



RIGHTSOURCE SERVICES

WHERE BUSINESS GETS BETTERSM

RightSource 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, Massachusetts and elsewhere have experienced the innovation and service we provide. In New Jersey, services were provided through on-site, retail, and off-site production locations. Our expertise is in providing exceptional service in any location that achieves results for our customers.

Mission

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

How We Do It

- ❖ **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.

Geographical Coverage

RightSource Services is able to provide services throughout the continental United States. RSI has offices in New Jersey, Florida and Chicago. Through relationships with Joint Venture and affiliate partners, RSI also has the ability to staff additional offices in California on short-notice.



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 its 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. Instead of investing in deluxe offices, 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.

Services

Consulting Services

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

Administrative Services

- Staffing
- Training Administration
- Travel, Expense, Payroll Administration
- Mailroom, Shipping/Receiving
- Copy and Print Operations
- Document Scanning
- Promotional and Gift Services

Information Technology

- Software and 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

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



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Contact Information

<p>RightSource Digital Services 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 – 18 years in business</p>	<p>www.rightsourceservices.com Twitter: @rdsdocs Hello@rightsourceservices.com 888-774-2201 (t) 201-215-0776 (f)</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	HUBZone Business	425110, 453210, 532120, 532210, 532420, 532490, 541360, 541430, 541511, 541519, 541611, 541612, 541614, 541618, 541690, 541922, 541930, 541990, 561110, 561210, 561311, 561320, 561410, 561421, 561422, 561431, 561439, 561492, 561499, 561720, 561730, 561740, 561790, 561910, 561920, 561990, 611710
	Small Business – Average Revenue of \$500,000/year with 20 employees.	
	Joint Venture with Platinum Maintenance Services, LLC, a registered SDVOSB.	
	Other Joint Venture capabilities include 8(a) and capacity for Secret Clearance support.	



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Experience

Project Parameters	Scope of Work
<p>US General Services Administration- Public Buildings Service – Region 5 Contract #: GS-05P-11-FAD-0034 Location: John C. Kluczynski Federal Bldg. 230 South Dearborn St, 35th Floor Chicago, IL 60604 Contract Value: \$2,526,000 Period of Performance: 2/1/2011 – 1/31/2016 Prime Contractor</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 • Shipping/Receiving
<p>US General Services Administration- Public Buildings Service – Region 5 Contract #: GS-05P-11-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</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>ProofX – 3D Imaging, 3D Printing</p>	<p>Medical 3D Visualization and 3D Printing: Provided staffing, equipment, and management of a 3D visualization and print operation focused on medical services.</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



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<p>US General Services Administration- Public Buildings Service – Region 5 Contract #: GS-05P-11-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</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• Web-Based Document Delivery• Built Web Interface for End User Access
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