

"[ETI's service has] been great...I'm glad to be on board...[they go] above and beyond and that shows they have a lot of concern for their employees."
 Michael – U.S. Geological Survey (Employee Survey January 2003)



Mission Statement

ETI provides responsive problem solving and value-added services for employees and clients. ETI ensures trust, respect, and integrity in all our business relationships.

ETI Information

Learn more about how ETI Professionals can have a positive impact on your business or career by visiting www.etiprofessionals.com or calling any of the offices shown below.

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SDB, Woman-owned business, SBA 8(a), DBE

Fall 2003

President's Message

Escalating Cost of Healthcare Erodes True Business Motivation



Susan Holland, President / CEO

We all receive daily doses of information about the state of health care in the United States. Media reports focus on rising insurance costs, expensive medical technologies, and the impact of prescription medications on premiums. In fact, some analysts conclude there no longer is room in middle-class budgets for health insurance premiums – particularly when those premiums aren't subsidized by employer contributions.

Each year employers struggle with their ability to subsidize the cost of health care for their employees. Small business, in particular, has been traumatized by both the double-digit premium increases and the double-edged sword that accompanies those increases.

One edge of the sword is whether to absorb the sharply rising costs and thereby impact corporate financial growth. The other option is to mitigate health care premium escalations by increasing the prices of a company's own products and services. The current economy, however, is forcing a *reduction* in fees; this option impacts corporate growth negatively by dulling a company's cost-competitiveness.

The other side of the sword is to ask employees themselves to take on the premium increases. This is an especially difficult request, knowing that health care costs in 2002 caused many Americans to forego insurance programs, and the 30-50% increases in 2003 took an even greater toll. In effect, employers are forced to choose between the health of their employees, essential to the success of a business, and the health of their companies, necessary to sustain growth.

The price of health care erodes true business motivation — today it is health care that is driving the success or failure of many

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"...employers are forced to choose between the health of their employees and the health of their companies..."

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ETI Implements

Service Lines Expand

Having just passed our tenth anniversary, ETI believes it's time to implement the next chapter in our history of growth. While our business model and corporate mission remain unchanged, we find that ETI's current services are better characterized by six major *Service Lines*:

- **Research and Development Support**

We provide scientists, engineers and support staff for project requirements within research facilities, to include physical, biological, medical, environmental and engineering laboratories and testing facilities.

- **Engineering and Environmental Support**

ETI continues to support conventional engineering (transportation, energy, design/construction, infrastructure, military) and environmental (remediation, assessment, compliance) projects as well as providing health and safety technical support.

- **Facility Management Support**

ETI provides engineers, technicians, operations and maintenance staff, design specialists, compliance monitoring specialists and other support staff to help our clients address ongoing and new facility requirements.

- **Program Management Support (GSA/MOBIS)**

Through the GSA MOBIS Schedule (see related article on page X), ETI offers business services to help the federal government improve the quality, efficiency, productivity and costs involved in completing its mission. This includes Strategic Resource Management, Quality Assurance/Quality Control, Process and Productivity Improvements, Cost and Schedule Re-engineering, Project Management Support, and Project Consulting Support.

- **Information Technology Support**

ETI provides a broad range of IT support, including software development, networking support, internet and web development support, database management, data entry and data analysis.

- **Project/Contract Staffing**

ETI continues to provide staff support on a project or contract basis. This support includes technical staff experienced in all the above service lines, as well as administrative, human resources, acquisitions management, and finance/accounting professional support staff.

These Service Lines provide the basis for the strong growth plans ETI will execute over the next five years, when we graduate from the SBA's 8(a), and beyond. We are always looking to the future and how to best serve our customers and employees

absorbed the entire 27% across-the-board increase, injecting a substantial amount of our projected profits into subsidizing ETI's health care plan – biting the bullet and impairing our goal to increase profitability.

Our decision to invest in the health and well-being of our employees was based on a corporate priority to ensure our employees have access to affordable, quality benefits. Quality benefits = attract/retain quality employees = provide quality service = success.

President's Message ...continued from page 1

businesses. American business owners have their backs against the wall: they want to provide decent health care for their employees, but clients push for lower costs; as a result, businesses end up cutting overhead AND profit.

