

EXPERIENCE. RESULTS. EXCELLENCE.

# CAPABILITY STATEMENT

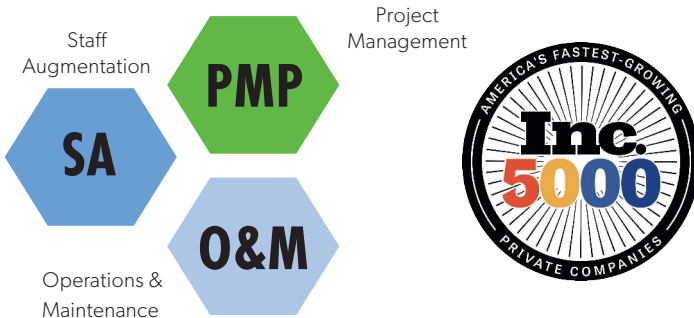


## Our Mission

Strong, reliable and transparent partners  
are hard to find...

We bring the right team  
and a positive attitude to every job!

## Core Competencies



## Services

**Staff Augmentation**  
**End-User IT Support Services**  
**Citizen Engagement Services**  
**Government Records Management**

## Financial

**Line of Credit** \$1.5 Million  
**Dun & Bradstreet Summary:** LOW Business Risk  
**Dun & Bradstreet Viability Rating:** 12BG

D&B PAYDEX Score:

80

D&B Delinquency Predictor:

90

D&B Financial Stress Score:

96

Low Risk (100)

High Risk (0)

Low Risk (1)

High Risk (5)

**Experian** Financial Stability Risk:

1

## SA

### Operations

Operations Managers & Supervisors  
Quality Assurance (QA)  
Subject Matter Experts (SMEs)  
IT Specialists

### General

Agents  
Operators  
SCA Personnel  
Warehouse Personnel

### Specialized Support

CMMISVC/3 Attainment  
ISO 9001 Attainment

### Administrative

Executive Assistants  
Managers & Supervisors  
Secretarial & Office Management

## PMP

### Management

Integrated Master Schedule (IMS)  
Metrics Analysis and Reporting  
PMBOK Application and Integration  
Program Mgmt (PgMP Certified)  
Risk Management/Mitigation

### Subject Matter Experts (SME)

Operations Planning  
Program Management  
Project & Team Management  
Workflow Enhancements

### Training

Training Curricula Development  
Training Delivery

### Other

Proposal Support  
Data Analytics  
Tableau

## O&M

### Leadership

Scanning & Records Management  
Facilities Management, and Design  
Logistics Planning and Execution  
Metrics & Reporting  
Modeling  
Records Management Services  
Requirements Management  
Site Management

### Call Centers

Customer Service Agents  
Help Desk Agents

### Other

Chain-of-Custody Tracking  
COOP Development  
Business Process Outsourcing  
Security Clearances

## Agency Missions

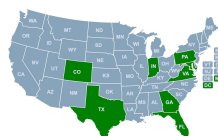


## Nationwide Staffing Services

### Other Services, nationwide

Secure Chain of Custody Transportation  
USDOT Number 3707814  
MC 0130007

COVID-19 Vaccination Policy in effect for ALL Team Members



## NAICS Codes

518210 (Data Processing)  
541512 (Computer System Design)  
541513 (Computer Facilities Mgmt)  
541611 (General Management)  
541614 (Distribution & Logistics)  
541618 (Management Consulting)  
561210 (Facilities Support)  
561311, 561312, 561320 (Staffing)  
561422 (Contact Center)

### Government Vehicles

GSA MAS Contract #47QTCA19D00A4  
SIN 132.51, SIN 70-500 (OLM), 132-20

DUNS# 829152508  
CAGE Code 5AAG1  
UEI RN5AR8QY6J33



Toll Free: (877) 393-9226  
Local: (410) 844-5060  
Fax: (844) 490-8575

### Point of Contact

Rick Ruiz  
Business Development  
rick@positivepsyche.com  
(540) 446-3164 (m)

[www.positivepsyche.com](http://www.positivepsyche.com)

Revision 9/14/2022

## Corporate Sales

PositivePsyche Biz Corp  
World Trade Center  
401 E. Pratt Street, Suite 2432  
Baltimore, MD 21202-3004

## Operations Headquarters

PositivePsyche.Biz Corp  
1800 Washington Blvd Suite 812  
Baltimore, MD 21230-1701  
**and Multiple Customer Sites**

## Why Positive Psyche?

Positive Psyche.biz Corp (PPC) is a versatile, reliable, and transparent company with a multi-state footprint, and over a decade of proven success. Established in 2008, we pride ourselves in bringing the right people with the *right mindset* to every job big and small. Our exceptional track record with multiple public and private entities is a testament of our ability to deliver the highest quality services to our customers.

