



NetEffects, Inc.

CAPABILITY DOCUMENT

Technical, Information Technology and Project Management Consulting

March 2010

GSA Schedule 70 Contract GS-35F-0101P

PREFACE

This document provides a corporate capabilities summary for NetEffects, Inc., including select descriptions of previous and current projects that comprise experience, skills sets and activities similar to those required and solicited from GSA Schedule 70 Contract owners. Additional information regarding individual projects summarized in this document, or the body of work represented as whole, will be provided upon request.

The NetEffects Government Services Division designed the document to be read on a personal computer (PC). However, any individual report document or portion thereof can be printed if a paper copy is desired.

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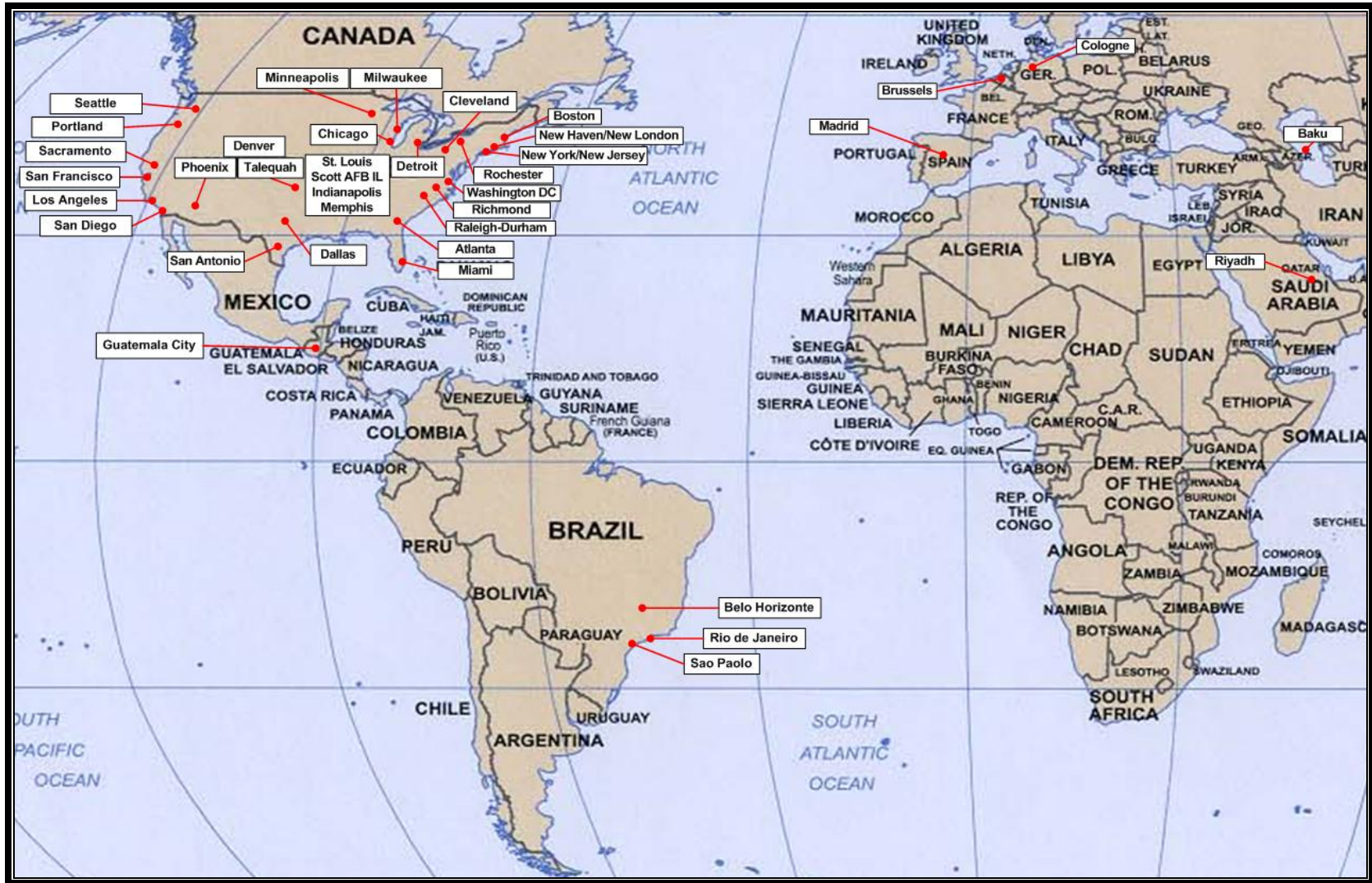
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1. CORPORATE OVERVIEW

NetEffects is a dynamic small business that provides comprehensive information-technology, software, engineering, information assurance and security, and program management solutions for government and commercial clients. Founded in 1995, NetEffects has more than 300 elite professionals worldwide and significant presence in more than 30 U.S. cities, the District of Columbia, Europe, Central and South America, and Asia.

NetEffects serves 50-plus clients in the telecommunication, biochemical, health care, technology, education, pharmaceutical, non-profit, banking and financial, manufacturing and government sectors. More than half of our clients are Fortune 1000; most are Fortune 500.

