2025

Corporate Capabilities & Case Studies

Innovation. Automation. Efficiency.

Inc. 500

nqa.
ISO 27001
QUALITY MANAGEMENT

nqa.
ISO 9001
INFORMATION SECURITY MANAGEMENT

SBA
SERVICE-DISABLED VETERAN-OWNED CERTIFIED

ML3 **CMMI APPRAISED** DEV
Appraisal # 74781 | Exp. Jan 31, 2028

OXFORD
GOVERNMENT CONSULTING

About Oxford

Founded in 2009

200+ Employees

VA Certified SDVOSB
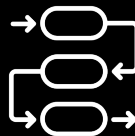
ISO 9001:2015

Efficiency Experts

ISO 27001:2022

CMMI DEV ML3

Inc. 500 Company

CIO Review Top 20

OXFORD

Delivery Services

SOFTWARE OPERATIONS

- Software and Application Development (Agile)
- Development, Security, and Operations (DevSecOps)
- Continuous Integration/Continuous Deployment (CI/CD)
- Artificial Intelligence (AI)/Robotic Process Automation (RPA)
- Independent Verification and Validation (IV&V)/Assessment and Authorization (A&A)

TECHNOLOGY SUPPORT SERVICES

- Cybersecurity
- Data Science and Data Governance
- Cloud Computing Integration and Support
- Capital Planning and Investment Control (CPIC)
- Enterprise Architecture (EA)
- IT Strategic Planning

FIELD OPERATION SUPPORT SERVICES

- Call Center/Service Center Support
- Loan, Pension, Retirement Services
- Financial Management Services
- Digitalization and Document/Records Management

HEALTHCARE AND BENEFITS SERVICES

- Claims and Benefits Management
- Medical Claims Processing
- Healthcare Advisory Service
- Suicide Prevention

