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Header 2

List View

General Information

Contact

Default Values

Discount

Document Information

Procurement Folder: 696647

Procurement Type: Central Master Agreement

Vendor ID: VS0000021607

Legal Name: Global Solutions Group, Inc.

Alias/DBA:

Total Bid: \$98,550.40

Response Date: 04/23/2020

Response Time: 11:57

SO Doc Code: CRFQ

SO Dept: 0511

SO Doc ID: BCF2000000002

Published Date: 4/3/20

Close Date: 4/23/20

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum 2 - Accounting Technician II Temporary Staffing

Total of Header Attachments: 2

Total of All Attachments: 2



Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**State of West Virginia
 Solicitation Response**

Proc Folder : 696647

Solicitation Description : Addendum 2 - Accounting Technician II Temporary Staffing

Proc Type : Central Master Agreement

Date issued	Solicitation Closes	Solicitation Response	Version
	2020-04-23 13:30:00	SR 0511 ESR04232000000006206	1

VENDOR
VS0000021607 Global Solutions Group, Inc.

Solicitation Number: CRFQ 0511 BCF2000000002

Total Bid : \$98,550.40 **Response Date:** 2020-04-23 **Response Time:** 11:57:55

Comments:

FOR INFORMATION CONTACT THE BUYER
 Brittany E Ingraham
 (304) 558-0067
 brittany.e.ingraham@wv.gov

Signature on File	FEIN #	DATE
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All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Accounting Technician II	4160.00000	HOUR	\$23.690000	\$98,550.40

Comm Code	Manufacturer	Specification	Model #
80111605			

Extended Description :	Accounting Technician II
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- Comments:**
1. Any overtimes (any hours more than 40 hours /week) will be charged at 1.5 times of the base rate.
 2. Parking & Travel charges, if any will be charged extra as per Federal Travel Regulations.
 3. Price is inclusive of all Taxes.
 4. The proposal will be firm for 120 days.
 5. We will submit invoices on monthly basis and it will be payable within 30 days of invoice submission.



Accounting Technician II Temporary Staffing

State of West Virginia
Solicitation No. CRFQ 0511 BCF200000002
Technical Proposal

RFP Submission Deadline: 04/23/2020 at 1:30 PM ET

Submitted to:
Brittany E Ingraham



Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Submitted by:
Global Solutions Group, Inc.



25900 Greenfield Road, Suite 220
Oak Park, MI 48237
www.GlobalSolGroup.com



This proposal contains proprietary information that shall not be duplicated, used, or disclosed for any reason other than evaluation of the proposal. If release is required due to transparency requirements, all information regarding performance methodology, pricing methodology, other items that are considered trade secrets and any Personally Identifiable Information must be redacted.

Offeror

Global Solutions Group, Inc.
25900 Greenfield Road, Suite 220
Oak Park, MI 48237
www.GlobalSolGroup.com

CAGE CODE: 6M9L5 | DUNS: 078343325 | EIN: 20 0010736

Socioeconomic Status



Persons authorized to negotiate with the Government and sign the proposal and subsequent award on Offeror's behalf:

Lisa Salvador – Vice President
Office: 248.291.5440
Mobile: 313.333.0188
lisas@globalsolgroup.com

Acknowledgement of Amendments / QA:

GSG acknowledges the receipt of Addendum 1 dated March 19, 2020 and Addendum 2 dated April 3, 2020.

Submit To:

Brittany E Ingraham



Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130
brittany.e.ingraham@wv.gov



April 23, 2020

Brittany E Ingraham
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Subject: Global Solutions Group, Inc. Technical proposal for providing Accounting Technician II Temporary Staffing Services to the State of West Virginia Solicitation No. CRFQ 0511 BCF2000000002.

Dear Ms. Ingraham:

Global Solutions Group, Inc. (GSG), a SBA 8(a) Certified Small Business, Certified Woman-Owned Small Business, and Minority Owned Business Enterprise, hereby present our technical response for providing Accounting Technician II Temporary Staffing Services to the State of West Virginia Solicitation No. CRFQ 0511 BCF2000000002.

We have a significant record of excellence providing Staffing services for a broad range of requirements. Our team comprises of a large group of certified, highly skilled, and experienced professionals. Envisioning success for this important engagement requires the highest level of service, ensuring timeliness in response, stellar work performance, and delivery of topnotch, team-oriented support staff according to your needs. We provide services with a focus on designing and implementing innovative solutions that continually improve workflow efficiency and cost effectiveness.

Global Solutions Group, Inc. has been providing quality Staffing Services for more than 16 years. GSG is a privately held corporate entity, organized and maintained pursuant to the laws of the State of Michigan. Our success is based on providing a high level of services tailored to placing the best possible personnel in situations where we know they will thrive and provide positive contributions to our clients' missions.

A commendatory correspondence for our Administrative Support personnel working at Naval Medical Center Portsmouth. It states:

“Despite decreased staffing over the past month and the volume of patient encounters generated through our phone consultations, (GSG personnel) are performing very well. It's teamwork at its best and they remain professional and dedicated to the mission of this facility.” - Naval Medical Center Portsmouth.

GSG's past and ongoing experience managing staffing projects, both throughout the United States and around the world, has helped us develop a system of corporate support thoroughly versed in the services you require. Our staffing resources are diverse and can work on multiple long or short-term projects, with a full complement of skill sets and disciplines.

GSG's Temporary Staffing Contracts

- *City of Crystal Lake, Illinois*
- *State of North Carolina*
- *State of Michigan*
- *Wayne County Airport Authority*
- *Cleveland Metro Parks System*
- *City of Phoenix, Arizona*
- *Connect for Health Colorado*
- *Oakland County*
- *Delta Dental*
- *Capital Area Transit Authority (CATA) (Lansing, Michigan)*
- *U.S. Air Force*
- *U.S. Navy*
- *U.S. Army*
- *U.S. Department of Agriculture*
- *U.S. Department of the Treasury-IRS*
- *U.S. Department of Justice*
- *U.S. Department of Homeland Security*
- *U.S. Federal Housing Finance Agency*



Please contact me at lisas@globalsolgroup.com, 248.291.5440 (office), or 313.333.0188 (mobile) for any follow up regarding our proposal.

As Vice President of Global Solutions Group, Inc., I am fully authorized to negotiate and bind GSG during the period in which the State is evaluating proposals. You may contact me at any time.

Regards,

A handwritten signature in black ink that reads "Lisa Salvador". The signature is written in a cursive style and is enclosed within a thin black rectangular border.

Lisa Salvador
Vice President

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1 Introduction and History of GSG

GSG's History

GSG was founded in 2003 to provide Staffing and IT Support services to government agencies and private sector clients. Through our IT Support services, we recognized a need for document management support, and started providing document digitization/conversion, storage, and destruction services as well as database management to our clients in 2008. We became a Microsoft Partner three years later.

As a forward-looking company, we started implementing document management systems when we onboarded several highly experienced Document Management Solution specialists, each with certifications from a leading solution provider – Laserfiche. We have since supported implementation at numerous municipal agencies, as well as providing maintenance support to agencies with existing Laserfiche systems. We have also implemented large installations for federal agencies, including two divisions in the Department of Commerce. This experience, combined with our provision of IT Managed Support Services, has driven our success in providing IT staffing support.

As our IT consulting business grew, we recognized that several of our clients were not satisfied with their existing information security services. To address this, our Staffing team started placing IT Security professionals with those clients. That experience has allowed us to expand our IT services to include Cybersecurity consulting.


Through our broad range of staffing experience, we have earned a national reputation as a valuable partner that consistently exceeds customer expectations. Our experience has resulted in an approach that is systematic and process-driven, resulting in the best professional candidates for each required position. Our hiring processes are focused upon providing continual services in order to guarantee success in securing the most highly qualified individuals for any given contract or task order.

Our outreach and recruiting tactics include industry-leading innovative efforts to ensure a diverse pool of candidates, which results in a greater choice among candidates. As a part of our outreach, we use electronic job board databases and actively explore candidate resources, including trade journals, job, trade, and college fairs, college placement offices and alumni associations, professional user groups, trade associations, unemployment databases, and placement centers. In addition, we have a very strong social media presence permitting us to reach passive job seekers through sites such as Facebook, LinkedIn, and Twitter. These tools provide the ability to secure the most highly qualified candidates for our customers by tapping into every resource available to us.

Another aspect of extreme importance to us is employee training – all of our employees have significant resources available to them for job training through our corporate training programs. Our focus is on providing a superior work environment, opportunity for professional growth and development, career advancement, and a solid infrastructure of benefits, all of which contribute to our long-term success and strategic growth.

Throughout the past 16 years, we have added to our service portfolio while maintaining a commitment to providing excellence in service and value to our clients. Through 16 years of lessons learned, we have developed a lean, flexible corporate culture that is capable of adapting to the needs of our clientele while building a solid foundation both in operational and financial stability upon which we can continue our growth. GSG maintains a strong commitment to continuous improvement in all aspects of our business.

2 RFQ First Page

	Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Request for Quotation 27 – Miscellaneous
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Proc Folder: 696647
 Doc Description: Accounting Technician II Temporary Staffing Solicitation
 Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2020-03-16	2020-03-26 13:30:00	CRFQ 0511 BCF200000002	1

BID RECEIVING LOCATION
 BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR
 Vendor Name, Address and Telephone Number:
 Global Solutions Group, Inc.
 25900 Greenfield Road, Suite 220
 Oak Park, MI 48237
 313.397.8311

FOR INFORMATION CONTACT THE BUYER
 Brittany E Ingraham
 (304) 558-0067
 brittany.e.ingraham@wv.gov

Signature X  FEIN # 20 0010736 DATE April 16, 2020
 All offers subject to all terms and conditions contained in this solicitation

3 Disclosure of Interested Party Contracts

West Virginia Ethics Commission
Disclosure of Interested Parties to Contracts
 (Required by W. Va. Code § 6D-1-2)

Name of Contracting Business Entity: Global Solutions Group, Inc. Address: 25900 Greenfield Road, Suite 220

Oak Park, MI 48237
25900 Greenfield Road, Suite 220,

Name of Authorized Agent: Lisa Salvador Address: Oak Park, MI 48237

Contract Number: _____ Contract Description: _____

Governmental agency awarding contract: _____

Check here if this is a Supplemental Disclosure

List the Names of Interested Parties to the contract which are known or reasonably anticipated by the contracting business entity for each category below (attach additional pages if necessary):

1. Subcontractors or other entities performing work or service under the Contract

Check here if none, otherwise list entity/individual names below.

2. Any person or entity who owns 25% or more of contracting entity (not applicable to publicly traded entities)

Check here if none, otherwise list entity/individual names below.

3. Any person or entity that facilitated, or negotiated the terms of, the applicable contract (excluding legal services related to the negotiation or drafting of the applicable contract)

Check here if none, otherwise list entity/individual names below.

Signature:  Date Signed: April 22, 2020

Notary Verification

State of Michigan, County of Oakland;

I, Lisa Salvador, the authorized agent of the contracting business entity listed above, being duly sworn, acknowledge that the Disclosure herein is being made under oath and under the penalty of perjury.

Taken, sworn to and subscribed before me this 22nd day of April, 2020.


 Notary Public's Signature

To be completed by State Agency:

Date Received by State Agency: _____

Date submitted to Ethics Commission: _____

Governmental agency submitting Disclosure: _____

Revised June 8, 2018

4 Purchasing Affidavit

STATE OF WEST VIRGINIA
 Purchasing Division
PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Global Solutions Group, Inc.

Authorized Signature: *[Signature]* Date: April 16, 2020

State of Michigan

County of Oakland, to-wit:

Taken, subscribed, and sworn to before me this 22nd day of April, 2020.

My Commission expires August 24, 2025.

AFFIX SEAL HERE

RANDOLPH BURBACH
 NOTARY PUBLIC, MICHIGAN
 COUNTY OF WAYNE
 My Commission Expires 08/24/2025
 Acting in the County of Oakland

NOTARY PUBLIC

[Signature]

Purchasing Affidavit (Revised 01/19/2018)

5 Acknowledgement of Amendments

5.1 Amendment #1

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ 0511 BCF2000000002

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
 (Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor’s representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

 Global Solutions Group, Inc.
 Company


 Authorized Signature

 April 16, 2020
 Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

5.2 *Amendment #2*

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ BCF200000002

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor’s representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Global Solutions Group, Inc.

 Company



 Authorized Signature

April 16, 2020

 Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

6 Designated Contact and Certification

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

 Lisa Salvador, Vice President
 (Name, Title)

 Lisa Salvador, Vice President
 (Printed Name and Title)

 5900 Greenfield Rd. Suite 220, Oak Park, MI 48237
 (Address)

 248.291.5440 (Office) 313.333.0188 (Cell)
 (Phone Number) / (Fax Number)

 lisas@globalsolgroup.com
 (email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

 Global Solutions Group, Inc.
 (Company)


 Lisa Salvador, Vice President
 (Authorized Signature) (Representative Name, Title)

 Lisa Salvador, Vice President
 (Printed Name and Title of Authorized Representative)

 April 16, 2020
 (Date)

 313.333.0188 No Fax Number
 (Phone Number) (Fax Number)

Revised 01/09/2020

7 Meeting the Mandatory Requirements

GSG has reviewed the Mandatory Requirements as stated in Section 4 of the Request for Quotations. We agree with and have no exceptions to all items as stated under 4.1 Mandatory Contract Services Requirements and Deliveries. These requirements are standard in our industry, and our services will be compliant with all specifics as stated. Our personnel will abide by all requirements for conduct and performance and we recognize that the State has the right to dismiss personnel who do not meet those requirements.

