COMMUNITY MISSION. SOLUTION ORIENTED. EXCEPTIONAL PEOPLE.

Koniag Government Services
Capabilities Introduction
Presented to
Department of State

Audio Visual Support Services

Date: February, 2021

www.koniag-gs.com

Koniag Government Services

Community Mission

Koniag, Inc. formed as part of the Alaska Native Claims Settlement Act (ANCSA) of 1971.

Unlike other for-profit companies, Alaska Native Corporations (ANCs) have a **mission and vision that is rooted in Alaska Native values to support our over 4,000 shareholders.**

We contribute to the growth of our shareholder dividends and benefits

Through KGS growth we have contributed growth of over $500,000 in annual Koniag Education Foundation Scholarships to native tribal member shareholders and descendants

Solution Oriented

We strive for operational excellence.

We leverage processes, institutional knowledge, best practices, methodologies, and technology to deliver the best solutions possible to our customers.

We are made up operationally of 3 core operations that are managed by Operating Group Presidents

Operations Management   Professional Service   Enterprise Solutions

Exceptional People

Highly skilled, tenured staff, certified in specialized areas

25 Years Exceptional Leadership with over 25 years of average experience

We walk the walk and talk the talk

Our senior leadership includes *Native Tribal Members* enrolled in Koniag Corporation

Corporate Experience
Solution Oriented Service Delivery

18 KGS Subsidiaries

$350M in Annual Revenues

1200 Staff Across 30 States

Professional Services
- PMO Services
- Business Process Improvement
- Financial Management
- Acquisition Support Svcs
- Records Management
- SETA Support Svcs

Enterprise Solutions
- Cloud
- Data Analytics
- Application Development
- IT and Eng Services
- Cybersecurity

Koniag Government Services

Operations Management
- Facilities Support
- Legal Services
- Integrated Logistics
- Operations Support
- Health Care Unit

SBA 8(a) Status

HUBZone Certification

60% of Employees Cleared

Top Secret Facility Clearance

Eagle Harbor Solutions (EHS) OVERVIEW

- Information Technology and Professional Services company
- SBA 8(a) Certified September 2016
- Top Secret Facility Clearance
- Wholly Owned Subsidiary of Alaska Native Corporation (ANC) Koniag, Inc
- Small Disadvantaged Business (SDB) in all circumstances
- Part of Koniag Government Services (KGS) Group of Companies
- DUNS: 080193557
- CAGE: 7N6E6

Capabilities:

- **Program & Project Management**
- **Operations Support**
- **Integrated Security Services**
- **Business Analysis**
- **Technical Writing**
- **Enterprise IT Support**
- **Contingency Planning Support**
- **Cloud Analysis and Migration**
- **SharePoint Administration**
- **Emergency Preparedness**
- **COOP Assessments**
- **Risk & Vulnerability Assessment Services**
- **Compliance Services (FISMA, NIST, C&A)**
- **Cybersecurity Awareness Training**
- **Advanced AV/VTC Solutions**

Strategic IT Operating Group

APPLICATION DEVELOPMENT

- Full Life Cycle System Development
- Agile and SAFe Development/Training
- Configuration Management
- Quality Assurance, Testing, and IV&V

AV / VTC Solutions

- Audio and Video Engineering
- Project Management
- Technology Infrastructure
- Architectural Design
- IT Infrastructure
- Technical Operations

SYSTEMS ENGINEERING

- ITIL Based Infrastructure Support
- Tier 1/2/3 Help Desk Support
- Virtualization and Optimization
- Data Center Operations
- Data Migration and Storage Management

DATA ANALYTICS

- Machine Learning & Artificial Intelligence
- Robotic Process Automation
- Data Management
- Data Warehousing
- Data Visualization
- Intelligence Analysis

CLOUD

- DevSecOps
- Enterprise Application Integration
- Cloud Readiness and Migration
- Governance and Best Practices

CYBERSECURITY

- DevSecOps
- Enterprise Application Integration
- Cloud Readiness and Migration
- Governance and Best Practices
- Authority to Operate (ATO) Support
- FedRAMP, FISMA, and NIST Compliance

Sample Contracts Similar in Scope

Currently performing on highly visible AV/VTC Federal Agency Contracts valued over $170M in total contract value similar in scope and complexity.

