



A *New Kind* Of Partnership

8(a) | SDB

Capabilities Statement

CAPABILITIES & BACKGROUND

Constituent Services Worldwide (CSW), established in 2011 and headquartered in Washington, DC is a full-service 8(a) and SDB dynamic solutions partner serving both federal and local government agencies. As a multi-faceted Public Benefit Corporation, CSW is designed to be a catalyst for government initiatives, as well as a resource for private sector clients. Since its inception, CSW has developed into an award-winning firm that is recognized for implementing full life-cycle and vertically integrated solutions. Over the past decade, CSW has thrived into an organization with robust past performance supporting executive-level agency oversight services covering the following business areas, **Management Consulting:** *IT return on investment, Financial & Audit Services, Hospital Staffing Financial Management, and Cybersecurity.* **Social Services:** *Education (youth, adult, business professional, and distance), Green Infrastructure, and Workforce Development.*

PAST PERFORMANCE

CSW has federal prime contractor experience with the US Department of Education within the Office of Chief Information Officer, and as a sub contractor for the Federal Communication Commission. Our past performance entails providing financial re-engineering services, top-to-bottom program management, and acquisition and budget planning for IT-focused projects ranging \$50+ million aggregate. Some of our outstanding projects for which we have served as prime contractor are highlighted below:

- CSW has developed and maintained an Operational Analysis Plan that includes a measurement of the performance and cost of IT operational
- services and conduct ongoing operational analyses, in accordance with OMB guidance
- Reduced the Department's IT budget ~\$25m within the first year of the contract
- Manages the Monthly IT performance reports that cover all machines from desktop/laptops, printers, mobile devices, hosting initiatives, etc.
- Oversaw mobile transition from previous devices to new devices, while simultaneously recommended the Department to upgrade to devices that were covered at no additional costs
- We have proactively managed risks to include at a minimum identification, analysis, monitoring and control, response planning, tracking, reporting, and systematic reduction of risks that could impact the technical, cost and schedule objectives for each task area
- Develop and implement a portfolio governance plan and facilitate periodic health checks between decision-point reviews to assess on-going performance and progress toward the realization and sustainment of benefits

COMPANY INFORMATION

Contact for Business Opportunities

Dr. Robert Jordan, President & CEO
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Carl Davenport, Vice President
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Socio-Economic Business Classifications

- 8(a)
- Small Disadvantaged Business

DUNS: 079441264

UEI Number: Q67KBXJW2NB8

Corporate Office

201 Massachusetts Ave., NE
Washington, DC 20002

SBA Point of Contact

Marisa Fentzel, Business Opportunity
Specialist Pittsburgh District Office P:
412.615-4035
E: marisa.fentzel@sba.gov

Funds Managed

- Federal: \$50m+
- Local (DC): \$5m+
- Private: \$25m+



Working together
to *build* value.

"CSW has a team of highly effective professionals that expertly blend their financial project management, contract administration, and Acquisition Formulations, Analysis and Controls talents."

US Department of
Education, OCIO COR

Get in Touch

www.cswfederal.com
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Designations



U.S. Small Business
Administration
8(a) Certified



NAICS Codes

Primary NAICS

541611 *Administrative Management and General Management Consulting Service*

Secondary NAICS

541511 *Custom Computer Programming Services*

541512 *Computer Systems Design Services*

541513 *Computer Facilities Management Services*

541519 *Other Computer Related Services*

611430 *Professional and Management Development Training*

517810 *All other Telecommunications*

541612 *Human Resources Consulting Services*

541618 *Other Management Consulting Services*

PROUDLY SERVING...



Differentiators

Proven People: Our C-Suite staff is comprised of former executives and directors of Fortune 100 and 500 corporations, Big 4 consulting firms, doctorates from academia, and graduates of our training programs.

Proven Processes: We implement customized industry best practices, and results-based methodologies to deliver high-quality solutions.

Customer Focused: We understand the Government environment and the overarching goals of our government partners from elected officials and federal contracting experience. We provide customized solutions that exceed expectations by focusing on each agency's unique goals, mission, and objectives while providing the flexibility to address constraints.

Reliable Partnerships: Partnership with major cellular provider, as well as Carnegie Mellon University's Management of Information Systems and Public Policy Programs. Also, CSW has a virtual education partnership with Penn Foster.

Federal, Local DC, and Private Experience

Agency	Contracts	Description	Ordered Date	PO Amount	2022	2023	2024	2025
DoED	PIVOT-A	Portfolio of Integrated Value-Oriented Technologies - Administration Support Services		\$ 750,720	750,720.00	771,840.00	771,840.00	792,960.00
DDOT	DCKA-2019-C-0025 A01	District Department of Transportation seeks multiple contractors to	2/8/2021	\$ 98,550	\$ 98,550	\$ -	\$ -	\$ -
DHS	CW68847	TEP Education & Occupational Training Contract	1/19/2021	\$ 2,503,917	\$ 2,503,917	\$ 2,503,917	\$ -	\$ -
	CW58026	DHS_Constituent Services Worldwide_VJT_FY21_OY2	4/14/2021	\$ 44,481	\$ -	\$ -	\$ -	\$ -
DOES	C15641-V9	FY21 Work Keys Course (Washington Gas)	10/13/2020	\$ 62,400	\$ 62,400	\$ 62,400	\$ -	\$ -
	C15641-V9	FY 21 Workforce & Federal Programs Work Readiness Credentials HCA (Federal - Youth) - CSW	2/1/2021	\$ 56,084	\$ 56,084	\$ 56,084	\$ -	\$ -
	WIIT CW88650	Workforce & Federal Programs Career Pro HCA	7/29/2021	\$ 45,915	\$ 45,915	\$ 45,915	\$ 45,915	\$ 45,915
	C15641-V9	FY 21 Workforce & Federal Programs Work Readiness	7/29/2021	\$ 45,887	\$ 45,887	\$ 45,887	\$ 45,887	\$ 45,887
	C15641-V9	FY 21 Workforce & Federal Programs Work Readiness Credentials H	12/22/2020	\$ 42,827	\$ 42,827	\$ 42,827	\$ -	\$ -
	SYEP Bootcamp CW68706	SYEP Bootcamp: Camp to prepare participants for successful participation to increase their chance of securing unsubsidized employment	6/8/2021	\$ 41,790	\$ 41,790	\$ 41,790	\$ -	\$ -
	CW88650	CO RE-APPROVAL RC 07202021 FY 21 Workforce & Federal Program Word-IT Adult Training Contract	7/21/2021	\$ 23,700	\$ 23,700	\$ 23,700	\$ 23,700	\$ 23,700
	WIOA ITA HCA CW86922	WIOA ITA HCA: Federal Workforce Innovation and Opportunity Act (WIOA) to support a range of employment and job training activities for DC jobseekers and businesses	7/1/2021	\$ 4,740	\$ 4,740	\$ 4,740	\$ 4,740	\$ 4,740
	Youth Earn and Learn Program (YEALP) - DOES-YEALP-2021-02	Youth Earn and Learn Program (YEALP) - DOES-YEALP-2021-02	7/30/2021	\$ 110,000	\$ 110,000	\$ 110,000	\$ 110,000	\$ 110,000
UDC	P2100588	University of the District of Columbia National Green Infrastructure Certification Program	6/23/2021	\$ 74,809	\$ 74,809			
Private	Wisestaff	Hospital Staffing Financial Management	10/1/2021	\$ 20,000	\$ 20,000			
				Total	\$ 3,881,339	\$ 3,709,100	\$ 1,002,082	\$ 1,023,202