

FRONT LINE



TRACE

CONSULTING

SEIZING SUCCESS THROUGH ADAPTIVE LEADERSHIP

Capability Statement

CHANGE MANAGEMENT CONSULTING
PROFESSIONAL EMPLOYER SERVICES



Change Management Consulting

DEVELOPMENTAL | TRANSITIONAL | TRANSFORMATIONAL

We understand that your organization's success is dependent upon your business transformation. We are experts at discerning the necessary approach to ensure you achieve that success.

WE ARE EXPERTS AT:

- Translating a vision into a plan of action
- Mentoring and coaching teams through change
- Optimizing team performance to capitalize on the opportunities ushered in with organizational change

Professional Employer Services

STAFF AUG | CONTINGENT WORKFORCE | VETERAN PLACEMENT

We pride ourselves on positioning the right Front Line Consulting team members with our clients to ensure they achieve their goals. We are experienced at providing:

- Project Managers
- Administrative Personnel
- Case Managers

FROM OUR PARTNERS

"Front Line is nothing short of terrific! Utterly professional, disciplined, and tactical problem solvers. Front Line is committed to excellence and always delivers it. An outstanding team! And outstanding team player." -Landair Inc

"We've partnered with Front Line Consulting on numerous emergency response programs. They were invaluable to our success, providing experienced management and flexible, productive team members for all engagements. More critically, they share our commitment to integrity, and as a trusted partner, we look forward to working with them in the future." - Winsor Consult Group

"Front Line supported the project with qualified, diligent professionals who have performed their responsibilities quite well." -Jacobs Engineering Group

"Front Line has proven to be an excellent partner" ... "We will not hesitate to secure their services again in the future." -TDX Construction

KEY DIFFERENTIATORS

We are an **Army Special Operations Veteran** owned and led consulting company.

We have unique and valuable insights into the challenges of leadership and management gained from **leading Special Operation Teams** through ever-evolving mission sets and operational environments.

We exemplify the tenets of adaptive Leadership, learned in the Special Operations Community, to our clients' and partners' benefit.

Our military experience is bolstered by our diverse private and public sector experience.

We tie our success to yours.

NAICS CODES

- 541611
Administrative and General Management
- 541612
Human Resources Consulting Services
- 561330
Professional Employer Organizations
- 541618
Other Management Consulting Services
- 561320
Temporary Help Services

CORPORATE DATA

EIN: 81-45421107
DUNS: 080473604

CONTACT

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Past Performance

OFFICE OF GENERAL SERVICES (OGS) ALBANY, NY | 2019 TO PRESENT

Since 2018, through our prime partnerships, Front Line has provided employment services for positions ranging from Project Managers, to technical (on-site) construction professionals, to Administrative Support Specialists on multiple OGS projects across the state of New York, ranging from the City Center to the Capital Region. We implement project control functions, recommend prioritization for implementing change controls, assess proposal compliance, process change orders, and ensure payments are submitted appropriately in addition to providing desk-side and on-site supervision, and advising on industry best practices and areas for innovation on multiple projects, including the Verrazano Narrows Bridge, Henry Hudson Parkway, and multiple subway stations.

METROPOLITAN TRANSPORTATION AUTHORITY (MTA) NEW YORK, NY | 2018 TO PRESENT

Front Line currently serves as the leading SDVOB participating in the ambitious Construction Management Small Business Development Program within the MTA. Front Line's Team serves as agency representatives monitoring the MTA's bidding contractors by providing oversight on proposals, cost estimates, and document compliance as well as assistance in implementation services with respect to new programs and initiatives. We provide desk-side and on-site supervision, advising in industry best practices and areas for innovation on multiple projects. We also identify project dependencies, constraints, and prioritize strategies for change implementation.

