ReliaSource™

Data Center and Technology Deployment Services

ReliaSource has over ten years of experience planning and executing large scale Data Center and Technology Deployments and has installed, configured, deployed or relocated over one-million pieces of IT equipment both nationwide and OCONUS. The ReliaSource Data Center and Technology Deployment Nationwide Support Team includes an experienced Deployment Manager, regionally dedicated Task Leads and over 300 certified and cleared Technical Resources strategically located throughout the U.S. As an authorized service partner for major hardware vendors, including Dell and IBM, ReliaSource is a preferred deployment and relocation services provider with the precise resources to deliver the best value to our Federal customers.

HUBZone Certified Business Certification #52004

GSA 8(a) STARS II GWAC Contract Holder # GS06F1219Z

GSA 8(a) IT70 Schedule # GS35F320BA

Small Minority-Woman Owned Business

MD MDOT MBE

CAGE Code: 3A6P3

DUNS # 118231880

100% of direct labor employees hold relevant industry certifications / clearances

Excellent past performance ratings with Defense and Civilian Federal Agencies and Commercial Organizations

HUBZone
Historically Underutilized Business Zone
Certification Number: 52004

The ReliaSource Difference

With a mature business process workflow, customized tools, and highly experienced staff, the ReliaSource Technology Deployment Nationwide Support Team provides LOW RISK, COST EFFECTIVE, TIMELY, COMPREHENSIVE solutions for federal customers and government contractors.

LOW RISK

- Proven Nationwide Capability
- Trusted and cleared technicians
- In-house management tool for tracking and reporting
- Processes and equipment to handle or destroy failed disks with sensitive data
- Specialized insurance to cover every contingency
- 99.999% on time delivery record for hundreds of task orders

COST EFFECTIVE

- Pricing model reduces cost per unit as scale increases
- No mark ups for weekends or after hours jobs
- In-house warranty and repair services available for major vendor products
- Firm-fixed price options
- Travel costs minimal for nationwide jobs

TIMELY

- Rapid response for acquisitions and services
- STARS II Vehicle for sole-source under $4 million
- GSA Schedule IT70 vehicle for simplified acquisition
- 24/7 Telephone phone support for services
- Nationwide resources for quick response anywhere in the U.S.

COMPREHENSIVE

- Full services include planning, coordination, site surveys and customer reporting
- Optional on-site services include cable management
- Additional long-term services for extended warranty/maintenance and replacement of defective equipment
- Technology Engineering and Systems Security services available

ReliaSource has a proven track record of managing and completing complex technology deployments rapidly and cost-effectively while meeting federal agencies' specialized requirements.

PROGRAM MANAGEMENT:

Customer: Social Security Administration (SSA)
Programs: Nationwide Local Area Network (LAN) Maintenance & Relocation Services, and Extended Warranty Support Services

ReliaSource has provided 7 years of program management, engineering support, relocation, and installation of LANs for the SSA. This performance-based Prime contract provides services to maintain and relocate Government-owned LANs and IT equipment across the United States for SSA Regional Operations Centers, SSA Disability Determination Service Offices, and SSA locations. ReliaSource manages concurrent task orders (20 to 25 a month) and oversees the management of 2,300 LAN installations containing 49,000 components located in 10 SSA regions. This long-term engagement has reduced risk to the SSA LAN Maintenance and Relocation program through our continued investment in the tools, staff, and processes that align with SSA's enterprise management view, which aims to increase success rate and provide value engineering. Our outstanding performance has been recognized by SSA Program Managers and SSA technical points of contacts through commendations and letters of recognition to management and employees for their performance. For additional SSA contracts, ReliaSource manages the team providing help desk services and Level 1 and 2 support, maintenance and extended warranty service for IT equipment for two major data centers and key sites across the country.

MOVES, ADDS, and CHANGES (MACs):

Customers: SSA, USCG, Department of Treasury, Department of Education

ReliaSource has provided services to support MAC efforts for a variety of technology to include servers, storage devices, large scale tape drives, switches, Video Teleconference equipment, Digital recording equipment, desktops and laptops, Voice over IP, audiovisual, and telephones. The talent pool in the Technology Deployment Nationwide Support Team includes technicians and engineers to support a broad range of technology to meet your organization's demands.

DATA CENTER RELOCATIONS:

Customers: SSA, United States Coast Guard Department of the Interior

For the USCG, ReliaSource supported a complex time-sensitive facility relocation of IT assets at USCG Headquarters in Washington, DC. Over a 2 year period, ReliaSource provided cleared personnel to manage the logistics, scheduling and resource planning as well providing the relocation services for over 8000 IT components.

For SSA, ReliaSource was recognized for their support of the Birmingham Datacenter relocation. The datacenter had over 100 Servers and high-capacity storage devices that needed to be de-installed and re-installed. This was accomplished with a highly skilled team of LAN technicians/specialists in just one evening. ReliaSource received a letter of commendation from SSA for the stellar work conducted during this relocation.

TECHNOLOGY REFRESH:

Customers: SSA, Centers for Medicare and Medicaid Services (CMS), Internal Revenue Service (IRS)

For a variety of technology refresh efforts, ReliaSource has been selected to perform the rollout services for local and nationwide refresh efforts. Whether the refresh is a rapid deployment effort that requires minimal disruptions or a long term engagement impacting employees in locations across the country, ReliaSource has achieved and maintained an on-time delivery record of 99.999%.

IT DEPLOYMENT:

Customers: SSA, CMS, IRS

ReliaSource is the "Go-to" partner for IT deployments. We have provided cost effective services to support new deployments or installation projects for projects ranging from hundreds of pieces of IT equipment to thousands of pieces. ReliaSource has partnered with vendors and product integrators to remove the burden of planning, pricing and managing IT deployments which has allowed those product integrators and vendors to focus on meeting product specifications and exceeding customer requirements.

Vendor Partnerships

CISCO PARTNER — Registered Partner   CRESTRON   DELL   hp   HUGHES An EchoStar Company   jAVS Jefferson Audio Video Systems, Inc

Strategic Alliances

accenture   Booz | Allen | Hamilton   leidos   NORTHROP GRUMMAN   SAIC

GSA Contract Holder