



RightSource Services

RightSource Digital Services, Inc. (RSI) began as RightSource, Inc. in 1997 to provide consulting services to businesses and government agencies, helping them establish, manage and improve their own document services operations. Through our consulting business, we provided support to over 300 different entities – from General Electric to the City of New York to the US Federal Government.

RSI has since evolved into providing administrative services directly to clients on an outsourced basis. Customers in Philadelphia, Chicago, New York, New Jersey, Washington D.C. and, now, Southern California have experienced the innovation and service we provide. We provide services through on-site and off-site production locations. Our expertise is in providing exceptional service in any location that achieves results for our customers.

Services

Consulting Services

- Operations Analysis
- Business Process Improvement
- Site Evaluations
- Process-Based Failure Mode and Effects Analysis
- Implementation
- Market Analysis

Administrative Services

- Staffing
- Inventory/Supply Management
- Travel, Expense, Payroll Administration
- Mailroom, Shipping/Receiving
- Copy and Print Operations
- Document Scan/Archive/Shred Operations
- Promotional and Gift Services

Information Technology

- Database Development
- Database Management
- SQL, VBA, JAVA, C++, .NET, PHP, HTML5, etc.
- Web Design
- 3D Imaging
- 3D Visualization
- 3D Print (FFF/FDM, SLA, SLS)

Records Management

- On-Site and Off-Site Services
- Scanning, Indexing
- File and Document Management (ICRM)
- Archiving (NARA/SEC regulations)
- Short- and Long-term Projects
- Storage cleanout
- Document Assessment
- Shredding – On-site and Off-site

Geographical Coverage

RightSource Services can provide services throughout the continental United States. RSI has offices in NY/NY Metro, D.C. Metro, Florida, Chicago Metro, and SoCal. Our Chicago and Long Beach, CA locations also provide our customers with scan/archive/shred services at our staffed locations to clear space quickly without losing control over information.



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Competitive Advantage

Our key competitive advantage is our ability to deliver high-quality services at an aggressive price. This competitive analysis was verified by a study conducted that surveyed our existing clients. In summary, RightSource outperforms its competition in terms of quality of services, delivery, and price.

Personnel

RightSource Services has developed a comprehensive network of partners in the industries it serves. Our screening process is extensive, leading to the selection of employees that provide outstanding service while having excellent customer orientation. Our consultants work with senior personnel to gain experience during a two-year training cycle. RSI provides its employees with the appropriate productive tools and an annual stipend for continuous education.

Cost Structure

RSI stresses cost control and low overhead to sustain its cost advantage. We focus our resources on our customers with access to technology that improves customer satisfaction and our employees with continuous development to improve their skills and capabilities.

How We Do It

Our Mission is to deliver and continually innovate the best quality administrative services with precision and exceptional staff, on-site or off-site, to achieve results for our customers.

- ❖ **Hire the Best.** At RightSource, we focus on the hiring process. The best technology and process is meaningless, if you don't have the right staff. We source, interview, screen, train, promote, re-train, and support only the best. We provide great benefits, including generous training stipends, to keep the best employees on a growth track for the long-term.
- ❖ **Customer Service.** The policy at RSI is that staff have the authority to say 'yes', a 'no' requires a manager. This ensures that management is engaged from the outset, building customer satisfaction into the process.
- ❖ **Focus on Accuracy.** This encompasses two key factors: a system that is logical and staff that is trained to adhere to rules.
- ❖ **Be Flexible.** Building structured systems is important. More important is hiring good people and giving them the information they need to make decisions on the fly. If staff know why structures are the way they are, they will understand where they can work within the system to deliver flexible support to customers without sacrificing what's important.
- ❖ **If You Can't Track It, You Can't Manage It.** The RightSource Management System is implemented at each site we run to ensure that work is tracked from start to delivery. By staying informed and sharing the information with our customers, we are able to keep evolving to meet and exceed expectations.



RightSource Services

Contact Information

<p>RightSource Digital Services, Inc. d/b/a RightSource Services 2242 W. Harrison St., Suite 201 Chicago, IL 60612 RightSource Services was founded in October 2015 and is a continuation of RightSource, Inc., founded in 1997 – Over 20 years in business</p>	<p>www.rightsourceservices.com Twitter: @rdsdocs Hello@rightsourceservices.com 888-774-2201 (t)</p>
<p>Point of Contact : Nuha Nazy, President</p>	<p>nnazy@rdsdocs.com 201-803-8617 (c)</p>

