

**U.S. DEPARTMENT OF HOMELAND SECURITY (DHS)
U.S. CITIZENSHIP & IMMIGRATION SERVICES (USCIS)
FIELD OPERATIONS DIRECTORATE (FOD)
HEADQUARTERS FIELD OPERATIONS DIRECTORATE (HQFOD)**

Solicitation #123456789

Field Operations Support Services

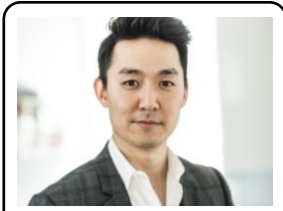
Value Summary

Results We Will Deliver	Key Processes	Experience
<ul style="list-style-type: none">• Result One• Result Two• Result Three• Result Four• Result Five	<ul style="list-style-type: none">• Process One• Process Two• Process Three• Process Four• Process Five	<ul style="list-style-type: none">• Experience One• Experience Two• Experience Three• Experience Four

Team ABC Corporate PMO



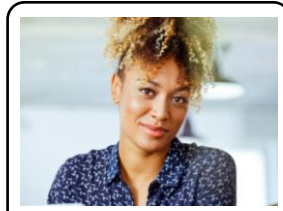
Greg Fitzgerald, ITC President
(ITC Corporate Oversight and Accountability)



Mike Youngblood, Chief Operating Officer (ITC Transition Manager, ITC Corporate PMO Oversight)



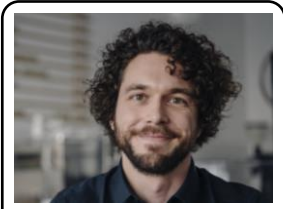
Krishna Davis, Vice President of Contracts (FOSS Contracts and Modification Support)



Carrie Alexander, Vice President of Talent Acquisition & Security (Oversight of FOSS Recruitment and Staffing Support)



Will David, President/CEO (DTSV Corporate Oversight and Accountability as Subcontractor to ITC)



Carlos Norris, Program Manager (Proposed Key Personnel with Oversight of FOSS)



April Sherman, Deputy Program Manager (Proposed Key Personnel with Quality Oversight and Support to Program Manager)

