



**PROFESSIONAL SERVICES
OF AMERICA, INC.**

Professional Services of America, Inc.
601 Avery Street, Suite 500
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CAPABILITY STATEMENT



WHERE DO WE GO FROM HERE? ... GET ON BOARD WITH PSA

PSA's Capability Statement is not structured like most Capability Statements. It is a story about an economically disadvantaged young woman, Judy Sheppard, who was raised in poverty in rural West Virginia. In 1989 Judy started a small business and grew her company, Professional Services of America into a multi-million dollar corporation. The PSA Capability Statement presents a historical depiction of PSA, including the services and the programs PSA offers. The Capability Statement also illustrates how PSA has become one of the most highly respected companies in the private and public sectors.

Join Judy and the PSA Team as we review the 28+ year history of Professional Services of America. Envision how Judy became an entrepreneur and grew her small business by capturing business as well as the hearts of some of America's largest "Fortune 500" corporations and Federal Government agencies.



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Perhaps former U S Senator John D Rockefeller, IV stated it best when he said; "Judy has had a very distinguished career at Professional Services of America, Inc. Her company is well known for not just selling a product, but for her entrepreneurial skills. Judy has set the Gold Standard for all small business companies."

PSA SERVICES

STAFFING

Managed Staffing
Flexible Staffing Solutions
Executive Search
Permanent Placement
On-Boarding
Contract Employees
- Temporary
- Temp to Permanent
- Full Time

SAFETY & TRAINING

Workforce Development
Workplace Safety
Earned Value Management
E-Learning Capabilities
Sexual Harassment
Matter of Respect Training
Six-Sigma/PMP
Diversity Training
Disaster Investigation

CONTRACTED SERVICES

Executive Coaching Program
Facility Management Security
Business Support Services
Project Management
Database Management
Pension/Benefit Management
Site Development
Facilitation

RECRUITING

Professionals including Doctors,
Nurse Practitioners, Engineers,
Chemists, IT, Financial Analysts,
Accountants, Program Managers,
Executives, Grant & Technical
Writers, Administrative Personnel
Bilingual Personnel
Clearance Personnel
Oil & Gas Industrial Workers
Subject Matter Experts

CONTRACT CERTIFICATIONS & VEHICLES

- Women-Owned Small Business (WOSB)
- Certified HUBZone Small Business Concern (SBC) #58412
- WBENC #1700356
- WIPP
- SeaPort-e Prime Contractor N00178-14D-7457

PRIMARY NAICS CODE: 541611

DUNS NUMBER: 803898386

CAGE CODE: 31XL7

SECONDARY NAICS CODES: 493190, 518210, 541214, 541219, 541330, 541380, 541511, 541512, 541513, 541519, 541612, 541613, 541618, 541690, 541720, 541910, 561110, 561210, 561312, 561320, 561410, 561720, 562920, 611430, 611710, 621111, 621112, 621498, 622110, 622310, 623110, 813920.



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BACKGROUND

Professional Services of America, Inc. (PSA) is an unbelievable success story. It is a unique account of how a young woman with a strong will to succeed started a small staffing company in Parkersburg, West Virginia. Over the last twenty-eight + years, PSA has built a solid reputation in Human Resource Management by primarily focusing on the corporate world. Judy Sheppard, PSA's President and CEO is the chief architect and brains behind PSA. In early 2004, as the nation's economy began to decline, Judy was one of the first CEO's to recognize that in order for PSA to reach the pinnacles of success she desired, PSA would have to modify our business strategy. This was not an easy decision because up until this time, PSA had been highly successful in generating wealth in the corporate world. However with the economy taking a downturn, she recognized it was time to pursue new marketing opportunities.

Since the United States government is the largest purchaser of services and supplies in the world, it was obvious and made sense to seek additional business from the Federal sector. This strategy opened up a whole new world for PSA and paid huge dividends. The following pages describes the details of how Judy built PSA into one of the best small businesses in today's marketplace.

