

CAPABILITY STATEMENT

Who are we?

LTC Leading Through Change, Inc. delivers a broad portfolio of professional service solutions to a diverse base of federal, state and local government agencies and commercial enterprises on a national and local platform.

LTC was founded by Rozita Washington-Davis. Her affinity for business, community and philanthropy has been the catalyst for her success. She obtained a BA and MA in Engineering and Training and Development. Currently she is serving other business owners through her chairmanship with the National Association of Women Business Owners as Member Services Co-Chair; Women President Education Organization for DC as Certification Committee member, and Ambassadors For Economic Independence as Education Chair. She recently completed a Master's Certificate in Government Contracting from George Washington University and Project Management Professional Certification from Project Management Institute.

What do we do?

In this digital age, agencies seek an approach to minimize downtime and maximize their systems by depending on contractors with a track record for measurable outcomes and best value in services. LTC has demonstrated this through professional service solutions and implementations in the following areas:

» ***Database Management***

We provide the installation, setup, and administration of database systems on a variety of hardware platforms, and in various operating systems.

» ***Hardware and Software Installation and Configuration***

We install, upgrade, and maintain hardware and software applications including the setup of any associated web server applications. Installation includes engineering changes, feature, function, micro-code, firmware, performance enhancements and hardware internal OEM operating system software and software technical support.

‣ **Hardware and Network Maintenance**

We provide services for the analysis, installation and maintenance of Local Area Networks (LANs) including wiring, server sizing and configuration and workstation setup. We also provide network management and monitoring for LANs and network devices, and services for network security.

‣ **Help Desk Support and Management**

We man and manage 24x7 dispatch centers to receive technical calls and requests for technical assistance to provide coverage of hardware maintenance and repair and technical support for multi-types of equipment. This includes on site, telephonic and remote access support. We are ready and able to combine people, processes, and infrastructure to deliver cost-effective maintenance solutions to your specific requirements and strategic maintenance needs, including adherence to response times and exceeding your expectations of our personnel's technological skill set.

‣ **Hardware and Software Sales**

We are an OEM Authorized Reseller/Service Provider for multi-types of equipment. Our partner relationships enable us to provide the most cost-effective solutions to the end-user

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‣ **Technical Staffing**

We maintain access to qualified, reliable personnel with the expertise and experience to develop and deliver the best staffing solutions and enhanced productivity. Our personnel retain the technological skill set that allows them to support multi-types of equipment. This includes the technical knowledge to provide solutions.

‣ **Web Development**

We provide web-based application development utilizing Microsoft development tools and technologies including, but not limited to, .NET Framework, SQL Server, Java, Visual Basics, ASP.NET, HTML, Oracle and Microsoft Internet Information Server.

‣ **Professional and Organizational Training and Development**

‣ **Logistics Support**

‣ **Project Management**

How long have we been doing it?

Since 1997, LTC has established an excellent reputation for delivering quality solutions, qualified resources, and efficient systems; all within budget. Our teams of experts are dedicated to serving you, checking for satisfaction throughout the process, and developing quality solutions.

How have we procured the work?

LTC has managed to maintain a mainstream of contracting vehicles in procuring business over the last 17 years:

- ▶ WBENC (woman-owned certified)
- ▶ MBE
- ▶ SDB
- ▶ 8M (federal woman-owned certified)
- ▶ SBA 8(a) Program Graduate

Who have we been doing it for?

- ▶ HHS, Centers for Medicare & Medicaid Services
- ▶ USDA, National Information Technology Centers
- ▶ DOD, Office of Inspector General
- ▶ Defense Information Systems Agency (DISA/DECC)
- ▶ ARDX (A.Reddix & Associates)
- ▶ Kaiser Permanente (9 states)
- ▶ District of Columbia Public Schools
- ▶ Bowie State University/Department of Labor
- ▶ District of Columbia Office of Tax and Revenue
- ▶ Teleco Communications
- ▶ YMCA
- ▶ Holiday Inn
- ▶ Prince George's Department of Family Services
- ▶ Home Properties, Inc.
- ▶ Andersen Consulting
- ▶ Green Horne & O'Mara
- ▶ Prince Georges County Public Schools
- ▶ Encore Marketing
- ▶ MCI

What do they say about us?

"LTC's performance has a direct impact on productivity, security, and capacity of information for government, civilian, and military operations worldwide."

DISA

"LTC's successful implementation of the Medicare Part C and Part D training programs assisted with the effective administration of the Medicare benefit to over 44 billion Americans."

CMS PO

"LTC's successful installation and configuration enabled the OIG to efficiently manage its large network with quick response and minimal downtime. This ultimately allowed the end-users little disruption at their workstations."

DOD OIG

"LTC's implementation of a Human Resources Management System, assisted Kaiser with simplifying its human resource processes, increased payroll accuracy, and better managed the labor resources through automated time and attendance."

Kaiser Permanente

How do we maintain our client base?

Understanding your needs and offering the best value solution with outstanding service.