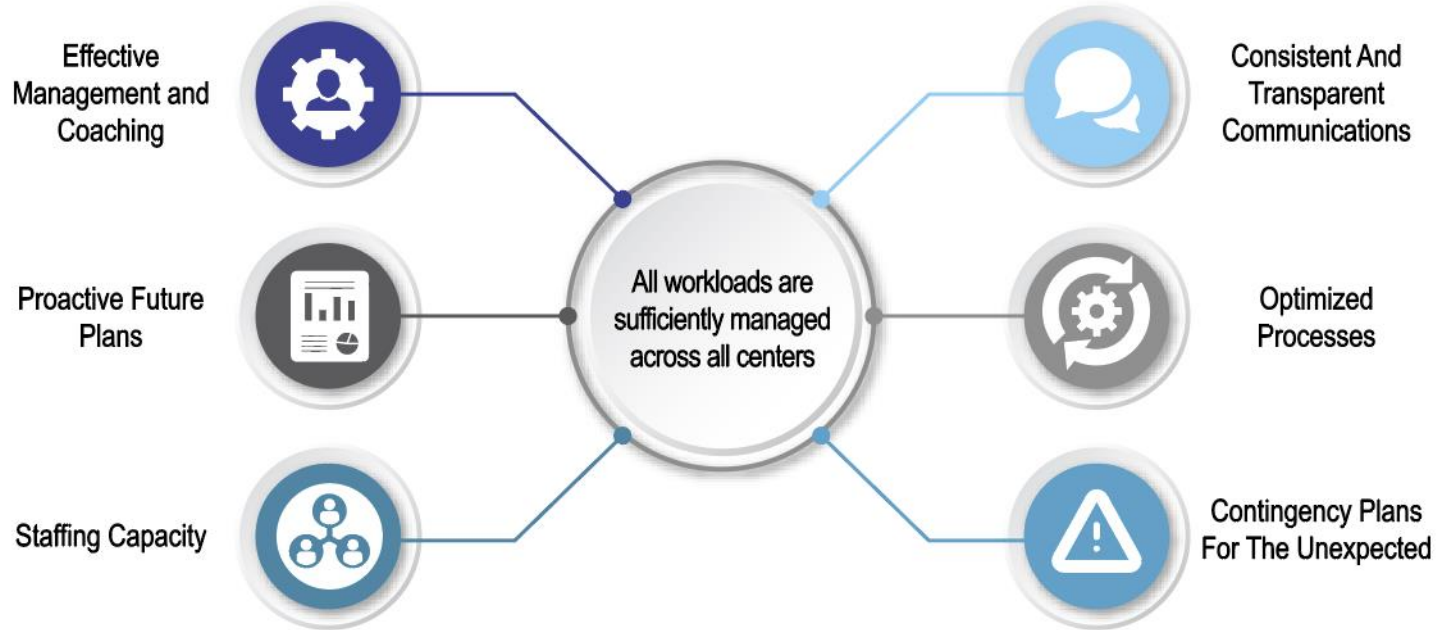


Kristen Hellekson, Director of Operations (Proposed Operations Manager)



Bev Castonguay, DTSV VP of HR and Recruiting (FOSS Recruitment and Staffing Support)

Approach to managing and balancing workloads over a large workforce in geographically dispersed areas to meet changing needs of the program and unanticipated increases in workload or lulls in varying locations



Team ABC's approach will ensure.....

Implement Effective Management and Coaching

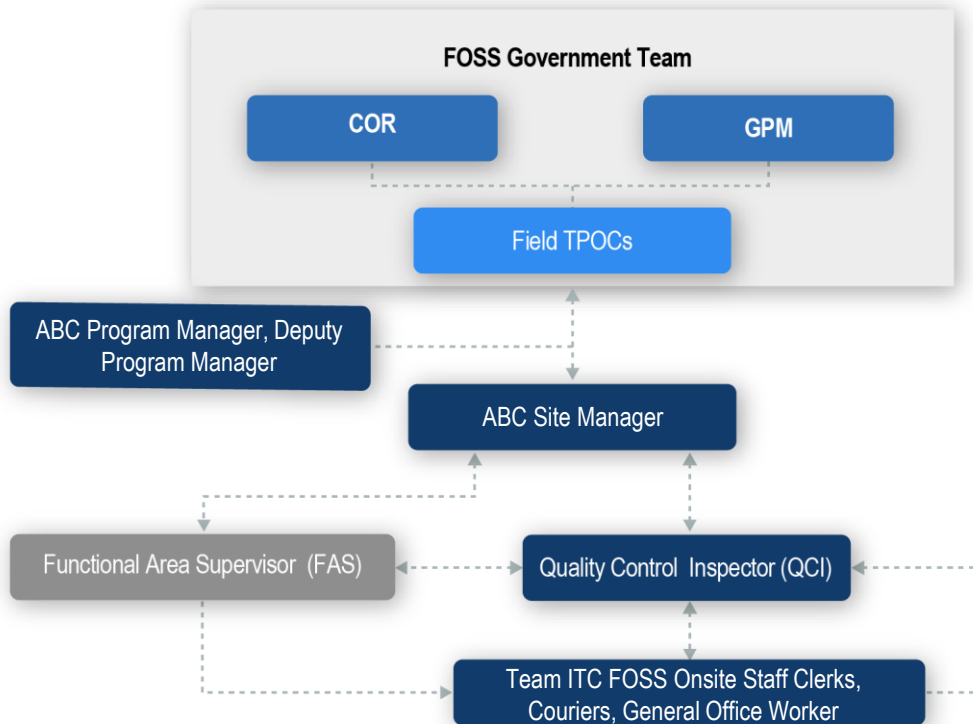
- **Point One**
- **Point Two**
 - **Lorem ipsum**
 - **Lorem ipsum**
 - **Lorem ipsum**
- **Point Three**
- **Point Four**

Team ABC will implement a consistent management approach across all sites....