PSA's COMPETITIVE ADVANTAGES

ADVANTAGE NUMBER ONE LEADERSHIP

In every successful company you will find a good management team that is led by a top executive. Judy Sheppard has served as PSA's President and CEO from its inception. Judy's dynamic leadership skills graphically demonstrates her abilities to grow and manage businesses. Her wisdom, foresight and entrepreneurial skills far exceeds any obstacles that might have stood in her way. She has built an outstanding record of past performances in both the public and private sectors. Judy's work ethic, business experience, expertise, vibrant personality and positive attitude have been and continues to be invaluable assets in aiding PSA to capture federal and private sector clients and contracts.

Unquestionably, Judy Sheppard is the heart, the sole and the chief architect of the business strategy for PSA.

In addition to the above, Judy is truly an amazing person. She is a dynamic leader. She has received numerous honors and awards for her entrepreneurial skills. As a small economically disadvantaged woman-owned business, Judy has the intelligence and ability to make instant decisions. **No ... is simply not in her vocabulary.**



Federal agencies, as well as private sector companies quickly learned that Judy's "can-do attitude" plus her "thinking outside of the box" has given her instant creditability and is recognized as the "Go to Person" when there are requirements that no other private or public sector entity has the expertise to fulfill. Judy's many years of experience in the corporate world has provided her with a "competitive advantage" over other small businesses. However, she also knew that in order for PSA to meet her ambitious goals of obtaining new clients, major changes needed to be made. Major clients such as the Armed Forces Retirement Home and the US Department of Energy in the Federal sector and Constellium Rolled Products in the private sector are three of her biggest supporters. A list of additional clients is found later in this document.



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COMPETITIVE ADVANTAGE

One of the first items on Judy's agenda to grow the company was to assemble an outstanding management team that shared her management philosophy and vision. Judy first chose the late R V "Buddy" Graham to serve as PSA's Senior Vice President and Chief Operating Officer. Mr. Graham was a top level professional who has worked extensively with the private and public sector agencies in West Virginia, Ohio, and Kentucky. Although Mr. Graham has passed, many of the business initiatives and processes he instilled within PSA are still being utilized today. Judy believes the heart and core of any business is the management team, and their ability to tackle any challenge, together. The benefit of the organization, as a whole, is fundamental to success, both for the organization and for the clients they serve.

With changing Government priorities and focus, PSA had to change as well. Judy immediately crafted a strategic plan to restructure PSA's internal management. The plan substantiated that in order for PSA to meet their new goals, PSA would need to add additional management personnel to compliment Judy's skills in the Federal sector. She selected a team with experience in financial and program management and economic analyses of high technology research & development projects. This includes financial management, cost analysis, cost-benefit analysis, cost and schedule performance analysis, life cycle assessment preparation, development of software designed to support decision tools that are used to implement business process re-engineering and strategic planning. The team also has an extensive background in computer software, database design and maintenance, and the understanding of sound business practices requiring accountability through consistent, uniform reporting. The team's experience includes contract planning, budgeting, and execution.

In addition to the above, Judy and her team are highly respected by the Department of Energy for project management and writing skills on the COOP Plan as well as supporting US DOE HQ & providing assistance to DOE LM in order to maintain their designation as a High Performance Organization.

As new business opportunities continued to accelerate, it was obvious that PSA also needed to hire skilled Project Managers to work in Federal programs. An example is one which has worked at PSA, in various roles, since his graduation from college and was a perfect fit to be a Project Manager, and with value already proven on several US DOE Projects including the 3161 Workforce Restructuring project. PSA Project Managers are experienced in organizational development, process improvement, training, and implementation practices and provide program and project oversight, be part of the negotiations teams. In addition to managing and overseeing staff and program tasks on various projects, they have knowledge in IT infrastructure, Software, Cybersecurity, Electronic Medical Records, Network Systems & Operations, and customization with integration of existing, legacy systems.



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PROFESSIONAL RECRUITING STAFF

PSA is fortunate to have the most dedicated and caring individuals to lead the recruiting division. PSA has years and years of experience in recruiting. PSA maintains a proprietary database with thousands of candidates in multiple disciplines. However, in today's ever-changing world of business and technological advances, PSA believes that although technology is important, it is not really what determines the success or failure of a project, or an organization... **it is the people.** Although PSA has access to many state of the art tools, our success comes down to identifying the right person for the right job. PSA works with each client to develop and define job requisition scopes, skills and education requirements, and prior work experience qualifications.

