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Executives

Founder and Chief Executive Officer
Dr. Samuel Metters

Executive Vice President, Corporate Affairs
Kim Metters

Executive Vice President and Chief Financial Officer
David Thach

Chief Operating Officer
Santo LaTores

Vice President of Program Development
Timothy Lowman

Contributors

Greg Gaddy
Santo LaTores
Timothy Lowman
Geoff Myers
Casey Shaw
Patrick Vaughn
Eric Wang
James Wolf
Laura Youngs

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Director’s Corner

My early months with the Metters team have been a great experience and I’m excited for the future of the human resources team and the company. When I started, I was impressed and I continue to be very impressed with the generosity of the executives, HR team and finance team with their time, knowledge and insights. The sharing was unprecedented in my experience and has made my initial knowledge ramp-up much faster than it would have been otherwise. I continue to be impressed with the thoughtfulness with which decisions are made and the collaboration across teams.

Benefits Open Enrollment was a big success this year thanks to the implementation of the online enrollment tool HR Connection. Everyone with Internet access was able to enroll electronically instead of being required to complete enrollment forms for each individual benefit. Jennifer Byers, our HR generalist, did a great job of communicating the benefits information and managing the data that was collected so that everyone had their benefits cards at the beginning of the year. The system is being further refined to customize the enrollment experience so that employees for each site will see only the benefits for which they are eligible. This is a major technical achievement for our team and for Metters.

In the fourth quarter of 2011, our recent contract wins resulted in 22 new job openings, all but two of which we have filled. This is in addition to the high volume of hiring related to our NASA ACES project. In the first three quarters of 2011, we had 52 starts. In the fourth quarter, we had 72 starts. Our workforce has grown 25% over the last year. That is something to be proud of!

We couldn’t have accomplished this growth without the tireless recruiting of new employees by IT/HR Recruiter Marc Villegourex-Ritaud. Talking with other HR practitioners in the government and defense contracting market space, our growth in 2011 has been unusual and impressive.

Discussions with our business development and proposal teams indicate that we are entering 2012 with the prospect of winning more work and continuing to grow.

One of our corporate goals is successfully growing and transitioning from a small business to a mid-size company. Growing a company has its challenges, including details ranging from where people will sit to making sure our systems can scale to meet the needs of the company, as well as being able to provide accurate and relevant data when required. To that end the HR team has been working to be able to regularly report HR metrics, answer data calls and provide employee resumes when required for proposals. As part of that effort, we will soon be sending out an email asking employees to update and submit their resumes to us to ensure we have accurate records.

We will kick off the annual performance appraisal process this month. We will use SharePoint again but are busy working to upgrade the form and the workflow. More details will be sent out when the process begins, including meetings to discuss the forms, writing effective performance appraisals and setting S.M.A.R.T. goals.

These are exciting times to be a part of Metters and I hope you look forward to all that 2012 has to bring for our company!

Respectfully,

June O’Dell Porco
Director of Human Resources
McLean, VA
Metters News

Metters partners with TASC to win NASA IVV contract

TASC Inc., a Chantilly, Va.-based contractor, has won a five-year NASA contract to provide highly specialized system software services. The cost-plus-award-fee contract has a potential value of $133.9 million. Metters is one of 15 partners chosen by TASC to meet program objectives.

Rock Island wins Joint Munitions Command (JMC) follow-on contract

In September, Metters won the Joint Munitions Command Logistics Modernization Program (LMP) Support Services Contract, a three-year IDIQ (base year and two option years) worth $7,461,515.

With this award, Metters’ Rock Island Directorate has now been supporting the JM&L for more than 10 years and will continue our work through 2014.

This was a huge effort that included negotiations all the way up to award. This team endeavor encompassed personnel from across the company, including: David Thach and Santo LaTores, Tim Lowman, Geoff Myers, Sharon Myers, Russ McCollam, Kim McCollam, Mark Parry, Will Dolan, Lynette Capehart, Eric Wang, Laura Youngs, Casey Shaw, Jaci Weller, Greg Gaddy and James Rentz.

This is a support services contract for LMP at the JMC. However, it centers on two new milestones for LMP and the Army’s Single Army Logistics Enterprise efforts, which includes the new Extended Warehouse Management (EWM) functionality in LMP, scheduled for release in December 2011, and the migration to the General Funds Enterprise Business System (GFEBSS) which is scheduled for early summer 2012. The EWM functionality will fill many of the ammunition management gaps that were left with the fielding of LMP to the JMC last year.

