



Professional Business Solutions, Inc.



**GS-02F-0144U**  
**Contract Modification Id 5FORXZVD**

<http://www.epbsi.com>

To Order: (866)965-9222  
GENERAL SERVICES ADMINISTRATION  
FEDERAL SUPPLY SCHEDULE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST  
MISSION ORIENTED BUSINESS INTEGRATION SERVICES (MOBIS)

**SIN 874-1** Consulting Services  
**SIN 874-4** Instructor-Led Training, Web-Based Training;  
Education Courses; Course Development; Test  
Administration  
**SIN 874-7** Project and Program Management

**GSA Contract Number:** GS-02F-0144U  
**Period Covered by Contract:** 2008-09-03 to 2013-09-02  
2013-09-03 to 2018-09-02

**Business Size:** Small  
**FSC Group:** 69  
**FSC Classes:** 6930  
**Business Size:** Small  
**Other :** Woman Owned / Veteran Owned

Professional Business Solutions, Inc.  
1307 Edgewater Point  
Lake Saint Louis, Missouri 63367  
+1 (866) 965-9222 (Toll Free Number)

(636) 561-0859 (Fax)

<http://www.epbsi.com>

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## Corporate Overview

**Professional Business Solutions, Inc.**, (“PBSI”) PBSI is a recognized leader in the delivery of services to a broad range of stakeholders including US Government Agencies, Forensic Laboratories, Not for Profit Organizations and Corporations worldwide. Incorporated in 1994, our team consists of former military, law enforcement, and private sector experts and is headquartered in Lake Saint Louis, Missouri. We are a qualified small business that is woman/veteran owned.

PBSI provides comprehensive and integrated programs that address performance and process improvement, program/project management, training, education, leader development, organizational design and implementation, democracy transition, and rule of law across a broad spectrum of functional areas.

PBSI also provides technical assistance pertaining to forensic laboratories/rule of law programs/criminal justice in developing democracies. Our technical advisors mentor laboratory managers, host country personnel, examiners and other stakeholders in internationally accepted methods of forensic management and examination, criminal justice theory and organization management. The goal of the assistance is to develop the host country rule of law, laboratory system and personnel to a sustainable level capable of continual self-improvement

Our experience spans nearly two decades implementing programs in over 30 countries including: Armenia, Australia, Azerbaijan, Bangladesh, Belarus, Bosnia, Bulgaria, Canada, Cayman Islands, Dominican Republic, Republic of Georgia, Haiti, Hungary, Indonesia, Iraq, Kazakhstan, Kosovo, Kyrgyzstan, Liberia, Lithuania, Moldova, Mozambique, Netherlands, Nigeria, South Africa, Senegal, Tanzania, Thailand, Turkmenistan, Uganda, Ukraine and Uzbekistan. PBSI principals and senior advisors provide more than just consulting and academic experience, we understand complex environments and our advisors include some of the country’s leading experts who understand and are able to adapt to the unique situations of implementing programs in developing democracies and post conflict nations.

## Contractor Information

<b>Schedule Title: GSA Schedule 874 Mission Oriented Business Integrated Services (MOBIS)</b>	
Special Item Numbers	874-1 Consulting Services  874-4 Instructor-Led Training; Web-Based Training; Course Development; and Test Administration.  874-7 Program/Project Management
Contract Number	GS-02F-0144U
Federal Supply Schedules Ordering Info <a href="http://www.gsa.gov/portal/content/197513">http://www.gsa.gov/portal/content/197513</a>	<a href="#">For Federal Agencies, Click Here to Be Taken to GSA's Website</a>
Base Contract Period Option Period 1	2008-09-03 to 2013-09-02 2013-09-02 to 2018-09-02
Contractor Information	Professional Business Solutions, Inc. Attn: Stephanie Drilling 1307 Edgewater Point Lake Saint Louis, Missouri USA Phone: (866-965-9222) Email: <a href="mailto:sdrilling@epbsi.com">sdrilling@epbsi.com</a> Toll Free: +1 (866) 965-9222 Ext. 314 Fax: (636) 561-0859 Website: <a href="http://www.epbsi.com">www.epbsi.com</a>
Contract Administration Contact	Professional Business Solutions, Inc. Attn: Stephanie Drilling 1307 Edgewater Point Lake Saint Louis, Missouri USA Phone: (866-965-9222) Email: <a href="mailto:sdrilling@epbsi.com">sdrilling@epbsi.com</a> Toll Free: +1 (866) 965-9222 Ext. 314 Fax: (636) 561-0859 Website: <a href="http://www.epbsi.com">www.epbsi.com</a>
Business Size	Small
Lowest priced model and lowest unit prices	Prices shown in pricelist are net. Prices are shown beginning on page 11
Labor Category Descriptions	Labor category descriptions are shown on page 11
Maximum Order	\$1,000,000
Minimum Order	\$100
Geographic Coverage	Domestic and Worldwide

Statement on Net Price	Prices shown in pricelist are net. All rates are inclusive of the Industrial Funding Fee (IFF) charge of .75%.
Quantity Discounts	PBSI is pleased to offer a quality discount of 3% on individual professional service orders of \$350,000 and above beginning September 3, 2009
Prompt Payment Terms	None. Invoices are due Net 30
Acceptance of Government purchase cards below micro-purchase threshold:	PBSI accepts Government Purchase Cards below the micro-purchase threshold.
Acceptance of Government purchase cards above micro-purchase threshold:	PBSI accepts Government Purchase Cards above the micro-purchase threshold.
Foreign Items	N/A
Time of Delivery	To be negotiated with the ordering activity
Expedited Delivery	To be negotiated with the ordering activity
Overnight and Two-Day Delivery	To be negotiated with the ordering activity
Urgent Requirements	To be negotiated with the ordering activity
F.O.B. Points	Destination
Ordering Procedures	For professional service, please refer to the ordering procedures, information on Blanket Purchase Agreements (BPA's found on the GSA/FSS Schedule homepage ( <a href="http://fss.gsa.gov/schedules">fss.gsa.gov/schedules</a> )).
Payment Address	Professional Business Solutions, Inc. 1307 Edgewater Point Lake Saint Louis, Missouri 63367 Attn: Stephanie Drilling
Warranty Provision	Professional Business Solutions, Inc. strives to ensure the professional services provided fulfill the SOW requirements issued by federal government ordering activities.
Export Packing Charges	N/A
Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).	Professional Business Solutions, Inc. is pleased to accept Government credit card as payment for items equal to or less than the micro-purchase threshold in accordance with Clause 552.232.77
Terms and conditions of Government rental, maintenance, and repair:	NA
Terms and conditions of installation	N/A
Terms and conditions of repair parts indicating date of parts price lists and any discount from list prices	N/A
Terms and conditions for any other services:	N/A

List of service and distribution points:	1307 Edgewater Point Lake Saint, Missouri 63367
List of participating dealers:	N/A
Preventive Maintenance:	N/A
Environmental Attributes:	N/A
Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).	N/A
If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: <a href="http://www.Section508.gov/">www.Section508.gov/</a> .	N/A
Data Universal Number (DUNS):	190099452
Notification regarding registration in CCR database:	Professional Business Solutions, Inc is registered in the Central Contractor Registration (CCR) database.
Uncompensated Overtime	No

## Awarded Special Item Numbers

### SIN 874-1 – Consulting Services

#### Scope of Services

This section provides a brief description of the consulting services Professional Business Solutions, Inc. offers under SIN 874-1. Please note the services listed below are examples of the types of services Professional Business Solutions, Inc. provides to clients. There is no attempt to exclude or limit the types of consulting services Professional Business Solutions, Inc. can provide in Strategic Action Planning, Performance Management, Organizational assessment, Diagnostic Assessments, Source Selection, Process and Productivity Improvement.

**Strategic Action Planning:** Assistance in articulating the mission of an organization, identifying critical goals, developing strategies to achieve these goals, and communicating this intent to stakeholders.

**Diagnostic Assessment of Organization and Initiatives:** Assessing the organization's capability to support strategic goals and key initiatives, mapping capability improvement needs to goals, and developing actionable roadmaps.

**Governance:** Assessing the existing Governance framework, identifying improvement needs, assistance in scoping and creating the Governance framework, developing processes to enable successful implementation of critical initiatives, and mentoring of staff to institutionalize the governance framework.

**Performance Management:** Formulate specific organizational goals and objectives from the mission in quantifiable terms, which serve as guidelines for future performance and evaluation of past performance using metrics and performance measures and methodologies such as Balanced Scorecard.

**Performance Measures and Indicators:** Assistance to identify relevant metrics and performance indicators to track the progress or quality of products on an initiative or strategic goal/s. The support usually includes developing a process to capture the relevant data, training the staff, and assisting them in the use and application of metrics.

**Source Selection:** Assistance to clients to develop proposals for key initiatives. Professional Business Solutions, Inc. provides services to develop evaluation factors and criteria to enable Government to select the source with the best overall value. The services also include evaluating vendors, their products, and/or their responses to proposals. It may involve assistance to client in contract negotiation to save costs or drawing up service level agreements.

**Strategic Technology Management:** The services identify, evaluate, and make trade-offs to assess critical technological solutions, which may alter the way an organization conducts business.

**Improvement of Process and Internal Controls:** Assessment of a process or a set of business processes, identifying the improvements needed in terms of cycle time, lower error rate, or costs



and developing a better process to improve the controls, reduce cycle time, lower error rate, or reduce costs.

## GSA Pricing & Labor Categories

SERVICE PROPOSED (e.g. Job Title/Task)	EDU/CERT	YRS EXP	UNIT	PRICE OFFERED TO GSA (including IFF)	VOLUME DISCOUNT ON INDIVIDUAL CONTRACTS GREATER THAN \$350k AWARDED ON OR AFTER 9/3/2009 (including IFF)
Process Improvement Consultant II	Bachelors	8	Hour	122.36	118.69

*NOTE: The Performance Improvement Consultant II may be called on to assist with projects including: Strategy action planning, diagnostic assessments, governance, performance management, performance measures and indicators, source selection, strategic technology management and improvement of process and internal controls.*

PI-II	PROCESS IMPROVEMENT CONSULTANT II
<p><b>Description:</b> Facilitate and lead multiple process improvement projects and initiatives across the organization. This position identifies, participates in and leads projects and initiatives aimed at identifying and solving key operational problems including, but not limited to: high operating costs, operating inefficiencies, non-value added activities, ineffective organizational structure, or operational non-compliance. The approach includes process analyses, report generation, problem solving, documentation, and presentations to management.</p> <p>Overall, this function increases Professional Business Solutions' value to its customers by identifying, designing, developing and implementing improvements to critical business operations. This function also assures performance guarantees and service quality standards within the organization are met. Additionally, this accountability includes coaching and mentoring Business Analyst project team members on process improvement methods and tools, and their application in specific projects or initiatives.</p>	
<p><b>Minimum Education</b></p> <p>Bachelor's Degree from an accredited college or university</p> <p><b>Preferred But Not Mandatory</b></p> <ul style="list-style-type: none"> <li>A Masters' degree in Business Administration</li> <li>Certification in an established quality /process improvement methodology such as Six Sigma (Green/Black Belt), Lean Manufacturing, etc.</li> </ul>	<p><b>Experience May Include</b></p> <p>Eight (8) or more years of progressive experience in an exempt level business analyst, project management role.</p> <ul style="list-style-type: none"> <li>Eight or more years of multi-industry knowledge including data analysis, business operations, marketing, and industry issues.</li> <li>Proficiency in the use of the Microsoft Office suite of products, including Access, Excel, Word, and PowerPoint.</li> </ul>

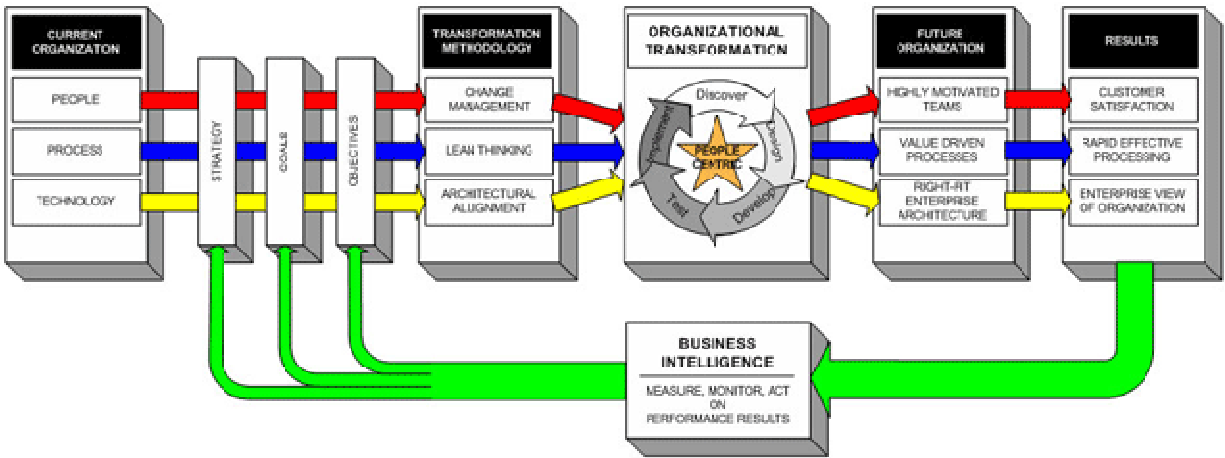
## **SIN 874-4 – Instructor-Led Training; Web-Based Training; Course Development; and Test Administration.**

### **Scope of Services**

Our custom course development, training and mentoring services cover the following: Strategy, Policy, Doctrine, Analysis of all types, whether pertaining to Data, Equipment, Tactics, or Training, Integration Services of all types, Research and Development, Interoperability, Subject Matter Expert (SME) test and evaluation, forensic analyses, criminal justice, court testimony, forensic training, validation and verification and organization transformation. Our management development activities range from mentoring/training personnel in the host country in the building of forensic laboratory from nothing to preparing an existing operation for accreditation. PBSI uses senior level forensic examiners with a broad background in specific examination techniques to mentor laboratory examiners. They teach internationally accepted forensic examination techniques and quality assurance procedures. Our advisor team is staffed with individuals with decades of hands-on experience in their field of expertise.

***FLM-001 Custom Course Development*** (874-4)– Customized training to meet your specific needs including assessment, requirements development, instructional design, printed course materials (student, instructor and lab manuals,) web based training development, and exam development and administration. Functional areas of custom course development, training and test administration include but are not limited to:

- Forensic laboratory management
- Forensic laboratory quality assurance
- Forensic laboratory examination techniques to include firearms and tool mark examinations, questioned document examinations, forensic chemistry, toxicology, forensic medicine, and fingerprint identification
- Property and evidence management techniques
- Criminal justice sector (general)
- Criminal justice sector (police and corrections)
- Case documentation and reporting
- Organization transformation – The aim of organization transformation activities is to provide training to assist the client organization in its endeavor towards organizational excellence. The transformation methodology includes training in the areas of change management, lean thinking and architectural alignment. PBSI assists clients by providing training and tools for process mapping, lean six sigma training, kaizen event training and change leadership mentoring.



**FLM-002 Training** (874-4)—Using classroom and alternative methods to provide lecture, practical exercises and distance learning techniques.

**FLM-200 Contract Support Personnel** (874-4) - the following categories of personnel are utilized in the fulfillment of custom course development and training task orders. Personnel can work at your site, or at ours.

## GSA Pricing & Labor Categories

SIN	SERVICE PROPOSED	EDU/CERT	YRS EXP	UNIT	PRICE OFFERED TO GSA (including IFF)	VOLUME DISCOUNT ON INDIVIDUAL CONTRACTS GREATER THAN \$350k AWARDED ON OR AFTER 9/3/2009 (including IFF)
874-4	Engagement Manager	Graduate	12	Hour	260.92	253.09
874-4	Project Manager (PmP Certified)	Bachelor	6	Hour	117.41	113.89
874-4	Manager / Technical Leader I	Bachelor	10 / 5 as mgr or leader	Hour	96.31	93.42
874-4	Manager / Technical Leader II	Bachelor	10 / 5 as mgr or leader	Hour	109.14	105.87
874-4	Manager / Technical Leader III	Bachelor	10 / 5 as mgr or leader	Hour	125.19	121.43
874-4	Expert/Specialized Consultant I	Bachelor	10	Hour	81.86	79.40
874-4	Expert/Specialized Consultant II	Bachelor	10	Hour	92.78	89.99
874-4	Expert/Specialized Consultant III	Bachelor	10	Hour	106.42	103.23
874-4	Consultant -Basic I	Bachelor	10	Hour	69.28	67.21
874-4	Consultant -Basic II	Bachelor	10	Hour	78.52	76.16
874-4	Consultant -Basic III	Bachelor	10	Hour	90.07	87.37
874-4	Police Trainer/Advisor I	Post Certified	8	Hour	\$57.61	55.88
874-4	Police Trainer/Advisor II	Associates Degree	8	Hour	\$67.11	65.10
874-4	Police Trainer/Advisor III	Bachelors Degree	10	Hour	\$73.79	71.58
874-4	Police Trainer/Advisor IV	Bachelors Degree	12	Hour	\$79.41	77.03
874-4	Corrections Trainer/Advisor I	Academy Trained	8	Hour	\$67.54	65.51
874-4	Corrections Trainer/Advisor II	Associates Degree	8	Hour	\$72.11	69.95
874-4	Corrections Trainer/Advisor III	Bachelors Degree	10	Hour	\$77.14	74.83
874-4	Corrections Trainer/Advisor IV	Bachelors Degree	12	Hour	\$84.02	81.50

FLM-210	ENGAGEMENT MANAGER
<p>Description: Senior manager or consultant on major projects; defines agenda and project objectives Drives content and provides thought leadership. Manages execution of multiple task projects; balances potentially conflicting themes and objectives. Generates innovative approaches to address business problems. Ensures that appropriate structure is in place to support real and lasting change. Facilitates and delivers custom course content for strategic clients.</p>	
Minimum Education	Experience
<p><i>Minimum Education.</i> MBA, MBA, J.D. Ph.D. or other graduate degrees.</p> <p>16 years or more hands-on laboratory experience with Bachelors' degree from an accredited college or university may be substituted for graduate degree.</p>	<p><i>Experience.</i> More than 16 years of extensive client/area experience; Specialist in multiple functional/area domains; Demonstrated leadership in consulting in areas such as International Laboratory Development, Technology, Program Management, Strategy, Criminal Justice, Forensic Science, Senior Management Development, Advanced Communication Strategy, Managing Health and Environmental Strategies.</p>

FLM-235	PROJECT MANAGER
<p>Description: Provides management and technical direction to project personnel. Regularly exercises independent judgment as well as a high level of analytical skill in solving complex and unusual technical, administrative, and managerial problems. Establishes work plan and staffing for each phase of project, and arranges for recruitment or assignment of project personnel. Ultimately responsible for project planning, execution, and performance. Serves as AOCE counterpart to Government Senior Agency, Program, or Project Manager. Demonstrates extensive subject matter expertise and communication skills to interface with all levels of management. Plans, directs, coordinates, and controls technical and administrative activities of designated projects to ensure goals or objectives are accomplished within prescribed time frame and funding parameters. Supervises project managers in accomplishing assigned tasks. Reviews and maintains the quality of work performed on the project. Makes administrative judgments and provides advice on resolving problems. Coordinates project activities with activities of government regulatory or other governmental agencies.</p>	
Minimum Education	Experience
<i>Minimum Education.</i> Bachelor degree from an accredited college or university. PMP certification <u>required</u>	<i>Experience.</i> More than 6 years project management experience managing projects with budgets up to \$2.5MIL.

FLM-241	MANAGER / TECHNICAL LEADER – LEVEL 1
<p>Description: Demonstrates extensive subject matter expertise and communication skills to interface with all levels of management in the development of custom course development, training assessments or as instructor. Provides technical direction and advice to program managers or other program or project personnel. Regularly exercises independent judgment as well as a high level of analytical skill in solving complex and unusual technical or conceptual problems. Integrate technical needs into work plan timeline, including identification of required skill sets for each phase of project, and participates in recruitment or assignment of project personnel. Develops requirements from a project's inception to conclusion in a subject matter area, for simple to moderately complex programs. Provides analysis, evaluation and recommendations for improvements, optimization, development, and/or maintenance efforts for client-specific or mission-critical proficiencies. Consults with client to define need or problem, conducts studies and surveys to obtain data, and analyzes data to advise on or recommend solutions.</p>	
Minimum Education	Experience May Include a Combination of
Bachelors' Degree from an accredited college or university	<ul style="list-style-type: none"> <li>• Forensic laboratory /criminal justice / rule of law – (10) years' experience. An advanced degree may be substituted for (5) years of work experience and/or,</li> <li>• Laboratory /Organization Management - (5) years of experience. An advanced degree may be substituted for (2) years of management experience. An advanced degree in a technical specialty may be substituted for 2 years' experience as a technical leader and/or,</li> <li>• Instructor Certification – (2) years documentable training or mentoring may be substituted for certification.</li> </ul>

FLM-242	MANAGER / TECHNICAL LEADER – LEVEL 2
<p>Description: Demonstrates extensive subject matter expertise and communication skills to interface with all levels of management in the development of custom course development, training assessments or as instructor. Provides technical direction and advice to program managers or other program or project personnel. Regularly exercises independent judgment as well as a high level of analytical skill in solving complex and unusual technical or conceptual problems. Integrate technical needs into work plan timeline, including identification of required skill sets for each phase of project, and participates in recruitment or assignment of project personnel. Serves as Assistant AOCE advisor to Government Senior Agency, Program, or Project Managers. Develops requirements from a project's inception to conclusion in a subject matter area, for simple to moderately complex programs. Provides analysis, evaluation and recommendations for improvements, optimization, development, and/or maintenance efforts for client-specific or mission-critical proficiencies. Consults with client to define need or problem, conducts studies and surveys to obtain data, and analyzes data to advise on or recommend solutions.</p>	
Minimum Education	Experience May Include a Combination of
Bachelors' Degree from an accredited college or university	<ul style="list-style-type: none"> <li>• Documentable international training trips (5) or</li> <li>• Appropriate language skills</li> <li>• Forensic laboratory /criminal justice / rule of law – (10) years' experience. An advanced degree may be substituted for (5) years of work experience and/or,</li> <li>• Laboratory /Organization Management - (5) years of experience. An advanced degree may be substituted for (2) years of management experience. An advanced degree in a technical specialty may be substituted for 2 years' experience as a technical leader and/or,</li> <li>• Instructor Certification – (2) years documentable training or mentoring may be substituted for certification.</li> </ul>