Team Tuknik IT Support Services Project Citations				
Contract Name	**Value**	**Contract Type**	**Summary of Services**	**Scope Areas Covered**
JSOC AV VTC	$40M	IDIQ	• 3-year IDIQ contract to provide IT products and services for the installation of HD VTC/AV systems. • The scope of each was to architect, furnish, install and make operational High Definition (HD) Video Teleconference (VTC) systems and equipment in multiple conference rooms (total 96) as well as Command and Control Centers at Fort Bragg. • Responsible for the complete end to end solution. • Each Task Order followed the same process with which included design, procurement, staging, engineering, Integration, onsite field installation, programing, commissioning and training. • Provided a standard 1-year warranty and maintenance support service that was initiated at project acceptance, with Engineers providing Tier 1, Tier 2 and Tier 3 support. • Provide on-site maintenance and configuration support of Audio Video Solutions (AVS) to include Video Walls and High-Definition Video Teleconference (HDVTC) rooms.	Audio-Visual Video Teleconferencing, Unified Communications, Video Walls
White House Communication Agency (WHCA) Operation and Maintenance Support	$15M	Single Award	• Responsible for troubleshooting, taking customer calls, provide on-site and remote support, systems analysis, system design, requirements analysis, data entry services, testing, documentation, hardware and software implementation, hardware integration, internet/intranet website administration support, training, and associated services • Devices include but are not limited to messaging, mobile devices, file, print, Intranet, databases, network access from fixed and remote locations. • Provide services on a minimum of 3 different classification levels, Unclassified, Secret, and Top Secret Sensitive Compartmented Information.	Printing, messaging, mobile devices, network access
Department of State (DOS) Foreign Service Institute (FSI)	$250K	FFP	• Procure and assemble AV equipment for 6 conference rooms • Pre-assemble racks to provide guaranteed function and limit on-site installation time/room downtime. • Mount displays to meet industry-standard requirements to support the weight • Program, configure, and test hardware onsite • Test and verify system functionality • Provide technical drawings of each system • Deliver un-compiled control system code to the DOS • Provide user guide and device manuals • Provide 1-year warranty service including on-site maintenance, 2-hour call back time, unlimited 2-day site emergency service and 1 scheduled preventive maintenance.	Audio-Visual, Conference rooms, Teleconferencing

Sample Contracts Similar in Scope (cont.)

Team Tuknik IT Support Services Project Citations				
Contract Name	**Value**	**Contract Type**	**Summary of Services**	**Scope Areas Covered**
DHS Cybersecurity and Infrastructure Security Agency (CISA) Mount Weather Emergency Operations Center Facility Upgrade	$3M	FFP	• Conduct AV Systems upgrades • Define the requirements of the installation with the users. • Note any issues with the site that may impact cost or schedule. • Provide and install all supplied AV equipment in accordance with the functional descriptions • Setup and test the system. • Perform all system integration and professional cable management in accordance with industry accepted standards and best practices. • Provide coordination for all modifications to infrastructure and GFE furniture as required to support the installation. • Provide a formal system operations and management training session with end-users. • Provide sufficient wall backing to support the weight of five times the display systems, per construction code. • Provide final as-built documentation package to include as-built system drawings, standard Team KSS user guide(s), control system source code, and soft copies of equipment manuals for major components	Audio-Visual, Video Teleconferencing,
Walter Reed National Medical Center UC Deployment	$10M	FFP	• Complete a UC system deployment at Walter Reed National Military Medical Center in support of Lockheed Martin. • Complete cabling infrastructure overhaul and reconfiguration to support over 10,000 users on base due to new architecture • Install new outside plant cabling through the manhole system on base, often dealing with sub-standard conditions and difficult working environments. • Conducted toning, testing and splicing existing cable to reconfigure where services were delivered to each building. • Inside plant work involved the same type of installation, splicing and reconfiguration of riser and station cabling in numerous buildings in a critical care facility where disruptions to operations were not allowed. • Utilized RCDD and BICSI-certified personnel with years of experience to deliver a quality job.	Unified Communications, Cabling

* Additional contract information available upon request

Experienced in working with DOS:

Currently performing across multiple Bureaus at Department of State on IT Services, Professional Services, and Operations Management Programs