In addition to winning the follow-on contract, Metters was instrumental to standing up and staffing the JMC Enterprise Command Center and help desk, which were transitioned to government oversight and staffing this past summer.

Our staffing includes support for requirements analysis and development, SAP design, and implementation as well as support for Command Center/help desk, administrative services, training, financial management and acquisition management, program management and support to the LMP developer and several of the JMC sites, which includes Hawthorne Army Depot, Crane Army Ammunition Activity and Pine Bluff Arsenal.

New contract awards in Orlando

The Orlando office had a busy end of the year for new business. Some last-minute contract awards pushed the Orlando office over $16.5 million in business for 2011. The most recent contracts awarded include:

- M1A2 Operator Trainers for Lockheed Martin: Metters was awarded a contract to build 11 M1A2 Operator Training Devices that including both considerable engineering and tooling development, along with the manufacturing work.

- MH-60 Flight Controls for Rockwell Collins: This contract includes three sets of cyclic, collective and rudder pedals for the Army flight simulators.

- C-130J Modular Cockpits: Another contract with Lockheed Martin, which ordered three modular cockpits for operator flight training.

Orlando attends I/ITSEC Conference

The Interservice/Industry Training, Simulation, and Education Conference (I/ITSEC) is trade show held every year in Orlando and is the largest worldwide conference for the training, modeling, simulation and education industry. The conference began in 1966 as the Naval Training Device Center/Industry Conference, but has expanded over the years to include all military branches, industry, and academia. This year the show was held Nov. 28 through Dec. 1 and once again, the conference served as a great platform for Metters Orlando to showcase our products and abilities, as well as make contact with current and potential customers.

The show this year saw a total of 7,500 exhibit visitors and 4,000 conference attendees, with more than 2,000 being foreign visitors from 56 countries. Approximately 50% of the visitors are government personnel and the exhibit portion featured 588 companies occupying 244,000 square feet of floor space.

The picture above shows the Metters Orlando booth set up and ready for opening.
Metters’ NASA ACES support grows to include six NASA centers

As reported in the fall 2011 issue of Metters Matters, Metters is a strategic partner to HP Enterprise Services (HPES) in the execution of NASA’s Agency Consolidated End-User Services (ACES), a 10-year, firm-fixed-price, task-order contract (four-year base period with two three-year option periods). Through the ACES contract — managed at the NASA Shared Services Center in Stennis, Miss. — HPES will provide end-user desktop services, infrastructure and associated devices. NASA personnel use these IT services to support NASA’s core business, scientific, research and computational activities.

As a partner on this contract, Metters provides IT services and support for Tier II help desk, equipment deployment, steady state (maintenance/sustainment), complete life-cycle logistics and component repair. Our role supporting the ACES contract has expanded tremendously over the past few months. Our original scope was to provide deployment support at two NASA centers. Today, Metters is providing support at AMES Research Center (ARC) in California, Glenn Research Center (GRC) in Ohio, Langley Research Center (LaRC) in Virginia, Marshall Space Flight Center (MSFC) in Alabama, Michoud Assembly Facility (MAF) in Louisiana, and NASA Shared Services Center (NSSC) and Stennis Space Center (SSC), both in Mississippi. Metters also developed and staffed the NASA ACES Repair Services (NARS) Depot located at Marshall Space Flight Center in Alabama. Our current NASA ACES support staff comprises more than 50 new Metters employees.

As a result of our growth on the ACES contract, Metters has established offices in two additional states. In October 2011 we opened our Cleveland, Ohio, office in support of GRC, and our Stennis office on Stennis Space Center, in support of SSC and NSSC. Our new teams supporting GRC and SSC are led by Sean Russell and Cliff Baker, respectively.

“... The NASA ACES contract provides Metters with the opportunity not only to grow the size of our company and staff, but to expand our capabilities,” says David Thach, executive vice president and CFO, who is serving as transition manager on this project. “Metters will be able to significantly increase our core competencies, as well as our client base during the next several years.”

The Metters ACES team is continuously competing for additional tasks at all of the NASA centers where we operate. We are planning for or responding to Requests for Quotes (RFQs) from HPES for support at Johnson Space Center (JSC) in Texas and NASA HQs in Washington, D.C. These additional locations will increase our contract presence and our nationwide corporate footprint.

Metters’ support on this contract will continue to grow over the next 10 years. Our future growth is anticipated to include disposal, distribution and inventory control. Our support will also encompass non-NASA clients that acquire services through ACES. In fact, Metters recently secured tasks to support the Government Printing Office (GPO) at SSC through the ACES contract.

Thank you to all members of the Metters Team who selflessly support every aspect of the contract.
Metters Holiday Parties

Metters HQ party attendees

Tim Lowman, giving a review of the year.

