



EXPERIENCE. RESULTS. EXCELLENCE.

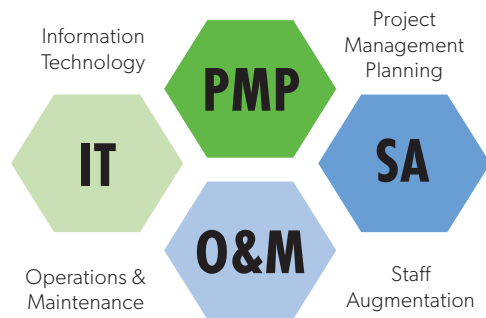


CAPABILITY STATEMENT

Our Mission

Our experienced team provide clients with exceptional solutions guided by our positive, can do, customer-focused approach to service delivery. Every project's challenges are taken as opportunities to be of service, not just to execute an assignment. We are driven to not only exceed the expectations of our Federal "partners" but to see through to the end goals of meeting the needs of all stakeholders.

Core Competencies



About

PositivePsyche.Biz Corp is a HUBZone, 8(a), MBE, DBE certified Small Business established in 2008. We provide distinguished leadership and staff augmentation services for a diverse portfolio of commercial and high-profile Federal programs bringing extensive experience in Program Management, Call Centers, Data Analytics, Logistics Management and IT Help Desk Services for Large Mission Critical Operations. Staff Augmentation is our strength.

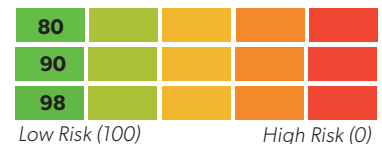
Financial

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

D&B PAYDEX Score:

D&B Delinquency Predictor:

D&B Financial Stress Score:



Low Risk (1) High Risk (5)

Experian Financial Stability Risk:



IT	PMP	O&M	SA
Design Big Data Cloud Services Design Data Center & Infrastructure Enterprise Architecture Legacy Systems IT Governance & Compliance (ISO / NIST)	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	Leadership Facilities Management, and Design Logistics Planning and Execution Metrics & Reporting Operations Planning & Modeling Records Management Services Requirements Management Scanning & Records Management Site Management Call Centers Customer Service Agents Help Desk Agents Other Chain-of-Custody Tracking COOP Development Business Process Outsourcing Security Clearances	Technical Operations Operations Managers & Supervisors 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

Large Business Joint Venture



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)

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



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Point of Contact

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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

General Overview



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



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



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



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



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.



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



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



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



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 assess 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



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.

