WE ARE SKYWARD

Our team delivers client-centric Information Technology solutions with a resolute emphasis on the quality of the product and process and the integrity of delivery.

Skyward IT Solutions, LLC
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DUNS: 060084260
UEI: JHH5NXX58DM4
CAGE: 745E7
Small Business: SBA 8(a) through 5/2027, MBE/SBE/DBE
GSA MAS: 47QTCA19D00AB
(w/ Professional Services & Health IT SINs)
STARS III: 47QTCB21D0160
FAA eFAST: 693KA9-22-A-00182
CPARS Rating (past 5 years): Exceptional

Skyward
IT SOLUTIONS

![SW Skyward IT SOLUTIONS]

Capability Statement

DIFFERENTIATIONS

Trusted and proven CMS partner for more than 5 years in digital services and modernization efforts.

Exceptional CPARS ratings from multiple programs successfully delivered to multiple Government Agencies.

Through collaboration on multiple programs, Skyward is well regarded by USDS, Government Agencies, and Industry Partners.

ISO 9001 CERTIFIED   **CMMI₃** level 3   **Digital Services Coalition**

GSA 8(a) STARS III   **SBA** U.S. Small Business Administration 8(a) Certified

GSA MAS

RECENT PROJECTS
PRIME CONTRACTS

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

CAPITAL ACCESS FINANCIAL SYSTEM (CAFS)
DevOps Modernization
NAICS 541512
2022–2024

CMS
MEDICARE PAYMENT SYSTEM MODERNIZATION (MPSM)
Flexible User Acceptance Testing Environment (FUATE)
NAICS 541512
2021–2022

CMS
MEDICARE INTEGRATED SYSTEMS TESTING (MIST)
NAICS 541511
2021–2024

SBA U.S. Small Business Administration 8(a) Certified
CAPITAL ACCESS FINANCIAL SYSTEM (CAFS)
Operations and Maintenance Support
NAICS 541512
2021–2022

CMS
COMPREHENSIVE ACQUISITION LIFECYCLE MODERNIZATION (CALM)
Help Desk Support
NAICS 561422
2020–2025

CMS
MEDICARE PAYMENT SYSTEM MODERNIZATION (MPSM)
Modular Integration Testing (MIT)
NAICS 541512
2019–2021

DEPARTMENT OF TRANSPORTATION
OFFICE OF FINANCIAL MANAGEMENT (OFM)
Financial Data Management and System Support
NAICS 541620
2018–2023

CORE COMPETENCY

Founded in 2013, Skyward is an 8(a) certified small business with a strong track record in successful delivery of multi-million-dollar IT modernization programs in a true partnership manner with its customers. As a Digital Services Coalition, CMMI ML3, and ISO 9001 certified organization, Skyward strives to go above and beyond the needs of its customers to ensure superb delivery across all programs.

- Agile Digital Services
- Cloud Migration, Optimization, and Monitoring
- DevSecOps
- Full-Stack Software Engineering
- Human-Centered Design
- User Research

- Customer Experience (CX)
- Big Data Analytics
- Machine Learning & Natural Language Processing (NLP)
- Civic Technology Innovation

PRIMARY NAICS CODE: 541511 **DUNS:** 060084260 **CAGE:** 745E7
WEBSITE: HTTPS://SKYWARDITSOLUTIONS.COM
POC: JEANETTE PAWLAK, VICE PRESIDENT OF BUSINESS DEVELOPMENT
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NAICS Codes

541511
Custom Computer
Programming Services
(Primary)

518210
Data Processing,
Hosting, and Related
Services

541330
Engineering Services

541512
Computer Systems
Design Services

541513
Computer Facilities
Management Services

541519
Other Computer
Related Services

541611
Administrative
Management and
General Management
Consulting Services

541690
Other Scientific and
Technical Consulting
Services

541990
All Other Professional,
Scientific, and
Technical Services

611420
Computer Training

SINS

54151HEAL
Health IT Services

54151S
IT Professional
Services

Recent Projects Summary

Capital Access Financial System (CAFS)
DevOps Modernization
- Develop a strategy and implement migration of critical components of CAFS to the cloud.
- Utilize industry best practices and the Amazon Web Services (AWS) Well-Architected Framework to assess, plan, design and eventually migrate the full CAFS workload into SBA's public cloud environment.
- Implement USDS Playbook methodology and 18F Playbook.
- Perform systems and process modernization initiatives that improve outcomes by leveraging technology to make government digital services work for people by improving their performance, reach, and customer experience.

Provide support services and modernization improvements for the IT systems operations that support the SBA's loan and bond programs.