Codes and Certifications

Codes	Certifications	NAICS Codes
DUNS Number: 080023514	WOSB - Woman-Owned Business	323111, 323113, 323117, 323120, 423410, 423420,
CAGE Code: 7HKQ2	EWOSB - Economically Disadvantaged Woman-Owned Business	423430, 423440, 423490, 424110, 424120, 424130, 424310, 424610, 424920,
SAM Registered, ORCA Up To Date	Currently Pursuing HUBZone Business Status Small Business – Average Revenue of \$600,000/year with 20 employees. Joint Venture with Platinum Maintenance Services, LLC, a registered SDVOSB.	425110, 453210, 532120, 532210, 532420, 532490, 541360, 541430, 541511, 541519, 541611, 541612, 541614, 541618, 541690, 541922, 541930, 541990, 561110, 561210, 561311, 561320, 561410, 561421,
Government Purchasing Card Accepted	Other Joint Venture capabilities include 8(a) and capacity for Secret Clearance support.	561422, 561431, 561439, 561492, 561499, 561720, 561730, 561740, 561790, 561910, 561920, 561990, 611710
GPO – SPA Program Vendor		
Contractor Code	120-15400	Atlanta Contract 8405-M
Chicago Contract 1501-M	PO# G1723	Philadelphia Contract 410-M
Dallas Contract 1705-M	PO# K1286	Seattle Contract 1045-M
Oklahoma City Contract 7701-M	PO# W1274	Washington Contract 0960-M
		PO# F1915
		PO# B0602
		PO# R0233
		PO# 97369



Experience - Government

Project Parameters	Scope of Work
<p>US General Services Administration- Public Buildings Service – Region 5</p> <p>Contract #: GS-05P-17-FAD-0034</p> <p>Location: John C. Kluczynski Federal Bldg. 230 South Dearborn St, 35th Floor Chicago, IL 60604</p> <p>Contract Value: \$ 2,919,457.80</p> <p>Period of Performance: 8/1/2017 – 7/31/2022</p> <p>Prime Contractor</p> <p>Staff: 11</p>	<p>File and Other Office Services Including:</p> <ul style="list-style-type: none"> • File Room • Records Management & Archiving • Fleet Management • Supplies, Inventory and Warehouse Management • Copy and Print Production • Scanning • Wide Format Printing/Scanning • CD/DVD Production • Shipping/Receiving
<p>US General Services Administration- Public Buildings Service – Region 1 Property Disposal Division</p> <p>Contract #: EQH1BWM-18-0002</p> <p>Location: 230 S Dearborn St (JCK), Chicago, IL 60604</p> <p>Contract(s) Value: approximately \$53,000</p> <p>Period of Performance: 11/1/2019-4/30/2019</p> <p>Prime Contractor</p> <p>Staff: 3</p> <p>Provided staffing, equipment, and management to convert permanent Property Disposal records from paper to digital. Eliminated the recurring need for approximately 800 s.f. of prime real estate (~\$32,000/year) while making the records accessible.</p>	<p>Numerous Archiving Projects</p> <ul style="list-style-type: none"> • Provide staff, equipment, software and systems to achieve results • Work with IT to ensure standards are met • Organize files • Index on 8 fields and barcode paper for tracking throughout process • Document Preparation • Scan letter, legal and wide format drawings in b/w and color • Quality Check • Deliver files through cloud delivery • Prepare NARA forms for shredding
<p>US General Services Administration- Public Buildings Service – Region 5</p> <p>Contract #: GS-05P-10-FAD-0034</p> <p>Location: John C. Kluczynski Federal Bldg. 230 South Dearborn St, 35th Floor Chicago, IL 60604</p> <p>Contract Value: \$2,715,691.59</p> <p>Period of Performance: 2/1/2011 – 7/31/2017</p> <p>Prime Contractor</p> <p>Staff: 8</p>	<p>File and Other Office Services Including:</p> <ul style="list-style-type: none"> • File Room • Records Management • Archiving • Supplies • Copy Room • Scanning • Wide Format Printing/Scanning • CD/DVD Production • Shipping/Receiving



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Project Parameters	Scope of Work
<p>US General Services Administration- Public Buildings Service – Region 5 Contract #: GS-05P-10-FAD-0034 – Modification Location: John C. Kluczynski Federal Bldg. 230 South Dearborn St, 35th Floor Chicago, IL 60604 Contract Value: \$29,750 Period of Performance: 12/1/2014 – 12/31/2015 Prime Contractor Staff: 4</p>	<p>Software Development:</p> <ul style="list-style-type: none">• SQL Database• MS Access Front End• File Management• Production Tracking• Supplies Issue/Receive• Inventory• Archiving• Package Tracking• Handheld Module
<p>US General Services Administration- Public Buildings Service – Region 5 Contract #: GS-05P-10-FAD-0034 – Modification Location: John C. Kluczynski Federal Bldg. 230 South Dearborn St, 35th Floor Chicago, IL 60604 Contract Value: \$169,750 Period of Performance: 1/1/2010 – 12/31/2012 Prime Contractor Staff: 4</p>	<p>Drawing Imaging Program:</p> <ul style="list-style-type: none">• Cataloging• Indexing• Data Entry• Document Repair• Scanning• Archiving of Paper Files• Web-Based Document Delivery• Built Web Interface for End User Access



