

U.S. Department of Homeland Security
*Office of Small and Disadvantaged
Business Utilization*

16th Annual

**Small Business
and Small Business
Advocate Awards**





Small Business Awards

This award is designed to recognize small businesses that have provided outstanding contract support in the advancement of the various Department of Homeland Security (DHS) missions during Fiscal Year 2019 (October 1, 2018 through September 30, 2019). These small businesses are recognized for a variety of reasons such as creative or unique solutions to DHS requirements; extraordinary customer service and/or significant value; productivity and efficiency gains; innovative ideas to a specific contract task; and cost, time, and manpower savings for the Department.



Small Business Award

HEADQUARTERS, OFFICE OF PROCUREMENT OPERATIONS (OPO)

VariQ Corporation

SB, HUBZone
Rockville, Maryland

VariQ Corporation provided all lifecycle support services for new capability releases for the Office of Biometric Identity Management's (OBIM) Automated Biometric Identification System (IDENT). IDENT is a department-wide system for the storage and processing of biometric and associated biographic information that contains 200+ million unique identities and processes over 300,000 biometric transactions a day. VariQ developed system maintenance releases to address enhancement (perfective), adaptive, corrective, preventative, and/or security-related system change requests, such as onboarding of OBIM customers/stakeholders and the establishment of IDENT interfaces for the exchange of information that uniquely identified individuals who may threaten national security. In addition, VariQ aided OBIM in addressing evolving threats by rapidly implementing repeatable system enhancement capabilities, existing service requests (ESR), and emergency releases. VariQ developed thirty-nine (39) Impact Assessments which were used to prioritize IDENT system changes for implementation. This resulted in high visibility critical system improvement releases as well as cost reductions and improved capacity.



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Small Business Award

HEADQUARTERS, OFFICE OF PROCUREMENT OPERATIONS (OPO)

Intelligent Waves, LLC
SB, SDVOSB, 8(a), SDB
Reston, Virginia

Over the years, Intelligent Waves has partnered with several federal agencies, including the Department of Homeland Security (DHS) Science and Technology Directorate (S&T). Under a Small Business Innovation Research (SBIR) project titled “Hypori Virtual Mobile Infrastructure (VMI)” and funded by S&T, Intelligent Waves developed a groundbreaking new technology that enables organizations to virtualize mobile devices so sensitive apps and data can be made available to mobile devices virtually, while maintaining appropriate security controls for data stored on back-end servers. Throughout its VMI development work for S&T, the company met or exceeded planning milestones. The quality of its VMI is unmatched within the mobile security industry and will save government and private-sector users millions of dollars by safeguarding intellectual property and sensitive information.





Small Business Award

HEADQUARTERS, OFFICE OF PROCUREMENT OPERATIONS (OPO)

Analygence

SB, SDVOSB, 8(a), SDB
Fulton, Maryland

Analygence provided analytic staff resources to support the Cybersecurity and Infrastructure Security Agency (CISA) in partnership with the United States Air Force CyberWorx to analyze data and information pertaining to critical infrastructure and the private sector's current cybersecurity posture, specifically as it pertains to indicators of compromise (e.g., implants, back-doors, and other malware which indicate the presence of a persistent adversary). The technical goal to investigate the efficacy of a set of integrated commercial products to remove malware in common office files was achieved, and as a secondary outcome, Analygence found undetected malware that was provided to the National Cybersecurity and Communications Integration Center (NCCIC) for further analysis. This demonstrated the solution worked better than anticipated. In turn, the government worked with Analygence by modifying its contract to include updates to Secure Internet Access and File Transfer (SIAFT) Proof of Concept (PoC) Systems for malware detection by coming up with innovative ways to provide rapid detection, analysis, and characterization of software samples/malware. Analygence applied an agile development methodology to the development, integration, and deployment of the PoC platform. This contract effort has been successful beyond the initial vision, providing the NCCIC valuable threat intelligence and a new approach to strengthen cybersecurity posture.



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Small Business Award

U.S. CUSTOMS AND BORDER PROTECTION (CBP)

TechOp Solutions International, Inc.

