



CAPABILITIES STATEMENT

Custom Software Development | Systems Design | IT Operations Support

COMPANY DATA

NETSTEP TECHNOLOGIES, INC.

UEI: NBYGN8F553X6

CAGE: 9KE18

SAM Status: Active (expires Feb 24, 2027)

Entity Start Date: Apr 9, 1997

PRIMARY CONTACT

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NAICS

Primary: 541511 – Custom Computer Programming Services

Secondary: 541512 – Computer Systems Design Services

Secondary: 541513 – Computer Facilities Management Services

Secondary: 541519 – Other Computer Related Services

SOCIO-ECONOMIC

- Minority-Owned Business
- Self-Certified Small Disadvantaged Business (SDB)
- Hispanic American Owned

OPERATING AREAS

- Puerto Rico
- Florida
- Virginia

WHO WE ARE

NetStep Technologies, Inc. is a Puerto Rico-based technology firm providing services across three core areas: **Custom Software Development, Systems Design, and IT Operations Support**. Founded in 1997, NetStep supports government and institutional clients by **developing, implementing, and supporting technology solutions** for mission-critical environments.

NetStep's approach integrates software development, systems design, and ongoing technical support to help clients address needs across the solution lifecycle—from application and workflow requirements to deployment and operational support.

CORE COMPETENCIES

- **Custom Software Development** - Custom applications, web-based solutions, database-backed systems, and reporting tools for government and institutional environments.
- **Systems Design** - Requirements analysis, solution design, implementation support, and technical documentation.
- **IT Operations Support** - Computer facilities management, operational continuity support, and multi-site technical coordination.

DIFFERENTIATORS

- **Full lifecycle support** — Custom software development, systems design, and IT operations support in one delivery model.
- **Public-sector experience** — Technology support history in government and institutional environments in Puerto Rico.
- **Structured execution** — Emphasis on implementation planning, technical documentation, and stakeholder coordination.
- **Mission-critical support** — Experience supporting operationally sensitive environments where continuity and reliability are essential.

TYPICAL DELIVERABLES

- Custom applications, web-based solutions, and reporting tools
- Systems implementation and deployment support packages
- Requirements baselines and technical work plans
- Endpoint inventories and deployment matrices
- Issue trackers and coordination artifacts



DEPARTAMENTO DE LA

FAMILIA

GOBIERNO DE PUERTO RICO



ADMINISTRACION DE TERRENOS
GOBIERNO DE PUERTO RICO



DEPARTAMENTO DE

SALUD

GOBIERNO DE PUERTO RICO

Baxter

REPRESENTATIVE EXPERIENCE

Department of the Family — Multi-Component Technology Support

Scope: Long-term technology support across public-service environments, including systems coordination, implementation support, operational continuity, and multi-site service delivery.

Capabilities Demonstrated: Government IT support | Multi-site coordination | Systems implementation support

Social Emergency / Case Management System

Scope: Custom application environment supporting emergency and case-related workflows, database-driven records, and operational coordination tied to service delivery.

Capabilities Demonstrated: Custom application support | Workflow systems | Database-backed environments

Administración de Terrenos de Puerto Rico — Public Web Platform

Scope: Public-facing web platform and SQL-backed environment used to expose government land inventory and support public access to program information.

Capabilities Demonstrated: Web platform support | SQL-backed systems | Public-sector information delivery

Department of Health — HIV Statistics Application

Scope: Confidential data application used to capture treatment-related statistics and support monitoring and reporting workflows.

Capabilities Demonstrated: Custom data application | Confidential information handling | Reporting workflows

Baxter — Quality Control Dashboard

Scope: Dashboard solution used to monitor operational processes and productivity indicators across manufacturing operations.

Capabilities Demonstrated: Dashboard development | Operational analytics | Regulated environment support.