NovaTech Services is pleased to respond to the Request for Information for the JPL Data Systems Implementation and Operations (DSIO) Recompetition for Software/Systems Engineering, Operations, Data Management/Distribution, and Support Services Solicitation Number: LM-17-10. Please see the included response to the RFI. NovaTech looks forward to assisting you with the JPL RFI projects.

Best regards,

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NovaTech Services, Inc.
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www.novatechservices.com

Employer Identification Number: 20-4544513
SBA classification - Encore Entrepreneur
CA BoE Sellers Permit: SR GH 100-727587

NovaTech Services will:
- Build your IT structure within NASA security requirements
- Provide comprehensive management of your IT systems
- Deliver CIO level planning and project management
- Provide peace of mind and reassurance knowing that your IT environment is being handled by professionals
- Operate with 24/7 monitoring and response
- Deliver cost effective operations meeting your financial needs for your project

What we do:
- Cloud computing
- Customize your office setup for any location
- BYOD – bring your own “mobile” device
- Secure remote connections
- Backup with redundancy
- 24/7 IT outsourcing
- Disaster recovery
- Build the configuration to your needs
- Secure access—e.g. two factor sign-in
- Application and database integration and migration
- Email integration and migration
- Project planning to your IT needs
- Product selection guidance

Who we are: 10+ years, techs with decades of experience
- 2016 AMES Contractor Council Certificate of Appreciation
- NASA ARC Code/CM AFSS JACOBS—Dec 2015 to present
- NASA ARC Code/CM IAPWS—Mar 2006 to Dec 2015
- NASA ARC Center Security reviews—2013 to present
- NASA Small Business Innovative Research (SBIR) member
- Silicon Valley Chamber of Commerce, BBB—A+ Rating
- EIN: 20-4544513; DUNS: 78-704-5678; CAGE: 5JWZ0; CA BoE: SR GH 100-727587
- P.O. Box 518, Santa Clara, CA 95052 — www.novatechservices.com — 408.295.3188
NovaTech Services Introduction

- Terry Hines is the President and CEO of NovaTech Services. Terry worked for Hewlett Packard both in IT and in Sales. After a great ride, he started up NovaTech and has been in business as a corporation in Silicon Valley for ten years. We have several IT experts on our team with decades of experience in all aspects of computing services. We cater to technical and engineering businesses and can handle all of your IT needs so you can focus on your own operation. Some of our specialties include upgrading computer environments to keep up with the changing needs of the industry; in particular firewalls, anti-virus, backups, periodic testing to ensure the integrity and safety of your system, Cloud customization, and remote access so we do not have to come out and disrupt your office and employees.

- The NovaTech Cloud service can remotely run all of your selected applications and programs without involvement from your staff. Our data centers are a proven resource with independent audits and service agreements to meet your specific requirements.

- Many Cloud computing options exist including NASA private cloud, IBM SoftLayer, MicroSoft, Google, Amazon, each with a myriad of choices and solutions. NovaTech will help you select the right option for you with as much control as you choose. Connections to the Cloud service will be defined giving you confidence in the simplicity, security and accessibility.

SUPPLIER INFORMATION:

1. Do you have current facilities in the Southern California area?
   - NovaTech Services is a Silicon Valley based Corporation in Santa Clara, CA. NovaTech has a presence in Santa Barbara, CA. NovaTech is focused on cloud computing services with a partnership on IBM Bluemix Softlayer - https://www.ibm.com/cloud-computing/bluemix/data-centers. Amazon AWS Government is available with similar capabilities. - https://aws.amazon.com/federal/. NovaTech has partnered with cloud service providers and delivered supported systems since the inception of cloud computing. Access to these systems is available world wide at very high speeds. A NovaTech field office will be set up near JPL.

2. Is your Company approved for a cost-type contract?
   - NovaTech Services is approved for a cost-type contract. NovaTech will match and deliver the contract to JPL specifications and needs. Primary contact is Terrence Hines.

3. Who is your cognizant audit agency?

   - Quality and customer satisfaction are top metrics for operations and performance at NovaTech Services. NovaTech conducts an annual review of quality through our NovaTech Services Standards of Business Conduct, documented position plans and activity plans. Continuous review of customer satisfaction and feedback is performed.

5. Does your company plan to partner with a Small Business?
   - NovaTech Services is a Small Business and plans to partner for other small businesses to meet the JPL engineering services needs.

6. Do you perform work under any other NCAICS codes besides 541330?
   - NovaTech performs work under 423430, 518210, 541511, 541512, 541513, 541519, 611420, and 811212.

