



CM RICHARDSON & ASSOCIATES, LLC (CMR)

CAPABILITY STATEMENT

CORE CAPABILITIES

Management and Administrative Support Services

- Project Management
- Facilities Management
- Process Improvement
- Research and Analysis
- Editing Services
- Annual Reports and Conference Summaries
- Newsletters, Factsheets and Brochures
- Name Badges and Tent Cards
- Program Books and Collateral Materials

Information Technology Services

- Website Design and Development
- Custom Computer Programming Services
- Telecommunications
- Graphics Design

Event Planning Services

- Site Selection and Contract Negotiations
- Registration Website and Maintenance
- Exhibitor Coordination
- Keynote and Speaker Identification
- Proceedings Transcription

Training and Educational Services

- Conflict Resolution
- Team Building
- Instructional Design
- Curriculum Development
- Conflict Resolution
- Diversity, Equity and Inclusion
- Leadership
- Technical Writing

Facilities Support Services

- Flooring
- Carpeting
- Janitorial Services
- Painting

ABOUT CMR

At CMR, we value people, honesty and integrity while we strive to provide excellent customer experiences to our government partners. All of our staff and employees are given opportunities for growth while promoting teamwork and creative thinking among colleagues to best serve our government partners.

ABOUT CMR CEO

Ms. Candice Richardson is the founder of CMR and has successfully directed CMR's strategic planning, business development, resources, quality assurance and customer satisfaction. She and her seasoned management team bring over 20 years of experience in Management and Administrative Support, Information Technology Services, Event Planning Services, Training and Educational Services and Facilities Support Services. Previously, Ms. Richardson spent over 12 years of her career in the Internal Revenue Service as a Management and Program Analyst and a Telecommunications Specialist. In this capacity, she also served as a Master Trainer and Master Facilitator for the IRS Headquarters. Ms. Richardson was designated as a training Contracting Officer Technical Representative (COTR) and managed vendor contract budgets in excess of \$8 million from inception to closeout.

CMR CERTIFICATIONS

- **UEI NUMBER:** N86QRNM19868
- **CAGE CODE:** 67L25
- **DUNS NUMBER:** 965706992
- **EDWOSB** Pending
- **SDB**

CMR's MANAGEMENT TEAM

Candice Richardson, President & CEO

Ebony Harris, Director, Event Planning

Johnny Jordan, Director, Mgmt. & Admin. Support Services

Mary Lee Kolich, Director, Training & Educational Services

Egan Richards, Director, Information Technology

Address

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Email

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Phone

(301)675-0378



CM RICHARDSON & ASSOCIATES, LLC (CMR) CAPABILITY STATEMENT

Past Performance

Before and since establishing CMR, Ms. Richardson served in a number of Commercial, Federal and State agency policy, telecommunications, training, DEI, and logistics management and support roles. Case studies of Ms. Richardson's past performance includes the following:

Tristar Academy. Taught 3, 60-hour, Maryland Pre-Licensing classes for 115 future real estate agents. Using traditional and non-traditional teaching strategies to ensure students were able to pass their finals, national and state exams.

Maryland PTAC. Redesigned workshop curriculum to specifically fit client needs. Coordinated PTAP outreach events and managed calendar. Developed performance reports to maintain and track office engagement data. Facilitated 5 PTAP Office Introductory Training workshops for 150 people.

Department of Commerce, The US Census Bureau. Coordinated and provided field data collection training and assistance to 15 Enumerators. Coached and managed Enumerators on proper field interview techniques. Performed field interviews with the over 2,500 respondents. Collected and sorted interview responses, ensured accuracy and prepared them for delivery to the repository.

The Internal Revenue Service (Nationwide VMS Operations Center). Managed voice messaging system which serviced over 125,000 users internationally. Served as project manager for large scale system changes, installations and upgrades. Tested and evaluated voice messaging system prototypes prior to implementation. Served as the national communications liaison for recording and distributing Service-wide messages from the Commissioner and IRS executives.

The Internal Revenue Service (Office of Diversity and Quality). Developed the Headquarters Diversity and Inclusion training curriculum. Administered conflict resolution interventions and facilitated team building workshops. Facilitated in person and virtual national employee meetings. Designed and conducted organizational development interventions, implementing strategies to improve communications and engagements across departments.

The Internal Revenue Service (Information Systems Program Policy Section). Provided expert knowledge in the IRS Bid Review process for selecting training vendors. Instructed over 40 HIV/AIDS Awareness Seminars for employees. Facilitated process analysis teams within Information Systems.

The Internal Revenue Service (Information Systems Development (ISD) Training Section). Responsible for the management and coordination of 56 training events/conferences for 1,700 employees per year with an estimated budget of \$8 million. Served as COTR for training vendors. Supervised support staff and all aspects of training/conference coordination. Assigned and supervised logistics staff, approved all purchases and payments, and ensured the quality of all conference materials produced. Provided ISD with solutions for quick-response publication, computer support, and training requirements. Arranged for the production of meeting minutes, summaries, and reports for ISD trainings, conferences, meetings, and workshops.

NAICS CODES

Primary: 541611

Secondary Codes: 541618 541191 561110 561210 561920 611420 611430
512191 531110 531120 531210

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