FLM-253	MANAGER / TECHNICAL LEADER – LEVEL 3
<p>Description: Serves as AOCE advisor to Government Agency, Program, or Project Managers. Supports technical training and documentation for various subject matters in both a classroom environment and a one-on-one/small group setup. Organizes or conducts research to develop and revise training courses. Prepares appropriate training catalogs. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Conducts formal classroom courses, workshops, and seminars. Provides management, doctrine, and policy analysis support, and assists in or performs analysis of alternative courses of action for planning, organizing, staffing, directing and controlling program functions. Provides options for developing organizational and procedural strategies for implementing new programs/business functions. Develops mechanisms to support interaction with external organizations. Develops strategic and implementation plans. Performs research on requirements, communications and management information systems planning requirements and other efforts. Supplies knowledge of systems management from a business viewpoint, including staffing,</p>	

budgeting, costing, process improvement, and acquisitions. Financial management duties can include presentations, budgeting and forecasting, task order and proposal pricing, and various financial reports.	
Minimum Education	Experience May Include a Combination of
Bachelors' Degree from an accredited college or university	<ul style="list-style-type: none"> <li>• Documentable international training trips (10) or (5) international training trips and</li> <li>• Appropriate language skills</li> <li>• Forensic laboratory /criminal justice / rule of law – (10) years' experience. An advanced degree may be substituted for (5) years of work experience and/or,</li> <li>• Laboratory /Organization Management - (5) years of experience. An advanced degree may be substituted for (2) years of management experience. An advanced degree in a technical specialty may be substituted for 2 years' experience as a technical leader and/or.</li> <li>• Instructor Certification – (2) years documentable training or mentoring may be substituted for certification.</li> </ul>

FLM-251	EXPERT / SPECIALIZED CONSULTANT – LEVEL 1
<p>Description: Has in-depth knowledge of multiple aspects of plan and project integration. Has the ability to use experience and technical judgment to reach conclusions in the face of limited and/or uncertain data. Supervises or manages the implementation of specific aspects of project planning and is capable of supervising a team of specialty Engineers working on highly complex projects. Provides lead specialty expertise for specific projects necessary for development of custom course development, training assessments or as instructor. Provides technical support in one or more specific areas associated with project execution, interoperability, or integration. Organizes or conducts research to develop and revise training courses. Prepares appropriate training catalogs. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Conducts formal classroom courses, workshops, and seminars.. Performs research on requirements, communications and management information systems planning requirements and other efforts.</p>	
Minimum Education	Experience May Include a Combination of
Bachelors' Degree from an accredited college or university	<ul style="list-style-type: none"> <li>• Specialties to include by not limited to forensic chemistry, forensic biology or forensic medicine, organization transformation theory.</li> <li>• Appropriate language skills</li> <li>• Forensic laboratory /criminal justice / rule of law – (10) years' experience. An advanced degree may be substituted for (5) years of work experience and/or.</li> <li>• Relevant Experience - (5) years of experience and/or.</li> <li>• Instructor Certification – (2) years documentable training or mentoring may be substituted for</li> </ul>

	certification.
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FLM-252	EXPERT / SPECIALIZED CONSULTANT – LEVEL 2
<p>Description: Has in-depth knowledge of multiple aspects of plan and project integration. Has the ability to use experience and technical judgment to reach conclusions in the face of limited and/or uncertain data. Supervises or manages the implementation of specific aspects of project planning and is capable of supervising a team of specialty Engineers working on highly complex projects. Provides lead specialty expertise for specific projects necessary for development of custom course development, training assessments or as instructor. Provides technical support in one or more specific areas associated with project execution, interoperability, or integration. Organizes or conducts research to develop and revise training courses. Prepares appropriate training catalogs. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Conducts formal classroom courses, workshops, and seminars.. Performs research on requirements, communications and management information systems planning requirements and other efforts.</p>	
Minimum Education	Experience May Include a Combination of
Bachelors’ degree from an accredited college or university	<ul style="list-style-type: none"> <li>• Documentable international training trips (5) or international training trips and</li> <li>• Appropriate language skills</li> <li>• Specialties to include by not limited to forensic chemistry, forensic biology or forensic medicine or organization transformation theory and/or,</li> <li>• Forensic laboratory /criminal justice / rule of law – (10) years’ experience. An advanced degree may be substituted for (5) years of work experience and/or,</li> <li>• Relevant Experience - (5) years of experience.</li> <li>• Instructor Certification – (2) years documentable training or mentoring may be substituted for certification.</li> </ul>

FLM-253	EXPERT / SPECIALIZED CONSULTANT – LEVEL 3
<p>Description: Has in-depth knowledge of multiple aspects of plan and project integration. Has the ability to use experience and technical judgment to reach conclusions in the face of limited and/or uncertain data. Supervises or manages the implementation of specific aspects of project planning and is capable of supervising a team of specialty Engineers working on highly complex projects. Provides lead specialty expertise for specific projects necessary for development of custom course development, training assessments or as instructor. Provides technical support in one or more specific areas associated with project execution, interoperability, or integration. Organizes or conducts research to develop and revise training courses. Prepares appropriate training catalogs. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Conducts formal classroom courses, workshops, and seminars.. Performs research on requirements, communications and management information systems planning requirements and other efforts.</p>	
Minimum Education	Experience May Include a Combination of



<p>Bachelors' degree from an accredited college or university</p>	<ul style="list-style-type: none"> <li>• Documentable international training trips (10) international training trips or (5) training trips AND</li> <li>• Appropriate language skills</li> <li>• Specialties to include by not limited to forensic chemistry, forensic biology or forensic medicine and organization transformation theory and/or</li> <li>• Forensic laboratory /criminal justice / rule of law – (10) years' experience. An advanced degree may be substituted for (5) years of work experience and/or,</li> <li>• Relevant Experience - (5) years of experience and/or.</li> <li>• Instructor Certification – (2) years documentable training or mentoring may be substituted for certification.</li> </ul>
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FLM-261	BASIC CONSULTANT– LEVEL 1
<p>Description: Organizes or conducts research to develop and revise training courses. Prepares appropriate training catalogs. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Conducts formal classroom courses, workshops, and seminars.. Performs research on requirements, communications and management information systems planning requirements and other efforts.</p>	
Minimum Education	Experience May Include a Combination of
<p>Bachelors' Degree from an accredited college or university preferred.</p>	<ul style="list-style-type: none"> <li>• Specialties to include by not limited to crime scene investigation or forensic comparison examinations.</li> <li>• Forensic laboratory /criminal justice / rule of law – (10) years' experience. An advanced degree may be substituted for (5) years of work experience or</li> <li>• Relevant Experience - (5) years of experience.</li> <li>• Instructor Certification – (2) years documentable training or mentoring may be substituted for certification.</li> </ul>

FLM-262	BASIC CONSULTANT – LEVEL 2
<p>Description: Organizes or conducts research to develop and revise training courses. Prepares appropriate training catalogs. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Conducts formal classroom courses, workshops, and seminars.. Performs research on requirements, communications and management information systems planning requirements and other efforts.</p>	
Minimum Education	Experience May Include a Combination of

