

COMPUTERS UNIVERSAL INC
 8119 BARLOW RD
 WESTERVILLE, OH 43081

CONTRACT NUMBER N00178-09-D-5692

Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
Northeast	National Capital	Mid Atlantic	Gulf Coast	Midwest	Southwest	Northwest
	X			X	X	

ABOUT CUI:

- **CUI is a privately held, US Small Business Administration certified minority disadvantaged 8(a) and Veteran owned business. Established in 1998, CUI is an Information Technology (IT) and systems integration services firm with offices staffed with CompTia, Microsoft, and CISCO Certified professionals in the United States and Overseas. CUI specializes in Technical Customer Support, Network System Administration, Network Design and Installation, C4I System Management, Video Teleconferencing Design, Installation and management, Web Development, Personnel Computer Deployments, Information Assurance, Help Desk Management, and Custom Programming. All of the, technical experts employed by CUI are well educated and experienced with the US Army and DOD and their particular needs. CUI’s know-how, know-what and know-where encompass support and System Administration for C4I Systems, Desktop Systems, SIPRNET, NIPRNET, Video Teleconference Systems, Information Assurance, and project management.**
- **Computers Universal Inc has supported projects as a prime contractor under GSA Schedule Task Orders, GSA 8(a) STARS Task Orders, and contracts with the US Air Force, US Navy, and the Veterans Administration since 1999. We have also performed support as a subcontractor under USAF NETCENTS task orders and US Army ITES-2S contract task orders. Computers Universal Inc has performed as a prime and subcontractor in the continental United States, Hawaii, Alaska, and Guam; and in Kuwait, Korea, Japan and Thailand.**

CONTACTS:(ORDERING AND CUSTOMER SATISFACTION)

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TEAM:

BEYOND COMMUNICATION CORP

NETWORK DESIGN AND INTERGRATION

LUMIN SYSTEMS INC

VIDEO SYSTEMS

UPACOM INC

E-LEARNING SYSTEMS

KWM INC

MPOWERD

CONTRACT SERVICE OFFERINGS:

- Research and Development
- System and Process Engineering.
- Modeling, Simulation, Stimulation, and Analysis
- Prototyping, Pre-Production, Model-Making and Fabrication
- Systems Design Documentation and Technical Data
- Software Engineering and Development
- Reliability, Maintainability, and Availability
- Human Factors, Performance, and Usability Engineering
- System Safety Engineering
- Configuration Management Quality Assurance
- Information System Development, Information Assurance and Information Technology
- Ship Inactivation and Disposal
- Interoperability Test and Evaluation Trials
- Measurement Facilities, Range and Instrumentation
- Acquisition and Logistics
- Supply and Provisioning
- Training
- In-Service Engineering, Fleet Introduction, Installation and Checkout
- Program Support
- Administrative
- Public Affairs and Media

Ordering Procedures:

(reference www.seaport.navy.mil/main/buy/procedure.html for step-by-step procedures)

(a) Ordering: All warranted contracting officers of NAVSEA, NAVAIR, SPAWAR, NAVSUP, Military Sealift Command, Strategic Systems Programs, Naval Facilities Engineering Command and the U.S. Marine Corps are authorized ordering officers. Supplies or services to be furnished under this contract shall be furnished at such times as ordered by the issuance of orders by the Task Order Contracting Officer. All orders are subject to the terms and conditions of this contract. This contract shall control in the event of conflict with any order.

(b) Ordering Procedures: Orders issued shall include, but not be limited to, the following information (when applicable): Date of order, contract and order number; type of order; appropriation and accounting data; description of the services to be performed; description of end item(s) to be delivered; DD Form 254 (Contract Security Classification Specification); and DD Form 1423 (Contract Data Requirements List). If data to be delivered under the order is not listed on the DD Form 1423 included in this contract, include the individual responsible for inspection/acceptance; period of performance/delivery date, estimated number of labor hours for each applicable labor category; the estimated cost plus fixed fee (CPFF) or ceiling price for the order; and a list of government-furnished equipment, material and information.

