table of contents

Introduction 2
Core Competencies 2
Sympora Technologies Business Organization 3
Executive Summary 4
Capabilities 6
Client List 12
Introduction

Sympora Technologies provides a wide range of information technology, e-learning, and information security services to small and large businesses, non-profit organizations and government agencies. Our team offers a higher caliber of comprehensive services designed to deliver practical solutions - solutions that address the immediate and future needs of your organization. We are a unique company owned and managed by individuals with varied experience as engineers, computer scientists, corporate executives and educators. Sympora’s approach centers on not simply adding more technology, but providing you with the people and know-how to make your technologies work. When you partner with Sympora Technologies, you get more than a team of technical professionals. You get the experience, tools and resources to manage your investments cost effectively even as your business and IT environment changes.

Core Competencies

<table>
<thead>
<tr>
<th>Consulting</th>
<th>Information Security</th>
<th>e-Learning and Instruction</th>
<th>Network Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Management</td>
<td>Penetration and Exploit Testing</td>
<td>Instructional System Design</td>
<td>Infrastructure Design</td>
</tr>
<tr>
<td>Database Management</td>
<td>Vulnerability / Risk Assessments</td>
<td>Electronic Performance Support Systems</td>
<td>LAN / WAN Support</td>
</tr>
<tr>
<td>Software Support</td>
<td>Secure Architecture Design</td>
<td>Multimedia Consultation</td>
<td>Systems Administration</td>
</tr>
<tr>
<td>Requirements Assessment / Needs Analysis</td>
<td>Firewall / Router Configuration</td>
<td>Curriculum Development</td>
<td>Web Server Administration</td>
</tr>
</tbody>
</table>
Sympora Technologies Business Organization

Corporate Offices:  
Sympora Technologies  
5431 Woodland Boulevard  
Suite B  
Oxon Hill, MD 20745

Dean R. Matthews, President  
T. (800) 568-9965  
F. (301) 505-2838  
W. www.sympora.com  
E. info@sympora.com

Type of Ownership: S-Corporation

Incorporated: State of Maryland, 2000

Formerly trading as  
Millennium Software Solutions, Inc.

Certifications

GSA Contract Number: GS35F0724N  
SBA 8(a) Certification Case Number#: 111 991  
SBA 8(a) Certification 8(a) Expiration Date: 06/22/2014  
Maryland MDOT Minority Business Enterprise #: 03-0394  
Maryland Small Business Reserve Number: SB05-2200  
Virginia Commonwealth MBE: 647 408  
Prince George’s County Minority Business Enterprise #: 03-1733

North American Industry Classification System (NAICS) Codes

<table>
<thead>
<tr>
<th>NAICS Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>541511</td>
<td>Custom Computer Programming Services</td>
</tr>
<tr>
<td>511210</td>
<td>Software Publishers</td>
</tr>
<tr>
<td>541512</td>
<td>Computer Systems Design Services</td>
</tr>
<tr>
<td>611420</td>
<td>Computer Training</td>
</tr>
<tr>
<td>611430</td>
<td>Professional and Management Development Training</td>
</tr>
<tr>
<td>541430</td>
<td>Graphic Design Services</td>
</tr>
<tr>
<td>541513</td>
<td>Computer Facilities Management Services</td>
</tr>
<tr>
<td>541519</td>
<td>Other Computer Related Services</td>
</tr>
<tr>
<td>541611</td>
<td>Administrative Management and General Management Consulting Services</td>
</tr>
<tr>
<td>541710</td>
<td>Research and Development in the Physical, Engineering, and Life Sciences</td>
</tr>
</tbody>
</table>
Executive Summary

**Dean R. Matthews**, Founder and President, manages all operating aspects of Sympora Technologies. Mr. Matthews is confident in the qualifications and professionalism of his management team and grants his staff decision-making authority. However, he is a “hands on” president and stays close to everyday operations. This oversight yields effective vision for the company and enables strong corporate performance.

Mr. Matthews founded Sympora Technologies after more than twelve years of diverse engineering and IT experience. In addition to working in both the federal and commercial sectors, he has also performed research at the University of California at Berkeley and the Naval Research Laboratory.

Mr. Matthews earned his Master of Science degree in Electrical Engineering-Digital Communications/Digital Signal Processing from North Carolina State University and his undergraduate degree in Electrical Engineering from North Carolina Agricultural and Technical State University. Over the past several years, Mr. Matthews has gained a vast amount of knowledge and experience in the field of information technology. During that time, he has forged solid relationships with business owners and key personnel in both local and federal government.

Mr. Matthews’ roles and responsibilities are to direct the company, write management policies, explore and implement innovative ideas, and represent Sympora Technologies at business events and functions. He also invests significant time meeting clients and developing effective working relationships.

**Al Davis** is Vice President of Engineering at Sympora Technologies and brings a wealth of expertise to the company. Mr. Davis has been with the company since its inception, originally serving in a consulting capacity. Mr. Davis is responsible for the oversight of Sympora’s software design and development efforts. Furthermore, Mr. Davis manages the implementation of LAN/WAN based systems. Mr. Davis has over 20 years of experience in the Information Technology industry, serving as a Senior Systems Architect and Senior Systems Analyst on numerous engagements. He is skilled in the design of client-server and application server migration systems and related architectural development. Prior to joining the Sympora team, Mr. Davis had previously managed large multi-leveled IT departments for government and private industry.
Charlotte Adams-Keen is Sympora Technologies’ Director of Business Development. Before joining the Sympora team, Ms. Adams-Keen was employed at the SENTEL Corporation where she spent more than ten years as Director of Business Development and as the Vice President of Corporate Communications. With more than 20 years experience in government marketing and business development, Adams-Keen directed SENTEL’s Government Services Administration (GSA) programs. Prior to coming to SENTEL, she spent six years at HFSI (formerly Honeywell and Wang) as a senior marketing and proposal analyst. Ms. Adams-Keen has degrees in English and Communications from Mary Washington College with graduate work in organizational behavior, systems management, and public relations.

Crystal McDonald serves as the Sympora Technologies Director of Marketing. Ms. McDonald offers expertise in various disciplines, which extend from her technical foundation as an engineer to her experience in marketing and communications. The strategic planning and development of Sympora’s core lines of business fall under the responsibility of Ms. McDonald. Additionally, she is responsible for managing media and public relations requests, and assessing market opportunities in and beyond the federal procurement arena. By grasping the collective business and operational objectives of our clients, she is well equipped to establish, cultivate and nurture our customer relationships – from concept through implementation.

Dr. Joi Moore, Ph.D. serves as Sympora’s Director of Instructional Technology and E-Learning. Dr. Moore oversees the effective application of information technology to the design of instructional systems and learning environments. Her responsibilities include developing partnerships with local community, industry, and educational institutions; planning and implementing the company’s instructional technology infrastructure; and exploring opportunities for the application of web-based learning environments. Dr. Moore holds B.S. and M.S. degrees from North Carolina State University, as well as a Ph.D. in Instructional Technology from the University of Georgia with a cognate area of Management Information Systems. She is currently a co-Investigator for the Planet Innovation project, funded by the U.S. Department of Education.
Capabilities

At Sympora Technologies, our capabilities are as broad as the IT issues facing clients today. We focus on solutions that allow clients to store, manage and retrieve data; to evaluate performance, generate real-time reports, and make informed management decisions; and to benefit from unsurpassed instruction and data security.

Electronic Records and Document Management

Since 1997, Sympora Technologies has worked with numerous document management systems in several sectors of the financial services industry. When mutual fund giant T. Rowe Price sought a faster way to open accounts by reducing paperwork, the Sympora team was instrumental in supporting the implementation of technology for a variety of applications. Sympora Technologies, in cooperation with T. Rowe Price personnel, consultants from DST Systems, Inc. and other contractors, collaborated to implement DST’s Automated Work Distributor™ (AWD) on both the retail and non-retail side of the business. Sympora Technologies’ development team worked on applications that offered T. Rowe Price a complete document management, workflow and customer service solution that included:

- the ability to import difference types of documents
- increased storage and archiving capacity
- improved indexing and retrieval capabilities
- improved distribution and security

Additionally, the project included a Records Management component. Records Management requires the application of systematic controls to the creation, maintenance and destruction of an organization’s records. AWD maintains all contact history and transactions in an electronic file—eliminating unnecessarily volumes of paper and dramatically improving productivity. No matter how work arrives—via Internet, e-mail, phone, or traditional mail—AWD captures the information and automatically integrates it into workflow. With AWD’s customer service technology, associates can respond to any request on the first contact. Whether processing inquiries or membership enrollment, all information is immediately available to associates.

While under contract on the T. Rowe Price project, Sympora Technologies customized enterprise-specific code base to integrate with Automated Work Distributor. The Sympora team developed a Visual C++ 5.0 application integrating AWD with scanned, archived documents through a simplified and uniform graphical user interface. Previously T. Rowe Price processors were forced to view these mutual fund statements and related documents using three separate applications. The application developed by Sympora significantly reduced hold times for T. Rowe Price phone representatives. Using the document viewing application and its integration with the enterprise document management system, processors were able to query customer statements via a single application through a unified interface.