SB, 8(a), SDB, SDVOSB
Arlington, Virginia

TechOp Solutions International, Inc. supported multiple information technology projects in the furtherance of several CBP high profile and priority programs such as the CBP Mobile, Mobile Passport Control, the Biometric Entry/Exit, and the Traveler Communication Center. The CBP Mobile Program coordinates the development, deployment, and maintenance of tactical mobile solutions to enable mission-critical operations across the Office of Field Operations, Air & Marine Operations, and United States Border Patrol. In Fiscal Year (FY) 2019, TechOp conducted an inventory of all 4,500 mobile assets tied to the program, including 1,700 deployed devices. TechOp supported the Mobile Passport Control Program (MPC) and was responsible for the design, development, and implementation of the third-party vendor onboarding process, business requirements documents, and privacy audit parameters. The TechOp team assisted in bringing two additional MPC applications to the market place, which is now available at 31 ports of entry and has been used by over 11 million travelers, with over 4 million travelers in FY 2019 alone. TechOp supported the Biometric Entry/Exit program by providing subject matter expertise in data protection and privacy best practices and resolved over 269,000 travel inquiries about Trusted Traveler Programs, the Electronic System for Travel Authorization, and the Electronic Visa Application System. During FY 2019, the average quality assurance score increased to 97.1 percent, up from 95.9 percent in FY 2018. As a result of its strong performance, TechOp Solutions demonstrated it is a valuable partner in helping CBP achieve mission success.





Small Business Award

U.S. CUSTOMS AND BORDER PROTECTION (CBP)

IntegriWard, LLC

SB, HUBZone, SDB, WOSB
San Antonio, Texas

During Fiscal Year (FY) 2019, IntegriWard, LLC was instrumental in the success of numerous high-visibility contracts in support of CBP Central Processing Centers (CPC) and other facilities. IntegriWard was awarded various contracts for construction, Closed Circuit TV (CCTV)/security system installation, janitorial and snow removal service, and septic systems. A number of these contracts were urgently needed and IntegriWard delivered under very challenging circumstances. Several projects were located on both the Southern and Northern United States Borders, requiring numerous site visits to ensure complete understanding of what needed to be accomplished. IntegriWard recommended changes and alternative approaches to ensure projects were successful. IntegriWard repeatedly demonstrated its commitment to the delivery of timely and quality products and services. As a result of the firm's expertise and dedication, CBP was able to successfully meet its mission.



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Small Business Award

FEDERAL LAW ENFORCEMENT TRAINING CENTERS (FLETC)

Omni Corporation

SB, WOSB
Irving, Texas

FLETC serves as an interagency law enforcement training organization for more than 90 federal agencies, in addition to state, local, and international law enforcement agencies. Omni Corporation provided valuable program support services to FLETC. The Omni's on-site project manager ensured all projects were accomplished on time and with quality despite a significant increase in training requirements for Fiscal Year (FY) 2019. Omni's ability to provide Educational Aides Services, Publication Storage and Assembly Warehouse Services, Student Records Management Services, and Disclosure Support Services into a seamless daily service contract has contributed greatly to the FLETC training mission. Omni provided continuous support in the areas of quality control management, final rosters, graduations, end of class reports, transcript requests, and warehouse operations, among other services for 59 Center Basic Programs, 94 Center Integrated Basic Programs, 216 Center Advanced Programs, 339 Agency Specific Basic Programs, and 115 Export Programs. Their dedication and professionalism ensured a successful training program at FLETC.

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Small Business Award

FEDERAL LAW ENFORCEMENT TRAINING CENTERS (FLETC)

B&O Joint Venture, LLC

SB, 8(a), SDB
Dallas, Texas

B&O Joint Venture, LLC (B&O JV) has been a valued contractor to the FLETC team, providing dormitory management services at the Glynco, Georgia facility which includes nine dormitory buildings (total of 1,199 rooms), five student centers, and one laundry facility. Services include Project Management, Custodial, Desk Clerk, Preventive Maintenance, and Routine Maintenance Services. The impact on lodging from student growth and loss of dormitory spaces from hurricane damages created challenges for housing FLETC's students. Housing became a top priority and B&O JV's initiative to convert single-occupancy to double-occupancy by removing 2,295 pieces of living room furniture and installing new bedroom furnishings increased bed capacity to 1,758, an increase of 755 beds. B&O JV's hard work and professionalism earned the entire team praise from FLETC and partner organizations.



