

## SUMMARY

Systems Support Alternatives, Inc. (SSA) is a premier **Operations Management** company providing expertise and qualified resources in support of client's critical operations activities. SSA provides services in three business operations disciplines:

- Information Technology (IT) Operations
- Base Operations/Logistics Services
- Administrative Operations

SSA has a long and successful history providing services to federal, state, and private sector organizations and companies.

## BACKGROUND

Systems Support Alternatives, Inc. (SSA) is a successful, **minority-owned small business** headquartered in Alexandria, Virginia. SSA also operates regional offices located in Fort Walton Beach, FL, and Ormond Beach, FL.

SSA was founded as a sole proprietorship in 1981. SSA incorporated in the State of Maryland in 1989, and, the U.S. Small Business Administration certified SSA as a minority-owned/operated 8(a) company in the same year. SSA successfully graduated from the 8(a) program in 1998 and today remains a financially viable and growing firm.

- SSA is registered in the Central Contractor Registration (CCR) database
- DUNS number: **18-840-3125**
- CAGE code: **0J4U3**
- Maryland Department of Transportation (MDOT) Minority Business Enterprise (MBE) - certification number: **MBE 00-037**
- SSA holds a Top Secret facility clearance
- SSA has approximately eighty (80+) technical and administrative employees
- SSA is proud to be a full partner with the U.S. General Services Administration (GSA), and we are able to offer a full range of professional IT services and Logistics services under the following Multiple Award Schedules:
  - **Professional IT Services Contract GS-35F-5930H**
  - **Logistics Worldwide Contract GS-10F-0288T**

SSA qualifies as a small business under numerous NAICS codes:

- **514210** – Data Processing Services
- **541512** – Computer Systems Design Services
- **541513** – Computer Facilities Management Services
- **541519** – Other Computer Related Services
- **541611** – Administrative, Management, and General Management Consulting
- **541614** – Process, Physical Distribution, and Logistics Consulting Services
- **541618** – Other Management Consulting Services
- **561110** – Office Administrative Services
- **561210** – Facilities Support Services

- **562910** – Base Maintenance
- **493190** – Other Warehousing and Storage

## CUSTOMERS AND PAST PERFORMANCE

SSA's customer base is extensive and includes these satisfied customers:

### Department of Defense

- US Army Medical Information Systems Technology Center (USAMITC)
- US Army Garrison Directorate of Information Management (DOIM – Fort Detrick)
- US Army Medical Research and Materiel Command (USAMRMC)
- US Army National Guard Bureau (A-NGB)
- US Army Research Laboratory (ARL)
- US Army Fort Ritchie Garrison (BRAC impacted)
- US Army Medical Research Acquisition Activity (USAMRAA)
- US Army 1108<sup>th</sup> Signal Brigade
- US Army Communications and Electronics Command (CECOM)
- US Air Force Special Operations Command (AFSOC)
- US Naval Supply Systems Command (NAVSUP)
- US Navy Military Sealift Command (MSC)
- Raven Rock Mountain Complex (AJCC/RRMC)

### Federal Civilian Government

- Environmental Protection Agency
- Department of Agriculture
- Department of Energy
- Department of Health and Human Services
- Department of Transportation
- Department of Treasury

### State Government and Private Sector

- Maryland State Government
- District of Columbia Government
- Anne Arundel County Public Schools
- Howard County Police Department
- US Virgin Islands Government
- T<sup>3</sup> Corporation
- St. Paul Computer Center
- Delmarva Foundation
- Electronic Data Systems (EDS)

- Lockheed-Martin Environmental Services (LMES)
- Madison Research Corporation (MRC)

## CORPORATE VALUES & PRINCIPLES

SSA attributes its corporate success to five core values that comprise our Corporate Principles:

- **Customer Satisfaction**—Ensure that all SSA employees understand that we are here to provide quality service to our customers in a timely, reliable, and professional manner.
- **Technical Excellence**—Ensure that each SSA employee performs any given task with the highest quality of expertise possible.
- **Integrity**—Remember that performance, honesty, and reliability build a good reputation and the good reputation of SSA and our employees is the basis of client trust. “If you accept a job, understand all the requirements; then follow the job through to its successful completion.”
- **Teamwork**—Ensure that all SSA employees understand their individual roles and how they relate to the overall success of the project/company; then ensure that all perform reliably. Maintain a corporate environment that ensures that employees work cooperatively, and realize that when one of us succeeds, we all succeed.
- **Employee Well-being**—Strive continuously to provide for the needs and growth of our employees.

SSA executives and managers ensure that each new employee, consultant, and subcontractor become familiar with the SSA Corporate Values and Principles prior to working on an SSA contract.

## CONTACT

For further information about SSA, please visit our web site ([www.ssai.com](http://www.ssai.com)) or contact our senior marketing representative:

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