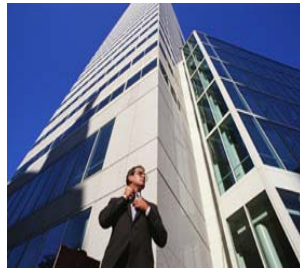


SSI Business Solutions

Capability Statement

Professional Support Services



www.ssibizsol.com

SSI Business Solutions

Professional Support Services

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Focused on Your Success

Corporate Profile



SSI Business Solutions (SSI) is a professional service company focusing on Human Capital Management, Workforce Procurement and Staff Augmentation, IT Solutions and Business Improvement Services.

Since 1994, SSI has successfully delivered quality, value-added solutions to public and private-sector clients nationwide. Our dedication to excellence is reflected in our numerous achievements including the *Small Business Person of the Year* award for the District of Columbia in 2004 from the U.S. Small Business Administration, the *Woman Owned Business of the Year* award from the USDA and being named one of the *Top 50 Diversity Owned Businesses* from Div2000.com, an e-business solutions provider.

SSI serves clients through distinct business units for specialized needs, interfacing and aligning divisions as necessary for those clients requiring more comprehensive services.

- **Workforce Procurement and Staff Augmentation Division**
- **IT Services and Solutions Division**
- **Human Capital Management Division**
- **Business Improvement Services Division**

SSI partners with clients to achieve their strategic goals, providing expertise through a comprehensive, full-scope menu of services ranging from workforce analysis and forecasting, human capital acquisition, and employee life-cycle performance management, to providing the procedures and system applications necessary for efficiently managing the entire process.

Our team comprises seasoned professionals with extensive applicable, hands-on business skills and experience in managing all facets of human capital management delivered through state-of-the-art electronic solutions. We are dedicated to ensuring our clients' success by creating measurable improvements and enhancements to their business processes.

Focused on Your Success

Workforce Procurement & Staff Augmentation Division



Since 1994, SSI Business Solutions (SSI) has been a leader in quality staffing services. SSI's unique approach to supporting the Federal Government includes using service-delivery teams whose members are highly educated and experienced in the policies, procedures and expectations of Federal Government clients. The teams are responsible for identifying the client's needs and for designing and implementing cost-effective solutions to assist clients in meeting agency objectives.

SSI can provide federal agencies with a variety of contracting vehicles designed to deliver prompt and efficient service at pre-negotiated hourly rates. When ordering from SSI, federal agencies can rest assured that they are paying fair hourly rates based on a U.S. Department of Labor Wage Determination Schedule.

SSI Service Delivery Teams

SSI's experienced staff members quickly fill our clients' open requirements for contract employees with qualified personnel. One of our service-delivery teams, consisting of a Project Manager and Staffing Coordinators, will be assigned to assist you. All members of the team are accredited, highly trained human resource specialists with expertise in staffing for the government.

Strategic Recruitment

Our service-delivery teams build creative sourcing strategies coupled with hands-on leadership to ensure best value and performance in supporting agency mission objectives. Our sourcing campaign is customized and conducted to meet the criteria of the client. We have an available pool of talent who have been pre-qualified and evaluated based on a thorough and complex system of interviewing, testing, and benchmarked industry standards.

Our dedication to excellence is reflected in our value-added methodology for targeting top-quality knowledge-based talent and validated through satisfied government clients by:

- *Providing a position analysis and comparative classification match*
- *Clearly defining and matching essential competencies in the areas of education and certification, specific administrative discipline areas, fit to the position, proven performance level, and security clearance requirements*
- *Meeting the career expectations of contract employees, attracting and retaining top talent with low turnover based on match to position.*

As a full-service business solutions provider, we provide clear and measurable value-added services customized to each client. Our service-delivery team partners with our clients, providing full-scope management support throughout the life cycle of the project.

Procurement Vehicle Comparison for Government Clients



Meet your small business goals by utilizing any of the following contract vehicles:

Contract Vehicle	Advantages
<p>GSA TAPS Schedule</p>	<ul style="list-style-type: none"> ▪ Administrative & professional skills ▪ Pre-negotiated rates ▪ Ease in ordering
<p>GSA Information Technology Schedule</p>	<ul style="list-style-type: none"> ▪ Information Technology skills ▪ Pre-negotiated rates ▪ Ease in ordering ▪ National coverage
<p>GovWorks</p>	<ul style="list-style-type: none"> ▪ A franchise fund that acts as a “one stop shop” for procurement and contract administration
<p>Mid-Atlantic CASU</p>	<ul style="list-style-type: none"> ▪ Sole source ▪ Pre-negotiated rates ▪ Coverage in Mid-Atlantic and Northeastern regions
<p>Blanket Purchase Agreement</p>	<ul style="list-style-type: none"> ▪ Ideal for IDIQ contracts ▪ Pre-negotiated rates ▪ Allows for several program offices to order from common umbrella contract ▪ Can be used to procure services utilizing the GSA Schedules Program

SSI accepts the **Government Purchase Card** allowing for minimal and prompt contract set-up, ease of ordering and ease of payment.

Staffing Clerical & Professional Temporary Support Services - GSA Schedule



GSA has facilitated the process of using temporary help services through the GSA Schedules Program. SSI was awarded the Clerical & Professional Temporary Support Services Schedule, FSC class 736III in October 2002.

- **Clerical & Professional Temporary Support Services: SIN 736**
- **Contract No.: GS-07F-0032N**
- **Contract Period: 10/1/02 - 9/30/07**

Ordering from the GSA Schedules Program is easy. SSI accepts orders electronically through our website www.ssibizsol.com and through GSA Advantage at www.gsaadvantage.gov, by fax or telephone.

Skill Categories Available:

Accountant I-V	Financial Analyst I-V	Medical Secretary	Shipping/Receiving Clerk
Accounting Clerk I-IV	Graphic Artist/Desktop Publisher	Network Administrator	Social Worker
Audiovisual Librarian	Help Desk Technician	Network Engineer	Stock Clerk (Shelf Stocker, Store Worker II)
Audit Specialist	Housing Referral Assistant	Order Clerk I, II	Store Worker
Budget Analyst I-V	HR Specialist/Quality of Life Specialist	Order Filler	Software Tester
Computer Data Librarian	Instructor	Paralegal/Legal Asst. I - IV	Supply Technician
Computer Operator I-IV	Key Entry Operator	Personnel Analyst/Occupational Analyst	Switchboard Operator/Receptionist
Computer Programmer I-IV	Lawyer	Personnel Asst. I - IV	Technical Writer
Computer Systems Analyst I-III	Librarian	Photographer I- V	Telecom Specialist
Contract Specialist I-V	Library Technician	Procurement Clerk	Tools & Parts Attendant
Database Manager	Logistic Mgmt. Specialist	Program Analyst/Project Mgr.	Travel Clerk I – III
Drafter I-IV	Management Specialist	Project Assistant	Warehouse Specialist
Duplicating Machine Operator	Market Research Analyst	Public Affairs Specialist	Web Developer
Engineering Technician I-VI	Financial Analyst I-V	Quality Assurance/Quality Control Inspector	Word Processor I-III
Environmental Technician	Marketing Specialist	Researcher	* * * * *
General Clerk I-IV	Material Coordinator	Secretary I – V	* * * * *

Focused on Your Success

Information Technology Solutions Division



SSI is focused on the delivery of timely, responsive and efficient IT solutions to federal and commercial clients. Our corporate management team, technical experts and human capital consultants bring a wealth of multi-disciplined expertise to our clients.

As public-sector IT sourcing experts, our unique approach to contracting with the Government includes using service delivery teams composed of seasoned IT professionals who are proficient in acquisition policies and procedures and the overall expectations of agency managers.

SSI partners with its clients to analyze their IT needs; providing tailored solutions, workforce planning, and staff augmentation. Our resource team of industry experts builds creative sourcing strategies coupled with hands-on leadership to ensure best value and performance in supporting agency mission objectives.

Our dedication to excellence is reflected in our value-added methodology for targeting top-quality knowledge-based IT talent.

- *We provide a position analysis and workforce assessment.*
- *We clearly define essential competencies in the areas of education and certification, specific IT discipline areas, fit to the culture, proven performance level, and security clearance.*
- *We negotiate best-price solutions for our clients.*
- *We meet the career expectations of our employees, attracting and retaining top talent.*

Our sourcing campaign is customized and conducted to meet the criteria of the client. We have an available pool of talent who have been pre-qualified and evaluated based on a thorough and complex system of benchmarked industry standards.