This year ETI once again stepped away from that wall. Last year, ETI took the brunt (90%) of the increase in our health care premiums, passing along just 10% to our employees. In 2003, we

ETI Improves

New Contracts, New Opportunities for Growth

GSA Awards ETI Contract on MOBIS Schedule

Every ETI office across the country is buzzing with the award of a contract by the U.S. General Services Administration (GSA), a Federal Supply Service, under its Management, Organizational and Business Improvement Services (MOBIS) Schedule. We are energetically preparing to provide technical and support services to federal government agencies through the GSA/MOBIS Schedule over the five-year contract period from March 7, 2003 through March 6, 2008, with renewals extending forward 20 years.

Established to improve the administrative services of the federal government, GSA has expanded its role over the years from provider of space, goods, and services to include policy oversight and guidance. We are eager to help GSA achieve its goals by providing skilled professionals and expertise to a variety of departments in the government for a wide range of projects. Some of the exciting projects outlined in this contract include cost and schedule re-engineering, strategic resource management, and process and productivity improvements.

Additional information about GSA can be found at www.gsa.gov. Details on using GSA/MOBIS to contract services through ETI are available at www.gsaadvantage.gov and/or www.etiprofessionals.com. Information can also be obtained by



National Water Quality Laboratory Awards Five-Year Contract for Technical Support Services to ETI Professionals

We are celebrating the special victory of being awarded an open-competition contract within the Department of the Interior. ETI recently received a one year 8(a) award, with four 12-month renewable options, to provide Technical Support Services at the National Water Quality Laboratory (NWQL). The base year for the multimillion dollar agreement began June 1, 2003, and will renew annually each September through 2007.

The NWQL, located at the Federal Center in Denver, Colorado, is part of the U.S. Geological Survey (USGS). According to its informative website, www.nwql.cr.usgs.gov, the NWQL "is a full-service laboratory that specializes in environmental analytical chemistry . . . [its] primary mission is to support USGS . . . which, in part, is charged with providing the Nation with reliable, impartial earth-science information to help decisionmakers manage the Nation's water resources."

ETI is particularly pleased to support the NWQL in its important mission, continuing the symbiosis between government and private business. Information on 8(a) awards, as well as the variety of other contracting vehicles offered by ETI Professionals, can be found at www.etiprofessionals.com or by calling one of ETI's nationwide offices (see page 4).

Photo reprinted from USGS Fact Sheet PS-053-01 and published with permission.



ETI Interacts

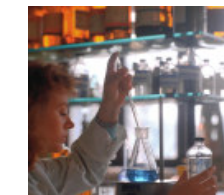
ETI Enters EPA's Mentor-Protégé Program

ETI recently entered the U.S. Environmental Protection Agency's Mentor-Protégé (MP) program in tandem subcontracting on EPA's Office Air Quality



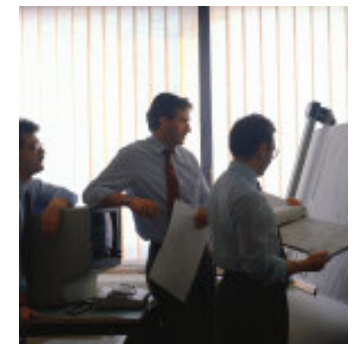
ETI in developing strategies and techniques to improve its Project Management, Contract Administration/Compliance and Business Development on EPA contracts.

Planning and Standards "OAQPS Benefits" contract, centered in Research Triangle Park, North Carolina. ETI's Mentor, Abt Associates Inc. of Bethesda, Maryland, will assist



- increased skill with management techniques for typical EPA technical services projects
- refined conflict of interest plan for the EPA sector

The goal of the Mentor-Protégé program is to prepare and assist ETI in securing more opportunities as a subcontractor, and ultimately as a prime contractor, for EPA. ETI is focused on prime contract opportunities within EPA that relate to Research & Development, Environmental Remediation, Information Technology, Facilities Management and Program Management.



Some specific benefits ETI will gain through this MP Agreement are:

- enhanced ability to respond effectively to EPA technical requirements/work statements
- development of additional strategies to build relationships with potential teaming partners
- identification of contracting opportunities for bidding
- improved proposal preparation
- deepened understanding of contract types and contractual procedures used by EPA
- expanded knowledge of other compliance topics (FAR, EPAAR, etc.)

If you'd like more information about ETI's role in this program, or about ETI's growing experience base within EPA, please contact John Shipman, Vice President, at 978.388.3013 or jshipman@etiprofessionals.com.

"[ETI's service is] fantastic, you know I'm a big fan...my experience with ETI was so good."

Sarah – U.S. Army Corps of Engineers (Employee Survey April 2003)