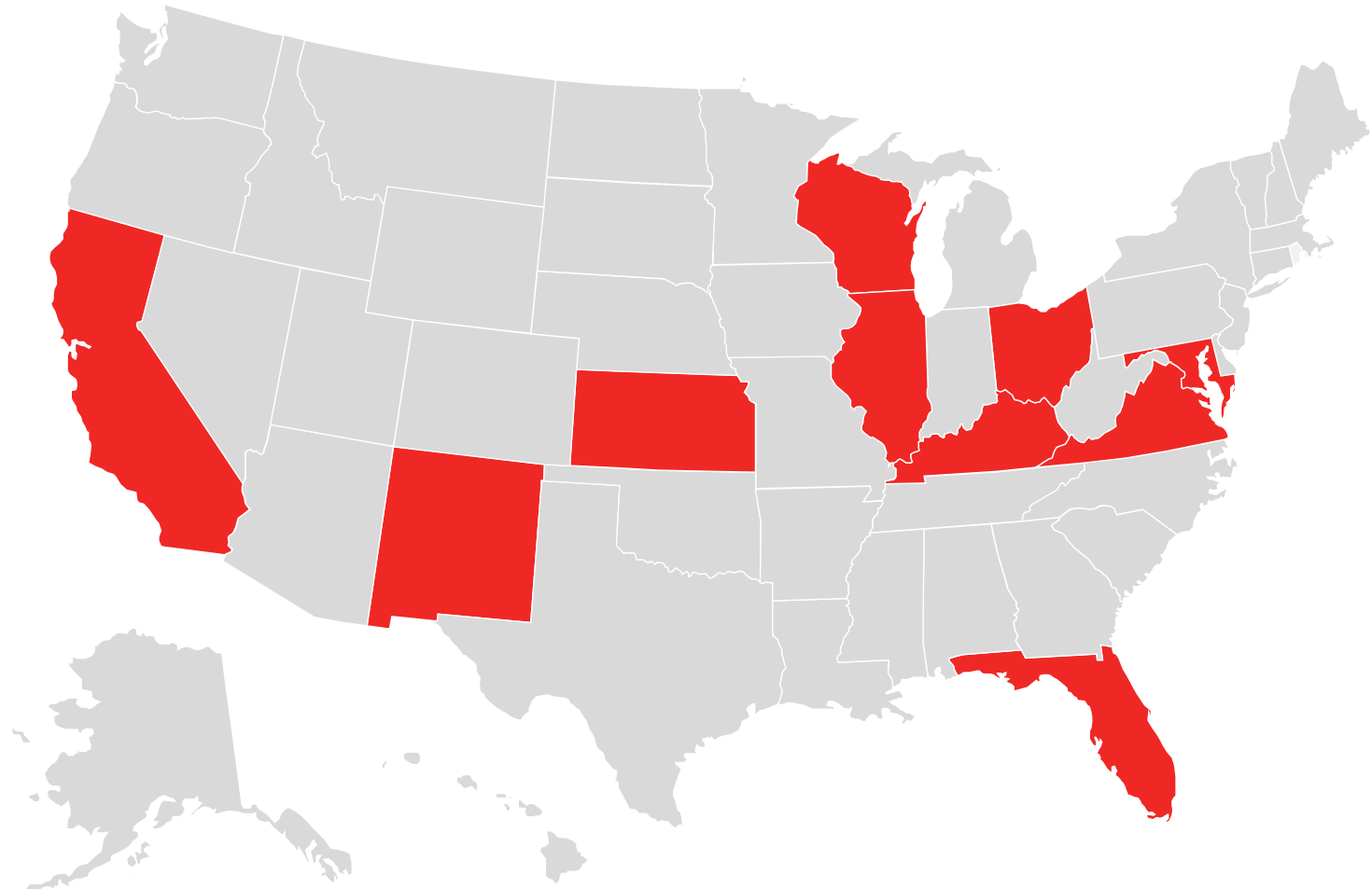**OXFORD**

Client Examples

Federal Clients

Commercial Clients & Partners

OXFORD

4

Oxford Operating Locations

- Orange County, CA
- Washington, DC
- North Beach, MD
- London, KY
- Mt. Vernon, KY
- Dayton, OH
- Euclid, OH
- Janesville, WI
- Jacksonville, FL
- Capitol Heights, MD
- Tysons, VA
- Kansas City, MO
- St. Louis, MO
- Frederick, MD

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Contract Vehicles

GSA MAS GS-03F-054GA: (Contract Period 4/10/2022 – 4/9/2027)

Oxford has been awarded and maintains a current Federal Supply Service Multiple Award Schedule. Schedule Title: Multiple Award Schedule (MAS), Large Category: Office Management (OLM). Subcategories : IT Services, Records Management, Mail Management, Document Services. (Previously, Schedule 36, Office, Imaging, and Document Solutions) Awarded SINS include 54151S - Information Technology Professional Services; 493110RM - Physical Records Management Services; 518210DC - Document Conversion Services; 518210ERM - Electronics Records Management Solutions; 561499M - Mail Management, Systems, Processing Equipment and Related Solutions.

SBA – VetCert: (Contract Period, Recertification every 3 years)
Oxford is a certified Service-Disabled Veteran Owned Small Business (SDVOSB) and a member of SBA's VetCert program at www.vip.vetbiz.gov. Oxford is eligible to participate in the Veterans First Contracting Program at the VA and is SBA VetCert certified through February 13, 2027.

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Inc. 500

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SBA
U.S. Small Business Administration
SERVICE-DISABLED VETERAN-OWNED CERTIFIED

TOP 20
20
CIO Review

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2025

Case Study Examples

Corporate Capabilities

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Case Study & Capability Examples

- IRS, Digitization and Conversion Acceleration Support
- Department of Education, Debt Management and Collections System
- Joint Staff, Actions Division Strategic Support Services
- Office of Personnel Management Retirement Services Imaging Solutions
- VA VBA Mail-Box Zero
- DOL PBGC Field Office Support Services
- DOL OCIO IT Governance Support Services
- College Board Master Data Management
- VA VBA Intake, Conversion, Mail Handling Services
- DOL Employment Training Administration Project Management Office Support
- VA Records Management Services

- College Board Policy Services
- DOL Office of Federal Contract Compliance Programs
- College Board SSN Feasibility Study
- Veteran's Document Conversion Services
- USDA NRCS Chief Information Security Officer Support
- Employment Training Administration Shared Services Catalogue
- VA NCA MPS Mail Processing & Electronic Document Support
- VA Records Management Center
- VA Dayton Medical Center Medical Document Scanning
- VA Medical Centers Medical Document Scanning
- Department of Energy Livermore Labs Staffing