PSA CONTINUES TO ADD Programs

Judy Sheppard continuously is adding new programs to increase PSA's marketing capabilities. With a new staff and vision in place, PSA is now ready to meet our customers' demands. Some of the programs that PSA offers are **Executive Coaching Programs, New Business Support Services, a Strategic Planning and Program Management Division** with an additional emphasis on PSA's excellent **Managed Staffing Services Program, new IT and Engineering Alliances.** PSA is always striving to develop New Teaming Partners and New Joint Venture Alliances. These changes when added to the original programs opened up a wide variety of complimentary services. It also dramatically changed the corporate structure from being just a staffing company to a dynamic proactive company that is ready and willing to go anywhere and do whatever it takes to meet and fulfill our clients' needs.

EXECUTIVE COACHING

PSA's new and existing private and public sector clients are excited about the unique Executive Coaching Program PSA has developed. The program is structured to afford our client's Top Level Managers the opportunity to pursue professional and personal development in a confidential and collaborative one-on-one setting. PSA's Executive Coaching Program is a uniquely designed leadership enhancement program that is created to build a relationship between two equals: an "Executive Participant" and a "Professional Coach." The two professionals work closely together over a specified period of time to facilitate learning, personal growth, increased self-awareness, and to achieve specific professional or developmental goals of the Participant. The program typically is completed in a 6 to 12 month period of time but can be adjusted to fit the executives' schedule. A key element in making PSA's executive coaching work is ensuring the participant and coach agree on specific metrics that will be used to assess their coaching progress. PSA maintains a database of professionally certified coaches to match the executives' skills. The coaches are made available to the Top Level Management Participants at an organization's headquarters or in field offices throughout the United States. Many of the Federal agencies have inquired and are using PSA's Coaching Program. Call Judy Sheppard for more information on the program. It is a well-known fact that PSA has a long and successful history of providing private and public sector staffing. Many of our Contract Employees are former Federal or industrial employees. They bring an intimate understanding of the management structures, communications protocols, and the corporate policies and procedures of an agency. Collectively, these individuals are able to establish instant rapport with Senior Executive Service (SES) principals at all management and staff levels.



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PSA'S PROGRAMS	CLIENTS	CLASSIFICATION	LOCATION
RECRUITING	75 Clients	Federal and Corporate	CONUS
MANAGED STAFFING PROGRAM	5 Clients	Federal and Corporate	CONUS
EXECUTIVE COACHING	US DOE HQ'S	Federal	CONUS
ELECTRONIC MEDICAL RECORDS	AFRH	Federal	Washington DC, Gulfport, LA
BUSINESS SUPPORT SERVICES	US DOE LM, US DOE HQ	Federal	Washington DC
WORK FORCE TRAINING	US DOI, NETL	Federal	Washington DC
ADMINISTRATIVE SUPPORT	BPD now BPS	Federal	Washington DC, WV
GRANT SUPPORT/ADMINISTRATION	African Foundation	Federal	Washington DC
ADMINISTRATIVE SUPPORT (SECRET)	FINCEN	Federal	Washington DC
JANITORIAL	Vet Adm., Constellium	Federal and Corporate	WV
STAFFING	West Virginia University	Federal and Corporate	WV
FACILITIES MANAGEMENT	7 Clients	Federal and Corporate	CONUS
ENGINEERING	Terradon, DuPont	Corporate	WV, Ohio, Kentucky
PROJECT MANAGEMENT	DOE LM, DOE HQ	Federal and Corporate	Washington DC, WV
CONTRACT MANAGEMENT	US DOE HQ	Federal	Washington DC
MEETING FACILITATION	US DOE	Federal and Corporate	Washington DC
STRATEGIC PLANNING	US DOE	Federal	Washington DC, WV
PROGRAM CERTIFICATION	Mylan, HUD	Federal and Corporate	CONUS
SOFTWARE MANAGEMENT	IBM, DISA, HUD	Federal and Corporate	Maryland, WV, SC

PLEASE NOTE: Space does not permit us to provide all the details for all of the programs that PSA provides. Plus, some of the information is proprietary to PSA or to our clients. However we have elected to provide a brief overview of a few of PSA's newer programs that our clients have embraced. For additional information on any the program, please call Judy Sheppard at (304) 485 1282.

