

# Capabilities Statement

## CyQuest Business Solutions, Inc.

An SBA 8(a) Program Participant



**CYQUEST BUSINESS**  
**SOLUTIONS, INC.**  
*YOUR HR OUTSOURCING PARTNER*

**Human Resources Outsourcing • Administrative Management Support •  
Employee Training and Development • Project Management**

# Corporate Capabilities Statement of CyQuest Business Solutions, Inc.

## **1. Executive Summary:**

CyQuest Business Solutions, Inc., a Small Business Administration 8(a) Business Development Program participant, has been providing human resources outsourcing and project management solutions since 2004. The Principal and owner, DeVan C. Brown, has over 27 years of human resources and project management related experience. CyQuest offers a broad range of human resources outsourcing and project management related services including the following:

- Employee training and development,
- Retirement plan administration and consulting,
- Staff Augmentation,
- Organizational design and development,
- HR department development and design including HR policy development,
- Conducting compensation studies and developing base pay programs,
- Performance management, and
- Project management.

Additionally, our core competencies include HR legal and compliance including implementing and evaluating EEOC and Affirmative Action and diversity programs and developing programs to improve employee morale, employee retention and team-building and organizational skills.

Our objective is to develop long-term relationships with government agencies whose management seeks to constantly improve and upgrade the quality of its internal processes and commitments to the taxpayer while ensuring that the objectives of the overall agency are met.

### **At CyQuest, we believe in the following processes:**

1. Identifying issues that are obstacles to superior business performance,
2. Agreeing on a methodology to address those issues along with identifiable milestones,
3. Clearly defining and outlining expectations and results,
4. Keeping stakeholders fully informed throughout the entire the project, and
5. Providing on-time solutions within budget while meeting and exceeding expectations.

CyQuest assists its clients in building value, managing risk and improving their business processes and overall performance. We provide a broad range of consulting services to leading private and public institutions in the three broad areas of people, administration and processes. Our strategic alliances enable us to draw on a network of specialists with expertise in financial services, government, and HR outsourcing.

We bring proven technical and managerial expertise, industry certifications, financial strength, and a unique ability to partner with agencies and other vendors to execute complex tasks by connecting government managers to the required resources to achieve their overall mission.

**Executive Team:**

As an organization, we are firmly committed to uniquely and innovatively meeting business needs. Key to this assertion is having an executive team in place possessing the right skill mix, whose experience and expertise encompasses a wide range of technical disciplines in project team composition and assignment execution.

- **DeVan C. Brown, President and CEO,** brings over 27 years of human resources, project management and financial management experience to the executive team. With the goal of establishing CyQuest as a service-driven, client service directed firm, DeVan has sharpened CyQuest’s strategic focus and concentrated its investments on three long-term growth opportunities: assisting government sectors with improving its processes and efficiencies, bringing small business “boutique” style hands-on service delivery to large prime contracts, and continued commercial market penetration. Since forming CyQuest, DeVan has spearheaded a pivotal transformation to build a best-in-class organization aligned to drive results and optimize the company’s growth, employee synergies and corporate efficiencies. He oversees global operations, defines and executes the company’s strategic vision, and is intensely focused on developing, growing and building long-term service oriented relationships. Under his leadership, CyQuest increased its revenue and profit by 105% in the last 2 years.

DeVan acquired a B.S. Degree in Accounting and Marketing in 1983 from the University of Alabama—Birmingham. In December 2006, DeVan completed FastTrac® Growth Venture 10-week entrepreneur certification training program where he was able to sharpen his leadership and business development skills.

**2. Company Identification and Information:**

**COMPANY NAME:** CyQuest Business Solutions, Inc.

**MAILING ADDRESS:** 3401 Norman Berry Drive  
Suite 273  
Atlanta, Georgia 30344

**TELEPHONE:** (404) 761-6699 (Office)  
(404) 761-5984 (Fax)

**COMPANY’S WEBSITE:** <http://www.cyquesthr.com>

**CONTACT NAME:** DeVan C. Brown, President & CEO

**CONTACT’S EMAIL:** [devan@cyquesthr.com](mailto:devan@cyquesthr.com)

**OWNER’S NAME:** DeVan C. Brown (100%)

**DUNS NUMBER:** 17-062-8544

**CAGE CODE:** 332E1

**NUMBER OF EMPLOYEES:** 51

CyQuest employs highly qualified personnel to ensure that it can provide its clients superior quality service and on time performance and responsiveness. The strong management team CyQuest has in place is regularly supplemented with creative and proven teaming strategies for providing in-depth, specialized expertise, and surge capabilities to ensure effective implementation of our technical solutions. We realize that our primary assets are the creativity, persistence intelligence and versatility of our employees. Our work culture continues to support and encourages our most valued asset.