OXFORD

Digitization and Conversion Acceleration Support (DCAS) for Inflation Reduction Act Initiative 1.2 Program Office

Internal Revenue Service (IRS)

Digitalization, Meta-data Extraction, Upload, ATO

Role: Prime   **Type:** GSA MAS SB Set-aside, FFP

Description: The Internal Revenue Service's 1.2 Program Office required a prime business partner that could provide digitalization and mission critical support for Taxpayer Services mission essential functions. Oxford's support of DCAS accelerates the IRS strategic initiative to achieve a fully paperless taxpayer experience, including digitizing high volumes of IRS Taxpayer materials to accomplish DCAS program objectives. Oxford is providing four geographically dispersed, high-volume, FISMA/NIST IRS cleared conversion facilities that are supported by 545 program staff. Our mission involves providing the IRS with advanced technology and a workflow solution to efficiently support the shipping logistics, intake, scanning, automation, and capture operations of Taxpayer Services files. Oxford designed a state-of-the-art solution for the IRS that handles processing, automation, extraction, and technical upload of Taxpayer Services source materials to the IRS data landscape for processing.

OXFORD

Debt Management and Collections System (DMCS)

Department of Education

Office of Federal Student Aid (FSA)

Role: Subcontractor **Type:** T&M

Description: The Department of Education required a business partner with exceptional loan servicing and financial management skills to provide DMCS with IT systems and business processes support to service defaulted federal student aid debt. DMCS houses all defaulted debt from Title IV programs, to include; *Pell Grants, Federal Supplemental Educational Opportunity Grants (FSEOG), Direct Loans, Federal Insured Student Loans (FISL), and Federal Family Education Loans (FFEL)*. Oxford provides full-service technical and operational DMCS support functions, to include, exception payment processing; interface management; website management; contact center support; software development/maintenance for the tools required to support operations of the defaulted portfolio; and comprehensive administration execution of back-end business and financial operations.

OXFORD

Joint Staff, Actions Division

Department of Defense

Joint Staff, Actions Division Strategic Support Services

Role: Subcontractor **Type:** T&M

Description: The Department of Defense required a business partner with exceptional consulting services to provide: Program Management, Program Planning and Execution, Process Training, Customer Service Help Desk Services, Strategic Planning and Analysis, Correspondence Management, and Communications and Editorial functions. Oxford Specialists and Analysts provide editorial and written support for DOD senior leadership, to include: Chairman and Vice Chairman of the Joint Chiefs of Staff, Director, Vice Director, Office of the Secretariat of the Joint Staff, and Senior Enlisted Advisor to the Chairman. Oxford develops Joint Staff correspondence, directives, manuals, guides, memorandums, and executive correspondence. Oxford consultants use in-depth training experience to identify improvements for training, develop new training techniques, approaches, and design curriculum updates that enrich the learning experience for more than 600 personnel annually. Oxford supports the development of the Joint Staff's multi-year Joint Staff Action Process (JSAP) Training Plan.

OXFORD

OPM Retirement Services Imaging Solution

Office of Personnel Management (OPM)

Benefits Administration, Document and Records Management

Role: Prime **Type:** BPA, Task Order

Description: The United States Office of Personnel Management (OPM) Retirement Operations Center (ROC) required a prime business partner that could provide OPM with a technology and workflow solution to efficiently support the document intake, scanning, automation, and capture operations of retirement services and insurance files. Oxford designed a state-of-the-art solution for OPM that handles all incoming files as well as backlogged material and obtained a FISMA Moderate ATO. The technical capability, quality, and delivery capabilities of the personnel and solution we provide in support of retirement services are mission critical to OPM. The Retirement Operations Center RSIS system supports the Preparing, Scanning, and Capturing of Retirement Services Documents, to include automated File transmission to OPM's Electronic Document Management System (EDMS) for processing.

