

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

(For presentation at the Annual Small Business Awards ceremony
on June 2003)

Bureau: Department of Treasury, Internal Revenue Service

- 1) Please provide the following company information:

Company Name: Paradigm Solutions Corporation
Address: 6110 Executive Boulevard, Suite 617
Rockville, MD 20852

Telephone Number: (301) 468-1200

President/Owner/CEO: Ray Huger, President

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.

Paradigm Solutions Corporation, a company founded by its president in 1991, is an 8(a) small business contractor for the Internal Revenue Service. The company is a full service information technology solutions provider and offers a wide range of business productivity solutions and quality management support services to the government.

Paradigm Solutions Corporation is the contractor for the Long Term Maintenance of Computing Centers Contract (LTMCC), which is a performance based contract. The contractor has 35 software subcontractors including original software manufacturers and 27 hardware subcontractors. Paradigm provides software licenses and maintenance support, preventive and remedial hardware maintenance services and technical support for the Martinsburg, West Virginia Computing Center (MCC), Detroit, Michigan Computing Center (DCC) and the National Office, Washington, DC. The Martinsburg and Detroit Computing Centers are tax

processing systems that maintain tax and taxpayer account master files which are the "core" of the IRS' function. DCC and MCC perform both tax-related and administrative processing for the IRS. Paradigm's responsibilities under the LTMCC contract help the IRS accomplish its mission to provide America's taxpayers top quality service.

Paradigm has performed the LTMCC contract for one year and nine months. In that timeframe the company has resolved numerous problems (system migrations, major changes to system architecture, operating system upgrades, licensing, pricing and the addition of new software and removal of old software in minimal timeframes. The contractor's excellence in resolving the problems are a result of knowledge, tenacity, skill, professionalism, business acumen, communication, coordination and tact.

Paradigm is always receptive to new and innovative ideas and recommends new and innovative ideas to the government. The company has provided IRS contracting personnel with key personnel cell phone numbers to allow for easy access to the personnel. The contractor has continuously provided prompt, efficient and responsive replies to all inquiries and requests for assistance.

Whenever Paradigm is requested to submit pricing for its subcontractors and OEM's, the company tackles the issue with a view towards attaining the IRS the lowest possible price. Paradigm's excellence in price negotiation has saved the IRS over \$280,988 for hardware and software required for the contract. Additionally, to save the IRS money, Paradigm performs technical service instead of subcontracting to the Original Equipment Manufacturers. Paradigm's pricing for technical service is substantially lower than the pricing charged by subcontractors. This results in a substantial savings over the life of the contract. Paradigm also saves the IRS money by having spares and parts at MCC and DCC to reduce the downtime of equipment on the LTMCC contract.

Paradigm has instituted a LTMCC website utilized by MCC, DCC, the National Office, subcontractors, OEM's and IRS personnel. This website has become an excellent administrative tool. Access to the website is governed by a "need to know". The website is password protected and includes Section 508 information (for Paradigm and subcontractors), contract information, disaster recovery contacts and information, software, hardware, list of subcontractors and contacts, news, reports,

databases, configuration, identification of Paradigm and Contracting personnel and

historical information. The website is a needed asset for the LTMCC contract that has benefited not only the IRS but everyone who has access.

Paradigm has received laudatory comments regarding performance of the contract from the COTR, sub-COTR's, subcontractors, OEM's, program managers and IRS personnel. It is very unusual to have a contractor on a contract that has an excellent relationship with everyone who is involved with the contract. It is also unusual for Contracting personnel, technical personnel and support personnel to have nothing but laudatory comments regarding the contractor's Performance.

Paradigm has stressed that its mission to the IRS is as follows - - "Paradigm will be the preeminent provider of business solutions and services. We will achieve this through sustained service excellence and prudent deployment of a competent, efficient workforce. We will delight the IRS with innovative business solutions and superior support services that meet or exceed their highest expectations. We will fully address their current needs and future requirements with solutions that are right for today and ready for tomorrow. Our commitment to excellence and client satisfaction will always be our foremost objectives."

Paradigm has surpassed its mission objectives for the IRS. Based on past performance, the IRS is confident that Paradigm will continue to surpass its mission objectives throughout the life of the LTMCC contract.

tax professionals (including electronic filers), hardware and software vendors, banking authorities, tax preparers and state taxing agencies participate in an exchange of technology, ideas, equipment and software used for the electronic filing process and other IRS initiatives.

PAI is responsible for managing, planning and coordinating the IRS Nationwide Tax Forum Conferences and Exhibitions. This includes coordinating conference locations, establishing dates; providing facilities, lodging, transportation arrangements; coordinating registration, providing badges and promoting the conferences. Six conferences are normally conducted per year with approximately 3,000 to 4,000 attendees. The contractor selects and hires subcontractors (to assemble booths, provide carpeting, furniture and power strips) coordinates with unions, hotel personnel and shipping companies and contracts with non-governmental personnel to provide seminars and other instructional information in support of the Nationwide Tax Forums. Additionally, PAI established an incentives program for 50 Electronic Return Originators (ERO) to receive incentives during the Tax Forum Conferences and Exhibitions. The incentives are offered for the ERO's to promote electronic filing of tax returns.

One of the exemplary achievements of PAI in servicing the IRS Nationwide Tax Forum for 2002 was the creating of the incentive program and formulation of the strategy to actively engage Professional Associations (PA) to recruit their members for the Tax Forum. This PAI endeavor was exceptionally successful. Associations such as The National Society of Tax Professionals and The National Association of Enrolled Agents actively participated in advertising the forum and recruiting their members. As a result, nearly 1,500 first-time conference participants were recruited to the 2002 forum by these associations. PAI provided these associations free booth space and a free seminar room at each conference as an incentive for a "job well done".

PAI instituted The Exemplary ERO luncheon as another innovative program for the Nationwide Tax Forums. The luncheons provide the opportunity for the Commissioner or Deputy Commissioner of IRS, members of the Oversight Board and other top IRS Executives to get candid feedback, in an informal setting, from the Exemplary ERO's regarding electronic filing of tax returns.

The contract requires PAI to provide 10 booths spaces to be set up for use by the IRS. This number was increased to TWENTY THREE to accommodate

thirteen IRS organizations for the 2002 Nationwide Tax Forum. While this increase represented a major challenge for PAI, the contractor utilized its management and organizational skills, talent and professional acumen to excel in the accomplishment of this task without any delays.

The provision of on-site informational technology (IT) support is not a PAI requirement for the contract. PAI voluntarily utilized its IT expertise and skills, at no cost to the government, which resulted in the Speakers having no on-site IT problems at the conference.

PAI utilized its cost savings management skills and returned to the IRS the sum of \$5,433.00 from the 2002 Nationwide Tax Forum.

As a result of PAI's superior performance of the contract, the IRS Nationwide Tax Forums have expanded to become efficiently operated, well managed and organized, very successful and an exceptionally popular conference contract.