

COMPANY FACT SHEET

CAPABILITIES

- Contact Centers & Help Desk
- Information Technology Services
- Program Management
- Peer Review & Grants Management

CONTRACT VEHICLES

- SBA 8(m) EDWOSB
- **GSA Schedules:**
 - o 8(a) STARS II # GS-06F-0862Z
 - o MOBIS #GS-10F-0204X
 - o IT70 # GS35F167BA
- NAVY Seaport-e
- CIO-SP3 (8a/SDVOSB/SB Team)
- MD CATS II #060B9800035
- Prince George's County CATS

CERTIFICATIONS

- SBA 8(m) EDWOSB
- ISO/IEC 20000-1:2011
- ISO 9001:2008
- WBENC WOSB
- MD MDOT MBE/DBE
- MD/DC National Minority Supplier Diversity (NMSDC)
- Metropolitan Washington Airports Authority (LDBE)
- Washington Metropolitan Area Transit Authority (DBE)
- Prince Georges County (MBDD)
- VA SWaM

CONTACT US!

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CAGE Code: 3B7G8

WHY NET.AMERICA?

The net.AMERICA Corporation holds a **16-year track record** of delivering superior Information Technology management and consulting services to Federal and local government clients. We bring **unwavering professionalism, ethics, accountability and responsibility** to our projects, allowing us to Deliver the Right Solutions. Our Duns and Bradstreet open rating is in the **96th percentile for delivery/timeliness, reliability, business relations, customer support, quality, and responsiveness** to name a few. We operate in **ISO 9001:2008 and ISO/IEC 20000-1:2011** certified environments—a testament to our commitment in Quality and Service management practices. net.AMERICA provides an integrated approach in the following **Core Areas:**



CONTACT CENTERS & HELP DESK

- State-of-the-Art Contact Center Facility
- Multi-channel (email, chat, voice) features
- Contact Center Design & Management Services
- Help Desk Fulfillment
- Customer Service Quality Assurance



INFORMATION TECHNOLOGY

- Life Cycle Software Development
- Web-Based Application Programming
- IT Help Desk/ Seat Management
- Custom & Solution Based Applications
- Asset Management



PROGRAM MANAGEMENT

- Strategic Planning & Budget Formulation
- Project Planning, Tracking & Compliance Monitoring
- Issues Management
- Business Process Reengineering
- Acquisition Management Support



PEER REVIEW & GRANTS MANAGEMENT

- Initial, Second Level & Post Reviews
- Program Announcement & Solicitation
- Outreach & Technical Assistance
- Report Generation

CLIENTS

Department of Housing and Urban Development
Department of Homeland Security
FEMA
TSA
Department of Commerce
USPTO
NIST
Department of Transportation
Prince George's County, Maryland
OIT
Department of Health and Human Services
HRSA
Department of Defense
DISA
National Aeronautics and Space Administration
State of Maryland

NAICS

519190	561421
524291	561422
541511	541614
541512	561790
541513	561910
541519	561920
541611	561990
541690	611420
541930	611430
561110	611710
561210	624230
561410	

PARTNERS

IBM	Longevity Consulting
BAE	TISTA Science and Technology
CSRA	Microsoft/Parature
Xerox	Interactive Intelligence (I3)
Deloitte	Scion Dental
DynaNet	Booz Allen Hamilton



CURRENT/PAST CONTRACT EXPERIENCE

U.S. DEPARTMENT OF
HOMELAND SECURITY:
FEDERAL EMERGENCY
MANAGEMENT AGENCY

FEMA Web-Based e-Grants Application Sustainment Contract

- o Program management
- o Requirements gathering and analysis
- o Web development design architecture
- o Custom care call center
- o Full software development life cycles (SDLC)
- o Database development

Enterprise Application Development, Infrastructure Sustainment via IBM

- o Requirements gathering and analysis
- o Full software development life cycles (SDLC), including AGILE development
- o Database development
- o CMMI Level 3 environment
- o Program management
- o Creation/maintenance of a software development and test environment
- o Web development design architecture

FEMA Grant Programs Directorate/Project Management and Reporting Services

- Governance and Project Management Assistance*
- o Improved coordination of business process and systems integration
 - o Policy analysis and research; gap analyses
 - o Support of key project goals, objectives, and milestones
 - o Assist customer with emerging policies (DHS, OMD, GAO, etc.)

- Reporting and Data Analysis Assistance*
- o Improved data accuracy and management
 - o FFATA and FFADS reports and ad hoc report development
 - o Data call requests and response

U.S. DEPARTMENT OF
HOUSING & URBAN
DEVELOPMENT:
OFFICE OF
TECHNOLOGY

HUD End User Support Service (EUSS) Help Desk

- o Development and maintenance of a customized call ticketing application and housing inventory database
- o Tier 1 thru Tier 3 end user help desk support services for 6 major HUD systems
- o Utilize software development life cycles (SDLC) processes in producing the ticketing application and database
- o Design and implementation of a local area network solution, server hardware, and software
- o Reporting: daily call volume, weekly call statistical, and monthly summaries
- o Customer Service Quality Assurance

HUD FHA Multifamily Clearinghouse

- o Provide a variety of referral services to HUD Regional Offices, Federal Housing Administration (FHA) and The Inspector General Office (IG)
- o Facilitate public awareness and dissemination of information regarding HUD Multifamily Housing Policies and Guidelines. Product/Material fulfillment
- o Maintain accurate contact referral information for HUD and its affiliate offices
- o Provide links to multifamily property management corporate offices nationwide
- o Reporting: daily call volume, weekly call statistical, and monthly summaries
- o Provide Quality Assurance services

NIST Acquisition Support Services

- o Provide a variety of contracting support services to NIST Contracts Staff
- o Interacts with program offices and acquisition management staff on developing requirements
- o Ensures the accuracy of relevant data in the Federal Procurement Data System (FPDS)
- o Reviews invoices to confirm contract requirements
- o Provides workload management reports

Healthy Smiles Call Center

- o Operates the call center for dental service providers and participants
- o Provides call answering services for non-English speaking callers for over 100 languages and provide a TTY/TTD support
- o Ensures the operation is HIPAA and PII compliant by operating a "Clean Facility."
- o Quality Assurance; Complies with 6 key performance metrics

County-Wide Service Desk

- o Manage County's Single Point of Contact (SPOC) Service Desk (SD) operation, 365/ 24/7
- o Provide and maintain networks services support including local area network (LAN), wide area network (WAN), Internet Protocol (IP) and VPN devices
- o Provide a variety of multi-media technology support
- o Incident/service request detection, monitoring and recovery
- o Support all County standard software applications and standard Commercial Off The Shelf (COTS) software products

U.S. DEPARTMENT OF
COMMERCE: NATIONAL
INSTITUTE OF
STANDARDS AND
TECHNOLOGY

STATE OF MARYLAND:
DEPARTMENT OF
HEALTH AND MENTAL
HYGEINE

PRINCE GEORGE'S
COUNTY: OFFICE OF
INFORMATION
TECHNOLOGY

K U D O S :

"We really appreciate the outstanding work & effort your team is providing to the State, and the State's Medicaid providers & members." --State of Md., DHMH

"net.AMERICA provides excellent services to the MF EUSS Customer Relations Management and citizen-centric assistance..."; --CPARS report