KGS Support Services Project Citations				
Bureau	**Contract Title**	**Contract #**	**POP**	**Scope Areas Covered**
A/OIG	DOS OIG Staff Augmentation IT Support #2	19AQMM20D0061	5 years/$150M	Provide professional and technical expertise, capabilities and skills to support programs that enable OIG's mission. Provide a vehicle to support the OIG office staffing with centralized management, pre-vetted pricing and an ongoing recruitment engine to serivce the Agency.
A/OIG	DOS OIG Staff Augmentation IT Support IDIQ #1	19AQMM19D0146	5 years/$22M	Provide professional and technical expertise, capabilities and skills to support programs that enable OIG's mission. Provide a vehicle to support the OIG office staffing with centralized management, pre-vetted pricing and an ongoing recruitment engine to serivce the Agency.
A/GTM	DOS HR Bureaus Strategic Research	19AQMM19D0154	5 years/$22M	Strategic research and process improvement studies.
OBO	DOS OBO Facilities/Environmental Support Services	19AQMM19D0128	5 years/$60M	Deploy SMEs OCONUS to US Embassies around the world to provide full life cycle tasking for electrical, mechanical, and building automation systems (BAS).
A/GTM	DOS HR Application Development Support Services	19AQMM18C0078	5 years/$22M	Provide mission-critical, enterprise systems modernization including full lifecycle software development and application operational maintenance support for the Integrated Personnel Management System (IPMS) suite, comprising 71 applications within five major integrated business components.
A/IPS	DOS IPS FOIA	19AQMM19F4543	5 years/$100M	Provide FOIA/PA Support, mandatory declassification review support and 25-year declassification review.
GPA	DOS IIP Digital Strategy	19AQMM18D0131	5 years/$60M	Provide digital strategy and governance, operations, development and design, infrastructure, help desk, analytics, content migration and program management.
EUR-IO/EX/IM	DOS ADG-F Support Services	15DDHQ20P00000105	5 years/$22M	Assist EUR and other regions with development and support of US embassies systems, database designs, web development, cloud technologies, applications development, applications deployment, applications compliance and overall program management.

Experienced in working with DOS (cont.) :

KGS Support Services Project Citations				
Bureau	**Contract Title**	**Contract #**	**POP**	**Scope Areas Covered**
OBO/IRM	DOS OBO IT Support	SAQMMA17D0158	5 years/$22M	Provide systems development and enhancement, operations & maintenance and system modernization. Technologies are focused on Microsoft SharePoint, Opent Text and LiveLInk.
A/FMS/IRM	DOS Cost of Living Analysis	19AQMM19C0142	5 years/$4M	Provide cost of living index reports for 202 countries for base year and 205 countries for the subsequent years.
A/FMS/IRM	DOS Consolidated Facilites Management	19AQMM18D0117	8 years/$200M	Provide turnkey facilities management, operations and maintenance solutions to achieve DOS' improvement goals through the consolidation of multiple sensitive DOS locations. Our scope includes complete operation and maintenance of DOS controlled space and assets.
A/FMS	DOS Asset Management Services	19AQMM19D0135	5 years/$22M	Provide real propperty asset management services for DOS owned and leased facilites.
CA	DOS CA, Passport Surveys and Analytics	19AQMM20C0079	5 years/$13M	Forecast passport demand on a monthly basis for a period of three years in advance. The forecast includes the total demand for passport products, and separate forecasts by product (passport book, passport card, and any newly developed products), and by passport application type (passport initial vs. renewal application).Forecast is based on historical data, macroeconomic factors, and other predictors of passport demand.
GTM/EX	DOS Global Talent Management, Executive Office, IT Modernization	19AQMM20D0095	5 years/$100M	Eagle Harbor Solutions (EHS), a Koniag Government Services Company, has been supporting GTM/EX for the last two years and providing application development services in support of the Integrated Personnel Management System (IPMS) and, by leveraging our knowledge of the current infrastructure, stands ready to build on our partnership with GTM/EX by fully supporting the IT modernization effort. EHS will transition the current set of activities by mitigating risk and avoiding any IT operations disruptions during the transition. We will transition staff and other critical services to work under this IDIQ and act as the single point of contact for all activities. Our Corporate and IDIQ program managers will work closely with our onsite technical program manager, the COR, Division Directors and Brach Chiefs to ensure a smooth transition to the IDIQ.
IRM	RPA Work	19AQMM20C0079	4 months/$962K	EHS is currently supporting the Department of State (DOS), Bureau of Information Resource Management (IRM) develop a Digital Minimum Viable Product (MVP) using Robotics Process Automation to automate routine service desk processes centered around ServiceNow. AS such, we are collaborating with IRM and the Office of Consolidated Customer Support (CCS) stakeholders to determine how eight defined problems will be solved through RPA, utilizing user centered design techniques and agile product management methods to create an approach to making the Help Desk more efficient.

SBA Mentor- Protégé

May 2018: Acceptance in to the SBA 8(a) Mentor Protégé Program forming the EHS/Diversified Team to provide federal customers a low risk choice with AV/VTC Requirements. The team combines EHS' small business designation of Alaskan Native Corporation (ANC) 8(a) with Diversified, the second largest AV integrator in the federal market.