6. Describe your facility with regards to computer security and internet connection bandwidth.

STATEMENT OF CAPABILITIES:

1. In reviewing the scope above, which disciplines are you able to perform with your current workforce?
   • NovaTech Services has specific experience in:
     o Perform all aspects of the software development lifecycle
     o Perform computer and information research
     o Design and develop technical documentation, and web-based science visualization
     o Provide end-user support to the JPL, science, and engineering communities
   • Specific capabilities around engineering and flight tasks will utilize existing contractor staff to be interviewed and hired based on skills and performance in current operations at JPL.
     o With expertise in key engineering fields, perform analysis and operational tasks
     o Perform systems engineering for flight and non-flight tasks.

2. Describe your resources employed in labor categories of similar nature to those utilized by JPL
   • NovaTech Services has specific experience in:
     o Computer and Information Research Scientist
     o Data Visualization Developer
     o UI Developer
     o Software Tester
     o SW Deployment/Configuration
     o Database Developer/Administrator
     o Data Management & Archive
     o Network Architect
     o Information Security Analyst
     o SW Quality Assurance
     o System Operator
     o User-facing Documentation
     o End-User Support Operations
   • Specific capabilities around engineering and flight tasks will utilize existing contractor staff to be interviewed and hired based on skills and performance in current operations at JPL.
     o Flight Operations Systems Engineering
     o Mission Operations Systems Engineering
     o Validation & Verification Systems Engineering
     o Mission Planning
     o System Architect
     o SW Systems Engineer
     o SW Application Developer
     o Embedded SW Developer
     o Scientific Algorithm Developer

3. Describe your Company’s software and systems engineering certifications (e.g. CMMI), if any.
   • NovaTech Services has been performing software and systems engineering for decades through a variety of processes and procedures. NovaTech would staff a CMMI role directly
for JPL projects from existing contractor staff to be interviewed and hired based on skills and performance in current operations at JPL.

4. Describe two software tasks and two systems engineering

   • NovaTech Services’ partnership with IBM has allowed us to provide IBM Bluemix/Softlayer Cloud hosting and WebSphere services to our clients. This has allowed them to enjoy the freedom and flexibility of allowing us to provide the entire computer services necessary for each of their individual needs without having us in their offices. They have been able to take advantage of the monthly recurring reliability and consistency the Cloud and WebSphere provides. This has proven especially valuable for businesses that have different offices or branches that can now all easily access the information they need.

   • NovaTech has been focused on the cloud computing solutions and options since they first came to the market. We see this as the future for IT computing. One of our most popular services is setting up companies of all types in the Cloud, which allows them the freedom and flexibility to operate in a mobile and distributed business. We have medical practices where providers can access their selected EMR system from office, home, hospital, and their clinic. We have property management companies able to control access and management of leasing offices in properties throughout their geography. We have law offices managing their disaster recovery setup in the event of a significant impact to their physical office. We have CPA firms able to access their eMail from any device and any location. There are many ways to take advantage of “Cloud Computing”. NovaTech Services will design your most effective configuration utilizing the most cost effective options.

   • The products we have offered to our clients are NASA private cloud, IBM Softlayer Cloud Hosting in San Jose and Dallas. We also continue to offer all of our regular computer service solutions such as monthly contracts that provide maintenance, safety, security, and allow our clients to continue to focus on their own businesses. NovaTech uses a variety of the Softlayer product offerings in building the solutions that are implemented.

5. Does your company currently support work that requires a TSSCI security clearance?

   • NovaTech Services holds security clearances with NASA for IT operations at ARC. These clearances cover those necessary for being a NASA Certified IT Systems Administrator. Any necessary NovaTech staff could pursue TSSCI security clearance.

6. Describe your related experience (not to exceed four (4) examples)

   • NASA Ames Research Center Facilities management services needed a reliable and current implementation of WebSphere/Maximo. WebSphere/Maximo services integration with NASA IT security requirements has been implemented and operational. NovaTech Services provides infrastructure support to an IBM Websphere/Maximo implementation at NASA Ames Research Center in the Facilities Services. NovaTech designed and developed the use of NASA private cloud for implementation on VMWare virtual machines.

   • NASA Ames Research Center needs a replacement Commercial off-the-shelf (COTS) system for an outdated home grown system. NovaTech Services provided a replacement analysis and implementation plan.

   • S101 Management needed a centralized solution to meet the employee needs for numerous small offices across a widely distributed geography. The IBM Bluemix/Softlayer cloud service is implemented and operational.

   • Young Craig + Co., LLP needed a very secure and reliable data backup service for their tax and accounting services. The IBM Bluemix/Softlayer Cloud service provides the data backup necessary.