



Capabilities Statement
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Prepared by
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Points of Contact

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Overview

Knot Technology Solutions (KTS) is a small woman-owned business that provides leading-edge technology solutions and first-class, consulting services to a diverse clientele in both the public and private sectors. KTS resells IT hardware and software products including computers, monitors, peripherals, components, infrastructure cabling and networking items. We also provide expert services involved in the full-spectrum management of these technologies to ensure their strategic implementation and their long-term success and scalability as enterprise solutions. To date, KTS has worked extensively with the federal and state governments, and DoD healthcare system to perform a broad array of functions that includes program and project management, new policy implementation, design and installation of audio/visual capabilities, and implementation of information storage solutions and network security tools.

Corporate History and Team Experience

KTS was founded by IT and sales professionals who believe that a smaller company can provide smart solutions, and do it with superior customer support and care. Since its inception in 2003, KTS founders have succeeded in creating a company that does just that. It has successfully served as a product reseller to US government agencies, state government and commercial enterprises, including the Department of Defense (DoD), the Department of Justice, and the DoD Health Affairs. KTS team members have played a critical role in the following projects and initiatives:

- ◆ Design and implementation of audio/visual upgrades for Shaw Air Force Base
- ◆ Utility helicopter satellite support and bandwidth services for Afghanistan, Iraq and Redstone Arsenal
- ◆ Creation of a HIPAA privacy program for the US Air Force
- ◆ Coordination of a digital dental upgrade for the US Air Force
- ◆ Implementation of IT infrastructure upgrades for the US Air Force, US Navy, US Army and other government agencies
- ◆ Direct management of backlog, shipping and delivery for a \$100M company
- ◆ Deployment of numerous network upgrades and installations
- ◆ Management of diverse staffing and services projects throughout the US
- ◆ Cost-effective procurement of reliable hardware and software products

IT Services and Solutions

Over the last several years, KTS has steadily grown its capabilities to include end-to-end IT management solutions and services that improve business functionality and ensure a safe and reliable IT infrastructure for its customers. In addition to resale and procurement of key products, we offer a broad range of support services that ensure products are implemented and used in the right capacity and to their full capability. KTS offerings focus on these critical IT and healthcare management areas:

- ◆ Program and project management: planning, scheduling, logistics management, project documentation and status reporting
- ◆ Engineering consulting
- ◆ Cutting-edge software solutions
- ◆ IT Infrastructure cabling
- ◆ Hardware and software installation and integration
- ◆ Network installations and upgrades
- ◆ Help desk services and technical support
- ◆ Network functions: survey, design, configuration and performance analysis
- ◆ Healthcare solutions consulting
- ◆ HIPAA services
- ◆ Digital dental and medical imaging
- ◆ Administrative management services
- ◆ Audio visual installation and support

Partnering and Key Manufacturers

KTS prides itself on maintaining strong key partner relationships with vendors who make a difference. Our partner programs highlight only quality offerings with vendors and manufacturers who have a proven track record in the industry. We use these partnerships to secure the best prices and ensure our customers their best value solution.

Purchasing Information

KTS products and services can be procured through small business acquisition methods including credit card, purchase orders, and small business set-aside. We have established strategic partnerships with 8(a) companies and agent agreements with industry partners to access GSA Schedules and the NIHESCSIII contract vehicles. KTS currently subcontracts on the NAVSEA Seaport-e Contract N00178-05-D-4325, and holds two contracts with the State of Maryland Department of Budget and Management: Commercial Off-the-Shelf Software (COTS) Master Contract (BPO #050B7800012) and the Hardware and Associated Equipment and Services Master Contract (BPO #050B7800023).

Customer Service

At KTS, we are committed to providing quality solutions at the best value, while offering unparalleled customer service. Our staff is qualified and responsive—carrying certifications and demonstrating functional expertise in critical IT and healthcare technologies. We also directly align our client executives, customer service, and program management teams with the client's organizational structure for superior communication and business process capability. These practices allow us to consistently exceed customer expectations and deliver cost-effective solutions on-time and within budget.

Select Customer Listing

Federal Government

- ◆ U.S. Joint Forces Command
- ◆ Department of Justice – FBI
- ◆ Health Affairs/Tricare Management Activity
- ◆ U.S. Army MEDCOM
- ◆ Redstone Arsenal
- ◆ Naval Medical Information Management Center
- ◆ U.S. Navy
- ◆ Department of Veteran Affairs
- ◆ U.S. Air Force Medical Systems Agency
- ◆ Space and Naval Warfare Systems Center
- ◆ Joint Worldwide Intelligence Communications Center

State and Local Government

- ◆ MD Dept of Business & Economic Development
- ◆ MD Dept of Environment
- ◆ MD Dept of Health & Mental Hygiene
- ◆ MD Dept of Labor, Licensing & Regulations
- ◆ MD Dept of Transportation
- ◆ MD State Police
- ◆ Florida, Miami-Dade County
- ◆ Pennsylvania
- ◆ Virginia

KTS At-a-Glance

NAICS Codes (For a complete listing, please visit www.knot-tech.com .)			
541511	Custom Computer Programming Services	541 611	Admin & General Mgmt Consulting Services
541512	Computer Systems Design & Integration Services	334111	Electronic Computer Manufacturing
541519	Other Computer Related Services	561110	Office Administrative Services
541330	Engineering Services	423430	Computer & Computer Peripheral Equipment & Software Merchant Wholesalers
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