**CyQuest Business Solutions, Inc. was awarded the Small Business Administration's 8(a) Certification on September 5, 2007.** In addition, CyQuest is a DBE, MBE, LSBE, and AABE certified firm by the State of Georgia, City of Atlanta, Fulton County Georgia, DeKalb County Georgia, National Minority Supplier Development Council and the State of North Carolina.

### ***3. Core Competencies:***

CyQuest offers complete human resources outsourcing and project management support and program development service for multiple disciplines. Using sophisticated and adaptive project planning and management tools, we create programs specifically tailored to the needs of the client. Working with the agency, these tools are used to identify project goals, define measurable project milestones and the tasks needed to achieve success through project implementation, monitoring the projects progress and impact. We have experience in managing complex projects with large budgets. We are able to assemble and manage large multi-disciplinary teams. Sophisticated project planning and monitoring tools are used which include the pre-specification of verifiable indicators of project management and program support.

CyQuest Business Solutions, Inc. provides project management and human resources related services in the following disciplines:

- Organizational design, development and support
- Human Resources department design, development and support services including the following:
  - Needs assessment
  - HR policy and procedures design and development
  - Employee handbook development and production
  - HRIS consulting
- Employee training and motivation including curriculum development and planning
- Work-life balance program design and development
- Employee assessment and development
- Employee morale improvement through assessment, awards and recognition
- Developing and conducting web-based employee surveys and assessments

- Retirement plan administration and consulting
- Salary equity surveys and base pay development programs
- Affirmative Action and diversity plans
- EEOC and labor relations compliance, and
- Payroll administration including Worker's Compensation.

CyQuest's team of dedicated project managers, experienced supervisors and dedicated employees have extensive experience in planning and executing complex or unique projects on time, within budget, while maintaining agency harmony.

#### ***4. NAICS Codes We Service:***

##### **Primary:**

- 541612—Human Resources and Executive Search Consulting Services
- 524292—Third Party Administration of Insurance and Pension Funds
- 561110—Office Administrative Services
- 541214—Payroll Services
- 561312—Executive Search Services
- 611430—Professional and Management Development Services

##### **Other:**

- 541611—Administrative Management and General Management Consulting Services
- 541618—Other Management Consulting Services
- 525120—Health and Welfare Funds
- 611420—Computer Training
- 611710—Educational Support Services

#### ***5. Purchasing Information:***

CyQuest Business Solutions, Inc. services can be procured through usual small business procurement methods including credit cards, purchase orders and 8(a) set-aside. CyQuest is currently working towards procurement availability via the GSA Federal Supply Schedule.

#### ***6. Past Performance and References:***

- **Pension Benefit Guaranty Corporation (PBGC)**

Mr. Garfield Adams, COTR  
 1200 K Street, NW  
 Washington, DC 20005-4026  
 Phone: (202) 326-4100 Ext. 3537

E-mail: [Adams.Garfield@pbgc.gov](mailto:Adams.Garfield@pbgc.gov)  
<http://www.pbgc.gov>

In August 2009, CyQuest was competitively selected as the contractor of the PBGC's Sarasota Field Benefit Office. We have successfully fulfilled all contract requirements including staff augmentation and retirement plan administration. The contract increase our staff to 51 employee benefits professionals.

- **Regency Hospital of Central Georgia**  
Mr. Steve Draper, Human Resources Director  
11175 Cicero Drive; Suite 300  
Alpharetta, Georgia 30022  
Phone: (770) 754-1197

E-mail: [sdraper@regencyhospital.com](mailto:sdraper@regencyhospital.com)  
<http://www.regencyhospital.com/>

CyQuest's relationship with Regency Hospital began in August 2005 when we were competitively chosen to perform a compensation study for their organization, conduct web-based employee surveys and analyses while providing statistical data on findings and suggested changes for improvement especially as related to improving employee morale and work-life balance. We expertly worked with the client in developing work plans to ensure the projects were completed within established timelines. The study was conducted for over 1,735 employees within 235 job classifications. We finished the study and web-based employee surveys and analyses 2 weeks ahead of schedule. Their satisfaction was expressed with CyQuest by retaining us to conduct Change Management and Leadership training for their employees. We were presented with the challenge of coordinating the logistics of providing training to both supervisory and non-supervisory employees at 17 different locations. We cleverly used our most experienced trainers and HR professionals to meet all goals and objectives of the contract 5-days ahead of schedule. Flexibility was maintained throughout the contract by conducting training at various times including mid-night and 6:00 a.m.

