

IMTAS, a Minority-Owned Small Business has served the DOJ and other Federal Agency partners for over **30 years** providing Innovative IT Solutions. Our 200+ employees maintain active TS and above clearances and IMTAS maintains a **Top-Secret Facility** clearance including a **3,828 square foot SCIF** in Northern, VA.

IMTAS Capabilities



IT Support Management

- Tier 1-3 Support
- Business Process Automation
- IT Service Management



Cloud & Infrastructure

- IT & Application Modernization
- Audio/Video Surveillance
- Network Management



AI / Data Sciences

- AI/ML Engineering
- Robotics Process Automation
- Predictive Analytics



CyberSecurity

- Compliance & RMF Management
- DevSecOps
- Critical Infrastructure (ICS)



Contract Vehicles

- GSA MAS Information Technology (Schedule 70)
- DIA SITE III IDIQ
- DOJ JMD Service Desk BPA
- FBI ITSSS - 2 BPA

NAICS CODES



Primary: 541519 - Other Computer Related Services
Other NAICS: 511210, 541513, 518210, 541511, 54130, 517919, 541512, 517110, 334121, 519290, 541330, 541690, 541715, 541990



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UEID: DNJPRESF9M21
Cage Code: 1NLL4

SUCCESS STORIES



→ FBI Help Desk Support

- **Global IT Support** – Provided 365x24x7 Tier 1-3 service desk support to 40,000+ FBI users across HQ, field offices, and international locations.
- **Task Force & Mission-Critical Support** – Supported special FBI task forces, high-priority incidents, and surge operations, ensuring rapid response and resolution.
- **IT eXperience (ITX) & Facility Outfitting** – Led ITX center buildouts and outfitted key FBI facilities, deploying hardware, networks, and mobility solutions.
- **Enterprise IT Management** – Delivered VIP concierge services, mobility support, self-service portal enhancements, and proactive SLA-driven incident resolution.



→ State Department Lebanon Automated Fingerprint Identity System

- **Biometric System Modernization** – Upgraded and secured Lebanon's Automated Fingerprint Identification System (AFIS), ensuring compliance with FBI and international standards.
- **Full Lifecycle Support** – Provided system design, deployment, operations, and maintenance, including hardware standardization, patch management, and infrastructure security.
- **Data Governance & Integration** – Enabled secure data exchange with FBI NGI and Lebanon's legacy systems, ensuring seamless interoperability.
- **IT Service Management** – Delivered Agile-based software enhancements, biometric matching, and high-availability solutions for law enforcement operations.



→ US PTO Help Desk

- **ISO-certified Tier 1-3 support** for 16,000 users, achieving 80% First Call Resolution, supporting 250+ applications, mobile devices, remote access, and proprietary systems.
- **Knowledge Management Excellence:** Managed 4,000+ active Knowledge Base Articles, processing 600 updates monthly to enhance troubleshooting, resolution efficiency, and service consistency across all teams.
- **Major Incident & Help Desk Operations** – 18-hour Major Incident support within the Network Operations Center, coordinating with security, development, and operations teams to maintain 95% SLA adherence for incident responses.



→ ATF Digital Evidence Control System (DECS)

- **Managed Full System Lifecycle** – Developed, implemented, and maintained DECS, ensuring secure video storage and evidentiary compliance.
- **Tier 1-4 Support & Infrastructure** – Provided 24/7 managed services, supporting security, applications, mobile platforms, and data center operations.
- **Enterprise Network Security** – Designed and maintained a secure network for 300+ remote sites, including VPN, firewalls, and proactive monitoring.
- **Disaster Recovery & COOP** – Developed and executed recovery plans, ensuring system continuity and mission-critical operation.

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