

National Sourcing, Inc. Company Profile:

National Sourcing Corporation (NSI) is a registered Service Disabled Veteran Owned Small Business (SDVOSB), our CEO and President; Mr. John D. Stanton served in the US Army from 1968 through 1970. While serving in Vietnam, Mr. Stanton was awarded the bronze star for valor and the Purple Heart. NSI was established in 2005, with a mission to; provide administrative, General Management, clerical, and Technical (IT) services to government operations and systems. NSI is in the business of helping the federal government deliver extraordinary advantages through unprecedented efficiency, accountability and responsiveness. Since establishment, NSI has won as a prime contractor in excess of 25 million dollars in contractors and employees 108 people across seven states.

As an Organization:

With deep commercial industry knowledge, NSI and its network of affiliated firms are a source of leading practices in program management, financial management, enterprise risk management, technical services and human capital. Commercial and federal government clients turn to us for better insights into leading strategies and to tap into our network of professionals across our industry programs. This means that our clients benefit from public and commercial sector experience no matter where it resides in our organization, whether directly with NSI or with one of our affiliated companies.

Structured to Perform:

NSI is organized in a matrix structure, which reflects NSI's efforts to respond to changes, integrate new elements, ensure collaboration, and allow flexibility. A matrix structure, combines functional specialization with fluid internal cross function and affiliate (or in some situations subcontractor) company communication, which provide NSI a very effective platform for understanding the latest available technologies, understanding strategy, and solving problems. NSI and its affiliates share the latest information through a B2B network designed to enable fluid communication across functions and teams.

NSI's division of labor is organized into specialized functions which include highly credentialed and experienced managers as function heads for; finance, program management, human resources, business development and technical resources. The structure which focuses on specific objectives includes participants from each NSI function. Also included in NSI's structure are affiliated companies and key partners who include representatives from

partnered contractors such as Lockheed Martin and AppleOne of which NSI has had a formal relationship with for in excess of three years. Resulting from our ongoing formal teaming process, NSI thoroughly understands our key partners and affiliates culture, structure, resources and how to integrate the aforementioned into NSI's deliverables.

In managing contracts, organizationally NSI is structured to understand both strategy and the necessary operational elements required to execute with excellence, NSI's headquarter staff plans and is organized to support a five step process: 1) Develop and understand the best strategy for accomplishing our clients objective. 2) Translate the strategy into objectives and initiatives linked to performance metrics. 3) Create an operational plan to accomplish the objectives and initiatives. 4) Put the plan into action, monitoring its effectiveness. 5) Test the strategy by analyzing cost, profitability, and correlations between strategy and performance. Update / improve as necessary.

(1) Everyone has a good idea of the decisions and actions for which he or she is responsible. (2) Important information gets to headquarters, across functions, to our infield associates, partners and client quickly (3) Once made, decisions are rarely second-guessed. (4) Field and line employees usually have the information they need to understand the bottom-line impact of their day-to-day choices. (5) Line managers have access to the metrics they need to measure the key drivers of their business. (6) Managers up the line get involved in operating decisions. (7) Conflicting messages are rarely sent to our client. (8) The individual performance-appraisal process differentiates among high, adequate, and low performers. (9) The ability to deliver on performance commitments strongly influences career advancement and compensation. (10) It is more accurate to describe the culture of this organization as "persuade and cajole" than "strict command and control."

Within NSI there is strong unity of command, associates understand their span of control, authority, and responsibility and contingency factors that they may draw on to accomplish their objective.

As an organization NSI understands a brilliant strategy may put you on the competitive map, but only solid execution keeps you there.

Effective Tools:

NSI has an efficient contract management system, procedures, and policies which minimize risk and maximize contract performance. NSI currently uses a combination of Cost Accounting Systems, including web-based time reporting, scaled for enterprise use. The accounting system is DCAA compliant and relies on QuickBooks Enterprise and Great Plains enterprise solutions. The NSI system

is a complete software solution that provides cost-efficient methods for managing and integrating finances, e-commerce, supply chain project accounting, field service, customer relationships and human resources. The NSI system allows for maximum accuracy through customizable, automated approval routing tailored to employee roles. It easily performs a customized analysis according to specific criteria and streamlines purchase order processing via automated role tailored approval routing. Features include; multiple users, customization, tracks and prints change orders, job costing, tracks profitability at the lowest level, tracks expiration dates of subcontractors tasks, sets billing rates by employee and or clin, creates key reports, views unbilled employee time and expenses, allows planning for the future through the input of a business plan by task, access date from any secure location, prints checks, pays bills and tracks expenses, quickly creates estimates and invoices, organizes data in one place by contractor and task, tracks revenue, taxes and payments, efficiently manages employees and contract workers, manages payroll manages products, services and if required inventory, exports and imports data from virtually any type of spread sheet, creates letters with word using customer data . It is certified by the Federal Government, meets all Federal cost accounting requirements, and is scalable to manage and control the contract accounting for organizations with thousands of employees. NSI is virtually debt-free, uses a CPA firm to perform annual reviews of our books and records and has an established banking relationship.

