# CAPABILITY STATEMENT

**DUNS:** 966870115
**CAGE:** 1FBW9

**GSA Schedule 70**
Number: GS-35F-0389K

**GSA 8(a) STARS II GWAC**
Constellations I & II,
Functional Areas 1 & 2

Number: GS-06F-0780Z

With Contract Vehicle GSA 8(a) STARS II, the U.S. Federal Government may award Synergetics task orders under the $4 million competitive threshold on a **sole-source basis**. No protests on orders under $10 million.

*per Section 8(a) of the Small Business Act (15 U.S.C. 637 and FAR 19.8).*

Synergetics is a professional services company that provides strategy, custom information technology, information security, consulting, digital, technology, operations and R&D services. Synergetics builds government and enterprise data solutions, ranging from business process optimization to mission-critical software systems. Our cutting-edge solutions are used to detect earthquakes worldwide, track food supply chain information and manage defense logistics data processing across the globe.

**COMMITTED EXPERTS**   Synergetics principals are involved in each engagement to add oversight and commitment to every project's success.  We enable our clients' transformation into customer-centric digital organizations. Our work extends beyond ideas into tangible outcome-driven results.

**INDUSTRY VETTED**   Synergetics is authorized to provide managed cloud services on leading FedRAMP CSPs, including Microsoft Azure Government and Amazon AWS GovCloud. We currently provide FedRAMP management services to DoD and have been approved to operate on DLA's exclusive Azure Government region.

"Costs were always below or **within budget at all times**, contractor even suggested ways to streamline and cut costs, **amazing!**"

"Contractor was consistently **ahead of milestone completion times**. [Synergetics] production and processes never missed a deadline"

— FED LOG PM,
DLA INFORMATION OPERATIONS

**LOCAL ACCOUNTABILITY**   With offices in Colorado, Illinois, Michigan and Washington DC, Synergetics is prepared to respond quickly and in person.

**COMPREHENSIVE QUALITY**   Synergetics's quality is supported by industry-leading frameworks, such as ISO 9001:2008 and CMMI Level 3 compliance, and rigorous client feedback assessments.

**FLEXIBLE ARCHITECTURE**   Synergetics builds cross-platform, cross-device and automated deployment systems. We offer COTS solutions for input interaction testing (i.e. keyboard, mouse) to non-technical user operated database solutions. Our software can run anywhere, on any device type.

## SET-ASIDE PROGRAMS

» SBA 8(a) Program Certified
» Minority-Owned Business
» Small Business
» Small Disadvantaged Business

## CERTIFICATIONS

» ISO 8000-110:2009 Data Quality

## INDUSTRY CONNECTIONS

» Microsoft Certified Partner
» Apple Developer
» Oracle Partner
» Microsoft .NET
» Microsoft SQL Server
» Microsoft Azure Government
» Amazon AWS GovCloud

## NAICS CODES

| | |
|---|---|
| 511210 | Software Publishers |
| 518210 | Data Processing, Hosting, and Related Services |
| 519190 | All Other Information Services |
| 541511 | Custom Computer Programming Services |
| 541512 | Computer Systems Design Services |
| 541513 | Computer Facilities Management Services |
| 541519 | Other Computer Related Services |
| 541611 | Administrative Management and General Management Consulting Services |
| 541614 | Process, Physical Distribution, and Logistics Consulting Services |

"[Synergetics team] are always cooperative, and often **go above and beyond** what is required.

Where many contractors will only follow the exact word of the contract, [Synergetics team] applies logic and common sense to work to the intent of the contract.

They are very concerned about making sure customers are taken care of, and **happy** with the results."

