

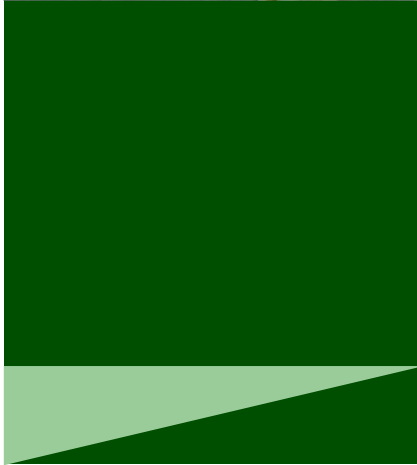


**Providing  
Management Consulting,  
Health Information  
Management, and  
Information Technology  
Services**

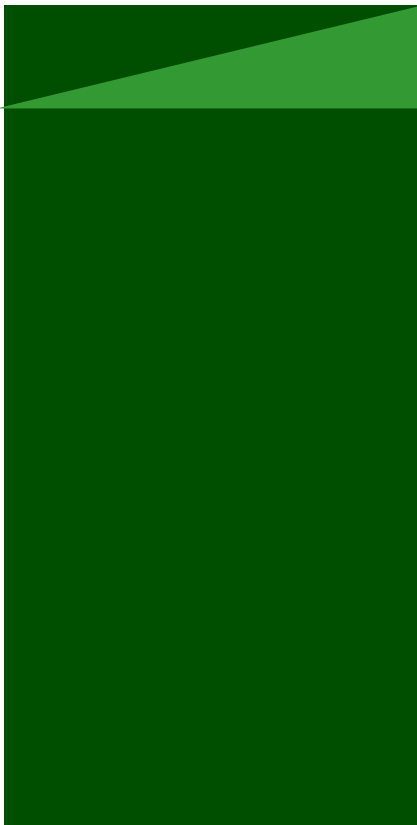
**CORPORATE**

**CAPABILITIES**

7833 Walker Drive, Suite 630, Greenbelt, MD 20770  
Tel: (301) 459-3552 ♦ Fax: (301) 459-3466  
<http://www.wrightsolutions.net>



**Providing  
Management Consulting  
and  
Information Technology  
Services**



## **TABLE OF CONTENTS**

Executive Summary .....	1
Mission Statement.....	2
Core Values.....	2
Services Offered.....	3
Business Status and Certifications .....	3
Management Approach.....	4
Personnel Qualifications.....	5
Performance History.....	6
Client Information .....	8
<i>Federal Government</i> .....	8
<i>Commercial</i> .....	9
Contract Vehicles.....	10
NAICS / SIC Codes.....	10
Partners .....	11
Contact Information .....	11
Directions .....	12

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# Executive Summary

## **COMPANY NAME AND ADDRESS**

**Wright Solutions, Inc.  
7833 Walker Drive  
Suite 630  
Greenbelt, MD 20770  
Tel: 301-459-3552  
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www.wrightsolutions.net**

## **PRINCIPALS**

**Lee A. Wright,  
President and CEO**

**Calvert O. Wright,  
Vice President and COO**

Wright Solutions, Inc. is a management consulting and information technology small business incorporated in 1998. Wright Solutions is a woman-owned Small Disadvantaged Business built on a foundation of providing quality service with integrity to its customers. We possess a clear understanding of the professional skill and personnel requirements necessary to meet the objectives and goals set forth by our clients. With experience in consulting services, resource planning, and information technology support within both the Federal Government and the private sector, Wright Solutions continuously demonstrates sound management practices and problem solving abilities.

Since its inception, the firm has grown steadily in both the number of contracts and the scope of its business enterprise. As a recent graduate of the 8(a) Small Disadvantaged program, Wright Solutions continues to enjoy a solid track record based on timely completion of contract requirements while excelling in the provision of quality work.

Wright Solutions, Inc. is currently headquartered in Greenbelt, Maryland and services clients in all geographical locations across the U.S. We assure our clients both local and nationwide a quick, easy and efficient means of providing the needed resources.

Wright Solutions is proud of its reputation for providing the right person, with the right experience and qualifications, at the right time, every time. That is the key component of the corporate culture of Wright Solutions.

As a service contractor, we recognize that our staff is the number one resource of our company. Furthermore, our staff is committed to outstanding customer service and “getting it right the first time and every time.”