Medicare Payment System Modernization (MPSM)
Flexible User Acceptance Testing Environment (FUATE)
- Implement scalable UAT environment on the CMS Amazon Web Services (AWS) cloud.
- Conduct primary and secondary HCD research with stakeholders to identify dependencies and connections.
- Automate environment setup with IaC to establish external system connections and data needs, including deidentification of PII/PHI.
- Create CI/CD pipeline to drive environment requests, requisition, license management, and deployment.
- Containerize and standardize to increase repeatability for implementation and scaling.

Create flexible, scalable UAT environment for Medicare Administrative Contractors (MACs) through a CI/CD pipeline and automated IaC to provision and set up UAT instances with all system connections and data needs.

Medicare Integrated Systems Testing (MIST)
- Perform the primary testing role across all Fee for Service systems.
- Provide software test engineering for legacy mainframe and modern cloud infrastructure.
- Embed test automation constructs at code development stage.
- Provide ongoing test functionality for functional, validation, regression, system, and performance testing.

Develop and implement fully integrated modular and end-to-end testing functionality for FFS systems with modern tools and methods while maximizing automation.

Capital Access Financial System (CAFS)
Operations and Maintenance Support
- Manage day-to-day operations activities and staff
- Enhance or create system support processes
- Create DevOps processes and automation
    - Provide training and cutover for database admins
    - Support future DevOps automation
    - Support and enhance the development and deployment processes

Provide management and oversight and operational support services for the IT systems operations that support the SBA's loan and bond programs.

Comprehensive Acquisition Lifecycle Modernization (CALM)
Help Desk Support
- Provided exceptional multi-contact channel end-user support.
- Developed comprehensive user manuals and support documentation.
- Provided ongoing support for all System Integration and UAT.
- Provided comprehensive service desk analytics and reporting.

Successfully built and implemented a modern end-user support and productivity enhancement operation providing the highest level of customer satisfaction and incident resolution.

Medicare Payment System Modernization (MPSM)
Modular Integration Testing (MIT)
- Modernized the legacy system infrastructure with AWS cloud integration.
- Applied the USDS playbook to an API-first development environment.
- Developed and maintained a log-driven development approach.
- Created intelligent automation for mainframe and modernized system validation.
- Provided transparency and reporting through a human-centered design approach to business intelligence dashboards.

Collaborated with CMS, the MPSM team, and USDS to update legacy systems, bringing agility, stability, and enhanced capabilities to a mission-critical layer of the Fee for Service (FFS) systems.

Office of Financial Management (OFM)
Financial Data Management and System Support
- Database Administration
- Analytics and Business Intelligence
- Data Analysis and Consolidation
- System Design and Development
- Report Development and Generation

Developed a comprehensive application for administration and management of funds, contracts, vendors, and invoices with enhanced analytics and business intelligence reporting capabilities.

SKYWARD IT SOLUTIONS
PRIME CONTRACT PERFORMANCE

CMS Comprehensive Acquisition Lifecycle Modernization (CALM) Help Desk Support

Contract #: 75FCMC20C0015, PoP: 4/1/2020–3/31/2025

Skyward built, implemented, and operates a new Service Desk supporting a modern cloud-based platform. The Skyward CALM Service Desk provides modern end-user support and productivity enhancement for CMS with the highest level of customer satisfaction and incident resolution.

> **EXCEEDING REQUIREMENTS: CALM Service Metrics**
>
> *The Service Desk's primary focus is providing highest level of customer satisfaction through fast, accurate, and courteous issue resolution, enabling users to return to a productive state with minimal downtime.*
> *...*
> *Over the period of evaluation, the CALM Service Desk has exceeded the established Service Level Objectives (SLOs) and Key Performance Indicators (KPIs).*
>
> **—Dawn Wilkins, Contracting Officer, from Skyward's CALM CPAR Review**

CMS Medicare Payment System Modernization (MPSM) Modular Integration Testing (MIT)

Contract #: 75FCMC19C0016, PoP: 3/18/2019–3/31/2021

Skyward led innovations in agile verification and validation (V&V), DevSecOps, continuous integration / continuous delivery (CI/CD), robotic process automation, and end-to-end testing between mainframe and cloud systems. Skyward collaborated with CMS and the United States Digital Service (USDS) to improve testing across the program through automation, making results transparent to the program.