8 Staffing and Human Resources Approach

The following pages demonstrate our knowledge and procedures to achieve client Staffing goals:

Our staffing solutions help you secure and optimize the most strategic and variable component to success — your people. Our goal is to enable you to achieve your business targets better, faster and more cost-effectively. We offer a full range of workforce solutions and service delivery models to equip you with the people, skills and competencies required to get things done. GSG specializes in providing staffing requirements including Permanent-Hire (Long-Term), Contract to Hire (A hybrid of Temporary and Direct hire) and Temporary-Hire (Short-Term).

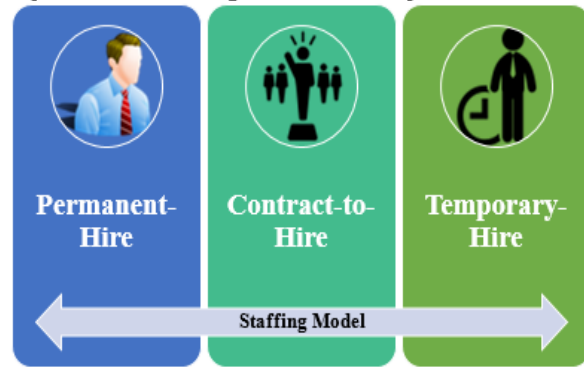


Figure 1: GSG's Staffing Model

A good staffing plan is a well-thought-out road map for ensuring that our clients are fully staffed, with the long-term goal of avoiding downtime or loss in production due to retirement or other staff turnover. Our staffing plans tend to vary from one client to the next, depending on industry, size of the organization and anticipated growth. With careful planning and research, we have a pipeline of talent ready to step in and fill vacancies as they occur. Our Human Resources department, hiring managers, and administrative staff all have roles in recruiting.

Our specialty is in finding top talent for your most critical staffing challenges. We maintain a roster of exceptionally talented developers, engineers, project managers, analysts, etc. who are ready to seamlessly integrate into your team and get the hard work done. Our goal with our staffing is that every candidate we present is someone you are excited to meet and will seriously consider for your team. Every candidate we present has been vetted through our rigorous process so, we never waste your time with unqualified candidates.

Staffing Resources

From our corporate headquarters in Southeast Michigan, we have the ability to respond quickly and efficiently to customer resourcing needs. Moreover, because of our internal office-networking infrastructure, we have the ability to maximize control/communication and facilitate project planning and resource management.

Our team uses proven processes for managing and maintaining our staffing resources, and for increasing staffing to meet contract requirements. To evaluate staffing utilization, our management team analyzes weekly staffing reports for ongoing assignments. These reports facilitate our ability to manage staffing requirements, evaluate staffing trends, identify potential needs, and effectively respond to surge requirements.

GSG uses iCIMS Recruit, a cloud-based, scalable software suite, for our applicant tracking system. The tool enables us to run the searches of candidates in the database to see if they fit open job positions from clients. In addition, iCIMS will do mass mailing of job details to candidates as a means of recruiting for open job orders.



We use a forecast database that provides a 30-day advance look at upcoming work to evaluate staffing requirements. Our managers will use this database as a tool when conducting weekly workload meetings or meeting with the customer to make adjustments as necessary.

Recruitment and Hiring Process

We make certain that on all our projects we have, we are able to obtain the necessary personnel required to perform the contract objectives. Our approach is systematic and process-driven, resulting in the best professional candidates for each required position. Our hiring processes are focused upon providing continual services in order to guarantee success in securing the most highly qualified individuals for a given task order.

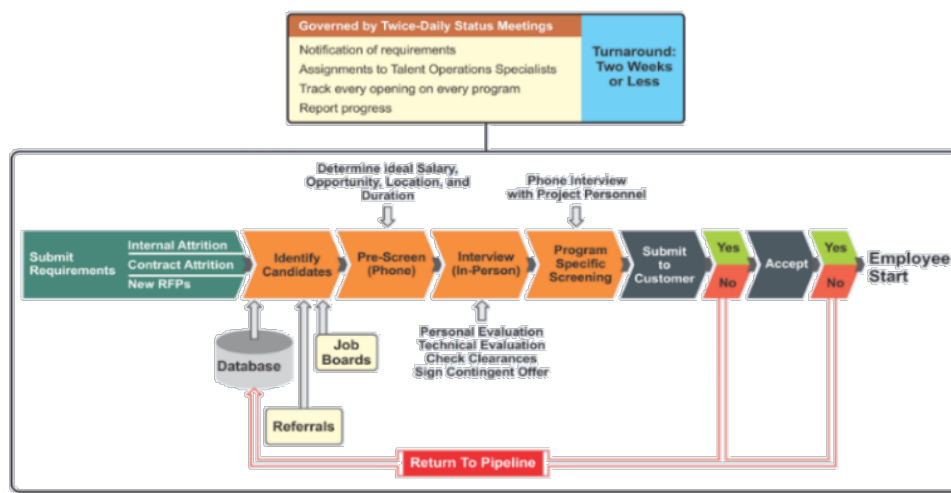


Figure 2: GSG's Recruitment and Hiring Process

Our outreach and recruiting tactics include industry-leading innovative efforts to ensure a diverse pool of candidates, which results in a greater choice among candidates. As a part of our outreach, we use electronic job board databases and actively explore candidate resources including radio marketing, print ads in newspapers and trade journals, job, trade, and college fairs, college placement offices and alumni associations, website banner ads; professional user groups; trade associations; unemployment databases; and placement centers, and social media. These tools provide the ability to secure the most highly qualified candidates for our customers by tapping into every resource available to us.

Candidate Tracking: Our team has an access to and utilizes industry leading technology to ensure that sourcing, screening, tracking, and hiring of all the candidate - related activities are managed in an efficient, organized and accessible system. By implementing such a proven, robust platform, we are able to demonstrate our ability to support the critical staffing needs of the program. Our process includes resume import, context & Boolean sensitive searches, full history tracking by time and date, and skills classification tools. Candidates are grouped, organized and tracked in a myriad of associations allowing us to manage our candidate pool and employee base efficiently.

Resume Database: Our recruitment team maintains a company-wide proprietary candidate database, currently populated with 400,000+ candidate resumes and profiles. The database also allows job seekers to browse opportunities; create, update, and submit their resumes for consideration; and set up a personal profile or search agent. E-mail notifications are pushed to registered candidates automatically when new positions matching their personal profiles are posted. When a new user inputs a resume with skill sets matching open requisitions, that resume is immediately sent to the recruiter, reducing sourcing time and increasing recruitment efficiency. As a result of our database, we are quickly able to narrow the pool down to potential candidates who are the best match to our customer requirements.

Sourcing Candidates: Our extensive database of candidates is a testament to our ability to attract and provide a ready source of qualified employees. Beyond the initial reach of our talent base, we utilize technology-driven sourcing, combined with relational recruiting methods, to deliver innovative talent acquisition strategies configured to each client.

Interview

Prescreen Interview: Following the ScoreCard review, a live Prescreen Interview occurs. During this interview, our recruiter reviews the job duties, program location, and other information with the potential candidate to determine his interest in the position. Once his interest is ascertained, our recruiter initiates mild enquiries to begin the resume verification process. This interview typically takes fifteen minutes and concludes with a go/no-go decision made by both the candidate and our recruiter. If it is agreed upon by both parties to move on to the next step, a time and date for this step is determined.



Top Grading Interview: The next step of the process, this interview is the core of our program; This is where we are able to glean the bulk of the information required to make the initial hire/no hire decision. This interview typically runs between 60 to 90 minutes and a series of key questions are presented for each job held over the last fifteen years. The questions cover the candidate's former job description, accomplishments and difficulties, people he worked with (including supervisors and team members), and reason for leaving the job. The responses are tracked in our system for later review and the interview is completed with a final question asking what the candidate's career goals are for the future.

Reference Interview: Following the Top Grading Interview is the Reference Interview, where personal and professional references are reviewed. We also contact former supervisors, whose details are provided to us during the Top Grading Interview and all gathered information is put into to our system.

Focused Interview: The last step in our screening process involves the Focused Interview, which consists of questions concentrating on one or more key capabilities, disclosed during the previous interview steps, which are relevant to the specific job. Upon successful completion of this step, the candidate is submitted for review to the client and/or hiring manager.

Corporate and Human Resources

We have a diversely qualified team in place to ensure that personnel, financial, administrative, contractual, and general project maintenance is provided throughout the duration of the contract. These personnel will

be available to support the task order through our Contract Program Manager and will assist our on-site personnel as required, ensuring correct workflow and mission clarity on this complex project.

Corporate Program Management Support: Our Program Manager is in charge of the overall successful management of the staffing contract, and oversees the development and implementation of record keeping, administrative tasks, Quality Control (QC), and ultimately ensures that all performance objectives are met to provide 100% satisfaction for all of our clients. Our Program Manager’s duties include the authority to make commitments on behalf of our company, negotiate any contract changes, and take proactive remedial measures as necessary.

Corporate Support: Other management positions within our organization that our team personnel will interact with on behalf of the task order requirements include our Senior Contracts Manager, our Corporate QC Manager, and our Corporate Health & Safety Manager. Our Senior Contracts Manager is responsible for the preparation of contract documents, ensuring that all acquisition and contract management related to this contract are performed in accordance with all terms and conditions. In addition, he is responsible for overseeing the tracking of costs, and ensuring compliance with all federal, state, and local laws/regulations related to contract management. Our Corporate QC Manager is responsible for ensuring compliance with applicable QC policies, practices, guidance, specifications, and requirements. Our Corporate QC Manager will work closely with our on-site personnel and provide support for any of the on-site QC duties as needed. Our Corporate Health & Safety Manager will work with the Program Manager to ensure that all safety guidelines and regulations are being followed to ensure that the safety of persons involved on this project are being met.

Onboarding: Once GSG has identified and vetted a candidate, we extend the offer to the employee. This includes providing extensive details regarding job expectations, the client work culture, the client’s mission, and any policies and procedures of the client workplace as well as our own policies and procedures. Upon acceptance, we finalize all required paperwork, including any non-disclosure agreements or similar requirements from the client.

Time estimates for Placement and Replacement: GSG will provide candidates within two (2) working days after notification from the Court. This time frame includes new position requests as well as requested replacement personnel. If we are notified by our employee of intent to leave the position, we will immediately supply the Court with candidates for replacing that person, with the goal of onboarding prior to the stated separation date for our employee.

Replacement Requests: GSG shall waive all charges for temporary workers who report to work and are deemed unsatisfactory within the first four (4) hours. In the event that an employee is on site for more than one day, GSG will charge for each full day prior to removal. If the request for removal is initiated or if the Court removes the employee prior to the first four hours of a day, GSG will not charge the Court for those hours. If the request for removal occurs after four hours, GSG will not charge for subsequent hours that day.

Surge Capabilities: Whether the workload surge is anticipated or unforeseen, our team can meet the surge capacity requirements by drawing from more than 450 professionals. Our talent management capabilities allow us the flexibility to ramp up and down a program within a short time frame. Historically, we have provided our customers with the required personnel within 2 business days (48 hours) of the identification of the requirement.

9 Proposed Personnel Resumes

Position: Accounting Technician	
Name:	Deanna D Plauche
Education:	Louisiana State University Alexandria, LA, United States Some College Coursework Completed 06/1988

	<p>Credits Earned: 9 Semester hours</p> <p>Louisiana State University Baton Rouge, LA United States Some College Coursework Completed 06/1988 Credits Earned: 6 Semester hours</p> <p>Louisiana Technical College - Avoyelles Campus AKA Avoyelles Vocational Technical Institute Cottonport, LA United States Technical or Occupational Certificate 05/1984</p> <p>Major: Accounting Relevant Coursework, Licenses and Certifications: Accountant Certification</p> <p>Fifth Ward High School Marksville, LA United States High School or equivalent 05/1973</p>
<p>Training:</p>	<p>Managerial and Leadership Skills, Complete Training Library (consisted of supervision, EEO, problem solving, creative thinking, oral and written communications, selecting/developing employees. Managing Multiple priorities, Fundamentals of Instruction (training course), Time Management, Contract Officer Representative, multiple Oral and Written Communication Training courses.</p> <p>Completed many courses on administrative skills, WEBTA, QuickTime, GovTrip, ARIS, CATS, business writing, Microsoft Office programs and various other programs used by each organization.</p>
<p>Experience:</p>	
<p>Title: Account Implementation Specialist Company or Agency: Proforma Screening Solutions Dates: 10/2017 - Present Duties:</p> <ul style="list-style-type: none"> Enters client data into ClearStar, Eauthorize, and WebCCF ensuring information is entered timely and accurately. Works with sales to receive information if client package is incomplete. Searches Dunn and Bradstreet, Manta and Hoovers databases to credential clients. Searches appropriate Secretary of State website to ensure client has an active business license. Contacts sales if client cannot be credentialed and requests additional information to credential the client in questions. Once all client information is entered, sends Implementation, Orientation Needed, Welcome and Compliance emails to the appropriate parties. Enters information into WebCCF for those clients requiring drug screens. Works with Medical Review Office (MRO) to ensure drug screen orders are working properly. Enters information in i3Screen and pulls random selections and sends to appropriate clients. Emails selections from Alere, i3Screen and In-House selections to clients. In-House selections are determined by entering a formula into the spreadsheet to make the appropriate selections for the client. Works with accounting to provide credit card information and researches charges to ensure these are accurate. If test results appear, advises accounting to charge client for fees incurred for the tests performed. If tests results are expired, cancelled or fatal flaw, etc., advises accounting not to charge fees to the client for these tests. 	

