




# DRIVEN BY DUTY FIRST IN RESULTS

Driven by our strong work ethic and duty to serve, we provide value to our clients by delivering expert insight and innovative solutions through our talented cadre of professionals. We have high standards in service, quality, timeliness, and customer satisfaction to ensure we deliver results that help clients achieve their goals.

Duty First Consulting, LLC (DFC) is a Service-Disabled Veteran-Owned Small Business (SDVOSB) providing management consulting services to the federal government and organizations supporting federal agencies. With many years of public sector expertise, DFC offers client services and support in the areas of business process and strategy, healthcare program operations, and human capital management.

Our team members come to DFC having held prestigious positions at some of the world's largest consulting firms, government agencies, and technology companies. We leverage our deep past experience and knowledge of our clients' businesses to deliver mission-critical results that transform and enhance federal government programs and the clients they serve. Our small business approach provides exceptional value through custom solutions, superior service, and unmatched agility and flexibility.

## Connect with Duty First.

 [company/duty-first-consulting](https://www.linkedin.com/company/duty-first-consulting)

 [dutyfirst.com/contact-us](mailto:info@dutyfirst.com)

 [thedfclife](https://www.instagram.com/thedfclife)



Certified  
Service-Disabled  
Veteran-Owned  
Small Business  
(SDVOSB)

## SERVICES

Business Process & Strategy (BPS)  
Healthcare Program Operations (HPO)  
Human Capital Management (HCM)

## PRIMARY CLIENTS

Department of Health and Human Services (HHS)  
Department of Veterans Affairs (VA)

## CONTRACT VEHICLES

GSA Multiple Award Schedule  
(formerly PSS)

Human Capital and Training  
Solutions (HCaTS) Small Business  
contract

Veteran Enterprise Contracting for  
Transformation and Operational  
Readiness (VECTOR)

Food and Drug Administration  
(FDA) Business Operations,  
Optimization, and Modernization  
(BOOM) BPA

## CERTIFIED SDVOSB

- SBA-certified SDVOSB
- Small under \$14 million
- Primary NAICS code: 541611

# SERVICES

## Business Process & Strategy (BPS)

Our professionals work closely with clients to align business processes with technology and organizational goals to transform and optimize performance. Our work is cost effective, informs strategy, and improves an organization's capability. DFC is proud of its role delivering key insights and recommendations that support the critical mission of the Department of Veterans Affairs.

- Performance Improvement
- Lean Six Sigma
- Business Strategy
- Cost Analysis
- User Acceptance Testing
- Requirements Development
- Workflow Analysis and Documentation
- Program Management Office (PMO)
- Acquisition and Contracting Support
- Project Management

## Healthcare Program Operations (HPO)

We work with government agencies to provide operational and technical support and deliver solutions that optimize federal healthcare and benefit programs, ultimately improving the health of Americans. DFC supports major federal healthcare programs under the Department of Health and Human Services' Centers for Medicare & Medicaid Services. We support the Federal Health Insurance Marketplace, as well as the Medicare program.

- Healthcare and Benefit Program Strategy and Operations
- Quality Assurance
- Process Improvement
- Data Analysis and Reporting
- Technical Assistance
- Stakeholder Engagement
- Deployment Management
- Training, Adoption, and Technical Assistance
- Policy and Program Implementation
- Strategic Healthcare Communications Development
- Formative and Evaluation Research
- Section 508 Compliance

## Human Capital Management (HCM)

We help organizations transform by working with them to attract, cultivate, and retain their most precious resources—their people. We help strategize, plan, prioritize, develop, and execute all aspects of HCM. DFC's human capital management team delivers effective and creative solutions to the Department of Veterans Affairs for workforce training, planning, and human capital management.

- Employee Engagement
- Customer Satisfaction
- Diversity, Equity, Inclusion, and Accessibility
- Action Planning
- Survey Development, Administration, and Reporting
- Talent Management
- Organizational Change Management
- Training and Learning
- Competency Modeling and Professional Development
- HR Process Improvement
- HCM Project and Program Management
- Workforce Planning
- Employee Onboarding
- Succession Planning
- Organizational Assessment

## DFC GIVES



DFC furthers its commitment to our Veterans through its charitable GIVE (Get Involved for Veterans) program. GIVE allows our professionals to participate in volunteer events and initiatives that make a difference in the lives of those who have served our country. The Northern Virginia business community has recognized DFC's GIVE program many times for its contributions to Veterans.

## Partner with us.

We regularly partner with other businesses to offer comprehensive solutions to our clients' important challenges. Our current partners range from some of the largest and prestigious business consulting firms to fellow small, Veteran-owned and disadvantaged businesses. We greatly value our existing teaming partners and welcome the opportunity to work with new businesses. We are capable and experienced in both prime and subcontractor roles.

For inquiries contact us at: [info@dutyfirst.com](mailto:info@dutyfirst.com).