Experience - Corporate

Project Parameters	Scope of Work
<p>Northwest Community Hospital – Medical Staff Administration Contract #: N/A Location: 600 Arlington Heights Rd. Arlington Heights, IL Contract Value: \$29,000 Period of Performance: 5/1/2015 – 6/9/2016 Prime Contractor Staff: 4 Scanned current and backfile physician’s folders in three segments: current, remote storage files, and Day Surgery files to allow incorporation into automated physician processing system. Allowed customer to repurpose significant space and eliminated expense of remote storage entirely.</p>	<p>Document Imaging Program:</p> <ul style="list-style-type: none"> • Cataloging • Indexing • Data Entry • Document Repair • Scanning • Archiving of Paper Files • Quality Control • Step-by-Step Verification and Reporting • Extensive cleanup of older files provided • Document Shredding
<p>Z-axis Factory, Inc. – Broad Scale Services Contract #: N/A Location: 2150 S Canalport Ave, 5th Floor Chicago, IL 60608 Contract Value: \$180,000 Period of Performance: 9/1/2016 – 8/31/2017 Prime Contractor Staff: 9 Provided staffing, equipment, and management of a multi-faceted operation spanning a variety of skilled trades (carpentry, textiles), CAD/CAM design, 3D printing in a variety of media, and wide-format art and sign printing.</p>	<p>Art- and Maker-Focused Prototyping and Short-Run Production</p> <ul style="list-style-type: none"> • CAD/CAM design staff • CNC production in wood, metal and various plastics • Laser cutting and engraving • Textile design, samples and production • 3D scan, design and print on FDM and SLA equipment • Wide-format dye sublimation and museum quality inkjet printing on a broad variety of substrates • Administrative staffing: reception, bookkeeping, class and event management



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Project Parameters	Scope of Work
<p>ProofX – 3D Imaging, 3D Printing Contract #: N/A Location: 1001 University Place Evanston, IL 60201 Contract Value: \$195,000 Period of Performance: 9/1/2013-4/30/2015 Prime Contractor Staff: 4 Provided staffing, equipment, and management of a 3D visualization and print operation focused on medical services.</p>	<p>Medical 3D Visualization and 3D Printing:</p> <ul style="list-style-type: none"> • Image Conversion from DICOM (MRI/CT/PET/etc.) • 3D Visualization production from DICOM (MRI/CT/PET/etc.) files • FFF/FDM 3D Printing • SLA (resin-based) 3D Printing • Patient Specific Pre-Surgical preparation • Surgical guides • Participated in four surgeries • Provided post-surgical training guides for three different procedures • Prototyped novel surgical tools for several surgeons
<p>PBS Greater Chicagoland Service Center Archiving Contract #: N/A Location: 230 S Dearborn St (JCK), 219 S Dearborn St (Dirksen), 77 W Jackson St (MET) Contract(s) Value: approximately \$55,000 Period of Performance: 9/1/2009-1/31/2019 Prime Contractor Staff: 3 Provided staffing, equipment, and management of various archiving projects intended to clear out recurring documents as well as clean out of stored files that were “discovered” throughout PBS space.</p>	<p>Numerous Archiving Projects</p> <ul style="list-style-type: none"> • Determine File Types by Reading/Assessing Folder Contents • Organize Files by Type • Determine Most Efficient Means of Indexing • Index • Barcode • Prepare NARA forms • Coordinate and manage pick up • Provide database of files archived



Equipment List

Machine	Function
Fujitsu Scanners	Fujitsu scanners, scan in b/w and color, dual scan heads for speeds up to 180 ipm.
HP and Colortrac Wide Format Scanners	High quality color and b/w scans up to 1200 dpi optical resolution and 9600 extrapolated. Scan drawings, prints, even foam board media.
Xerox Versant 800	High quality digital color printers in sizes up to 13x19.
HP SLS Pro S2 3D Scanners	Ability to capture high resolution, 3-dimensional scans in full color for building, medical, and engineering/re-engineering purposes
Projet 660 3D Printer – SLA	Works with a gypsum powder base to produce incredible, full-color detail. Great for design and concept prototyping. Produced precise replicas of 3d scanned images using HP SLS scanner.
Connex 350 3D Printer – SLA	Includes the ability to produce resolutions of 16µm, multiple materials, multiple densities, and multiple color gradations at the same time. Build bed of 11.9”x11.9”x14.9”
Epson P9000 – 64”	Museum Quality, Wide Format Printer. Incredibly high quality printer for production on paper, vinyl, canvas, and other materials. Produces museum quality giclee prints as well as signage.
Epson F7200 – 64”	Dye Sublimation Printer, prints on textiles, metal, wood, other materials.
Full Spectrum 90W Laser Cutter	Cut, etch, engrave paper, glass, metal, wood, plastics
Extensive Bindery and Finishing Equipment	GBC Spiral, Wire-O, Saddle Stitching, Trimming, Poster Board Mounting, etc.
Range of Destroyit Shredders	DoD compliant, P4 Security and higher, cross- and micro-cut shredders for shredding at our facilities.