- Enters client information on New Account List spreadsheet and New Account Tracking spreadsheet making sure information is accurate. Sends new client/account information to Human Resources and Proforma Screening Solutions management.
- Makes changes to account and credit card information as requested by the client, accounting department, and/or sales.
- Sends credit card information to accounting for billing clients.
- Works with Customer Service and Operations to resolve any issues with ordering instructions and/or account setups.
- Works with MRO, Alere and i3Screen to resolve any issues arising from drug screen orders and/or random drug screen selections. Performs monthly and quarterly random drug screen selections for clients and emails the appropriate selections to clients. Tracks drug screens completed by clients and sends reports in order to ensure clients performs the appropriate number of drug screens to meet federal requirements.

Title: Secretary (Federal Job)

Company or Agency: USDA, Agricultural Research Service

Dates: 02/2011 - 01/2016

Duties:

- Operates switchboard. Transfers callers to appropriate parties. Pages party caller is requesting and notifies party of which line to pick up.
- Responsible for security. Greets and processes visitors at the front desk and ensures each visitor has a visitor ID. Contacts the appropriate party to escort the visitor within the building. Responsible for employee as well as visitor ID badges.
- Schedules tours of the facility. Ensures there is a scientist available to assist the tour group. Schedules use of the conference room. Ensures there are no overlapping meetings scheduled for the room.
- Assists with annual performance evaluations and annual reports. Prepares performance evaluations for the director's approval and signature. Prepares annual reports for the director's review and approval prior to submitting to the area office.
- Responsible for the Agricultural Research Information System (ARIS). Prepares manuscripts and enters data into ARIS. Prints ARIS 115s for director's approval and signature. Releases ARIS 115s to be submitted to the area office. Once articles are published, enters data into ARIS, prints ARIS 115 for director's approval and signature. Responsible for post-document proposals. Ensures copies of documents are in file and maintains files in accordance with regulations.
- Prepares seminar announcements and distributes to employees as well as area office.
- Files documents and maintains records in accordance with regulations. Disposes of or destroys documents in accordance with regulations.
- Processes time and attendance (T&A) for station (approximately 75 employees). Ensures T&As are correct. Contacts employees for information when necessary and certifies T&As for director's release. Performs T&A audits when necessary. Inputs own T&A.
- Processes travel authorizations and vouchers using GovTrip. Contacts traveler and ensures that information entered into GovTrip is accurate and acceptable. Makes any changes as needed. Ensures that travel authorizations and vouchers are signed by travelers prior to submitting to supervisor for approval.
- Processes all incoming and outgoing mail, UPS, and FedEx. Orders supplies from UPS and FedEx as needed. Processes shipping labels for letters and packages being submitted nationally and internationally through UPS and/or FedEx.
- Creates forms needed in Microsoft Word as needed by the station. Prepares correspondence to be submitted to the area office and/or the general public. Prepares quarterly visitor logs and reports to be submitted to the area office. Contacts scientists for information needed for reports

prior to submission. Prepares and prints the station business cards for public use. Updates station telephone list as well as other forms and/or lists used by the station.

- Maintains the Director's calendar ensuring there are no overlapping appointments.
- Processes foreign visitors stationed at the Appalachian Fruit Research Station (AFRS).

Title: General Clerk II (Contracted Position)
Company or Agency: Hagerstown Goodwill Industries, Inc.
Dates: 06/2008 - 02/2011
Duties:

- Answered and transferred telephone calls. Took messages for Media Assets staff. Assisted with questions of a non-technical nature. Performed a variety of filing tasks, produced a variety of written documents and performed data entry for collections surveys and reports utilizing varied software such as Microsoft Word, Excel, Access, and FileMaker Pro. Copied, collated and bound reports.
- Received and reviewed incoming mail. Ensured that mail was routed to respective personnel. Prepared and shipped various packages via the U.S. Postal Service and Federal Express.
- Maintained Media Assets Department calendar.
- Prepared and tracked training evaluation forms for staff to ensure that training forms were properly completed, signed by Associate Manager and filed. Performed other office/administration tasks as assigned.
- Reviewed and edited conservation reports. Provided editing skills necessary to assist conservators with treatment reports. Prepared and bound reports for final distribution to parks. Prepared correspondence and technical reports to support Museum Conservation Services. Typed 60 plus words per minute.
- Maintained conservation treatment files following established standard operating procedures. Accurately prepared, copied, and collated all necessary paperwork for each treatment file, as the files are permanent files stored in the Registrar's Office. Maintained filing system for the treatment files.
- Maintained inventory of office supplies. Ordered supplies from the HFC warehouse as needed, routing requests through supervisor.
- Processed employee leave requests, obtained signature from supervisor(s), and emailed employees upon supervisory approval of leave.
- Since IT staff person is off-site, provided troubleshooting for problems with computer hardware and software for Conservation and Collection employees. Prepared help desk tickets if unable to correct problem.

Title: Route Coordinator (Federal/State Compny)
Company or Agency: Eastern Panhandle Transit Authority
Dates: 08/2007 - 06/2008
Duties:

Answered all incoming telephone calls, provided route information to callers, dispatched information to drivers and other office staff and employees. Transferred telephones to off-site person and gave availability for next day's demand response service. Scheduled daily off-routes and demand response riders, maintained daily ridership numbers on Excel spreadsheet, has extensive knowledge of all bus routes. Researched different grant applications for director and prepared grant applications. Worked to expand the demand response service. Cross trained in the job duties of the Bus Supervisor and Operations Assistant. Worked with the Director on any other project deemed necessary.

Title: Homemaker
Company or Agency: Homemaker
Dates: 05/2004 - 08/2007
Duties:

Duties included maintaining household, bill paying, balancing bank accounts, running errands, and scheduling appointments.

Title: Senior Loan Specialist (Federal Job)
Company or Agency: USDA, Rural Utilities Service
Dates: 04/2000 - 05/2004

- Duties:**
- Administered and managed Technical Assistance and Training grant program. Assisted with administration and management of Solid Waste Management grant program. Programs combined were in excess of \$21.5 million. Reviewed and rated applications, made recommendations to superiors on applications to be approved, made offers to grantees, negotiated funds, and processed and serviced grants in accordance with regulations. Grants are complex in nature and must be thoroughly analyzed to ensure eligibility for programs.
 - Graduation monitoring. Pulled reports from database, compiled goals list for states and distributes. Monitored states progress to ensure goals were met, contacted states that had not met goals, and provided periodic updates to superiors on progress. Assisted states in developing innovative financing options to enable borrowers to obtain private financing. Prepared complex letters for Administrator or Secretary of Agriculture's signature.
 - Participated with supervisor and other high level managers in developing management strategies and techniques to improve the delivery and effectiveness of financial assistance, as well as developing controls and monitoring systems of financial data. Performed state and field office reviews to ensure programs were administered in accordance with policies and regulations. Prepared letters to states outlining strengths, weaknesses, and recommendations for correction. Followed up with states to ensure corrective actions were taken. Performed servicing actions such as reamortizations, reschedules, etc. in accordance with regulations. Prepared complex letters to be signed by Administrator and/or Secretary of Agriculture regarding servicing actions to be taken.
 - Represented Water Programs Division on the Program Loan Accounting System Review Board. Negotiated with other Agencies and made decisions affecting water and waste programs in relation to prioritization of requests for updates or modifications to accounting systems.
 - Supervised staff in absence of supervisor. Assigned and followed up on work assignments, approved and monitored leave, signed time and attendance, travel requests and vouchers, and attended meetings with high level management. Updated supervisor upon his return.
 - Served as the Agency representative on reorganization task force. Determined staffing levels for new organization as well as budget, space allocation and equipment needs. Determined reduction-in-force regulations to be used to staff positions for new organization. Prepared offer letters to employees, notifying of rights, and appeal procedures.
 - Prepared decision memorandums for approval and signature by Rural Development Administrator and/or Secretary of Agriculture. One decision memorandum was recommending telecommuting for eligible Rural Development employees. Developed regulations to be followed for telecommuting based on departmental guidelines.
 - Served as Agency contact on several task forces and/or groups. Analyzed information provided and made recommendations in accordance with policies and regulations.
 - As Executive Vice President for AFSCME Local 3870 represented employees in negotiations with managers.

Title: Senior Loan Specialist (Federal Job)
Company or Agency: USDA, Rural Utilities Service
Dates: 11/1998 - 04/2000

Duties:

- Managed Technical Assistance and Training Grant program. Reviewed and rated applications, made recommendations to superiors on applications to be approved, made offers to grantees, negotiated funds, and processed and serviced grants in accordance with regulations.
- Managed Colonias, Appalachian Regional Commission and Economic Development Grants. Worked with cognizant agencies to ensure states received funding for these grants. Provided guidance to field staff of these programs. Input funds for these programs National and State accounts.
- Responsible for guaranteed loan program. Input funds into National and State accounts, provided guidance to field staff, approved loans above states approval authority, approved lenders for guaranteed program. Revised, streamlined, and simplified guaranteed loan regulations.
- Represented Water Programs Division on the program Loan Accounting System And Guaranteed Loan System Review Boards. Negotiated with other Agencies and made decisions affecting water and waste programs in relation to privatization of requests for updates or modifications to accounting systems.
- Supervised staff in the absence of the supervisor. Assigned and followed up on work assignments, approved and monitored leave, signed time and attendance, travel vouchers, travel requests, and attended meetings with high-level management. Updated supervisor on return.
- Represented the Agency on USDA's Civil Rights Action Team (CRAT) and Civil Rights Implementation Team (CRIT). This required negotiating with senior managers, the Secretary of Agriculture and other high level officials. Drafted correspondence to defend recommendations based on information collected from town hall meetings with employees. Tasks required indepth review and analysis of complex issues so as not to adversely affect USDA employees.
- Prepared decision memorandums for approval and signature by the Rural Development Administrator and/or Secretary of Agriculture. One of the decision memorandums was to allow telecommuting for Rural Development employees.
- Prepared budget justifications for senior managers to be presented to Congress. Prepared Co-Hort information to justify request for the following year's budget.
- Performed state and field office reviews ensuring that programs were administered in accordance with policies and regulations. Prepared memorandums to states outlining strengths, weaknesses, and recommendations for correction. Followed up with states to ensure corrective actions were taken.
- Prepared and presented training and semi-annual and annual training programs to national, state and field offices. Presented four sessions within a 2 day training course. Answered questions regarding policy changes that were part of the presentations advising staffs on implementing the changes to their respective programs.
- Revised program loan making and servicing regulations based on recommendations by Congress. Presented changes to staff.

Title: Senior Loan Specialist (Federal Job)

Company or Agency: USDA, Rural Utilities Service

Dates: 02/1983 - 10/1998

Duties:

- Supervised a staff of 4 senior loan specialists, one general loan specialist and two secretaries in the absence of the supervised. Assigned and followed-up of work assignments, approved and monitored leave, signed time attendance, travel request, travel vouchers, and attended meetings with high-level management.
- Reviewed, analyzed, and recommended actions on unique or complex loan and grant dockets, and other program materials submitted by the field offices for clearance or resolution.

- Developed, revised, and recommended operating procedures, systems or methods applicable to servicing and related phases of RUS programs. Drafted regulatory proposals related to loan programs.
- Planned, developed, and executed training programs providing technical assistance to field office as well as participated in training individuals on program related issues on a nationwide basis.
- Participated with supervisor and other high-level managers in developing management strategies and techniques to improve the delivery and effectiveness of financial assistance, as well as developing controls and monitoring systems for financial data.
- Responsible for Rural Community Facilities Tracking System (RCFTS) which was the Agency's database management system. Worked with contractors to revise the database to incorporate changes to the law made by Congress. Worked with contractors to develop a training compact disc (CD) for RCFTS that new employees could use to learn how to use the database and what information was collected. CD was distributed to all state and field offices for use by new employees and as a reference when a question arose as to what data needed to be input into a certain field.
- Revised the guaranteed loan regulations for Water and Waste. Worked with field staff to ensure changes made did not adversely affect operations of the unit or conflict with state laws.

Title:
Company or Agency: Huey P. Long Memorial Hospital
Dates: 02/1987 – 02/1983
Duties:

- Kept Yearend Ledgers Up To Date With Funds Collected From Insurance Carriers, Medicare, Medicaid And Patients.
- Balanced And Audited Yearend Ledgers Ensuring Funds Collected Totaled Actual Deposits From Private Insurance Carriers, Medicare, Medicaid, And Patients.
- Processed Insurance For Inpatient And Outpatient Services For Patients, Collected Funds From Insurance Carriers And Notified Patients Of Any Remaining Funds Due By Mailing Out Monthly Invoices To Patients And Collecting Payments From Patients Through Mail, In Person Visits Or By Telephone.
- Answered Questions From Patients And/Or Insurance Carriers Regarding Invoices, Insurance Payments Received, Dates Of Service, Diagnose, Etc.
- Pulled Records From The Medical Records Department And Verified Dates Of Service Or Diagnosis If Contacted By Patients Or Insurance Carriers Questioning The Dates Of Service Or Diagnosis.
- Processed Payments For The Department And Kept Track Of Funds Expended On A Monthly And Annual Basis. Balanced Ledgers For The Department At Yearend.

