | | Very Good |
| g. Overall Performance | Given what I know today about TechSur’ s ability to perform in accordance with this contract or order's most significant requirements, I would work with them for similar requirements in the future. | | Very Good |
| 15. Would you select this contractor again? Please explain. (Attach additional sheet if necessary.) ☒ Definitely ☐Probably ☐Definitely Not | | | |
| 16. Name: Samidha Manu Date: 8/8/2023 | | 17. Title: Vice President | |