

# CAPABILITY STATEMENT



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## Core Competencies

CyQuest has capabilities demonstrated by past performance to assist the government with meeting their goals and objectives while being fiscally responsible. Our documented processes and procedures improve efficiencies and streamline operations resulting in cost savings. An SBA certified **HUBZone** company, our core competencies include:

- **Administrative Support:** Our administrative support personnel assist clients in the day-to-day coordination of mission support and office operations necessary to support the program staff including office management activities.
- **Temporary Support Solutions:** A team of dedicated support professionals assembled to meet the agency's short-term needs while saving the agency time and money.
- **Database Creation and Management:** We provide custom databases to clients that securely store and show real time analysis.
- **Human Resources Consulting:** CyQuest provides customized HR outsourcing and consultation services designed to improve the competitive positioning of your organization.
- **Employee Training and Development:** We provide customized employee training and development solutions that increase employee morale and reduce costs.
- **Document and Records Management:** CyQuest's record management services enhance your organization by allowing for the secure capture, retention and archiving, and destruction of documents and records.
- **Mailroom Management Support:** We can help reduce the costs associated with your in-house mail processes and transform your inbound mail receipt procedures.
- **Contact/Call Center Support:** Our team members specialize in top-quality customer care, through toll free lines, online chat services and rapid email responses.
- **Employee Benefits Administration and Recordkeeping**
- **Program and Project Management**

## Differentiators: Why CyQuest?

- Provided cost savings to the federal government in excess of \$300,000 over 18 months by improving efficiencies, streamlining processes, consolidating resources and "doing more with less"
- Managed up to 17 different contracts such as staffing, management, administrative, and training simultaneously in 4 different locations across 7 states
- 100% of project milestones and project deadlines were met in 2018

## Company Data

CyQuest Business Solutions, Inc. has provided premier human resources outsourcing solutions to our valued clients since 2004. Our core values—documented by relevant past performance—assures that we operate with integrity and efficiency in all that we do. Our customers see immediate results and trust us with their business needs.



SmartPay®  
*Supporting your mission*

- **DUNS** –17-062-8544
- **CAGE**—332E1
- **NAICS** – 561110, 541611, 541612, 611430, 561320, 561410
- **PSC** – R699, R604, R799, R410, R408, R498, AL16, R702, R499, R431
- Minority Owned  
SBA Certified Small  
Disadvantaged Business
- DOT certified DBE

**Our Motto:**  
**Client Focused • Service Driven • Quality Assured**

## Past Performance

**Pension Benefit Guaranty Corporation**, September 2014—September 2018. Contract Number PBGC01-CT-14-0042, **\$32,513,885**. Provide program and project management support, database creation and administration, mailroom support, document management, LAN administration; provide up to 53 administrative and clerical staff to support the Agency's Florida Office. Perform administrative and program management tasks as the client needed. Reference: Eben Adams, COTR, [Adams.Eben@pbgc.gov](mailto:Adams.Eben@pbgc.gov), 202-326-4000 ext. 3717.

**Pension Benefit Guaranty Corporation**, August 2009—September 2014. Contract Number PBGC01-CT-09-0033, **\$21,768,815**. Provided program and project management support, database creation and administration, mailroom support, document management and LAN administration. Provided 57 administrative and clerical staff to support the agency's mission. Performed administrative and program management tasks as the client needed. Reference: Eben Adams, COTR, [Adams.Eben@pbgc.gov](mailto:Adams.Eben@pbgc.gov), 202-326-4000 ext. 3717.

**Department of Health and Human Services—Centers for Disease Control and Prevention**, August 16—August 2017. Contract Number 200-20156-M-91061, **\$99,075.00**. Provided administrative and clerical staff responsible for administrative and clerical functions of division. Elizabeth A. Millington, COTR, [eim2@cdc.gov](mailto:eim2@cdc.gov), 770-488-4792.

**Regency Hospitals of North America**, January 2010—Present. Contract amount **\$2,678,285**. Provided 18-21 temporary office/clerical administrative support staff for Regency in 17 locations in 8 different states. All personnel assigned to this contract were classified as administrative and clerical. Reference: Steve Draper, HR Director, 832-775-7829, [SWDraper@Savasc.com](mailto:SWDraper@Savasc.com).

**Fortune Benefits, Inc.**, January 2011—Present. Contract Number CyQuest09, **\$1,958,654**. Supports the administrative requirements for the company's retirement plan clients. Meets all contractual requirements and client needs. Ensures comprehensive understanding of requirements, then develops detailed work-plans complete with task assignments, personnel, timelines, and milestones for measurement and successfully complete all contract requirements with the placement 15 highly qualified administrative support staff. Reference: Mike Fortune, President, 404-250-1303, [mike@fortunebenefits.com](mailto:mike@fortunebenefits.com).

## Why CyQuest?

- Trusted with staffing projects of \$32,000,000
- Performed within or under budget on 30 out of 32 programs
- SME's work exclusively on single projects
- High employee retention rate: 92%
- 61% of our employees have been with CyQuest for more than 5 years
- Small agile small business partner. We consider immediate requests our "call to action"
- Company executives are engaged in all projects from inception
- Documented in place processes for surge and high-volume requirements
- Customer segmentation allows for individual focus and dedicated attention
- Proven in-place methodologies such as electronic applicant processing and video screening that increase efficiencies and reduce costs associated with hiring the best
- Rigorous and discerning screening process. We have an accomplished, skilled recruiting team with an average of 16 years of industry experience. The longevity of our staff ensures that clients are served by recruiters who understand their business and their staffing support priorities.