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HITS delivers federal IT modernization services that turn mission needs into intuitive, secure, and reliable systems through human-centered design, disciplined development, and rigorous quality assurance.

Value: We reduce delivery risk in regulated environments by turning user and mission needs into secure, testable, and reliable solutions through disciplined development, traceable requirements, rigorous QA, and configuration control.

PRODUCTIZED OFFERS

1) Requirements-to-Release Traceability

- Convert complex stakeholder needs into testable requirements and acceptance criteria
- Produce sprint-ready stories, reduce churn, and improve release predictability
- Maintain traceability from requirement to release to support defensible delivery

2) Secure QA and Release Confidence

- Embed QA workflows and quality gates into delivery
- Support test strategy, release validation, and configuration and release control
- Strengthen ATO or cATO evidence packages when applicable

3) Acquisition-Ready AI Governance Support

- Define AI use cases tied to measurable mission outcomes
- Build requirements for responsible use, security, and acceptance testing
- Support acquisition language, evaluation criteria, and post-award governance

PROVEN IMPACT

VSSM: To date, during our period of performance**, 100% UAT pass rate** and **100% successful deployments**.
ILER: Supports a platform that processes **2M transactions per month** and maintains **99% average system availability**.
FACTS: Extracted **50** undocumented needs from **340** pages of notes before build or release decisions.
CCOS: Validated **473** requirements and confirmed **60% already met**, which reduced rework risk.

PAST PERFORMANCE

Defense Travel Management Operations (DTMO) Travel Assistance Center Edgewater Federal Services | *2026-Current*

HITS provides Tier I DTMO Travel Assistance Center support, including incident intake, troubleshooting, ticket documentation, escalation, SLA support, and operational reporting for government travelers.

DHA Veterinary Services Systems Management (VSSM) *Napakiak JV | 2025–Current*

HITS improves release confidence for DHA veterinary systems through systems integration engineering and QA, catching defects earlier and keeping releases stable and supportable.

DHA Individual Longitudinal Exposure Record (ILER) *Concept Plus | 2020–Current*

HITS sustains ILER by turning complex needs into testable requirements and enforcing QA and configuration control, and strengthening traceability from requirement to release.

VA FAD Assistant – Catalog of Templates and Snippets (FACTS) *Cognitive Medical Systems | 2023–2025*

HITS accelerated VA SCLA tooling enhancements by translating stakeholder needs into clear, implementable requirements. We reduced churn and sped delivery of dashboard and document updates.

DHA Combatant Command Operation Support (CCOS) *Cherokee Nation Integrated Health | 2021–2023*

Provided requirements and decision support for operational medical capability, coordinating multi-stakeholder inputs into clear, testable requirements and acquisition-ready documentation.

COMPANY DATA

UEI: SKLGG51NM656 | **CAGE Code:** 6ZVS9 | **SAM Registration:** Active

GSA IT SIN, HIT SIN: 47QTCA22D0026 | **SBA Certifications:** SDVOSB, 8(a), EDWOSB; 8(a) Exit Date: 9/21/2030

Primary NAICS: 541511 **Add'l NAICS**: 541330 541512, 541519, 541611, 541618

PSC: R405, R406, R408, R410, R497, R499, R699, R707, R799 | **Accepts Credit Cards: Yes**