> **OUTSTANDING RESULTS: Bringing Innovation to MPSM**
>
> *Skyward IT Solutions provided outstanding results in meeting contractual requirements and exceeded many goals in establishing and delivering the automation of the integration testing pipeline on the Medicare Payment System Modernization (MPSM) program. Skyward has been able to implement new processes and identify a wide range of process improvements to increase automation and drastically decrease the level of manual input and mean time to deployment of the MPSM systems. The current agile CI/CD driven framework is tuned to perform in an end-to-end capacity at virtually every level of the integration checkout procedure. Skyward's structure allows for the facilitation of continuous development feedback, all while lowering time to recovery, triage efforts, and rework done by the development team.*
>
> **—Licinda Peters, Contracting Officer, from Skyward's MPSM CPAR Review**

DOT Financial Data Management and Systems Support

Contract #: 693JK418C500024, PoP: 10/1/2018–9/30/2023

For the Department of Transportation (DOT) Office of Financial Management (OFM) Working Capital Fund (WCF), Skyward built and maintains a robust, mission-critical consolidated financial database and provides administrative, financial, programmatic, analytical, and systems design support, including application development, to support DOT in making informed decisions.

> **SUBJECT MATTER EXPERTISE: Supporting DOT Staff**
>
> *During this rating cycle there was a major transition in management and contractual staff provided subject expertise that enabled the new managers to learn critical financial and budgetary business processes. Contractual staff made themselves available to answer all questions and concerns as well have adapted their own processes to meet the demands and needs of the new managers.*
>
> **—Robin Gates, Contracting Officer, from Skyward's DOT CPAR Review**

SKYWARD'S MOST RECENT CPARS

Program	Quality	Schedule	Management
SBA CAFS O&M	Exceptional	Exceptional	Exceptional
CMS MPSM MIT	Exceptional	Very Good	Exceptional
CMS QPP	Exceptional	Exceptional	Exceptional
CMS CALM	Very Good	Very Good	Exceptional
DOT Support	Exceptional	Exceptional	Exceptional

SKYWARD'S RECENT AWARDS

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

SBA Capital Access Financial System (CAFS)
DevOps Modernization
Contract #: 47QTCB21D0160 73351022F0242, PoP: 9/30/2022–9/29/2024

Skyward provides support services and modernization improvements for the IT systems operations that support the SBA's loan and bond programs to include developing a strategy and implementing migration of critical components of CAFS to the cloud.

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

SBA Capital Access Financial System (CAFS)
Operations and Maintenance Support
Contract #: 47QTCA19D00AB 73351021F0214, PoP: 9/30/2021–9/29/2022

Skyward provides management and oversight and operational support services for the mission-critical IT systems operations that support the SBA's loan and bond programs.

CMS CENTERS FOR MEDICARE & MEDICAID SERVICES

CMS MPSM Flexible User Acceptance Testing Environment (FUATE)
Contract #: 75FCMC21C0036, PoP: 9/15/2021–9/14/2022

Skyward implements scalable User Acceptance Testing (UAT) environments for application development organizations (ADOs), creating robust CI/CD pipelines to drive environment requests, automate setup to provision new instances, manage external connections and data dependencies, and containerize to improve time to delivery, while significantly reducing capital expenditures.

CMS CENTERS FOR MEDICARE & MEDICAID SERVICES

CMS Medicare Integrated Systems Testing (MIST)
Contract #: GS-35F-161CA 75FCMC20F0057, PoP: 9/1/2021–12/31/2024

In the primary testing role across all Fee for Service (FFS) systems, Skyward develops and implements fully integrated modular and end-to-end testing functionality with modern tools and methods while maximizing automation

SKYWARD'S SUCCESS FACTORS AND CAPABILITIES

Member of the Digital Services Coalition

Exceptional Prime CPARS Across Multiple Programs

Successful USDS Digital Services Playbook Implementation

Agile Digital Services

Agile Process Implementation and Maturation

Cloud Migration, Optimization, and Monitoring

DevSecOps

Full-Stack Software Engineering

Agile V&V and CI/CD Pipelines

Static and Dynamic Security Testing

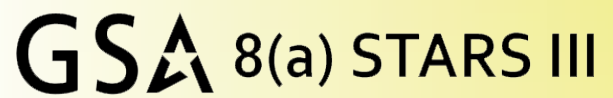508 Compliance Testing (CMS Certified Trusted Tester)

Human-Centered Design

User Research

Customer Experience (CX)

Big Data Analytics

Machine Learning & Natural Language Processing (NLP)

Civic Technology Innovation

ISO 9001 CERTIFIED

CMMi level 3

Digital Services Coalition

GSA 8(a) STARS III

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

GSA MAS ®

Skyward brings proven exceptional performance as a digital services organization delivering effective, scalable, and modern solutions for mission-critical programs.

SW Skyward IT SOLUTIONS