(c) Modifications of Orders: Orders may be modified only by the cognizant Task Order Contracting Officer, and may be modified orally by the Contracting Officer in emergencies. Oral modifications shall be confirmed by issuance of a written modification within two working days from the time of the oral communication modifying the order.

(d) The CPFF, or ceiling price, for each order may not be changed except when authorized by a modification to the task order.

(e) Unilateral Orders: Task orders under this contract will ordinarily be issued after both parties agree on all terms. If the parties fail to agree, the Task Order Contracting Officer may require the contractor to perform, and any disagreement shall be deemed a dispute within the meaning of the "Disputes" clause.

**TASK ORDERS RECEIVED:
IN PROCESS**

QUALITY ASSURANCE PROGRAM:

CUI has trained our project managers and team members in the ITIL methods for enhance our ability to provide Continual Service Improvement (CSI) to our Navy, Marine Corps and DTRA customers. We ensure our staff obtains certifications as required in the DOD 8570.1 to insure our team understands Information Assurance and Security methods. We continually update our employee's skills as new technologies are developed and implemented in the industry and across DOD. Our managers develop Quality Assurance Plans and Matrix's to track our progress in meeting our customers and task goals.

Ability to monitor and maximize quality Throughout the life of each project, The CUI Team will perform Quality Reviews utilizing Quality Assurance Surveillance Plans. Each review will be defined by staff engineers and a manager or managers not directly involved with the project. Reviews will be conducted on a recurring basis as established by Program Management. These reviews will be established to conduct assessments, as needed, to ensure that project work and/or products are consistent with established criteria, guidance, procedures and CUI Team policy.

Approach to guarantee responsiveness to and cooperation with customers.

Our project and contract managers will meet with our customers to understand their requirements when starting a task and frequently during the execution of the task to insure we are continuing to be responsive to customer requirements and are making changes as need to continue to meet the requirements. Our managers will replace personnel if required when a problem arises with a team member not meeting the requirements or being cooperative with the customer.

Approach to problem resolution We will use a risk management strategy for problem resolution. Effective risk management involves the identification and assessment of the risks, analysis to determine how risks will affect operations, and the development of strategies to reduce impact. CUI will use thorough initial assessments; identify the dependencies of operations on processes and technologies and identify inherent risks associated with the robust tasks identified in SOW requirements and develop a risk mitigation strategy to assist in protecting our government customer's interests and supporting the task and contract requirements.

Flow Down of incentives to your team member partners CUI will brief any subcontractors that we propose to use on future tasks concerning our quality approach to supporting the customer. We will perform quality checks on the team members proposed employees to insure they meet and exceed all task experience requirements. We will flow down any incentives provided on contracts to our subcontractors to provide incentives to meet and exceed the task requirements.

TEAM CAPABILITIES:

Because of the depth of our experience and history of providing similar support, we believe we are uniquely qualified to satisfy the requirements of the Seaport-E contract. CUI is an Information Technology (IT) and systems integration services firm with offices staffed with Microsoft and CISCO Certified professionals in Ohio, Korea, Japan, California, Virginia, and Hawaii. CUI specializes in Network System Administration, Network Design and Installation, C4I System Management, Video Teleconferencing Design and Installation, Web Development, Personnel Computer Deployments, Information Assurance, Help Desk Management, and Custom Programming. Our clients give us high performance ratings. In fact, CUI's client support is of such high quality that our previous US Army and US Air Force clients have been able to achieve outstanding ratings on Inspector General Inspections. By completing contracted projects in record time, our support has also enabled the customers of our government clients to save money. CUI currently manages and supports CONUS and OCONUS operations. CUI's expertise and history of over 9 years, and CUI's history of successfully managing tasks permits CUI to be highly qualified to support this contract.

We have technical personnel available to provide support in all zones proposed.

We have been providing support to DOD the United States and in Foreign Countries since 1999.

We have provided support as a prime and as a subcontractor to NCI, Lockheed, SAIC, and Dell.

The following past performance data provides information on some of the tasks that we have supported in that included similar types of support requirements as those required in this contract

1. WEB Based Training Development for the Veterans Administration in Hawaii. CUI developed a Web Based Continuing Education System for Doctors and Nurses and several application for monitoring the health and gathering statistics on the diet and health of Veterans Administration Hospital Hawaii patients.
2. WEB Based JAVA development for the Naval Medical Command at Naval Medical Command San Diego. We developed applications to serve as front end programs for the Department of Defense TRICARE system for the United States Navy.
3. VTC move and installation for the 2/52nd Aviation Brigade at Camp Humphreys. CUI de-installed and reinstalled their Tandberg VTC from the old Headquarters at Camp Humphreys to the new Headquarters. We also engineered a solution to install a new projector and multimedia system in their new conference room.
4. Multimedia and VTC integration in new 51st Fighter Wing Headquarters at Osan Air Base. CUI engineered solutions for three conference rooms in the 51st FW Headquarters and installed, tested and trained the command on the new hardware.
5. SIPRNET/NIPRNET, CENTRIXS-K, PHONE Cable Plant for 35th ADA at Osan Air Base. CUI engineered solutions to install new fiber, copper cable plants from the base communication patch to the 35th ADA Brigade Operation Center at Osan Air Base.

6. J-2 SIPRNET LAN. CUI de-installed all old cable plant and engineered and installed a new solution for the J-2.
7. Counter Drug Intelligence Fusion Center Engineering and Program Management, and training for the DEA, JIATF-W, US Embassy Thailand, and Thailand Border Patrol Police. CUI provided program management for the engineering and installation of all phases from logistical to information technology to turn an old building in Thailand into a new Intelligence Fusion Center for counter drug operations. We translated Concept of Operations in the Thai language and provided program management and training to Thai border patrol police.
8. CUI has installed encryption devices and performed network engineering for the 35th ADA SIPRNET, and CENTRIXS-K networks. We also performed network engineering and project management for the installation of secure networks at the 23rd Area Support Group, 194th Maintenance Battalion, 498th Corps Support Battalion, and United Nations Command in Korea. We are experienced in the coordination requirements are very familiar with the individuals and the process required to engineer and install secure networks in Korea.
9. CUI has provided exercise support for the 23rd ASG, 194th Maintenance Battalion 498th Corps Support Battalion, 35th ADA Brigade, and PACAF. We have deployed to the field to provide this support and also provided exercise support for Brigade and Battalion Operations Centers for UFL, RSOI, Foal Eagle and other joint and combined exercises in Korea.
10. CUI has provided surge support the PACAF exercises branch at the Osan Air Base Korean Air Simulation Center and Korean Battle Simulation Center. We also performed quick surge ramp ups for the PACAF Dell Installations where we hired and deployed a team of 35 technicians to perform the deployment and program management support for the deployment of 9000 Dell PC's in Korea, Japan, Hawaii, Guam, and Alaska. We have also performed surge support in Thailand for counter drug Intelligence fusion center operations and drug interdiction support missions.
11. CUI has continuously provided training for government staff on new software and hardware systems pre-deployment, and post-deployment and during life cycle management of the systems to ensure new staff arriving and existing staff are able to make use of the fullest capability of the Network Enterprise.
12. CUI has performed quality assurance of our contracts to ensure our staff is meeting the technical requirements on continuous basis. Tod Robbins our lead technician that is working for the AFSB currently has attended Six Sigma Training and has begun using the knowledge learned and will continue to use the knowledge to train other CUI staff and to support the customer in the smartest and most cost effective manner.
13. CUI has and is providing programmatic support for a NETOPS Center that supports the United States Forces Korea Combined and Joint Network Operation Center.