

**BUSINESS DETAILS**

- **Small Business**
- **Minority Owned Business**
- **D&B No:625018861**
- **Cage Code:6FYA6**

**Contracting Vehicles**

- **8a STARS III**
- **FAA eFAST**
- **ITES-3S (Sub)**

**NAICS:**

- 518210: Data Processing, Hosting...
- 541511: Custom Computer Programming
- 541512: Computer Systems Design
- 541513: Computer Facilities Management
- 541519: Other Computer Related Services
- 541611: Administrative Management...
- 541612: Human Resource Consulting
- 541618: Other Management Consulting
- 561410: Document Preparation Services
- 611420: Computer Training
- 611430: Professional and Management Development Training

**Contact Us:**

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**BI FACT LLC ("BIFACT")**; ISO 9001, 27001 and 20000 certified; Information Technology Solution & Service Provider offering Custom Software Development, Information Technology Service Management (ITSM), Business Intelligence, Big Data Analytics, IT Support Services, Service Desk Support Services, Technical Writing Services, Training Services and Solutions.

**PAST PERFORMANCE**

**Software & Web Application Development on cloud & on-premises, Business Intelligence, O&M & End User Support**



**Contracting Tactical Operation Center (CTOC) for Mission & Installation Contracting Command (MICC):** Customized application to manage workload, capture and monitor progress of contracting actions during planning, pre-award, award, post-award administration and close out process.



**Procurement Requirement Funding, Execution & PBAC Planning Tool (ART) for Arlington National Cemetery:** Custom **ServiceNow** application for resource management, budget analysis to support Project Budget Advisory Committee (PBAC) funding procedures, execution and fund control and present information to fund requirements by integrating with General Fund Enterprise Business System (GFEBS).

**IT, Helpdesk, Desktop, Application and Administrative (HR, Payroll & Benefit) support**



**Help Desk Support, Administrative Support (HR, Payroll & Benefit), Training Development and Technical Writing:** Provide support for the software systems, programs, procedures and policies for Census Schedule A Recruitment, Assessment, and Payroll System (C-SHaRPS) and Decennial Administrative Personnel and Payroll System (DAPPS).



**IT & Desktop Support for Mission & Installation Contracting Command – Fort Belvoir (MICC-FB):** Provides IT, desktop support, end user support, Procurement Desktop-Defense (PD2) support, client software configuration and smart phone support to 160+ end user.

**Business Intelligence, Analytics & Data Management & Data Warehouse**



**Information Technology Expert Consulting Services:** Provided expert IT Consulting services to GDL and to its customers in predictive analytics, business intelligence, data analytics, data warehousing and Content Management Solution Development, Administration and sustainment using diverse technologies such as Power BI, SAP BO, Tableau, MS SQL DB and SharePoint etc.

**FAERS Business Intelligence System (FBIS):** Tool to detect, evaluate, and act upon adverse effects reported proactively and ability to analyze and perform data mining on various dimensions e.g. Designated Medical Events, Medication Error, Adverse Event, Drug and Active Ingredient to detect a pattern.

**Our Solutions**

PAWM

**Procurement Action & Workload Management (PAWM):** A Custom Acquisition Solution developed on **ServiceNow** Cloud for Government, PAWM automates the acquisition processes and allows contracting agencies to manage and track acquisition workloads, procurement actions, milestones, tasks, contracts, documents and PRs by department, agency, office, branch/division and staff during the entire phase of the acquisition lifecycle from planning to pre-award, award, contract administration and closeout.

Custom Application Development	Data Analytics & Management	Big Data & Emerging Technology	Information Technology Service Management (ITSM)	Technologies
<ul style="list-style-type: none"> <li>➤ Project Management</li> <li>➤ Agile/Scrum</li> <li>➤ Software Development</li> <li>➤ ServiceNow Custom Appl</li> <li>➤ QA</li> <li>➤ O&amp;M</li> </ul>	<ul style="list-style-type: none"> <li>➤ Predictive Analytics</li> <li>➤ Business Intelligence</li> <li>➤ Data Warehousing</li> <li>➤ Database Administration</li> <li>➤ Data Management</li> <li>➤ SQL Development</li> </ul>	<ul style="list-style-type: none"> <li>➤ Data Lake &amp; Search</li> <li>➤ Artificial Intelligence</li> <li>➤ Machine Learning</li> <li>➤ Deep Learning</li> <li>➤ Natural Language Processing</li> <li>➤ Cloud Computing/ Migration</li> </ul>	<ul style="list-style-type: none"> <li>➤ Service Desk</li> <li>➤ Desktop Support</li> <li>➤ IT Support</li> <li>➤ Helpdesk support</li> <li>➤ ITSM Config. &amp; Implementation</li> </ul>	<ul style="list-style-type: none"> <li>➤ ServiceNow</li> <li>➤ Remedy</li> <li>➤ QuickBase</li> <li>➤ PowerBI, Tableau, SAP BO, OBIEE</li> <li>➤ Informatica, Abinitio, DataStage</li> <li>➤ AZURE, AWS</li> <li>➤ SharePoint</li> <li>➤ C++, Java, JavaScript, Jelly</li> <li>➤ Oracle/MSSQL DB</li> <li>➤ LucidWorks</li> <li>➤ Fusion/SOLR</li> </ul>

