enlightened:
BEYOND EXPECTATION

CAPABILITY
OVERVIEW

2022

WHO IS ENLIGHTENED

Our Mission: We are committed to industry leadership through our professionalism and by always putting the interests of our clients first. We strive to ensure our solutions and services have a measurable impact on our client's investment.

PROFILE

- Established in 2000

- 200+ employees nationwide

- $50 Million in total contract awards

WHO WE SERVE

DEFENSE

- Defense Counterintelligence and Security Agency
- U.S. Department Of Navy
- U.S. Department Of Army
- U.S. Marine Corps
- U.S. Defense Health Agency

CIVILIAN

- U.S. Department Of State
- Office of Personnel Management
- U.S. Department of Health And Human Services
- U.S. Department of Education

STATE & LOCAL

- State Governments of New York, Ohio, Illinois, District of Columbia, And Maryland
- Port Authority of NY/ NJ (PATH)
- NY City Transit - MTA
- D.C. Health Benefit Exchange Authority
- Criminal Justice Coordinating Council

WHAT
WE DO

AREAS OF EXPERTISE

Our work keeps our nation safe, helps our government better serve its citizens, and gives corporations the **knowledge and power to thrive**.

Our **customer-centric philosophy** ensures that each solution is **customized** to your individual needs to provide you with the greatest value and optimal business impact.

Cybersecurity

Software Development and Integration

Management Consulting

**Infrastructure Services**

Business Process Outsourcing

RESILIENT CYBER SECURITY

- FISMA/NIST 800-53/Risk Management Framework Compliance
- Certification & Accreditation (C&A)
- Enterprise Risk Assessment & Auditing
- Vulnerability Assessments
- Security in the Systems Engineering Lifecycle
- Security Testing & Evaluation (ST&E)
- Cyber Training
- Continuous Monitoring