PPC is DCAA compliant and has an exemplary recruiting team, utilizing a combined 30+ years of experience in the field. **Additionally, PPC offers both HubZone and 8(a) credits.**



### Key Areas of Experience

	Agency Served	Program (s)	Domain	Management Area											
				Help Desk	Sys Admin and IT	Customer Service	Data Entry	Data Analytics	Facility Fit Up/Manage	Logistics	Operations Management	Administrative Support	Scanning		
	Census	Technical Integrator (TI)	Federal	✓	✓	✓	✓	✓			✓				
	FSA	DMCS, PHEAA, NextGen	Federal		✓	✓	✓								
	VA	PMCMS, ICMHS, DCS, MMS, CS*	Federal					✓	✓	✓	✓		✓	✓	
	USCG	Offsite Storage and Records Management	Federal											✓	
	USPTO JV	Advanced Analytics Support Framework	Federal		✓										
	NIST	National Software Reference Library	Federal				✓								
	UNIVERSITY OF MARYLAND GLOBAL CAMPUS	University of Maryland	State	✓		✓	✓								
	DOL	Mine Safety & Health Administration	Federal		✓				✓	✓	✓		✓	✓	
	IRS	Several*	Federal		✓										
	Various	STARS III IDIQ	Federal		✓						✓				

\*Program expected 4<sup>th</sup> Quarter 2022



September 8, 2022



## Our Track Record

*PPC can deliver targeted talent on a staff augmentation basis; OR take full responsibility for a segment of your operation, owning design, build, ramp-up, execution, and reporting of the entire segment. The following are just a few examples of the real world work we have done.*

### Project Management

PPC SMEs have been responsible for \$1B contracts, and Operations Management of up to 15,000 employees, with both national and multi-national experience.

PPC's PM and Operations Division team SME experience includes, but is not limited to:

- Cradle-to-Grave Operations Planning and Execution
- Large scale facility design, build-out and decommission
- Recruiting SMEs, Program Office and Service Contract Act (SCA) Personnel on a large scale

### Customer/Citizen Engagement Services (Contact Center)

PPC employs Customer Service Representatives, and Supervisors for the Department of Education Contact Center, supporting over 5 million borrowers who are experiencing difficulty in repaying their Federal student loan debt. In this role, Positive Psyche also provides bi-lingual (Spanish) agents.

## **IT Technical Support**

For the U.S. 2020 Census, PPC provided Project Managers, SMEs, Technical Writers, Training Specialists, Tier II Helpdesk personnel, Helpdesk Managers, and the Decennial Service Center Manager, supporting the IT needs of the 250 Regional offices across the nation, and the 500,000 enumerators canvassing the country.

## **Scanning and Records Management**

PPC serves as the prime with the Department of Labor Mine Safety and Health Administration (MSHA), digitizing over 2 million files, and assisting in automating processes for the agency. We are solving digital business transformation challenges, many of which are driven by the Office of Management and Budget (OMB) [Mandate M-19-21](#) for federal agencies to move from physical to electronic records by 2022.

Since 2012, our team has helped digitize the VA's veteran records, reducing claims adjudication delays from 400+ days to days/hours. In total, our collective team has received, scanned and stored the equivalent of a stack of papers that would reach over 57 miles in height, demonstrating the size and scope of projects PPC is able to successfully undertake. PPC helped initiate the scanning operation and has supported multiple VA scanning programs. PPC also provided the Program Manager for the Records Management Services (RMS) contract held by Iron Mountain with the VA where we physically moved and stored 600,000 boxes representing 25 million Veterans with a zero-loss record.

PPC orchestrated the Full-Service Shipping (FSS) and File Bank Extraction (FBE) projects for the VA, removing all Veteran records from the Baltimore, St. Petersburg, New York, and Philadelphia Regional Offices by cataloging, updating VA systems of record, and finally packing and shipping the records to a scanning facility, while meeting or exceeding narrow timelines.

## **Data Analytics, Logistics Management, Program Management, Office Support and Monthly Reporting**

Currently, we provide data analytics and daily/weekly/monthly reporting of program performance to all VA stakeholders that take advantage of PowerBI, and have in-house expertise with Tableau for Business Intelligence.

## **Data Entry and Library Management**

PPC serves as the Prime on the National Institute of Standards & Technology (NIST)-National Software Reference Library (NSRL). In this role, we provide data entry support to enter and review metadata regarding software, copy software files, download new software, maintain lists of forensically relevant software to acquire, proofread software metadata, and scan software packaging. We also provide arbiter/quality control leadership, and develop scripts supporting data entry processing with status reports.

## **Technical/SME Support**

PPC oversees support programs for the Transportation Security Administration's (TSA)-Flexible Agile Scalable Teams (FAST) effort, the U.S. Patent and Trademark Office (USPTO)-Information Delivery Products Division (IDPD), the Internal Revenue Service (IRS), and several commercial clients in the following areas: Java Developer, MicroStrategy Business/Data Analyst SME, and IT Specialist.

***How can Positive Psyche Help Your Organization Today?***