- **The Wine Cellars, Inc.**  
Ms. Renee' Rowe, President  
1298 W. Spring Street  
Suite 100  
Smyrna, GA 30080  
Phone: (770) 437-1753

Email: [rrowe@winecellarsonline.com](mailto:rrowe@winecellarsonline.com)  
<http://www.winecellarsonline.com>

CyQuest's relationship with The Wine Cellars, Inc., a local wine and accessory store, began in March 2006 when we were competitively selected to assist with conducting training for their management staff, as well as assisting with the design and development of their HR department including HR policy and procedures development. This work consisted of the development of a base pay and benefits structure for 8 position classifications and 75 employees. In addition, we designed a training program covering topics such as customer service standards, and management training for the newly formed company's management team. The company was able to put into place a competitive compensation and employee benefits program, thus allowing them to attract talented, valued managers and staff. We continue to enjoy our working relationship with The Wine Cellars, Inc. by being the third party administrator for their 401(k) plan.

- **Morehouse School of Medicine**  
Ms. Brenetia Adams-Robinson, Manager Training Services  
720 Westview Drive, SW  
Atlanta, GA 30310  
Phone: (404) 752-1969

Email: [badams-robinson@msm.edu](mailto:badams-robinson@msm.edu)  
<http://www.msm.edu>

In 2008, Morehouse School of Medicine needed to improve customer satisfaction, strengthen the leadership skills of its managers and improve employee morale. They also needed to put a program into place to assure that they met their annual patient retention goals. The company competitively selected CyQuest Business Solutions, Inc. to assist with this challenge. CyQuest performed a training needs analysis for its 350 employees. Upon reviewing the organizations' corporate culture, we designed, developed and delivered Customer Service, Team Building and Leadership and Management training to its employees over a period of three days.

- **Endoco, Inc.**  
Ms. Patricia McGuire, Assistant General Manager  
5180 Park Avenue  
Suite 160  
Memphis, TN 38119  
Phone: (901) 683-6677

Email: [pmcguire@endoco.com](mailto:pmcguire@endoco.com)  
<http://www.endoco.com>

CyQuest's relationship with Endoco began in February 2005, when we were competitively selected as the third party administrator for their 401(k) plan. This includes project management, recordkeeping, compliance, participant accounting, compensation reconciliation, plan auditing, and governmental reporting. We continue to enjoy a mutually beneficial working relationship with Endoco, Inc.

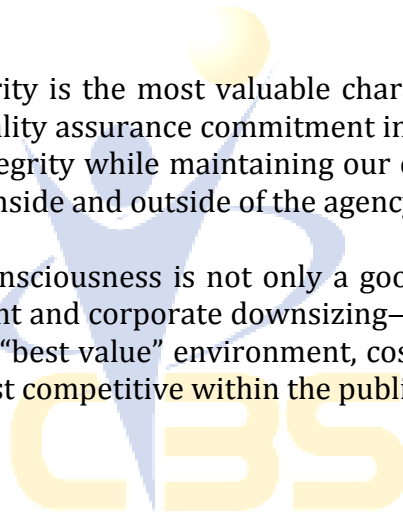


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## 7. Why Partner with CyQuest?

When CyQuest Business Solutions, Inc. was founded, the principal, DeVan C Brown, envisioned a company which centered on three critical elements which he felt most companies failed:

- **Client Focused**—Our success is in direct correlation to understanding the needs, goals and objectives of our clients. Helping our clients define and realize their vision while maintaining a results driven agenda is paramount.
- **Service Driven**—Self-imposed standards of excellence reflected in the quality of our services are central to our reputation. We focus on identifying client needs and developing valued solutions. We understand that clients need care, attention, and a vast array of problems understood and solved. We take pride in how well our service is delivered first and foremost while continually soliciting feedback on the satisfaction of our service delivery.
- **Quality Assurance**—Integrity is the most valuable character trait an individual company can possess. Part of our quality assurance commitment includes conducting ourselves at all times with honesty and integrity while maintaining our contractual obligations and in our dealings with people both inside and outside of the agency.
- **Cost Competitive**—Cost consciousness is not only a good business practice—particularly in these times of government and corporate downsizing—it also reflects prudent control of taxpayer dollars. Even in a “best value” environment, cost is often the tiebreaker. Mindful of this, CyQuest remains cost competitive within the public and private sectors.



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# Contact Information

CyQuest Business Solutions, Inc.  
3401 Norman Berry Drive  
Suite 273  
Atlanta, GA 30344

DeVan C. Brown, President & CEO  
(404) 761-6699 (Office)  
(404) 761-5984 (Fax)

[devan@cyquesthr.com](mailto:devan@cyquesthr.com)  
<http://www.cyquesthr.com>



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