Current NSI Prime Contracts:

1) **Navy Personnel Command Customer Service Center (NPCCSC -Contract Number N00189-07-C-Z025)**. NSI is the Prime Contractor for the Navy Personnel Command *Customer Service Center* (NPCCSC); NSI provides Program Management, Administrative, Clerical and Technical Service interaction for this leading edge Customer Service Center that provides an advanced enterprise solution for Sailors and their Families around the world. Our support is highly customer-centric. **Current contract value \$4,671,000.**

The NSI managed Navy Personnel Command's Customer Service Center, ensures every Sailor and Family member can interact with a live agent through the phone, email or fax. Our contracts are responsible for providing timely accurate answers and managing the following.

- Navy programs, Policies, Pay and Benefits: NSI contractors at the Customer Service Center have answers and points of contact for virtually every Navy program imaginable.
- Selection Boards: NSI contractors process all selection board packages documenting receipt and ensuring secure receipt by selection board sponsors within 24 hours. During the course of the year, we process over 40,000 packages.

- Perform to Serve (PTS), NPC's Customer Service Center PTS Manager provides guidance and assistance to Career Counselors fleet wide. The PTS program is a valuable tool, leveling rating manning from overmanned to undermanned, and acts as quality screening by controlling reenlistments for all First Term Sailors.

NPCCSC contract requires focused Program Management and strong Administrative and Clerical personnel working in concert within an ever evolving technical environment. As a result of an NS developed strategic plan we are participating with the COTR in marketing programs that will accelerate what is already a high contact environment. NSI has used its own in house resources to recruit, staff, train and manage the growing demands of the Service Center. Given the strategic goal of Navy Personnel Command to evolve this Service Center into THE STATE OF THE ART CENTER OF EXCELLENCE, NSI and is heavily involved in a strategic planning, budgeting, organizational planning, marketing, record keeping, analysis and technical studies. Given the confidentiality of our customer contacts, our Administrative and Clerical contractors have intimate knowledge of privacy acts and adhere to the same in tasks such as recordkeeping, administrative oversight, filing, letter drafting, transcribing, and in communication.

2) Jacksonville Naval Hospital (NAVHOSPJAX-Contract Number V67390FP0070), NSI is the prime contractor for 15 clinics at the NAVHOSPJAX. The Naval Hospital is a medical and surgical hospital offering inpatient and outpatient care to active duty personnel, their families, retirees, and their families. Each year the hospital treats over 400,000 outpatients and admits 10,000 inpatients. The hospital serves a beneficiary population of more than 195,000 people. NSI manages and employees 55 people across 15 diverse clinics at the Naval Hospital, services that the NSI Team provides include, Program Management, Administrative, Clerical and Technical.

At time of award to NSI the contract included 10 clinics, 39 people (FTE's) and had a value of \$8,226,528.00. As a result of excellent performance in managing and growing the contract through NSI's ability to quickly respond to evolving client requirements, the contract has grown to include 15 clinics, 55 people (FTE) and a **current value of \$12,103,200.**

The NSI Team at the Naval Hospital and supporting clinics is extremely diverse in background and skill. The environment is fluid; consequently the ability to teach and learn in an automated work place which serves clients, in two states is critical. Resulting from these needs, NSI program management is extremely conscious of staffing every shift with complementary skill sets to include bi-lingual persons when required.

Executing with excellence is critical in a healthcare environment. To insure this high level of performance, NSI monitors real time systems and reacts quickly to gaps in process. Scheduling and attendance is monitored through phone checks using NSI's web scheduling and attendance tools. Daily calls are made at the end of every shift on a clinic by clinic basis to insure any issues are quickly resolved.

Most Administrative and Clerical actions require system or network resolution; consequently supervisors, administrators and clerical persons must be trained and must have the skills to effectively operate in a paperless and technical environment. Prior to hiring persons to work on this contract NSI conducts background checks and skills tests. Since NST contractors directly interact with patients, caregivers, and family who are in distress, our personnel are required to possess those strong interpersonal skills required to successfully perform.

NSI provides contract management, including such services as contact administration, scheduling, customer support/satisfaction, financial planning, and human resource management including recruiting, staffing, training, and retention. In addition, we provide life-cycle support, strategic planning, accounting, recordkeeping, budgeting, and quality control monitored through a pre-approved metric program. NSI Program Management acts as a liaison to provide financial planning, strategy and budgeting analysis to the contracting office on a monthly basis.