Position: Accounting Technician	
Name:	Sharon Nichols
Education:	Marshall University Bachelors of Business Administration Major Accounting 1980-1984
Skills:	<ul style="list-style-type: none"> • Full charge accountant • Financial Reports • Cash receipts • Accounts receivable • Monthly and year end closings

	<ul style="list-style-type: none"> • Accounts payable • Monthly reconciliations • Payroll • Monthly, quarterly, and year end taxes. • Journal entries • Excel, Word , Many custom systems
Experience:	
Title: Accountant Company or Agency: Yeager Airport Dates: June 2016-October 2018 Duties: Accounts Payable, Bank Reconciliations, Deposit Applications, Advertising Billings	
Title: Various temp jobs Company or Agency: Dates: October 2015-June 2016 Duties:	
Title: Plant Data Anylis Company or Agency: Kelly Strategic Account Operations, Contracted to work for Dow Chemical (Institute Plant) Dates: April 2015-October 2015 Duties: Analyze plant actual expenses per cost center to monthly forecasts. Determining what discrepancies are not lining up with forest and what needs to be done to correct or prevent them to continue. Adjusting forecasts when appropriate. Develop better forecasting tools. Accounting for future projects and how they will affect the monthly forecast.	
Title: Specialist Accounting Company or Agency: Buckskin Council 617, Boy Scouts of America Dates: 2004-2014 Duties: Process all financial reporting, accounts payable, payroll, state and federal taxes, monthly and quarterly reconciliations. Worked with million-dollar budget. Also, we have a yearly audit and my work has always had excellent reviews.	
Title: Various Accounting positions Company or Agency: Work through temporary agencies Dates: 2001-2004	

10 Testing Methodologies

GSG utilizes standardized processes to ensure high-quality candidates are being submitted to our clients. When evaluating potential employees, we closely screen the candidates for their skill sets, communication abilities, education, experience, accomplishments, interest in providing the specific services required by the client, and ability/desire to be a team player. We want to propose only the most highly qualified candidates with verified records of accomplishments for placement in your program. Our screening process is organized around the key structural tenet that the “who” is more important than the “what”. It is against this backdrop that we are able to leverage our proprietary screening process, Scorecard, which provides us an access to one of the most highly qualified candidate pools in the industry. Scorecard identifies the core, performance, education, and certification elements required of a candidate to be considered for a position. Typically, there are ten elements on the Scorecard summarizing the requirements deemed necessary by our client. These requirements are then reviewed against a candidate’s resume in order to determine whether the requirements are met or not. We use an alphabetic grading system, with an ‘A’ grade indicating the

requirement is met. Candidates scoring less than an ‘A’ on all the requirements will not be moved forward in the screening process.

All the offers of employment are contingent upon the candidate passing a background check and drug screen. While GSG has a standard process, this can be customized to each client and position. For example, some of our clients require a different drug screen to comply with their internal policies. For positions requiring the handling of money, a credit check may be added. GSG is flexible to meet the Rowan College requirements. Our Standard Pre-Screening process includes:



Background Check: GSG conducts fingerprints-based criminal background checks, against state and national databases, and includes a social security number trace, state criminal history and federal criminal history. GSG’s fingerprint-based background check is done by cross-referencing an applicant’s prints with a database. A fingerprint background check provides a Criminal History Record Information (CHRI) which includes arrests, records of federal employment, military service, naturalization, etc. This can also include fingerprint recognition as well as records checking.

Reference Checking: An integral part of our hiring and placement methodology is to conduct employee screenings, reference checks and background investigations. Reference checking is a vital part of a successful hiring strategy and is primarily used to:

- Verify information provided by the candidate
- Better predict the candidate’s on-the-job success
- Gain additional knowledge (e.g., candidate’s abilities)

Candidate Aptitude Testing:

- Basic skills test, which includes data entry and typing speed, filing, grammar, phone etiquettes, email etiquettes and other customer service skills;
- Specialized skills test, includes testing the employees for their proficiency in various hardware and software, based on their assignment; and
- “Soft skills” assessments are increasingly valuable in a tight job market and help us fit the person to the organization beyond just matching the required experience and “hard skills” described above. These skills, which include, among others, communication, adaptability, problem-solving, conflict resolution, teamwork, initiative taking, critical observation/thinking, and interpersonal skills. While

some of these skills can become apparent in the interview process, we also utilize specifically designed testing platforms.

11 Project Management Approach

We apply unique management capabilities to ensure the performance of our personnel. These capabilities include highly efficient management systems and communication with clients that ensure performance objectives are met. Our personnel receive the support of a highly qualified corporate team to ensure efficient operations. This team utilizes management systems and quality control processes as described above to ensure conformance to contract requirements.

Our streamlined organization is populated with the required staff ensure outstanding customer satisfaction. We manage and supervise our personnel through performance based management. The below table presents the systematic approach toward performance based management. This management approach offers best practices designed to enhance performance efficiencies

Performance-Based Management Systematic Approach and Methodology

Systematic Approach	Methodology
Establishing performance objectives	<ul style="list-style-type: none"> • Performance objectives are established through a combination of best and proven commercial practice and government-specified performance standards. • Performance objectives are developed internally to meet contract requirements. • Performance objectives are documented and include contract requirements, approved plans, QC requirements for the program and employees performing tasks associated with performance requirements.
Measuring performance	<ul style="list-style-type: none"> • Supervisors, managers, and QC specialists routinely and randomly measure performance proactively and continuously using key performance indicators and customer service indicators that indicate the effectiveness of personnel and the preparedness of employees before performance standards are jeopardized.
Collecting, analyzing, reviewing, and reporting performance data	<ul style="list-style-type: none"> • Supervisors, managers, and QC specialists collect, analyze, review, and report performance data internally as metrics to identify performance trends, root causes, and corrective actions.
Reporting performance data	<ul style="list-style-type: none"> • The Corporate Office is regularly briefed on contract-specific performance data and metrics. • Metrics and general performance data indicating a potential performance deficiency are flagged and tracked in our management information system for proactive management. • Metrics and general performance data are presented to key government personnel along with a root cause analysis, corrective action plan, and schedule.
Using performance data to drive performance improvement	<ul style="list-style-type: none"> • Advance indicators of potential performance deficiencies afford us the time needed to re-allocate re-sources, conduct supplemental training, or take other corrective actions to improve performance and ensure client satisfaction. • Performance is constantly monitored for contract-wide project delivery to respond in a timely manner and preempt negative impacts on mission effectiveness.

12 Relevant Temporary Staffing Experience

We have successfully executed numerous Admin and Clerical related projects, staffing augmentation, and consulting contracts having similar requirements, for local, state, and federal government agencies for more than 16 years. Our reputation is built upon a foundation of responsiveness to client needs, plus our flexibility and resourcefulness in problem solving. The below table demonstrates GSG’s capabilities for providing the types of staffing support defined in the Statement of Work:

<i>Contract Title</i>	<i>Place of Performance</i>	<i>Period of Performance</i>	<i>Dollar Value</i>	<i>Job Classifications</i>
Secretarial Support Services	San Antonio Military Medical Center (SAMMC)- Texas	04-1-2014 to 09-30-2018	\$1,614,347.86	<ul style="list-style-type: none"> • Secretary I • Secretary II
GSG provided secretarial personnel in support of our client’s contract with SAMMC. The contract required Positions we provided included: <ul style="list-style-type: none"> • Clerical support • Medical Transcriptionists 				
Antarctic Support Project – Lockheed Martin	Centennial Colorado	10-17-2012 to 09-30-2016	\$739,025.00	<ul style="list-style-type: none"> • Senior Administrative Coordinator • Clerical Administrative /Secretarial Support • Technical Writers • Data Management Analyst • Program Analyst
GSG provided personnel for long-term and short-term support of our client’s contract with Lockheed Martin. The contract required support personnel to coordinate logistics, provide customer response, and provide general administrative support for Lockheed Martin programs in Antarctica. Positions we provided included: <ul style="list-style-type: none"> • Senior Administrative Coordinator • Clerical Administrative/Secretarial Support <ol style="list-style-type: none"> 1. Level 1 2. Level 2 • Technical Writers • Data Management Analyst • Program Analyst 				
Medical Office Clerk	Air Force Medical Operations Agency – New Mexico	08/04/2017 to 08/03/2019	\$ 547,756.80	Medical Office Clerk
GSG provided five full time Medical Office Clerks. The medical office clerks provided clerical/administrative support in wards, clinics, and in other departments of the medical treatment facility. Our medical office clerks greeted patients/visitors at a front desk, information center, and other				

office areas. They answered the main office phone line and directed telephone calls to appropriate sections for assistance and took messages as required. They arranged and scheduled medical appointments and determined patient eligibility for services. They determined patient schedules and appointments, and relayed general instructions to patients, and made referrals to other sections as appropriate. Our medical office clerks obtained updates and filed medical records as needed. They organized and researched patient records and extracted needed information, and reviewed records for completeness, accuracy, and consistency within established guidelines. They ensured arrival of medical records prior to appointment(s) and obtained documentation as requested by healthcare providers (test results, or documentation not yet filed in records).

Administrative Support-Secretarial	Department of the Navy – U.S. Naval Hospital Guam	10/01/2017 to 09/30/2019 and follow on contract 10/1/2019 to 9/30/2021	\$ 177,763.13	Administrative Support
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At the U.S Naval Hospital Guam, GSG has been providing Administrative Support / Secretarial services. Our personnel act as the First Point of Contact with patients, customers and hospital staff members. They explain the Health Promotions Clinic's mission and services via telephone interaction and on a walk-in basis. Our personnel sign beneficiaries up for classes, answer questions about the Health Promotions Clinic's services and refer beneficiaries to other hospital services as appropriate. Our personnel set up and assist with classes offered by the Health Promotions Clinic, including maintaining class schedules to ensure, conflicts do not occur with other Health Promotions Clinic classes or other duties of the Section Head. They perform clerical duties for the day-to-day operation of the Health Promotions Clinic, including maintaining assigned files, photocopying, delivery of materials to other departments within the hospital, and maintaining an inventory of health promotion materials in stock. They routinely inform the Section Head of the need to order replacements to ensure, an adequate supply is maintained to meet the Health Promotions Clinic's needs. They also register beneficiaries into CHCS, e. g., walk-in patients, telephone consultations, etc. and retrieve data from CHCS, AHLTA and other appropriate computer systems for beneficiary records.

Appointment and Medical Office Clerks	Air Force Medical Operations Agency – Seymour Johnson AFB, North Carolina	10/01/2017 to 09/30/2021	\$ 449,875.20	<ul style="list-style-type: none"> • Medical Office Clerk • Appointment Clerk
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GSG has been / is providing Appointment Clerks and a Medical Office Clerk to provide medical appointment services and medical release of information services to the 4th Medical Group beneficiaries. They register beneficiaries into the appointing and registration system, book appointments within access standards, book follow-up appointments, input cancellations, perform call-back reminders to patients, input in-house/off-base referrals and reschedule appointments according to government provided appointing protocols and guidelines. They accept appointments by face-to-face contact and telephonically from authorized beneficiaries, MTF staff members, or by the automated appointment system. Our personnel support the secured messaging system, MiCare RelayHealth, by monitoring the system three times daily for appointment requests and responding to patients within 24 business hours with confirmation of a booked appointment or options for alternative appointments. They work closely with the Healthcare Integrator (HCI) and Public Health to provide administrative support to increase Healthcare Effectiveness Data and Information Set (HEDIS) metrics.

General Clerk /Office Automation/	Naval Medical Center – Portsmouth, Virginia	10/01/2017 to 09/30/2020	\$ 240,507.52	<ul style="list-style-type: none"> • General Clerk II • Office Automation • Front Desk Clerk
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Front Desk Clerk				
<p>GSG provides Clerical and Administrative Services staff supporting patient and hospital information for patients, and hospital staff, and the community at large. They support emergency notifications of hospital staff for pediatric and cardiac emergencies, and conduct physician paging services and operation of the TDD text telephone for the Transfer/Call Center. The positions of Office Automation/Front Desk Clerk require a full range of administrative skills. Our employees plan and carry out assignments independently and efficiently. They type, edit, format and print a wide variety of documents for office and staff including departmental correspondence, presentation materials, and notes. They answer incoming calls and provide appropriate assistance. They provide patient information services, such as patient’s location, disposition, bed telephone number, and telephone transfer services. They assist and provide referrals to patients and their families with complaints and comments or questions regarding clinics and access to care issues. They ensure patient to have a physician communication services via pagers and provide hospital and patient information and services via TDD/TTY text telephone for the hearing impaired.</p>				
Medical Records Clerk	Air Force Medical Operations Agency – Nellis AFB, Nevada	06/15/2018 to 06/14/2022	\$ 363,456.00	Medical Records Clerk
<p>GSG provides Medical Records Clerks at Nellis Air Force Base. Our personnel perform duties including planning, organizing and accomplishing the review, analysis, and creation of medical record encounters utilizing a variety of means to identify requirements. They analyze patient records that include multiple appointments, injuries, diseases, and/or medical/surgical procedures and determine the need for consultation appointments. Our personnel determine if/when deviations from proper terminology indicate omission or inaccuracy within the record and initiate actions to obtain clarification, coordinating work-up of medical charts with staff physicians. Our personnel examine records and ensure that all the documentation requirements are met. They are responsible for entering record processing data into computer systems for record completion and assisting physicians in the completion of deficiencies. Our personnel ensure, proper evidentiary material is present to support physician’s orders. They verify that record documentation is sufficient for coding purposes and that results obtained are adequately described. Our personnel identify documentation deficiencies, and resolve/clarify missing or unclear information by consulting with doctors or others to get additional information. They perform records work concerned with reviewing, creating, analyzing, processing, and maintaining medical records data; compile or extract medical records data to ensure compliance with regulatory requirements; and, perform a variety of related duties. Our personnel search various medical information systems for patient care documentation. They obtain documentation to support patient care services. They create and coordinate deletion of encounters in the government electronic health record when necessary to capture workload. Our personnel transfer documentation to the appropriate system to enable coding procedures and completion.</p>				
Medical Office Clerks	Air Force Medical Operations Agency – Seymour Johnson AFB, North Carolina	06/18/2018 to 06/17/2021	\$ 120,787.20	Medical Office Clerks
<p>GSG provides Medical Office Clerks to Seymour Johnson AFB. Duties require knowledge of and adherence to general medical ethics, telephone etiquette, and they must possess excellent communication and customer service. Our medical office clerks greet patients/visitors at a front desk, and at the information center. They answer the main office phone lines, and direct telephone calls to appropriate sections for assistance, as well as arrange and schedule medical appointments. They also determine patient eligibility, obtain updates and file medical records as needed. They organize and</p>				

research patient records, extract needed information, and review records for completeness, accuracy, and consistency within guidelines.