1.1 NETEFFECTS CLIENT LOCATIONS – CONUS AND OCONUS



1.2 SELECT NETEFFECTS CLIENTS



Client	Industry/Sector	Technology Services Provided
Alcatel Lucent	Telecommunications	NOC/network/wireless communications and operations management
AT&T	Telecommunications	Intranet PM; NOC PM (U-verse, ISP, VoIP, VPN, firewall); Cisco PM; embedded software development and testing
BJC HealthCare	Health care	Website/application/software development; test; DBA; DB2; Oracle; SharePoint; SQL
Boeing	Aerospace/defense	Oracle system development; TCP/IP; ATM; Frame Relay; X.25; X.400; X.500
Charter	Telecommunications	Advisory services – telecommunications; Windows administration; SQL DBA
The Cherokee Nation	Government	.NET web development; develop, maintain and test current and new websites
CSC	IT	SAP analysis, design, configuration; implementation; UNIX system integration
Elsevier	Publishing	Direct object-oriented development; manage 300-node Sun network; C++ prototyping
Evolve 24	Business Intel	Embedded software development and testing
Express Scripts	Health care	Website development; software development/release; IT security; QA/testing
US Dept. of Health and Human Services	Health care	IT Certification and Accreditation for HQ and 200+ other hospitals and medical clinics throughout the United States
MasterCard	Banking/finance	Website development/administration; application development; testing; PM; SDLC
State of Missouri	State government	Oracle database management; Cisco technology support – Tier 1 and Tier 2
Monsanto	Biotechnology	Website creation/management; application development; QA; network admin; VoIP; PM
NATO	Defense/security	Professional services/technology advisors; IT services for 28 NATO partners
Nestle Purina	Biotechnology	Level 3 hardware/software support; network/desktop tech support; IIS; wireless
Pfizer	Pharmaceuticals	Website and application development; testing; site infrastructure consulting; Oracle DBA
QinetiQ NA	IT	IT risk assessments at multiple sites for QinetiQ NA client organization
RGA Reinsurance	Insurance	Website and application development; testing; network/DBA; data center PM
Solae	Biotechnology	SAP (financials) configuration; ABAP; SAP BI; security; network/user support
Thomson Reuters	Business information	Data- & call-center migration; data/system security; NOC management
US Federal Reserve	Banking/finance	Website development/administration; QA; application development; network mgmt
Wachovia/Wells Fargo	Banking/finance	Website/application development; UNIX admin; Oracle DBA; QA; network/user support

1.3 NETEFFECTS COMMITMENT TO EMPLOYEES AND THE COMMUNITY

- NetEffects encourages and supports strong commitment to its employees and community, and is continually “giving back” through volunteer service or charitable contributions.
- Emphasis on work-life balance and commitment to family – at work and home. To facilitate ongoing interaction and synergies between consultants, staff, management and off-site colleagues, NetEffects sponsors several annual company-wide events.
- Operations Managers focus exclusively on employees and addressing their individual needs and concerns.
- Free on-line educational opportunities for employees, offered by one of the nation’s leading on-line learning organizations.

Select NetEffects Charities and Volunteer Activities

- | | | |
|---------------------------------------|--|---------------------------------|
| • 9-1-1 Fund | • Make-A-Wish Foundation | • St. Louis-Area Food Bank |
| • Adopt-A-Family Program | • March of Dimes | • St. Louis Children’s Hospital |
| • Adopt-A Soldier Program | • Missouri Special Olympics | • St. Louis Crisis Network |
| • Boy Scouts of America | • National Multiple Sclerosis Society | • Sioux Indian Reservation |
| • Cherokee Nation | • Native American Heritage Association | • Someone Cares’ Mission |
| • Disabled Peace Officers Association | • Nurses for Newborns | • Special Olympics |
| • Habitat for Humanity | • Operation USO Care Package | • United Way |
| • The Leukemia & Lymphoma Society | | • X Prize Foundation |

1.3.1 The X Prize Foundation

For more than a decade, NetEffects President Jack Bader and the company have been actively involved in the X Prize Foundation, which creates and manages prizes for innovations addressing humanity’s greatest challenges. Visit www.xprize.org for more information.

The inaugural \$10-million Ansari X Prize facilitated the first privately funded effort to send a human to space altitude – twice in two weeks. Burt Rutan from Scaled Composites, backed by Paul Allen, won this prize in 2004. NetEffects provided design and project management for the infrastructure that supported the streaming webcast and local wireless connectivity for the 2004 competition.

Mr. Bader is a Trustee of the X Prize Foundation, sits on its Executive Committee and served as the Assistant Flight Director when Erik Lindbergh recreated his grandfather’s famous flight across the Atlantic.

2. TECHNICAL SERVICES

St. Louis-based NetEffects is a dynamic small business (\$30 million) that provides comprehensive information-technology, custom-software and engineering consulting and solutions for government and commercial clients. NetEffects has more than 300 highly skilled consultants working nationwide; our firm has significant presence in California, Illinois, Maryland, Missouri, New York, Texas, Virginia and the District of Columbia.

NetEffects understands program success depends on matching the right professionals with a client's unique requirements. Our consultants provide mission-critical expertise in web-based business information solutions; IT security; application development and enhancement; web and service-desk support; and system management and modernization, including IT infrastructure.

In today's competitive marketplace, NetEffects has been extremely successful in attracting and retaining seasoned technology, management and consulting professionals that excel and daily add value to clients. More than 75 percent of NetEffects' consultants have at least 15 years of professional experience, and nearly half have earned advanced degrees.

2.1 SERVICE OVERVIEW – PROJECT AND TECHNOLOGY SERVICES

PROJECT SERVICES

- Program Management
- Project Management
 - Project Management Planning
 - Work Breakdown Structure
 - Quality Assurance Planning
 - Risk Management Planning
- Systems Analysis
- Business Analysis
- Requirements Analysis
 - Use Case Creation
 - Functional Requirements
 - Technical Specifications
- Configuration Management
- Facilities Planning Management
- Disaster Recovery Analysis
- Disaster Recovery Planning
- COOP Analysis and Planning
- Contract Management

TECHNOLOGY SERVICES

- Operating Systems Analysis
- Network Operations Analysis
- Network Administration
- Network Engineering
- Management Information Systems
- Database Administration
- Service Oriented Architecture
- Software Engineering
- Software Development
- Software Management
- Security Analysis/Audits
- Security Risk Assessment
- Certification & Accreditation
- Security Systems Management
- Knowledge Management
- Content Management
- Embedded Software Development
- Embedded Software Testing
- ITIL/ITSM
- System Integration
- System Engineering
- Testing & Evaluation
- Research and Development
- Subject Matter Expertise

