CAPABILITY STATEMENT

KP SOFT, INC
Business IT Development and Modernization Specialists

CMMIDEV /3℠
Exp. 2023-04-08 / Appraisal #6662

ISO 9001 2015 **CERTIFIED**

SBA 8(a) Certified

KP SOFT is a software services firm specializing in data ops, IV&V and call center - helpdesk support services. Our core focus includes predictive analytics, machine learning, natural language application and data warehousing development. Our mission is to leverage the best technology to meet the clients' needs and requirements while adhering to the highest standards of ethics, professionalism. We are recognized by the Small Business Administration as an 8(a) Minority Owned, Woman Owned, and Economically Disadvantaged Small Business.

CORE COMPETENCIES

Data Operations Services
- Business assessment and data architecture needs
- Design of business and IT information alignment
- Planning and implementation

Database Development
- Big data solutions, data warehouse, data lake and analytics application development
- Advanced analytics, free form text search
- Data and statistical analysis for data decision making
- Predictive analytics development and support

Helpdesk and Call-Center Operations
- Tier 1, II and III support services
- Effective response, logging and resolution strategy
- Develop training manuals, user guides and COMs
- Monitoring system performance and reporting
- Reporting on SLAs of ticket resolution
- Effective feedback gathering mechanism
- Expertise with ServiceNow, Atlassian and Remedy

Project Management
- Agile Project Management
- Work Breakdown Structure Analysis
- Feasibility Analysis
- Project Planning, Budgeting and Resource Management

Operations and Maintenance
- Legacy Systems Maintenance
- Portals and Content Management Systems

Independent Verification and Validation
- Project and enterprise level IV&V services
- Support application and data dev life cycles
- Assessment of cost, schedule and performance
- Identification of risks and gaps

Infrastructure
- Cloud Platform Expertise
- Database Installation and Configuration
- DevOps Software Development and Support

DIFFERENTIATORS

- Metrics and KPI monitoring specialist
- Agile Method Experts with SAFe certifications
- Technical expertise with cloud and open source platforms and tools
- Expertise with Natural Language Processing systems

- Experienced in integrating and migrating wide range of modern and legacy systems
- Conduct Data and EA assessments with quick turnarounds before starting work
- Technology challenges are quickly met without disrupting budgets or timelines for research work

PRIMARY NAICS CODES

541519, 541511, 541512, 541513, 541611, 541330, 334111, 334112, 541990

PAST PERFORMANCES

Commercial: MiCore Solutions, National Student Clearinghouse, Skybitz, Maximus, Transaction Network Services and Glazer Nutrition Counseling Services
Government: Department of Commerce, Office of Personnel Management, Food and Drug Administration, General Services Administration

CONTACT INFORMATION

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