

## Attachment 16: Relevant Experience Project Template (Document Verification)

### Part 1: Project Identification

|   |  |
|---|--|
| Offeror Name:   | Technuf LLC  |
| Contractor Name if other than Offeror (Restricted Pool Only): | Click here to enter text.  |
| Contract Number:  | CSCOTQ00155480, US202349222CW, 201553853, CSCOTQ00032809   |
| Order Number (if applicable)                                  | Click here to enter text.  |
| Project Title:  | <b>Information Technology Professional Services: IPICS Software Development Service; Network &amp; Server Infrastructure Support; IoT Documentation Support, Cisco Collaborative Knowledge (CCK) Project</b> |
| Prime or Subcontractor:                                       | Prime  |
| Contract Type:  | Firm-Fixed Price   |
| Period of Performance (PoP):                                  | 03/2011-03-2018  |
| PoP if all options are exercised:                             | Base + 4   |
| Obligated Amount:   | \$4,700,000.00   |
| Base and All Options Value (Total Contract Value):            | \$4,700,000.00   |
| NAICS:  | 541512, 541513, 541519, 518210, 541330, 541511   |
| PSC Code  | D310, D306, D307, D308   |

### Part 2: Project Reference Information

#### Contracting Officer (or Corporate Official for Commercial Experience)

|                     |                     |
|---------------------|---------------------|
| Name:               | Dan O'Malley        |
| Title:              | Senior Director     |
| Agency or Customer: | Cisco Systems, Inc. |
| Phone:              | 408-859-6576        |
| Email:              | daomalle@cisco.com  |

#### Contracting Officer's Representative (COR)/Federal Program Manager (FPM) (Complete only if COR/FPM providing signature verification in Part 4)

|         |                           |
|---------|---------------------------|
| Name:   | Click here to enter text. |
| Title : | Click here to enter text. |
| Agency: | Click here to enter text. |

|        |   |
|--------|---|
| Phone: | <a href="#">Click here to enter text.</a> |
| Email: | <a href="#">Click here to enter text.</a> |

### **Part 3: Project Description**

(If performed as Subcontractor, explain your role in accomplishing the project objectives)

#### **Customer Challenge:**

Cisco wanted to decommission their legacy IPICS environment and transition to the new Cisco Instant Connect (CIC) tool. Cisco wanted to create the best front-end look and feel, with a robust back-end. Interfaces and integrations using the appropriate protocols and services such as LDAP, SAML, Google API, Drupal APIs, Web Services (REST/SOAP) and XML were used to ensure all targets for decommissioning the legacy application and implementing the new environment were being met.

#### **Technuf Solution:**

Technuf plays a key role on Cisco's IOT (Internet of Things) initiatives developing numerous mobile-based applications related to the collaboration and dispatch services. As part of their IOT product offerings, Technuf has been tasked to develop the following applications:

School Bus Connect: Mobile application to track K-12 students' attendance in the school bus and handles any sort of emergency situation inside the bus.

Field Connect: Mobile application for Utility sector for assigning power-outage related jobs to the right field worker and assist the field workers to collaborate with other field workers in real time by sharing the activity using audio and video streaming.

Along with the core functionalities for the above applications, Technuf implemented user registration and Access Control (IdAM) using a strict Role Based Access Control (RBAC) methodology.

All IoT applications are hosted in Technuf's Data center and Technuf team is managing the entire network infrastructure for these applications and managing the servers for Cisco and its end customers. We have implemented a NOC (Network Operations Center) environment where we support 24 by 7 monitoring and uptime SLA's. We are also responsible for server refresh and server/network architecture configuration for Cisco Systems

Technuf team utilized standard SDLC (Software Development Life Cycle) process using Agile development methodology for every project within Cisco. Technuf has established IOT Center of Excellence where they applied PMBOK (Project Management Book of Knowledge) for project management and program management and optimized software development methodology for timely delivery of all the deliverables within budget. Technuf is involved in the entire software development lifecycle from the requirements gathering, analysis & design, architecture, development, quality assurance, production deployment as well as post-production support and

Operations & Maintenance of all applications.

As part of the scrum deliverables, team met with the client on a weekly basis to show progress and validated the work done by the stakeholders. Customers had full visibility into what stage we were in during the design and the development process. Technuf team had frequent short deliverables so the client can try out and make sure we were building the product right. At the end of the project lifecycle we delivered the end products with a detailed user guide for the end users to have seamless transition into the new application. All our internal development processes go through a detailed SOP (Standard Operating Procedure) and follow a string CMMI standards at all times. After the deployment to production, any new enhancements had to go through a formal change request so stakeholders can keep track of the new changes. We also follow a formal bug reporting process where team members are assigned to certain bug with specific timeline to fix, regression test and deploy.

Finally, we have a very efficient resource allocation strategy where every sub-component is managed by one primary and one secondary resource. Therefore, in case primary resource is absent for any reason, the secondary shadow resource temporarily becomes the primary and takes over the responsibility. That way we have continuous coverage for all components Technuf is responsible for.

### **Results and Benefits:**

Technuf successfully completed the following key functions for Cisco's large IOT initiatives:

- Integrates communications among first responders
- Enable emergency first responder notification and integration with a diverse set of communication devices
- Enable cohesive, cost-effective and systematic response by a wide range of safety and emergency professionals
- Integrates with almost any analog or digital radio system for dynamic any-to-any push-to-talk (PTT) communications
- Made all hardware and software applications highly available
- Provided Redundant Architecture
- Support rich-media incident management content
- Enable real-time collaboration between dispatchers and responders
- Every project in Cisco has been delivered on time within budget.

### **Part 4: Project Verification**

(Convert to .pdf before signing)

Signature below by a Contracting Officer, Contracting Officer's Representative, Federal Program Manager, or Corporate Official constitutes acceptance of the above project information to be accurate as ordered and received by the listed entity.

**NOTE: Signature by Contracting Officer's Representative/Federal Program Manager must include copy of email notification to the cognizant Contracting Officer.**

Name: Dan O'Malley  
Date: October 29, 2019

Signature: