Project Manager Section

1-2 paragraphs for each of the following sections out of our boilerplate.

Authority to Utilize and Redirect Subcontract Resources

As an experienced federal contractor, managing large, complex programs, XXX has earned a solid reputation for successfully utilizing and redirecting subcontractor resources. This reputation is grounded in our one-team approach and backed by our proven management methodology and corporate support procedures.

As the prime contractor, XXX assumes 100 percent accountability for all aspects of contract delivery, including monitoring and managing all subcontractor performance. Based on our experience, we place a high priority on authority and communication to ensure effective service and solution delivery. For example, we centralize subcontractor oversight in the Project Manager's role. This approach centralizes responsibility for all operations and communications in a single individual, who also serves as the leader of our one-team. At the same time, all communications and coordination run through a single point of contact with each subcontractor to ensure effectiveness.

This approach has been successfully deployed on all of our projects, and we continue to enhance procedures as our subcontractor relationships continue to evolve. For example, the approach was successfully implemented over three XXX contract iterations. In addition, at the XXX, we successfully blended our in-depth technology and infrastructure operations expertise with library subcontractor expertise to deliver seamless information science and library services.

By establishing clear authority and communication, XXX ensures all parties operate as one team. As a result, we ensure process flow is effectively supervised while enhancing our capacity for responsiveness and our flexibility to meet our client's evolving needs.

Independence and Autonomy of the Program Manager

XXX Project Managers, backed by corporate management, are independent and autonomous, vested with the authority to manage all task deliverables, supervise all staff, including subcontractors, and coordinate all communications. As XXX one-team leader, the Project Manager serves as the main point of contact between contractor and agency, and contractor and subcontractor, managing direct lines of communication and reporting to key client, team and corporate stakeholders. He is responsible for all day-to-day activities, workflow and task deliverables, including the details of staffing, scheduling, prioritizing, quality control, performance, and production.

Our independent and autonomous project managers have also received accolades from our clients, for example XXX, a former XXX XXX, publicly recognized our superior program management with a XXX evaluation for the XXX contract.

Based on our experience, the independence, autonomy and authority vested to the Project Manager successfully maintains effective control and accountability for contract performance, while driving insights into opportunities for improved efficiency.

Accessing Corporate Officials

XXX approach to successful project management is backed by our close communication and collaboration with our corporate officials. In fact, they are an active presence on each project, providing oversight, performance monitoring, risk mitigation, issue resolution and administrative support.

Through these ongoing activities, our Corporate Officials remain an active project participant, easily accessible to client stakeholders and project teams to ensure project efficiency and effectiveness.

Control Over Essential Resources and Functions

The dedicated XXX Project Manager has ultimate control over essential resources and functions, from task deliverables, staff, communications and reporting to the details of day-to-day activities and operations. In this role, the Project Manager is the main point of authority and control.

The Project Manager works closely with Group Leads on specific tasks and activities to ensure work activities are properly prioritized. And he conducts regular staff evaluations to monitor, correct and reward performance to further drive mission quality.

Our Corporate Manager, with support from our corporate resources, provides oversight on the project as well as the Project Manager, monitoring effectiveness and performance quality and support when issues arise.

Process to Obtain Decisions Beyond Authority

All members of Team XXX are responsible for identifying and reporting issues that may impact project goals to the Project Manager, who works hand-in-hand with the client representative and Corporate Manager to address and resolve. However, while our Project Manager is vested with decision making authority, at times oversight is necessary. This is where our Corporate Manager plays an active role, supporting the Project Manager with risk mitigation, issue resolution, and contractual issues should they arise, and directing any corrective actions necessary to maintain program, schedule, and resource commitments.

This dedicated corporate structure also provides direct reach-back into a wealth of experience and knowledge in both subject matter expertise and project management to ensure seamless management, operations and performance when decisions arise and action is necessary beyond the authority of the Project Manager.

Corporate Support and Resources

The first-hand experiences of our Corporate Support team infuse our project management methodologies and best practices, and their knowledge and lessons learned are continuously tapped to help drive successful client deliverables. They are an active presence on our projects, for example, the Corporate Manager is responsible for reviewing and approving subcontractor agreements, addressing all issues and coordinating corrective action, and communicating with client stakeholders to solicit feedback and monitor performance.

In addition, our corporate support and resources provide dedicated day-to-day support, including accounting, finance and HR. For example, this team is responsible for preparing detailed budgeting and forecasting information and weekly, monthly, annual and quarterly reports. They monitor physical inventory, coordinate personnel information, process invoices and expense reimbursement, and

administer partner and non-disclosure agreements. Working closely with the Project Manager, they also coordinate continual staff training and professional development, as well as develop and deliver training.

Our Employee-First Management Approach is an integral component of our dedicated corporate support and resource pool, nurturing and rewarding employee performance in a critical way that drives retention results. And we boast a five percent turnover rate, which is well below industry average, ensuring that the majority of our contract staff will remain on the job and available throughout the life of this contract.

This dedicated corporate structure provides seamless project and staff support, reinforcing task delivery and performance checks and balances, while providing direct reach-back into a wealth of experience to ensure the highest level of performance and success.

Support Staff

Dedicated XXX support staff are essential members of XXX one-team approach, and their ability to administer vital project details, and work effectively with stakeholders across the organization, is paramount to our success. While our Corporate Manger and Corporate Support and Resources are responsible for oversight and the details of accounting, finance, HR and contracts, it is our administrative support staff who provide the fundamental clerical support.

Our experienced administrative support staff is responsible for a broad range of day-to-day activities, including support of the Project Manager, scheduling, coordinating meetings, conferences, and travel, teleconferencing, materials printing, call management, and office management. They often assist the team with moderately complex work, such as contract reports, surveys, user manuals, help guides and standard operating procedures, with supervision from senior staff, as well as work with complex technical software. They regularly interface with client stakeholders, for example the security office for onsite personnel. They onboard new hires and interns, and work closely with the Project Manager and Corporate Manager to schedule and coordinate meetings, conferences, events, and training classes.

We are proud to report that our administrative support team received a Certificate of Appreciation for Outstanding Service & Superior Teamwork from XXX, Assistant Administrator, for the support we provided at the 2013 XXX Conference.