



DC Government Capability Statement

<ul style="list-style-type: none"> ❖ SBA-Certified Economically Disadvantaged Women Owned Small Business (EDWOSB) ❖ DC Certified Business Enterprise (CBE) ❖ DC Star2 IT Staffing Vendor 	<p>Contact: Judith Ross Office: 202-526-1805 Mobile: 202-744-2677 Email: jross@techwriterconsulting.com Website: Techwriterconsulting.com</p>
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Empowering government agencies with precision, efficiency, and compliance - **Technical Writer Consulting Services (TWCS)** delivers expert technical documentation, policy development, and process reengineering that align with your mission-critical goals. Our specialized solutions streamline operations, enhance security, and support informed decision-making, to ensure that every project achieves measurable outcomes and lasting impact!

Core Competencies

Technical Writing	Develop and update policies and procedures in alignment with industry standards, delivering clear, concise documentation for both technical and non-technical audiences. Our documentation improves operational clarity, reduces errors, and enhances compliance across agency functions.
Business Analysis / Business Process Reengineering	Provide comprehensive analysis and actionable insights to align IT and business objectives. Our structured methodologies help identify and eliminate inefficiencies, increase process efficiency, and drive more effective resource utilization.
Staffing & Human Capital Solutions	Source top talent for permanent positions, project-specific needs, and long-term roles. With deep expertise in workforce development, strategy, and regulatory compliance, we guide agencies in navigating complex legal and industry regulations related to hiring, termination, compensation, and workforce policies. Our solutions streamline hiring processes, reduce onboarding time, and enhance team performance, ensuring agencies are equipped with skilled professionals who align with both mission objectives and compliance standards.

Primary NIGP Codes

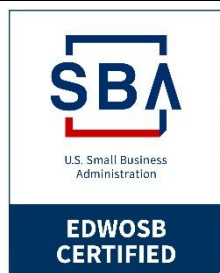
- **920-75-00 Technical Writing & Documentation, IT Services**
- **962-69-20 Personnel Services, Department of Information Resources Staffing (Dir IT)**
- **918-90-00 Strategic Technology Planning and Consulting**
- 715-10-00 Books, Curriculum Guides, Directories, Magazines, Pamphlets, etc.
- 715-47-00 Manuals: Parts, Personnel, Policy, Purchasing, Training, etc.,
- 715-47-83 Manuals, Training, Technical Educational Publications
- 915-22-00 Communications Marketing Services
- 920-65-00 System Requirements Quality Assurance
- 952-77-00 Research & Evaluation, Human Services (including Productivity Audits)
- 956-05-40 Policy Research
- 961-02-05 Administrative and Staff Level Services, Specialized
- 961-04-00 Artists (including Digital Artists)
- 961-53-00 Marketing Services (Distribution, Research, Sales Promotions, etc.)
- 961-90-00 Writing Services, All Kinds

Past Performance

- **Federal Aviation Administration (FAA):** Updated over 130 critical processes for the Information Security and Privacy Office within six months, meeting deadlines and supporting cybersecurity governance through strategic documentation and Zero Trust implementation. Facilitated high-level reporting with weekly executive summaries focused on key issues.
- **Department of Labor:** Led Active Directory (AD) Migration for the Office of the Chief Information Officer (OCIO), consolidating nine agency directories for enhanced security and efficiency. Developed detailed project plans, SOPs, and migration support materials, ensuring minimal disruption.
- **Health and Human Services:** Produced comprehensive documentation for IT system redesigns, including user guides, training materials, and mobile policies, enhancing user support for the Office of Legal Resources.
- **U.S. House of Representatives:** Developed IT security policies, ensuring compliance with NIST guidelines.
- **Peace Corps:** Achieved 100% compliance in Security Awareness Training globally by developing policies and training materials for continuous monitoring Department of Energy: Documented 30+ Energy Information Administration systems, supporting annual accreditation.
- **Pan American Health Organization (PAHO):** Documented processes for secure procurement and distribution of vaccines.
- **Washington Metropolitan Area Transit Authority (WMATA):** Developed a Scope of Work (SOW) for transitioning to Category Management operations, collaborated on solicitation strategies, and supported procurement training materials for long-term improvements.
- **Sigma Gamma Rho Sorority, Inc.:** Designed comprehensive HR policies, workflows, and directives for headquarters operations, supporting organizational development through detailed process mapping and policy integration.

TWCS' Service Commitment

- ✓ **Integrity** in our conduct and commitment to meeting our clients' needs.
- ✓ **Collaborating** with stakeholders to exceed expectations and achieve favorable outcomes.
- ✓ **Diligent** application of the highest standards, resulting in quality deliverables that exceed our clients' expectations.
- ✓ **Protecting** our clients' interests and safeguarding the clients' data and other information.
- ✓ **Delivering** professional, quality work on schedule, every time!



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