Customer satisfaction is constantly monitored at all 15 clinics, as customer surveys are encouraged to be completed by every patient. Metrics include data input, data verification, tracking, updating, editing, and maintaining patient medical information through CHCS terminals and record maintenance; maintaining clinical records and documents; compliance with department policies and procedures; provide Medical Administrators, Technical third Party Billers and Clerks to support workload of 15 clinics; verification of insurance benefits, effective dates, claim mailing addresses and other information as necessary to complete reimbursement claims process; inputting data into Third Party Outpatient Collection System to generate bills; reviewing explanation of benefits (EOB's) and adjust patient accounts; and researching and follow-up of unsatisfactory claim responses. NSI has received stellar performance reviews in all areas.

3) Wounded Soldiers and Family Hotline (WSFH-Contract Number W91WAW-08-C-0006.) In January, of 2008, NSI began work on the WSFH Support Services contract Our contract services include *Managing* and providing *administrative, clerical, and Technical Support services* in implementing a system of advocacy and follow-up services to injured Soldiers and their families with personal



support during their rehabilitation and transition back to military service or into the civilian community. **Current value of \$9.875, 000**

The WSFH Call Center is operational 24/7 with a mission to provide wounded and injured Soldiers and their family members the help they require to resolve medical issue. The hotline provides an information channel for Solders' medical-related issues to go directly to senior Army leadership in order to improve the way the Army serves the medical needs of Soldiers and their families.

Prior to contract award, the Call or Service Center was staffed by three contracting companies and was not administered under Wage and Determination guidelines resulting in incumbent conversion issues that our recruiters quickly addressed. Initially 90% of the incumbent candidates were retained; however working with our customer, within 3 months, we have replaced 17 of 41 employees with persons of superior skills. Further, the conversion to Wage and Determination is projected to save the U.S. Army Resource Command \$3-\$3.9M over four years.

NSI manages contract administration, cost control; financial planning, HR, strategic planning, metrics, customer satisfaction issues and resolution, marketing and client internal and external communications. NSI Program Management employs real-time monitoring tools to track performance accuracy and volume. While the client requires an 85% customer satisfaction rating and that reports submitted be 90% error free, NSI has repeatedly exceeded these levels producing a satisfaction level of 88.5% and a 98% error free rate on reports. We have met and exceeded all security requirements with a 100% satisfaction rating.

our contract services include implementing a system of advocacy and follow-up services to injured Soldiers and their families with personal support during their rehabilitation and transition back to military service or into the civilian community. AW2 provides a headquarters-based case managers and Customer Service Representatives (CSR) who function as Soldier Family Management Specialist (SFMS) personnel to provide assistance to soldiers and their families, providing guidance and counseling services to ensure that wounded Soldiers and their families receive the correct solutions for their issues and to ensure that they have accessed all eligible service-related entitlements, veteran's benefits, and privileges and facilitates referral to the appropriate agency for services to begin.

NSI is instituting a process improvements beyond those detailed in the original solicitation. To more effectively serve the clients of *WSFH*, NSI is instituting a "cradle to grave" service approach that instructs CCR's to stay with clients until their needs are fully satisfied. No longer will NSI CCR's "hand off" or refer cases to Army conduit agencies. To improve process, NSI has identified a need to construct a technical supported knowledgebase directory within the service center. Much like the one that NSI developed and instituted on the Naval Personnel Command Support Center (NPC) contract, the directory will be tied to a search engine and provide consistent direction to 80 percent plus of the most commonly asked client

questions.

Contract services include:

- Managing, staffing, training and documenting military family and civilian hospital call center
- Conducting individual needs assessments to facilitate transition from military to civilian life
- Identifying wounded Soldiers eligibility to service-related entitlements and veteran benefits
- Facilitating/Managing referrals to appropriate agencies
- Following-up with clients to insure their needs were satisfied by the referred agency.
- Entering data into case management databases ensuring accuracy and timely representation for wounded Soldiers
- Analyzing data for frequency of occurrences and consistency of solutions to ensure contract success.

