

JRD TECHNICAL SOLUTIONS LLC

CAPABILITY STATEMENT

Delivering Mission-Critical IT Solutions with Veteran Precision

HQ: Seven Valleys, PA 17360 (York County) **Secondary:** Springfield, PA **Web:** jrdtechnicalolutions.com
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COMPANY OVERVIEW

JRD Technical Solutions LLC is an SBA-certified Service-Disabled Veteran-Owned Small Business (SDVOSB) delivering disciplined, mission-critical Information Technology services to federal agencies, state governments, and commercial enterprises. Founded and led by a disabled veteran with 16+ years of direct federal IT operational experience, JRD provides high-reliability IT support rooted in military precision, ITIL-aligned service delivery, and zero-fail execution. We specialize in stabilizing, modernizing, and securing enterprise IT environments across high-security federal infrastructures—ensuring continuity, compliance, and operational readiness for every mission.

CORE COMPETENCIES

- IT Service Desk & End-User Support (Tier I–III)
- IT Service Management (ITSM) & ITIL-Aligned Workflow Engineering
- ServiceNow Administration, Integration & Platform Support
- Systems Administration: Windows Server, Active Directory, M365
- Network Operations Center (NOC) Support & Enterprise Monitoring
- Cybersecurity Support: Vulnerability Remediation & Information Assurance
- Enterprise Desktop, Deskside & Remote Managed IT Services
- IT Asset Management (ITAM) & Service Asset & Configuration Management (SACM)
- IT Staff Augmentation & Technical Workforce Scaling

DIFFERENTIATORS

Federal Mission Experience – 16+ years supporting secure DoD and Federal Civilian environments, including enterprise identity management, service desk modernization, and infrastructure stabilization.

Platform Expertise – Deep, hands-on mastery of ServiceNow, Microsoft 365, Active Directory, and enterprise ITSM ecosystems.

Socioeconomic Advantage – Full SDVOSB/VOSB/SDVBE/VBE certification stack enabling primes and agencies to meet small business participation goals without performance risk.

Rapid Scalability – Pre-vetted technical talent pipeline ready for immediate LOI-based mobilization post-award.

Operational Discipline – Veteran-led culture emphasizing accountability, documentation rigor, and zero-downtime mission continuity.

SOCIOECONOMIC STATUS

- ✦ SBA-Certified SDVOSB & VOSB
- ✦ NaVOBA-Certified SDVBE & VBE

COMPANY IDENTIFIERS

SAM.gov Status: Active
UEI: TPYMRV6NNJA5
CAGE Code: 20UD3

CORE NAICS CODES

Primary

- **541519** – Other Computer Related Services

Additional

- **541510** – Computer Systems Design & Related Services
- **541511** – Custom Computer Programming Services
- **541512** – Computer Systems Design Services
- **541513** – Computer Facilities Management Services

PAST PERFORMANCE

16+ years of continuous federal IT past performance across secure, high-consequence environments.

Department of Defense (DoD)

Enterprise IT operations, identity management & multi-tier service desk optimization at the Pentagon and Aberdeen Proving Ground.

Federal Civilian & Int'l Development

Systems administration, cybersecurity support & end-user service delivery for USAID, Millennium Challenge Corporation (MCC), and OPIC/DFC.

Transportation & Logistics

ITSM workflow engineering, SLA-driven service delivery & infrastructure monitoring for the Department of Transportation (DOT).

POINT OF CONTACT

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