ADVANCED SOFTWARE DEVELOPMENT AND INTEGRATION

- Software Engineering

- System Integration

- Commercial-Off-The-Shelf (COTS) Implementation and Support

- Biometric Identification

- Big Data Analytics & Predictive Modeling

- Mobile Application Solutions

- Cloud Migration

- AWS Consulting
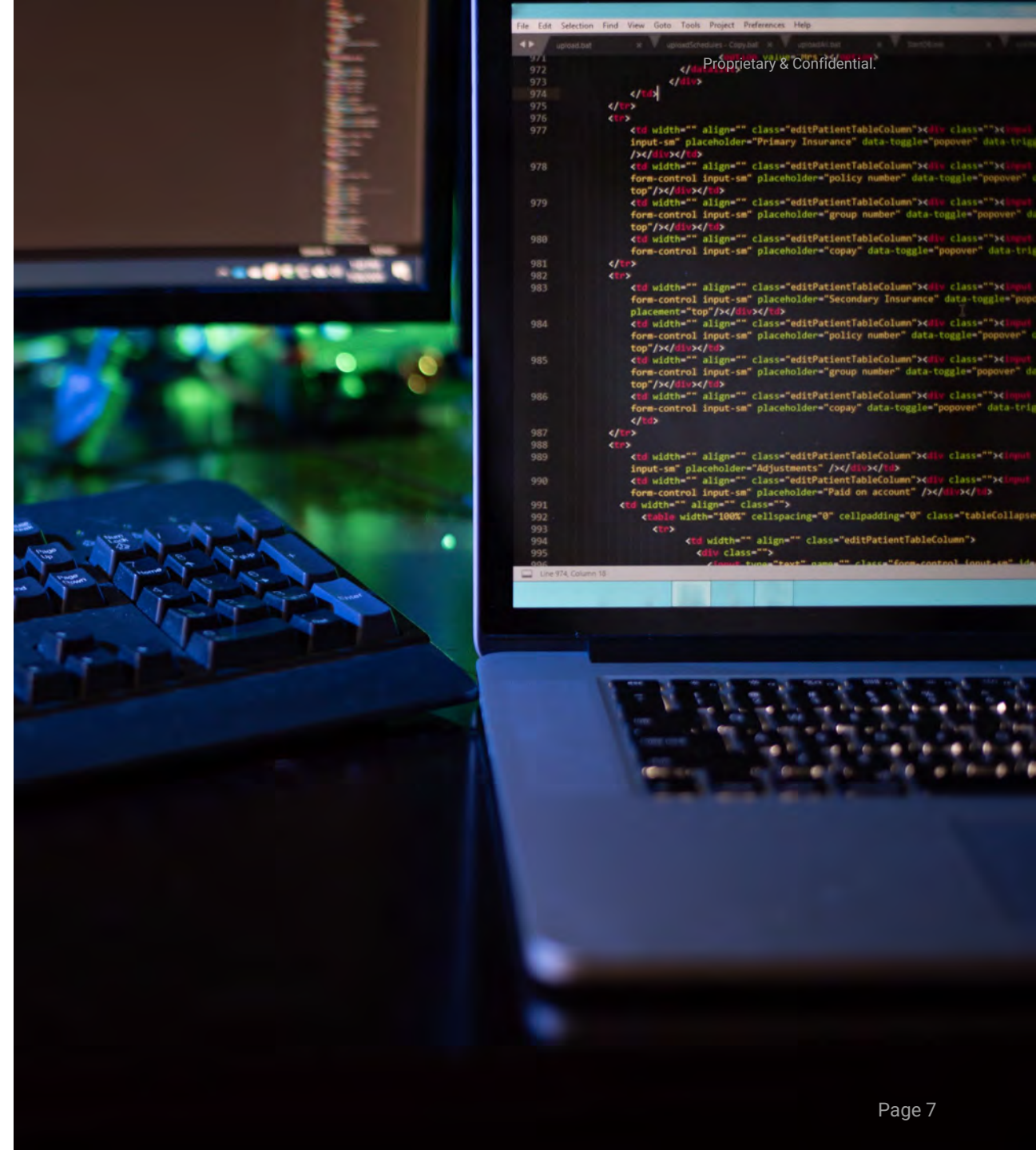
INSIGHTFUL MANAGEMENT CONSULTING

- Program/Project Management Office (PMO)

- IT Strategic Planning

- Training Development & Facilitation

- Business Process Re-engineering (BPR)

- Quality Assurance and Performance Management

- Independent Verification & Validation (IV&V)

INFRASTRUCTURE SERVICES

- Construction Management

- Transportation Security Assessments:

  - Vulnerability Assessments

  - IT Auditing

  - Operational Policy Assessments

- Fare Payment Card Processing Support Services

- EZ-Pass Support Solutions

- Enterprise Asset Management

BUSINESS PROCESS OUTSOURCING

- Call Center Management

- Mail Processing

- Payment Processing

- Customer Service Training

- Back Office Support Services

- Staff Augmentation

- Enterprise Asset Management

AWS Services

IOT System Integration and data analytics

IOT Cyber assessments and monitoring

System Modernization via High Performance Parallel Processing tool

ADVANCED TECHNOLOGY SERVICES

CERTIFICATIONS & CONTRACT VEHICLES

CERTIFICATIONS

- ⊘ HUBZone certified by the U.S. Small Business Administration (SBA)

- ⊘ Small Business certified by the SBA

- ⊘ GSA IT-70 Schedule:
  Contract # GS-35F-0703M

- ⊘ GSA PSS Schedule:
  Contract # GS-00F-0036P

- ⊘ Capability Maturity Model Integration for Development (CMMI-DEV) Level 3 rated

- ⊘ CMMI for Services (CMMI-SVC) Level **3** rated

- ⊘ Certified Business Enterprise (CBE) in DC

- ⊘ Disadvantaged Business Enterprise (DBE) certified by the Washington Metropolitan Area Transit Authority (WMATA), MTA, MDOT, California MSDC

- ⊘ Minority Business Enterprise (MBE) in the following states: Maryland, Alabama, New Jersey, New York, Ohio, North Carolina, South Carolina, Missouri, Virginia, West Virginia, Tennessee, Southern California, and Missouri.

