



- ✓ 8(a) Small Business
- ✓ GSA IT 70, FABS

Miracle Systems

The Power of Miracle



Information Technology ■ Administrative & Professional Services ■ Accounting & Financial Services

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An SBA Certified 8(a) business

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Contact us today!
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COMPANY INTRODUCTION

- Founded in 2003, Arlington, VA, based
- 8(a) validity until 2015, 180 + Employees
- CMMI II, Independently Assessed
- ITIL Certified
- PMP Certified Managers
- ISO 9001-2008 Certified
- Top Secret Facility Clearance
- 2009 Small Business of the year Award, U.S . Department of Transportation
- Featured in the Association of Government Accountants (AGA) magazine
- Top 50 Minority Men Entrepreneur of the year 2010 Award



COMPANY LEADERSHIP

■ Strong Leadership and Management

- Mr. Sandesh Sharda, President, 15 Years Federal Experience
- Mr. Harry Hixon, Former SES, ACIO/ DOE, 25+ years
- Mr. Daniel Fletcher, Former Dy. CFO, DOI, 20+ Years
- Mr. Mike Mohindra, Business Development , 20+ Years
- Mr. Roy Evans, Former Procurement Director, DHS/TSA, 25+ years
- Ms. Laura O' Connor, Program Manager, 20+ Years



CONTRACT VEHICLES

- 8(a) Certified
- GSA IT-70 Schedule
- GSA FABS Schedule
- Prime on 95% of the contracts
- State Department PTAPSS IDIQ
\$550 Million IDIQ Contract



COMPANY SERVICES

- Information Technology
- Database Design and Development
- Oracle Federal Financials
- Financial Management Support
- Budget Formulation and Execution
- Professional, Management and Administrative Support



INFORMARION TECHNOLOGY SERVICES

- Database Services
 - Database Architecture and Design
 - Performance and Application Tuning
 - Database, Application, and Migration Support
- Software Development
- Business Intelligence
- Data Mining and Data Warehousing



SUCCESS STORIES

DHS/Transportation Security Administration

Challenges: TSA required it's Workforce Utilization Office with technical Application Support to maintain, upgrade, enhance, test and train their Security officers on TSA custom software and data used for planning, analysis and budgeting of over 50,000 Agents positions at 450 federal airports.

Solutions: Miracle Systems is providing experts who uses Microsoft SharePoint, SABRE Staff Plan and InfoPath forms in specific O & M services including technical applications Help Desk support, database development and maintenance, discrete event modeling & analysis, Information Security officer support (ISSO), ISSO Plans and Information Assurance assessments support to TSA CISO. Our team travels to 450 major Airports to implement and train on the use of Workforce Utilization tools.



SUCCESS STORIES

National Endowments for the ARTS

Challenges: NEA implemented Oracle Financial systems and faced major difficulties in utilizing Oracle Systems with their Grants programs, reimbursable agreements, financial data reconciliation and reliable Oracle reports.

Solutions: Miracle Systems resolved Oracle Application Systems 11i , Business Intelligence (Discoverer 10g) and Architecture database issues. We re-engineered the Business Processes and developed custom Oracle Discoverer reports to support the CFO office that assisted in reconciliation with Fund balance with treasury, Suspense Account clean up, obligation and payment issues.



SUCCESS STORIES

DHS/Transportation Security Administration

Challenges: TSA'S Office of Law Enforcement and Federal Air Marshal Service needed their Data Warehousing system and Database Management task to be Monitored containing mission critical OSSA data including Federal Air Marshall Services K – 9 unit on a daily basis

Solutions: Miracle systems is supporting TSA by deploying database objects and by tuning, optimization of high level DBA tasks for K-9 unit and by setting up tables in Oracle which has export capabilities into MS Excel that enables easy reporting and data manipulation. We also perform System change request process, Quality control and Configuration Management process through SDLC development cycle. We have significantly improved database performance by 40% utilizing several process techniques.



SUCCESS STORIES

DOT/Federal Motor Carrier & Safety Administration

Challenges: FMCSA'S software and database version was designed with proprietary code by previous Vendor. It was difficult in Navigating to Menu Options, GUI was not user-friendly, did not work offline , was not able to Synchronize with the FMCSA'S National database and did not download regulations in the XML and acrobats formats and was not 508 compliant

Solutions: Miracle Systems redesigned and rebuilt the Regulatory and Information Database (RAID) using Microsoft . Net Framework , Rational Rose, ERWin and SQL Server. It created a user friendly GUI, easy navigation, incorporates Federal and State regulations. The database is now used by over 8000 users nationwide.



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DUNS, CAGE, NAICS

DUNS: 133239397

CAGE: 8ASY4

NAICS

- 541511 Custom Computer Programming Services
- 541512 Computer Systems Design Services
- 541519 Other Computer Related Services
- 541611 Administrative, Management, Technical, Services
- 541219 Other Accounting Services
- 541690 Other Scientific and Technical Consulting Services
- 561110 Other Administrative Services



COMPANY CLIENTS

- Department of Homeland Security
 - Transportation Security Administration
- Department of State
 - Supporting over 22 bureaus
 - Awarded 63 Task Orders out of 72
- Department of Transportation
 - Federal Motor Carrier and Safety Administration
 - Federal Highway Administration
- Office of Justice Programs, OJP
- National Endowment for the Humanities
- National Endowments for the Arts



