

Presentation of Qualifications

Government Performance Solutions is dedicated to helping government organizations, at all levels, improve their effectiveness, their efficiencies, and their constituent services and customer experience.



GOVERNMENT PERFORMANCE SOLUTIONS, LLC

ENHANCING GOVERNMENT SUCCESS

A Veteran Owned Small Business

BACKGROUND

The Government Performance Solutions company was organized in 2019 by four experienced former government employees and consultants to fill needs identified by both government agencies and by companies that serve government entities. The four consultants have created a firm that provides unique services, specialized consulting, project management, as well as more common offerings such as sales, marketing and research, with the overarching mission of improving government services to their constituents and improving the services provided by other independent companies that serve government agencies at all levels.

The company now includes nine consultants with a broad range of skills, abilities and experiences. Collectively, our consultants' experience includes more than 275 years of work experience, much of that in government agencies and with companies that support government agencies.

GPS is a Veteran Owned Small Business.

Certification from the U.S. Veterans Administration is pending.



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PHILOSOPHY

In the modern world, no single agency of government can understand, evaluate, plan, execute and service every customer need. Yet, that is the mandate from our citizens. When change is needed, many organizations turn to outside assistance to help and guide them through a change process and manage that process to a successful conclusion.

The consultants of GPS have more than 275 years of government and business experience to help government agencies manage change and improve processes and customer experiences and services.

And, our experience has demonstrated that few problems at any agency affect only the part of the agency that identifies the issue. For example, a collections problem is about Accounts Receivable, but it is also about privacy, security, IT, constituent management, customer service and experience, operations, etc. The fact is that every part of an agency affects all other parts and that demands help (and capacity) for coordination. GPS is that assistance: we are experienced insiders with the ability to help you manage change.



EXPERTISE

- State Revenue/Tax Departments
- State Departments/Bureaus of Motor Vehicles
- State Secretaries of State (business registration and management, not elections and voting)
- City and County revenue agencies
- Courts at all levels, but especially at the city and county levels
- State Labor Departments and Workforce Development agencies (unemployment and workforce training and development) and the vendors who support those agencies

SERVICE AREAS

- Compliance
 - Tax law and regulation
 - Regulatory and statutory affairs
 - Accounts Revenue Management and collections processes
 - Consumer protection
 - Consumer education
 - Tax Amnesties
- Collections
- Process Management and Process Improvement (CQI)
- Constituent strategies
- Customer experience (customer/constituent relationship management)
- Security/risk management strategies, fraud defense and identification and ID Theft
- Public relations and messaging to constituents (agency reputation management)





The Team:

Milton Cuevas

Bob Dittmer

Stan Farmer

Betsy Alt

Les Arnold

Charlie Helms

Tom Morgan

Dave Smith

Stuart Vos



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Milton Cuevas Milt brings more than 26 years of executive leadership experience to GPS, including extensive experience in the banking and accounts receivable management industries. Most recently, he served as Deputy Commissioner for Collections for the Indiana Department of Revenue from 2012 to 2016 and as Vice President of Government Client Relations for Transworld Systems Inc. from 2016 to 2017. Milt holds a BA from the University of Mississippi.

Bob Dittmer served as Deputy Commissioner of Tax Administration with the Indiana Department of Revenue from 2015 to January 2017 and has more than 45 years of leadership, management, customer service and marketing experience. Bob has served in numerous management positions, including four years as Director of Public Relations for the Indiana Departments of Revenue and Labor prior to his appointment as deputy commissioner. Bob is a retired United States Army officer. He holds a BA from John Carroll University and an MA from Marshall University.

Stan Farmer has more than 30 years of government leadership, tax, and technology experience. He has a wide range of experience in identifying opportunities for improvement and leading teams to make changes that result in substantial performance improvement. He leverages technology to solve business problems resulting in significant improvements outcomes and customer service. He is also experienced in using analytics and behavioral economics to significantly enhance organizational results.



Betsy Alt has extensive experience as a marketing communication strategist, and more than 20 years of successful experience in business operations and management at many levels. She focuses on helping organizations enhance their marketing and external communication, including materials design and messaging, web development and social media, to support the advancement of organizational objectives. She holds an MA in public relations from Indiana University and a BA from Indiana University.

Leslie Arnold has more than 30 years' experience as a Sr. Solutions Architect and Data Warehouse Consultant working with clients to establish their data warehouse and analytic requirements in addressing reporting, compliance, discovery, fraud and abuse in several verticals. He was a principal member and technical lead of the original team that created an Enterprise Data Warehouse and Advanced Analytic Solution for Tax Compliance and Fraud. The solution has resulted in his client's recovery of over \$5 billion in previously unidentified Tax Compliance and Fraud dollars. Les has a BS in Mathematical Science from the University of Houston.

Charlie Helms served more than 26 years with the North Carolina Department of Revenue in various roles before joining Premiere. During his final 11 years Helms served as the Division Director of Tax Compliance/Collections and Director of Taxpayer Assistance. In addition, he interacted with the state legislature regularly, providing a practical understanding of tax administration and how proposed laws could achieve positive outcomes. He holds a BA from North Carolina State University.



Tom Morgan is a results-oriented and certified Project Manager and Scrum Master with more than 20 years' experience developing projects and programs that improve revenue and business outcomes for large and highly complex organizations.. Tom holds an MBA from the University of Phoenix, PMP and CSM certification, and is a Six Sigma Green Belt.

Dave Smith has worked in government and with government for more than 25 years, with more than 15 years serving the state government marketplace, including work focused on helping states develop strategies to solve business problems, better serve customers, and establish and implement data centric solutions.

He is a former Tax Administrator with the Arizona Department of Revenue, overseeing both Audit and Taxpayer Services. He was also the vendor liaison and project coordinator for a large-scale integrated tax system, business reengineering and analytics implementation.

Stu Vos has more than 34 years with Iowa state government, including 19 years with the Iowa Department of Revenue (IDOR), and 9 years with the Iowa College Student Aid Commission. In his last four years with the IDOR, Stu served as the Executive Deputy Director of the agency. He has extensive experience with state taxation systems and revenue management. Stu holds a BS from Iowa State



275 years

GPS Collective Experience

GPS is proud to be a member of the following professional organizations:

Southeastern Association of Tax Administrators Industry Council

NAGC NATIONAL ASSOCIATION of
GOVERNMENT CONTRACTORS

 **National Association**
for Court Management



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