Metters HQ holiday party program

Metters HQ award winners

Metters St. Louis holiday party attendees

Metters Rock Island holiday party attendees

Metters Rock Island’s Christmas tree

Metters Huntsville holiday party attendees, from left: Patrick Vaughn, James Rentz, David Thach
Metters Year-End Awards
HQ & Local Area

President’s Award for Excellence
Crystal Buckley
Kerron Hubbard
Linda Jimenez
Vidhya Jyothiskumar
Hoa Luu
Hien Nguyen
Anna Okawara
Keith Pinnat
Harriet Rougeau
Cassandra Shaw
Ronda Smith
Marla Taber
Tom Truong
Marc Villegourex-Ritaud
James Williams

Medallion of Excellence for Outstanding Performance
Jennifer Byers
Bret Bellamy
Matt Gurtler
Nate Jensen
Aaron Walerysiak

Medallion of Excellence for Sustained Superior Performance
Bob Hairsine
Harriet Rougeau
Stephen Waide

Prometheus Award
Ali Tilave
FEMA DMARTS TEAM
Serene Almomen
Marc Augenbraum
Bret Bellamy
Jennifer Evans
Nate Jensen
Matt Gurtler
David McGann
Adrian Myrie
Narendra Pyata
Stephen Waide
Aaron Walerysiak
Matt Welch

Ken Auck Team Award

Awards throughout Metters Incorporated
Certificate of Achievement
Michael Bussius - Huntsville
Henry Compris - Huntsville
Diana Graf - Huntsville
Todd King - Huntsville
Edward Johnson - Huntsville
Brant Powell - Huntsville
Walt Stewart - Huntsville
James Walker - Huntsville

Medallion of Excellence for Outstanding Performance
Neeley Kelley - Huntsville
Mark Parry - Rock Island
Anthony Luke - Huntsville
Judy Thompson - Rock Island
Aaron Blevins - Orlando
Wilbur Walt - Rock Island
Clifton Clowers - Orlando
Elizabeth Williams - Rock Island
James Goddard - Orlando
John Armbruster - St. Louis
Gary Messier - Orlando
Bonnie Balmer - Rock Island
John Armbruster - St. Louis
Margot Hary - Rock Island
Patrick Hume - St. Louis
Russ McCollam - Rock Island
Patricia Sansone - St. Louis

Medallion of Excellence for Sustained Superior Performance
Kimberly Gehrdes - Huntsville
Judy Thompson - Rock Island
Steve Lebron-Arroyo - Huntsville
Steven Rainey - Huntsville
Kenny Brunk - Orlando
Martha Douglas - Orlando

Ken Auck Team Award
LOGSA ARMT Team
Winter safety tips

Winter often means the chance of snow and ice. And while being stuck indoors with hot chocolate and a fireplace isn’t so bad, it can be dicey if you’re caught in a storm while driving. Make sure you’ve taken the proper steps to stay safe, no matter how frightful the weather gets. For anyone in the D.C. metro area, it became clear last winter how bad it can get when a storm hits and everyone is on the road – many people spent up to 12 hours or more trying to get home.

Below are some tips from AAA, the Federal Emergency Management Agency (FEMA) and the Virginia Department of Transportation (VDOT).

1. Check road conditions before going out. Some states, such as Virginia, have 511 services (or go online to 511virginia.org) that provide updates on road conditions and traffic issues. If bad weather is predicted that day, plan to leave in time to get home before it starts snowing. Once it is snowing, roads can become dangerous quickly.

2. Make sure your tires are in good condition and are properly inflated. Bad tread on tires can make it harder to stop and for your vehicle to maintain a grip on the road, especially if they have worn unevenly. If they’re in bad shape, get a new set of tires to ensure they can handle any bad weather.

3. Keep your gas tank at least half-full to avoid running out of fuel in the event you’re caught in a storm.

4. Regularly check your fluid levels, especially antifreeze. Also check your battery and ignition system, brake wear, the heater/defroster, lights and oil to make sure everything is in working order.

5. Replace old windshield wipers. If it’s snowing or raining, you’ll want to make sure your wipers are in good condition and functioning correctly so that you can see.

6. Put together an emergency kit for your car. This could be especially useful in case you are trapped on bad roads. FEMA recommends including a shovel, windshield scraper, flashlight, battery-powered radio, snacks and water, extra batteries, blankets and warm clothing, booster cables, a first-aid kit and emergency flares. See more tips at http://www.ready.gov/winter.