**The ability to attract the best people that meet or exceed the requirements of our clients is based on our ability to offer an excellent total compensation package, comparable to that received by employees of much larger corporations.**



## MISSION STATEMENT

Our mission is to provide innovative and effective solutions, serve as a responsive partner to our clients, and exceed their expectations as we assist them in meeting their goals and objectives.

To achieve our mission, we will:

- ◆ Implement our “Empowered Leader Quality Management Model”.
- ◆ Strive to become an integral part of our clients’ programs.
- ◆ Execute our responsibilities with a commitment to customer satisfaction.



## CORE VALUES

- ◆ **Develop** long-term, valued relationships that transcend client expectations.
- ◆ **Deliver** quality services while also focusing on process improvement.
- ◆ **Foster** a working environment that stimulates an entrepreneurial spirit.
- ◆ **Encourage** community awareness through employee and customer involvement.



## Services Offered

### **Business Status & Certifications**

- Small Disadvantaged Business (SDB)
- Woman Owned
- Maryland Department of Transportation (MDOT) Minority Business Enterprise (MBE)
- North Central Texas Regional Certification Agency MBE
- Prince George's County MBE
- Cleared Facility—SECRET Level

♦ **Acquisition Support**  
Contract Management Support  
Pre-CPSR Support (Contractors Purchasing System Review)  
Contract Closeout Support  
Development of Policies & Procedures  
Proposal Support

♦ **Health Information / Operations Management**  
Medical Records Coding, Auditing, Coaching  
—On Site and Remote  
Facility Operations Support  
Document and Data Management  
Program and Project Management

♦ **Information Technology Services**  
Application Development and Planning  
Database Design and Implementation  
Data Networking Support  
Help Desk and Technical Support

♦ **Administrative and Personnel Support**  
Office Administration  
Financial Management  
Desktop Publishing  
Telephone and Switchboard Operation  
Data Entry



## Management Approach

### Wright Solutions Project Management Performance Goals:

- ◆ Provide all services described in the solicitation using best business practices.
- ◆ Meet all deliverables by their prescribed due dates.
- ◆ Develop a workforce philosophy that embraces operational accuracy and efficiency.
- ◆ Develop an experienced resource pool to ensure project continuity.
- ◆ Increase customer satisfaction and loyalty through customer service.

**Consistency in management practices minimizes performance risk and allows greater focus on technical issues.**

Wright Solutions' management approach is to use best business practices, communication, and a high caliber, experienced staff with specific support services expertise. When starting the administration of a new project we focus on all contract requirements and ensure that there is no disruption to the business activities of our client. Our plan places emphasis on objectives, teamwork, measurable performance, and quality standards to achieve our goal, which at its core is customer satisfaction.

The key to this process is open communication to ensure that the customer's priorities are reflected in the project execution. We create a partnership between our workforce and the customer's staff that facilitates coordination at all levels. All deliverables are identified and submitted based on the requirements of the contract.

Wright Solutions has tailored all of our programs, processes and practices to ensure quality customer service. We have developed and refined our management practices and apply the same processes to all of our contracts.

The most important part of Wright Solutions' management approach in supporting contract requirements is to provide a qualified and experienced staff. The Wright Solutions project teams are ever mindful of the larger mission and the long-term vision for our clients whether they be Federal Government or private sector. We believe in working in partnership with our clients to ensure they achieve their objectives in improving business and management processes.

Wright Solutions is confident it has the requisite resources, personnel and corporate capabilities, combined with the technical and managerial approach to meet the challenges set forth by Federal Government and private sector expectations for projects. Based on this and other relevant and directly pertinent factors, Wright Solutions is the "best value" selection to provide the services required.



## Personnel Qualifications

Our candidates possess the required educational background, and demonstrate evidence of exceptional achievement as well as the desire and potential for future growth, in their chosen fields.

The task areas described in the solicitation are carefully reviewed and our selection and recruitment processes ensure that the staff members we assemble are capable of meeting any and all objectives of the project. Furthermore, Wright Solutions has in place a retention plan that will ensure consistently qualified staffing for the duration of the project.

