



SBA SMALL DISADVANTAGED BUSINESS

DBE CERTIFIED

NMSDC MBE CERTIFIED

Putting the Human Back into a Dehumanized World™

UEI: **LULLC6NSQ841**CAGE: **76SE9**

P-Cards Accepted

Reimagining Leadership, Learning, and Technology for Government and Global Impact.

nDemand Consulting Services Inc. is a mission-driven consulting firm delivering federal strategy, training and learning ecosystems, AI-enabled automation, and human-centered service delivery for government, international, and enterprise clients. We integrate service delivery modernization, user-centered design, and cross-cultural capacity building into every engagement.

WHO WE ARE

A consulting firm built around *relationships before transactions*, plays aligned to government priorities, and commercial-first positioning. We translate executive mandates into actionable go-to-market strategy anchored by our people-first philosophy.

Two decades. 24+ countries. \$1.8B+ awarded contracts. 600+ businesses trained.

AWARDS SNAPSHOT

- **PSC R499** Professional Support: Other
- **PSC U099** Education/Training: Other
- **PSC R408** Professional Support: Program Mgt
- **NAICS 541611** Admin Management Consulting
- **NAICS 611430** Mgt Development Training
- **NAICS 611420** Computer Training

TRUSTED BY FEDERAL & PUBLIC-SECTOR CLIENTS

CMS • U.S. Agency for Global Media • DC Health • U.S. Department of Veterans Affairs • MBDA Federal Procurement Center • Maryland Department of Health • VentureWell

CORE COMPETENCIES

Human-Centered Workforce Development

- Global in-person and virtual mission-critical training (24+ countries)
- Custom curriculum for civil service and federal systems
- Hybrid, on-demand, and cohort-based learning platforms
- Cross-cultural training with bilingual delivery and embassy coordination

Program & Project Execution for Government

- Full lifecycle oversight using Agile, SCRUM, and PMBOK
- Multi-agency coordination and milestone management
- Risk-controlled transformation for mission-critical systems
- Integrated project teams (IPTs) and PMO Community of Practice

Digital Learning Systems & LMS Innovation

- Enterprise-grade LMS design and deployment
- AI-driven learner analytics and progress tracking
- Real-time feedback and engagement tools
- Cohort-based credentialing and downloadable resource libraries

AI Automation & Technology Modernization

- AI-enabled application builds and NLP for federal data
- ITSM enhancements and procurement CX/UX modernization
- Accessible-by-design technology with user-first principles
- Fraud, waste, and abuse detection via automated review systems

HUMANIZING LEADERSHIP & TECHNOLOGY FRAMEWORKS

nDemand's signature frameworks, applied across federal, state, local, and international engagements:

Humanizing Service Delivery

Redesigning agency support and operations to bridge systems and people.

Humanizing Learning Systems

LMS ecosystems that empower learners and feed insights to agency trainers.

Humanizing Government Technology

Blending ITSM, CX/UX, and procurement modernization to enhance public trust.

Humanizing Leadership Models

Agile, tactical, human-centered leadership methods for civil servants and executives.

PAST PERFORMANCE

Case Studies

Selected engagements demonstrating nDemand's federal program execution, training delivery, AI-enabled technology modernization, and global capacity building. Full case study details available at ndemandconsulting.com/case-studies.

Human-Centered Workforce Development



Successfully designed and executed a culturally tailored journalist training for the **U.S. Agency for Global Media (USAGM)** in Addis Ababa, Ethiopia. Leveraging our deep understanding of African cultural dynamics and federal compliance, we managed all aspects, from bilingual curriculum development and embassy engagement to full logistical execution, including travel, lodging, and training delivery. The training focused on ethical election coverage, digital journalism, and media security, equipping local journalists with practical tools while meeting all U.S. government fiscal and operational standards.

Digital Learning Systems & LMS Innovation



Led the end-to-end design and deployment of a fully integrated digital learning ecosystem for the **NMSDC Capital Readiness Program's 12-week Government Contracting Cohort**. Our team developed a self-paced, interactive curriculum aligned to federal acquisition readiness, built on a secure learning management system with on-demand video modules, templates, and real-time feedback tools. We created a private community forum for peer exchange, embedded live coaching touchpoints, and deployed cohort-based learning analytics to track engagement and outcomes. The platform also included integrated credentialing, downloadable resources, and a feedback loop to ensure content relevance and accessibility. Our LMS infrastructure supported over 400 participants and empowered diverse suppliers to enter and grow in the federal space with confidence, clarity, and compliant strategy.

Program & Project Execution for Government



As a subcontractor to Visual Connections (VC), nDemand Consulting Services supported the **Centers for Medicare & Medicaid Services (CMS)** on the Program Assurance and Data Optimization Support (PADOS) contract from 2019 to 2021. Our team provided full-spectrum project coordination and program assurance support, deploying Agile, Kanban, and Lean Six Sigma methodologies to streamline workflows, enforce governance, and improve reporting across CMS's Risk Adjustment Data Validations (RADV) Medical Record Review Contractor (MRRC B) Contract and CDAT initiatives. We established integrated project teams (IPTs), standardized operating procedures, and real-time communication monitoring systems. Due to our delivery excellence, nDemand was entrusted to support CMS's first Medicare Advantage RADV contract that introduced AI-powered pilot case studies, laying the groundwork for predictive modeling and advanced data-driven program integrity solutions.

AI Automation & Technology Modernization



As a subcontractor to Visual Connections, nDemand supported CMS's **RADV Medical Record Review Contractor (MRRC B) contract** by helping design and implement an AI-enabled medical record review system that transformed manual processes into an automated, user-friendly solution. Our team provided project coordination and process improvement services that incorporated IT service management (ITSM) best practices, customer-centric design, and secure system access (IDR, CDAT, CMS Mainframe). Through agile workflows, business intelligence reporting, and strategic planning, we enabled CMS to detect fraud, waste, and abuse (FWA) using Natural Language Processing (NLP), improving accuracy and turnaround while integrating user feedback loops, equitable design, and accessibility features into the solution, embodying the principles of Humanizing Technology in federal health IT service delivery.