Intelligent, Full-service Health Informatics Solutions

SoftDev’s mission is to improve lives. It’s that simple. Our solutions streamline system operations and produce accurate, actionable data with the necessary real-world impacts to enhance our customers’ business value and achieve the ultimate goal of bettering the health and well-being of our nation.

Core Competencies

**Health Informatics Services**
- Governance and Quality
- Analytics and Reporting
- Public Reporting of Quality Measures
- EHR Subject Matter Expertise
- Program Evaluation
- Abstraction Support
- Tier 3 Help Desk Support

**IT Services**
- SAFe/Agile Program Management
- Human-Centered Design
- Cloud Implementation
- End-User Focused Requirements Management
- Operational Support
- Business Analysis

Corporate Capabilities

- [USDS Playbook Integration](#)
- [User Centered Solutions](#)
- [UX Design](#)
- [Website Support](#)
- [Systems Testing](#)

Highlighted Accomplishments and Recognition

- **Exceptional CPARS Evaluations on all prime contracts to date**
- **Rated 97 of 100** on Dunn & Bradstreet Open Ratings Past Performance
- **CMMI-DEV ML3** with zero weaknesses across three SCAMPI-A appraisals
- Ranked among *America’s fastest growing companies* by Inc. 5000
- Led by Robin Kaiser, **2018/2019 FedHealth IT Top 100 Award winner**
- Successful **HCQIS Cloud, Data Lake, and Atlassian implementation** that included recognition by CMS for role in training effective SAFe/Agile Product Owners
- Inter-agency Medicare Advantage Plan data reconciliations that resulted in **more than $100M (to-date) in recovered revenues** for health plans within ESRD

Founded in 1999, HHS Contractor Since 2000, Continual HUBZone Since 2007

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Contract Vehicles

- GSA Schedule 70 SIN 132.51 and 132.56 (GS-35F-377GS) (Prime)
- CMS SPARC IDIQ (Prime) (HUBZone, WOSB)
- NIH/NITAAC CIO-SP3 (Prime) (HUBZone)
- CMS MIDS IDIQ (Prime)
- CMS NQIIC IDIQ (Prime)

Subcontractor Vehicles: CMS National Surveyor Training Program; DISA ENCORE III; DLA JETS IDIQ; GSA VETS 2 GWAC; PSC Task Order IDIQ; VA T4NG IDIQ; Army HR Solutions PLS IDIQ

Past Performance

Proven by our exceptional CPARS and customer satisfaction on 15+ federal projects since 2000, SoftDev’s organizational approach to project execution is grounded in the Agile Manifesto to deliver consistent, high-value results for our customers.

Highlights of Federal Contracts Supported:

- **HHS/AHRQ, Medical Expenditure Panel Survey Household Component Health Policy Booklet Abstraction** – **Prime**: Agile data abstraction tool development and management of abstraction activities
- **HHS/CMS, Alignment of Quality Reporting Programs and Websites Support** – **Prime**: Environmental Scan; Stakeholder Engagement and Coordination; Data Analytics; Human-Centered Design; Content Management and Communications; and user-focused Public Reporting of quality measure data
- **HHS/CMS, CROWN Data Discrepancy Support (CDDS) (Three Iterations)** – **Prime**: Data Quality, Analytics, and Governance; Software Development; and Tier 3 Help Desk Support
- **U.S. Census Bureau, Health Informist** - **Prime**: EHR services including work with HIEs and non-HIEs to ensure a logical structure and associations within the agency’s infrastructure
- **HHS/CMS, 12th Statement of Work Quality Improvement Network-Quality Improvement Organization (QIN-QIO)** – **Subcontractor**: Development of data collection and analytic system
- **HHS/CMS, Portfolio Management, Program Management, Project Management** – **Subcontractor**: SAFe/Agile Program Management, Release Management, IT Governance facilitation, and Integrated Master Schedule Implementation and Management
- **HHS/CMS, Durable Medical Equipment (DME) Common Data Interchange (CEDI)** – **Subcontractor**: Helpdesk and systems engineering support
- **HHS/CMS, MIPPA 185: Recommended IT Approaches for Data Collection - Data for Race and Ethnicity** – **Subcontractor**: Recommendations for CMS Business Process Model and IT platforms to reduce disparities
- **Grant, Pathways Project Collaborative** - **Subcontractor**: Agile data dictionary development and advisory services supporting a pilot program implemented within the ESCO Model environment

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