We believe that our current compensation and retention plan will preserve our number one commodity, our employees. While compensation and a comprehensive benefits package are major factors in the retention of employees, it must be coupled with other incentives to ensure a feeling of inclusion and accomplishment. We believe that the ability to attract new employees and maintain those already employed are a direct result of utilizing the following principles:

- ◆ Recruitment processes that facilitate the hiring of individuals who are interested in developing a relationship and building careers with the firm.
- ◆ A close working relationship with each member of our staff to ensure the development of a career path and awareness of opportunities that will assist them in achieving their professional and financial goals.
- ◆ Incentives for exceeding customer project requirements.
- ◆ Emphasis on the importance of teamwork and a requirement of 100% buy-in to the concept that each staff member has a direct investment in the success of the business.
- ◆ Evaluation and compensation of staff members that is based on individual performance relative to the firm's and the individual's personal objectives, thereby reducing the uncertainties in the performance evaluation process.

Wright Solutions employs these principles uniformly across the company so that all employees are treated fairly. We are particularly sensitive to our employees supporting clients at client sites and take extra measures (generally through providing updated information packets) to insure that these individuals feel they are part of the company. These principals have also led to Wright Solutions maintaining a 95% retention rate.



## Performance History

Since 1998, Wright Solutions has grown steadily in the number of successful contracts nationwide.

Today, Wright Solutions enjoys a solid track record based on the timely completion of contract requirements and the provision of superior quality personnel and work.

A sampling of the contract work that Wright Solutions has performed within each of its core areas include:

### ► ACQUISITION SUPPORT

Wright Solutions is responsible for providing non-personal Program and Project services in support of various divisions of the **U.S. Department of Transportation's Federal Motor Carrier Safety Administration (FMCSA)**. The range of services include but are not limited to acquisition/procurement support, financial management support, human resources support, transportation safety surveys, and public health analyses.

As a contractor for the **U.S. Department of Justice's Justice Management Division's (JMD) Justice Consolidated Office Network Program Management Offices (JCON PMO)**, Wright Solutions is tasked with providing Acquisition Management Support services for the agency, including supporting the JCON Program in acquisition planning activities such as market research and analyses; assisting in the coordination of contract requirements among program managers, project managers and task leaders; assessing contractor compliance with contract terms and conditions, lending support to the development of procurement packages for contract change orders; and enabling the review of task order deliverables.

### ► HEALTH INFORMATION MANAGEMENT

Wright Solutions is tasked with providing Medical Coding Services to **Walter Reed Army Medical (WRAMC)**. The contract, which was a competitive 8(a) award requires the provision of onsite and remote Certified Medical Coders and Registered Health Information Administrators and Technicians. Support covers WRAMC and the Pentagon Medical Treatment Facilities (MTF). Remote medical coding services are provided using a virtual private network (VPN) – via coders' CAC cards – to code outpatient records directly in CHCS and CCE from our remote facility.

Wright Solutions' certified coders provide medical coding, auditing, and training at **Pope Air Force Base (Pope AFB)** and at the **Brooke Army Medical Center (BAMC)** and **Wilford Hall Medical Center (WHMC)** located in Fort Sam Houston, Texas. On this recently completed contract, onsite certified coders and auditors provided medical records coding and coaching, auditing, and training services; coaching and training services covered proper coding and documentation techniques and service for clinics throughout BAMC and WHMC (Lackland AFB, TX).

Wright Solutions is also currently providing medical record coding, auditing, quality control, and training services to the **National Naval Medical Center (NNMC)**, a 257-bed tertiary care MTF. Certified coding personnel provide onsite review of outpatient / inpatient clinical visits as reported via the CCE and APVs.

*Continued...*



## Performance History Continued

Wright Solutions is built upon the following core values: Integrity, Professionalism, Pride, and a Commitment to Customer Service and Satisfaction.

Our philosophy – and thus our goal – is to be an integral part of our client's project and ultimately their success.

### ► OPERATIONS MANAGEMENT

Wright Solutions' NASA Facilities Management contract required the management and operation of the **NASA Goddard Space Flight Visitor's Center**. The staff provided conference/meeting planning for NASA missions; developed and promoted various space science projects; prepared graphic exhibits; developed lectures and presentations that addressed target audiences; managed/maintained the NASA website content; and coordinated a lunar sample borrowing program. Wright Solutions staff set up special events and activities, including the Goddard Open House, Community Day, Anniversary Activities, and promotions for major missions throughout NASA.