2.1 SERVICE OVERVIEW – SYSTEMS DEVELOPMENT & COMMUNICATIONS

IT SYSTEMS DEVELOPMENT

- ERP Implementation
- Data Warehousing
- Data Modeling & Architecture
- Client/Server Analysis
- EDI Management/Analysis
- Middleware Engineering
- Software Engineering/Development
 - Agile & Rational Unified Process
 - Rational Rose & ClearQuest
 - Testing & Release Management
- LAN Analysis
- LAN Management
- Embedded Applications
- Computer Operations
- Training
- Programming Analysis
- Data Entry
- Database Analysis
- Database Development
- Database Administration
- Help Desk Management
- Systems Integration
- System Administration
- Quality Assurance Testing
- Quality Assurance Analysis
- Groupware
- Technical Writing
- Graphic Design
- Website Development
- Website Management

COMMUNICATIONS

- Telecommunications Management
- Network Protocols
- Voice Engineering
- VOIP
- System Design
- Translation Engineering
- Wireless Technology
- Switch Technology

2.2 TECHNICAL CAPABILITIES

TECHNICAL CAPABILITIES

- UNIX
- HP-UX
- Solaris
- Linux
- AIX
- Server 2003
 - Network Engineering
 - Security Engineering
 - Voice Engineering
- MS-Windows
- Windows XP
- Vista
- Server 2008
- SharePoint Server
- C, C++, C#
- .Net, ASP.NET
- Java, J2EE
- Service Oriented Architecture
- Visual BASIC
- COBOL
- SAP
- Oracle
- Microsoft SQL Server
- Informix
- Portals; ECM
- Web 2.0
- DB2
- MS Access
- Cognos

CERTIFICATIONS

- Cisco Certifications:
 - CCNA
 - CCNP
 - CCIE
- HP-certified professionals
- Sun certified professionals
- Microsoft Certifications:
 - MCSE
 - MCSA
- Security+
- PMP
- Six Sigma
- CISSP

3. SELECT PROJECT REFERENCES

Information Technology, Graphic Design and Web Design Services	
<u>Client</u> BJC HealthCare	BJC HealthCare is a \$3.1-billion, St. Louis-based health care provider serving the St. Louis, Southern Illinois and mid-Missouri regions. One of America's largest health care non-profits, BJC operates 13 hospitals and multiple community clinics for which NetEffects provides technology and graphic design services, including:
<u>Project Title</u> Information Technology & Graphic/Web Design	<ul style="list-style-type: none"> ➤ Application support and development; ➤ Software design, upgrade, testing and implementation; ➤ HL7, GroupWise, SQL Server and Windows 2000/2003 expertise and management; ➤ Clinical interface analysis and issue resolution; ➤ Data validation, including use of RDBMS; ➤ Statistical tools, performance monitoring and calibration; ➤ SQL Stored Procedures; ➤ Clinical application development, innovation, thought leadership and project management using: <ul style="list-style-type: none"> • IIS; • ASP and ASP.NET; • C#, C++; • HTML & DHTML; • JavaScript; • Java; • Visual Studio.Net; • Graphics Designer; • User Interface Designer; • Adobe – Photoshop, Illustrator, Acrobat Pro; • Dreamweaver; Macromedia Flash and Flex; Laszlo; and • Graphic- and web-design best practices – grid concepts, typography, storyboarding, iconography, color theory and UI usability. ➤ Technical expertise regarding: <ul style="list-style-type: none"> • DB2 • Oracle • SharePoint
<u>Period of Performance</u> May 2006 – Present	
<u>Contract Type</u> Level of Effort	
<u>Contract Value</u> \$4.2 Million	

Global Technology and Deployment Management

Client

Monsanto

Project Title

Global Technology & Deployment Management

Period of Performance

November 2006 – Present

Contract Type

Level of Effort

Contract Value

\$13.5 Million

NetEffects provides strategic deployment and global technology management to Monsanto in support of its next generation Field Breeding and Biotech applications. Monsanto (#323 on the Fortune 500 List) is a global leader in agricultural and bio-tech research and development. NetEffects IT professionals serve on the Monsanto Technology Computing Consortium. NetEffects provides thought leadership, software development and testing, project management, architecture and business analysis consulting in support of key Monsanto business initiatives, including NALAN, FarmSource and Corn State.

NetEffects personnel provide comprehensive services in support of these initiatives, including:

- Management of FarmSource replication batch jobs on development/test/production;
- Modification and creation of batch jobs and schedules; manage FTP processes;
- Design, development and testing of PL/SQL code for FarmSource and Corn State applications;
- Management of data import and export using Toad or SQLLoader; ad-hoc data updates and data setup.
- Development of SQL queries; performance tuning.
- Coordination with application DBAs on database related issues;
- Troubleshooting production issues with Production support analyst, driving issues to resolutions
- Collaboration with UNIX and SAP team on batch-job related issues and new project testing;
- Management of production support with application DBAs;
- GUI design and application code development;
- XML schema development, generation and parsing;
- Execution of unit and acceptance testing;
- Utilization of automated test infrastructure;
- Identification of application code and services for re-use by Monsanto Headquarters and North American remote sites;
- Creation and migration of Windows servers to a VmWare environment;
- Lifecycle Management as part of Monsanto's multi-terabyte data warehousing systems;
- Integration with Webi, MS Access, SAP & other systems.