Population Health Data Analysts	Naval Medical Center – San Diego, California	12/03/2018 to 12/02/2022	\$ 899,118.00	Population Health Data Analysts
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GSG provides Population Health Data Analysts at the Naval Medical Center – San Diego, California. Duties include understanding and enhancing the current identification mechanism by which high-cost/high-utilization patients are identified. Potential tools to assist in this requirement include: (1) Management Analysis and Reporting Tool (M2), the (2) Composite Health Care System (CHCS), (3) MDR, (4) Care point, and (5) Johns Hopkins ACG. Our personnel identify appropriate primary and secondary populations requiring intervention. Tools that assist in this requirement include: (1) Management Analysis and Reporting Tool (M2), (2) Composite Health Care System (CHCS), (3) MDR, (4) Care point, and (5) Johns Hopkins ACG. Our personnel use statistical software (such as Statistical Analysis Software) to maintain or enhance mechanisms that select specific High-Cost/High Utilizer patients for tertiary prevention interventions. They create data driven algorithms that analyze patient claims and encounters data, as well as data sourced from local directories to identify patient populations that will be best suited for a prevention-based intervention. Our personnel design and implement self-service business intelligence and measurement reports to support Primary, Secondary, and Tertiary prevention strategies. They plan and complete major projects concerned with the economic analysis and evaluation of programs instituted for Primary, Secondary, and Tertiary prevention strategies. Our personnel design, generate, and disseminate monthly utilization and outcome reports for all secondary prevention interventions – including the following personnel resources: Internal Behavioral Health Consultants, Behavioral Health Care Facilitators, Pharmacists, and Health Educators.

Program Administrative Assistant	Air Force Medical Operations Agency – Joint Base San Antonio	03/18/2019 to 09/17/2022	\$ 189,417.60	Program Administrative Assistant
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GSG provides Program Administrative Assistants (PAAs) for the USAF Medical Operations at JBSA. Duties include collecting, editing, analyzing, and presenting data from multiple sources; and, compiling data for review and interpretation. The PAAs support development and editing of lengthy, complicated reports that may require multiple software formats, development, implementation, interpretation, and short- and long-term tracking of surveys and critiques. They also provide technical assistance to working groups in planning and preparing presentations for annual conferences. They develop and distribute critiques and surveys soliciting feedback from customers, users, annual conference attendees and field offices, assist working groups in planning and preparation of projects, provide technical assistance with computer programs, data collection and compilation, and presentation methods. Our PAAs correct grammar, spelling, punctuation, capitalization, and format to prepare/edit written correspondence, reports and presentations. They use standard office equipment, such as computers, typewriters, copiers, fax machines, telephone systems and office automation systems to perform a range of office support, and establish, monitor, and manage suspense dates and bring to contracting personnel’s attention any conflicts in schedule.

Administrative Support Services	General Services Administration – Northwest/Arctic Region 10 Anchorage, Alaska	08/01/2017 to 05/31/2018	\$ 47,680.00	Administrative Support Services
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GSG provided Administrative Support Services for GSA. Duties included providing general clerical and administrative tasks, customer service, filing, correspondence, scheduling and coordinating meetings conferences, and training classes, and, data entry for time and attendance. Their duties were in support of: (1) Suspense management; (2) Supply and inventory management; (3) Database

management; (4) Records and file management programs; (5) Mailroom; (6) Security administrative support services; (7) Government vehicles; and (8) Personnel records support.

Contract Administrator Services	New Jersey Army National Guard	09/25/2017 to 09/25/2018	\$ 99,516.83	Contract Administrator
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GSG provided Contract Administrative services in support of the New Jersey National Guard for replacement of facilities destroyed in Super storm Sandy. Our personnel supported USPFO-NJ Purchasing and Contracting Office in maintaining contract compliance with the then current policies, programs, and regulations associated with the construction of a new Troop Dispensary/Health Clinic (MED) & General Instruction Building (GIB) facility for the New Jersey Army National Guard; a new Power Plant Building (PPB) for the New Jersey Army National Guard; and, a new Engineering Housing Maintenance Shop (EHMS) & Vehicle Maintenance Shop (VMS) for the New Jersey Army National Guard.

Administrative Support Services	U.S. General Services Administration – Northwest/Arctic Region 10 Boise, Idaho	06/01/2018 to 12/31/2022	\$ 233,543.60	Administrative Support
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GSG is providing Administrative Support Services at the U.S. GSA office in Boise, Idaho. Our personnel perform general clerical and administrative tasks; provide customer service; perform filing; develop correspondence materials; schedule and coordinate meetings, conferences and training classes, and perform data entry for time and attendance. Activities are in support of: (1) Suspense management; (2) Supply and inventory management; (3) Database management; (4) Records and file management programs; (5) Mailroom; (6) Security administrative support services; (7) Government vehicles; and (8) Personnel records support.

Administrative Support Services	General Services Administration – Northwest/Arctic Region 10 Juneau, Alaska	06/01/2018 to 12/31/2022	\$ 271,983.60	Administrative Support
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GSG is providing Administrative Support Services at the U.S. GSA office in Juneau, Alaska. Our personnel perform general clerical and administrative tasks, customer service, filing, correspondence; scheduling and coordinating meetings conferences and training classes, data entry for time and attendance. Activities are in support of: (1) Suspense management; (2) Supply and inventory management; (3) Database management; (4) Records and file management programs; (5) Mailroom; (6) Security administrative support services; (7) Government vehicles; and (8) Personnel records support.

Administrative Support Services	General Services Administration – Northwest/Arctic Region 10 Richland, Washington	07/01/2018 to 12/31/2022	\$ 257,666.56	Administrative Support
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GSG is providing Administrative Support Services at the U.S. GSA office in Richland, Washington. Our personnel perform general clerical and administrative tasks, customer service, filing, correspondence; scheduling and coordinating meetings conferences and training classes, data entry for time and attendance. Activities are in support of: (1) Suspense management; (2) Supply and inventory management; (3) Database management; (4) Records and file management programs; (5) Mailroom; (6) Security administrative support services; (7) Government vehicles; and (8) Personnel records support.

Administrative Support Service for Region 4	General Services Administration – Southeast Region 4 – Multiple Locations	10/01/2018 to 06/30/2023	\$ 5,422,155.20	Administrative Support
<p>Our Administrative Support staff reviews outgoing correspondence and edits as appropriate. They assure that all correspondence is properly coordinated, and copies are correctly distributed and filed. They transmit and receive documents and messages, electronically using a workstation that is networked or linked to other computers. They transcribe documents and update lists. They greet visitors, screen and field telephone calls, and respond to requests for information, and provide assistance. Our personnel ensure, meeting requests are addressed, and they coordinate and schedule meeting space and audio/video requirements. Our personnel on this contract assist and support with research for various actions and due diligence. They prepare and interpret legal documents such as briefs, memorandums of agreement, offers to purchase real estate, legal descriptions, draft deeds, closing settlement statements, appeals, wills, and contracts. They research and analyze law sources such as statutes, recorded judicial decisions, legal articles and legal codes. They research and summarize factual information and compile, organize and index exhibits. Our personnel are notaries who are authorized to draw up and certify contracts, deeds, and other documents for use in other jurisdictions. They review legal descriptions, surveys and title documents. They ensure that written materials disseminated, comply with issued policies and protocols. They assist with the preparation of draft documents according to local juridical requirements and assist Case Officers with closings and settlement statements. They possess exceptional skills in the use of Adobe Acrobat DC, Microsoft Office Products and G Suite. They prepare and type correspondence including but not limited to letters, memorandums, transmittal documents and reports. They review outgoing legal correspondence for proper format, grammar, and spelling and ensure that all legal correspondence is properly coordinated, and copies are correctly distributed and filed.</p>				
Office Application Specialist	United States Attorney’s Office, Madison, Wisconsin	06/01/2019 to 05/31/2024	\$ 417,814.40	Office Application Specialist
<p>GSG provides Office Application Specialists for the U.S Attorney’s Office, at Madison. Duties include: responding to inquiries (reception phone calls, messages, and walk-in visitors); providing general information regarding office programs; receiving, reviewing, and distributing incoming mails, deliveries (including service of process), preparing packages, and annotating accordingly, e.g. attorney assigned, case number, etc., where all incoming mail is routed within the office; facilitating timely mails and courthouse runs of incoming and outgoing content with awareness of secure shipment policies; checking received mails, packages, and content following USAO protocol and alerting security staff of any suspicious packages, threats, or concerns. Our personnel provide professional collaboration with office staff when receiving visitors and telephone callers for the office and coordinate with the security guard as it relates to screening visitors entering the USAO secure space and the communication of security concerns that arise on the premises, when applicable. Examples of this include but are not limited to notifying the security team in the event of an emergency, responding to alarms, and monitoring access control in the main secure space point of entry. Our personnel perform Docketing and Litigative Support duties such as opening, updating, and closing cases through the automated case tracking system (CASEVIEW). They search the database for required information, review docket entries. They prepare case closures and conduct Electronic Case Filings (ECF). Characteristic assignments include providing the supervisor with information, feedback suggestions, and recommendations on various administrative matters and topics as well as formal and informal feedback to stakeholders expressing the views of the supervisor on a wide variety of topics.</p>				
Program Analyst IV – Management	Department of the Navy – U.S. Naval Hospital Guam	On Year (plus Two Option Years	\$ 161,400.58	Program Analyst IV

Support Services for Third Party Collections Program (TPCP)	(06/01/2017 to 05/31/2020)		
<p>At the U.S. Naval Hospital in Guam, GSG is /has been providing Program Analyst support for working with customers over the phone and at the service window to educate them about the TPCP process and their responsibilities. Our personnel are communicating with insurance companies in pursuit of successful collection from them as applicable. They provide continual maintenance of an internal mechanism/spreadsheet that tracks the status of all TPCP related billable encounters as provided by the UBO Manager. Our personnel ensure that all TPCP related encounters with disclosed health insurance coverage are effectively billed to insurance companies within 10 days of the admission/discharge generated on applicable ABACUS reports. They ensure follow ups to guarantee that the insurance company either makes payment or provides formal declination for all claims. Our personnel work with insurance companies to re-bill claims with appropriate corrections, they support documentation of file appeals to ensure payment. They ensure that all TPCP related encounters which are not payable are effectively submitted to CRS within 60 days of the date of admission/discharge. Our personnel prepare all necessary paperwork for filing accounts with CRS and debt with the FedDebt Program. They work with UBO leadership to develop and continuously improve processes in order to meet the above program requirements. They perform Quality checking of TPCP related work performed by other contracts or GS staff and create running reports in Military Health System billing and related software programs.</p>			

The following table presents additional experience to the above, further illustrating the variety of personnel we have placed for clients around the country:

Agency Name	Support Provided	Place of Performance
U. S. General Services Administration (GSA) - Public Buildings Service (PBS) Acquisitions Division	Administrative Support Services	Anchorage, Alaska
U.S. Naval Hospital Guam, Health Promotions Dept.	Administrative Support	Guam
Department of the Navy - Naval Medical Center	General Clerk II/Office Automation/Front Desk Clerk	Portsmouth, Virginia
U.S. General Services Administration (GSA) Northwest/ Arctic Region 10	Administrative Support Services	Boise, Idaho
U.S. General Services Administration (GSA) Northwest/Arctic Region 10	Administrative Support Services	Juneau, Alaska
U.S. General Services Administration (GSA) Northwest/Arctic Region 10	Administrative Support Services	Richland, Washington
General Services Administration - Public Building Services Region 4	Administrative Support Service for Region 4	Various offices located within GSA, PBS, Southeast Regions