On our **U.S. Department of Defense – Defense Logistics Agency/Defense Supply Center (DLA-DSCR)**, **Richmond** Document Management Contract, Wright Solutions was responsible for providing data, document, and administrative support services to the DLA-DSCR. These services included the tracking and distribution of contract-related documents and providing the customer with access to these documents throughout the duration of the processing cycle. Approximately 250,000 documents were successfully processed and monitored each year.

### ► INFORMATION TECHNOLOGY CONSULTING

Wright Solutions' **U.S. Food and Drug Administration (FDA)** contract involved the development of a Section 508 compliant acquisition library tracking database that would be compatible with current FDA system requirements. To fully implement the acquisition library tracking system, the database was developed and tied to the library shelving system. The database also provided for generation of required reports such as: Listings of all Files, Listings of Files by Type, Listings of Files by Closeout Date, and Lists of Files by Disposal Date.

### ► ADMINISTRATIVE AND PERSONNEL SUPPORT

Under Wright Solutions' **U.S. Department of Homeland Security's Transportation Security Administration** contract, our team of highly skilled specialists provided financial management support including establishing and maintaining accountability for all government and commercial contracts and purchase orders; conducting audits on past fiscal financial data for accuracy and completeness; working with the financial management unit to develop, coordinate and maintain an integrated system of financial services including accounting, budgeting, financial/project reporting and auditing to support the Office of Real Estate Services.

As Prime Contractor, Wright Solutions provides administrative support within all divisions of the **U.S. Coast Guard's Aviation Logistics Center (USCG-ALC)**. Wright Solutions captured 100% of the incumbent staff and provides an extensive range of labor categories including Accounting Clerks, Administrative Assistants, Data Entry Operators, General Clerks, a Librarian, a Photographer, and a Production Control Clerk with the required years of experience in USCG procedures.



## Client Information

### Federal Government Clients

- **U.S. Coast Guard's Aviation Logistics Center (USCG-ALC)** – Administrative Support Services within all divisions of the USCG-ALC on the USCG Elizabeth City Support Complex, NC
- **Defense Logistics Agency (DLA)** – Document Management Services at the Defense Supply Center in Richmond, VA
- **U.S. Army Corps. Of Engineers** – Facility Management Support at the Joint Military Recruiting Station at Potomac Mills, VA
- **U.S. Trade and Development Agency (USTDA)** – Contract Management Support in Arlington, VA
- **U.S. Department of Commerce, National Institute of Standards and Technology (NIST)** - Contracts Management Support and SQL Database Conversion Support at NIST in Gaithersburg, MD
- **U.S. Department of Transportation** – Business Support Services for the Federal Motor Carrier Safety Administration (FMCSA) in Washington, DC
- **U.S. Department of Homeland Security, Transportation Safety Administration (TSA)** – Procurement and Acquisition Support for the Office of Real Estate Services in Arlington, VA
- **NASA Goddard Space Flight Center (GSFC)** - Facilities Management for the NASA-GSFC Visitors' Center in Greenbelt, MD
- **Food and Drug Administration (FDA)** - Program Management, Business Support Services, and Medical Device Reporting in Rockville, MD
- **Walter Reed Army Medical Center (WRAMC)** - Medical coding, auditing, and coaching services (on-site and remote) at WRAMC in Washington, DC
- **U.S. Department of Justice (DOJ)** - Acquisition Management Support for the Justice Consolidated Office Network (JCON) in Washington, DC
- **Pope Air Force Base** - Medical coding for the 43rd Medical Group at Pope AFB, North Carolina
- **National Naval Medical Center (NNMC)** - Medical coding review of outpatient clinic visits at NNMC in Bethesda, MD
- **U.S. Army Medical Command Center for Health Care** - On-site medical coding, auditing, and coaching services at the Brooke Army Medical Center in Fort Sam Houston, TX



