



LIONEL HENDERSON & CO., INC.

## PROFESSIONAL SERVICES / CUSTOMER MANAGEMENT

### Proven Expertise in:

Executive Management  
Program Management  
Office Management  
Business Processes  
Financial Services  
Temporary Staffing  
Technical Writing  
Data Management  
Document Processing  
Claims Administration  
Call Center Operations  
Multi-media Fulfillment

### Federal Customers:

DHS / FEMA  
Defense Security Service  
Veterans Affairs  
Department of Justice  
Department of State  
Department of Treasury  
GSA Public Buildings Svc

**You need professionals with expertise and experience focused on your mission requirements. Nationwide, we bring versatile capabilities and a 25 year track record of success.**

Lionel Henderson & Co., Inc. (LH) has been a premier provider of Management Consulting, Financial, Customer Management and other Professional Services for more than 25 years. We support your organization's internal operations and manage communications and outreach to your external customers and clients. Our proven ability to meet schedules, control costs, and sweat the details has garnered our firm an unrivaled reputation for quality and customer satisfaction.

### Customer-focused Services

LH brings a broad range of professional, administrative and facility support experience, tailored to meet customer needs. Many of our employees hold clearances and work onsite at government facilities, handling sensitive data. We can provide temporary services as well as long term program support. Our capabilities are fully scalable, extending our superior level of staffing over multiple sites or just one office. We ensure accuracy and compliance with customer expectations through continuous communication, empowered project and program managers, and ongoing quality review.

### ISO 9001:2008 Certified

Our corporate Quality Management System (QMS) is ISO 9001:2008 certified; we apply world-class standards of excellence, and continuously research and apply best business practices. We incorporate QMS into all of our contracts, policies and processes, both internally and at onsite government locations.

### LH AT A GLANCE:

FOUNDED IN 1986



ISO9001:2008  
CERTIFIED

DUNS # 175354471

CAGE CODE: 0YA55

[www.LHenderson.com](http://www.LHenderson.com)

### Convenient Access to Services via GSA Schedules

- **Mission Oriented Business Integrated Services (MOBIS) – GS10F-0099T, SIN 874-1, Consulting Services**
- **Financial and Business Solutions (FABS) – GS23F-0046V, SIN 520-11, Accounting**
- **Temporary Administrative and Professional Staffing Services (TAPS) – GS07F-0669X, SIN 736-1, Administrative Support and Clerical**
- **Multi-Channel Contact Center Services (sub to Convergys) – GS00V08PDD0067, Customer Contact Centers**

### Teaming / Partnering Opportunities

OUR CLIENT'S  
SUCCESS IS OUR  
FUTURE

Our long-term success has been fostered through partnerships and teaming with like-minded companies and organizations. We welcome the opportunity to share ideas and work together on contracts and in areas where complementary skills and expertise provide the best solution for the customer.

Call 301-955-0633 to learn more.

6525 Belcrest Rd., Suite 602, Hyattsville, MD 20782

2831 St. Rose Pkwy, Suite 213, Henderson, NV 89052

4827 Laguna Park Drive, Suite 3, Elk Grove, CA 95758

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Corporate Information Summary Table			
Company	Lionel Henderson & Co., Inc.		
Offices	Corporate HQ 4827 Laguna Park Dr. Suite 3 Elk Grove, CA 95758	East Coast Office 6525 Belcrest Rd. Suite 602 Hyattsville, MD 20782	
POC	Mr. Jim Wilson Director, Business Development (301) 955-0633 fax (301) 699-4536, mobile (910) 431-5724 <a href="mailto:jimwilson@lhenderson.com">jimwilson@lhenderson.com</a>		
DUNS	175354471 (CCR/SAMS registration is current)		
CAGE	0YA55		
Facility Clearance	DoD Top Secret		
Revenue	\$10.1 Million (3 year average, 2010 – 2012)		
Size:	150 employees		
Status	Minority-Owned	Graduated SBA 8(a) in 2002	
	Service Disabled Veteran Owned (SDVOSB)	CVE Certified VOSB SDVOSB in process	
Other Certification	ISO9001:2008 Certified	Quality Management System	
NAICS Codes	Description	Code	Small Business??
	Facilities Support Services	561210	Yes
	Certified Public Accountant	541211	Yes
	Other Accounting Services	541219	Yes
	Temporary Help Services	561320	Yes
	Computer Facilities Mgt.	541513	Yes
	Other Computer Services	541519	Yes
	Admin/Gen Consulting	541611	Yes
	Marketing Consulting	541613	Yes
	Other Management Consulting	541618	Yes
	Other Scientific & Technical Consulting	541690	Yes
	Human Resources Consulting	541612	Yes
	Document Preparation Svcs	561410	Yes
	Telephone Answering	561421	Yes
	Telemarketing Bureaus & Other Contact Centers	561422	Yes
	Other Business Service Centers	561439	Yes
	Collection Agencies	561440	Yes
GSA Schedules	Abbreviated Name	SINS	Small Business?
GS-07F-0669X	TAPS	736-1	Yes
GS-10F0099T	MOBIS	874-1	No
GS-23F0046V	FABS	520-11	Yes, in 2014