OXFORD

Veterans Affairs Mail-Box Zero

Veterans Benefits Administration

Benefits Administration, Document and Records Management, Robotic Process Automation

Role: Subcontractor **Type:** IDIQ, Task Order, T&M

Description: In support of the Department of Veterans Affairs (VA) Veterans Intake, Conversion, and Communications Services (VICCS) contract, VBA required a business partner to automate its intake and handling of mail associated with Veterans benefits. The effort was part of the initial push to triage the VA's handling of Veterans mail, and rapidly accelerate intake processing utilizing full Robotic Process Automation (RPA) as part of a drive toward Mail Box Zero – a target state where all Veterans mail is handled the day it is received. Oxford's Agile-based consulting and development services included providing business process consulting services and RPA development services in support of the Mail Box Zero task order, which was focused on achieving unattended automation of the triage and handling of mail packets. The services encompassed not only the direct processing of mail packets but also the ancillary services, milestones, and deliverables necessary to prepare for and execute the work. Oxford was tasked with developing and delivering BOT1, to automate the Power of Attorney mail packet, delivering all services on schedule.

OXFORD

DOL PBGC Field Office Support Services (FOSS)

Pension Benefit Guaranty Corporation (PBGC)

Benefits Administration, Document & Records Management, Contact Center Services

Role: Subcontractor **Type:** IDIQ, Task Order, T&M

Description: PBGC's Office of Benefits Administration (OBA) Participant Services Division (PSD) required a business partner with retirement plan benefits administration, Document and Records Management, and Contact Center Services expertise. OBA has the responsibility over the day-to-day benefits administration and supporting activities for PBGC's customers and required Oxford expertise to handle the following key tasks: benefits administration, document management, records management, administrative support, data analytics, and customer contact center services. OXFORD provides strategic support in the large acquisition to consolidate numerous support contracts handling outreach on behalf of the PSD. Under the strategic support of this contract, PBGC is consolidating its operations to meet all its customer service goals and objectives.

OXFORD

OCIO IT Governance Support Services

United States Department of Labor

OCIO IT Governance Support Services

Role: Prime **Type:** SDVOSB Set-aside, T&M

Description: DOL's Office of the Chief Information Officer (OCIO) required a business partner with enterprise level IT Strategy, IT Capital Planning Investment Control (CPIC), Enterprise Architecture (EA), and Paperwork Reduction Act (PRA) specialized technical and management consulting capabilities. Oxford provides DOL's OCIO with integrated IT Governance support services, to include DOL Departmental CPIC services, Strategic Business Management services, and PRA Information Compliance Management activities. The Oxford Team's focus is to continue to develop, operate, and mature DOL's portfolio management capabilities for the Department's 125+ IT investments in alignment with OMB requirements. Key Oxford activities include select, control, and evaluate IT portfolio operational support; the development and maintenance of DOL's Information Resources Management Strategic Plan and Enterprise Architecture Roadmap; oversight and submission of DOL's Major IT Business Cases and IT Portfolio Summary; annual Departmental CPIC training; Data Analytics strategy and support; Technology Business Management (TBM) implementation; eCPIC to Folio migration; and reporting of DOL implementation and compliance of Federal IT strategies, directives, regulations, and/or guidance.

OXFORD

Master Data Management and Data Governance Project

The College Board, Data Services Division

Master Data Management & Data Governance Project

Role: *Prime*   **Type:** Full & Open, T&M

Description: The College Board required a business partner with specialized data management and data governance consulting capabilities. Oxford provided the College Board with comprehensive management consulting services to develop and implement a Master Data Management (MDM) roadmap and Data Governance (DG) framework as part of a key set of OCIO IT-Roadmap initiatives. Oxford's consulting services included: a current state assessment of the College Board's MDM and Data Governance practices; definition of their on-going MDM strategy and DG framework; definition of the College Board's future state governance model and boards; and the formulation of an executable roadmap of future state MDM initiatives. Oxford met the College Board's expectations in providing over 20 project deliverables, establishing a best of breed and highly effective enterprise information management Data Governance practice.

