

MISSION-CRITICAL FEDERAL IT SERVICES

CORPORATE CAPABILITY STATEMENT

Practical Solutions, Inc. delivers secure, mission-critical IT operations, cybersecurity, AI/ML, cloud, and data services to federal agencies. For 28+ years, we have sustained 24x7 operations, secure cloud platforms, and data-driven mission systems under CMMI Level 3 / ISO-certified delivery disciplines positioning agencies to adopt AI responsibly, at scale, across DoD, civilian, and Independent Federal environments.

Cybersecurity & Compliance

Continuous monitoring, STIG/SRG enforcement, eMASS / ATO support, POA&M management, incident response, DoD 8140-certified staff.

Cloud & Hybrid Operations

Azure, AWS, and M365 operations; hybrid cloud management; tenant governance; network, server, and endpoint administration.

24/7 Managed IT Support

ITIL / ISO 20000 service management, always-on monitoring and help desk, SLA-driven delivery, on-site and hybrid staffing.

Microsoft Licensing Expert

Azure OpenAI and M365 Copilot deployment; Power Platform AI Builder; secure ML pipelines and MLOps; Responsible AI governance aligned to NIST AI RMF..

SERVICE AREAS — CAPABILITY MAPPING

#	SERVOCE AREA	PSI Capabilities & Relevant Experience
1	IT Operations & Infrastructure	24x7 monitoring, system administration (Windows, Linux, Unix, VMware), patching, performance tuning, backup & disaster recovery, configuration management, ITSM/ticketing, help desk and deskside support.
2	Cybersecurity & RMF	RMF / ATO, eMASS package development, POA&M tracking, continuous monitoring, vulnerability scanning, STIG/SRG enforcement, FISMA/FedRAMP alignment, incident response, DoD 8140-certified personnel.
3	Cloud Services & Modernization	Microsoft Azure, AWS, and M365 engineering; tenant governance; migration and modernization; hybrid identity with Entra ID; cloud cost optimization; SharePoint, Teams, Exchange Online, OneDrive, Purview.
4	Identity, Access & Endpoint	Active Directory, Entra ID, PKI, CAC/PIV, MFA, privileged access management, Intune and Defender endpoint protection, zero-trust access controls, enterprise application single sign-on.
5	Data Engineering & Analytics	Secure data pipelines, ETL/ELT, ingestion and validation, database administration (SQL Server, PostgreSQL, Oracle), data lake support, integrity monitoring, Power BI dashboards, test/evaluation data environments.
6	Applications & Program Delivery	Microsoft Power Platform, SharePoint portals, web applications, DevSecOps pipelines, release management; CMMI Level 3 / ISO 20000-aligned program delivery, PMP-led PM, transition planning, knowledge transfer.
7	AI, ML & Intelligent Systems	Azure OpenAI Service and Azure AI engineering; Microsoft 365 Copilot governance, licensing, and rollout; Power Platform AI Builder and agent automation; Retrieval-Augmented Generation (RAG) on SharePoint and agency content; MLOps on Azure Machine Learning and AWS SageMaker; Responsible AI governance aligned to the NIST AI Risk Management Framework; model security, evaluation, and monitoring

FEDERAL CLIENTS, WE'VE SERVED

NTIA

 Dept. of Commerce
 National Telecomm. & Info. Admin.

SBA

 Small Business
 Administration

U.S. Navy

 Dept. of the Navy
 Naval Info. Warfare Center

IRS

 Internal Revenue
 Service — Dept. of Treasury

U.S. Mint

 Dept. of Treasury
 United States Mint

VERIFIED PAST PERFORMANCE

Dept. of Commerce — NTIA ★ DOC AGENCY

\$7M • Contract 1331L520A13350021 • 07/2020–06/2025

Professional IT Engineering & Technical Services (M365, SharePoint Online, Teams, Exchange, Power Platform, Purview, OneDrive)

