

**AWARD NOMINATION  
SMALL BUSINESS PARTNER OF THE YEAR**

(For presentation at the Annual Small Business Awards ceremony  
June 2005)

**Bureau:**

- 1) Please provide the following company information:

**Company Name:** LGB & Associates, Inc.  
**Address:** 10400 Eaton Place  
Suite 450  
Fairfax, VA 22030

**Telephone Number:** (703) 359-6950  
**President/Owner/CEO:** Li Garcia-Ballard

**Business Type (check all that apply):**

Small       SDB       8(a)       Women-owned  
 HUBZone       Veteran-owned       Service Disabled Veteran-owned

- 2) Please describe how this small business has excelled in the past year in the performance of their contract. Additionally, please provide a brief profile of the firm in your description.

LGB & Associates (LGB) was awarded a Treasury Commercial Vehicle contract in September 2002. To date, IRS has issued seventeen (17) task orders, encompassing a range of services. These include software (both COTS and custom developed), hardware, maintenance, Help Desk and Equipment Inventory support for IRS offices nationwide.

LGB has been flexible, responsive, innovative and fair in their interactions with IRS. The company is committed to process improvement. These attributes have been consistent over the term of the contract. As an example, consider the Printer Refresh procurement that took place in September 2004.

The procurement was competed under the TCV BPA. It was a request for 3,227 printers to replace both internal units and units available for staff working under the VITA program. LGB developed a teaming relationship with Kyocera Mita America to respond to the solicitation. Kyocera was then an unknown hardware provider. LGB developed an outstanding proposal that presented the Kyocera product line as the best technical solution at the lowest cost with respect to both unit pricing and Total Cost of Ownership.

LGB received an award for 3,227 printers to be delivered to more than 70 IRS locations. Total cost to the IRS was \$2,510,613. The evaluation team calculated that the LGB cost saved IRS, using Total Cost of Ownership estimates (to include toner and other supplies) approximately, \$1,050,000.00.

Delivery shipments began in early December 2004. A problem was reported when an IRS staff in Charlotte, NC observed that a pallet being delivered appeared to have a pink powdery substance between the boxes containing the printers and the surrounding shrink wrap. After a short discussion with Kyocera, a HazMat firm was contacted and a HazMat team was sent to the Charlotte IRS facility. The HazMat team determined that the pink substance was chalk dust. The warehouse people were using chalk to put notations on the shipping cartons.

This activity took place on Friday, December 3, 2004. Shipments were resumed on Monday, December 6, 2004. LGB and Kyocera adjusted shipping procedures by:

- Discontinuing the use of chalk for notations on cartons. Thereafter, only marking pens were used.
- Trucking firms were instructed that shipments containing IRS equipment were not to include any other packages that might consist of any kind of powdery substance.
- Subsequent shipments were completely wrapped in plastic. Prior, the pallets were shrink-wrapped only on the sides

This situation is one of many that demonstrate LGB's ongoing efforts to identify and resolve problems as opposed to avoiding responsibility. LGB has established a track record of quality service and continually looks for ways to improve. Communications are ongoing and personal. IRS staff who have ordered printer accessories or replacement toner receive email and telephone feedback with respect to order status.

One of the IRS customers who LGB assisted remarked that it was a refreshing change to deal with a company that was interested in providing support as opposed to just taking the IRS money. That comment is typical of the IRS experience with LGB. LGB should be considered a leading candidate for the IRS Small Business Partner of the Year.

### **LGB Profile**

LGB is a woman-owned, Native Hawaiian firm, certified by the Small Business Administration as an 8(a), Small Disadvantaged and HUBZone firm. LGB maintains offices in Hawaii and Virginia. Formed in 1994, LGB provides a wide range of services and capabilities to meet the growing administrative, technology, and program management requirements of its clients.

LGB's services cover the full range of software development and maintenance support to include system and network, application software, and commercial off-the-shelf (COTS) support. In addition, LGB provides a full range of management and administrative support specialized training and assistance in product acquisition.