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Small Business Award

U.S. IMMIGRATION AND CUSTOMS ENFORCEMENT (ICE)

Allways Shred, Inc. dba: ProShred Security

SB

Raleigh, North Carolina

Allways Shred provided valuable services to ICE, Enforcement & Removal Office in San Diego, California. Allways Shred provided a full range of shredding services for unclassified materials; incineration of paper documents, maps, blueprints, catalogs; and disintegration of microfilm, microfiche, ID cards, and all documents as requested utilizing their secure bailing facilities. Allways Shred worked closely with government personnel to quickly and effectively accomplish the incineration services in accordance with federal and state laws and regulations. The Allways Shred team was always professional and provided exceptional customer service, while safeguarding private information.

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Small Business Award

U.S. IMMIGRATION AND CUSTOMS ENFORCEMENT (ICE)

Akira Technologies, Inc.

SB, HUBZone, SDVOSB, 8(a), SDB
Washington, District of Columbia

Akira Technologies, Inc. (Akira) provided exceptional information technology products and services to ensure customer satisfaction for the Information Technology Division (ITD) at ICE. The firm responded to urgent requirements within short timeframes, giving the ITD the ability to meet urgent critical requirements of its customers. As a First Source II contractor, Akira surpassed its information technology delivery requirements and the program team considered their representatives knowledgeable and very responsive when having to deal with urgent and complex requirements.



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Small Business Award

TRANSPORTATION SECURITY ADMINISTRATION (TSA)

Trilogy Secured Services, LLC

SB, 8(a), SDB, SDVOSB
Stafford, Virginia

The TSA Office of Physical Security has the front line mission of protecting the security envelope for the operations at TSA's Headquarters (HQ) and National Capital Region locations. Trilogy Secured Services, LLC (Trilogy) provides electronic security to TSA locations through the installation and maintenance of cameras, networking equipment that supports archival and retrieval of all camera footage, and HSPD-12 infrastructure for ingress and egress to include badge readers and door locks. Trilogy's support is key to TSA maintaining its HSPD-12 and Level 4 Perimeter Security Compliance. Trilogy repaired, maintained, and in the case of the HQ consolidation and move, installed new Level 4 compliant security perimeter equipment. Over the last four years, Trilogy has never had an issue supporting the complex electronic and physical security system that TSA employs. When malfunctions occurred, Trilogy supported TSA with one day response times and typically returned systems to operational status in a 24 hour timeframe. Trilogy's support extends to the provision of Information System Security Officers which ensures that the electronic security system installed for TSA's Level 4 Perimeter Security Compliance maintains FISMA certification and a positive scorecard. Trilogy is a direct participant in the successful operation of these mission-critical systems, and their responsiveness and business practice make Trilogy an outstanding and an essential TSA mission partner.





Small Business Award

TRANSPORTATION SECURITY ADMINISTRATION (TSA)

Information Discovery Services, LLC

SB

Fort Worth, Texas

Information Discovery Services, LLC (IDS) conducts inclusive background investigations (IBIs) of commercial airline pilots aspiring to become Federal Flight Deck Officers (FFDOs). IDS also completes Employment Verifications (EVs) for the Crew Member Self Defense Training (CMSDT), a voluntary program of instruction in self-defense measures. IDS completed 965 EVs and 3,567 full IBIs on FFDO candidates through significant increases in efficiency, quality, timeliness, and visibility. IDS tripled the number of personnel cleared and trained on the FFDO program to accommodate the desired compression contract timelines. IDS developed and implemented new processes and efficiency of operations to overcome deficiencies in the FFDO application form and process, thereby significantly reducing processing and investigation times.