Project Management and Data Center Creation

<p><u>Client</u> RGA Reinsurance Group</p>	<p>NetEffects provides infrastructure expertise and critical leadership in the creation, implementation and/or sustainment of high-priority IT projects for RGA Reinsurance Group, including creation of two data centers and implementation of more than 100 servers worldwide. Based in St. Louis, MO, RGA is a leader in the global life reinsurance industry, with more than \$2.1 trillion of in-force life insurance and assets exceeding \$21 billion.</p> <p>NetEffects Program Managers, certified by the Project Management Institute (PMI), applied PMI best practices in Program Management Office (PMO) creation and launch, and have created the infrastructure and processes necessary to ensure successful completion of multiple initiatives. Key activities include:</p> <ul style="list-style-type: none"> ➤ Microsoft Windows Server administration; ➤ Patch management; ➤ Active Directory; ➤ Security; ➤ Windows XP/2000/2003 ➤ Project charter and requirements development; ➤ Customer “crosswalks” between project management tools, deliverables and customer strategies; ➤ Project plans, schedules and budgets; ➤ Risk assessments and mitigation strategies; ➤ Stakeholder identification, outreach and engagement; ➤ Technical writing; ➤ Business analysis and process translation into system design and technical solutions; ➤ Training development and delivery; ➤ Execution of technical solutions using: <ul style="list-style-type: none"> • People Tools and People Code; • SQR; • SQL; • PeopleSoft Query and Microsoft Office.
<p><u>Project Title</u> Project Management & Data Center Creation</p>	
<p><u>Period of Performance</u> May 2006 – Present</p>	
<p><u>Contract Type</u> Level of Effort</p>	
<p><u>Contract Value</u> \$4.6 Million</p>	

UNIX System Administration

Client

AG Edwards/Wachovia
Securities/Wells Fargo

Project Title

UNIX System
Administration

Period of Performance

1997 – Present

Contract Type

Level of Effort

Contract Value

\$12.9 Million

NetEffects provides strategic and global technology management to Wachovia, which provides a broad range of banking, asset management, wealth management, and corporate and investment banking products and services. It is one of the largest providers of financial services in the United States, operating financial centers in 21 states and Washington, D.C. and more than 40 offices around the world. Wachovia is the fourth-largest bank holding company in the United States based on total assets.

NetEffects personnel provide comprehensive UNIX System Administration services, including:

- Management of technical health, and security of Hewlett Packard HP-UX Enterprise Computing Environment UNIX Administration, including:
 - HP, Sun and/or Linux server support;
 - Server builds;
 - Implementation;
 - Configuration;
 - Maintenance;
 - Change Management disciplines;
 - Performance; and
 - Testing in the enterprise environment.
- Skill sets and technical competencies utilized:
 - Solution design and development;
 - Technology performance and networking acumen;
 - Veritas Volume Manager;
 - SuperDomes;
 - Clustering solutions;
 - LVM file system management;
 - SAN attached back-end storage, clustering and testing in an enterprise environment;
 - Multi-technology platforms; and
 - UNIX best practices.

Help Desk Services and Support

<u>Client</u>	<p>NetEffects provides strategic deployment and global technology management to Monsanto in support of its next generation Field Breeding and Biotech applications. Monsanto (#323 on the Fortune 500 List) is a global leader in agricultural and bio-tech research and development. NetEffects IT professionals serve on the Monsanto Technology Computing Consortium. NetEffects provides thought leadership, software development and testing, project management, administration, architecture and business analysis consulting in support of key Monsanto business initiatives: NALAN, FarmSource and Corn State.</p> <p>NetEffects personnel provide comprehensive Help Desk and support services, including support for:</p> <ul style="list-style-type: none"> ➤ Microsoft Office XP and 2007; ➤ Windows XP and 2000; ➤ High-speed remote access solution; ➤ Wireless communication support; ➤ Desktop hardware performance and maintenance; ➤ Software issues, installation and configuration; ➤ Tracking, documenting and resolving Help Desk calls and end-user technical issues, including: <ul style="list-style-type: none"> • Outlook; • Malware; • MS office 2007; • VPN; • Wireless Communications; ➤ Key skills sets, expertise and/or activities comprise: <ul style="list-style-type: none"> • Microsoft (including Access and Office); • Network design and technical support; help desk support (3 years minimum in all cases); • Windows NT; • TCP/IP; • IIS.
Monsanto	
<u>Project Title</u>	
Help Desk Services and Support	
<u>Period of Performance</u>	
November 2006 – Present	
<u>Contract Type</u>	
Level of Effort	
<u>Contract Value</u>	
\$2.7 Million	

Level 3 Hardware and Software Support

Client

Nestle Purina

Project Title

Network Administration & Help Desk Support

Period of Performance

June 1999 – Present

Contract Type

Level of Effort

Contract Value

\$1.7 Million

NetEffects has a 10-year technology consulting relationship with Nestle Purina PetCare, the Nestle pet-food division. Nestle Purina PetCare was created via merger with St. Louis-based Ralston Purina in 2001. Nestle Purina remains a recognized global leader in pet care and animal science. Leading and using progressive research in the field of animal health, Purina is synonymous with high-quality pet foods and products.

NetEffects manages daily Level-3 hardware and software support for Nestle Purina Headquarters, sales offices and research and production facilities. Consulting services comprise support for:

- Windows servers, desktops and printers;
- Servers builds, troubleshooting and diagnostics;
- Level 3 technical support for all issues related to;
- Windows Operating Systems;
- MS Office;
- Exchange;
- IIS;
- Blackberry and wireless communication support;
- Key skills sets, expertise and/or activities comprise:
 - WinNT;
 - MSOffice;
 - Windows Vista/2000/2003;
 - MS Exchange;
 - Lotus Notes;
 - SharePoint;
 - TCP/IP;
 - Citrix Metaframe;
 - SQL;
 - Terminal Server; and
 - IIS.