Joint Team Past Performance: Since the approval of SBA Mentor-Protégé relationships, Team EHS has been awarded 10 Contracts and we have successfully completed multiple Projects. In March of 2019, Team EHS was awarded a Task Order based 20M IDIQ from the JSOC on AV/VTC requirements. We are currently performing actively on issued Task Orders.

Proven Working Relationship:
- One Team Approach
- Process Driven
- Experienced Leadership Team
- Both firms with Top Secret Facility Clearance

DIVERSIFIED. OVERVIEW
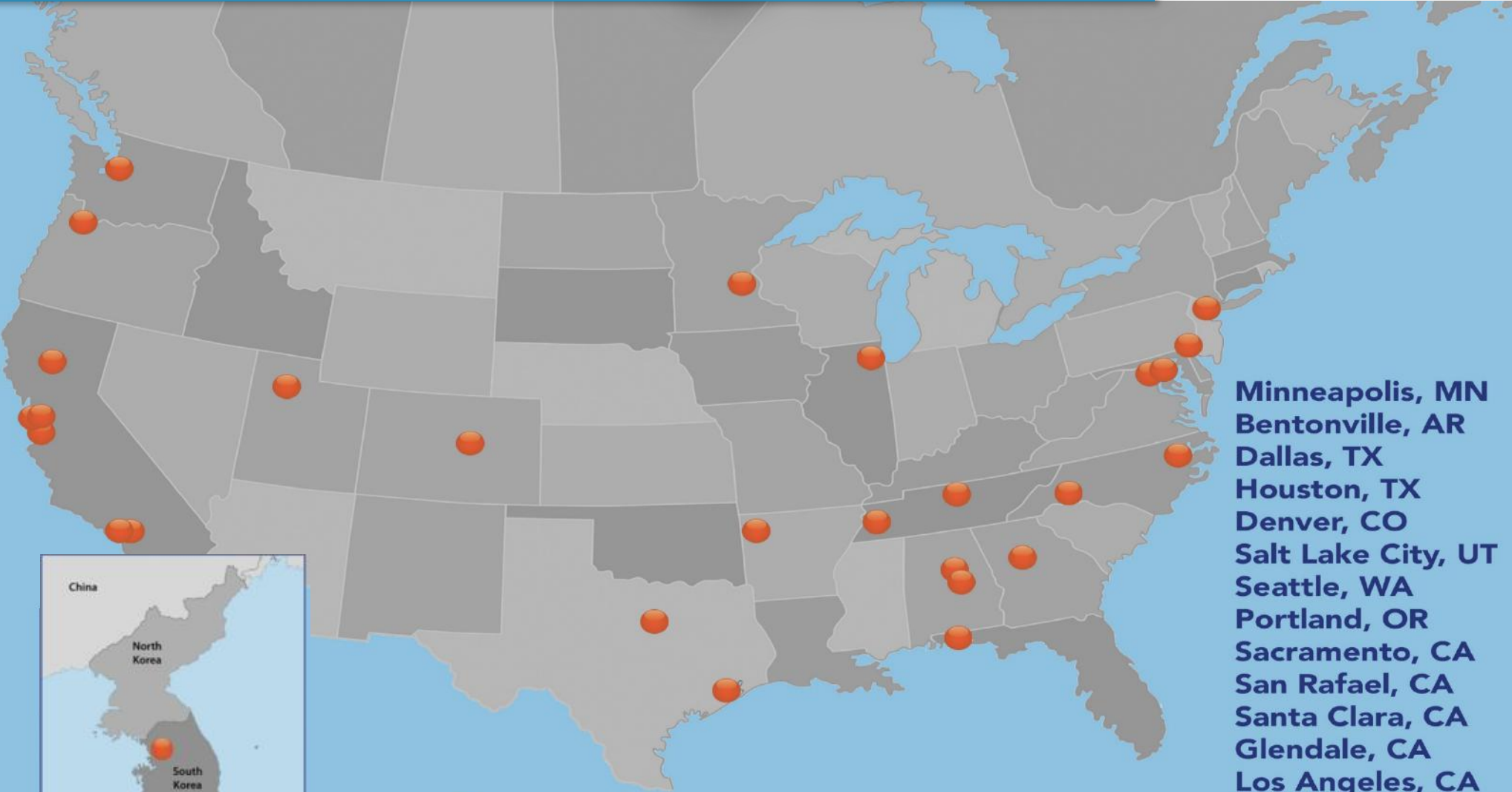
24/7/365 Service

$850 million+ Annual Revenue

1,800+ Employees

98% Satisfaction Rating

NATIONWIDE SUPPORT

Minneapolis, MN
Bentonville, AR
Dallas, TX
Houston, TX
Denver, CO
Salt Lake City, UT
Seattle, WA
Portland, OR
Sacramento, CA
San Rafael, CA
Santa Clara, CA
Glendale, CA
Los Angeles, CA
San Francisco, CA
San Diego, CA
Seoul, South Korea