CERTIFICATIONS & CONTRACT VEHICLES

GOVERNMENT-WIDE ACQUISITION CONTRACTS (GWACs):

- HHS Chief Information Officer – Solutions & Partners 3 (CIO-SP3) – Small Business & HUBZone (Prime)
- CMS Strategic Partners Acquisition Readiness Contract (SPARC) – (Prime)
- U.S. Navy SEAPORT NxG (Prime)
- Management Support (TEAMS) Blanket Purchase Agreement (BPA) Contract Number: HQ0034-15-A-0042 (Prime)
- FAA Electronic FAA Accelerated and Simplified Tasks (eFAST) – (Prime)
- GSA Government-wide BPA for Performance Management/Continuous Process Improvement Services with Booz Allen Hamilton, Inc. (Prime)

- Maryland Department of Budget and Management Consulting and Technical Services (MD CATS II) (Prime)
- Prince George's County Consulting and Technical Services (CATS) – (Prime)
- Government of the District of Columbia, DC Pipeline (Pipeline)
- U.S. Army IT Enterprise Solutions — 2 Services (sub)
- Veterans Affairs Transformation Twenty-One Total Technology NextGen (VA T4NG) (sub)
- Encore Information Technology Solutions II (ENCORE II) – (sub)

SAMPLE

PAST PERFORMANCES

U.S DEPARTMENT OF STATE - DIPLOMATIC SECURITY

CHALLENGE

The Diplomatic Security Training Directorate (DS/T) is facing multiple changes in delivery locations, target audiences, and modes of training delivery. Both the Office of Antiterrorism Assistance (DS/T/ATA) and the Office of Training and Performance Standards (DS/T/TPS) must effectively deliver training across the globe and to a wider range of Department and Other Government Agency personnel.

SOLUTION

Enlightened leads the FedRAMP Agency Authorization process for Diplomatic Security/Chief Technology Officer. Following work portfolios include:

Assessment & Authorization (A&A) actions for Enterprise Compliance Branch (ECB) and Compliance Governance Branch (CGB). Identify and bridge the gap between the FedRAMP Moderate security baseline and the Department of State Moderate security baseline. Determine additional requirements in line with Agency mission/business needs for the Cloud Service Provider (CSP). Review the CSP authorization package with specific focus on risk analyses. Collaborative efforts with CTO stakeholders and Information Resource Management (IRM) to approve the CSP package for authorization. Identified and implemented Continuous Monitoring activities for Non-Enterprise systems for CTO.

BENEFIT

Obtained the first Department of State sponsored FedRAMP SaaS Authorization across multiple Bureaus in the department (Bureau of Diplomatic Security (DS), Bureau of Information Resource Management (IRM) and Bureau of International Security and Nonproliferation (ISN)) .

Bridge the gap in shared responsibilities for Cloud Computing between DS Chief Technology Office (DS/CTO) and Directorate of Cyber and Technology Security (DS/CTS).

Facilitate the Security Impact Assessments (SIA) between Cloud Service Provider and the Department to determine if the risk posture is acceptable.

U.S. OFFICE OF PERSONNEL MANAGEMENT

CHALLENGE

Enlightened was tasked with providing software development cycle for application development for OPM.

SOLUTION

Enlightened plays an integral role managing Technical Design, Database Design and Data Migration documents from OPM's Lead Technical Analysts (LTA) and Data Team based on their SDLC methodologies. The Enlightened team reviews requirement documents from the CaliberRM system in order to best meet OPM's expectations. Developers on the project create and modify code using the EPIC development standards and NIST requirements.

BENEFIT

Ultimately, OPM's systems were more accurate and up to date as the result of Enlightened's successful project execution. The following services facilitated that ultimate result:

- Designed and managed Technical Design, Database Design, and Data Migration documents

- Utilized OPM's SDLC methodologies from their Lead Technical Analysts (LTA) and Data Team in document management

- Created and modified code using the EPIC development standards and NIST requirements

- Tested developed components

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES CENTER FOR MEDICAID/MEDICARE (CMS)

CHALLENGE

Enlightened was tasked with performing a FISMA audit of the Centers for Medicaid/Medicare (CMS) Quality Improvement Organizations (QIOs), which are located in 58 separate physical sites responsible for each state within the United States, territories, and the District of Columbia. These reviews effectively measured the organization's IA posture from three perspective control tests: Operational, Management, and Technical.