## Client Information

### Commercial Clients

- **Catalyst Rx** – Support of State of Maryland Prescription Drug Benefit Fairs throughout Maryland and provision of Pharmacy Reimbursement Coordinators
- **Aetna Health Plans** – Support of State of Maryland Health Fairs providing information on health plans offered by Aetna
- **Pratt Whitney and Bell Helicopter** – Technical Engineering Support
- **Accenture** – Formerly Andersen Consulting: Research and Administrative Support under the Pilot Testing and Re-engineering contract with the Office of the Secretary of Defense (OSD)
- **Advance Technology Systems, Inc.** – Contract and Subcontract Management Support
- **ADTECH Systems, Inc.** – Development of SQL Database in Support of the U.S. Air Force
- **AT&T Corporation** – Subcontract Management Support
- **Computer Science Corporation (CSC)** – Contract Management and Data Capture Support under the Census 2000 Contract
- **Crawford Technical Services, Inc.** – Data Cabling Services at the U.S. Navy Annex
- **IBM Global** - Federal Contractor Purchasing Systems Review (CPSR) Assessment and Policy Review and Development
- **KPMG Consulting, Inc.** - Procurement Support on a USAID Contract
- **LLS/National Capital Area** - Professional Development Training and Data Capture Support
- **SER Solutions, Inc. (Formerly DoxSys, Inc.)** - Proposal Development Support on an Image World II Contract with the National Institutes of Health
- **Unisys Corporation** - Data Networking Support under the Census 2000 Contract



## Contract Vehicles



Management, Organization and Business Improvement Services (MOBIS) - Contract No. GS-10F-0299M;

- ◆ SIN 874-1: MOBIS Consulting Services
- ◆ 874-6: Acquisition Management Support



GSA STARS II - Constellation I:

FA1: 541511— Custom Computer Programming Services.

FA2: 541512— Computer Systems Designs Services

FA4: 541519— Other Computer Related Services.



SeaPort-e Subcontractor  
Contract No.: N00178-09-D-5809



National Institutes of Health (NIH)  
Image World II

## NAICS / SIC Codes

Wright Solutions provides services under the following North American Industrial Classification System (NAICS)/ Standard Industrial Classification (SIC) codes:

SIC	NAICS	DESCRIPTION
7371	541511	Custom Computer Programming Services
7379	541519	Other Computer Related Services
8744	561210	Facilities Support Services
7389	561499	All Other Business Support Services
8721	541219	Accounting, Auditing, and Bookkeeping Services
8741	561110	Office Administrative Services
8748	541618	Other Management Consulting Services
8799	519190	All Other Information Services



Our corporate partners share our commitment to common core values such as: Integrity, Professionalism, Pride, and Customer Service and Satisfaction



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Telephone: (301) 459-3552  
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**Career Opportunities:**  
resumes@wrightsolutions.net

**Business Development:**  
bd@wrightsolutions.net

**General Information:**  
info@wrightsolutions.net



## *Driving Directions*

### **From Washington, D.C.**

- ◆ Take the Capital Beltway I-495E towards College Park.
- ◆ Take the Kenilworth Ave/MD-201 exit towards Greenbelt/Bladensburg.
- ◆ Merge onto Kenilworth Ave/MD-201S. towards Bladensburg.
- ◆ Take ramp towards MD-193/Greenbelt Road.
- ◆ Turn slight left to take the MD-193E/Greenbelt Road ramp towards I-95/Kenilworth Ave/MD-201 S.
- ◆ Turn left onto MD-193E/Greenbelt Road.
- ◆ Turn left onto Walker Drive and drive up the hill.
- ◆ Make last right hand turn and you will see a black sign directing you to building 7833.

### **From Montgomery County, Maryland**

- ◆ From the Capital Beltway, merge onto I-495E towards Baltimore/Silver Spring.
- ◆ Take the Kenilworth Avenue/MD-201 exit: Exit 23 towards Greenbelt/Bladensburg.
- ◆ Merge onto Kenilworth Avenue/MD-201 towards Bladensburg.
- ◆ Take the ramp towards MD-193/Greenbelt Road
- ◆ Turn slight left to take the MD-193 E/Greenbelt Road ramp toward I-95 Kenilworth Avenue/MD-201 S.
- ◆ Turn left onto Walker Drive and drive up the hill..
- ◆ Make last right hand turn and you will see a black sign directing you to building 7833.

### **From Northern Virginia**

- ◆ From I-395 crossing into Washington, D.C., keep left to take I-295 S.
- ◆ Keep left to take the Southeast Freeway towards Pennsylvania Avenue.
- ◆ Merge onto Pennsylvania Avenue, S.E.
- ◆ Turn slight left onto Fairlawn Avenue, S.E.
- ◆ Merge onto D.C.-295 N. towards D.C. 295 N (crossing into Maryland).
- ◆ Merge onto Greenbelt Road/MD-193 towards Greenbelt/College Park.  
Turn right onto Walker Drive and drive up the hill.
- ◆ Make last right hand turn and you will see a black sign directing you to building 7833.