Kenilworth, NJ - HQ
New York, NY
Philadelphia, PA
Columbia, MD
Ashburn, VA
Chantilly, VA
Dulles, VA
Raleigh, NC
Charlotte, NC
Atlanta, GA
Nashville, TN
Memphis, TN
Birmingham, AL
Montgomery, AL
Pensacola, FL
Chicago, IL

Diversified. Locations

NATIONAL RECOGNITION

SELECT INDUSTRY PARTNERSHIPS

INDUSTRY CERTIFICATIONS

Number of Technical Staff with Infocomm International Certifications

Certified Technical Specialist (CTS)..140
Certified Technical Specialist - Design (CTS-D)..24
Certified Technical Specialist - Install (CTS-I)..19
Certified Technical Specialist Both Design & Install...4

Number of Technical Staff with Manufacturer Certifications

AMX – Programming 1 and 2 32	Cisco CCIE - R/S 1
ClearOne 8	Cisco CCIE - Collaboration 2
Crestron DMC-D-4K 36	Cisco CCNA 16
Crestron DMC-E-4K 68	Cisco CCNA - Collaboration 4
Crestron DMC-T-4K 34	Cisco CCNA - DC 1
Crestron Platinum Certification 1	Cisco CCNA - SEC 1
Crestron Gold Certification 1	Cisco CCNA - Voice 5
Crestron Programming 101 25	Cisco CCNA - Video 2
Crestron Programming 201 13	Cisco CCNA - Wireless 1
Crestron Programming 301 6	Cisco CCNP 2
OSHA - 10 hr General Industry Training 31	Cisco CCNP - Collaboration 1
Polycom Installed Voice, Infrastructure & Video ... 3	Cisco CCNP - DC 1
Cisco/Tandberg Certified Technical Expert 3	Cisco CCNP - Voice 4
Cisco Certified Account Manager 4	CISSP, Info Sec 1
Cisco Certified Field & System Engineer 5	CMNA, Meraki..4
Cisco CCDA 3	VMware VCP Network Virtualization 1
Cisco CCDP 1	

SERVICES

Build

Enterprise Collaboration

Broadcast & Production

Project Management

Digital Networks

Design

Conceptual Development

Interactive Experiences

Creative Services

Manage

Network Monitoring

Content Management

Field Services

PROFESSIONAL SERVICES

ARCHITECTURAL DESIGN

AV Technology Design
Furniture Coordination
AV Contract Administration
Lighting Design & Coordination
AV Architectural Advisory Drawings

IT INFRASTRUCTURE

Technical Analysis
Consultation
Proactive Management
Systems Design Development
Cisco Networking
PC Build

CREATIVE SERVICES

Graphic Design
Motion Graphics Animation
Content Management
Application Development
HTML Programming
Content Strategy Development