7. Consider staying put. If you’re at home and don’t need to go out, don’t leave. If you’re at a store or the office, check to roads to see if it’s safer to stay indoors until conditions improve. The U.S. Office of Personnel Management earlier has been developing new guidelines to federal workers, including announcing closings earlier and creating staggered departures. The office is also asking employees who don’t leave by set timelines to remain at their office once bad weather sets in and remain until it’s safe.

8. If you have to drive or are caught in a storm while driving, AAA and others have several recommendations for getting home safely:

- Clear snow and ice off of your car before driving.
- Leave extra room between the cars around you. Ice can make it much harder to brake in time and cars around you could skid or have other problems.
- Don’t pass snow plows or spreaders.
- Don’t use cruise control.
- Accelerate/decelerate slowly to avoid skidding. It takes longer to stop on ice and skidding is much more likely. Brake carefully, keeping the heel of your foot on the floor and using the ball of your foot to apply firm, steady pressure on the pedal.
- Watch traffic carefully. In bad storms, it can be hard to see road lines and other important traffic markers. Keep an eye on the cars around you in case they drift or brake suddenly. Be prepared.
- Skids can occur if you hit the brakes too hard, spin the wheels when accelerating too much or take a curve too quickly. If you skid, take your foot off the accelerator. AAA recommends steering in the direction you want the front of the car to go, to avoid hitting the brakes, and to wait for the car to regain its grip. You can find specific recommendations on handling rear- and front-wheel skids from AAA.
Winning proposals is the foundation of building a successful company like Metters, for which the majority of clients are government agencies. From time to time, you might be asked to contribute in our proposal efforts by providing your invaluable expertise and experience. Whether the knowledge required to develop the winning bid is software development, integrated logistics, custom manufacturing, company accounting procedures or human resources, all proposals developed by Metters follow a proven workflow from start to finish.

But for most people in the company, proposal development is not a part of their daily duties. So how does one distinguish between all of the buzzwords?

If you’ve been in the government contracting industry for a while, chances are you’ve heard these terms mentioned around the office and meetings: Red Team, RFP, Black Hat, Storyboard, Gold Team. Usually, wherever these terms are used, you’ll find proposal developers with dark circles under their eyes, yet still over-caffeinated and talking in numbers and abbreviations. So, how should one decipher this secret language? Here’s a guide to the most commonly used terms:

**RFP:** Stands for “Request for Proposal.” A document released by the government that details the what, why, when, who and how of the proposals submitted. This document is the bible for each proposal effort.

**SOW:** Sometimes called “Sah-ow,” the Statement of Work is usually part of the RFP and tells you in extensive detail what services, tasks and personnel are needed for the project.

**PWS:** Stands for “Performance Work Statement.” It is similar to a SOW.

**Pink/Red/Gold Team:** Collectively known as Color Teams, these are scheduled, progressive review processes that take place during proposal development, respectively in that order. Reviewers, often experts outside of the proposal team, read and critique the draft proposal to ensure that it is heading in the right direction, sending the right message and giving us the best chance to win.

**Black Hat:** A meeting to identify, review, analyze and discuss potential competitors of the proposal. The term comes from old western movies when the bad guys almost always wore black hats.

**White Glove:** The final review of the proposal, just before it is packaged and shipped to ensure aesthetic consistency and quality. The term came from earlier days when proposal developers would actually wear white gloves to flip through each page, to prevent smearing the ink or leaving thumbprints. This was a time before laser printers and PDF documents.

**Storyboard/Whiteboard:** These terms are used interchangeably to call meetings where proposal developers and Subject Matter Experts (SMEs) discuss and outline the proposal. The terms can be used as noun or verb.

The document created from these meetings become the foundation of the final document and provides directions and guidance to the writers, who then must retreat to the dark recesses of the office, filled with rattling keyboards and glowing computer screens.

**Past Performance:** Part of the proposal that showcases our relevant, successful contracts.

As Metters grows, so does the number of proposals we submit each year. It is likely that, to ensure we keep winning proposals, you’ll be asked to contribute as an SME or as a writer.

When that happens and someone asks you, “Hey, can you read through the RFP and “Sah-ow”, and help us storyboard this before the Pink Team next week?” you’ll know exactly what language they were speaking.
The Metters Family

Metters St. Louis Holiday Giving Tree

In conjunction with enjoying our own Christmas celebration, we once again had a generous outpouring of kindness from our employees, who donated over $2,000 to our 2011 Holiday Giving Tree fundraiser supporting St. Patrick’s Center.