**Project: DAAPS C-SHaRPS Support Services****Client: U.S. Census Bureau (USCB)**

- **Objectives:** Provide on-site Help Desk, Administrative, Training and Technical Writing services to develop and support the Census Schedule A Recruitment, Assessment, and Payroll System (C-SHaRPS) and Decennial Administrative Personnel and Payroll System (DAPPS) initiatives to process up applicants and to hire and pay personnel for the 2020 Census.
- **Solution:** As Prime, BIFACT engaged Task Manager, Task Lead and Helpdesk specialists who monitor remedy tickets and monitor issues raised via email or phone, resolve the tickets, escalate to development if any fix is necessary to applications; provide policy analysis and support for payroll; provide policy analysis and support for Benefits; and analyze applicant forms and provide support for assessment and recruitment. Engaged senior trainer to create & modify training materials conduct training; and technical writer to analyze guides, policy and other documents and modify them, as necessary.
- **Technology: Remedy, DAPPS on PeopleSoft HCM, C-SHaRPS on Custom SaaS Solution**

**Project: Contracting Tactical Operation Center (CTOC)****Client: U.S. ARMY – Mission and Installation Contracting Command (MICC)**

- **Objectives:** MICC commander wanted visibility to contracting workload, bottlenecks in contracting workflow, progress on solicitations, efficiency of personnel and the usage of personnel staff.
- **Solution:** As Prime, BIFACT architected, designed and developed cloud based CTOC solution for assignment of personnel and capture progress of each milestone during planning, pre-award solicitation, award, post- award administration and closing of contract. Delivered dashboards and reports for Commander, CSB/FDO, Procurement Analysts, Division Chiefs, Contracting Officer and Contracting specialist to provide visibility on workload and progress enforcing data visibility as per authorization.
- **Outcome:** Provided Visibility to management & customer, Promoted Accountability, Manage Performance for faster award of contract staying within PALT.
- **Technology: Intuit QuickBase CRM**

**Project: Procurement Resource Requirements Funding, Execution and PBAC Planning Tool (ART)****Client: US ARMY – Arlington National Cemetery (ANC)**

- **Objectives:** The ANC wanted a tool for budget analysis, to support funding procedures, execution and fund control and present information for Program Budget Advisory Committee (PBAC) to fund requirements.
- **Solution:** As a Prime & subcontractor, architected and developed cloud-based solution to capture requirement by directorate, developed process to extract appropriated, committed, obligated and disbursed amount from General Fund Enterprise Business System (GFEBs), integrate GFEBs data with requirements, delivered dashboards and reports for budget analysis for Resource Managers and fund requirements during PBAC.
- **Outcome:** Empowered Resource Managers, Directorate users and Budget Analysts to manage requirements, support funding and perform budget analysis.
- **Technology: ServiceNow on Azure and AWS** (Migrated from Intuit QuickBase CRM & Access Database Application)

**Project: Information Technology Services****Client: US Army – MICC Fort Belvoir**

**Objectives:** Provide Information Technology (IT) Desktop Support in support of organizations within Mission and Installation Contracting Command (MICC) Fort Belvoir (FB).

**Solution:** As prime BIFACT engaged CompTIA A+ Security+ certified desktop support specialists, to provide Desktop Support, Office Automation Software Support, Standard Procurement System (SPS) Application Support, Virtual Contracting Enterprise (VCE) Support, Network Printer Support and AV/VTC support in classrooms.

**Outcome:** System allowed DOD to monitor the usage of reservation system, rental car usage to save cost on travel and reservation.

**Technology: Remedy, MS Office Suite of tools, Laptop, Desktop, Mobile devices, Custom Web Applications**

**Project: FAERS Business Intelligence System (FBIS) Designated Alert Screen Report (DASR)****Client: Food and Drug Administration (FDA)**

**Objectives:** Center for Drug Evaluation and Research's (CDER) Office of Surveillance and Epidemiology (OSE) wanted to a tool to detect, evaluate, and act upon adverse effects reported to FDA proactively and ability to analyze and perform data mining on various dimensions e.g. Designated Medical Events, Medication Error, Adverse Event, Drug and Active Ingredient to detect a pattern.

**Solution:** As sub-contractor BIFACT architected, designed the data warehouse with a bi-weekly ETL process to aggregate data and designed reports to be distributed to safety evaluators bi-weekly based on assigned products with ability to drill across multiple dimensions and drill down to case level to generate MedWatch reports.

**Outcome:** Critical alert reports delivered on-time for mandatory evaluation as per regulations and helped improve critical drug safety for FDA.

➤ **Technology: SAP Business Objects, Informatica, Oracle Data Warehouse**