

# 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 25 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,
- 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 25 years of human resources and project management and financial management experience to the executive team. He has years of documented, related project management experience including experience as Project Manager/Southeast Regional Director for Pension Benefit Guaranty Corporation (PBGC) where he managed a federal government contract with an annual budget in excess of \$5,000,000. 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.

- **Scott Cranford, SPHR, CCP, HR Outsourcing Director,** is an HR expert possessing over 28 years of directly related human resources outsourcing experience. His background includes strategic project plan management and organizational development and design experience with a keen knowledge of both technical and business solutions. Scott is an HR and project management expert having worked for a diverse group of industries including manufacturing, commercial real estate law, and the public sector. His diverse experience includes designing incentive plans for sales and managerial professionals as well as designing and providing change management processes and programs as well as training on performance management programs and HRIS systems. Scott's experience includes project planning, developing and implementing quality assurance plans, organizational design and development, policies and procedures design and contract fulfillment. Scott has improved CyQuest's overall operating efficiencies and execution as well as its financial performance

and customer convergence. The result has been increasing growth and profitability, greater value for its customers, and a stronger competitive position.

- Scott obtained a B.A. Degree in Mathematics from Baylor University. He holds the Senior Professional in Human Resources ("SPHR") designation as awarded by Human Resources Certification Institute and the Certified Compensation Consultant ("CCP") as awarded by the World at Work Society.

Collectively, the Executive Team brings a combined total of 55+ years of exceptional HR outsourcing, project management and organizational design and development support to the company.

## ***2. Company Identification and Information:***

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

**MAILING ADDRESS:** 3645 Market Place Blvd.  
Suite 130  
Atlanta, Georgia 30344

**TELEPHONE:** (404) 761-6699 (Office)  
(404) 761-5984 (Fax)  
(404) 414-2644 (Cell)

**AVERAGE REVENUE:** Experiencing substantial growth in the past 3 years, CyQuest's revenue has averaged \$110,000 per year. CyQuest has been in business for 4 years.

**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:** Varies depending on contract

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 supports 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
- Employee recruitment and retention solutions
- 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. John McCannon, Senior Contracting Officer  
1200 K Street, NW  
Washington, DC 20005-4026  
Phone: (202) 326-4100 Ext. 3737

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

Contract Value: \$23,500,000.00 (1 base year plus 4 option years)

The company's Principal, DeVan Brown, brings directly related, large federal contracting experience to your project. From 2002—2004, DeVan was the Project Manager/Southeast

Regional Director for a federal contractor providing direction, client service and contract fulfillment to the Pension Benefit Guaranty Corporation Atlanta Field Benefit Administration office. DeVan's primary responsibilities included planning, directing and managing the operations of the Southeast Region of the Pension Benefit Guaranty Corporation (PBGC) while providing management and supervision of the day-to-day activities of 50 contract employees. DeVan efficiently managed the contact's annual budget of approximately \$5,000,000.00. He's accomplished at developing good faith practices, policies, procedures and processes to ensure client deliverables and contract fulfillment.

**Significant Accomplishments:** DeVan successfully energized office staff by providing direction, leadership and motivation resulting in improved contractor employee morale and productivity. This resulted in the contract being increased in size from 47 contractors to 60 before the contract as successfully rebid. The office consistently exceeded project milestones within budget.

- **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/>

Contract Value: \$47,500.00

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.

**Significant Accomplishments:** Regency Hospital has operations in 17 locations throughout the country. We were charged with completing 2 types of training for all employees at all locations within a 45-day timeframe. We established an aggressive, pro-active training schedule and curriculum that met the training goals and objectives 5 business days ahead of schedule and \$2,300 under budget.

- **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>

Contract Value: \$41,500.00

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.

**Significant Accomplishments:** CyQuest completed the base pay and employee benefits development program for the client ahead of schedule and under budget saving the start-up company over \$1,100. This enabled the client to advertise for and attract some of the best personnel in the wine industry thus ensuring a competitive advantage for the company.

- **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>

Contract Value: \$5,500.00

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.

**Significant Accomplishments:** Working under extremely challenging timeframes, we drafted, designed and produced the training material. Due to last minute changes requested by the client, staff worked until 3:00 a.m. to ensure all deliverables were provided. The client and all training attendees deemed the training program as a beneficial tool in meeting and exceeding the training goals. Attendee feedback gave us an average of 97% satisfaction rate in areas of relevancy, interaction, material, handouts, and instructor.

- **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>

Contract Value: \$17,500.00

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.

**Significant Accomplishments:** Compliance testing for Endoco's retirement plan is due by March 15 of each plan year. CyQuest always completes testing by February 20 of each year. In addition, all required government reporting is delivered to the client far in advance of the July 31 deadline. The client is confident knowing that CyQuest always provides all deliverables ahead of schedule thus reducing last minute deadline pressures.

## 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

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