

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

Recommendation must be for work accomplished during fiscal year 2006  
for presentation at the Annual Small Business Awards ceremony in July  
2007

Bureau: IRS Procurement

- 1) Please provide the following company information:

Company Name: Kadix Systems LLC  
Address: 4245 N. Fairfax Drive, Suite 700  
Arlington, VA 22203  
Telephone Number: (703) 236-3000  
Fax Number: (703) 236-3001  
President/Owner/CEO: Daisy D. Layman  
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 (2006) in the performance of their contract. Additionally, please provide a brief profile of the firm in your description.

Kadix Systems provides support to the IRS for our video conference technology. This company is a Small Business Administration certified Minority and Woman Owned 8(a) that provides professional services to the Federal Government. The Kadix mission is to help maximize the value of customer investments in a changing organizational and technology environment. Kadix provides services in the following areas: organizational change management, technology infrastructure management, integrated audio/visual communications systems, help desk and desktop support, software quality assurance, systems engineering, and scientific, technical and engineering support.

IRS depends on Kadix Systems to support our video conference technology at 91 locations across the continental US, Alaska, Hawaii, and Puerto Rico. Kadix has continued to improve on their quality assurance methods and has exceeded contract requirements for responsiveness to service calls. Their management is committed to improving response times for the 7 day week/24 hour per day technical support help desk and maintenance calls. Kadix independently structured and implemented a 2 hours interactive, web-based training session to IRS. Kadix has trained over 3,000 IRS employees in video teleconferencing technology in classes ranging from basic usage through expert technicians. Prior to 2006 IRS employees would often have to wait until a class was scheduled. Kadix's internet training has become so popular that most IRS employees now prefer this training over classroom training. This was above and beyond the statement of work for this requirement but shows the company's commitment to the customers needs.

Kadix consistently provides shorter response times to the maintenance calls than the contract requirements. Kadix has also continued the high level of service for the 7 day week/24 help desk by providing 100% first call answers within 30 seconds for the entire FY2006 period.

Response from the field customers also shows the appreciation that is being experienced around the country towards the Kadix employees who display empathy, attentiveness and a high degree of technical understanding which helps to resolve the issues in such a timely manner.

Kadix senior management has shown a commitment to IRS based on their proposed reduced cost per location for the new contract which provided a cost savings to the Government of \$104,592 over a 3 year period.

Because of the above, I am pleased to nominate Kadix as the Small Business Partner of the Year.

Kathy Rittenhouse  
Contract Specialist

