



# 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.* In addition to our contracts, CSW is a Field Print representative that is a conduit for the processing of personal information for fingerprint and related background check services. As a Fieldprint representative, we perform noncriminal justice administrative functions, including the data use and retention involving the handling of criminal history record information (CHRI), in accordance with the Federal Bureau of Investigation (FBI) requirements.

### 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  
P: 202-821-5858

E: [robert.jordan@cswfederal.com](mailto:robert.jordan@cswfederal.com)

Carl Davenport, Vice President  
P: 202-762-7506

E: [carl.davenport@cswfederal.com](mailto:carl.davenport@cswfederal.com)

#### Socio-Economic Business Classifications

- 8(a)
- Small Disadvantaged Business

**DUNS:** 079441264

**UEI Number:** Q67KBJW2NB8

#### 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](mailto: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  
csw@cswfederal.com

## Designations



## 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*

541620 *Environmental Consulting 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	PO Description of Work	Ordered Date	PO Amount	2021	2022	2023	*2024	*2025	
<b>Federal</b>										
OGG/HRSA	Stop COVID-19	Stop COVID-19 In Our Community (SCOC): Project funds to build five(5) scalable mechanisms to establish a sustainable infrastructure that provides health literacy and supports new health professional integration into the workforce.	3/3/2023	\$ 250,000			\$ 250,000	\$ 250,000	\$ 250,000	
FCC	Strategic Business Specialist	FCFIT PPP Professional Support--Strategic Business CIO Planning	2/24/2023	\$ 262,080			\$ 262,080	\$ 524,160	\$ 524,160	
DoED	91990022R0012	Portfolio of Integrated Value-Oriented Technologies-Administrative Support Services	1/10/2022	\$ 750,720	\$ 750,720	\$ 750,720	\$ 771,840	\$ 1,021,840	\$ 1,021,840	
<b>State and Local</b>										
DDOT	DCKA-2019-C-0025 A01	The Office of Contracting and Procurement, on behalf of the District Department of Transportation seeks multiple contractors to provide landscape services throughout the District in an effort to maintain the aesthetics and function of various landscaped facilities, including elements of green infrastructure, landscaped medians, and other functional landscapes.	2/8/2021	\$ 98,550	\$ 31,824	\$ 98,550	\$ -	\$ -	\$ -	
DHS	CW68847	TEP Education & Occupational Training Contract - Opt Yr 3- CSW - The primary goal of the EOT is to enhance Customer training, education and occupational skill levels so that they are prepared to find and retain Unsubsidized Employment.	1/19/2021	\$ 2,503,917	\$ 1,236,342	\$ 2,503,917	\$ 2,503,917	\$ -	\$ -	
	CW58026	DHS_Constituent Services Worldwide_VJT_FY21_OY2-Homeless Youth IT Training	4/14/2021	\$ 44,481	\$ 39,786	\$ -	\$ -	\$ -	\$ -	
				\$ 237,761			\$ 237,761	\$ 237,761	\$ 237,761	
	C15641-V9	FY21 Work Keys Course (Washington Gas)	10/13/2020	\$ 62,400	\$ 62,400	\$ 62,400	\$ 62,400	\$ -	\$ -	
	C15641-V9	FY 21 Workforce & Federal Programs Work Readiness Credentials HCA (Federal) - CSW	12/22/2020	\$ 42,827	\$ -	\$ 42,827	\$ 42,827	\$ -	\$ -	
	C15641-V9	FY 21 Workforce & Federal Programs Work Readiness Credentials HCA (Federal - Youth) - CSW	2/1/2021	\$ 56,084	\$ 56,084	\$ 56,084	\$ 56,084	\$ -	\$ -	
	SYEP Bootcamp CW68706	FY21-DOES-CFO-MBSYEP-Constituent Services (FSET)-PD-OY2 READY FOR CO APPROVAL-BMC-8JUN2021 - qualified service provider to provide Work Readiness and Professional Development for young adults.	6/8/2021	\$ 41,790	\$ -	\$ 41,790	\$ 41,790	\$ -	\$ -	
DOES	WIOA ITA HCA CW86922	FY21-HCA-Task Order for Brittney Hall #505410 -The District of Columbia receives annual funding under the 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	\$ 3,318	\$ 4,740	\$ 4,740	\$ 4,740	\$ 4,740	
	CW88650	READY FOR CO RE-APPROVAL RC 07202021 FY 21 Workforce & Federal Program Word-IT Adult Training Contract CSW - Local Funds	7/21/2021	\$ 23,700	\$ 23,700	\$ 23,700	\$ 23,700	\$ 23,700	\$ 23,700	
	C15641-V9	FY 21 Workforce & Federal Programs Work Readiness (CSW) - \$76,477.50 - Local READY FOR CO APPROVAL-BMC-8JUN2021	7/29/2021	\$ 45,887	\$ 25,493	\$ 45,887	\$ 45,887	\$ 45,887	\$ 45,887	
	WIIT CW88650	READY FOR CO APPROVAL RC 02162021 FY 21 Workforce & Federal Programs Career Pro HCA -CSW - Local - response the economic impact of COVID-19's impact on the local job market and economy.	7/29/2021	\$ 45,915	\$ 22,508	\$ 45,915	\$ 45,915	\$ 45,915	\$ 45,915	
	Youth Earn and Learn Program	Youth Earn and Learn Program - DOES seeks to close the gap of unemployment through the Youth Earn and Learn Program (YEALP) by encouraging and supporting out-of-school youth between the ages of 16 to 24 (OSY) to gain both the educational credentials and occupational skills.	7/30/2021	\$ 110,000	\$ 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	\$ -					
DOEE	Chesapeake Bay Trust - Community Stormwater Solutions	The Alliance for the Chesapeake Bay ("the Alliance" or "Sub-Recipient") has been tasked by the District of Columbia Department of Energy & Environment ("DOEE") to oversee and coordinate the installation of stormwater best management practices ("BMPs") which may include BayScaping and rain gardens as a part of their RiverSmart Homes.	4/21/2021	\$3,850/Property	\$ 57,750	\$ 69,300	\$ 77,000			
<b>Private</b>										
Private	WiseStaff	Hospital Staffing Financial Management	10/1/201	\$ 20,000	\$ 20,000	\$ 20,000				
					<b>Total</b>	<b>\$2,439,923</b>	<b>\$3,875,830</b>	<b>\$4,535,941</b>	<b>\$2,264,003</b>	<b>\$2,264,003</b>