Additionally, the Sympora team designed and wrote numerous custom interface C++ DLLs to extend AWD functionality and align with business objectives specific to Retirement Plan Services. Sympora developed CGI/Perl scripts to examine UNIX server diagnostics and used data to dynamically update Intranet pages in order to accurately reflect timeliness of production outage report data and support system reliability and document management system failover.
Most recently, Sympora Technologies’ document management experience was applied at mortgage industry leader Fannie Mae, again in collaboration with DST’s Automated Work Distributor. In an ambitious effort to automate tedious document management and the many manual processes associated with the mortgage industry underwriting process, DST integrated its award-winning business process management solution with Fannie Mae’s automated underwriting engine, Desktop Underwriter™ (DU). Sympora Technologies was selected as one of the vendors to help develop and facilitate this undertaking. The teaming of AWD with DU was part of DST’s focus on delivering a robust Business Process Management (BPM) solution for mortgage lenders. Upon the finalized integration, mortgage lenders who use DU will be able to leverage the power of the integrated solution to automate the processing of mortgage loans based on DU findings and other lender-provided specifications. This powerful capability will bring lenders significantly closer to their goal of a fully electronic mortgage.

AWD’s BPM technology is used to support all aspects of the lending process, including loan application and origination, management of documents and compliance. For these processes, AWD provides a secure and accurate audit trail for improved quality control, information security and real-time business intelligence to monitor the loan status. With electronic loan files in a central repository, AWD eliminates the need to transfer or access paper files, removing the physical constraints of location and allowing individuals in different states and across different time zones to participate in a single integrated workflow. In addition, DST provides an AWD-enabled business process outsourcing service and a multiple data center solution for technology hosting and document vaulting.

As an integral part of the development effort, Sympora Technologies developed Java classes and performed XSLT/XML translations to transform mortgage transactional data in support of a Fannie Mae Mortgage Process Management (MPM) initiative to automate and integrate lender loan-processing activities. This service supports automation and integration of a lender’s loan-processing activities by automatically generating, from automated underwriting findings and other sources as appropriate, an actionable checklist of all pre-closing tasks, with automated Business Process Management (BPM) and Electronic Document Repository (EDR) functionality.

The Sympora team worked with secondary mortgage industry business analysts to refine middle tier and backend requirements. Also, Sympora developed Oracle-stored procedures to incorporate into DST’s Automated Workflow Distributor / Electronic Document Repository (EDR) application. Via SOAP messaging, Sympora also developed the proof of concept using JavaScript code and HTML that was subsequently used to sell the project concept to Fannie Mae upper management.

Sympora Technologies applied more than eight years of experience with document management, electronic case management, and business process re-engineering to the Fannie Mae / DST team and delivered the production-ready system in the winter of 2005.

Knowledge Management, Reporting Systems and Decision Support Tools

Sympora Technologies implements Decision Support Tools that are customized to provide management and senior level stakeholders with real-time analysis and assessment capability. These tools

- convey information in a more digestible manner
- compare information about field office workforce plans against cost/profit centers
- compare information over different time periods
- check performance versus budgets, forecasts, quotas, and both formal and informal goals
- retrieve small pieces of information from a large volume of data
- provide a “report of record”
- discover and/or confirm trends and relationships
- provide data for a “what if” analysis or forecast
Most recently, Sympora Technologies was awarded a contract with the Department of Interior Bureau of Land Management’s Human Capital Management Group (BLM HCM). Specifically, Sympora worked directly with the Strategic Workforce Analysis Group (SWAG).

In support of the Bureau of Land Management National Workforce Plan, the Strategic Workforce Planning Group identified a need to develop a workforce planning data acquisition and retrieval website from an existing Lotus Domino application, and to then re-host the existing static user information site in an integrated Web Warehouse. Sympora Technologies first addressed the website redesign effort. The previous BLM static website consisted of hundreds of documents (PDF files, Microsoft Word documents, Microsoft Excel documents, HTML files, etc.) that were incorporated into the site in a manner that hindered the site’s usefulness. Sympora met with BLM personnel to evaluate the group’s goals relative to their internal objectives. Then, Sympora’s iterative design process was employed. By working closely with and receiving valuable input from BLM personnel, the Sympora team incorporated a new design that was aesthetically pleasing, intuitive to the user community, and structured to facilitate the ability to locate workforce planning documents. The website allows users to access secure and sensitive data, while populating an e-forms application into data repositories that can extract and load data for input to the SAS Human Capital Management (HCM) data system. This system will provide line management and workforce planning coordinators with the information and guidance on the bureau workforce planning processes.