Bachelors' Degree from an accredited college or university	<ul style="list-style-type: none"> <li>• International Training Trips (5) OR Appropriate Language Skills</li> <li>• Specialties to include by not limited to crime scene investigation or forensic comparison examinations and/or</li> <li>• Forensic laboratory /criminal justice / rule of law – (10) years' experience. An advanced degree may be substituted for (5) years of work experience or</li> <li>• Relevant Experience - (5) years of experience.</li> <li>• Instructor Certification – (2) years documentable training or mentoring may be substituted for certification.</li> </ul>
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FLM-263	BASIC CONSULTANT– LEVEL 3	
<p>Description: Organizes or conducts research to develop and revise training courses. Prepares appropriate training catalogs. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Conducts formal classroom courses, workshops, and seminars.. Performs research on requirements, communications and management information systems planning requirements and other efforts.</p>		
Minimum Education	Experience May Include a Combination of	
Bachelors' Degree from an accredited college or university	<ul style="list-style-type: none"> <li>• International Training Trips (10) OR Appropriate Language Skills and (5) International Training Trips</li> <li>• Specialties to include by not limited to crime scene investigation or forensic comparison examinations and/or</li> <li>• Forensic laboratory /criminal justice / rule of law – (10) years' experience. An advanced degree may be substituted for (5) years of work experience or</li> <li>• Relevant Experience - (5) years of experience.</li> <li>• Instructor Certification – (2) years documentable training or mentoring may be substituted for certification.</li> </ul>	

PA-I	POLICE TRAINER/ADVISOR LEVEL I	
<p><b>Description:</b> Advisors assigned as trainers will instruct local police officers in areas such as police patrol operations, police ethics, investigative methods and techniques, search and seizure requirements, firearms, defensive tactics, law and community relations. Advisors may also be required to assess training needs and current programs in order to propose new courses, determine the feasibility and effectiveness of proposed courses and identify instructors and resources in order to implement new courses. Advisors may be required to develop curriculum and instruct in a classroom or field setting in</p>		

<p>the knowledge, techniques and procedures necessary to execute the duties of police officers.</p> <ul style="list-style-type: none"> <li>· Level I Police Advisor Mentors: Advisors assigned as mentors will interact on a frequent basis with members of the host nation law enforcement organization, observing, monitoring and advising host nation personnel on the full range of law enforcement responsibilities and capabilities. Mentors do not typically engage in classroom training, but provide key on the job guidance and support to host nation law enforcement personnel.</li> </ul>	
<b>Minimum Education</b>	<b>Experience May Include</b>
<p>Police Advisor trainers shall be certified as instructors by an accredited U.S. federal, state municipal or county law enforcement entity.</p>	<p>Combined total of 8+ years of work experience with a minimum of 5 years professional experience directly related to federal, state, municipal, or county law enforcement services.</p> <ul style="list-style-type: none"> <li>· Must be employed in the respective lines of work for which you are being considered, or recently retired/separated within the last five years.</li> </ul>

<b>PA-2</b>	<b>POLICE TRAINER/ADVISOR LEVEL II</b>
<p><b>Description:</b> Level II Police Advisor specialists will typically be assigned to mentor or train at an advanced or specialized level, and require additional expertise and/or additional certifications/licenses in their area of expertise. Advisors may be recruited to provide specialized training, mentoring or other support in critical needs areas such a border control/patrol, crimes against persons, property crimes investigations, court security, intelligence, customs, crime scene investigation, dignitary protection, civil disorder, organized crime and anti-corruption. Specialists may serve as trainers, mentors or senior advisors depending on the needs of the mission and the expertise of the individual candidate.</p>	
<b>Minimum Education</b>	<b>Experience May Include</b>
<p>Police Advisor trainers shall be certified as instructors by an accredited U.S. federal, state municipal or county law enforcement entity.</p> <p>Level III Police Advisors shall also have one of the following: an Associates' degree in criminal justice/law enforcement or related field;</p>	<p>Combined total of 8+ years of work experience with a minimum of 5 years professional experience directly related to federal, state, municipal, or county law enforcement services.</p> <ul style="list-style-type: none"> <li>· Must be employed in the respective lines of work for which you are being considered, or recently retired/separated within the last five years.</li> <li>· Advisor supervisors shall have five years full-time experience in a supervisory law enforcement position with some documented internal affairs experience</li> <li>· Police Advisor specialists must demonstrate at least three years specialized experience in areas directly related to their mission responsibility, including any and all appropriate certifications and licenses.</li> </ul>

<b>PA-3</b>	<b>POLICE TRAINER/ADVISOR LEVEL III</b>
<p><b>General Responsibilities:-</b> Level III Police Advisors typically serve as senior mission leaders, responsible for proper distribution of assigned personnel based on need and ability (where appropriate), prompt and complete handling of special assignments, identifying training needs of contingent personnel and arranging necessary training; keeping all subordinate personnel informed on all matters pertaining to special assignments and program directives.</p>	

<p>- Level III Police Advisors specialists typically serve at the level of training director (for training specialists), senior mentor to host nation command staff or senior advisor to INL or other USG personnel on matters of special expertise.</p>	
<b>Minimum Education</b>	<b>Experience May Include</b>
<p>Level III Police Advisors shall also have one of the following: a Bachelor's degree in criminal justice/law enforcement or related field; an advanced degree; or law enforcement command training through FBI, PERF, SPI, Northwestern, etc.</p>	<p>Level III Police Advisors must demonstrate ten years of progressively responsible experience in police management and supervision, visionary skills and ability to form strong partnerships in a diverse culture</p>

<b>PA-4</b>	<b>POLICE TRAINER/ADVISOR LEVEL 4</b>
<p><b>Description:</b> General Responsibilities: - Level IV Police Advisors typically serve as leaders (e.g. Contingent Commanders) for smaller training missions or deputy leaders (e.g. Deputy Contingent Commanders) for large and/or complex missions. Level IV Police Advisors function at the senior executive level and set overall mission direction, working closely with INL. They liaise regularly with USG, senior host government, and international actors. - On rare occasions, Level IV Police Advisors may serve in very senior specialist roles.</p>	
<b>Minimum Education</b>	<b>Experience May Include</b>
<p>Level IV Police Advisors shall also have one of the following: a Bachelor's degree in criminal justice/law enforcement or related field; an advanced degree; or law enforcement command training through FBI, PERF, SPI, Northwestern, etc.</p> <p style="text-align: center;">- Masters' Degree preferred.</p>	<p>Level IV Police Advisors must demonstrate twelve years of progressively responsible experience in police management and supervision, visionary skills and ability to form strong partnerships in a diverse culture.</p> <p style="text-align: center;">Overseas experience in senior level positions (Level III equivalent) on international civilian police assistance missions is strongly desired</p>

<b>CA-I</b>	<b>CORRECTIONS TRAINER/ADVISOR LEVEL I</b>
<p>General Responsibilities: - As trainers, the Corrections Advisor I will assess, monitor and advise local corrections officers as they perform their duties. - May enforce the rules and regulations governing a correctional facility. This includes the confinement, safety, health and protection of inmates as well as supervising the various work assignments of inmates. - May also involve the selection, screening and training of local correction officer candidates. Such work seeks to reform and develop the local civil police and corrections systems, or to create a new system where none exists. - Corrections Advisors will assess existing incarceration structures and facilities and make</p>	

<p>recommendations to senior government, prison/corrections/probation/parole and criminal justice officials to develop and/or strengthen structures, facilities and programs, with due regard for human rights.</p> <ul style="list-style-type: none"> <li>- Assessments and recommendations may be in countries with records of gross violations of human rights.</li> <li>- Assessors may have to work with other international and local officials and international organizations in developing assessments and recommendations.</li> </ul>	
<b>Minimum Education</b>	<b>Experience May Include</b>
<p>Advisors must have graduated from federal or state-certified corrections, probation/parole academy of at least 120 hours in length.</p> <ul style="list-style-type: none"> <li>- Current certifications in first aid, less-than-lethal systems, chemical agents.</li> </ul>	<p>Combined total of 8+ years of work experience with a minimum of 5 years professional experience.</p>