SOLUTION

Performed project management and quality assurance oversight including, but not limited to, conducting status meetings and submitting weekly and monthly status reports. Documented the existing security posture and the level of FISMA compliance of each QIO site. Identified deficiencies in the security posture according to the National Institute of Standards and Technology (NIST) 800-53, Recommended Security Controls for Federal Information Systems and the minimum set of standard security controls outlined in CMS Information Security Acceptable Risk Safeguards (ARS) document. Categorized the weaknesses (low, moderate, and high), providing recommendations for security improvement, and identifying associated costs required to bring the QIO community into FISMA compliance. Conducting training on FISMA.

BENEFIT

Enlightened's IA expertise allows CMS to maintain an effective security posture by keeping current on recent vulnerabilities, changes in the infrastructure, and the identification of any new security weaknesses. Enlightened also developed and deployed predictive analytics that assessed patterns in customer behavior, and identified activities, events and timeframes where consistent failures were most likely to occur. Additionally, Enlightened assessed the impact of these potential failures, the improvements needed to correct them, and the likely cost of these mitigation measures. The information developed by Enlightened aided the customer in budgeting and planning its future cyber security investments.

DISTRICT OF COLUMBIA: HEALTH BENEFIT EXCHANGE

CHALLENGE

DCAS is a state-of-the-art health and human services solution that provides the District's Health Benefit Exchange (HBX) an integrated eligibility system for Medicaid, private health insurance, and small businesses. With new case management capabilities that span programs and agencies, the system allowed individuals and small businesses to review, browse, register and purchase affordable health care in accordance with the Affordable Care Act (ACA) requirements.

SOLUTION

Enlightened monitored and coordinated multiple concurrent work streams related to system development including delivering security and privacy Federal Tax Information (FTI) awareness training to DCAS employees, performing continuous monitoring duties to ensure that DCAS remains secure at the level required to pass future CMS audits.

Enlightened was responsible for designing, implementing, and following lists of policies, procedures, and standards for individual disciplines, including networking, hardware, software, auditing, and compliance.

BENEFIT

Enlightened created and updated 18 DCAS security program policies following NIST guidelines. These became 18 control families for the system and are integral to Enlightened's Quality Plan for this customer.

Developed a Computer Security Handbook to encompass the policies, procedures, and privacy policies for DCAS. This handbook will be a vehicle for the DCAS workforce to use and reference at multiple locations within the DCAS HBX environment.

DISTRICT OF COLUMBIA: HEALTH BENEFIT EXCHANGE

CHALLENGE

Enlightened has been providing end-to-end privacy and security services to the District Health Benefits Exchange. The District Health Exchange application, DCAS, is one of only four (4) systems that went live on Day One; further, the system has had no security or privacy incidents since that time. The suite of security and privacy specific services that Cradle Systems performs for DCAS include but are not limited to: FISMA compliance, Identity and Access Management, Enterprise Security Architecture, Infrastructure and Application Security, and Vulnerability Management.

SOLUTION

We support the DCAS environment with relation to the National Institute of Standards and Technology (NIST) standards and the Internal Revenue Service (IRS) Publication 1075. We write policies and develop artifacts for the DCAS security authorization process such as the System Security Plan (SSP), Privacy Impact Assessment (PIA), Risk Assessment (RA), Requirements Traceability Matrix (RTM), Contingency Planning (CP), Contingency Planning Test (CPT), and Plan of Action and Milestones (POA&Ms), System Security Report (SSR), Safeguard Procedures Requirements, and Corrective Action Plan (CAPs) based on Publication 1075 and NIST 800-53, Revision 3 and 4.