Communication

- Supporting Point One
- Supporting Point Two
- Supporting Point Three
- Supporting Point Four
- Supporting Point Five

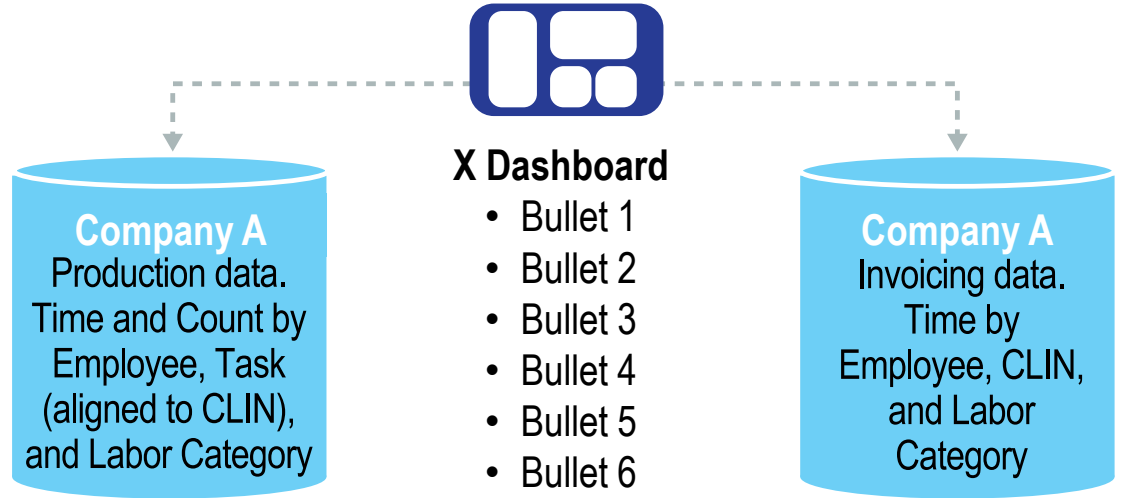
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Nunc non blandit massa enim. Tincidunt ornare massa eget egestas purus.



Team ABC communicates to ensure...

Proactively Monitor and Plan for the Future

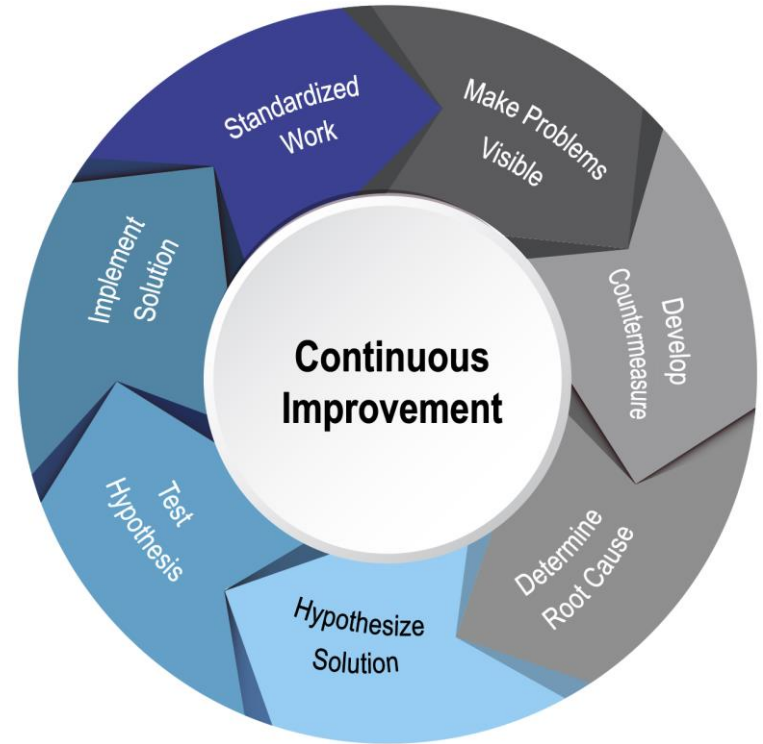
- Supporting Point One
- Supporting Point Two
- Supporting Point Three
- Supporting Point Four



Team ABC implements a data driven approach to ensure...