OXFORD

Intake, Conversion, and Mail Handling Services

Department of Veterans Affairs, Veterans Benefit Administration

VBA Veteran's ICMHS Program

Role: Sub   **Type:** T4 Large, T&M

Description: The Veterans Benefit Administration (VBA) Veteran's Intake, Conversion, and Mail Handling Services (ICMHS) Program required continued document scanning and data capture support of paper, fax, and electronic based veteran disability claim files. Oxford was re-awarded the project to provide critical document and quality management support that is critical to the success of the VBA ICMHS program. Oxford is a primary conduit regarding mailroom preparation, indexing, scanning, and the quality assurance of disability claims as part of the paper to electronic conversion process. Key accomplishments have included attaining and exceeding the conversion rate of 42M images per month, while maintaining quality levels (for image and index accuracy) above 99% and file digitization turn-around times of less than 5 days.

OXFORD

ETA Project Management Office Support

United States Department of Labor

Employment Training Administration

Project Management Office Support

Role: Prime   **Type:** SDVOSB Set-aside, T&M

Description: Oxford provided comprehensive Project Management Office (PMO) services to ETA's Office of Information Systems and Technology (OIST). Activities included providing PMO based oversight of OIST's IT portfolio (development, maintenance, and IT enhancement projects). Management Consulting activities involved conducting a current state assessment of OIST PMO processes and benchmarking agency PMO maturity, followed by the delivery of a maturity roadmap detailing the development and delivery of 20 ETA system development life cycle document templates with a corresponding project intake to completion work-flow process.

OXFORD

VA Records Management Services (RMS)

Department of Veterans Affairs, Veterans Benefit Administration

VBA RMS Program

Role: Sub **Type:** Full & Open, T&M

Description: The Department of Veteran Affairs (VA) Veterans Benefits Administration (VBA) required an experienced contractor to support post-conversion records management services of Veteran's claims related source materials. Records management services provided by Oxford include:

- Storage services of previously converted, sorted, and stored source materials
- Receipt and storage services of source materials
- Sorting of previously converted and stored source materials
- Document retrieval services, and
- Disposition services of records as directed by the VA.

Source materials being managed include but are not limited to:

- Veteran Claims Folders
- Service Treatment Records (STRs)
- Loose materials received through VBA's Centralized Mail (CM) program
- Loose claims related source materials, and
- Alternate media, such as microfiche, microfilm, compact disks (CDs), 3½" Floppy Disks, DVDs, USB Drives, Hard Drives, and X-Rays.

OXFORD

College Board Policy Services

The College Board, Data Services Division

Data Policy and Communication Services Project

Role: Prime **Type:** Full & Open, T&M

Description: The College Board required a business partner with specialized data policy and communication consulting capabilities to deliver key data policy services as part of the organizations Data Policy Roadmap. Oxford provided the College Board with highly successful and comprehensive services to design, develop, review, and implement data policies in accordance with data governance office operations. On schedule and cost deliverables included:

- Development of a Data Access Management Policy

- Development of a Data Governance Policy

- Development of Data Access Process Guidelines

- Development of a Detailed Data Acquisition Process Document

- Review and feedback of a comprehensive Metadata Management Policy

- Review and feedback of the Single Data Request Framework Policy

- Review and feedback of the Data Usage for Campaign Data Policy

- Development of Data Stewardship Role Communications and Guidance

- Development of a completed Communication Plan for Rollout of Data Governance Office Processes

CollegeBoard

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Office of Federal Contract Compliance Programs

United States Department of Labor

Federal Contract Compliance System PMO

Role: Sub **Type:** Small Business Set-aside, T&M

Description: DOL's Office of Federal Contract Compliance Programs (OFCCP) required a business partner with specialized technical and management consulting expertise to provide IT services in support of the Federal Contractor Compliance System (FCCS) PMO. In support of the PMO, Oxford created and executed a comprehensive Project Management Body of Knowledge (PMBoK) based Quality Assurance Surveillance Plan for the Agency that was aligned with the Department's SDLCM. This included comprehensive IT governance gates, phase-end reviews, and phase-end reports over the awarded integrator. Support included standardized deliverable reviews and cloud based IT security support (FedRAMP alignment evaluation). Oxford led both the acquisition phase (development and delivery of all acquisition phase documents including source selection support), and also led all IT governance oversight activities for the execution phase of the project over the awarded integrator.