FACILITY SUPPORT SERVICES.

PSA is being more and more widely recognized as the company that can accomplish the toughest tasks. This reputation has grown partly because of PSA being a quality provider of Facility Support and/or Business Support Services. PSA provides our clients a thorough analysis of each project in order to determine what and how to provide the support to enhance the ongoing operations of our clients'. Our customers quickly recognize our ability to provide quality and cost efficient support. Our total staff is well-trained and operate in a safe, effective manner. Our Facility Support Services include the following:

- Business Support Services
- Records Management
- Business Management
- Engineering
- Security
- IT Infrastructure & Support
- Environmental Safety & Health
- Stakeholder Support
- Training
- On-site Medical and Emergency Management
- Property Management
- Fleet Management
- Human Resources Support



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MANAGED STAFFING PROGRAM

PSA's Managed Staffing Program (MSP) allows companies and/or agencies to operate more efficiently by contracting their Human Resource Division to PSA. The program affords PSA's clients' the opportunity to concentrate their efforts on improving their core business capabilities. This will allow the company or agency to cut the high costs of maintaining an HR division. It affords PSA's clients a greater likelihood of providing the right person for the right job especially if the client is looking for top-level executives or a specialty-skilled employee. Drawing from a larger pool of candidates enables the client to select top-notch employees in any industry. PSA's "Managed Staffing Program" also provides a tremendous benefit to Federal Agencies by providing them with many of the same benefits as industry. Many of the Federal agencies have utilized PSA's Professional Recruiter services to obtain faster and quality access to workers with hard-to-find skill sets.

For many, the use of Managed Staffing Services, such as PSA offers will be the most cost-efficient method to move forward. In many cases it is more cost effective for companies to outsource all or at least a percentage of their workforce to help reduce their costs. This includes unemployment and healthcare expenses. Certainly, it is much quicker to staff up and staff down a workforce by using PSA's Managed Staffing Program.

"One good thing about all the changes that PSA is experiencing right now is that there are many talented people who want to work. PSA is finding that our clients are able to hire well-qualified talent for their companies much faster and much easier than ever before." In the future, we will see as much as 25-35% of the workforce made up of retirees who have retired and are going back to work. In fact, we are seeing this in several industries in West Virginia right now.

PROGRAM AND PROJECT MANAGEMENT

Successful program and project management requires integrated solutions customized to address the unique cost, schedules, and technical requirements and/or challenges of each program or project. PSA's experienced staff understands these challenges. PSA has a proven track record of assessing client needs and bringing together the right people, processes, and tools. PSA's program and project management support services incorporate proven best practices that include project planning, project execution, staffing, and budget oversight and control.

PSA's Senior Management Team works closely with the top management at the Federal agencies and private industry to create a strategic plan to offset any additional costs. The many years of experience of each of PSA's teams has provided the client with a "Competitive Advantage" that includes forecasting future staffing needs that proactively stockpiles our database with specialized talent.

One of the big changes we have made today is that we changed from just being a staffing company that provides people to becoming a partner with Federal agencies and industry. With all the new technology available, PSA has formed several virtual teams that work together on special projects. Our Virtual Teams were formed to work on projects and assignments all over the world.

PSA provides clients with the top Subject Matter Experts (SME) and certified Project Management Professionals (PMPs) in the industry that are ready to assist in the following areas:

- Earned Value Training
- PMP Boot camps
- Risk Analysis/Corrective Action Plan Development
- Independent Project Analysis and Reviews
- Financial System Integration
- Project Scheduling/Cost Estimating



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JUDY SHEPPARD/PSA HONORS AND AWARDS

Judy has received a very impressive lineup of honors and awards. For example, she was honored as the Ernest & Young Entrepreneur of the Year in 2003. The following year, she was selected by SBA as the Minority Entrepreneur of the Year. In 2005 she was selected by SBA as the Small Business of the Year, and SBA selected her as SBA Women in Business Champion in 2006.

