



TEXAS DIR-CPO-5032 CONTRACT SERVICES

IT, Support, Asset Management, Workflow & Technology Solutions for Public Sector Agencies

Delivered By:

Semper Feye Solutions, Inc. - Prime Vendor

Alpha Tango, LLC - Sub-Awardee | EDWOSB/WOSB | TX-HUB

WHAT SERVICES YOU CAN GET THROUGH THIS CONTRACT

NETWORK, MOBILITY & SECURITY SERVICES

- Network device setup & management
- Connectivity troubleshooting
- Mobile device support & BYOD management
- Hosted Virtual Desktop (HVD) solutions
- Software management, updates, and deployment
- Security configuration services

END-USER IT & DESKTOP SERVICES

- New device provisioning & imaging
- Desktop outsourcing & managed workstation support
- Asset tracking & lifecycle management
- Service desk / helpdesk support (remote & on-site)
- Moves / Adds / Changes (MAC)
- Break/Fix maintenance
- End-of-engagement / equipment recovery services

CONSULTING, WEB & WORKFLOW SOLUTIONS

- Workflow automation (CRM, booking, calendar, intake forms)
- Website design & maintenance
- SEO & Google Business optimization
- LMS support, content development & platform consulting
- IT consulting for small-mid public entities
- Training, onboarding, and digital adoption support



ALPHA TANGO
BUSINESS TECHNOLOGY

www.alphatango.tech

[@alphatango_ctx](https://twitter.com/alphatango_ctx)

Contact Us

254-500-4286

contracts@alphatango.tech

HOW AGENCIES REQUEST & RECEIVE SERVICES UNDER DIR-CPO-5032

Procurement Lifecycle

1. Identify Service Need

You determine which IT or workflow services you need.

2. Submit a Quote Request

Send your request to:

✉ contracts@alphatango.tech

☎ 254-500-4286

Or submit via your purchasing portal referencing:
DIR-CPO-5032 – Semper Feye / Alpha Tango

3. Receive a DIR-Compliant Quote

Alpha Tango prepares the service quote.

Semper Feye, as the prime, issues the official DIR-compliant contract quote.

4. Agency Issues a Purchase Order (PO)

Your PO must reference:

"DIR-CPO-5032 – Semper Feye Solutions, Inc./Alpha Tango LLC"

Alpha Tango performs the work as the sub-awardee.

5. Service Delivery

Alpha Tango delivers services, provides reports, and maintains documentation.

6. Invoice & Payment

Alpha Tango invoices Semper Feye for services. Semper Feye invoices the client in alignment with DIR contract terms.



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OUR SERVICES AND CAPABILITIES

- ◆ **Business Technology Consulting**
 - Personalized consulting and support services
 - Establishment of local presence for better client engagement
- ◆ **Software and Device Integrations**
 - Integration of existing software applications
 - Custom software development to meet specific business needs
- ◆ **User and Access Management**
 - User access and permissions management
 - Enhanced security and compliance
- ◆ **Helpdesk Support and Troubleshooting**
 - Personalized technical support
 - Expert troubleshooting and problem resolution
- ◆ **Administrative and Project Management Services**
 - Documentation and policy development to ensure organizational compliance.
 - End-to-end management of IT and business projects, including planning, execution, and delivery.
- ◆ **Authorized Reseller**
 - Dell Technologies
 - Microsoft Cloud Solutions
 - PDQ Deploy & Inventory

DIFFERENTIATORS

- ◆ **Experience in Public and Non-Governmental Sectors**
With over 10 years of experience working with local municipalities, Workforce Centers, Councils of Governments, and ISDs, we understand the unique challenges these organizations face.
- ◆ **Tailored Approach**
We design IT solutions specifically tailored to the needs of the businesses, rather than offering generic, one-size-fits-all services.
- ◆ **Operational Efficiency**
We specialize in compatibility between software, devices, and networks, minimizing disruptions, and improving operational efficiency.
- ◆ **Building Relationships**
We prioritize building trust, communicating transparency, and aligning your work with client goals.

NAICS AND NIGP CODES

NAICS 541513	NAICS 541519	NIGP 20614	NIGP 95877
NAICS 541611	NAICS 518210	NIGP 20800	NIGP 91871
NAICS 541690	NAICS 541511	NIGP 20853	NIGP 95805
NAICS 611420	NAICS 541512	NIGP 91596	

UEI/CAGE: FEE9W1HPF714 / 9Q2N5
WOMAN & MINORITY OWNED BUSINESS

PAST EXPERIENCE

Website Building and Application Integration

Experienced in designing, developing, and maintaining websites for small to medium-sized business across various industries. Customized Wix, WordPress, and other platforms to meet client-specific needs.

IT Service Management

Configured the interface for an End-User Self-Service Portal, including automation and permission settings to manage who could access and view service items and requests.

Email Security

Implemented DMARC, DKIM, and SPF protocols to enhance email security and ensure compliance with industry standards.

User Provisioning

Managed over 50 user accounts across multiple platforms, ensuring seamless access and functionality.

Device and Software Configurations

Planned, tested, and implemented software compatible with end-user devices to enhance productivity and user experience.

PARTNERSHIPS AND CERTIFICATIONS