However, the crux of this development effort was to provide SWAG with web-based analysis tools to accurately and efficiently assess trends in their workforce. Sympora Technologies assessed the development effort within the context of the Federal Enterprise Architecture (FEA) and the OMB-defined HR Line of Business (HR LOB).

Within the federal government, many of the business processes underlying human resource management are more aligned than dissimilar. Business processes are repeated across federal agencies and potentially serve as candidates for standardization. The opportunity to realize synergies and efficiencies for human capital management prompted the Office of Management and Budget (OMB) to launch the HR LOB effort and choose the Office of Personnel Management (OPM) to lead an interagency taskforce to manage the effort.

Based on guidance provided by the FEA Business Reference Model (BRM), Sympora recognizes Human Resource Management involves all activities associated with the recruitment and management of personnel. According to the BRM, these activities include:

- **Benefits Management** - Benefits Management involves the administration of entitled benefits for federal personnel such as retirement, medical, disability, and insurance.

- **Personnel Management** - Personnel Management involves the general management of the federal workforce, including but not limited to functions such as personnel action processing, employee tracking, position classification and management, discipline/grievance, advancement and awards, labor relations, etc.

- **Payroll Management and Expense Reimbursement** - Payroll Management and Expense Reimbursement involves the administration and determination of federal employee compensation.

- **Resource Training and Development** - Resource Training and Development refers to the active building of competencies in staff members through formal, technical, or other means of education.

- **Staff Recruitment and Employment** - Staff Recruitment and Employment refers to the active marketing and hiring of personnel to capitalize on opportunities and fill vacancies within an organization as well as the activities focused on retaining staff.

Sympora Technologies has become intimately familiar with the Federal Enterprise Architecture Program Management Office guidance and the associated Reference Models. In relation to the BLM’s Human Capital Management group, Sympora’s adherence to the FEA’s Business Reference Model was instrumental as the team continued to analyze, design, and develop the group’s decision support tools. These web-based applications developed by Sympora Technologies are to be incorporated into the BLM Human Capital Management group’s Human Capital Management Enterprise Knowledge Portal. As this relationship develops, Sympora Technologies is intent on continuing to deliver products in support of the Department of Interior and their Human Capital Management efforts.
As an IT vendor at T. Rowe Price, the Sympora team also developed a variety of decision support and data analysis tools. Sympora Technologies inherited a legacy application and converted it to a Visual Basic application used to provide representatives, supervisors, and management with reports to determine effectiveness and quality of individual and group performance. In addition, Sympora integrated third party custom controls to provide reports as outlined by T. Rowe Price business analysts in a Windows NT 4.0 environment.

Part of this effort entailed creating Visual Basic modules to retrieve enterprise data from an AS400/DB2 environment, dynamically creating and updating a Microsoft Access 7.0 database based on the queried data, and then displaying the data using Crystal Reports. Additionally, Sympora incorporated functionality to display each report on screen, save the report to Excel spreadsheets, and redirect the reports to designated networked printers.

The Sympora team also debugged COBOL / Embedded SQL programs in order to resolve conflicts between batch reports generated from queries against a DB/2 database, the AWD application, and the reports generated by field managers at T. Rowe Price operations centers.

**Web Application Development, Database Management and Migration**

Sympora Technologies’ core capabilities lie in the areas of developing scalable, database supported, and web-based applications. Our experience has demonstrated the need for our developers and engineers to design and implement applications that run within any given customer environment. Because we are responsible for both programming and systems analysis, we provide personnel proficient in both areas. Our staff works with databases, object-oriented programming languages, as well as client–server applications development, multimedia and Internet technology as they are needed.

Sympora Technologies has designed, developed, and implemented numerous web-based systems in academic, government and commercial settings. Members of Sympora’s team of software engineers and developers partnered to lead the development effort of an online grants management system at the Department of Justice. Working as part of a subcontracting team, their implementation entailed redesigning a CGI-Perl based system initiated by the incumbent. A Java-based design and implementation was later developed incorporating several J2EE services. Sympora Technologies also played a vital role in the J2EE design and implementation of an enterprise web-based software solution for Realeum, Inc. The system leverages technology to efficiently manage residential and commercial real estate portfolios.