St. Patrick’s Center helps to transition homeless and poor men, women and families to lives of self-sufficiency and dignity by providing monetary assistance, housing, counseling and job training. St. Patrick’s is Missouri’s largest provider of homeless services.

Wedding bells for daughter of long-time Orlando employee

The youngest daughter of long-time (almost 20 years) employee Nancy Vela was married in December in Hawaii. Nancy’s daughter, Julie, and husband Rory were married in a beautiful outdoor ceremony on the north shore of Oahu. Rory’s family is from Hawaii and the couple met at Florida State University. Julie and Rory moved to Honolulu after graduation.

Operation Holiday Cheer! at Orlando

For the fifth consecutive year, Metters Orlando served as the collection point for “Operation Holiday Cheer!” This campaign is organized every year by the Association of the United States Army’s (AUSA) local chapter to collect and distribute items to Central Florida’s deployed soldiers. Local companies placed collection boxes in their offices during October and early November. AUSA provided a suggestion list of necessities, treats and gifts that the employees could donate.

All of the collection boxes (as well as individual donations) were delivered to Metters, where they were compiled and organized. Members of the ROTC unit from the University of Central Florida picked up the donations and transported the items to a local National Guard armory. At the armory, volunteers created gift boxes to be shipped overseas.

Wedding celebration in England

Long-time Metters St. Louis employee Nita Allbright recently celebrated the wedding of her only daughter Lacy in Manchester, United Kingdom. The wedding celebration was attended by close family and friends. Nita’s daughter recently graduated from Manchester University with a master’s in international business – economics. She plans to live in England until her husband, Rob Brown, receives his doctorate in organic chemistry. They will then return to St. Louis to begin their new life and careers.

Huntsville holiday party recap

On Friday, Dec. 16, employees from Metters Huntsville, along with Executive Vice President and CFO David Thach, met for a holiday happy hour. The 40+ guests met after work to enjoy appetizers, cocktails and each other’s company for a while during the busy holiday season. There were several door prizes given away through an employee drawing. Tyson Hein, one of the Huntsville team members supporting Marshall Space Flight Center on the NASA ACES contract, won the big prize of the night, an Galaxy tablet.

The evening wrapped up around 9 p.m., with everyone bidding “Auld Lang Syne” until next year.

“Like” Metters on Facebook

Did you know that Metters has a Facebook page? We cordially invite you to become a fan of Metters on Facebook. View up-to-date job postings and the latest industry news and trends.
Aviation Field Maintenance Directorate (AFMD) team receives praise from Col. Nitti, Director AFMD

The entire AFMD team in Huntsville, Ala., received personal letters from Colonel Donald Nitti, Director AFMD. Col. Nitti thanks our team for “…another very successful year and a job well done…” and for “… [our] dedication to duty in support of the Aviation Reset mission and the Maintenance Directorate.” Metters would like to congratulate John Millard, John Neuding, Chris Redd and Drew Washington of the AFMD team for their continued steadfastness and professionalism in the execution of this contract.

DEPARTMENT OF THE ARMY
UNITED STATES ARMY AVIATION & MISSILE COMMAND
REDSTONE ARSENAL, AL 35898

9 December 2011

Maintenance Directorate

Dr. Greg Gaddy
Metters Incorporated
7067 Old Madison Pike, Suite 120
Huntsville, AL 35806

Dear Dr. Gaddy:

On behalf of the Maintenance Directorate, I want to thank Mr. John Millard for another very successful year and a job well done! This year has been filled with many challenges and constant changes, but just as in years past, Mr. Millard and the rest of the team adapted quickly and met every challenge head-on delivering 100% mission accomplishment.

In 2011, we successfully Reset 535 aircraft — the most in a single year since 2006 — and continued to meet ARFORGEN and customer requirements with a quality product and high customer confidence. This was made possible only because of the dedication and hard work of every member of our team – and John is a critical part of that team. The forecast for 2012 is much the same – challenges and changes. Our Reset demand will exceed last year’s peak and we will have to quickly increase capacity and expand operations to new sites. I have 100% confidence, that just as in years past, we will deliver 100% mission accomplishment because of the dedication and hard work of John and the rest of our exceptional workforce!

As we enter into the last month of the year, and reflect back on our tremendous accomplishments I just wanted to take this opportunity to say “thanks” to Mr. Millard for his dedication to duty in support of the Aviation Reset mission and the Maintenance Directorate.

Sincerely,

[Signature]
Donald R. Nitti
Colonel, US Army
Director
We appreciate your feedback!

Comments or questions? Ideas for articles for the next issue? Email the Metters Matters staff at marketing@metters.com.

Look for our next issue April 16.

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