Professional Information Technology Services GSA Schedule



With SSI as a partner, clients can satisfy their IT professional services needs for telecommunications, security, MIS, operations and engineering.

- **Professional Services:** SIN 132-51
- **Contract No.:** GS-35F-0857N
- **Contract Period:** 8/26/03 - 8/25/08
- **NAICS Code:** 541519 – Professional IT Services

A complete list of skill categories can be obtained through GSA Advantage at www.gsadvantage.gov. SSI accepts orders electronically through the GSA website, SSI's website, by fax or telephone.

The following is a list of our most highly utilized skill categories:

Telecommunications	MIS	Operations	Engineer
Telecommunications Engineer	Data Warehousing Analyst/Programmer	Call Center	Hardware Engineer
Telecommunications Systems Analyst	Data Warehousing Administrator	Communications Facility Engineer	Information Assurance Network Specialist
Telecommunications Network Help Desk	Data Configuration Manager Specialist	Help Desk Support Service Specialist	Information Assurance System Specialist
Telecommunications VOIP	Database Analyst/Programmer	LAN Support Technician	Information Assurance Systems Engineer
Communication Installer	Client/Server Database Manager	LAN/WAN/MAN Administrator	Project Engineer
Communication Transmission Engineer	Applications Programmer	Network Control Technician	Data Architect
Communication Analyst	Applications Systems Analyst/Programmer	Network Engineer	Data Communication Manager
Telecommunications Technician	Business Subject Matter Specialist	Network Planning Analyst	Data Security Analyst
Telecommunications Programmer	Business Systems Analyst	Network Systems Administrator	Network Engineer
	ERP Analyst	Network Systems Manager	Client/Server Network Architect
Security	ERP Business/Architectural Expert	Network/Hardware Support Technician	Systems Engineer
Chief Information Security Officer	Electronic Data Interchange (EDI) Specialist	Operations Manager/Data Communications	Technical Editor
Data Security Analyst	Information Center Specialist	Operations Manager/Voice Communications	Technical Writer
Disaster Recovery Administrator	Information Systems Admin. & Planning Manager	Operations/Tech Support Analyst	Technical Subject Matter Specialist
Disaster Recovery Analyst	Information Systems Training Specialist	Network LAN Administrator	Test Engineer
Security Coordinator	Systems Administrator	Quality Assurance Specialist	Software Systems Engineer

Focused on Your Success

Human Capital Management Division

SSI assists clients to achieve a competitive advantage through developing human capital strategies that are inherent and unique to their organizational structure, culture and business goals. Analyzing, developing, and implementing efficient strategies, processes and systems results in the improved management and productivity of an organization's human capital – creating value for both the client's business and its people.



Our consultants hold the highest professional designation of Senior Professional in Human Resources, have extensive operational experience and knowledge, and are poised to help our clients with support in every thematic area of human capital management. We customize our services to address the needs of our clients through unbundled projects or bundled as an outsourced program.

The following menu of services provides management with measurable solutions as well as direct support with all the facets related to the life cycle of their workforce. Since we are partnered with our clients and are focused on their success, we are positioned to support management throughout a project and beyond as their full-service human capital partner.

- **Workforce Planning, Hiring, and Recruiting Strategies**
- **Human Resource Operational and Compliance Audits**
- **Policy and Procedure Development & Employee Manuals**
- **HR Standard Operating Procedures Manual, HR Forms & Recordkeeping**
- **Change Management During Organizational Change – Expansion, Merger and Acquisition, Downsizing or Reorganization**
- **Orientation Programs**
- **Compensation & Benefits Analysis**
- **Incentive Plan Development**
- **Job Description and Classification Development**
- **Performance Management Evaluation Tools**
- **Training and Team Building**
- **Investigations, Terminations & Exit Interview Programs**

Business Improvement Services Division



SSI provides services that support our clients in the implementation and continuation of management, organizational and business improvement efforts.