She was also honored as one of the "50 Most Powerful Minority Women in Business" at the Ritz-Carlton Hotel in Washington, DC and featured on the cover of the May/June 2010 issue of the *MEA Magazine*. This is a notable achievement since Judy is the only woman from West Virginia to ever have won this designation. In 2010 at a luncheon in Chicago, American Express named Judy as the Teaming Contractor of the Year. A partial list of her awards are listed below.

- 2015, 2016, 2017 Distinguished Professional Award**
- 2016 A Beacon for Qualified Professionals**
- 2016 Stevie Award**
- 2015, 2016 Recognized by World Wide Branding for Excellence in Leadership**
- 2015 PSA was awarded a contract with DOE HQ's to provide Executive Coaching to DOE's Top Management Exec's.**
- 2014 PSA was recognized by the US DOE for their collaboration on updating the DOE COOP plan.**
- 2013 Trail Blazer Woman of the Year Ohio River Valley Women Business Enterprise**
- 2012 SBA Selected Judy Sheppard as "Region 3 Minority Person of the Year"**
- 2011 SBA Selected Judy Sheppard as the SBA "Small Business Person of the Year"**
- 2011 Honored by the Euro-American Council for Contributions to Economic Development**
- 2010 Judy Sheppard, National Teaming Contractor of the Year, American Express (Chicago)**
- 2010 Judy Sheppard, Selected as one of the 50 Most Powerful Women in the USA – M&E**
- 2008 Judy Sheppard, Honorary Degree - West Virginia University - P**
- 2008 Judy Sheppard, Women's Business Enterprise - SE Business Woman of the Year**
- 2007 Judy Sheppard, Inducted in West Virginia's Who's Who Hall of Fame**
- 2006 Judy Sheppard - SBA Women in Business Champion**
- 2004 Judy Sheppard, WV MDC Female Entrepreneur of the Year**
- 2003 Ernst & Young Selected Judy Sheppard as "The Entrepreneur of the Year"**



Judy Sheppard, President and CEO of Professional Services of America received the "Artemis Award" at the Euro-American Women's Council's 15th Annual Awards Ceremony at the Rayburn House Congress Building. The EAWC honors women and men leaders from around the globe for their distinguished achievements. The Award pays tribute to individuals from the fields of business, politics, medicine, sports, academia, science, arts and culture whose achievements have decisively contributed to the growth and advancement of societies on a national and international scale. Ms. Sheppard was selected as the 2011 recipient from the United States for her distinguished leadership and commitment to assist women in business.



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PSA MAINTAINS CONTRACTS OR SUBCONTRACTS WITH MULTIPLE FEDERAL AGENCIES



PSA'S CORPORATE CLIENTS INCLUDE MANY OF THE TOP COMPANIES IN THE WORLD





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CLOSING SUMMARY

We have endeavored to provide you with a synopsis of Professional Services of America's (PSA) past, present and future. However, there are many challenges and opportunities for employers and agencies in today's business environment. Massive healthcare reform, talent scarcity in many fields and the increasing need for excellent customer service at all levels of organizations are concerns on every business leader's mind right now. As we move forward, every business needs to develop relationships with workforce partners to enable them to find more creative on-demand solutions.

To become more effective and cost efficient, PSA is committed to creating "Teaming Agreements" with our clients in both the Federal and business sectors. Our focus is on teaming with clients to achieve optimal solutions that consistently deliver competitive advantages for both partners. PSA continuously strives to raise the bar in service, quality, capabilities and knowledge within the business, engineering and technology service industries.

PSA's expertise in Values and Management allows our clients to cut their costs significantly by outsourcing their requirements to PSA. In all cases, PSA will fulfill the ever increasing demands placed on today's companies to comply with the government's requirements.

PSA's strengths:

- PSA's management team brings a multitude of industry experience to address any issue
- Judy Sheppard's leadership skills have an unbelievable proven track record of award-winning performances
- PSA's values are driven by integrity, ethics, and a strong commitment to our community
- PSA retains a seasoned professional staff of consultants and subject matter experts to provide PSA and our partners a competitive advantage
- Finally, PSA's proven record of success is documented by the large amount of high profile clients that have been with us for years. This attests to PSA's ability to successfully meet the challenges and needs of our clients.