Sympora Technologies’ most recent engagement is with the Prince George’s County Council. In an effort to help facilitate community outreach and communication with registered county voters, council members have become more active in effectively utilizing information technology resources. Sympora Technologies consulted with council member support staff to plan, identify, and evaluate a more effective mechanism for staying abreast of the concerns of the local constituency. Our team design and implemented a relational database that best modeled both the immediate and future needs of the council members. By assessing the “as-is” condition of the office’s current processes, we were then able to devise an effective data collection and recording platform that can be applied across the entire council.

Utilizing the full capability of the Microsoft Office Suite, the Sympora team implemented a Microsoft Access database solution that first imported the vast array of voter, business, and religious institution data that currently existed in Microsoft Excel spreadsheets, flat files and Microsoft Word documents. Having established a solid database design and successfully imported the thousands of existing records, Sympora then addressed the need to clean the newly imported records to protect the data’s integrity. As we continued to work with the council’s legislative aides, we were then able to prototype an acceptable screen design. Using Microsoft Access
front end development capability, Sympora Technologies delivered an application that exceeded the client’s needs. Furthermore, our team provided the customer with a user-friendly, front end tool that will allow system users to execute dynamic SQL queries and run reports as the customers’ needs grow.

A final case study exemplifying our database management abilities involves the U.S. Department of Interior National Park Service and the Native American Graves Protection and Repatriation Act (NAGPRA). Faced with a litany of pressing web development, database conversion and integration needs, the department overseeing this program enlisted the services of Sympora Technologies. Our assistance included transferring a widely used application to the web while simultaneously performing a database migration. This effort entailed the following:

- Detailed requirements analysis in order to maintain all previous functionality
- Microsoft Access 97 to Microsoft SQL Server 2000/2003 conversion/migration
- Microsoft Access VBA development
- Web-enabled Ad Hoc Reporting functionality
- Macromedia ColdFusion MX design and development
- Website design and implementation
- Implementation of new input/edit/search pages via standard ODBC/JDBC interfaces

Selected among numerous IT vendors, Sympora Technologies is currently in the analysis phase of this effort to develop a more streamlined, web-enabled Macromedia ColdFusion MX/SQL Server backed solution.

As these examples indicate, Sympora Technologies has experience in a variety of technologies supporting web and database development. Our professionals are seasoned in the design, implementation, and tuning of relational database management systems such as Oracle 4, 7, 9i, and 10g; SQL Server 6x, 7x, and 2000; as well as INGRES, Sybase, DB2 and Microsoft Access.

**eLearning Technologies and Multimedia Instructional Design**

The Sympora Technologies team has over ten years of experience with the design, development and implementation of traditional and web-based courses and e-Learning modules. Dr. Joi L. Moore, director of Sympora’s e-learning division, has presented more than 40 lectures and published over 20 articles related to the design of learning environments and successful implementation of performance technology.

Specifically, Sympora Technologies specializes in instructional systems design, project management and evaluation, performance support technology, and interactive learning environments. Our expertise in web programming (Java, JavaScript, Perl, PHP), Macromedia Applications (Flash, Director, Authorware, Dreamweaver, Fireworks), and Object Oriented Languages facilitates the delivery of educational content.

As consultants to the Techworld Public Charter School, Sympora Technologies recently assessed the school’s information technology curriculum. Our curriculum development professionals then developed a new curriculum in accordance with the Local Education Authority standards. Furthermore, the Sympora Technologies’ team was able to combine our instructional technology, information architecture and application development skill sets to integrate online technical resources as we developed the school's website.
In an attempt to reduce escalating training and insurance costs for their truck drivers, Sandbox Trucking enlisted the services of Sympora Technologies to develop a web-based training system to assist the company owners in this effort. By first meeting with the firm’s senior management, the Sympora team determined the short term and long term training needs of the company by performing a task analysis and needs assessment. We were able to incorporate customized quantitative assessment capability into a commercial learning management system. This web-based instructional tool focused on reinforcing interstate trucking laws, corporate policies, and information.

Sympora professionals have supervised the design and development of language arts products for students in grades K-6, managed numerous projects, and made curriculum presentations to school districts across the country. As multimedia consultants and content designers, Sympora’s team has designed and developed educational multimedia products for both the web and PC-based learning systems.
Representative Client List

- U.S. Department of Homeland Security - U.S. Customs and Border Protection
- U.S. Department of Health and Human Services - Centers for Medicare and Medicaid Services
- U.S. Department of Interior – Bureau of Land Management
- U.S. Department of Interior – National Park Service
- Fannie Mae – eBusiness Group
- Prince George’s County Council
- T. Rowe Price – Investment Technologies
- Realeum, Inc.
- Data Systems Group
- Techworld Public Charter School
- Sandbox Trucking
- Crunchy Technologies
- SENTEL Corporation