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## CAPABILITY STATEMENT

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### Core Competencies

- ★ ISO 9001:2015 Certified Staffing Processes
- ✓ Staff Augmentation (Contract, Contract-to-Hire)
- ✓ Supplemental Staffing Programs
- ✓ Direct Hire
- ✓ MSP/VMS Expertise
- ✓ IT Solutions (Fixed Price & Time & Materials)

### Key Differentiators

- ✓ **Diversity & Inclusion:** Certified as a Minority Business Enterprise (MBE), our team is a collection of diverse individuals who bring unique perspectives to any problem.
- ✓ **Process Driven:** One of the few ISO 9001:2015 Certified IT Staffing services companies with a process-driven approach which delivers increasingly effective services with year-over-year improvement.
- ✓ **Compliance Driven:** nTech Solutions has taken the time to reduce your exposure and co-employment risk. We ensure 100% compliance to your clearance standards and position nTech as the primary employer through all phases of worker assignments.
- ✓ **Dedicated Client Advocate:** nTech Solutions reorganized our departments to remove Sales and Recruiting staff from the client management process. This allows for nTech to provide a dedicated resource to learn your business, advocate your needs to our internal staff, and provide an even keeled, genuine approach to aligning our work with your business and technical needs.
- ✓ **Flexible Staffing Approach:** We do not take a “cookie cutter” approach to our customers staffing programs. We work with you to develop a price model, procedures, and compliance standards on a 1-to-1 basis.

### Corporate Facts

- DUNS: 827892444
- Years in Business: 13 Years
- CAGE: 5SNM7

### Certifications & Awards

- ISO 9001:2015 Certified for Staffing
- Ranked by the Baltimore Business Journal’s 2018 list of Professional Search Firms & Temporary Staffing Agencies
- 2017 Top 100 MBE
- 2015 NMSDC Supplier of the Year
- State of Maryland Certified Minority Business Enterprise
- Certified by the National Minority Supplier Development Council (NMSDC)
- Certified by Minority & Women’s Business Opportunity Office Baltimore City

### Locations

- **Headquarters:** 9256 Bendix Road Suite# 208, Columbia, MD 21045, +1 (844) 276-4242
  - **Satellite Locations**
    - Ann Arbor, MI – (734) 531-7427
    - Philadelphia, PA – (484) 441-3692
    - New York, NY – (347) 915-3452
    - Chicago, IL – (708) 793-7813
    - Houston, TX – (832) 910-7813

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## STAFF AUGMENTATION

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*nTech Solutions Staff Augmentation program is ISO 9001:2015 certified; this includes Talent Acquisition, Job & Client Management, Onboarding, and Offboarding processes. Every phase of our staffing lifecycle is measured, validated, and reviewed quarterly.*

*Metrics are integral component of our staffing solution. We have innovated traditional recruiting metrics to promote a quality product. For example:*

- **Outbound-to-Unique Candidate Submissions (OTUC):** We look for efficiency within our recruiting operations and this begins with our OTUC metric. nTech promotes finding the best candidates in a timely fashion and not merely cold calling every resume on the job boards.
- **Turn-Around-Time (TAT):** In the on-demand world of contingent staffing, we understand time is of the essence. We are all familiar with engagement managers target start dates of “yesterday.” We work to align ourselves with this expectation and measure our TAT and define new goals on a quarterly basis.
- **Percentage Based Measurement:** nTech does not promote “raw” recruiting numbers, but rather, focus on delivery of high caliber resources. We measure the following ratios: Interviews Parentage (Submissions/Interviews), Placement Percentage (Placements/Interviews), and Submit-to-Hire Percentage (Placements/Submissions).

*Recent achievements:*

- 92.93% of contingent workers are on nTech Solutions W-2; we rarely use sub-contracting assistance. When you hire nTech Solutions as your staffing solutions provider, you are getting nTech Solutions as your staffing solutions provider.
- Ranked #1 in the Technical Services Category by a regional health insurance provider five out of the last seven quarters.
- Awarded the 2016 *Best Value Supplier* by a regional health insurance provider.
- Ranked as the #2 Business Professional Supplier by a Fortune 100 utility provider.



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## SUPPLEMENTAL STAFFING

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*nTech Solutions will work with you to develop and participate in supplemental staffing programs. These programs are designed to augment your contingent staffing program, addressing specific concerns & problem areas, while still maintaining program process and governance. Please see below for two examples of supplemental programs we have supported:*

- **Recurring/On-Demand Needs:** Our customer required a supplemental program to hire Infrastructure Project Managers in an expedited fashion. The team was frustrated by the extended timeline to fill, time commitment of interviewing for the same need, and diluted quality of a large MSP solution. We, along with one other vendor, agreed to a fixed price model, saving resource time and money. A few key features:
  - **Submission Limits:** Each vendor was limited to two (2) submissions which provided the manager a maximum of four (4) candidates to review.
  - **Candidate Commitment:** Candidates sign a commitment letter, prior to submission, to ensure their interest.
  - **Straight to Offer:** There was not an interview process; the burden of responsibility was placed on the vendors to properly vet candidates. By targeting two vendors who consistently perform at a high level, this allowed for a partnership of trust to be formed.
- **Supplemental Contingent Labor Program:** In an ideal world, your contingent staffing program is well measured, governed through a strong SOP, with strong supporting vendors. As part of this program, your managers would enjoy the maturity of such a program and be encouraged to participate. We all know this is not a reality. There are many managers out there, who are still hiring contingent workers, but outside of your program. We worked with a customer to provide contingent labor, with the following modifications:
  - **Maximize the Communication Chain:** Allow for staffing vendor inquiries, updates, and submissions to be sent directly to the hiring manager for review. The program office/MSP is required to be looped in on these conversations.
  - **Fixed Markups:** Many times, managers operating outside of a mature contingent labor program do not understand the high cost of sole sourcing directly to their preferred vendor. With markup restrictions, we can help the managers realize what a competitive contingent labor program looks like.
  - **Governed by Program Rules:** Except for direct communication, the vendors are required to follow existing program rules around solicitation, BI/DS requirements, resume format, etc.