- 32% reduction in M365 collaboration issues within 6 months
- 40% reduction in Power Platform automation failures
- 23% improvement in Purview compliance configuration accuracy
- 100% on-time engineering documentation — all 5 years of PoP
- 40+ operational SOPs, runbooks, and tenant configuration documents delivered

U.S. Small Business Administration (SBA)

\$8.9M • Contract SBAHQ-17-D-0005 • 05/2017–05/2022

Strategic Planning & Engineering Services (M365 workflow stabilization, Power Platform, SharePoint Online, Exchange Online)

- 35–65% reduction in automation workflow failures
- 41% reduction in dependency-related failures across M365 workloads
- 48% improvement in high-priority issue resolution cycle time

Department of the Navy — NIWC Pacific

\$1.2B IDIQ • Contract N6600125D0048 • 06/2025–06/2030

DOW ESI Microsoft Enterprise Services II (SB) — 32,000+ users, 3,200+ workloads across SharePoint, Teams, Exchange, OneDrive, compliance)

- 99.98% operational availability sustained across the full engagement
- Zero configuration drift for 7 consecutive quarters
- 75+ technical SOPs, governance documents, and engineering process references

Merit Systems Protection Board (MSPB)

Active Engagement • Cloud, Identity & Endpoint Security

- Azure infrastructure and Entra ID-based identity & access management
- MFA, endpoint security (Intune / Defender), secure enterprise application support

CREDENTIALS, CERTIFICATIONS & VEHICLES

CMMI Level 3	ISO 27001	ISO 9001	ISO 20000	PMP PMI
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CONTRACT VEHICLES

- ▶ **GSA 8(a) STARS III** 47QTCB22D0290 • Exp 2029
- ▶ **GSA IT70 MAS** 47QTCA18D007V • Exp 2028
- ▶ **GSA Polaris GWAC** Active • Exp —
- ▶ **Navy DOW ESI MS II (SB)** - N6600125D0048 – Exp 2030
- ▶ **Navy Seaport NxG** N0017825F7701 • Exp 2029
- ▶ **Maryland CATS+** Reg. 53005784 • Exp 2028

CAGE Code	3ZAZ4
UEI	V8JNGNHRR985
DUNS	110321374
TIN	74-2836890
Primary NAICS	541512 — Computer Systems Design
NAICS (Secondary)	541513 · 541511 · 541519 · 518210 · 541611
SBA Certified Small Business	#305513
Founded	1997 — 28+ years

WHY CHOOSE PSI AS YOUR CATTTS SUB

- ✓ Verified DOC past performance — NTIA M365 governance, \$7M, 5-year PoP
- ✓ Microsoft Tier 1 CSP — highest certification level for Azure, M365 & AI engineering
- ✓ CMMI Level 3 + 5 ISO certifications — independently audited, audit-ready delivery
- ✓ Top Secret Facility Clearance — eligible for classified and sensitive DOC programs
- ✓ 5 contract vehicles — GSA MAS, 8(a) STARS III, Polaris, Seaport NxG, MD CATS+
- ✓ 99.9% uptime SLA guaranteed — 40-70% faster resolution via AI-driven triage
- ✓ 28+ years federal IT experience — led by Jay Hajeer, CEO/Founder

PSI AT A GLANCE

- ▶ 28+ years delivering federal IT cybersecurity, cloud, AI/ML, and data services
- ▶ Microsoft AI delivery Azure OpenAI, M365 Copilot, Power Platform AI, NIST AI RMF
- ▶ Top Secret FCL | CMMI Level 3 | ISO 9001 / 20000 / 27001
- ▶ 5 federal contract vehicles
+ active SeaPort NxG, STARS III, Polaris, MAS

CONTACT US TO DISCUSS TEAMING

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This capabilities statement is provided for CATTTS teaming and subcontracting discussions only. | SAM.gov Active | CAGE: 3ZAZ4 | UEI: V8JNGNHRR985 | DUNS: 110321374 | Top Secret Facility Clearance