Network and Data Center Management; Help Desk Support

Client

RGA Reinsurance Group

Project Title

Network & Data Center Management; Help Desk

Period of Performance

May 2006 – Present

Contract Type

Level of Effort

Contract Value

\$4.6 Million

NetEffects provides infrastructure expertise and leadership in the creation, implementation and/or sustainment of several high-priority IT project for RGA Reinsurance Group. Based in St. Louis, MO, RGA is a leader in global life reinsurance, with more than \$2.1 trillion of in-force life insurance and assets exceeding \$21 billion.

NetEffects technology consultants applied industry and PMI best practices in Program Management Office (PMO) creation and launch, have created the infrastructure and processes necessary to ensure successful completion and sustainment of multiple initiatives. Key activities include:

- Creation of two data centers;
- Implementation of more than 100 global servers;
- Microsoft Windows Server administration;
- Patch management;
- Microsoft Exchange Management;
- Help Desk and technical solutions support; key skills sets, expertise and/or activities comprise:
 - Active Directory;
 - Security;
 - Windows XP/2000/2003;
 - Microsoft Windows Operating Systems;
 - Microsoft Productivity Suite;
 - A+ Certification;
 - Network+ Certification;
 - Maintenance of standard desktop and laptop software image and configuration; evaluation and tracking of configuration changes and compliance with audit requirements;
 - Desktop, laptop, printer and wireless device troubleshooting, maintenance and repair;
 - Software implementation, evaluation and troubleshooting;
 - Training and support for users; and
 - Tracking/documenting equipment and service requests.

Project Management and Data and Call Center Migration

<p><u>Client</u> Thomson Reuters</p>	<p>NetEffects provided expertise on infrastructure, project management and data-center migration for Thomson Reuters, a \$12.9 billion global firm that ranks among the world’s leaders in providing state-of-the art, real-time business information. Between November 2008 and December 2009, NetEffects managed the migration of a Thomson Reuters data center and two labs to a new location in New York City and a new customer-support call center from St. Louis, MO, to the Philippines.</p> <p>NetEffects Program Managers, certified by the Project Management Institute (PMI), applied PMI best practices to conduct business process and site analyses to create the infrastructure and project management plans necessary to ensure successful completion of these initiatives. NetEffects also managed selection, preparation and build-out of the data- and call-center sites. This project was completed on-time and on-budget and comprised the following technical and logistical considerations and elements:</p> <ul style="list-style-type: none"> ➤ Site analysis, design, build-out and security; ➤ Network infrastructure; ➤ Wiring/fiber optic infrastructure; ➤ LAN/WAN circuits; ➤ Routing and switching; ➤ Firewalls and proxy servers; ➤ Server builds, farms clusters and co-location; ➤ SAN storage; ➤ Migration and concurrent 24 x 7 operation support for 450 servers; ➤ ACD reader boards; ➤ Telephony and internal network components; ➤ Security; ➤ Project charter and business and technical requirements development; ➤ Project plans, schedules and budgets; ➤ Risk assessments and mitigation strategies; ➤ Stakeholder identification, outreach, engagement and change management; ➤ Technical writing; ➤ Business analysis and process translation into system design and technical solutions; ➤ Training development and delivery; ➤ Business continuity planning
<p><u>Project Title</u> Project Management & Data Center Migration</p>	
<p><u>Period of Performance</u> November 2008 – December 2009</p>	
<p><u>Contract Type</u> Level of Effort</p>	
<p><u>Contract Value</u> \$1.2 Million</p>	

Network Operations Center Management and Support

Client

AT&T

NetEffects provides full-time (24 hours-a-day, seven-days-a week support; i.e. 24x7) management of several Network Operation Centers (NOCs) for AT&T, a \$10.4 billion global telecommunications firm. Based in Dallas, Texas, AT&T serves 150 million customers worldwide.

Project Title

Network Operations Center Management & Support

As part of the NOC management Team, NetEffects supervises daily NOC operations, performs analysis and conducts troubleshooting of customer service issues. If additional assistance is required NetEffects will contact other technicians and NOCs. Typically, NetEffects will interact with senior-level technicians, often a Tier-2-level or Tier-3-level technician, applying extensive knowledge of Tier-2 and Tier-3 protocols.

Period of Performance

2004 – Present

- Provide 24x7 support for the **U-verse** (VDSL) NOC in order to manage all single-customer trouble reports and resolve issues in collaboration with the AT&T VoIP Center of Excellence (COE);
- Provide 24x7 network operations management for all AT&T IP Cable and ISP platform NOCs;
- Manage three central call center NOCs and affiliated databases/data to facilitate the routing of data and voice communication to more than 80 subsidiary call centers supported by the central locations
- Create, enhance and administer Managed Security Services Customer Premises Equipment for consideration and deployment by government entities;
- Manage support center for AT&T AVPN, which provides VPN service for AT&T customers
- Manage customer call data NOC, databases/data and Cisco Call Manager operations to ensure timely resolution of issues with potential service impacts.
- Manage NOC that supports Managed Voice Services for corporate-client call centers.
- Manage two NOCs that provide firewall support for AT&T VPN service to AT&T customers. NetEffects provides full-time (24x7) firewall support for NOCs in Missouri and Texas.
- Manage call-center conversion from Avaya to a Genesys-based environment, including voice-network architecture design, Genesys-based call-center expertise and Websphere Voice Response experience.
- Manage customer call data NOC, affiliated databases and data networks to ensure timely resolution of issues with potential service impacts and problems on proprietary IP networks.
- Provide 24x7 NOC management for all AT&T global IP network operations (includes the IP Backbone). NetEffects manages all network design, implementation, risk-mitigation and issue-resolution activities.