Enlightened created and updated 18 DCAS security program policies following NIST guidelines. These became 18 control families for the system and are integral to Enlightened's Quality Plan for this customer.

BENEFIT

Enlightened's collaborative and integrated approach with the various development teams has yielded excellent results for the Exchange. The DC Health Exchange Authority was selected as one of five winners of the Best Practices Award; the award recognizes innovative local government projects that are running on the AWS Cloud

https://aws.amazon.com/blogs/publicsector/congratulations-to-the-16-winners-of-the-third-global-city-on-a-cloud-innovation-challenge/

U.S. DEPARTMENT OF STATE

CHALLENGE

The challenge was to establish a centralized methodology within multiple contracting offices and to provide support in high-threat environments.

SOLUTION

Enlightened established a Program Management Office (PMO) to support mission Afghanistan and Iraq. The PMO coordinated and liaised with the Middle East Contract Management Office (CMO). The PMO performed invoice review and approval, monitored contractor performance, auditing, property management, quality assurance surveillance, and other contract administration functions for ALiSS. The PMO performed quarterly audits, housing inspections per Trafficking in Person (TIP) requirements, and other direct support functions.

BENEFIT

Ultimately, Enlightened reduced the time to meet deadlines by multi-tasking, prioritizing, and executing task against the assigned workload. In addition, a collaborative work environment was created to increase problem-solving capability. Department and team training ensured adherence to all DOS/CMO Policies, procedures, and compliance with the Department of State Foreign Affairs Manual and the Foreign Affairs Handbook.

U.S. OFFICE OF PERSONNEL MANAGEMENT

CHALLENGE

Enlightened was tasked with supporting the Federal Investigation Services (FIS) of the OPM which performs background investigations for Federal employees and contractors. The EPIC system has automated many aspects of the process. As a prime contractor, Enlightened, Inc. provides a team of IT professionals who work onsite in the Office of the Chief Information Officer (OCIO). Enlightened was tasked to provide software development and configuration management support to the FIS organization within OPM.

SOLUTION

By applying effective leadership on the EPIC project, our Program Manager has successfully maintained program continuity, uninterrupted high-quality work, and availability of required competent professional service employees. Our team designed, developed, and implemented new tools to simplify administrative and reporting procedures at no cost to OPM. These include the Enlightened Candidate Application Tracking System (eCATS) and the Program Reporting System (PRS) online tools. Since its establishment in December 2012, eCATS Online has cut the vetting process for new employees in half, from two weeks to one week, a 50% improvement. The client has regularly recognized our team members for providing innovative solutions to various technical issues and outstanding leadership within their respective development release teams.

BENEFIT

With the successful implementation of these systems, Enlightened has made a significant contribution to the goal of providing the customer with a positive and supportive experience that went beyond the contract requirements. Enlightened is proactively responsive to the customer's concerns through ongoing communications. We attend monthly status calls and provide weekly developer update reports and OPM reporting. These activities also include administrative oversight and management of IT and quality control support staff, as well as quality assurance.

U.S. DEPARTMENT OF THE NAVY

CHALLENGE

For the Department of the Navy, Enlightened was tasked with creating the System Security Authorization Agreement (SSAA) to achieve accreditation for a new Navy-wide information collection and reporting application over a legacy infrastructure. As part of establishing the security posture, Enlightened performed a multifaceted approach to address management, operational and technical liabilities.

SOLUTION

Enlightened created documentation relating to incident response, contingency planning, and configuration management to establish a minimum threshold in those areas of security. Through a series of risk assessments against the system in this regard, the Navy was able to formalize and track configuration changes to the baseline, protect the system from new threats, and provide alternate solutions dedicated to keeping the system available to its end users at all times.

BENEFIT

Enlightened was able to enhance the security infrastructure of the Navy's information system by: Identifying risks that may have been introduced through new applications; Discovering new methods hackers can employ to compromise the system; Identifying vulnerabilities that may have been introduced by altering the security infrastructure; Improving the system's availability due to new contingency planning guidance; and Educating administrators and developers on how to incorporate security related aspects throughout the SDLC.

