POSITIVE PSYCHE

### EXPERIENCE. RESULTS. EXCELLENCE.

CAPABILITY STATEMENT

NMSDC — National Minority Supplier Development Council MBE certified

MDOT — MARYLAND DEPARTMENT OF TRANSPORTATION MBE, DBE, SBE Certified

GSA Schedule 70

HUBZone — Historically Underutilized Business Zone CERTIFIED

SBA 8(a) Certified

Our Mission

Strong, reliable and transparent partners are hard to find…

We build people up in Historically Underutilized Business Zones (HUBZone)
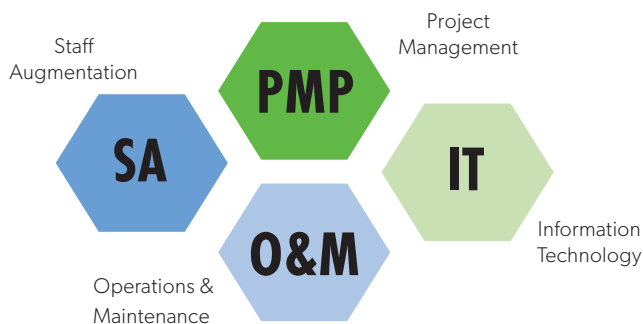
Services

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

Core Competencies

PMP — Project Management
SA — Staff Augmentation
IT — Information Technology
O&M — Operations & Maintenance

Financial

Dun & Bradstreet Summary: LOW Business Risk
Dun & Bradstreet Viability Rating: 12BG

	Score				
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	PMP	O&M	IT
Operations	**Management**	**Leadership**	**Design**
Operations Managers & Supervisors	Integrated Master Schedule (IMS)	Facilities Management, and Design	AI
Quality Assurance (QA)	Metrics Analysis and Reporting	Logistics Planning and Execution	Data Analytics
Subject Matter Experts (SMEs)	PMBOK Application and Integration	Metrics & Reporting	Cloud Integration
IT Specialists	Program Mgmt (PgMP Certified)	Modeling	
	Risk Management/Mitigation		**Maintenance**
General		Records Management Services	Database Management
Agents	**Subject Matter Experts (SME)**	Requirements Management	Help Desk
Operators	Operations Planning	Scanning & Records Management	IT Planning & Business Analysis
SCA Personnel	Program Management	Site Management	KnowledgeBase Articles
Warehouse Personnel	Project & Team Management		Service Desk
	Workflow Enhancements	**Call Centers**	
Specialized Support		Customer Service Agents	**Support**
CMMISVC/3 Attainment	**Training**	Help Desk Agents	Authority to Operate (ATO)
ISO 9001 Attainment	Training Curricula Development		Cyber Security
	Training Delivery	**Other**	IT Testing
Administrative		Chain-of-Custody Tracking COOP Development	Remedy
Executive Assistants	**Other**	Business Process Outsourcing	
Managers & Supervisors	Proposal Support	Security Clearances	
Secretarial & Office Management			

Large Business Joint Venture

IDP

Big Business IT Cloud, Cyber Security and Infrastructure Experience

www.innovativedatapartners.com

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)

Point of Contact

Ted Ridley, Bus. Development
tridley@positivepsyche.biz
(443) 248-4117 (m)

Government Vehicles
GSA IT70 Contract #47QTCA19D00A4
SIN 132.51, SIN 70-500 (OLM)
SIN 132.20 and 00Corp (In Process)

DUNS #829152508
CAGE Code 5AAG1

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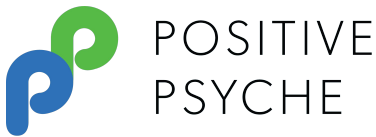Fax: (844) 490-8575

www.positivepsyche.biz

Corporate Sales

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

Operations Headquarters

PositivePsyche.Biz Corp
200 E. Pratt Street Suite 4100
Baltimore, MD 21202-6155

and Multiple Customer Sites

Revision 2/3/20

POSITIVE PSYCHE

EXPERIENCE. RESULTS. EXCELLENCE.

General Overview

Inc. 5000

PositivePsyche.Biz Corp earned the rank of #557 on the 2019 Inc. 5000 list of the fastest-growing private companies in America! #21 in Top IT Management Companies, #23 Top MD Companies, #8 Top Baltimore Companies

NMSDC National Minority Supplier Development Council MBE certified

2019 Top 100 MBE Awards® honoree in Maryland, Virginia and the District of Columbia who demonstrate exceptional entrepreneurial accomplishments, a high level of professionalism, and have made substantial contributions to their community.