OXFORD

College Board SSN Feasibility Study

The College Board, Data Services Division

SSN Feasibility Study Project

Role: Prime **Type:** Full & Open, T&M

Description: The College Board required a business partner with specialized data analysis and consulting capabilities to provide the College Board with a recommendation and roadmap on eliminating or reducing the collection, retention, and use of social security numbers (SSN) within the enterprise, including assessing the impact of change on partners and customers. On schedule and cost deliverables included:

- Collection and creation of a technical and business SSN inventory.
- Analysis of the algorithms used to "match" incoming student data to existing records using SSN and demographic data. Assessment of the impact of SSN elimination.
- Analysis of SSN collection and use by partners and customers, assessing the effort those organizations will incur to align to a new elimination policy.
- Assessment and documentation of the risk of SSN elimination with associated mitigation strategies.
- Development of a final report outlining the recommendations on how the College Board should address SSN and a roadmap for execution.

OXFORD

Veteran's Document Conversion Services

Department of Veterans Affairs, Veterans Benefit Administration

VBA Veteran's Document Conversion Services

Role: Sub **Type:** T4 Large, T&M

Description: The Veterans Benefit Administration (VBA) Veteran Claims Intake Program (VCIP) required document conversion services to include document scanning and data capture support of paper based veteran disability claim files, as well as the transformation of the VA mailroom operations to a more efficient and centrally located electronic document driven process. Oxford provided document and quality management support and expertise that was critical to the success of the program. Oxford was a primary conduit regarding mailroom preparation, indexing, scanning, and the quality assurance of disability claims as part of the paper to electronic conversion process. Key accomplishments included the execution of necessary process improvements to increase efficiency and reduce claim file digitization turn-around time from 13 to 5 days, supporting operations to increase the overall capacity of scanning operations from 2 Million images per month to over 30M images per month, and executing quality improvements to achieve service levels for image and index accuracy.

OXFORD

USDA NRCS Chief Information Security Officer Support

United States Department of Agriculture, Natural Resources Conservation Service

NRCS Chief Information Security Officer Support

Role: Sub **Type:** Small Business Set-aside, T&M

Description: USDA's National Resources Conservation Service (NRCS) required a business partner with specialized information advisory services, performing as the CISO's primary cyber program advisor. Leadership activities included providing analytical support for the drafting of IT security policies, standards, and IT security governance documents. Accomplishments included the development of a continuous monitoring strategy for the Agency, the development of a privacy training program for the Agency, and the core strengthening of the Agency Plan of Action and Milestone (POA&M) closure process (with a corresponding metrics framework). In support of our work, we managed multiple security authorizations for core NRCS applications, working with NIST standards. Oxford developed numerous documents, including a Security Impact Analysis and POA&M Process Guide, while managing Agency security staff on a daily basis.

OXFORD

ETA Shared Services Catalogue

United States Department of Labor

Employment Training Administration Office of Information Systems and Technology

Role: Prime **Type:** SDVOSB Set-aside, T&M

Description: DOL's ETA Office of Information Systems and Technology (OIST) required a business partner with specialized technical and management consulting expertise to support the development of a Shared Services Catalogue. Oxford provided subject matter expertise and execution support regarding the development of ETA's first operational Shared Services Catalogue, Operational Cost Model, and supporting Financial Calculator. The developed catalogue covered key ETA portfolios with supporting Enterprise Services, Configuration Management, Quality Assurance, Security, Business Operations, and PMO Services models. Delivery value included the ability to manage resources, funding levels, provide budget forecasting, provide ROM support, charge-back model support, and Agency CPIC exhibit support.

OXFORD

NCA MPS Mail Processing & Electronic Document Support

United States Department of Veterans Affairs

National Cemetery Administration, Memorial Products Services Mail Processing & Electronic Document Support

Role: Prime **Type:** GSA FSS 36 SDVOSB Set-aside, FFP

Description: The National Cemetery Administration's Office of Memorial Product Services required a business partner with specialized mail processing and electronic document conversion processing capabilities. Oxford provided subject matter expertise and execution support regarding the receiving, screening, separating, converting to electronic format, and processing of VA NCA MPS applications to ensure the timely issuance of headstone, marker, medallion, PMC, or United States Flag benefit claims. The National Cemetery Administration honors Veterans with a final resting place and lasting memorials that commemorate their service to our nation. Oxford is entrusted with processing in excess of 665,000 NCA benefit claims per year, converting over 2M pages per year from paper to electronic document format.