<b>CA-2</b>	<b>CORRECTIONS TRAINER/ADVISOR LEVEL II</b>
<p>General Responsibilities: - Level II Corrections Advisors may serve as training supervisors, directing and coordinating the training activities of members of the U.S. contingent. Supervisors explain general orders, messages and decisions of command staff to subordinates. Supervisors also: keep all subordinates informed of changes in regulations and policies, implications of new or amended laws and new techniques in police work; Investigate charges of inefficiency or neglect of duty against contingent members; and files report or charges based on the findings.</p> <ul style="list-style-type: none"> <li>- Level II Corrections Advisors, non-supervisors will typically be assigned to mentor or train at an advanced or specialized level and require additional expertise and/or additional certifications/licenses</li> </ul>	
<b>Minimum Education</b>	<b>Experience May Include</b>
<p>Advisors must have graduated from federal or state-certified corrections, probation/parole academy of at least 120 hours in length.</p> <ul style="list-style-type: none"> <li>- Current certifications in first aid, less-than-lethal systems, chemical agents.</li> </ul> <p>Must possess at least an Associates' degree in criminal justice, a social science, business, or accounting from an accredited college or university.</p>	<p>Candidates for Corrections Advisor Level II shall have at least 8 years' experience with 2 years' experience in a managerial role (at the rank of sergeant or its equivalent or higher) in a prison or correctional facility of at least 100-beds, or 3 years in a probation or parole program as a section lead or higher of an office.</p>

<b>CA-3</b>	<b>CORRECTIONS TRAINER/ADVISOR LEVEL III</b>
<p>General Responsibilities:- Level III Corrections Advisors typically serve as senior trainers or mission</p>	

<p>leaders in a command staff position, responsible for proper distribution of assigned personnel based on need and ability (where appropriate); prompt and complete handling of special assignments, for identifying training needs of contingent personnel; arranging necessary training; and keeping all subordinate personnel informed on all matters pertaining to special assignments and directives.</p> <p>- Level III Corrections Advisors in a non-supervisory role typically serve at the level of training director (for training specialists), senior mentor to host nation command staff or senior advisor to INL or other USG personnel on matters of special expertise.</p>	
<b>Minimum Education</b>	<b>Experience May Include</b>
<p>Advisors must have graduated from federal or state-certified corrections, probation/parole academy of at least 120 hours in length.</p> <p>- Current certifications in first aid, less-than-lethal systems, chemical agents.</p> <p>- Level III Corrections Advisors must possess at least a Bachelor's degree in criminal justice, a social science, business, or accounting from an accredited college or university.</p>	<p>Corrections Advisors must demonstrate ten years of progressively responsible experience in corrections/probation, including at three years in management and supervision (at the rank of associate warden or its equivalent in a facility of at least 200-beds or probation field office manager, or its equivalent), visionary skills and ability to form strong partnerships in a diverse culture.</p> <p>- Level III Corrections Advisors must possess at least an Associate's degree in criminal justice, a social science, business, or accounting from an accredited college or university.</p>

<b>CA-4</b>	<b>CORRECTIONS TRAINER/ADVISOR LEVEL 4</b>
<p>General Responsibilities: - Level IV Justice Advisors typically serve as leaders (e.g. Chief of Team) for smaller missions or deputy leaders (e.g. Deputy Chief of Team) for large and/or complex missions. Level IV Justice Advisors function at the senior executive level and set overall mission direction, working closely with INL. They liaise regularly with USG, senior host government, and international actors.</p> <p>- On rare occasions, Level IV Justice Advisors may serve in very senior specialist roles.</p>	
<b>Minimum Education</b>	<b>Experience May Include</b>
<p>Advisors must have graduated from federal or state-certified corrections, probation/parole academy of at least 120 hours in length.</p> <p>- Current certifications in first aid, less-than-lethal systems, chemical agents.</p> <p>Level IV Corrections Advisors shall also have a Bachelor's degree in criminal justice/law enforcement, a social science, business, accounting, or engineering or related field; or an advanced degree or law enforcement</p>	<p>Level IV Corrections Advisors must demonstrate twelve years of progressively responsible experience in corrections, of which four years must have been in senior management and supervision (at the rank of warden or the equivalent of a facility of at least 500-beds or probation district or regional supervisor), visionary skills and ability to form strong partnerships in a diverse culture.</p> <p>Overseas experience in senior level positions (Level III equivalent) on international corrections assistance missions is strongly desired.</p>

command training.

- Masters' Degree preferred.

## SIN 874-7 – Program / Project Management

### Scope of Services

This section provides a brief description of the consulting services Professional Business Solutions, Inc. offers under SIN 874-7. Please note that the services listed below are examples of the types of services Professional Business Solutions, Inc. provides to clients. There is no attempt to exclude or limit the types of consulting services Professional Business Solutions, Inc. can provide in program audits, program/project planning, Program Management Office (PMP) support, Program and Project Management, and Project Turnaround.

**Project Assessment or Audits:** Conduct a short one-to-three week independent audit of a project or a program as a diagnostic measure on a troubled program/project or as part of a best practice or compliance.

**Program Planning:** Plan a key initiative at a high level including project plan, major milestones, identification of internal and external dependencies, cost and resource estimates, and identification and mitigation of major risks.

**Project Management:** Manage one or more projects or a program for the entire duration or a phase including management of risk, scope, communication, client relationship, cost, schedule, human resources, and technical work

**Project Turnaround:** Assess what is wrong, decide what needs to be done, and implement the needed measures to bring the project back on track when cost, schedule, or quality of work on a project gets out of control and require temporary assistance or mentoring of the project team.

**Program/Project Management Office Support:** Assist a federal agency to set up a Program Management Office (PMP) to oversee the program or multiple projects underway or assist an existing PMP become more effective. The PMP support can vary widely depending on the needs of the agency or program. Sometimes, an agency needs the contractor staff to manage the entire PMP, sometimes the PMP support may include staff augmentation for certain skill areas that may be missing on the PMP team (e.g. Earned Value Management). Occasionally, an agency may require expert PMP support to mentor the PMP staff or project managers. Professional Business Solutions, Inc. Staff can provide end-to-end support to meet your expectations from a PMP.

### GSA Pricing & Labor Categories

SERVICE PROPOSED (e.g. Job Title/Task)	EDU/CERT	YRS EXP	UNIT	PRICE OFFERED TO GSA (including IFF)	VOLUME DISCOUNT ON INDIVIDUAL CONTRACTS GREATER THAN \$350k AWARDED ON OR AFTER 9/3/2009 (including IFF)
Project Manager I / Junior	Bachelors	5	Hour	74.26	72.03
Project Manager II	Bachelors	8	Hour	99.30	96.36



<b>PM-I</b>	<b>PROJECT MANAGER I / JUNIOR</b>	
<p><b>Description:</b> Project Manager I / Junior (s) have overall experience of at least 5 years. They have broad experience in planning, managing, overseeing a project or advising client or program Management office staff on every aspect related to project management. The Project Manager I/Junior experience includes successful management of at least one large multi-year, million dollar program or concurrent management of multiple projects. They have line management experience and skills. They have training to know the latest trends in the industry, best practices, and tools related to Program Management such as Microsoft MS-Project Server. They</p> <ul style="list-style-type: none"> <li>• Provide overall direction to the contract/project team</li> <li>• Apply project management experience and subject matter expertise to the projects or tasks to deliver intended results.</li> <li>• Formulate, plan, drive, or turnaround the project for the client</li> <li>• Monitor the status of the project and take corrective action if needed</li> <li>• Oversee and manage the contract or project including financial management, staffing, and deliverables.</li> </ul>		
<b>Minimum Education</b>		<b>Experience May Include</b>
<p>Bachelors' Degree from an accredited college or university</p> <p><b>PMP Certification is not required.</b></p>		<ul style="list-style-type: none"> <li>• Process improvement and change management experience</li> <li>• Experience in the application of Six Sigma methodology</li> <li>• Experience in administration of performance management systems, including Access, Excel, Word, and PowerPoint.</li> </ul>

