



FACT SHEET


The net.America Corporation
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CAGE Code: 3B7G8

SBA CERTIFIED WOSB
MINORITY-OWNED
MD CERTIFIED MINORITY BUSINESS ENTERPRISE (MBE)

Empowering our diverse community, we are a minority and woman-owned small business dedicated to delivering cost-efficient management consulting services and solutions to the federal, state and local government.




PROGRAM MANAGEMENT



CONTACT CENTERS & HELP DESK SERVICES



WORKFORCE DEVELOPMENT



INFORMATION TECHNOLOGY

- Grants Management
- Financial Management & Internal Controls
- e-Government Solutions
- Technical Assistance
- Policy Development

- Infrastructure Support
- Quality Assurance
- Training & Customer Experience Support
- System design and legacy integration

- Technical Assistance
- Industry Intermediary
- Apprenticeship Program Building
- Career Pathways creation

- Database Management
- Systems Administration
- Software Development
- Strategic Planning
- Citation Processing
- Transportation Photo Enforcement Technology

 **CONTRACT VEHICLES**

 **NAICS CODES**

GSA OASIS+ SB 47QRCA25DS206
GSA OASIS+ WO 47QRCA24DW124
GSA MAS GS10F0204X
CMS SPARC HHSM-500-2017-00041I
8A STARS III (SUB) 47QTCB21D0016

541511 | 541512 | 541519 | 541611 | 541618 | 561422

 519190 | 524291 | 541513 | 541614 | 541690 | 541930
 561110 | 561210 | 561410 | 561790 | 561910 | 561920
 561990 | 611420 | 611430 | 611513 | 611710 | 624230



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CONTRACT EXPERIENCE

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

Internal Controls

- Grants assessment planning support: Assisting in the preparation of internal control assessment documentation (Framework).
- Conducting internal control testing
- Analysis and classification of deficiencies.
- Develop and implement internal controls and processes.
- Corrective action planning support

Grant Programs Directorate/Project Management and Reporting Services

Governance and Project Management Assistance

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

Reporting and Data Analysis Assistance

- Improved data accuracy and management
- FFATA and FFADS reports and ad hoc report development
- Data call requests and response

U.S. DEPARTMENT OF LABOR:
EMPLOYMENT AND TRAINING
ADMINISTRATION

Youth Apprenticeship Intermediary

- Expand current and create new registered apprenticeship programs for youth.
- Commitment to signing up 900 apprenticeships by 2024.
- Development and maintenance of a customized call ticketing application and housing inventory database
- Build brand awareness of youth apprenticeships and facilitate peer learning.
- Manage outreach and recruitment and convene apprenticeship forums.
- Initiate new apprenticeship programs and expand sustainable existing youth apprenticeship programs.
- Conduct research and evaluations and prepare a promising practices guide.

Multi-Industry Apprenticeship Intermediary

- Expand current and create new Registered Apprenticeship Programs for career seekers with a 50% focus on minority and vulnerable populations
- Commitment to enrolling an average of 750 Registered Apprentices or more a year over the life of the contract.
- Build awareness of Registered Apprenticeship Programs and facilitate peer learning.
- Manage outreach and recruitment and convene apprenticeship forums.
- Initiate new apprenticeship programs and expand sustainable existing RAPs.
- Conduct research and evaluations and prepare a promising practices guide.

U.S. DEPARTMENT OF
COMMERCE: UNITED STATES
PATENT AND TRADEMARK
OFFICE

Enterprise Contact Center (ECC)

- Provide programming and analysis support services to maintain, support, enhance and upgrade the ECC
- System analysis, design, computer and communications programming, database programming and management, testing, implementation, operations and maintenance and end user training
- Supports USPTO's 25 business centers, 475 ACD users, and 175 supervisors

Patent and Data Capture (PADACAP)

- Patent application data entry, data cleanup, formatting, verification, quality control and the return of patent application information in required format for electronic delivery.
- Patent application processing

STATE OF MARYLAND:
DEPARTMENT OF HEALTH
AND MENTAL HYGIENE

Healthy Smiles Call Center

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

KUDOS:

“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**

“...the recent ECC Upgrade has been challenging but the benefits regarding stabilization are tremendous in positioning the ECC Infrastructure Platform for Cloud entry”. --**Sidney Thomas Sr., USPTO**