OXFORD

VA Records Management Center (RMC)

Department of Veterans Affairs, Veterans Benefit Administration

VBA RMC Program

Role: Sub **Type:** T4NG Large, T&M

Description: The VA Records Management Center (RMC) is a Veterans Benefits Administration (VBA) facility established in St. Louis, MO, which serves as the VA Records Processing Center (RPC). The RPC receives and stores service treatment records (STRs) directly from military service departments upon a service member's discharge from active-duty service. To accomplish the VA goal of a completely end-to-end paperless processing environment and significantly adjust the records storage utilization of the RMC within the next three (3) to five (5) years, VBA awarded the RMC contract to support the extraction and conversion of its largest repository of paper records stored at the RMC. Oxford is a key provider of document receipt processing, preparation, indexing, scanning, and the quality assurance of disability claims as part of the extraction and paper to electronic conversion process.

OXFORD

VA Dayton Medical Center Medical Document Scanning

Department of Veterans Affairs (VISN 10)

Medical Document Scanning and Processing

Role: Prime   **Type:** GSA FSS 36 SDVOSB Set-aside, FFP

Description: The Dayton, OH, Veterans Affairs Medical Center (VAMC) required a business partner with digital image service provider expertise to manage its medical patient records and services, to include:

- *Onsite Digitization Services: intake, prep, scan, index, quality assurance, and ingest into VistA*

- *Verification Services regarding the review, correction, and ingestion of claims into VistA*

- *On/Offsite electronic file claims processing services for ingest into VistA*

- *Onsite Digitization Services for Release of Information records that are retrieved from storage*

- *Onsite Digitization Services for Urgent Requests that are retrieved from storage*

OXFORD provides medical patient claims and records expertise to include the scanning and processing resources required to handle the Dayton Ohio Medical Center's annual claims volumes. OXFORD provides full-service, daily, medical record document scanning and electronic file importing (on and off-site). This includes digitization of hardcopy medical files, to include prep, scanning, quality control, indexing, re-assembly of the file, and ingestion into the VA's electronic health record system. The Dayton VAMC relies upon OXFORD claims expertise to meet all quality requirements, workload demands and process all Veteran claims within five business days of receipt.

OXFORD

VA Medical Centers Medical Document Scanning

Department of Veterans Affairs (VISN 5)

Medical Document Scanning and Processing

Role: Prime **Type:** GSA FSS 36 SB Set-aside BPA

Description: The VA Medical Centers (VISN 5 - DC, West Virginia, Maryland) required a business partner with digital image service provider expertise to manage its medical patient records and services, to include:

- *Onsite Digitization Services: intake, prep, scan, index, quality assurance, and ingest into VistA*

- *Verification Services regarding the review, correction, and ingestion of claims into VistA*

- *On/Offsite electronic file claims processing services for ingest into VistA*

- *Onsite Digitization Services for Release of Information records that are retrieved from storage*

- *Onsite Digitization Services for Urgent Requests that are retrieved from storage*

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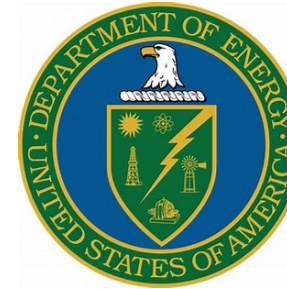
OXFORD

Department of Energy Livermore Labs Staffing

Department of Energy

Document and Records Management, Staffing Support

Role: Subcontractor   **Type:** T&M

Description: DOE's Lawrence Livermore National Laboratory (LLNL) was established in 1952 as a multidisciplinary research and development center focusing on weapons development, stewardship and national security. The laboratory is operated by Lawrence Livermore National Security, LLC, for the NNSA. This lab required contractor support for document and records management, including document preparation, indexing, scanning, and quality assurance at their San Jose, CA, location. Oxford provides operator staffing support in support LLNL records management activities.

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