

Tenacity Solutions

tenacity-solutions.com

Tenacity Solutions, LLC is a Certified Service-Disabled Veteran-Owned Small Business (SDVOSB) and SBA-certified 8(a) firm delivering high-impact solutions to federal and state government clients. We operate in complex, mission-critical environments and provide reliable, data-informed execution that keeps operations running and improving. From secure IT environments and network operations to data-driven decision support and critical operational services, Tenacity brings the *discipline*, *speed*, and *precision* required to perform in high-pressure settings. Whether enabling mission continuity, improving system performance, or streamlining workforce operations, our focus is always on outcomes that matter, executed with accountability, adaptability, and purpose.

CAPABILITIES



HEALTHCARE

Actuarial Services
Analytical Research
Clinical Quality Improvement
Clinical Staffing/Performance
Data Management & Analytics

EHR Implementation, Migration & Interoperability
Healthcare Operations & Practice Management
Health Policy
Life Sciences

Medical Simulation
Patient Safety
Revenue Cycle Management
Telehealth



TECHNOLOGY

Artificial Intelligence
Cloud Data Management
Cloud IT Services & Migration
Cybersecurity Support Services
Data Center

DevSecOps
IT Modernization & Management
IV&V Testing
Managed Services
Network Operations

Software Development & Application Integration
Systems Engineering



BUSINESS OPTIMIZATION

Agile Implementation
Executive Engagement and Coaching
Facilities Management
Human Centered & UX Design

Management and Program Analysis
Organization Change & Design
Program Management
Regulatory Compliance

Strategic Planning
Training and Development



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NAICS CODES Primary Secondary
541512 541511, 541513, 541519, 541611,
541690, 541990, 561210, 611430,
621112, 561110

CAGE Code **UEI**
8PQN2 CUSNXEHRM1E5

PAST PERFORMANCE & CLIENT SUPPORTED



DEPARTMENT OF DEFENSE (DOD)



United States Special Operations Command (USSOCOM)

Deliver end-to-end LAN and network operations support (system administration, VTC operations, user lifecycle management, and RMF-aligned cybersecurity). Maintain secure, high-performance environments across classified networks to ensure mission readiness and continuity.

Defense Health Agency (DHA)

MHS Enterprise IT Services Integrator (EITSI)/ Medical Community of Interest (MedCOI):

Deliver integrated site/facility management, knowledge management, secure administrative support, equipment management, and full-lifecycle IT asset management across high-security federal healthcare environments. Operate across 97+ DOD research sites with 24/7 services, managing 60,000+ assets across classified and unclassified networks while ensuring compliance with FISMA, NISPOM, and RMF requirements. Drive enterprise IT transformation, governance, and service integration across 400+ sites.

Fort Belvoir Community Hospital (FBCH) Medical Communications Infrastructure Technical Support Services (MCITS) and Cybersecurity Support Services:

Provide clinical information systems training (outpatient and inpatient), help desk support (Tiers 1, 2 & 3), systems administration, cybersecurity analysis and remediation, and network engineering.

US Family Health Plan (USFHP) Support Services:

Administer IT, data warehousing, and data processing support to the MHS to enable USFHP Designated Providers (DP) nationwide access to real-time data. Improve quality, streamline processes, and reduce cost for better patient care. Advance the Eligibility, Enrollment, and Encounters (EEE) Pilot to include implementation of system interfaces, operationalize technical requirements in the TRICARE Manuals, and provide health plan support and patient engagement for the Competitive Plans Demonstration project.



DEPARTMENT OF HOMELAND SECURITY (DHS)

United States Coast Guard (USCG) Telehealth:

Provide a cloud hosted, COTS software service solution, and live teleconferencing between USCG, providers, and patients.



DEPARTMENT OF STATE (DOS) (DHS)

Protected Health Information Management System (PHIMS):

Deploy and implement an enterprise EHR at over 200 MED units worldwide. Provide enterprise application integration, data management and governance, project management, application training, IT security and compliance, infrastructure support, cloud hosting and integration, database administration, and software/web development services. Receive and digitize paper medical records.



DEPARTMENT OF VETERANS AFFAIRS (VA)

Veterans Health Administration (VHA)

Kansas City VAMC Call Center: Operate a dedicated patient call center, providing seamless support for scheduling, medical inquiries, emergencies (Code Blue), and appointment management. Monitor hospital-wide air quality systems. Provide timely, compassionate support to Veterans and their families, enabled by seamless integration with VA's EHR systems.

Talent Management System (TMS) 2.0:

Deliver enterprise-wide enhanced talent management and compliance through change management, requirements management, solution configuration, solution testing, coaching, and learning management for all VA employees.

Document Control and Data Management:

Office of Integrated Veteran Care: Manage document control, data entry, quality assurance, and compliance for healthcare, benefits, and program administration records, ensuring efficient processing, regulatory compliance, and improved service delivery for Veterans and their families.



STATE OF MARYLAND (MD)

Health Services Cost Review Commission:

Lead data analytics, actuarial services, and SAS programming for numerous healthcare studies including emergency department wait times, diabetes prevalence, high blood pressure, and patient reported outcomes. Perform analyses and detail recommendations in the development of eCQMs/dCQMs, and health policy.

Maryland Health Care Commission:

Develop studies, surveys, and assessments for the Small Bed Assisted Living Facilities and Palliative Care programs. Enhance stakeholder outreach and engagement. Perform data cleansing, data standardization, and analysis. Develop reports and actionable recommendations for implementation by the State.



CONSUMER PRODUCT SAFETY COMMISSION (CPSC)

Provide integrated facility and logistics support to sustain daily operations across multiple locations. Maintain secure handling of materials and product samples while ensuring efficiency, compliance, and uninterrupted mission execution.



DEPARTMENT OF HEALTH AND HUMAN SERVICES (HHS)

Substance Abuse and Mental Health Services Administration (SAMHSA)

Domain 3 Health Policy: Provide policy, clinical, health quality, data science, stakeholder convening, and organization change expertise to develop, assess, and refine policies and interventions to improve behavioral healthcare and outcomes, including substance use disorders.



Centers for Disease Control and Prevention (CDC)

Crisis Management, Organizational Design:

Deliver data-driven insights through mixed methods analysis, training, leadership development, and facilitation to enhance workforce performance, improve decision-making, and amplify public health preparedness and timely, effective response.



HHS

Grants.gov IT Services:

Provide full lifecycle IT services for the Grants.gov system which includes modernization, operations and maintenance, system security, platform management, and Tier 3 support.



Indian Health Service (IHS)

COVID-19 Enterprise Business Intelligence and Analytics Enhancement:

Sustain and enhance Enterprise Data Management and Business Intelligence framework. Elevate reporting, business analytics, and business intelligence solutions using advanced analytics tools. Reduce data gaps, streamline and extend data collection, provide data for clinical and epidemiological requests, and perform FOIA release reviews.

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Entrance Date August 1, 2024