Positive Psyche's principal brings 30 +years of experience in Government Contracting and Operations Management with a team 15,000 strong (3 data capture centers and 6 call centers nationwide) and has a PgMP Certification. Most notable experience is with US Census 2000, US Census 2010, US Census 2020, Canadian Census, UK Census, Customs and Border Protection programs. Our staff has 15 years of staffing industry experience, recruiting for IT Engineering, Operations Personnel, Administrative, Accounting, Management, Engineering, IT, Pharmaceutical and Executives.

2020 Census Technical Integrator
GS-35F-O22BA/YA-1323-15-BU-0033/003

United States Census Bureau   **T-REX**

Program Scope

Positive Psyche provides Service Desk subject matter expertise, training (including training plan, e-learning module and training materials development) and Tier II technical support leadership 7-days a week, to 252 Area Census Offices, 6 Regional Census Centers and over 500,000 (could reach 800,000 in the 2nd Quarter of 2020) Census Field Operations agents.

Technical Support and Student Services
91250

UMUC University of Maryland University College   **MAXIMUS** HELPING GOVERNMENT SERVE THE PEOPLE®

Program Scope

Customer Service and Tier I Help Desk services to support the global University of Maryland University College students & Faculty IT needs.

Debt Management and Collections Service (DMCS)
ED-FSA-13-C-0021

Federal Student Aid An OFFICE of the U.S. DEPARTMENT of EDUCATION   **MAXIMUS** HELPING GOVERNMENT SERVE THE PEOPLE®

Program Scope

Our Contact Center and Supervisory personnel service borrower needs on delinquent student loan accounts nationwide; 1.9M calls/year spread across two call centers. Service Contract Act (SCA) applies.

SBA 8(a) Certified   **HUBZone Historically Underutilized Business Zone CERTIFIED**   **GSA Schedule 70**   **MDOT MARYLAND DEPARTMENT OF TRANSPORTATION MBE, DBE, SBE CERTIFIED**   **NMSDC National Minority Supplier Development Council MBE certified**

Experience. Results. Excellence.

Records Management Service (RMS)
VA119-15-F-0123

VA U.S. Department of Veterans Affairs   **IRON MOUNTAIN®**

Program Scope

700,000+ boxes of Veteran material cataloged and stored (25M+ individual Veteran files). 24 hr retrieval for any file. Impeccable chain-of-custody tracking.

Services Provided: Program Management

"Great... 12 straight months of all 5's..... in your 25+ years working with agencies have you ever seen that happen before??"

Andy Bonner, CDIA+| Iron Mountain, Director, Record Center Operations January 9, 2019

Intake Conversion and Mail Handling Services (ICMHS)
DCS VA118-1000-0011 and ICMHS VA118-1000-049

VA U.S. Department of Veterans Affairs   **leidos T-REX**

Program Scope

Program Management, Program Controls, Logistics, Data Quality for the VA. Our team perform intake, conversion, and mail handling services for VA

Contributions

• Metrics Analysis and Reporting for all Stakeholders
• Support the Scanning/Indexing of ~1,000,000 images per day
• Incoming KANBAN Material Logistics (~10,000 boxes/month)
• Tracking of 1,500+ People Hired, Clearances and Training

SES

SPECIAL ICMHS TASK
File Bank Extraction (Full Service Shipping)

Program Scope

Operations SME's. Designed facility, modeled operations and coordinated deployment of resources to designated VA facilities in NY, PA and FL to retrieve, pack, track, and ship source materials to a conversion facility for processing.

Accomplishments

• 15% Of All Veteran Files From RO's Handled.
• 32,000 Boxes of Veteran Files Removed, Cataloged, Transported
• 99.95% Accuracy

"I want to personally thank you all for the hard work you have done on our FBE project. Your drive for excellence, quality, and timeliness has shown, and this has been a huge success."

David Utley, Leidos | Vice President, Veterans Benefit Administration LOB (5/2017)

In less than one year more than 400,000 files were removed from various regional offices, enabling the agency to reconfigure workspaces and asses long-term facility needs. Most importantly, the removal of this material, and the subsequent digitization effort, ensures claim material is forever preserved and available day-one of the next claim - dramatically improving the processing time of future claims. Thank you for your dedication to ensure our Veterans and families receive the level of service expected from the Department of Veteran Affairs.

Bradley Houston, Director Office of Business Integration October 2017

National software Reference Library (NSRL)
1333ND19PNB770507

NIST National Institute of Standards and Technology U.S. Department of Commerce

Program Scope

Enter and review metadata about software to help maintain a repository of known software, file profiles and file signatures for use by law enforcement and other organizations involved with computer forensic investigations.