EMPIRE STATE DEVELOPMENT (ESD) WEST HARLEM, NY | 2018 TO PRESENT

Front Line assists with the monitoring of compliance and construction milestones for Columbia University's \$6B expansion of its campus in the Manhattanville section of West Harlem. This expansion will result in several new buildings and facilities including a new educational building, academic research facility, and recreational areas. In addition, the university is committed to fulfilling 50 community enhancements within three broad categories. Front Line serves as the State's compliance monitor conducting independent verification of construction milestones for the project, confirming that the university is delivering on its community enhancement commitments.

DORMITORY AUTHORITY OF THE STATE OF NEW YORK (DASN) NEW YORK, NY | 2021 TO PRESENT

Front Line provides Project Management services for the construction of a new 275-bed adult inpatient forensic replacement hospital at the Office of Mental Health's Mid-Hudson Forensic Psychiatric Center. The project includes design phase, bid phase, construction phase, and the administration of General Conditions. Front Line's team members provide data aggregation, vendor management, and construction oversight duties.

BUSINESS TO BUSINESS PROCESS MAPPING IRVING, TX | 2023

Front Line Consulting, LLC was contracted by Terelion to provide Business to Business Consulting Services to complete comprehensive Process Mapping of their end-to-end sales process. Process mapping visually represents a workflow, allowing team to understand a process and its components more clearly. To successfully complete this project we identified work processes, structures, timelines, milestones, and dependencies. We also developed questionnaires and scheduled interviews with all relevant stakeholders to gather appropriate data. During the interview process we captured and documented all pain points in the areas of business processes, staffing, and technologies and created a list of recommendations and suggestions for optimal future state. Outputs included a current state assessment (captured in a flow chart), future state recommendations, and complete process roadmaps utilized within the firm.



Past Performance

TEXAS TRANSPORTATION AND NATURAL RESOURCES DEPARTMENT AUSTIN, TX | 2017 TO 2020

Front Line served as the Prime Consultant providing Program Management services to TNR, for the county's \$319M Capital Improvement Program (CIP). Front Line was responsible for developing and implementing massive policy changes that improved work processes for the entire life cycle of the CIP projects. Front Line was responsible for the management, development, coordination, tracking, and consolidation of the CIP Project schedules, budgets, documentation, permitting, and communication. Through a combination of vendor management and integration of project management software, tools, and resources; Front Line created a data-driven delivery cycle with defined performance metrics and quantifiable outcomes. Front Line implemented Project Management Institutes (PMI) identified scope, schedule, and budget best practices as the Program's Performance Measurement Baseline (PMB).

THE CAPITAL FACTORY AUSTIN, TX | 2019

Front Line provided executive training and leadership coaching services to the executive staff of a technology startup. Utilizing role-playing exercises we trained this leadership team on multiple strategies to help them navigate common challenges typical of a small, fast-growing company.

THE GOVERNOR'S OFFICE OF STORM RECOVERY (GOSR) NEW YORK, NY | 2018

Front Line provided strategic planning services to improve GOSR's execution of the program by utilizing the client's objectives and values. Front Line identified internal and external barriers to success and created change management policies that resulted in actionable mitigation plans. Acting as Senior Consultants for the client we directly supported the training and implementation of the new policies across the breadth of the program. Front Line's team members provided planning, feasibility studies of resiliency projects, procurement assistance, estimations, change order management, and established metrics to monitor assigned projects.

NEW YORK STATE OFFICE OF GENERAL SERVICES (OGS) NEW YORK, NY | 2022 TO PRESENT

Front Line serves on the Office of General Services, Design & Construction (OGS D&C) contract to provide Construction Management services for the Manhattan Psychiatric Center project. We provide Assistant Project Management services including communicating with the Project Manager (PM) regarding project needs, monitoring project progress, following up with the PM and client regarding the completion or delay of project phases, supporting the coordination and management of projects, reviewing meeting minutes, following up on action items, and performing administrative tasks such as scheduling meetings, and maintaining project documentation.