Miracle Systems

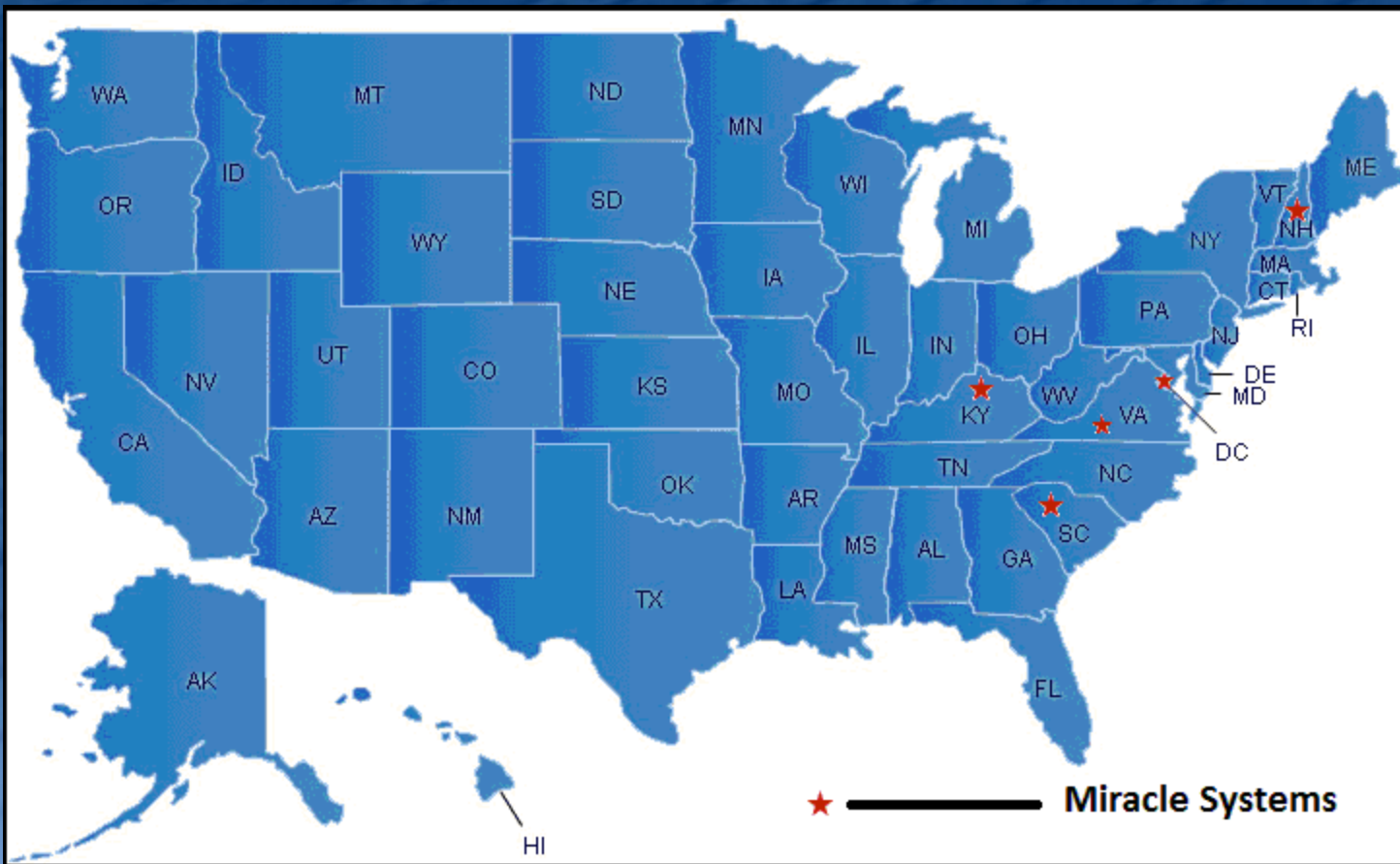
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Miracle Systems USA Locations





COMPANY REFERENCES

- Office of the CFO, Federal Motor Carrier Safety Administration, US DOT
- Office of Financial Management, Transportation Security Administration, DHS
- Office of Security & Services, Transportation Security Administration, DHS
- Office of Property Management, Transportation Security Administration, DHS
- Office of the Finance, National Endowment for the Arts, NEA
- Office of Information Technology, National Endowment for the Humanities, NEH
- Chief Financial Officer, Washington Metropolitan Area Transit Authority
- U.S. Department of State, PTAPSS \$550 Million IDIQ Contract , 22 Bureaus

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CLIENT TESTIMONIALS



“Miracle Systems consultants have been a tremendous addition to the System team for OLE/FAMS. Their contribution and analysis is helping to lay the foundation for a robust staffing and payroll tool which will meet the needs of the OLE/FAMS community. Their expertise and knowledge has certainly helped us to design and eventually develop the types of tools that are critical for this Organization” -**Chief, Systems Management Branch, DHS-TSA**



Miracle Systems has been very instrumental in providing us with reconciliation data for our Financial Statements. We develop our 133 and 132 very timely due to their efforts. We have been able to retrieve data and analyze from Oracle Systems due to Miracle Systems. We are very fortunate to have knowledgeable consultants from Miracle Systems” - **Budget Officer, DOT-FMCSA,**



“NEH implemented Oracle Federal System and Miracle Systems has been providing us excellent support in developing custom reports and interface. We have saved thousands of dollars by contracting with Miracle Systems” -**Contracting Officer, National Endowment for the Humanities**



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