Contract Type

Level of Effort

Contract Value

\$15 Million

Cisco Project Management

<u>Client</u> AT&T	NetEffects provides full-time Cisco Project Management for AT&T, a \$10.4 billion global telecommunications firm. Based in Dallas, Texas, AT&T serves 150 million customers worldwide.
<u>Project Title</u> Network Operations Center Management & Support	As part of typical Cisco engagements for AT&T, NetEffects manages:
<u>Period of Performance</u> 2004 – Present	<ul style="list-style-type: none"> ➤ 24x7 Cisco service and network operations support for all AT&T IP, Cable and ISP Platforms and NOCs. Under the direction of the NetEffects SSC (System Support Center) Event Manager, NetEffects supports RNDs (Regional Network Devices used by cable companies); AT&T IP Network Access Devices on the AT&T Common Backbone, and ISP platforms; ➤ The AT&T IP network NOCs (Network Operation Centers), which support the local-area and wide-area networks (LAN/WAN) and the AT&T Common Backbone (CBB). Supervise these NOCs, and ensure timely response to issues to mitigate any compromise in user service; ➤ 24x7 Cisco service and network operations support for the AT&T Common Backbone, which supports AT&T Global Network (AGN), OpenNet, DSL, cable and OC192 operations. NetEffects, in collaboration with other Event Managers, provides full-time support for identification and resolution of any system-service issue, the implementation and maintenance of high-end Cisco routers and switches, and minimal system down-time; ➤ Cisco service and network operations support (24x7) for AT&T AVPN, which provides VPN service for AT&T customers. Subscribers enjoy secure communications through the public Internet, but without cumbersome security features (such as authentication or content encryption). Virtual Private Networks also separate and simplify the traffic from different user communities over the same underlying network. Like any other VPN, AT&T provides robust security features and can provide access to a network via customized or private routing mechanisms. A depth of expertise and experience is required to successfully manage AVPN activities and the infrastructure affiliated with support center activities.
<u>Contract Type</u> Level of Effort	
<u>Contract Value</u> \$8 Million	

Cisco Voice Over Internet Protocol (VoIP)

<u>Client</u>	<p>NetEffects provides strategic deployment and global technology management to Monsanto in support of its next generation Field Breeding and Biotech applications. Monsanto (#323 on the Fortune 500 List) is a global leader in agricultural and bio-tech research and development. NetEffects IT professionals serve on the Monsanto Technology Computing Consortium. NetEffects provides thought leadership, software development and testing, project management, administration, architecture and business analysis consulting in support of key Monsanto business initiatives: NALAN, FarmSource and Corn State.</p> <p>As key members of the Monsanto Technology Computing Consortium, NetEffects personnel participate in various Monsanto VoIP initiatives, providing the following expertise:</p> <ul style="list-style-type: none"> ➤ Network design and support; ➤ Call Manager cluster; ➤ Cisco Operations Manager; ➤ Cisco voicemail and unified in-box: <ul style="list-style-type: none"> • Unity; • CUE; ➤ Cisco Gateway; ➤ Cisco Gatekeeper; ➤ Cisco Certified Network Associate-level consulting services; ➤ Unified Contact Center Enterprise (UCCE); ➤ Hybrid telephony issues, comprising: <ul style="list-style-type: none"> • Voice Recorder; • Cable Plant; • Interactive Voice Response Systems (IVR); • Automatic Call Distributor (ACD); ➤ Troubleshooting
Monsanto	
<u>Project Title</u>	
CISCO Voice Over Internet Protocol Consulting	
<u>Period of Performance</u>	
December 2007 – Present	
<u>Contract Type</u>	
Level of Effort	
<u>Contract Value</u>	
\$300,000	

SAP Implementation

<u>Client</u>	<p>NetEffects is the strategic technology consultant to Monsanto (Fortune 500 #323), a global leader in bio-tech research and development. NetEffects consultants serve on Monsanto's Technology Computing Consortium, providing thought leadership, software development, project management, administration, architecture and business analysis consulting in support of key Monsanto initiatives: NALAN, FarmSource and Corn State.</p> <p>NetEffects provided the following critical lifecycle support for Monsanto's ERP implementation:</p> <ul style="list-style-type: none"> ➤ Transitional and organizational impact analysis; ➤ Enterprise Resource Planning; ➤ Project Management, including: <ul style="list-style-type: none"> • Project Management Plan; <ul style="list-style-type: none"> – Timelines and Milestones; – Dependencies; – Task/action item/risk-management ownership; • Risks and mitigations; ➤ Functional analysis and process mapping; ➤ Stakeholder analysis and role mapping; ➤ BASIS administration; ➤ Functional requirements, configuration and implementation support for the following modules: <ul style="list-style-type: none"> • Financials and Controlling (FI-CO); • Customer Relationship Management (CRM); • Business Intelligence (BI); • Accounts Payable (FI-AP); • Accounts Receivable (FI-AR); • Sales and Distribution (SD); • Materials Management (MM); • Production Planning (PP); and • Fixed Assets (FA)
Monsanto	
<u>Project Title</u>	
SAP Implementation	
<u>Period of Performance</u>	
December 2007 – Present	
<u>Contract Type</u>	
Level of Effort	
<u>Contract Value</u>	
\$12.7 Million	

Oracle Database Administration

<u>Client</u> Monsanto	NetEffects provides Oracle Database Administration to Monsanto (Fortune 500 List #323), a global leader in agricultural and bio-tech research and development. NetEffects consultants serve on the Monsanto Technology Computing Consortium. NetEffects provides thought leadership, software development, project management, administration, architecture and analysis to support key initiatives: NALAN, FarmSource and Corn State.
<u>Project Title</u> Oracle Database Administration	NetEffects personnel provide comprehensive Oracle Database Administration. Key skills/knowledge comprise:
<u>Period of Performance</u> January 2008 – Present	<ul style="list-style-type: none"> ➤ Managing and implementing Oracle Databases (9i/10g/11g): <ul style="list-style-type: none"> • Installation; • Upgrades; • Administration; and • Maintenance; ➤ Providing design and implementation teams with thought leadership and guidance; ➤ As a consultant to the Database Support Team: <ul style="list-style-type: none"> • Analyzing; • Developing; and • Maintaining data architectures and process models; ➤ Monitoring and tuning database performance; ➤ Evaluating and designing interfaces between Oracle Databases and external systems; ➤ Migrating database application programs, changes and objects into production; ➤ Creating solutions to address database security and availability issues; ➤ Providing: <ul style="list-style-type: none"> • Oracle Database back-up and recovery administration; • Cut-over implementation support; • Database configuration administration; and • Emergency support ➤ Additional skills and knowledge: <ul style="list-style-type: none"> • SQL; • Project Management.
<u>Contract Type</u> Level of Effort	
<u>Contract Value</u> \$2.7 Million	