<b>PM-II</b>	<b>PROJECT MANAGER II</b>
<p><b>Description:</b> The Project Manager II has overall experience of at least <b>8</b> years. They have broad experience in planning, managing, overseeing a program or advising client or program Management office staff on every aspect related to program management. The Project Manager II's experience includes successful management of at least three large multi-year, multi-million dollar program or concurrent management of multiple projects. They have line management experience and skills.</p> <p>Responsibilities: The extensive experience allows Project Manager II (s) to assume overall responsibility for the contract, program, or a consulting engagement. They provide direction to the Professional Business Solutions, Inc. Inc. team and client personnel and apply their experience in one industry, application, tool, or a cross-industry experience in many different environments, industries, applications, and technologies to advise clients, assess ongoing projects/programs, or run the program. They perform the following functions:</p> <ul style="list-style-type: none"> <li>• Provide overall direction to the contract/project team</li> <li>• Apply extensive experience and subject matter expertise to the program, projects, or tasks to deliver intended results.</li> <li>• Formulate, plan, drive, or turnaround the Program for the client</li> <li>• Monitor the status of the program and take corrective action if needed</li> <li>• Audits programs or projects to identify corrective actions</li> <li>• Maintain and forge client relationship</li> <li>• Oversee and manage the contract/s including financial management, staffing, and deliverables.</li> </ul>	
<p><b>Minimum Education</b></p> <p>Bachelors' Degree from an accredited college or university</p> <p><b>PMP Certification is Not Required.</b></p>	<p><b>Experience May Include</b></p> <ul style="list-style-type: none"> <li>• A Masters' degree in Business Administration</li> <li>• Certification in an established quality /process improvement methodology such as Six Sigma (Green/Black Belt), Lean manufacturing, etc.</li> <li>• Process improvement and change management experience</li> <li>• Experience in the application of Six Sigma methodology Experience in administration of performance management systems, including Access, Excel, Word, and PowerPoint</li> </ul>

## Methodologies & Approach & Background

### Program Control

Our team includes a Project Management certified by PMI professional. The Project Management Institute (PMI®) stands as a global leader in the field of Project Management. The PMI certification involves a rigorous, examination-based process that represents the highest caliber in professional standards. Therefore, PMI's professional certification is universally accepted and recognized.

Our approach based on PMI's IPECC (Initiate, Plan, Execute, Control and Close) is a comprehensive, fully integrated process that ensures successful results. As your independent, unbiased and objective representative, we provide technical expertise, flexibility and project control within a collaborative environment, and we deliver a project completed on time, on budget and most importantly, deliverables that are consistent with the client's project goals and objectives.

To manage the full life cycle of a project it is essential to have a system in place that holds it all together. This framework begins with executive buy-in and continues through capturing lessons learned for future endeavors. From a high-level, these procedures can be grouped into three project management functions:

Project Definition lays out the foundation for a project. During this phase PBSI advisors will work with you to define the project charter, responsibility matrix, scope and other necessary components. Important questions like, "Why are we doing this?" and "How will success be measured?" are asked and answered during this stage.

Project planning identifies in detail how the projects goals will be achieved given the known constraints. PBSI brings decades of experience in the data, information and performance management space to bear during this stage. Our principals average over 25 years of experience in helping organizations of every size with scheduling, budgeting and resource planning.

Project control includes all of the activities to keep the project on time and within budget. At PBSI, we believe in measuring progress frequently - thereby identifying problems early. Early identification makes most problems easier to solve. We put a tremendous amount of rigor into our Issue and Risk Management processes which culminates in a proactive communication approach.

### Quality Control

PBSI's Quality Management (QM) Program is comprised of three plans which enhance our customer focus and ensure we deliver the customer the best possible product – every time. These plans are the master Quality Management Plan, supplemented with the Quality Assurance Plan and the Quality Control Plan. Each of the supplemental plans incorporates our QM philosophies and will be tailored on a program-by-program basis. Each program may consist of many projects that define the various stages of

work and milestones. Each milestone may define the deliverable from each stage of work. Each program or project may have unique activities or tasks associated with them that are not relative to other programs or projects concurrently under development. In order to ensure unity of command and span of control, each program will have a single project sponsor and manager. Our QM Program establishes the following:

- The Quality Management Plan (QMP) – comprehensive approach
- The Quality Assurance Plan (QAP)– processes and requirements
- The Quality Control Plan (QCP)– actions

The QMP outlines our overall approach and strategy in achieving Quality. It outlines the organizational functions and information flows to ensure Quality in a top-down and bottom-up approach.

The QAP engages the customer requirements in order to satisfy the deliverables. It identifies the success criteria for each Task Order and the processes necessary to deliver the Quality. The QAP will require monthly review and or as new Task Orders are acquired.

The QCP identifies each action necessary to ensure a Quality product. It identifies the actions required by each area within the organization or person. It will be specific enough to clearly identify the action-owner, but it will also be generic enough to not require updates unless the processes change within the QAP.

In a manner consistent with ISO 9001/2000, we strive to focus our processes in the areas that are typically taken into consideration to improve the organization’s performance and customer satisfaction. Those being:

- Leadership
- Customer focus
- Involvement of people o
- Process approach
- System approach to management
- Continual improvement
- Factual approach to decision making
- Mutually beneficial supplier relationships

## **PBSI's Instructional Methodology**

At PBSI, we utilize the Instructional System Design (ISD) for course development. Why ISD? Simply stated, this process provides a means for sound decision making to determine the who, what, when, where, why, and how of a learning program. The concept of a system approach is based on obtaining an overall view of the learning process. It is characterized by an orderly process for gathering and analyzing collective and individual performance requirements, and by the ability to respond to identified training

needs. The application of a systems approach insures that learning programs and the required support materials are continually developed in an effective and efficient manner to match the variety of needs in a rapidly changing environment.

The ISD model was designed to solve human performance problems (U.S. Department of Defense, 1975). It was first established by Florida State University in conjunction with the Department of Defense, but can now be found in almost any type of organization (Watson, 1981). It grew out of the 'systems analysis' concepts that became popular after World War II and is probably the most extensively used instructional design model in use today.

### **Analysis**

- Determine business outcome or linkage.
- Analyze system (department, job, etc.) to gain an understanding of it.
- Compile a **task inventory** of all tasks associated with each job (if needed).
- Select tasks that people need to learn to become performers (needs analysis).
- Build performance measures for the tasks to be learned.
- Choose instructional setting for the tasks to be learned, e.g. classroom, e-learning, on-the-job, self- study, blended, etc.
- Estimate cost and compare to benefits gained.

### **Design**

- Develop the learning objectives, to include both terminal and enabling objectives.
- Identify and list the learning steps required to perform the task.
- Develop performance tests to show mastery of the tasks.
- List the entry behaviors that the learner must demonstrate prior to entering the learning program.
- Sequence and structure the learning objectives.

### **Develop**

- List activities that will help the students learn the task.
- Select the delivery methods (media).
- Review existing material so that you do not reinvent the wheel.
- Develop the instructional courseware.
- Synthesize the courseware into a viable learning program.
- Validate the instruction to ensure it accomplishes all goals and objectives.

### **Implement**

- Create a management plan for conducting the training.
- Conduct the training.