U.S. DEFENSE HEALTH AGENCY GLOBAL SERVICE CENTER

CHALLENGE

Defense Health Agency was in need of qualified sources to assume management of and further mature the Defense Health Agency Global Service Center (DHAGSC). The DHA is the integrated service center supporting all centrally managed Military Health System (MHS) medical information systems and associated communications and computing infrastructure (C&CI). DHA Health Information Technology Directorate serves as the entry point into the Military Health System (MHS) information technology customer support structure. It provides toll-free, worldwide access to identify, log, assess, analyze, escalate, track, report, and resolve incidents for centrally-managed MHS applications and systems.

SOLUTION

Enlightened's support is to provide 24/7/365 state-of-the-art management of the Project, infrastructure performance optimization, and transforming into a world-class customer advocate using data and methodologies to drive efficiencies and continuous process improvement. To streamline operations, the Project uses the ITIL version 3 (ITILv3) framework to develop integrated processes that help ensure proper management of incidents, problems, and changes, as well as support functions such as cybersecurity (information assurance (IA)) and knowledge management.

BENEFIT

We provide services that make a significant impact on care for military personnel. We provide Level I & Level II resolution phone support using various helpdesk tools to record, escalate, and remedy customer issues

We coordinated with Army, Navy, Air Force and former TMA representatives to consolidate requirements & garnish the "best of the best" into a single joint solution. We helped develop the DHITS Service Desk Strategy for the now used to demonstrate the "way forward" for the consolidated Service Center.

NEW YORK STATE DISBURSEMENT UNIT

CHALLENGE

SOLUTION

BENEFIT

The New York State Disbursement Unit (NY SDU) requires mail room and scan center support services for its Division of Child Support Enforcement. The child support program provides custodial parents with assistance in obtaining financial support and medical insurance coverage for their children by locating parents, establishing paternity and support orders, and collecting and distributing child support payments.

Enlightened, a team partner of Xerox Inc., provides the NY SDU with mail room and scan room services by processing tens of thousands of payments, benefits and correspondence related to NY Child Support Payments and Benefits programs on a daily basis. This center handles additional large volumes of payments and correspondence from consumers and employers that must be sorted and scanned. Our team provides the following services: full time mailroom/scan center management, supervisory staff, quality assurance measures and metrics, performance management and weekly reporting to executive staff.

Enlightened's professional performance and project management coupled with mail room/scan center best practices has led to a highly reliable, results-oriented team. This has resulted in cost reduction for the state of New York and taxpayer savings.

PANYNJ: PATH SMARTLINK CUSTOMER SERVICE CENTER

CHALLENGE

Port Authority of New York and New Jersey conceives, builds, operates, and maintains infrastructure critical to New York and New Jersey region's trade and transportation system. The PATH system had a need to address the necessary supervision and personnel to manage the Customer Service Center functions in support of the Smartlink Program, including but not limited to: performing internet/telephone based cardholder support tasks; preparing and registering Smartlink Cards for distribution to cardholders; processing claims for replacement cards and product refunds; application processing, and photo personalization.

SOLUTION

Enlightened was selected to manage the Smartlink program's Customer Service Center with staff managing and providing customer cardholder services, fulfillment and support services, administering the Senior, Retiree, Employee, Spouse and authorized contractors, maintaining database, mitigating payment issues, and all other day-to-day transactional functions of the Smartlink program.

BENEFIT

Enlightened has created 11 new positions in the Hudson County of New Jersey to supervise, manage, facilitate, and mitigate the day-to-day business, operation, and all transactional functions of the Customer Service Center for the Smartlink program. Through Enlightened's service delivery, Port Authority's Smartlink program Customer Service Center has processed product refunds, payment issues, process Smartlink fare loading errors, amongst other pertinent tasks in exceptional services to Port Authority clients and seamless communication with PATH and the Smartlink program team.