Java Development

<u>Client</u>	NetEffects extensive Java development and project management services for MasterCard, which provides payment processing between banks, merchants and “brand-name-card” holders for 24,000 businesses annually. New York based, multi-national MasterCard Worldwide has 5,000 employees in 50 offices around the globe.
<u>Project Title</u>	NetEffects personnel provide comprehensive support Java project management and development support for MasterCard’s many bank and consumer credit-card sites worldwide. Key skills, knowledge and activities comprise:
<u>Period of Performance</u>	<ul style="list-style-type: none"> ➤ Systems Development Lifecycle (SDLC) and SDLC review; ➤ Requirements and use cases; ➤ Design, technical and functional requirements and artifacts; ➤ Test strategy, design, execution and evaluation; ➤ Performance benchmarking; ➤ Release roll-out and deployment planning; ➤ Maintenance, incident response and resolution; ➤ Quality and information assurance; and ➤ Applying the following experience/skill set(s) include: <ul style="list-style-type: none"> • Using UML methodologies and Rational Rose to generate class, sequence and use-case diagrams; • Software engineering and Java principles, concepts and methodologies; Agile • FLEX and J2EE technologies, including RMI, JDBC, JSP, JSTL, Servlets, EJB and JNDI; • Enterprise-level and web-services development; using RPC style • Web-based GUI using JSP, Flex, Ajax, Action Script, MXML, HTML, DHTML, CSS and JavaScript; • SOAP, XML, Apache Axis, S • Web Sphere, JBOSS and Apache Tomcat Web Server; • IDEs, including Eclipse, RAD and IBM Web Sphere Studio Application Developer; • JUnit logging components (Log4J); • SQL, RDBMS and database administration; Oracle 10g • Perl Scripting Language; • Windows and UNIX OS; • IBM TAM Infrastructure; • SSL implementation and secured-communication channels; • Spring MVC and MVC architecture; STRUTS, Hibernate (3.0) • Tiles experience; implementing i18n/110n
<u>Contract Type</u>	
<u>Contract Value</u>	
<u>Level of Effort</u>	
<u>Contract Value</u>	
2003 – Present	
Level of Effort	
\$3.5 Million	

SharePoint Development and Administration

Client

Monsanto

Project Title

SharePoint Development and Administration

Period of Performance

May 2006 – Present

Contract Type

Level of Effort

Contract Value

\$4.6 Million

NetEffects provides Microsoft SharePoint development and administration expertise for Monsanto (Fortune 500 List #323), a global leader in agricultural and bio-tech research and development. NetEffects consultants serve on the Monsanto Technology Computing Consortium. NetEffects provides thought leadership, software development, project management, administration, architecture and analysis.

NetEffects leads efforts to ensure that SharePoint provides Monsanto with a robust enterprise-wide collaboration, search and process- and content-management solution. Key activities and initiatives include:

- Enterprise intranet:
 - 10,000 users daily; winner of 8 industry awards;
 - Architecture, proof-of-concept, functional requirements and testing utilized Agile approach;
 - Ongoing capacity planning and feature development leverage usage and performance metrics;
- Process workflow
 - Web-based used to expedite workflow, business process;
 - E-mail, electronic approvals complemented aggressive development timelines;
- Marketing synergies that leverage web-based media:
 - Interface design established unified approach comprising individual campaigns;
 - Common methodology used – Rational Unified Process (RUP);
- Collaboration portals
 - Created an R&D network and web portal for 1,000 scientists in more than 12 locations worldwide;
 - Stakeholder and end-user analysis identified preferred tools and methods (blogs and wikis);
 - Development and deployment utilized Agile approach;
- Enterprise search:
 - Search engine integrated with existing web sites and intranet;
 - Cost-effective solution created \$200,000 in annual savings;
- Corporate internet:
 - Key communication channel during organizational changes; recast as corporate flagship site
 - Daily content changes/updates;
 - NetEffects provides 2nd- and 3rd-tier support.

IBM Lotus Notes/Domino Development & Support

Client

First Bank

Project Title

IBM Lotus Notes/Domino
Development & Support

Period of Performance

August 2007 -2008

Contract Type

Level of Effort

Contract Value

\$1 Million

NetEffects has provided comprehensive Lotus Notes/Domino expertise for St. Louis-based First Bank. Founded in 1910, First Bank has assets of \$10.8 billion and nearly 3,000 employees in 206 locations nationwide. First Bank provides a comprehensive portfolio of financial management and banking services to individuals and businesses in California, Florida, Illinois, Missouri, and Texas. Key activities, skills and knowledge have included:

- Domino data analysis;
- Migration of Domino data; key skills and knowledge included:
 - MS-SQL database;
 - XML;
 - Java Database Connectivity; and
 - File transfer mechanisms via Java Agents.
- Ongoing Lotus Notes/Domino management and administration activities:
 - Needs analysis and identification;
 - Development, using:
 - Java;
 - JavaServer Pages;
 - Servlets; and
 - Lotus Script (use with ODBC, LSXLC, Percussion NOTRIX and LEI).
 - Deployment and sustainment.
- Other skills, knowledge and certifications applied:
 - IBM Lotus Domino Application 6 Developer;
 - Domino R5 Application Developer;
 - Domino R5 System Administrator;
 - Notes Principal Application Developer R4;
 - Notes Principal System Administrator R4;
 - Enterprise Data Integration from Lotus Note/Domino to Oracle, and
 - Integration of Lotus Notes/Domino data with MS Office using OLE and COM technologies.