Optimize Processes

- Supporting Point One
- Supporting Point Two
- Supporting Point Three
- Supporting Point Four
- Supporting Point Five



Improving process efficiency...

Build Staff Capacity

- Supporting Bullet Point
- Supporting Bullet Point
- Supporting Bullet Point
- Supporting Bullet Point
- Supporting Bullet Point
- Supporting Bullet Point
- Supporting Bullet Point
- Supporting Bullet Point
- Supporting Bullet Point
- Supporting Bullet Point
- Supporting Bullet Point

Team ABC invests in creating Staff Capacity & Scalability...

Plan for all Contingencies

Use Risk Management Indicators to Identify Performance

Team ABC Risk Management Indicators

Severity	Risk Impact	Risk Probability	Residual Risk
1	Little/No Impact	<10%	Little/No Impact
2	Minor	>10%	Low
3	Moderate	>25%	Moderate
4	Significant	>50%	High
5	High	>75%	Critical

Implement Contingency Plan

1. Supporting Point One
2. Supporting Point Two
3. Supporting Point Three
4. Supporting Point Four

Team ABC proactively creates contingency plans...

Plan for the Worst

1. Bullet Point One
2. Bullet Point Two
3. Bullet Point Three
4. Bullet Point Four

ITC proactively creates contingency plans for unanticipated surges and changing needs

Approach to Establishing and Maintaining a Quality Control Operation for a Project of This Scale

People

- Team ABC
- Team ABC
- Team ABC

Tools

- Tool 1
- Tool 2
- Tool 3
- Tool 4
- Tool 5

Processes

- Supporting Point 1
- Supporting Point 2
- Supporting Point 3



People, Processes, and Tools offer a balanced and efficient use of Team ABC resources...

Quality Management Team

Corporate Quality Director	Program Manager (PM)	Deputy Program Manager (DPM)	Quality Control Inspector (QCI)	Site Manager (SM)	Site Staff
<ul style="list-style-type: none"> • Supporting Point • Supporting Point • Supporting Point 	<ul style="list-style-type: none"> • Supporting Point • Supporting Point • Supporting Point 	<ul style="list-style-type: none"> • Supporting Point • Supporting Point • Supporting Point 	<ul style="list-style-type: none"> • Supporting Point • Supporting Point • Supporting Point 	<ul style="list-style-type: none"> • Supporting Point • Supporting Point • Supporting Point • Supporting Point 	<ul style="list-style-type: none"> • Supporting Point • Supporting Point • Supporting Point

Having a Senior Quality Team....