Our team of seasoned specialists work with our clients to analyze and assess the business dynamic, develop a plan of recommended action, monitor the results, and provide periodic feedback. We customize our services to address the needs of our clients based on their industry, size, geographic location, and management goals.

SSI has extensive experience providing services to both the public and private sector, having many years of applicable, hands-on business skills in supporting our clients with their growth management, quality control, workflow and process efficiencies, and human capital communications.

Services available under the Business Improvement Services Division are as follows:

- **Consulting Services**
- **Facilitation Services**
- **Survey Services**
- **Training Services and Support Products**
- **Vendor Management**

Company Data

Establishment Code (DUNS#)	82-532-3371
Woman-Owned Business	Yes
Minority-Owned Business	Yes
Disadvantaged Business	Yes
Taxpayer ID Number (TIN)	54-1705553
Cage Code	04RP5



Special Terms

Discounts	Prices are net after discount.
Quantity Discounts	None
Prompt Payment	Net 30
Government Credit Card	Accepted for any order, with a maximum payment interval of 30 days.
Service Hours	24/7 through our website, general business hours Monday - Friday from 8:00 a.m. to 6:00 p.m. for local clients, with assigned teams servicing our clients based on their specific time zone.
Warranty	SSI offers immediate replacement or credit for any employee who does not meet the client's expectations.

NAICS Codes: The North American Industry Classification System (NAICS) is the standard code system used to describe business establishments and industries, replacing the Standard Industrial Classification (SIC) codes. It was developed to provide a consistent framework for the collection, analysis, and dissemination of industrial statistics. SSI holds the following NAICS Codes.

Code	Title
561320	Temporary Help Services
541519	Professional Information Technology Services
541611	Administrative Management General Management Consulting Services
561110	Office Administrative Services
541612	Human Resources & Executive Search Consulting
541618	Other Management Consulting Services
541512	Computer System Design Services
518210	Data Processing Services
561210	Facilities Support Services
561499	All Other Business Support Services
561990	All Other Support Services

Focused on Your Success

Quality Philosophy

Part of the reason for SSI's success is its long-standing commitment to *high-quality* services. This means that SSI will conduct a project using approaches and system structures that ensure a clear definition of the clients' needs. SSI's quality-service philosophy includes the following elements:

SSI's Quality Statement

SSI's corporate objective is to focus on the success of each and every one of our clients by providing them with superior and innovative, value-added services.

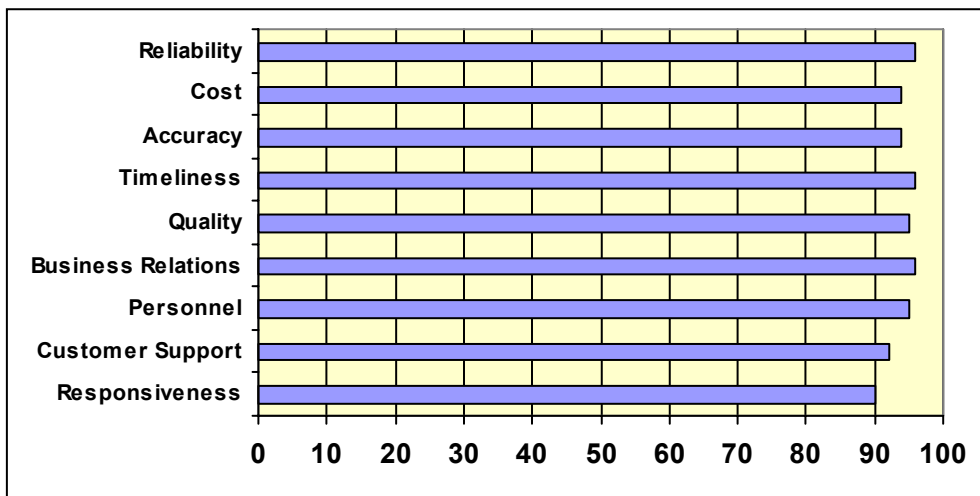
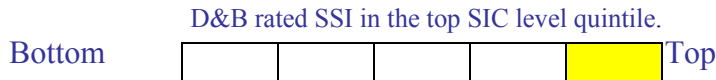
- We are our clients' PARTNER, which allows us to deliver best-value Human Capital Management, IT Business Solutions, Workforce Procurement and Staff Augmentation, and Business Improvement Services. Clients want strategic partners, not just vendors. To build this partnership, we earn the respect and trust of our clients by developing a thorough understanding of their requirements and delivering a quality product with measurable value.
- We are committed to QUALITY. We employ an effective quality-management program in all phases of our project performance methodology to ensure quality and reliability of the services we deliver.
- Our approach begins with UNDERSTANDING our clients' business environment. We take the time to become familiar with the environment and comprehend the requirements, challenges, and plans for the future. Once these factors are recognized, we provide a best-value solution with adequate provisions for future enhancements and expansion that will meet our clients' needs today and beyond.
- We focus on meeting project objectives and delivering expected results. We are here to do a job and do it well with strong emphasis on customer SATISFACTION and PERFORMANCE-BASED RESULTS. We believe that a job well done will result in repeat business and a stronger partnership with our clients.
- We provide our clients with professional SERVICE delivery teams headed by a Project Manager focused on our clients' success.
- We consider our employees our biggest asset and are COMMITTED to providing opportunities that are rewarding and meet their career goals. This results in our ability to attract and retain top talent to meet our clients' needs.