Information Technology Certification & Accreditation

<u>Client</u> HHS/IHS	<p>NetEffects conducted Certification and Accreditation (C&A) activities for the US Department of Health & Human Services/Indian Health Service (IHS) area offices in New Mexico, North Dakota, Oklahoma, South Dakota and Tennessee. The primary federal Native American health-care provider, IHS has a \$3.8 million budget and 130+ sites. NetEffects conducted RAs for IHS HQ and 130+ other hospitals and medical clinics.</p> <p>➤ ASSESSMENT METHODOLOGY:</p> <ul style="list-style-type: none"> • System Characterization, comprising these tasks: <ul style="list-style-type: none"> - Interview system administrators and security personnel; - Review system documentation; - Use of automated tools to identify eligible resources; - Review functional requirements; network architecture; security policies; data flow; physical security; technical, management, operational, environmental controls; • Threat Identification based on known common threats to all systems and those previously identified; • Vulnerability Identification, using system impact profile and Reference 6 NIST SP 800-66 to establish requirements baseline. Complementary tasks: <ul style="list-style-type: none"> - Review controls, policies and procedures against system security requirements; - Scan servers, routers, firewalls, etc. for vulnerabilities; • Control Analysis, based on security-requirement review, existing controls, security scanning and testing; • Likelihood Determination; analysis of threat source motivation and capability. Low, Moderate, High used. • Impact Analysis; Low, Moderate or High scale per Reference 5 NIST SP 800-30 Table 3-5; • Risk Determination per risk-level matrix & Reference 5 NIST SP 800-30 Section 3.7, <i>Step 7: Risk Determination</i>; • Control Recommendations, per FIPS, NIST, SP guidance; <p>➤ DELIVERABLES: Project Management Plan; Risk Assessment Reports & Final Risk Assessment Report;</p> <p>➤ SELECT REFERENCES USED DURING PROJECT:</p> <ul style="list-style-type: none"> • FIPS Pub 140-2; <i>Security Requirements for Cryptographic Modules</i>; • FIPS Pub 199; <i>Standards for Security Categorization of Federal Information & Federal Information Systems</i>; • GS-07f-01901; <i>IHS SOW for Risk Assessment Services</i>; • HIPAASR; • NIST SP 800-30; <i>Risk Management Guide for IT Systems</i>; • NIST SP 800-53; <i>Recommended Security Controls for Federal IT Systems</i>; • NIST SP 800-60; <i>Guide for Mapping Types of Information and Information Systems to Security Categories</i>; • NIST SP-66; <i>An Introductory Resource Guide for Implementing HIPAA Security Rule</i>
<u>Project Title</u> IT Risk Assessment	
<u>Performance Period</u> 2007	
<u>Contract Type</u> Level of Effort	
<u>Contract Value</u> \$2 Million	
<u>Point of Contact</u> Mr. Terry Grogan QinetiQ NA 410-903-5617	

4. THE NETEFFECTS ADVANTAGE

NetEffects knows that success means matching the right talent with your unique requirements. In a very competitive market, NetEffects successfully attracts and retains the best technology and management professionals. Our proven, proprietary screening and selection process and personal, hands-on management and professional-development approach reflects 15 years of highly successful consultant and client interaction.

- **Screening and selection** apply state-of-the-art behavioral-interviewing, web-based- evaluation, background-check and drug-screening methodologies. To ensure technical, professional and personal compatibility with client requirements and culture, NetEffects recruits via professional networks and trusted sources. Our recruiters network in prominent technical communities, follow-up on referrals, and are active in nationally recognized industry associations. Such rigor and discipline ensures our consultants are productive and add value from day one. Average employee tenure is five years.
- **Management** philosophy blends art and science at NetEffects. Our recruiters and executives use time-tested approaches to facilitate client and consultant success. Throughout a consultant's NetEffects career, our executive staff provide coaching, professional-development and performance-improvement guidance. Management tenure is approximately eight years.
- **Retention** is a critical focus at NetEffects. Building an elite professional staff demands a significant investment of time and resources – to recruit, to hire, and to maintain an ongoing commitment to those individuals who drive our long-term growth and success. We offer competitive compensation and benefits; career- advancement and -enrichment programs; training; technical instruction; and on-the-job professional development. NetEffects employees are assured professional growth and development through training and certifications consistent with the highest industry standards. Turnover is less than 10 percent.
- **Surge Capability** is a key consideration of our recruiting and staffing strategy, and a reason we emphasize retention and professional development; NetEffects can respond to any unexpected needs that may emerge during the course of our period of service.
- **NetEffects University** provides on-line training to employees who want to enhance their technical skills and gain technical certifications. NetEffects University offers clients cutting-edge resources and our staff the tools to stay highly marketable. NetEffects University uses a robust web-based tool and a full suite of technical and business courses. NetEffects University access is unlimited for employees, who attend online classes in their free time.

5. SUMMARY

- NetEffects, Inc. is a St. Louis-based technology company that focuses on technical areas that are of strategic importance to our clients. We are specialists at leveraging technology to provide our clients with a “competitive edge.”
- NetEffects provides contract, direct placement, and project services for our clients. Our employees are experienced in diverse technologies, including programming languages, operating systems, databases, IT security and networking tools.

5.1 Contract Vehicles

- GSA Information Technology (IT) Professional Services Schedule Contract GS-35F-0101P November 15, 2013
- NATO BOA NC3A/BOA/12955
- State of Missouri, Office of State Courts Administrator, Information Technology Services OSCA 09-009-09

5.2 Contact Information

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