Agency Name	Support Provided	Place of Performance
Department of the Air Force- Air Force Medical Operations Agency	Program Administrative Assistant	San Antonio, Texas-78226
Department of Justice- U.S. Attorney's Office Western District of Wisconsin	Office Application Specialist	Madison, Wisconsin.
Department of Agriculture- Forest Service	Customer Service Representative	Bismarck, North Dakota
U.S. Naval Hospital Guam Material Management Dept.	Program Analyst IV – Management Support Services	Agana Heights, Guam.
U.S. Naval Hospital Guam Material Management Dept.	Supply Technicians Logistics Support (Two positions)	Guam
Department of the Air Force - 49th Medical Group, Holloman Air Force Base (HAFB)	Medical Office Clerk	New Mexico
US Naval Hospital Guam, Naval Hospital Guam Information Management Department	Computer Specialist II	Agana Heights, Guam
Department of Army - NJ Army National Guard	Construction Contract Administrator Services	JB MDL, New Jersey
Department of Air Force - Seymour Johnson AFB, NC	Appointment Clerks and Medical Office Clerks	North Carolina
Department of Air Force - Mike O' Callaghan Federal Medical Center-NELLIS AFB NV	Medical Records Clerk	Nevada
Department of the Air Force - Seymour Johnson AFB, NC	Medical Office Clerk	North Carolina
United States Department of Justice - United States Attorney's Office - Northern District of California	Document Management Analyst	San Francisco, California
Department of Navy- Naval Medical Center San Diego (NMCSD)	Population Health Data Analysts	San Diego, California Pendleton, California
Department of Justice- US. Attorney's Office Eastern District of Tennessee	Help Desk/User Support Specialist	Greeneville, Tennessee
Department of Justice- United States Attorney's Office - District of Alaska	eLitigation Support Specialist	Anchorage, Alaska

Agency Name	Support Provided	Place of Performance
Department of Justice United States Attorney's Office Northern District of IOWA	Health Care Fraud Paralegal	Cedar Rapids, Iowa
Department of Justice United States Attorney's Office	Legal Secretary/Paralegal	St. Thomas, Virgin Islands
Department of Justice United States Attorney's Office District of Arizona	Contractor Support Services <ul style="list-style-type: none"> • Accounting Clerk III • Paralegal/Legal Assistant I • Paralegal/Legal Assistant II • Paralegal/Legal Assistant III 	Phoenix, Arizona
Department of Justice- U.S. Attorney's Office Northern District of Illinois	<ul style="list-style-type: none"> • Legal Support Services Administrative Litigative Support/ Legal Assistant • Legal Assistant • Litigative Support Analyst/Paralegal II • Paralegal 	Chicago, Illinois
Department of the Navy U S Naval Hospital Guam	Program Support Services	Guam
Department of Justice-United States Attorney's Office (USAO) - Eastern District of Pennsylvania	Re-entry Specialist	Philadelphia, Pennsylvania

1.1 Performance Reviews

The following are some reviews of our successful staffing performance:

GSG is currently performing on a contract under which we are providing a Document Management Analyst in support of the work of Assistant United States Attorneys for the **United States Department of Justice, United States Attorney's Office, Northern District of California, located in San Francisco**, to date, our client is very satisfied, as evidenced in the below email which we recently received:

“Gregory is doing a fantastic job for us and I enjoy the working relationship I have with your company”

Thanks,

Eric
 Eric Campany
 Contracting Officer
 FASS Supervisor, USAO NDCA

W: (415) 436-7179
C: (415) 336-3038
eric.campany@usdoj.gov

At the U.S. Naval Hospital, Guam we are providing a Program Analyst who is performing Third Party Billing. We recently received the below commendation:

Ever since Ms. Eclavea joined Billing Office she has demonstrated very strong work ethics, and a lot of dedication to her assigned duties. She is always ready to take on additional assignments as required, and ensures they are completed on time.

Thank you very much!

Kind regards,

Aleks

Aleksandra Orgill

U.S. Naval Hospital, Guam

At the U.S. Naval Hospital in Guam, GSG is providing Computer Management Support Services to maximize USNH Guam's successful use of the hospital's Automated Information Services (AIS). We provide support for the special needs of the Command Information Officer/Information Systems Officer to optimize end user support.

NOTE: For our Computer Management Support Services Contract in Guam, Jesusa Larrew, our COR passed along the below comment she received from the supervisor of our Computer Specialist II we are currently providing:

Ms. Camba is an outstanding member of our team here at NH Guam!

I have received multiple "ICE" comments from NH Guam staff on her superb customer service skills!

V/R

LT

At the ***Navy Medical Center Portsmouth, Virginia***, we are providing Automation/Front Desk Clerks who possess a full range of administrative skills. Our personnel provide clerical and administrative services supporting patient and hospital information to patients, hospital staff, and the community at large, emergency notifications of hospital staff for pediatric and cardiac emergencies, conduct physician paging services and operate the TDD text telephone for the Transfer/Call Center. All of our personnel follow established rules and procedures in collecting organizing, and providing information. They understand the impact their work has on the effect of adequacy and acceptability of related processes and services.

NOTE: For our Administrative Support Contract at Navy Medical Center, Portsmouth, we received the following commendatory email from. Sean G. Pearson, Supervisor/Head Registrar:

From: "Pearson, Sean G CIV USN NAVHOSP PORS VA (US)" <sean.g.pearson3.civ@mail.mil>
Date: May 30, 2018 at 8:48:52 AM EDT

Good morning all,

I wanted to send you commendatory correspondence regarding our Information Receptionist here at Naval Medical Center Portsmouth.

Despite decreased staffing over the past month and the volume of patient encounters generated through our phone consultations, they are performing very well.

It's teamwork at its best and they remain professional and dedicated to the mission of this facility.

Thank you for the support.....

Very Respectfully,

Mr. Sean G. Pearson
Supervisor (Head Registrar)
Admissions & Dispositions
Clinical Communications Center
Naval Medical Center Portsmouth, VA.
(757) 953-1519 Desk
(757) 553-2285 Cell
sean.g.pearson3.civ@mail.mil

We are providing to Nellis AFB under our contract Medical Records Clerk to provide personnel at the Mike O'Callaghan Military Medical Center:

From: Kirkwood, Gregory A Maj USAF 99 MDG (USA)
<gregory.a.kirkwood.mil@mail.mil>

Sent: Wednesday, December 11, 2019 11:51 AM

To: Vicki Shah <VickiS@globalsolgroup.com>

Subject: Employee Feedback - Ms. Borja

Ms. Shah-

Good morning, I wanted to pass along my sincere appreciation for Ms. Erin Borja and how she has become a very valued member of the team. She has been instrumental in getting the Inpatient Records section caught up on our consultation backlog, dating all the way back to 2017. There were hundreds of consults that had to be corrected for proper records management and documentation, a heavy lift with Erin doing the majority of the work. She was highlighted as the flight's "On TOPA the World" (TOPA is the section, TRICARE Operations and Patient Administration) for her efforts and results. Erin has epitomized being a team player as she also has assisted with other tasks within Inpatient Records and always there to help as much as she can.

Please know Erin is an outstanding member of our team and been doing a great job.

v/r

GREGORY A. KIRKWOOD, Maj, USAF, MSC, FACHE, PMP TRICARE Operations & Patient Administration Flight Commander 99th Medical Support Squadron Mike O'Callaghan Military Medical Center
 4700 Las Vegas Blvd N.
 Nellis AFB, NV 89191

Office: 702-653-2570 (DSN 348)
 e-mail: gregory.a.kirkwood.mil@mail.mil

The following is a completed evaluation for
U.S Naval Hospital, GUAM



1. Customer Details

Customer Name	U.S. Naval Hospital, Guam
Project Name	N6809617F3015 - Computer Support Services
Contact Person	Jesusa (Sue) Larrew
Designation	Contracting Officer Representative (COR)
Email Id	jesusa.p.larrew.civ@mail.mil
Project Description	Supported the special needs of the Command Information Systems Officer to optimize end-user support. Provided hardware & software support, problem resolution, program enhancement upgrades, etc.

2. Feedback About Global Solutions Group Inc.'s Performance

Ratings: Excellent || Good || Average || Below Average || Poor

	Rating (Place a "Yes" wherever applicable)				
	Excellent	Good	Average	Below Average	Poor
Overall Satisfaction		X			
Quality of the Work Performed		X			
Delivery on Time		X			
Communication and Project Management		X			
Things that went well					
Recognize any outstanding GSG team member(s)					
	(Place "X" Where Applicable)				
	Yes	May Be	No		
Will you recommend our services to others?	X				
Can we provide your name as a Reference to potential clients?	X				

3. Any Suggestions/Remarks

Signature: 
 Name: Jesusa Larrew

Date: 29 July 2019



The following is the Contract Performance Assessment Reporting System (CPARS) evaluation for the United States Department of Agriculture (USDA). These are official assessments of performance made by Federal Government agencies regarding contractor performance on contracts. As you can see, **GSG's client was exceptionally satisfied:**

FOR OFFICIAL USE ONLY / SOURCE SELECTION INFORMATION - SEE FAR 2.101, 3.104, AND 42.1503

CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)
 MODIFIED EVALUATION

Nonsystems

Name/Address of Contractor:

Company Name: GLOBAL SOLUTIONS GROUP, INC.
 Division Name:
 Street Address: 29468 CHELSEA CROSSING
 City: FARMINGTON HILLS
 State/Province: MI Zip Code: 483312809
 Country: USA
 CAGE Code:
 DUNS Number: 078343325
 PSC: D399 NAICS Code: 541511

Evaluation Type: Final

Contract Percent Complete:

Period of Performance Being Assessed: 09/15/2018 - 10/31/2018

Contract Number: AG3144B170004 AG3144K170265 **Business Sector & Sub-Sector:** Nonsystems - Telecommunications

Contracting Office: USDA, OPPM-POD-ACQ-MGMT-BRANCH-FTC **Contracting Officer:** KASEY KOCH **Phone Number:** 970-295-5291

Location of Work:

Award Date: 09/15/2017 **Effective Date:** 09/15/2017

Completion Date: 10/31/2018 **Estimated/Actual Completion Date:** 10/31/2018

Total Dollar Value: \$903,877 **Current Contract Dollar Value:** \$903,877

Complexity: Low **Termination Type:** None

Competition Type: Full and Open Competition **Contract Type:** Firm Fixed Price

Key Subcontractors and Effort Performed:

DUNS:

Effort:

DUNS:

Effort:

DUNS:

Effort:

Project Number:

Project Title:

United States Department of Agriculture (USDA) Office of Information Security (OIS) Penetration Test of USDA Agencies

Contract Effort Description:

United States Department of Agriculture (USDA) Office of Information Security (OIS) Penetration Test of USDA Agencies

Small Business Subcontracting:

Does this contract include a subcontracting plan? No

Date of last Individual Subcontracting Report (ISR) / Summary Subcontracting Report (SSR): N/A

Evaluation Areas

Past Rating

Rating

Quality: Satisfactory
 Schedule: Satisfactory
 Cost Control: Satisfactory
 Management: Satisfactory
 Small Business Subcontracting: N/A
 Regulatory Compliance: Satisfactory
 Other Areas:

Exceptional
 Exceptional
 Very Good
 Very Good
 N/A
 Very Good

(1) :

N/A

(2) :

N/A

(3) :

N/A

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Variance (Contract to Date):

Current Cost Variance (%): Variance at Completion (%):

Current Schedule Variance (%):

Assessing Official Comments:

QUALITY: Quality Control was exceptional. Reports were carefully reviewed in full and were flawless in presentation and content. No issues or concerns were ever brought up throughout the performance of this contract which involved working with 21 separate agencies. These facts allowed for less oversight which allowed Government assets to be utilized elsewhere which is a cost savings and a benefit to the Government.

SCHEDULE: The start of this requirement was delayed two months due to a protest of the award. Also, there was a government shut-down that impacted the project schedule. Despite these unavoidable delays GSG completed the work in ten months instead of the allotted 12 months. These facts allowed for less oversight which allowed Government assets to be utilized elsewhere which is a cost savings and a benefit to the Government.

COST CONTROL: GSG cut the travel budget by 50% from what was allotted. That is significant, given the number of agencies tested. GSG was very conscious in controlling costs and were very cost effective and conservative with travel costs so that USDA could utilize the savings elsewhere. These actions allowed for cost savings which is a benefit to the Government.

MANAGEMENT: The GSG Management team closely adhered to USDA's Project Management protocols and made the workflow smooth for USDA. GSG provided all coordination, document updates and even updated organizational changes to documents which was not called out in the requirements. GSG was a highly independent team, who required very minimal guidance from USDA and provided outstanding output. These facts allowed for less oversight which allowed Government assets to be utilized elsewhere which is a cost savings and a benefit to the Government.

REGULATORY COMPLIANCE: GSG team tracked new updates closely and any changes to the rules and regulations for Penetration Testing, Operational Assessment Vulnerability and web application processes. For this contract, GSG used top of the line scanning tools, and strict adherence to federal compliance for all work performed. The GSG Team invested a great deal of training and purchasing the newest and finest tools and licenses available to exceed regulatory compliance requirements. These investments were over and above what was required to perform the work and resulted in a better product which was a benefit to the Government.

OTHER AREAS: The GSG team was always ready to provide advice and expert knowledge for other Cybersecurity related issues outside the scope of this contract. Throughout the duration of this contract, other USDA Agencies reached out to the GSG for their insight and GSG was always ready to assist.

RECOMMENDATION:

Given what I know today about the contractor's ability to perform in accordance with this contract or order's most significant requirements, I would recommend them for similar requirements in the future.

Name and Title of Assessing Official:

Name: JAMES EDINGTON

Title: Contract Officer

Organization: USDA

Phone Number: 1-970-295-5848 Email Address: james.edington@fc.usda.gov

Date: 02/07/2019

Contractor Comments:

This evaluation has been modified, please see the original evaluation to view the contractor comments.