We are focused on our clients' SUCCESS.

Past Performance and Client References



When it comes to quantifying past performance, the only true measure is what your clients say about how you have performed for them. As confirmed by the results of a Dun & Bradstreet survey, shown below, SSI consistently performs in the top quintile when rated against other firms providing workforce planning and staff augmentation to government clients. Also shown is a partial list of SSI's government clients.



Some of SSI's Clients

- Defense Contract Audit Agency
- Defense Logistics Agency
- Department of Health & Human Services
- Document Automation & Production Service
- Foreign Service Institute
- General Services Administration
- Military Sealift Command
- National Institutes of Health
- U.S. Naval Research Laboratory
- U.S. Department of Agriculture
- U.S. Department of Labor
- U.S. Department of State
- VA Medical Center
- The White House

Focused on Your Success

Achievement Awards & Memberships



SSI Business Solutions (SSI) is a professional service company that partners with clients to achieve their strategic goals, providing expertise through a comprehensive menu of services—Human Capital Management, Workforce Procurement and Staff Augmentation, IT Solutions, and Business Improvement Services.

SSI Business Solutions, formerly known as Strategic Staffing, Inc., has been the recipient of numerous awards:

- **2004, SSI owners named "Small Business Person(s) of the Year" for Washington, D.C. by the U.S. Small Business Administration (SBA) Washington District Office:** SSI owners, Alicia Vicentini and Glenn Brown, were selected by the SBA as the best examples of entrepreneurial success and achievement.
- **2002, Named as one of the "Top 50 Diversity Owned Businesses in Virginia" by Div2000.com, a multicultural e-business solutions provider:** SSI was selected as a distinguished leader and excellent representative of a diversified business in its industry and community.
- **2001, "Woman Owned Business of the Year" awarded by the U.S. Department of Agriculture:** The Food and Nutrition Service (FNS) division of the USDA nominated SSI citing SSI's excellent performance in providing bilingual staffing services while assisting FNS with their national outreach effort to promote the Food Stamp Program.
- **2000, "Small Businesswoman of the Year" awarded by the Greater Washington Ibero American Chamber of Commerce (GWIACC):** GWIACC cited Ms. Vicentini for her entrepreneurial spirit, community involvement, and success in rapidly growing a financially strong business that created many new job opportunities.
- **1998, SSI was featured in the Department of Defense's (DoD) Web page as a business success:** SSI was profiled for its annual revenue growth rate of over eighty (80) percent and nearly quadrupling its number of employees from 1995 to 1998.
- **1995, "Employer of the Year" awarded by the Alexandria Business and Professional Women's Organization:** SSI was named "Employer of the Year" for its continued commitment to the support and advancement of women in the workforce.

Memberships

- Alexandria Chamber of Commerce
- Capital Area Staffing Association (CASA)
- Coalition for Government Procurement
- Contract Services Association (CSA)
- Dialogue on Diversity
- Human Capital Institute
- National Contract Management Association (NCMA)
- National Women's Business Center
- Society for Human Resource Management (SHRM)
- U.S. Women's Chamber of Commerce (USWCC)

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