Quality Management, Implementation

Quality Management

1. Supporting Point One
2. Supporting Point Two
3. Supporting Point Three
4. Supporting Point Four

Keys to Success

- ✓ Keys to Success One
- ✓ Keys to Success Two
- ✓ Keys to Success Three

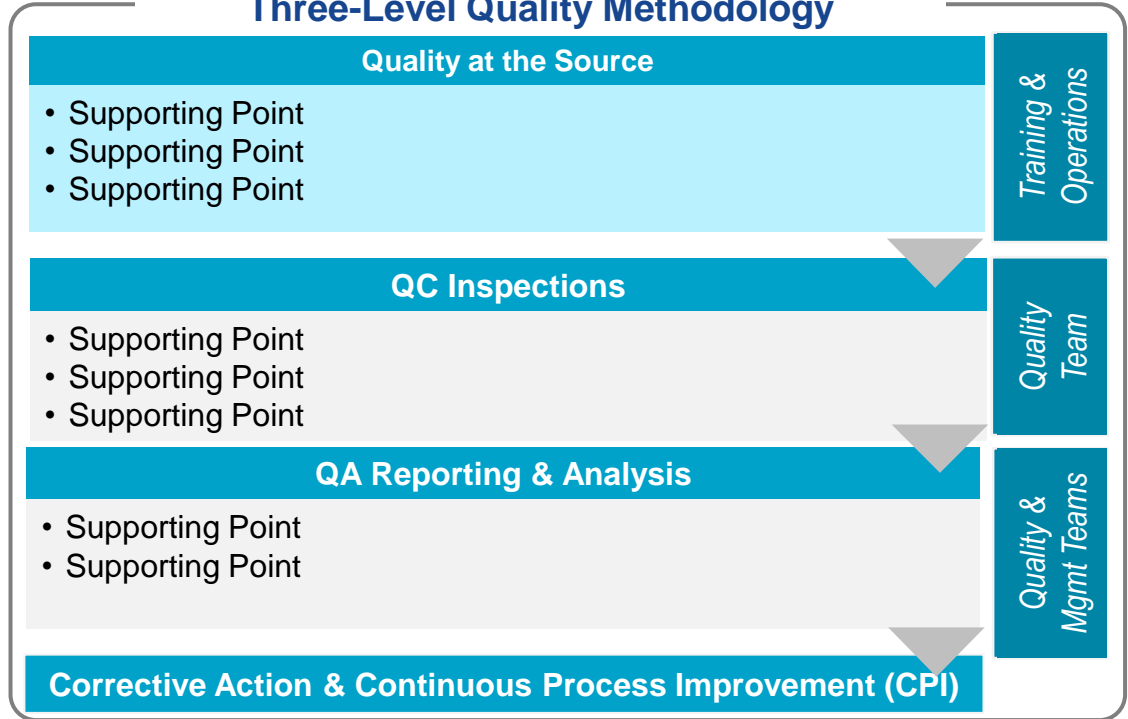
FOSS Objectives & Performance Requirements

