

## Company Details

CMMI Maturity Level 2

Small Business, and SDB

Minority Women Owned Business

MBE in VA and MD

GSA Schedule GS-35F-0569S

GSA 8(a) STARS II GS-06F-0755Z

NAVY Seaport-e

DOJ ITSS-4

DUNS 029879850



SHIVA INFORMATION  
TECHNOLOGY  
SERVICES

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# Capability Statement

## Company Description

Shiva Information Technology Services, Inc., incorporated in May 1998 is a CMMI maturity Level 2 minority woman-owned, small business SDB. We have GSA schedule (70), Contract number GS-35F-0569S and GSA 8(a) STARS II GS-06F-0755Z and Navy Seaport-e GWAC. Shiva's commitment to client satisfaction by utilizing our time-tested project management and quality control processes defines our brand and our most important business objective. Our long standing and enduring relationships with our clients bears testimony to this fact.

## Core Competencies

- Application Development for building, customizing, and integration solutions**  
Requirements gathering and analysis, quality assurance, testing, configuration management, application development and maintenance for web client server, and mainframe platforms, legacy systems migration and data conversion, database design and development, Web usability and design (sections 504 and 508), Application security
- Business Support**  
Requirements Management, Reporting tools development, Independent Verification and Validation, Development of Standard Operating Procedures, User Guides, Reference Guides
- CRM**  
Siebel CRM Application Suite, Organizational Expertise (change management and training), CRM implementation expertise (development and deployment frameworks, tools, and templates), CRM delivery expertise (solution centers), business expertise (business process design)
- Infrastructure Support and System Administration**  
Infrastructure design and implementation, Network engineering and administration, Network security and management, Desktop support and administration, Disaster Recovery Support, Help Desk and Email messaging support, LAN/WAN admin and configuration, Information security solutions, Database administration, Transition support, Custom system deployment services for Microsoft Windows and Solaris desktops and embedded systems, Administration support for Linux systems including web servers, firewalls, mail servers, and NFS servers, software and desktop upgrades

## Our Work

- HUD Inventory Management System (IMS), formerly known as PIC and MTCS
- HUD PIH Program Office Support Services
- HUD Upfront Income Verification (UIV) (now known as EIV)
- HUD Physical Assessment Subsystem (PASS) Business Support
- Next Generation Voucher Management System (NGVMS) BPR
- NARA - ARCIS and HMS
- USDA - Content Management
- EPA - ICIS

## Why Shiva?

- Proven Track Record for Delivering Innovative IT Solutions On-Time and within Budget on federal and commercial projects
- Extensive Experience with Financial, Insurance and Mortgage, Web-Based, Legacy, Applications, Databases, and Networks
- Recognized for Quality, Hard Work, Responsiveness, and Effectiveness
- Exceptional Past Performance and consistently Meet and Exceed Performance Expectations
- Apply Project Management Best Practices and CMMI Level 2 Compliant Processes
- Outstanding Performance ratings from Dun and Bradstreet