4) Prime contractor for Macdill medical coders and auditors contract number FA4814-08-R-0011. National Sourcing, Inc. provides resources necessary to assist program management via current and retrospective Ambulatory Data Module (ADM) coding; provide initial and periodic coding training for providers; assist in development of accurate/customized encounter templates; perform monthly/daily analysis of coding by clinics; provide feedback to professional staff; coordinate and implement data collection tool improvements, answer coding questions, report documentation assessments, and provide data quality statistics. National Sourcing, Inc. furnishes services for all assigned clinical areas, including privileged and non-privileged providers. National Sourcing, Inc. provides coders and a coding auditor to support outpatient services. **Contract Value \$2,000,000**

5)) Prime Contractor Mine Safety and Health Administration (Dept of Labor), contact number; DOLJ084R21583, contract value \$450, 000. Contract is administrative and clerical in nature to include mailroom services,

6) Prime Contractor, contact number; .DOLB074R21604 contract value \$120,000. Contract is administrative and clerical services.

7) NSI is a SeaPort Prime contractor in all zones in the areas of Professional, Administrative, and Management Support Services which include Engineering, Financial, and Program Management. SeaPort is a 1.5 Billion dollar ID/IQ which supports the Navy SYSCOM (VS) Commanders (NAVAIR, NAVSEA, NAVSUP and SPAWAR).

In addition to the aforementioned current prime contracts, NSI is a subcontractor on several contracts to include and large DoD, ID/IQ's such as JMAIS, NALCOMIS to Lockheed Martin.

Program Management:

National Sourcing is currently a Prime on five (5) government contracts including two (2) with the Navy in addition to SeaPort. The NSI program management approach employs a proactive and highly responsive management team led by a NSI Program Manager who is committed to applying best practices to ensure low-risk continuous process improvements and enhanced technologies to better manage organizational opportunities and when appropriate task orders. Our approach includes a program and task order organization with clear roles, responsibilities, authority, and direct lines of communication. We apply proven and repeatable policies and procedures to manage the work and ensure that our focus is on meeting changing requirements, the same commitment that our team has on government contracts we support.

In meeting requirements, the NSI management team will best serve by using our proven and tested Software Engineering Institute (SEI) Capability Maturity Model Integration (CMMI), International Organization for Standards (ISO), and Six Sigma applications that leverage relevant corporate experience, lessons learned, and technology advances to best implement ongoing process improvements and other efficiencies to optimize CNIC's operational effectiveness and bottom line. We have built an experienced management team and provided it with the required resources, personnel, and procedures to best meet CNIC's requirements. Further, NSI uses proven repeatable CMMI processes that are tailored to CNI's requirements to best meet evolving requirements while minimizing risk. This will provide CNI with the operational excellence and reduced costs through refined processes, identified efficiencies, lean solutions, and structured implementation and monitoring. NSI is committed to proactive emphasis on continuous cost savings and productivity improvement

NSI understands CNIC's need to transform diverse contract vehicles into a streamlined process, one that is resilient enough to provide a comprehensive range of support services in a more effective, economical, and expedient manner to best support your current and evolving mission requirements.

Overall Contract and Task Order Support—In supporting CNIC, NSI affords current state of the industry program and task order management technology/tools/services/techniques. These begin with our **state of the industry automated Program and Task Order management system** that monitors contract performance. Our Program Manager and task order managers will be supported by our online Project Management System (PMS). PMS will be tied to CNIC's program management and budgeting process using a

web-based system tailored specifically for the CNIC's contract. The PMS operates as a password-protected Internet site accessible only to selected individuals from ordering agencies and our CNIC's task. Authorized users will be issued passwords providing access to specific performance data. NSI also uses a **DECCA approved accounting system that is linked to PMS**. PMS' state of the industry features include:

Web-Based User Interface: PMS allows the task order team to **quickly view/analyze/update project information** without installing any computer software using a Web browser.

Performance Reporting: PMS generates both online and paper performance reports, ensuring tasking requirements, schedules, expenditures, etc., are compliant and afford our Task Order managers and customers access to **"real-time" contract performance data**.

Records Management: PMS affords **total records management** to address task requirements including: Status, Action Items, Risks/Issues, Time to Completion, Compliance, Personnel/ Resources, Quality Assurance, Discrepancies, Change Requests, Lessons Learned, etc.

Performance Data Collection: PMS is fully integrated with NSI's Cost Accounting System, thereby minimizing daily performance data collection from the contract staff.

Program Asset Management: PMS assists in **managing program assets and delivering solutions** for overall PACTS contract management, providing a full-service history, and ensuring tasks remain on schedule and within budget. Related documents are stored online.

Contract Employee Database: PMS **updates cost reports** of employees, subcontractors, and the contract relative to performance and generates employee-based reports.

Compliance Module: PMS provides a compliance checklist that **standardizes compliance** using templates tailored to the requirements of PACT task order's unique constraints and goals.

Document Management Module: Using a standard Web browser, PMS provides comprehensive **document management** including check-in/check-out, **version control**, and audit trails. The Web-based module ensures secure access to enterprise-wide content stored in repositories that allows PACTS staff to securely access the most up-to-date document version.