

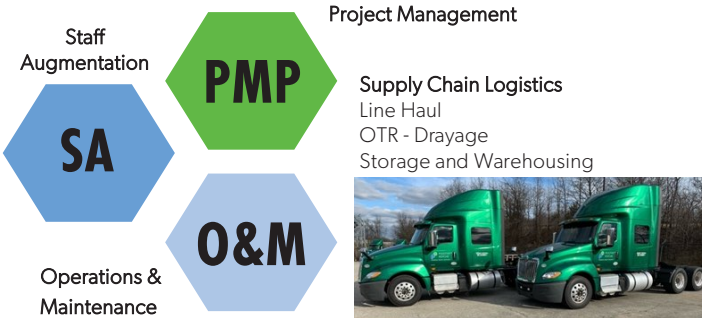


## Nationwide Mission

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**  
**Records Management**

## Financial

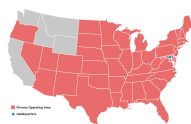
**Line of Credit** \$ 1.5 Million  
**Dun & Bradstreet Summary:** LOW Business Risk  
**Dun & Bradstreet Viability Rating:** 12BG

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)
<b>Experian Financial Stability Risk:</b>	1				

SA	PMP	O&M	Agency Missions
<p><b>Operations</b></p> <p>Operations Managers &amp; Supervisors Quality Assurance (QA) Subject Matter Experts (SMEs) IT Specialists Dispatch and Warehousing</p> <p><b>General</b></p> <p>Agents Operators SCA Personnel Warehouse Personnel</p> <p><b>Specialized Support</b></p> <p>CMMISVC/3 Attainment ISO 9001 Attainment</p> <p><b>Administrative</b></p> <p>Executive Assistants Managers &amp; Supervisors Secretarial &amp; Office Management</p>	<p><b>Management</b></p> <p>Integrated Master Schedule (IMS) Metrics Analysis and Reporting PMBOK Application and Integration Program Mgmt (PgMP Certified) Risk Management/Mitigation Dispatch Mgmt &amp; Warehouse Mgmt</p> <p><b>Subject Matter Experts (SME)</b></p> <p>Operations Planning Program Management Project &amp; Team Management Workflow Enhancements Logistics and Transportation</p> <p><b>Training</b></p> <p>Training Curricula Development Training Delivery</p> <p><b>Other</b></p> <p>Proposal Support Data Analytics Power BI (Business Intelligence)</p>	<p><b>Leadership</b></p> <p>Scanning &amp; Records Management Facilities Management, and Design Logistics Planning and Execution Metrics &amp; Reporting Modeling Records Management Services Requirements Management Site Management</p> <p><b>Call Centers</b></p> <p>Customer Service Agents Help Desk Agents</p> <p><b>Other</b></p> <p>Chain-of-Custody Tracking COOP Development Business Process Outsourcing Security Clearances Supply Chain Management</p>	    

## Trucking and Drayage

USDOT Number 3707814  
 MC 0130007  
 OTR, Drayage (Ports of Baltimore and Philadelphia) and logistics management. Fleet of modern trucks. Federal agencies and commercial transportation.



## NAICS Codes

484120 (Long Distance Trucking)  
 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)  
 484121 (Trucking, Long Distance)  
 484110 (Trucking, Port Drayage)

**Government Vehicles**  
 GSA MAS Contract #47QTCA19D00A4  
 SIN 132.51, SIN 70-500 (OLM), 132-20  
 DUNS# 829152508  
 CAGE Code 5AAG1  
 UEI RN5AR8QY6J33



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## Corporate Sales

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 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	Records Management
	Technical Integrator (TI)	Federal	✓	✓	✓	✓	✓			✓			
	DMCS, PHEAA, NextGen	Federal		✓	✓	✓							
	PMCMS, ICMHS, DCS, MIMS, CS*	Federal					✓	✓	✓	✓		✓	✓
	Offsite Storage and Records Management	Federal										✓	
	Advanced Analytics Support Framework	Federal		✓									
	National Software Reference Library	Federal				✓							
	University of Maryland	State	✓		✓	✓							
	Mine Safety & Health Administration	Federal		✓				✓	✓	✓		✓	✓
	Several*	Federal		✓									
	STARS III IDIQ	Federal		✓						✓			

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



September 8, 2022



Multiple Award Schedule (MAS) Contract Holder



## 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?***