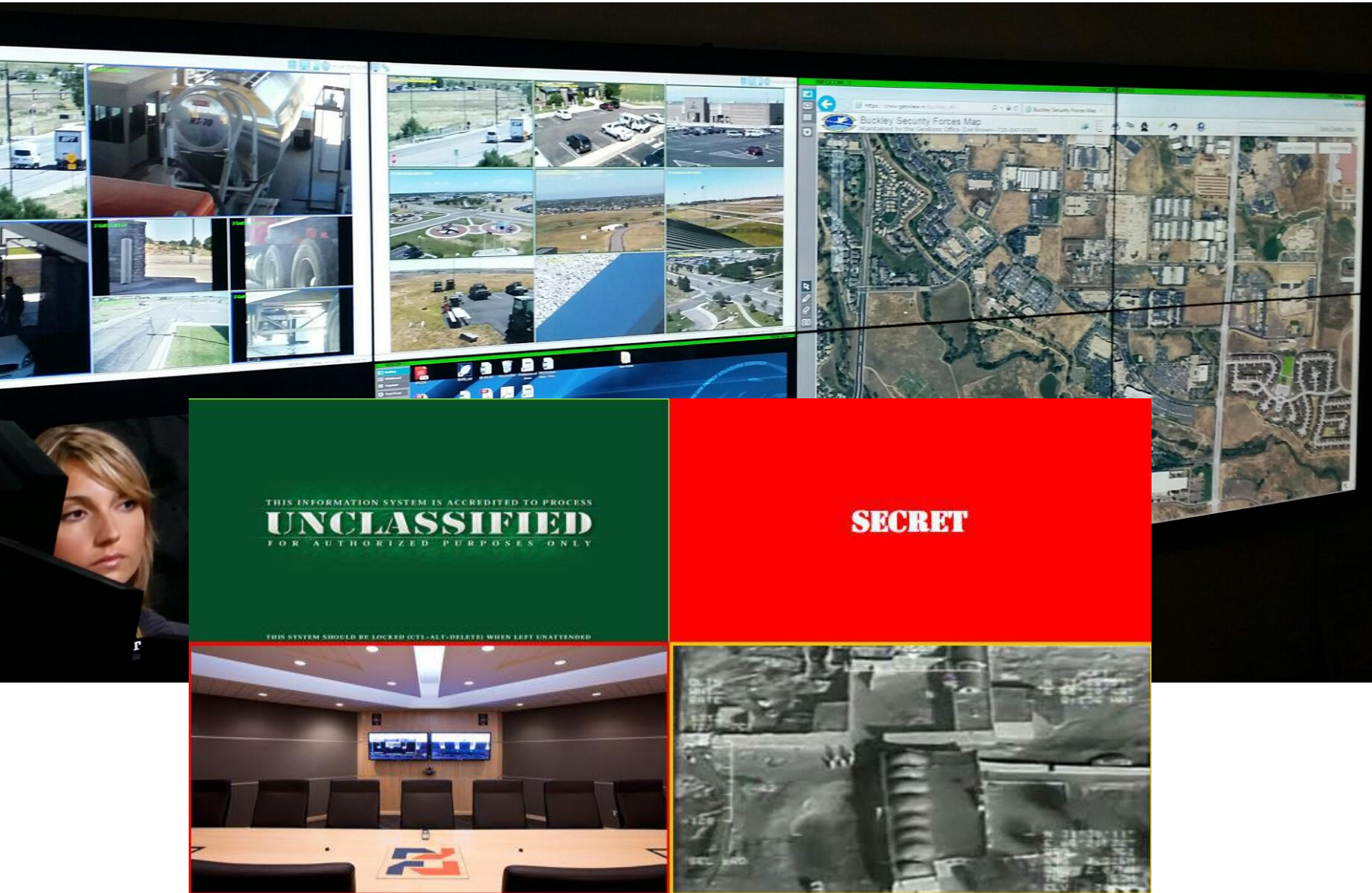## GLOBAL TECHNICAL OPERATIONS

Proactive Networking
SLA Standard Reporting
Preventative Maintenance
Remote Network Management
Tier 1, 2 & 3 Help Desk Support
Field Support & On-Site Services

CONFERENCE ROOMS

- Secure & Non-Secure AV Conference Room Solutions

- Sound Masking

- Lighting

- Sound (Speakers and Mic)

MULTI-CLASSIFICATION SOLUTIONS

- VTC's with multiple classified networks

- JITC and APL Certified Solutions

- Cleared Personnel for PM, Engineering, Installation and Programming

ROOM DESIGN & STANDARDIZATION

ROOM DESIGN & STANDARDIZATION

Room design and standardization provides a scalable, cost effective and time saving solution for customers with broad tech refresh requirements

BRIEFING CENTERS

- Auditoriums

- Training Rooms

- War Rooms

OPERATIONS CENTERS

- Network Operation Centers (NOC)
- Security Operation Centers (SOC)
- Joint Operation Centers (JOC)
- Emergency Operations and Alternate Operations Centers (EOC)
- 911 Emergency Call Centers