DC CHILDREN YOUTH INVESTMENT CORP: INSIGHT

CHALLENGE

Since 2013, the DC Trust has collaborated with 30 government agencies and 150 community based organizations (CBOs) within Washington, DC to track program utilization and youth outcomes. The DC Trust requires a comprehensive system to assess how Washington, DC agencies and CBOs programs and services collectively address the overall well-being, growth and development of Washington, DC youth.

SOLUTION

Enlightened, Inc. provides a system to integrate data sets and provide a comprehensive look at progress toward citywide outcomes, best practices, and programs allowing DC agencies and CBOs to make effective and efficient decisions, reduce administrative costs, and coordinate services.

INSIGHT is a Data Management and Analytic Intelligence system that collects and manages youth programs, events and service data from DC agencies and community-based partners. It is a secure integrated web-based system that provides views into available youth programs, and data analysis for informed strategic and program decision making. INSIGHT provides business intelligence and statistical analysis of the data displayed through dashboards and reporting.

BENEFIT

INSIGHT pulls data together from youth-serving DC agencies and CBOs. INSIGHT captures online program reporting from Washington DC agencies and CBOs for over 16,000 youths participants in out of school time programs and summer programs. INSIGHT captures online youth program assessments for Work Readiness and Academic Achievement from over 6,000 youth participants in the summer programs. INSIGHT captures and presents both youth program and citywide youth outcome data through visualization, dashboards, maps, and reports. INSIGHT advances analytic tools and research-based statistical methods allowing DC agencies, CBOs, and funders to study and analyze trends and possible correlations.

# DISTRICT OF COLUMBIA: MODERNIZED INTEGRATED TAX SYSTEM (MITS)

CHALLENGE

The District of Columbia, Office of the Chief Financial Officer (OCFO) challenged FAST Enterprises and Enlightened to produce a complete integrated tax processing software package tailored to their diverse revenue agency needs.

SOLUTION

Subcontractor to FAST Enterprises, Enlightened provided resources intended to implement an integrated set of off- the-shelf (COTS) products to support tax functionality for the District of Columbia. Over a 5-year period (4 individual rollouts) Enlightened resources provided management, development, training, testing, and technical skills to the Office of Tax and Revenue.

BENEFIT

The goal of this project was to streamline tax services for the District of Columbia residents. Together, FAST Enterprises and Enlightened, Inc. have achieved that goal. Working congruently, FAST and Enlightened have provided the DC Government a tailored tax solution that meets their individual needs.
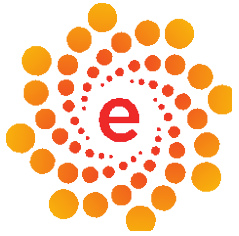
U.S. CRIMINAL JUSTICE COORDINATING COUNCIL

CHALLENGE

Provide CJCC and its partnering agencies an integrated one stop portal for querying and searching over 13 disparate systems for Adult and Juvenile criminal data. To accomplish this conduct a full software development lifecycle, and enterprise-wide integration services for the Justice Information System (JUSTIS) Phase IV project.

SOLUTION

Enlightened's services met the strategic goal of CJCC - allowing various Federal and local Criminal Justice agencies to contribute critical data to JUSTIS central hub. Enlightened provided integration services, programming, and technical support to the CJCC for the development of the integrated portal (JUSTIS system) deploying an Enterprise Search Engine (FAST). Enlightened developed a secure module utilizing XML and web services displaying multiple mug shots, address, and demographic information from multiple agencies grouped together.

Users can now view all the current and prior case, charge, incarceration information along with driving history convictions and citations with just one click.

BENEFIT

Enlightened's expertise in software development, and enterprise-wide integration services enabled the creation of an integrated JUSTIS Portal. Now, different law enforcement agency users can query millions of records from one single screen across multiple agency systems and get responses in milliseconds.

![enlightened: BEYOND EXPECTATION.]

Antwanye Ford, CEO

Our Address

1205 Good Hope Rd SE
Suite 300
Washington, DC 20020

Office Hours

Monday – Friday

08.00 AM – 05.00 PM

Get In Touch

aford@enlightened.com

marketing@enlightened.com

(202) 728-7190

Follow Us

www.enlightened.com

in f