Team ABC: FOSS Quality Program

Best Practice Standards

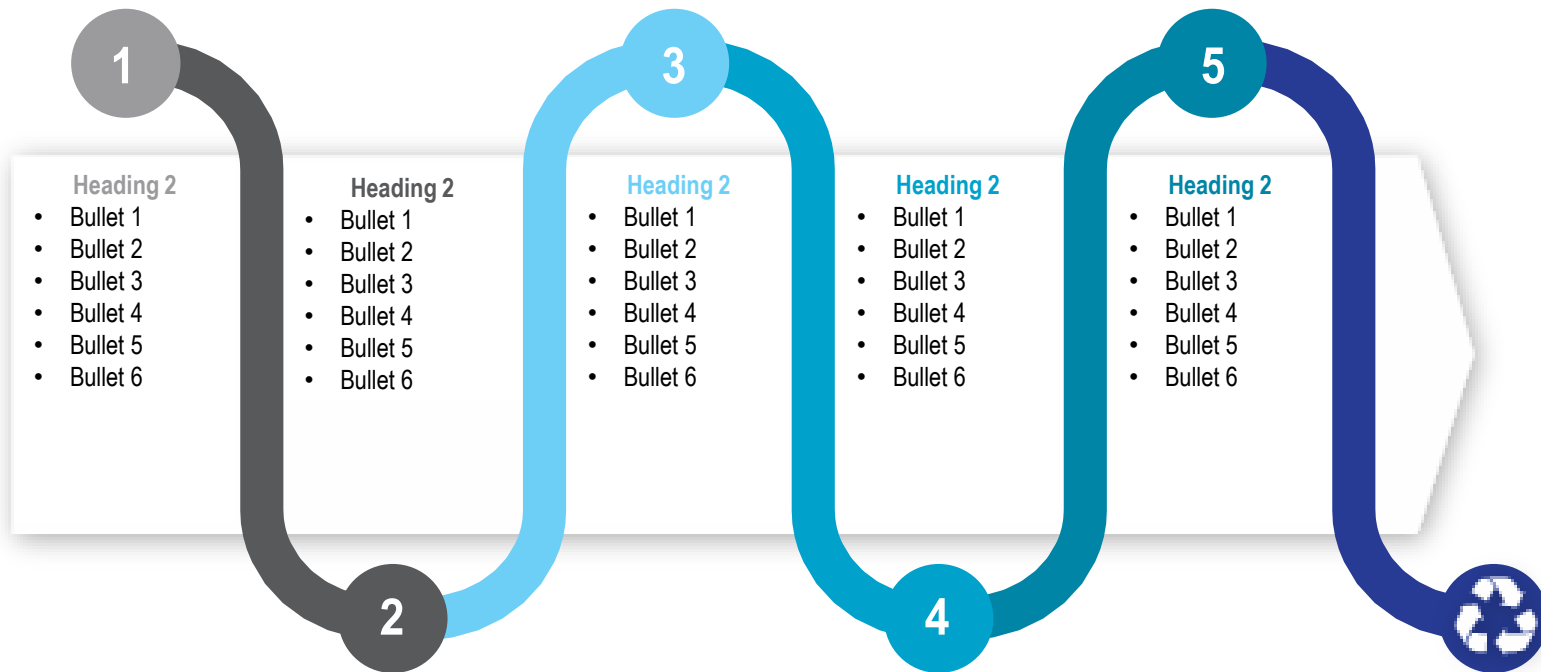


Three-Level Quality Methodology



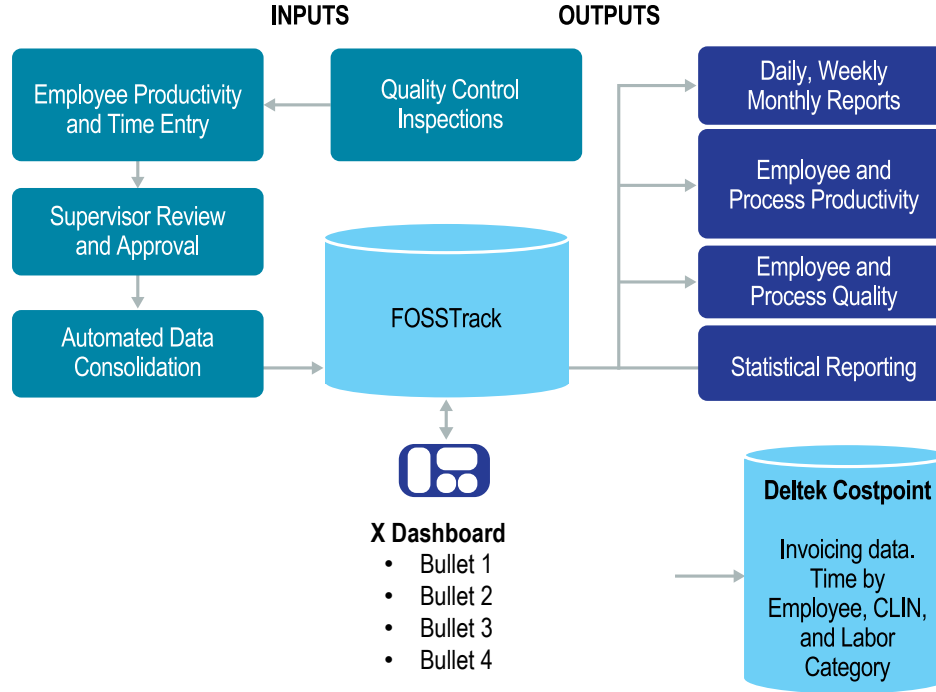
Our ABC System use of XYZ and Lorem standards enhances our processes and promotes efficiency and effectiveness to ensure SAFE task order success.

Problem Identification, Resolution, and Continuous Quality Improvement



Problem identification and resolution ensures accountability, transparency, and continual growth...

Tools to Monitor Performance



Team ABC supports.....

Jane Doh, President
Company ABC
Phone: (703) 582 – 3374
Email: janedoh@abc.com

Thank you for the opportunity!