AV VIDEO & BROADCAST SOLUTIONS

- Video Distribution & IPTV

- Enterprise Video Design and Implementation

- Broadcast Studios

- Mobile Broadcast Studios

DIGITAL SIGNAGE
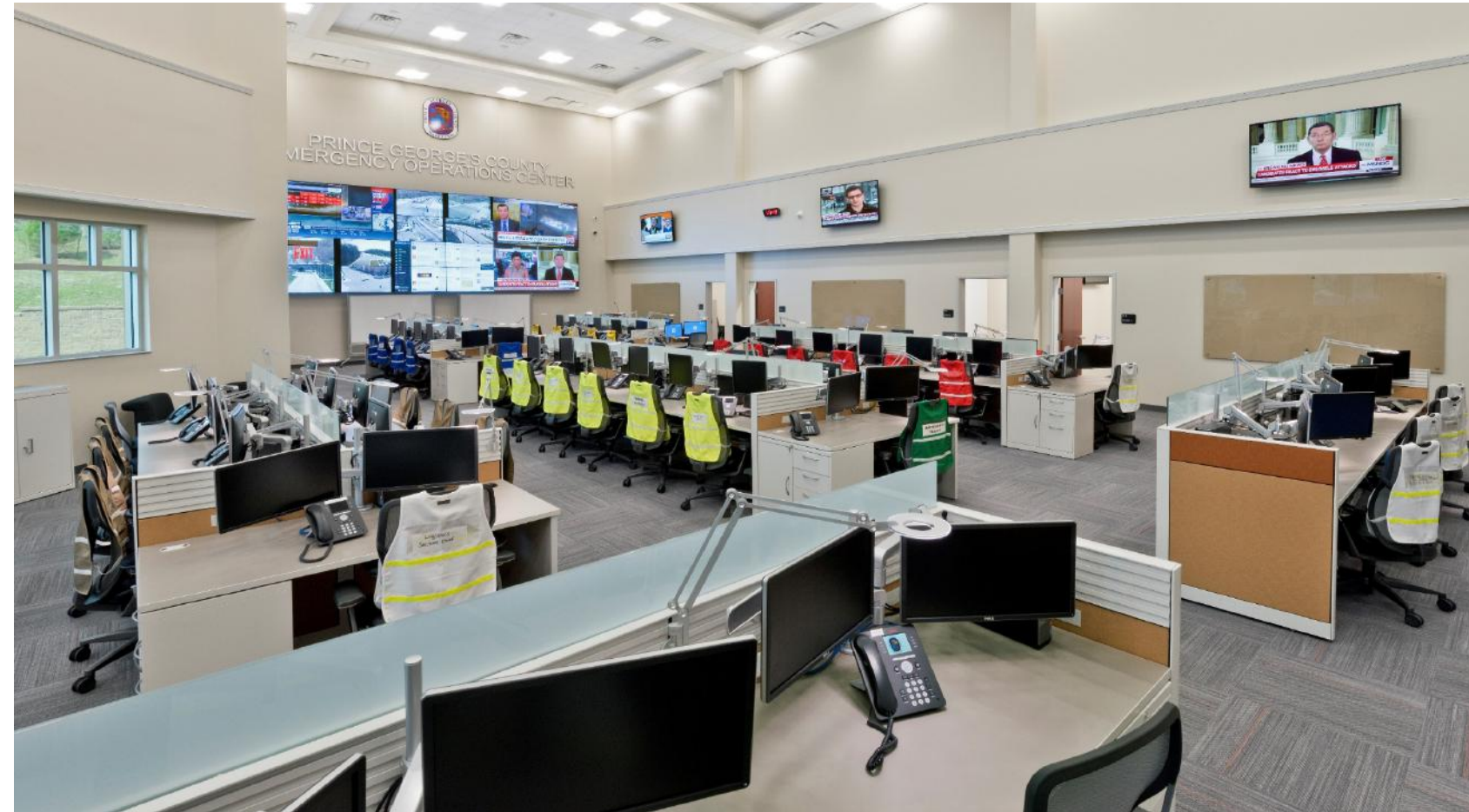
- Digital Signage with approved software
- Increased communication
- Campus wide integration including Waze
- Mass Notification
- Social Media

SERVICE & HARDWARE CONTRACTS

- AV Support Contracts
- AV Help Desk Contracts
- Enterprise Video Contracts
- AV Hardware Contracts very competitive pricing

# DIVERSIFIED GLOBAL SERVICES AV HELP DESK (24x7)

Diversified Global Services provide flexible service plans tailored to maximize your systems' uptime, reduce your operating costs and prolong your technology infrastructure investments. Support for your customer organization is orchestrated through our 24/7/365 Global Service Center.