— DOD, DLA,
LEAD CONTRACT SPECIALIST

## MISSION SUPPORT SERVICES

» Field Support Services
» Systems Engineering Lifecycle Support
» Managed Cloud Services (FedRAMP)
» Research and Development (R&D)
» Modeling and Simulation
» Logistics Data Syndication
  and Dissemination
» Engineering
» Operations Support
» Staffing
» Virtualization Support
» IT Infrastructure Support

## CYBERSECURITY SERVICES & SUPPORT

» Cybersecurity Compliance
» Information Assurance
» NOC/SOC Cybersecurity Services
» Risk Assessment and Mitigation
» Penetration Testing
» Intrusion Detection, Analytics, Monitoring
» Incident Handling and Mitigation
» Digital Forensics
» SIEM Monitoring
» DIACAP to RMF Transition and ATO
» FISMA Assessment Services
» IV&V and Software Testing
» 24/7 Network and Security Operations
  and Data Center Support

## INFORMATION MANAGEMENT

» Enterprise Architecture & Technology Support
» COTS Enterprise Database Solutions
» Responsive Web/Mobile Solutions
» DevOps, Release Management & Monitoring
» Business Application Services Support
» Systems Integration and Exercise Support
» Database Design, Development, DaaS
» System and Database Administration
» LAN/WAN Management
» Disaster Planning & Operational
  Continuity Support
» Software Technology Demonstration/Transition
» Configuration Management & Standards Support
» Health IT Support Services
» Social Networking & Collaboration Services
» Knowledge and Content Management Services
» Quality Assurance Services, Automated
  Testing, User Acceptance Testing, TDD

## TRAINING SERVICES

» Computer-Based Training (CBT) Development
» Development of Project-Specific Training
  Policies, Procedures, and Standards
» Instructional System Design
» Course Design, including Virtual
  Classroom Delivery
» Curriculum Development
» Training Assessment Development
  and Delivery Services
» Competency Modeling

## PROGRAM, PLANNING & MANAGEMENT SERVICES

» Administrative and Operations Support
» Business Process Reengineering
» Program, Fiscal & Acquisition
  Planning and Support
» Program and Budget Documentation
» Budget/Management Analysis
» Change Management
» Cost Estimating and Analysis
» Data Analytics
» Earned Value Management
» Enterprise Resource Planning
» Federal Sustainability Compliance
  Planning and Management

## ENTERPRISE CUSTOMER SERVICE

» Help Desk Services
» Service Desk Management (ITIL v.3)
» IT Service Management (ITSM) Development
  and Deployment Services
» Desktop Support and Application Support
» Request, Incident & Problem
  Management Services
» Telecommunications Support Services
» SharePoint Administration Support Services
» Business Intelligence/Report Writing
» Metric & Service Delivery Analysis
  and Development
» Configuration Management & Inventory
  Database Management
» On-Boarding Support Services

## CLIENT TESTIMONIALS

Exceptional CPARS rating for over 20 years

"Quality was always stressed by both my staff and the [Synergetics team]. There is no margin for error in some of the projects we have. Contractors **take quality seriously and pride themselves in their work** and their zero quality errors."

"Contract team has always immediately notified me of issues/potential problems. Upon discovery of the issue they worked relentlessly, no matter the day of week or hour of the day to ensure problem was resolved. **All the key management staff were responsive and available 24/7**, exceeding our qualifications and requirements. Their team **shared diverse and rich knowledge**, enabling support on all echelons. All my staff would attest to the enthusiastic support they provided for both the team and customers alike."

"[Synergetics team] were clear in identifying the company size, assets and advantages. Their business arrangement and ability to subcontract additional personnel to their team gave them all the great personnel aspects of working with a small company yet asset availability of a large company. I feel they are **truly prepared to execute and deliver**, regardless of the project scope."

– FED LOG PM, DLA INFORMATION OPERATIONS

"[Synergetics team] consistently produces a **quality product that exceeds expectations**. Any problem or program bug/error is addressed expeditiously to ensure that the product exceeds the warfighter's needs. They are innovative in overcoming any obstacles that arise, and are flexible as government processes and procedures present ever changing challenges. Additionally they eagerly make suggestions for changes that will benefit the product, process, and warfighter."

"Given what I know today about the contractor's ability to perform in accordance with this contract or order's most significant requirements, **I would recommend [Synergetics's team] for similar requirements in the future**."

– DOD, DLA, LEAD CONTRACT SPECIALIST