### **Evaluate**

- Review and evaluate each phase (analyze, design, develop, implement) to ensure it is accomplishing what it is supposed to.
- Perform external evaluations, e.g. observe that the tasks that were trained can actually be performed by the learners in their working environment.
- Revise training system to make it better and to meet future challenges.

## Professional Certifications

A sampling of professional certifications held by our principals and advisors include:

- Certified Forensic Consultant, American College of Forensic Examiners
- Certified Examiner of Questioned Documents; US Secret Service
- Certified Fraud Examiner
- Diplomat: American Board of Criminalistics
- External Auditor – ISO 17025
- Inspector: ASCLD/LAB Legacy
- Inspector: ASCLD/LAB International
- Project Management Professional
- Certified Management Accountant
- Certified Six Sigma Black Belt
- Six Sigma Master Black Belt

## PBSI Advisors Have Delivered Training to:

PBSI Principals and advisors have decades of experience delivering custom course content in the area of forensic science. A few of the organizations where our principals and advisors have provided training include:

- Host laboratories and institutions worldwide on behalf of the US Government
- Bureau of Alcohol, Tobacco and Firearms
- United States Air Force, Office of Special Investigations
- United States Secret Service
- Federal Law Enforcement Training Center (Glynco, Georgia)
- International Law Enforcement Academy (Budapest, Hungary)
- Naval Criminal Investigative Service
- Rochester Institute of Technology

## Professional Associations and Memberships

A sampling of professional associations and memberships our principals and advisors belong to include:

- |  |  |
|--|--|
| € Project Management Institute                     | € Past President of Southwest Association of Forensic Scientists |
| € Institute of Certified Management Accountants    | € Canadian Society of Forensic Scientists (Past Member)          |
| € American Society of Crime Laboratory Directors   | € California Association of Licensed Investigators               |
| € American Society of Forensic Examiners           | € Forensic Expert Witness Association                            |
| € American Society of Quality                      | € American College of Forensic Examiners Institute               |
| € American Association of Laboratory Accreditation | € Mid Atlantic Association for Forensic Scientists               |

## Former Employers

A sampling of former employers and positions of our principals and advisors include:

### A Sampling of Former Employers

United States Department of Justice  
United States Secret Service  
Bureau of Alcohol, Tobacco and Firearms  
Western Forensic Training Center  
Michigan Department of State Police  
New Jersey State Police  
FBI Academy  
Bexar County Criminal Investigation Laboratory  
Arizona Department of Public Safety Crime  
Laboratory

### A Sampling of Positions Held by Our Team

Laboratory Director - Chief Forensic Scientist  
Assistant Laboratory Director  
Chief - Questioned Document Branch  
DNA Lab Director  
Director, Supervising Forensic Scientist  
Chief of the identification Branch Forensic Services  
Latent Fingerprint Specialist  
Forensic Chemist  
Director, Chief Forensic Science  
Visiting Scientist  
Criminalist  
Comptroller / Controller  
Program Manager / Project Director

## Our Clients

United States Department of State - INL Programs  
US Embassy - Armenia  
US Embassy - Georgia  
International Resource Group  
Nebraska Wesleyan University  
Missouri Defense Attorney's Association

University of West Virginia  
MasterCard  
BJC HealthCare  
McKesson Corporation

## Our Principals

**Stephanie Drilling** - Ms. Drilling has more than 20 years of financial reporting, management and consulting experience and has managed client assignments in the areas of financial operations, business strategy, human resources, and supply chain management and information technology across multiple industries. Ms Drilling is a Project Management Professional, Certified Management Accountant and Six Sigma Black Belt. MS Drilling has a Masters in Business Administration (MBA) from Southern Illinois University and Bachelors' in Business Administration - Accounting emphasis from University of Missouri - St. Louis

**Mr. Christian** - Prior to coming to PBSI, Mr. Christian was the Forensic Science Development Coordinator for the U.S. Department of Justice's International Criminal Investigative Training Assistance Program (ICITAP). With ICITAP, he has assisted in establishing forensic science programs in the developing democracies of Armenia, Azerbaijan, Bosnia, Bulgaria, Georgia, Haiti, Kazakhstan, Kyrgyzstan, Senegal, Turkmenistan and Uzbekistan. Mr. Christian has utilized his 15 years of experience with the Arizona Department of Public Safety Crime Laboratory specializing as the basis

for three books: Forensic Investigation of Clandestine Laboratories (CRC Press 2003), Field Guide to Clandestine Laboratory Identification and Investigation (CRC Press 2004) and Clandestine Lab Investigation Pocket Guide (PBSI 2006) as well as chapters in Forensic Science, An Introduction to Forensic Investigative Techniques (CRC Press 2003, 2005) and The Forensic Science Handbook (Humana Press 2006.) Mr. Christian has published articles on the analysis and the clandestine manufacture and analysis of controlled substances and has developed training programs for investigators, laboratory examiners and attorneys involved in the investigation, examination and prosecution of clandestine labs. Mr. Christian has a Bachelors' of Chemistry and Police Administration from Northern Arizona University.



## Appendix A – Full FSS Pricsheet

SIN	SERVICE PROPOSED	EDU/CERT	YRS EXP	UNIT	PRICE OFFERED TO GSA (including IFF)	VOLUME DISCOUNT ON INDIVIDUAL CONTRACTS GREATER THAN \$350k AWARDED ON OR AFTER 9/3/2009 (including IFF)
874-1	Process Improvement Consultant II	Bachelor	8	Hour	122.36	118.69
874-4	Engagement Manager	Graduate	12	Hour	260.92	253.09
874-4	Project Manager (PmP Certified)	Bachelor	6	Hour	117.41	113.89
874-4	Manager / Technical Leader I	Bachelor	10 / 5 as mgr or leader	Hour	96.31	93.42
874-4	Manager / Technical Leader II	Bachelor	10 / 5 as mgr or leader	Hour	109.14	105.87
874-4	Manager / Technical Leader III	Bachelor	10 / 5 as mgr or leader	Hour	125.19	121.43
874-4	Expert/Specialized Consultant I	Bachelor	10	Hour	81.86	79.40
874-4	Expert/Specialized Consultant II	Bachelor	10	Hour	92.78	89.99
874-4	Expert/Specialized Consultant III	Bachelor	10	Hour	106.42	103.23
874-4	Consultant -Basic I	Bachelor	10	Hour	69.28	67.21
874-4	Consultant -Basic II	Bachelor	10	Hour	78.52	76.16
874-4	Consultant -Basic III	Bachelor	10	Hour	90.07	87.37
874-4	Police Trainer/Advisor I	Post Certified	8	Hour	\$57.61	55.88
874-4	Police Trainer/Advisor II	Associates Degree	8	Hour	\$67.11	65.10
874-4	Police Trainer/Advisor III	Bachelors Degree	10	Hour	\$73.79	71.58
874-4	Police Trainer/Advisor IV	Bachelors Degree	12	Hour	\$79.41	77.03
874-4	Corrections Trainer/Advisor I	Academy Trained	8	Hour	\$67.54	65.51
874-4	Corrections Trainer/Advisor II	Associates Degree	8	Hour	\$72.11	69.95
874-4	Corrections Trainer/Advisor III	Bachelors Degree	10	Hour	\$77.14	74.83
874-4	Corrections Trainer/Advisor IV	Bachelors Degree	12	Hour	\$84.02	81.50
874-7	Project Manager I / Junior	Bachelors	5	Hour	\$74.26	72.03
874-7	Project Manager II	Bachelors	8	Hour	\$99.30	96.32

NOTE: **The Performance Improvement Consultant II** may be called on to assist with projects including: Strategy action planning, diagnostic assessments, governance, performance management, performance measures and indicators, source selection, strategic technology management and improvement of process and internal controls.