Network Operations Center, Kenilworth, NJ

Network Operations Center, D.C. Metro Area
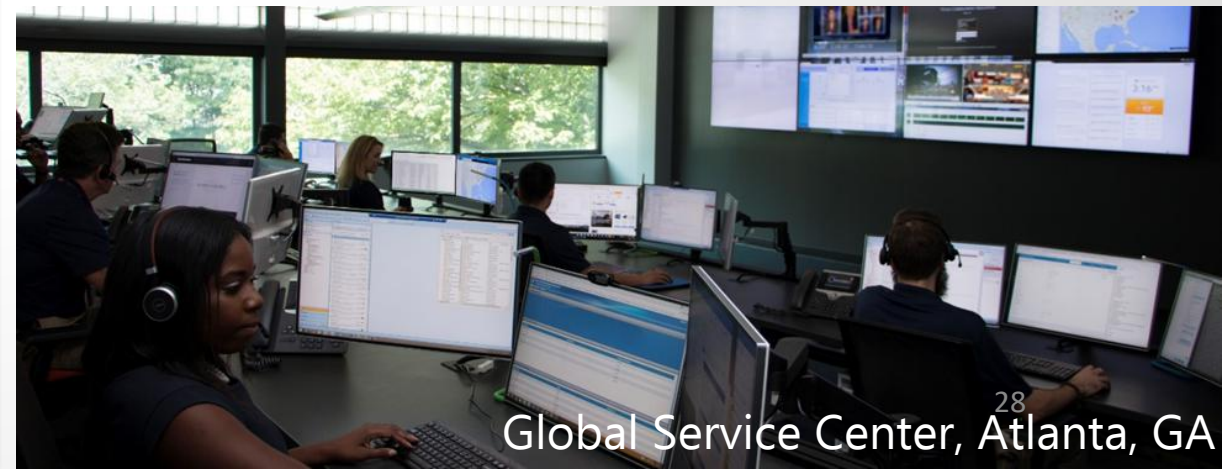
Global Service Center, Atlanta, GA

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ANC Direct Award Process

8(a) Direct Award

Company: **Eagle Harbor Solutions (EHS)**
8(a) and SDB wholly-owned subsidiary of Koniag Government Services

- DUNS: 080193557; Cage: 7N6E6

- **SBA Small Business Opportunity Specialist**

Mr. John Dicus
Phone: (509) 353-2513
Email: john.dicus@sba.gov

ANC SOLE SOURCE PROCESS

1. Develop SOW
2. Identify Budget
3. Submit Sole Source Solicitation to SBA
4. Receives SBA Response within 5 Days
5. Negotiate and Award Contract
6. Start Performance

3 to 4 Weeks

ANC SOLE SOURCE ADVANTAGES

- Allows for open discussions and direct negotiations at any phase of procurement following SBA approval.
- Protected from protests.
- Flexible and Agile.

Koniag Contract Vehicles

Contract Name	Applicability	Subsidiary	Contract Number	Category / SIN
GSA 8(a) STARS II	Federal Agencies / State and Local	KSI KSS	GS-06F-0792Z GS-00Q-17GWD2202	Constellation 1, FA1- FA4 Constellation 1, FA1- FA4
GSA Schedule 70	Federal Agencies / State and Local	KSI KTS KSS EHS ATS PCR	GS-35F-348DA GS-35F-0461Y GS-35F-271CA 47QTCA18D003L 47QTCA18D001F GS-35F-0630V	132-51, 132-100 132-51, 132-100, 70 500 8(a); 132-51, 70 500 132-51, 70 500 132-51, 132-56, 132-100, 70 500 132-32, 132-33, 132-34, 132-51
GSA PSS 00CORP	Federal Agencies / State and Local	KTS KSS	GS-10-F-132AA GS-00-F-440GA	874-7 00CORP 500, 874-1, 874-7
GSA 03FAC	Federal Agencies	PAC	47QSHA19D002	03FAC 500, 371 001, 371 002, 811 002, 811 003, 811 005
Strategic Partners Acquisition Readiness Contract (SPARC)	Centers for Medicare and Medicaid & US HHS	KSI	HHSM-500-2016-00026I	Small Business
Information Technology Support Services Contract (ITSSC)	Social Security Administration	KSI	Sub Contractor	N/A
Solutions for Administrative and Program Services (SOAPS)	Department of Justice/ Federal Bureau of Investigation	KTS	DJF-14-1200-S-006523	
Maryland Consulting and Technical Services (CATS+)	Maryland State Government	KSI	060B24900023	
Baltimore IT Support Services (ITSS)	City of Baltimore, MD	KSI	MDR1431025119	

Thank You

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703.488.9300

KGS Office Locations
Anchorage, Alaska
Kodiak, Alaska
Simi Valley, California
Colorado Springs, Colorado
Fort Collins, Colorado
Baltimore, Maryland
Framingham, Massachusetts
Grand Rapids, Michigan
Warren, Michigan
Fairfax, Virginia

COMMUNITY MISSION

SOLUTION ORIENTED

EXCEPTIONAL PEOPLE

Koniag Government Services (KGS) is an Alaska Native Owned corporation supporting the values and traditions of our native communities through an agile employee and corporate culture that delivers Enterprise Solutions, Professional Services and Operational Management to Federal Government Agencies.

Professional Services

Enterprise Solutions

Operations Management

www.koniag-gs.com