NEW YORK STATE OFFICE OF GENERAL SERVICES (OGS) STORMVILLE, NY | 2022 TO PRESENT

Front Line provides Construction Management services to the Office of General Services (OGS) Design and Construction Group (D&C) to manage the anticipated rehabilitation of three (3) Waste Water Treatment Plants. The renovations will take place at Correctional Facilities within OGS Design & Construction's Region 3 (Hudson Valley) and are currently being performed at the Green Haven Correctional Center. The Construction Management team is responsible for completing inspections, QA/QC, constructability, and overseeing construction to bring the projects to completion successfully, on time and within budget.



Past Performance

NEW YORK STATE OFFICE OF GENERAL SERVICES (OGS) BROOKLYN, NY | 2022 TO PRESENT

Front Line provides Construction Management services for the Shirley Chisholm Recreation Center project. The new facility will be approximately 62,000 square feet and will serve as an innovative resource for the surrounding Brooklyn community. We serve as the Senior Change Order Managers for this design-build project, estimated at +\$130M, preparing detailed estimates and on-site analysis. We consult with trade partners and subcontractors to collect information to prepare accurate cost estimates and review change orders from general contractors, vendors, A/E and subcontractors for scope cost and schedule accuracy.

NEW YORK STATE OFFICE OF GENERAL SERVICES (OGS) NEW YORK, NY | 2022 TO PRESENT

On behalf of National Disaster Recovery Technical Assistance Consultants Front Line provides support to the Administrative Staffing - NY State OGS project. We perform tracking and monitoring of key program deliverables and report those metrics to senior leadership, manage file structures for the Research & Innovation Division and ensure that records are in their appropriate place. Additionally, we monitor the Research & Innovation Division's shared mailbox for internal and external engagement and coordinate the process for the Research & Innovation Division's external engagement program. We assist with project management tasks as needed to support the Research & Innovation Division's innovation policy activities.

DORMITORY AUTHORITY OF THE STATE OF NEW YORK (DASN) JAMAICA, NY | 2023 TO PRESENT

Front Line serves on the Dormitory Authority of the State of New York, on behalf of York College, City University of New York (CUNY) York College Performing Arts Center interior upgrade and hazardous material removal project. We provide project engineering services managing submittals, RFI's, change orders, and tracking meeting minutes for works performed at the York College Performing Arts Center. Additionally, we implement general project management roles and responsibilities, procedures, protocols, and controls with respect to project development, coordination, administration, scheduling, estimating, quality, and safety.

NEW YORK STATE OFFICE OF GENERAL SERVICES (OGS) NEW YORK, NY | 2023 TO PRESENT

Front Line provides Regional Safety Management services to the Office of General Services of New York, on behalf of Design & Construction, Region 2. We perform site safety management duties and supervision of multiple, coinciding, large-scale, multi-million-dollar construction projects in addition to mitigating risk by directing the Safety Program including outlining targets and objectives, incident reporting, safety hazard assessments and managing safety meetings, emergency response, operational controls, and safety policies.

METROPOLITAN TRANSPORTATION AUTHORITY (MTA) NEW YORK, NY | 2022

Front Line partnered with an industry-leading consulting firm and provided team members to serve on the NYC Non-profit Procurement Reform project initiated by the Mayor's office. During the three-month project, our consultants contributed to the engagement and development teams on this ambitious project. The project established a collaboration process across multiple NYC agencies to develop procurement reforms that relieve the non-profit organizations of the financial burdens they are laden with while conducting work that is indispensable to the City's welfare and spirit.



Past Performance

METROPOLITAN TRANSPORTATION AUTHORITY (MTA) NEW YORK, NY | 2022

Front Line partnered with an industry-leading consulting firm and provided team members to serve on an intense, 9-week project to identify the cost drivers that cause capital construction for the MTA to be, on average, about 20% higher than capital construction costs for comparable rail projects in cities of similar density, ridership, and geographical constraints, worldwide. This analytically intensive project also identified the cost saving strategies the MTA had adopted in the past, strategies that were identified previously but were never adopted, and strategies the MTA could institute now to reduce future capital construction costs.