Name and Title of Contractor Representative:

Name:

Title:

Phone Number: Email Address:

Date:

Review by Reviewing Official:

I have reviewed all information regarding this CPARS and agree with the modified ratings provided by the Assessing Official. This office strictly follows the CPARS definitions.

Name and Title of Reviewing Official:

FOR OFFICIAL USE ONLY

The following is the Contract Performance Assessment Reporting System (CPARS) evaluation for United States Department of Agriculture (USDA) Office of Information Security (OIS) Penetration Test of USDA Agencies. **Contract Number: AG3144B170004 12314418F0556**

FOR OFFICIAL USE ONLY / SOURCE SELECTION INFORMATION - SEE FAR 2.101, 3.104, AND 42.1503

CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)
 MODIFIED EVALUATION

Nonsystems

Name/Address of Contractor:

Company Name: GLOBAL SOLUTIONS GROUP, INC.
 Division Name:
 Street Address: 29468 CHELSEA CROSSING
 City: FARMINGTON HILLS
 State/Province: MI Zip Code: 483312809
 Country: USA
 CAGE Code:
 DUNS Number: 078343325
 PSC: D399 NAICS Code: 541511

Evaluation Type: Interim

Contract Percent Complete:

Period of Performance Being Assessed: 09/06/2018 - 09/05/2019

Contract Number: AG3144B170004 12314418F0556 **Business Sector & Sub-Sector:** Nonsystems - Telecommunications

Contracting Office: USDA, OCP-POD-ACQ-MGMT-BRANCH-FTC **Contracting Officer:** SHANNON SCHIERLING **Phone Number:** 970-295-5505

Location of Work:

Award Date: 09/06/2018 **Effective Date:** 09/06/2018

Completion Date: 09/29/2019 **Estimated/Actual Completion Date:** 10/22/2019

Total Dollar Value: \$389,202 **Current Contract Dollar Value:** \$389,202

Complexity: Medium **Termination Type:** None

Competition Type: Full and Open Competition **Contract Type:** Firm Fixed Price

Key Subcontractors and Effort Performed:

DUNS:

Effort:

DUNS:

Effort:

DUNS:

Effort:

Project Number:

Project Title:

Security Assessments

Contract Effort Description:

Perform Operational Security Assessments, Penetration Testing and Web Security Assessments for USDA agencies.

Small Business Subcontracting:

Does this contract include a subcontracting plan? No

Date of last Individual Subcontracting Report (ISR) / Summary Subcontracting Report (SSR): N/A

Evaluation Areas	Past Rating	Rating
Quality:	N/A	Exceptional
Schedule:	N/A	Very Good
Cost Control:	N/A	Exceptional
Management:	N/A	N/A
Small Business Subcontracting:	N/A	N/A
Regulatory Compliance:	N/A	Satisfactory
Other Areas:		
(1):		N/A
(2):		N/A
(3):		N/A

Variance (Contract to Date):

FOR OFFICIAL USE ONLY

FOR OFFICIAL USE ONLY / SOURCE SELECTION INFORMATION - SEE FAR 2.101, 3.104, AND 42.1503

Current Cost Variance (%): Variance at Completion (%):

Current Schedule Variance (%):

Assessing Official Comments:

QUALITY: Upon award of this Order, Global Solutions was not provided a Scope. The vendor subsequently worked hand-in-hand with the end customer to identify all requirements and then created the most up-to-date methodology per current standards and requirements. Despite log-in issues to High-Value Application (HVA) sites, and dealing with non-compatible Government Furnished Equipment (GFE), the vendor worked day and night with no additional costs to complete deliverables. The vendor's resulting reports have been deemed exceptional. CDR Harry Leyden concurs with these statements.

SCHEDULE: Despite log-in issues to High-Value Application (HVA) sites, and dealing with non-compatible Government Furnished Equipment (GFE), the vendor worked day and night with no additional costs to complete deliverables. The vendor's resulting reports have been deemed exceptional. CDR Harry Leyden concurs with these statements.

COST CONTROL: Global Solutions accommodated the end-user and worked remotely on all Web Application Testing which saved the government \$8,000 in Travel Costs.

In addition - during the performance of the 23 Web Application Tests required on this order, the vendor was asked to perform 10 more Web Application Tests under the same order. Global Solutions provided the 10 additional Web Application Tests at NO COST to the government.

Despite log-in issues to High-Value Application (HVA) sites, and dealing with non-compatible Government Furnished Equipment (GFE), the vendor worked day and night with no additional costs to complete deliverables.

For these reasons, the rating has been changed to exceptional and the CDR Harry Leyden concurs.

REGULATORY COMPLIANCE: Contractor met all regulatory requirements in accordance with contract terms and conditions.

OTHER AREAS: Customer oriented and provides excellent account management going above and beyond to meet customer deadlines, provide deliverables and keep costs within contractual limits. Excellent work with the customer to define additional scope issues. Communications performed in a timely manner.

ADDITIONAL/OTHER: Harry Leden - COR for this contract confirmed contractor performance ratings and asked to please give a higher rating for this contract based on vendor discussion.

RECOMMENDATION:

Given what I know today about the contractor's ability to perform in accordance with this contract or order's most significant requirements, I would recommend them for similar requirements in the future.

Name and Title of Assessing Official:

Name: SHANNON SCHIERLING

Title: Contracting Officer

Organization: Acquisition Management Branch - FTC

Phone Number: 970-295-5505 Email Address: shannon.schierling@usda.gov

Date: 11/04/2019

Contractor Comments:

This evaluation has been modified, please see the original evaluation to view the contractor comments.

Name and Title of Contractor Representative:

Name:

Title:

Phone Number: Email Address:

Date:

Review by Reviewing Official:

concur with modified ratings.

Name and Title of Reviewing Official:

Name: Jason Kuhl

Title: Branch Chief

Organization: Procurement Operations Division

Phone Number: Email Address:

Date: 11/13/2019

The following is the Contract Performance Assessment Reporting System (CPARS) evaluation for United States Department of Agriculture (USDA) Office of Information Security (OIS) Penetration Test of USDA Agencies. **Contract Number: AG3144B170004 12314418F0567**

FOR OFFICIAL USE ONLY / SOURCE SELECTION INFORMATION - SEE FAR 2.101, 3.104, AND 42.1503

CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)
 MODIFIED EVALUATION

Nonsystems

Name/Address of Contractor:

Company Name: GLOBAL SOLUTIONS GROUP, INC.
 Division Name:
 Street Address: 29468 CHELSEA CROSSING
 City: FARMINGTON HILLS
 State/Province: MI Zip Code: 483312809
 Country: USA

CAGE Code:
 DUNS Number: 078343325
 PSC: D399 NAICS Code: 541511

Evaluation Type: Interim

Contract Percent Complete:

Period of Performance Being Assessed: 09/19/2018 - 09/18/2019

Contract Number: AG3144B170004 12314418F0567 **Business Sector & Sub-Sector:** Nonsystems - Telecommunications

Contracting Office: USDA, OCP-POD-ACQ-MGMT-BRANCH-FTC **Contracting Officer:** SHANNON SCHIERLING **Phone Number:** 970-295-5505

Location of Work:

Award Date: 09/19/2018 **Effective Date:** 09/19/2018

Completion Date: 09/29/2019 **Estimated/Actual Completion Date:** 10/22/2019

Total Dollar Value: \$252,158 **Current Contract Dollar Value:** \$252,158

Complexity: Low **Termination Type:** None

Competition Type: Full and Open Competition **Contract Type:** Firm Fixed Price

Key Subcontractors and Effort Performed:

DUNS:

Effort:

DUNS:

Effort:

DUNS:

Effort:

Project Number:

Project Title:

Perform Operational Security Assessments, Penetration Testing and Web Security Assessments for USDA agencies.

Contract Effort Description:

Perform Operational Security Assessments, Penetration Testing and Web Security Assessments for USDA agencies.

Small Business Subcontracting:

Does this contract include a subcontracting plan? No

Date of last Individual Subcontracting Report (ISR) / Summary Subcontracting Report (SSR): N/A

Evaluation Areas	Past Rating	Rating
Quality:	N/A	Very Good
Schedule:	N/A	Very Good
Cost Control:	N/A	Exceptional
Management:	N/A	N/A
Small Business Subcontracting:	N/A	N/A
Regulatory Compliance:	N/A	Very Good
Other Areas:		
(1):		N/A
(2):		N/A
(3):		N/A

Variance (Contract to Date):

FOR OFFICIAL USE ONLY / SOURCE SELECTION INFORMATION - SEE FAR 2.101, 3.104, AND 42.1503

Current Cost Variance (%): Variance at Completion (%):

Current Schedule Variance (%):

Assessing Official Comments:

QUALITY: Global Solutions thoroughly evaluated all Operational Security Assessment (OSA) artifacts. Many documents had not been updated in numerous years by some of the agencies. Data Collection Interviews conducted by the vendor were exceptionally detailed to ensure customers' answered important policy and procedure requirements. Furthermore, the vendor provided ad-hoc services to OCIO and NFC during their critical needs.

COR Harry Leyden supports this evaluation

SCHEDULE: Furlough issues created issues and yet the vendor delivered all four agency OSAs by the original Period of Performance. The contract was extended by default due to the furlough, however Global Solutions worked to complete according to the initial schedule.

COST CONTROL: Global Solutions planned in such a manner so as to perform work remotely and saved the government \$4,000.00 in travel funds. In addition, the vendor provided 7 Web Application Penetration Tests with no additional cost to the government (5 for NRCS, and 2 for RPA). This resulted in CONSIDERABLE savings to the government.

REGULATORY COMPLIANCE: Global Solutions continually monitored NIST updates to ensure that all regulatory requirements were met and included per NIST Rev-5.

OTHER AREAS: Customer oriented and provides excellent account management. Vendor diligently works to accommodate customer, keep costs in line while providing additional support and customer service. Communications were always performed in a timely manner.

ADDITIONAL/OTHER: Harry Leyden, COR, has reviewed Contractor performance and asked for ratings to be moved to the ratings within this CPAR review.

RECOMMENDATION:

Given what I know today about the contractor's ability to perform in accordance with this contract or order's most significant requirements, I would recommend them for similar requirements in the future.

Name and Title of Assessing Official:

Name: SHANNON SCHIERLING
Title: Contracting Officer
Organization: Acquisition Management Branch - FTC
Phone Number: 970-295-5505 Email Address: shannon.schierling@usda.gov
Date: 11/06/2019

Contractor Comments:

This evaluation has been modified, please see the original evaluation to view the contractor comments.

Name and Title of Contractor Representative:

Name:
Title:
Phone Number: Email Address:
Date:

Review by Reviewing Official:

Concur with modified ratings.

Name and Title of Reviewing Official:

Name: Jason Kuhl
Title: Branch Chief
Organization: Procurement Operations Division
Phone Number: Email Address:
Date: 11/13/2019

The following is the Contract Performance Assessment Reporting System (CPARS) evaluation for United States Department of Agriculture (USDA) Office of Information Security (OIS) Penetration Test of USDA Agencies. **Contract Number: AG3144B170004 12314418F0604**

FOR OFFICIAL USE ONLY / SOURCE SELECTION INFORMATION - SEE FAR 2.101, 3.104, AND 42.1503

CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)
 MODIFIED EVALUATION

Nonsystems

Name/Address of Contractor:

Company Name: GLOBAL SOLUTIONS GROUP, INC.

Division Name:

Street Address: 29468 CHELSEA CROSSING

City: FARMINGTON HILLS

State/Province: MI Zip Code: 483312809

Country: USA

CAGE Code:

DUNS Number: 078343325

PSC: D399 NAICS Code: 541511

Evaluation Type: Interim

Contract Percent Complete:

Period of Performance Being Assessed: 09/14/2018 - 09/13/2019

Contract Number: AG3144B170004 12314418F0604 **Business Sector & Sub-Sector:** Nonsystems - Telecommunications

Contracting Office: USDA, OCP-POD-ACQ-MGMT-BRANCH-FTC **Contracting Officer:** SHANNON SCHIERLING **Phone Number:** 970-295-5505

Location of Work:

Award Date: 09/18/2018 **Effective Date:** 09/14/2018

Completion Date: 09/29/2019 **Estimated/Actual Completion Date:** 10/22/2019

Total Dollar Value: \$924,160 **Current Contract Dollar Value:** \$924,160

Complexity: Low **Termination Type:** None

Competition Type: Full and Open Competition **Contract Type:** Firm Fixed Price

Key Subcontractors and Effort Performed:

DUNS:

Effort:

DUNS:

Effort:

DUNS:

Effort:

Project Number:

Project Title:

Penetration Testing

Contract Effort Description:

Penetration Testing

Small Business Subcontracting:

Does this contract include a subcontracting plan? No

Date of last Individual Subcontracting Report (ISR) / Summary Subcontracting Report (SSR): N/A

Evaluation Areas	Past Rating	Rating
Quality:	N/A	Exceptional
Schedule:	N/A	Very Good
Cost Control:	N/A	Satisfactory
Management:	N/A	N/A
Small Business Subcontracting:	N/A	N/A
Regulatory Compliance:	N/A	Very Good
Other Areas:		
(1):		N/A
(2):		N/A
(3):		N/A

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Current Cost Variance (%): Variance at Completion (%):

Current Schedule Variance (%):

Assessing Official Comments:

QUALITY: Despite current reorganization of USDA agency/personnel, Global Solutions navigated through the changing environment to gather detailed requirements and provide high-quality penetration testing reports. The vendor also provided 24 hours - 7 days per week support to all agencies during their scan. Several feedback reports were sent from end customers to support this information.

