



Department of Homeland Security, U.S. Customs & Border Protection

U.S. Customs Office of Information & Technology - Training Branch

Size: \$50 million FTEs: 86 team members (employees)

Scope

THE CENTECH GROUP, Inc. (CENTECH) is the sole systems training contractor for the Department of Homeland Security (DHS), Customs & Border Protection (CBP) Office of Information & Technology (OIT). Further, we have developed 90% of their e-learning, platform-based instruction, distance learning and Learning Management Systems administration solutions. We also design, implement and train on all systems currently in place, providing customized training worldwide, to support emerging technologies related to border surveillance and port-of-entry control technology. We support approximately 40,000 users in the Washington DC metropolitan area and more than 300 ports in both CONUS and OCONUS locations. Over the past 13 years, CENTECH has developed, implemented and delivered over 400 CBP courses. In addition to CBP, through this contract we also support the U.S. Bureau of Alcohol, Tobacco & Firearms, U.S. Secret Service, U.S. Coast Guard and U.S. Treasury.

Technical Requirements

- > Infrastructure Operations & Maintenance Services
- > Design & Implementation Services
- > Tier 1 & 2 Technical Support Centers with bilingual 24/7/365 support
- > IT Training Services
- > Instructor-Led Training
- > Computer-Based Training
- > Web-Based Training
- > Distance Learning
- > Videoconferencing
- > Interactive Electronic Technical Manuals (IETMs)
- > Information Sharing Tools - Learning Management System & Learning Content Management System CD-ROM Training

Performance Accomplishments

- > CENTECH's Training & Knowledge Transfer Division has been appraised and achieved a CMMI Maturity Level 3.
- > We have been supporting CBP, OIT Training Branch initiatives since 1995 and the Office of Training and Development since 1999.
- > In a six-month period, over 4,000 CBP officers received instructor-led training and training support from CENTECH Passenger System trainers.
- > CENTECH designed and implemented the U.S. Customs Orientation Computer-Based Training Course, which won two SILVER AXIEM Awards, an international competition that recognizes absolute excellence in electronic media.
- > We initiated and built a business case that implemented a Web-based training solution that is estimated to save CBP \$82 million over seven years.



THE CENTECH GROUP, Inc.
TRUST · QUALITY · SERVICE · VALUE

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Since 1988, THE CENTECH GROUP, Inc. (CENTECH) has been a proven, successful provider of systems and solutions for a multitude of federal agencies. Providing IT services and solutions for numerous federal agencies we have achieved a stellar reputation operating under the principles of Trust, Quality, Service and Value.

Certifications and Accreditations

- ISO 9001:2008 & ISO/IEC 20000-1:2005
- CMMI Maturity Level 3
- All Project Managers PMP Certified
- ITIL Certified Professionals
- Secret Cleared Facility
- Highest D&B rating for a company our size

Technical Competencies

- Engineering Services
- Network & Infrastructure Services
- Enterprise Software Applications
- Operations & Maintenance Support Services & Outsourcing
- Logistics Support Services
- Systems Engineering/Technical Assistance
- Advisory & Assistance Services
- Training/Knowledge Transfer Systems & Services

CENTECH Contract Vehicles



DHS-EAGLE



GSA
CNX II



GSA
Alliant (Large)



GSA
IT Schedule 70



GSA
MOBIS



GSA
PES



U.S. Navy SeaPort-e



USAF
CAPS



USAF
NETCENTS

And now... SPAWAR-Atlantic

DISA ENCORE II

DTIC Systems, SNIM

FDA ELMS

Marine CEOss

VA VRM ITSS

Select Project Locations

- Federal Aviation Administration – Oklahoma City, OK
- Ft. Sam Houston DOIM/ITT – Ft. Sam Houston, TX
- Interim Work Information Management System (IWIMS)/ Automated Civil Engineering System (ACES) – Maxwell AFB-Gunter, AL
- National Institute of Standards & Technology (NIST) – Gaithersburg, MD
- U.S. Air Force DoD Medical Evaluation Review Board – Colorado Springs, CO
- U.S. Air Force Software Engineering & Systems Support Services – Colorado Springs, CO
- U.S. Coast Guard Academy – New London, CT
- U.S. Coast Guard Headquarters – Washington, DC
- U.S. Customs & Border Protection – Springfield, VA
- U.S. Navy Network Support Services – Portsmouth Naval Yard, NH

Partial List of Clients

- Department of Homeland Security
 - o Customs & Border Protection
 - o U.S. Coast Guard
- Department of Defense
 - o U.S. Air Force
 - o U.S. Army
 - o U.S. Navy
- Department of Commerce
 - o Census
- Department of State
- Department of Veterans Affairs
- National Institute of Standards and Technology
- Federal Aviation Agency

To find out more about THE CENTECH GROUP, Inc. please visit our website at www.centechgroup.com