CAPABILITIES STATEMENT

ABOUT US

Bridge CX, LLC (BridgeCX) is a certified Mentor-Protégé Agreement Joint Venture (MPA JV) between Coast Professional, Inc. (Coast), a nationally recognized leader in contact center operations and business process outsourcing (BPO), and HS Financial Group, LLC (HSF), a certified HUBZone and Service-Disabled Veteran-Owned Small Business (SDVOSB) with a strong record in consumer outreach, compliance-driven customer care, and high-volume account resolution.

This partnership was formed to help federal agencies meet small business contracting goals while delivering high-quality support for complex, large-scale programs. By combining Coast's expansive reach and operational maturity with HSF's agility, mission alignment, and high-security experience, BridgeCX offers the best of both worlds.

Together, our team manages more than 19 million consumer interactions annually across federal, state, commercial, and higher education sectors. With U.S.-based contact centers, multilingual agents, voice analytics technology, and compliance-driven operations, BridgeCX is equipped to support high-volume requirements and evolving client needs while advancing small business inclusion.

WHY CHOOSE BRIDGECX

- **Proven Scalability:** Rapid deployment capabilities, including successful onboarding of 100+ employees in accelerated timeframes while maintaining low abandonment rates and high service quality.
- **Clearance Team Advantage:** Facilitates Personal Identity Verification (PIV) card issuance to expedite onboarding and reduce client administrative burden and cost.
- **Standards-Aligned Operations:** Compliant with the Federal Information Security Modernization Act (FISMA), the National Institute of Standards and Technology (NIST), IRS Publication 1075, the Health Insurance Portability and Accountability Act (HIPAA), Payment Card Industry Data Security Standard (PCI-DSS), and the Gramm-Leach-Bliley Act (GLBA); supported by structured, award-winning training programs.
- **Certified Small Business Value:** HUBZone and SDVOSB certifications help meet subcontracting goals with demonstrated operational capacity.
- **Focused on Accountability:** Governance, compliance, and dedicated client engagement drive reliable, mission-aligned service delivery.

CORE COMPETENCIES

- Inbound and Outbound Contact Center Operations
- Omnichannel Customer Engagement (Voice, Email, SMS, Web)
- Multilingual Communication
- Business Analytics and Portfolio Insight
- Secure Data Handling and Voice Analytics
- Compliance Monitoring and Vendor Oversight
- Higher Education Contact Center Services
- Business Process Outsourcing (BPO)
- Support for Emergency Programs and Crisis Response

COMPANY DATA

Mentor: **Coast Professional, Inc.**

Protégé: **HS Financial Group, LLC**

Joint Venture: **BridgeCX, LLC**

NAICS Codes (Primary):

561422 - Telemarketing Bureaus and Other Contact Centers

NAICS Codes (Secondary):

561421 - Telephone Answering Services

541110 - Offices of Lawyers

Unique Entity ID: **DQ8JFSJZ3GH7**

CAGE Code: **125Y5**

Headquarters:

18013 Cleveland Parkway Drive
Suite 170
Cleveland, OH 44135

Administrative Locations:

California, Georgia, Louisiana, New York, Ohio, Texas

CONTACT

Diana Day
Senior Director of Business Development

585.667.2906
dday@bridgeCX.net

bridgeCX.net

PROVEN EXPERIENCE

BridgeCX's leadership brings a strong record of success managing high-volume, compliance-driven BPO programs for federal agencies. With deep expertise in call center operations, secure account servicing, and administrative support, the joint venture is built to deliver measurable results at scale in the public sector.

Department of Education Federal Student Aid (FSA)

The BridgeCX Leadership Team brings more than 25 years of combined experience supporting FSA programs through contact center and BPO services. Both mentor and protégé have served as primes and subcontractors on multiple contracts including all stages of the student loan lifecycle.

This experience demonstrates BridgeCX's ability to deliver compliant, high-volume federal BPO solutions with a focus on performance, accuracy, and customer support.

Department of the Treasury Bureau of the Fiscal Service

JV Mentor supports comprehensive contact center services across more than 50 federal agencies. Over 4.3 million calls have been placed with a consumer complaint rate of less than one per 240,000 calls—evidence of a high-quality, compliant service model.

Department of the Treasury Internal Revenue Service (IRS)

Through a contract requiring the handling of sensitive federal tax information, BridgeCX partners implemented elevated cybersecurity standards, including compliance with IRS Publication 4812.

Multiple audits confirmed the program's security posture with no findings, reinforcing the team's readiness to manage protected data environments and deliver secure BPO services.

State-Level BPO Performance

BridgeCX also brings decades of experience delivering mission-critical BPO services to state government programs, including:

- Rapid deployment of contact center teams for staffing needs
- Long-term management of complex account servicing and administrative workflows
- Execution of secure data handling, skip tracing, and compliance monitoring
- Support for outbound communications, employer verifications, and resolution processing

This performance history showcases BridgeCX's readiness to scale operations, support diverse program goals, and meet strict federal performance and compliance requirements.

CERTIFICATIONS AND MEMBERSHIPS

SBA HUBZONE CERTIFIED · SBA SERVICE-DISABLED VETERAN-OWNED CERTIFIED · National Veteran Small Business Coalition NVSBC · RMAi CERTIFIED CERTIFIED PROFESSIONAL RECEIVABLES COMPANY · ISO 9001:2015 · ACA INTERNATIONAL · FISMA COMPLIANT · Training APEX AWARDS · PCI DSS COMPLIANT · HIPAA COMPLIANT · A-LIGN SOC 2 · BBB ACCREDITED BUSINESS A+ rating · TOP WORK PLACES USA

Timothy M. Sullivan

Service-Disabled Veteran
Owner, HS Financial Group, LLC

A former Navy JAG Officer and service-disabled veteran, Mr. Sullivan began his legal career serving at a nuclear submarine base in Kings Bay, GA, and later in Washington, D.C. After leaving the Navy in 1997, he returned to Cleveland, Ohio, where he began working as a tax consultant at Ernst & Young. He went on to practice tax law with a major Cleveland firm before purchasing his first debt portfolio in the summer of 2000. Drawing on the discipline and leadership honed during his military service, Mr. Sullivan transformed HS Financial from a two-person startup into a thriving firm with approximately 100 professionals.

bridgeCX

bridgeCX.net