COR Harry Leyden concurs with this rating.

SCHEDULE: Global Solutions provided all requirements on time despite the USDA reorganization. Vendor was active and continuously reaching out to the various agencies ahead of time - reminding them of upcoming schedule of activities and requesting required information ahead of time, enabling every scan to be on time. The contract was extended only due to furlough, which was beyond vendor control.

COR Harry Leyden concurs with this evaluation.

COST CONTROL: Firm fixed price contract.

REGULATORY COMPLIANCE: Global Solutions routinely utilized well recognized, state of the art industry tools to ensure the most current regulatory changes. The vendor understands the critical nature of IT work and spare no expense or time in ensuring compliance.

COR Harry Leyden concurs with this rating.

OTHER AREAS: Global Solutions was available to assist - or answer any questions or concerns any of the Government Customers had. The vendor was available by phone and email 24/7, both during the interval of customers' Penetration Test and beyond.

COR Harry Leyden concurs with this evaluation.

RECOMMENDATION:

Given what I know today about the contractor's ability to perform in accordance with this contract or order's most significant requirements, I would recommend them for similar requirements in the future.

Name and Title of Assessing Official:

Name: SHANNON SCHIERLING

Title: Contracting Officer

Organization: Acquisition Management Branch - FTC

Phone Number: 970-295-5505 Email Address: shannon.schierling@usda.gov

Date: 11/06/2019

Contractor Comments:

This evaluation has been modified, please see the original evaluation to view the contractor comments.

Name and Title of Contractor Representative:

Name:

Title:

Phone Number: Email Address:

Date:

Review by Reviewing Official:

Concur with modified ratings

Name and Title of Reviewing Official:

Name: Jason Kuhl

Title: Branch Chief

Organization: Procurement Operations Division

Phone Number: Email Address:

Date: 11/13/2019

The following is the Contract Performance Assessment Reporting System (CPARS) evaluation for
Bureau of Safety and Environmental Enforcement

2/17/2017

CPARS/FAPIIS

FOR OFFICIAL USE ONLY / SOURCE SELECTION INFORMATION - SEE FAR 2.101, 3.104, AND 42.1503

CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)

Nonsystems

Name/Address of Contractor:

Company Name: GLOBAL SOLUTIONS GROUP INC

Division Name:

Street Address: 24451 GRAND RIVER AVE

City:

State/Province: X Zip Code:

Country: X

CAGE Code:

DUNS Number: 078343325

PSC: D399 NAICS Code: 541519

Evaluation Type: Final

Contract Percent Complete:

Period of Performance Being Assessed: 11/04/2013 - 11/03/2014

Contract Number: INE13PC00016 **Business Sector & Sub-Sector:** Nonsystems - Telecommunications

Contracting Office: HEADQUARTERS **Contracting Officer:** CAROLINE LAIKIN-CREDNO **Phone Number:** 703-787-1828

Location of Work:

Award Date: 07/25/2013 **Effective Date:** 11/04/2013

Completion Date: 11/03/2014 **Estimated/Actual Completion Date:** 11/03/2014

Total Dollar Value: \$227,803 **Current Contract Dollar Value:** \$227,803

Complexity: Low **Termination Type:** None

Competition Type: Full and Open Competition after Exclusion of Sources **Contract Type:** Firm Fixed Price

Key Subcontractors and Effort Performed:

DUNS:

Effort:

DUNS:

Effort:

DUNS:

Effort:

Project Number:

Project Title:

Purchase Microsoft Premier Support

Contract Effort Description:

Reseller of Microsoft Premier Support.

Small Business Utilization:

Does this contract include a subcontracting plan? No

Date of last Individual Subcontracting Report (ISR) / Summary Subcontracting Report (SSR): N/A

Evaluation Areas	Past Rating	Rating
Quality:	N/A	Very Good
Schedule:	N/A	Very Good
Cost Control:	N/A	N/A
Management:	N/A	Very Good
Utilization of Small Business:	N/A	N/A
Regulatory Compliance:	N/A	Very Good
Other Areas:		
(1) :		N/A
(2) :		N/A
(3) :		N/A

2/17/2017

CPARS/FAPIIS

Variance (Contract to Date):

Current Cost Variance (%): Variance at Completion (%):

Current Schedule Variance (%):

Assessing Official Comments:

QUALITY: Reseller of Microsoft Premier Support contract.

SCHEDULE: Delivery ontime.

MANAGEMENT: Management has been easy to work with.

REGULATORY COMPLIANCE: All applicable regulatory requirements met.

RECOMMENDATION:

Given what I know today about the contractor's ability to perform in accordance with this contract or order's most significant requirements, I would recommend them for similar requirements in the future.

Name and Title of Assessing Official:

Name: Caroline Laikin

Title: Contracting Officer

Organization: BSEE

Phone Number: Email Address:

Date: 01/21/2015

Contractor Comments:

QUALITY: Global Solutions Group, Inc. appreciate Microsoft technology related support services to BSEE.

Our team certainly proud to provide valued services to BSEE team and we thank you all.

Thanks.

ADDITIONAL/OTHER: Global Solutions Group, Inc. appreciate Microsoft technology related support services to BSEE.

Our team certainly proud to provide valued services to BSEE team and we thank you all.

Thanks.

CONCURRENCE: I concur with this evaluation.

Name and Title of Contractor Representative:

Name: BIJAL MEHTA

Title: President

Phone Number: 313-397-8311 Email Address: bijalm@globalsofgroup.com

Date: 01/29/2015

Review by Reviewing Official:

Review by Reviewing Official not required.

Name and Title of Reviewing Official:

Name:

Title:

Organization:

Phone Number: Email Address:

Date:

FOR OFFICIAL USE ONLY

The following is the Contract Performance Assessment Reporting System (CPARS) evaluation for **Office of Administrative Services – Internal Acquisition Division**

2/17/2017

CPARS/FAPIIS

FOR OFFICIAL USE ONLY / SOURCE SELECTION INFORMATION - SEE FAR 2.101, 3.104, AND 42.1503
 CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)

Nonsystems

Name/Address of Contractor:

Company Name: GLOBAL SOLUTIONS GROUP, INC.

Division Name:

Street Address: 24451 GRAND RIVER AVE

City: DETROIT

State/Province: MI Zip Code: 48219

Country: USA

CAGE Code:

DUNS Number: 078343325

PSC: D310 NAICS Code: 541511

Evaluation Type: Final

Contract Percent Complete:

Period of Performance Being Assessed: 09/30/2015 - 07/19/2016

Contract Number: GS35F171AA GSH0015AA0200 Business Sector & Sub-Sector: Nonsystems - Telecommunications

Contracting Office: INTERNAL ACQUISITION DIVISION Contracting Officer: DIANE TAYLOR Phone Number: 202 208 2915

Location of Work:

Award Date: 09/30/2015 Effective Date: 09/30/2015

Completion Date: 09/29/2020 Estimated/Actual Completion Date: 07/19/2016

Total Dollar Value: \$941,123 Current Contract Dollar Value: \$301,378

Complexity: Low Termination Type: None

Competition Type: Full and Open Competition Contract Type: Firm Fixed Price

Key Subcontractors and Effort Performed:

DUNS:

Effort:

DUNS:

Effort:

DUNS:

Effort:

Project Number:

Project Title:

NETAPP EOL HARDWARE SUPPORT AND MAINTENANCE

Contract Effort Description:

NETAPP EOL HARDWARE SUPPORT AND MAINTENANCE

Small Business Utilization:

Does this contract include a subcontracting plan? No

Date of last Individual Subcontracting Report (ISR) / Summary Subcontracting Report (SSR): N/A

Evaluation Areas	Past Rating	Rating
Quality:	N/A	Very Good
Schedule:	N/A	Satisfactory
Cost Control:	N/A	Satisfactory
Management:	N/A	N/A
Utilization of Small Business:	N/A	N/A
Regulatory Compliance:	N/A	N/A
Other Areas:		
(1) :		N/A
(2) :		N/A
(3) :		N/A

Variance (Contract to Date):

Current Cost Variance (%): Variance at Completion (%):

https://cpars.cpars.gov/cpars/app/appviewevaluation_input.action?id=1150500&requestType=P

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GLOBAL

SOLUTIONS GROUP, INC.





Accounting Technician II Temporary Staffing

State of West Virginia
Solicitation No. CRFQ 0511 BCF200000002
Cost Proposal

RFP Submission Deadline: 04/23/2020 at 1:30 PM ET

Submitted to:
Brittany E Ingraham



Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Submitted by:
Global Solutions Group, Inc.



25900 Greenfield Road, Suite 220
Oak Park, MI 48237
www.GlobalSolGroup.com



This proposal contains proprietary information that shall not be duplicated, used, or disclosed for any reason other than evaluation of the proposal. If release is required due to transparency requirements, all information regarding performance methodology, pricing methodology, other items that are considered trade secrets and any Personally Identifiable Information must be redacted.

Offeror

Global Solutions Group, Inc.
25900 Greenfield Road, Suite 220
Oak Park, MI 48237
www.GlobalSolGroup.com

CAGE CODE: 6M9L5 | DUNS: 078343325 | EIN: 20 0010736

Socioeconomic Status



Persons authorized to negotiate with the Government and sign the proposal and subsequent award on Offeror's behalf:

Lisa Salvador – Vice President
Office: 248.291.5440
Mobile: 313.333.0188
lisas@globalsolgroup.com

Acknowledgement of Amendments / QA:

GSG acknowledges the receipt of Addendum 1 dated March 19, 2020 and Addendum 2 dated April 3, 2020.

Submit To:

Brittany E Ingraham



Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130
brittany.e.ingraham@wv.gov



April 23, 2020

Brittany E Ingraham
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Subject: Global Solutions Group, Inc. Cost proposal for providing Accounting Technician II Temporary Staffing Services to the State of West Virginia Solicitation No. CRFQ 0511 BCF2000000002.

Dear Ms. Ingraham:

Global Solutions Group, Inc. (GSG), a SBA 8(a) Certified Small Business, Certified Woman-Owned Small Business, and Minority Owned Business Enterprise, hereby present our cost response for providing Accounting Technician II Temporary Staffing Services to the State of West Virginia Solicitation No. CRFQ 0511 BCF2000000002.

We have a significant record of excellence providing Staffing services for a broad range of requirements. Our team comprises of a large group of certified, highly skilled, and experienced professionals. Envisioning success for this important engagement requires the highest level of service, ensuring timeliness in response, stellar work performance, and delivery of topnotch, team-oriented support staff according to your needs. We provide services with a focus on designing and implementing innovative solutions that continually improve workflow efficiency and cost effectiveness.

Global Solutions Group, Inc. has been providing quality Staffing Services for more than 16 years. GSG is a privately held corporate entity, organized and maintained pursuant to the laws of the State of Michigan. Our success is based on providing a high level of services tailored to placing the best possible personnel in situations where we know they will thrive and provide positive contributions to our clients' missions.

A commendatory correspondence for our Administrative Support personnel working at Naval Medical Center Portsmouth. It states:

“Despite decreased staffing over the past month and the volume of patient encounters generated through our phone consultations, (GSG personnel) are performing very well. It's teamwork at its best and they remain professional and dedicated to the mission of this facility.” - Naval Medical Center Portsmouth.

GSG's past and ongoing experience managing staffing projects, both throughout the United States and around the world, has helped us develop a system of corporate support thoroughly versed in the services you require. Our staffing resources are diverse and can work on multiple long or short-term projects, with a full complement of skill sets and disciplines.

GSG's Temporary Staffing Contracts

- *City of Crystal Lake, Illinois*
- *State of North Carolina*
- *State of Michigan*
- *Wayne County Airport Authority*
- *Cleveland Metro Parks System*
- *City of Phoenix, Arizona*
- *Connect for Health Colorado*
- *Oakland County*
- *Delta Dental*
- *Capital Area Transit Authority (CATA) (Lansing, Michigan)*
- *U.S. Air Force*
- *U.S. Navy*
- *U.S. Army*
- *U.S. Department of Agriculture*
- *U.S. Department of the Treasury-IRS*
- *U.S. Department of Justice*
- *U.S. Department of Homeland Security*
- *U.S. Federal Housing Finance Agency*



Please contact me at lisas@globalsolgroup.com, 248.291.5440 (office), or 313.333.0188 (mobile) for any follow up regarding our proposal.

As Vice President of Global Solutions Group, Inc., I am fully authorized to negotiate and bind GSG during the period in which the State is evaluating proposals. You may contact me at any time.

Regards,

A handwritten signature in black ink that reads "Lisa Salvador". The signature is written in a cursive style and is enclosed in a thin black rectangular border.

Lisa Salvador
Vice President

Table of Contents

1 Cost Proposal.....1

1 Cost Proposal

Contract Item	Description	Number of Employees	Estimated Hour for Per Employee	Price Per Hour	Extended Price
Section 4	Temporary Services - Accounting Technician II	2	2080	\$ 23.69	\$ 98,550.40
Estimated Total					\$ 98,550.40

Assumptions:

1. Any overtimes (any hours more than 40 hours /week) will be charged at 1.5 times of the base rate.
2. Parking & Travel charges, if any will be charged extra as per Federal Travel Regulations.
3. Price is inclusive of all Taxes.
4. The proposal will be firm for 120 days.
5. We will submit invoices on monthly basis and it will be payable within 30 days of invoice submission.

GLOBAL

SOLUTIONS GROUP, INC.

