

About RP

RP is a people-centric and customer-focused **8(a) Service Disabled Veteran-Owned Small Business** offering mission-focused management consulting, information technology, and finance and transactions support services across the federal market.



12
Federal
Customers

225+
Active
Employees

32
States
Represented

3 years
Top Places
to Work

Core Customers



Corporate Awards



Information Technology

RP has supported Information Technology programs since 2019 across 10 contracts totaling \$420M. Our program teams span five (5) Agencies supporting defense and civilian priorities providing service desk, call center, infrastructure support, operations and maintenance, computer programming, and development and modernization support.

Capabilities supported include:

- Case Management
- Helpdesk and Service Desk Support
- Software Development and Data Analytics
- Operations and Maintenance
- Systems Engineering
- Development and Modernization
- Data Analytics and Visualization
- Data Center Services
- Infrastructure Support
- Security Services

RP has supported infrastructure support initiatives since 2019 within both AWS and Azure environments, addressing more than 30,000 contacts monthly related to SBA, PBGC, SEC, and USDA programs.

Contract Vehicles

GSA MAS (54151S, 541611)

47QTCA20D009S
05/2020 - 05/2025

GSA STARS III

47QTCB22D0529
02/2022 - 07/2026

VA T4NG2

36C10B24D0010
pending

RP is eligible for sole source awards as an 8(a) up to \$4.5M and SDVOSB up to \$4M

SBA FPM-CAS BPA

73351023A0013
03/2023 - 03/2028

NSF DAS AOSS BPA

49100422D0008
10/2022 - 09/2027

USDA OIG HOTLSS BPA

123J1923A0002
02/2023 - 01/2028

FRB Board BOA

202300289
11/2023 - 11/2028



Information Technology Current Contracts

SBA Office of Capital Access **Financial Administrative Support**

73351023F0069 | 09/2023 - 09/2028 | \$339,440,486

RP supports more than 13,000 inbound contacts, 11,000 outbound contacts, and completes more than 330 service tickets monthly.

RP assists with the origination, servicing, refinancing, and liquidation of loans issued pursuant to SBA's loan programs. In support of PPP, RP conducts customer service within the existing Genesys and AWS platforms, servicing inbound and outbound contacts. On monthly average, our team supports more than 13,000 inbound contacts, 11,000 outbound contacts, and completes more than 330 service tickets. RP troubleshoots computer problems, performs hardware and software diagnostics, coordinates needed repairs, resolves computer system problems, and evaluates system configuration and software.

SBA Office of Capital Access **PPP Loan Forgiveness Program**

73351023R0024 | 05/2023 - 05/2024 | \$672,200

RP conducts borrower outreach to provide a direct path to forgiveness on loans less than \$150,000 that do not have hold codes. RP personnel contact borrowers via phone and email, providing forgiveness processing through the Direct Forgiveness Platform, processing forgiveness applications, and providing SBA recommendations.

Since September 2023, RP has enabled \$5.5M in borrower forgiveness via 24,000 outreach attempts (phone, email).

SEC Infrastructure Support Services

Subk (SRAS002069) | 02/2020 - 04/2026 | \$3,000,000

RP maintains more than 1,500 Linux systems and applies vital security patches to each of them on a monthly basis.

RP provides SEC with comprehensive support in the areas of enterprise operations, infrastructure, architecture, and common services. RP's team of experienced architects and highly qualified technical specialists helps SEC choose and design new IT infrastructure while upgrading and expanding current systems by applying state-of-the-art solutions and approaches.

Details on RP's additional current contracts available by request.

Information Technology Past Contracts

Pension Benefit Guaranty Corporation **IT Infrastructure Operations Support Services**

Subk (16PBGC20D0002) | 01/2021 - 12/2023 | \$8,519,294

RP supported 8,299 incidents, 486 RFIs, 69,434 service requests, 249 RFCs, and 475 RFC tasks annually.

RP provided a wide range of mission-critical IT professional services to support a diverse technological environment, including assisting over 2,200 help desk users at PBGC. RP provided enterprise identify management and continuous automated compliance monitoring, O365 support, UNIX/LINUX administration, NOC operations, ITSM and infrastructure monitoring, web application administration, and IT security services across the security program management office.

USDA Investigation Liaison and Special Operations Division (ILSOD) **Hotline Unit**

123J1922F0035 | 06/2022 - 09/2022 | \$2,500,000

RP provides Hotline Analysts to support the USDA, Office of Inspector General (OIG), Office of Investigations (INV). We provide case management for all fraud complaints related to Supplemental Nutrition Assistance Program (SNAP). We receive, triage, and assign incoming complaints regarding the illegal sale or trade of SNAP benefits, stores allowing the sale of tobacco, alcohol, and other substances to customers paying with SNAP cards, and people taking advantage of those eligible for SNAP benefits.

During a surge effort, RP's team processed over 8,000 FNS and non-FNS complaints, and sorted 75,320 files.

Office of Capital Access **CARES Act Call Center Support**

Subk (73351022F0141) | 03/2023 - 11/2023 | \$3,072,209

RP continually received 100% quality scores during QA call reviews.

RP supported the CAFS Call Center, a multi-channel virtual contact center to help lenders and borrowers obtain access to the SBA loan origination and processing system. RP supported operations 7 days per week, up to 12 hours per day, servicing a subset of the 47,000 daily calls within Amazon Connect.

Details on RP's additional past contracts available by request.