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Small Business Award

UNITED STATES SECRET SERVICE (USSS)

Total Systems Technologies Corporation

SB, WOSB, HUBZone
Fairfax, Virginia

The DHS Office of the Chief Information Security Officer (OCISO) and the Office of the Chief Financial Officer (OCFO), Risk Management and Assurance (RM&A), have been methodically integrating the rigor of Federal Information System Controls Audit Manual-centric financial system security control requirements. Total Systems Technologies Corporation (TSTC) provided critical services in support of Authority to Operate (ATO) pilot activities. TSTC's usage of an agile sprint construct made the pilot program an overwhelming success for not only USSS but DHS overall. Over an accelerated timeframe, TSTC staff successfully completed 252 control evaluation matrices (CEM). These CEMs included detailed tests of design and tests of operational effectiveness to reflect the critical IT control enhancements identified by the OCISO and OCFO. In all, approximately 1,200 tests were manually-performed, and several thousand samples were examined. As a result, TSTC improved the security posture of the Travel Manager, Oracle Financial, PRISM, Sunflower, and the USSS.





Small Business Award

UNITED STATES SECRET SERVICE (USSS)

Logistics Applications, Inc.

SB, SDVOSB

Alexandria, Virginia

Logistics Applications Inc. (LAI) has partnered with the USSS since 2014 to provide warehouse support services. LAI staff performed inbound and outbound logistics within the USSS warehouse and various USSS field offices and ensured the USSS had the appropriate equipment and information to effectively accomplish its mission. LAI went above and beyond to ensure USSS field offices across the National Capital Region had materials, equipment, and supplies in a timely manner. The USSS Inspection Division commended LAI employees for their “professionalism, energy, and willingness to assist.” The Dignitary Protective Division acknowledged LAI for their “dedication, work ethic, and professionalism” and the Forensics Services Division commended LAI for their communication skills and proficiency.



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Small Business Award

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

Chainbridge Technologies

SB

Vienna, Virginia

Chainbridge Technologies (Chainbridge) developed the RadResponder system and provides training and support services to the federal, state, tribal, territorial, and local governmental response organizations to combat potential chemical, biological, and radiological incidents. Chainbridge's customer-first approach, innovative thinking, and attention to detail have made RadResponder the national standard for the management of radiological data. Chainbridge was always on-time, and frequently ahead of schedule, for deliverables. Chainbridge also conceived an innovative method to manage deployed FEMA staff via interactive electronic OrgCharts for FEMA's Office of Response and Recovery (ORR). This has had an enormous impact on ORR's field operations, providing cost benefits by eliminating redundant paper organization charts and delivering up-to-date data critical to the FEMA mission.

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Small Business Award

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

Ideation Inc.

SB

Reston, Virginia

Ideation Inc. (Ideation) has been a proven partner providing various specialized services to FEMA's Mitigation Directorate Risk Reduction Division, by designing analytical and business process models, implementing econometric calculation methodologies, developing analytical and automation tools, and storytelling using data visualizations. Specifically, Ideation provided continuous services and products throughout the entire life cycle of FEMA's Benefit Cost Analysis (BCA) Toolkit, used in communities nationwide to successfully demonstrate their hazard mitigation projects' cost effectiveness. This provided a sound basis for FEMA to award \$17.4 billion in hazard mitigation grants. Ideation redesigned the computationally complex and data-intensive BCA desktop tool into a radically simplified calculator using Microsoft Office Web Add-In platform. The work was performed by using only 10 percent of the costs it took to design and develop the previous version and reduced the burden for the survivor community end users by 80 percent. Recently, Ideation developed an automated Geographical Information System (GIS) Incident Impact Analysis Dashboard that FEMA's Grants Data and Analytics Tool branch utilized to evaluate the impact of past, current, and future events on the demands of the Hazard Mitigation Assistance (HMA) grant programs, as well as all hazard-related risks to communities throughout the Nation. This automated dashboard has enabled the HMA Program Office to reduce data collection and labor reporting hours by 75 percent.



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Small Business Award

UNITED STATES COAST GUARD (USCG)

Phoenix Marine, LLC

SB

Lake Wales, Florida

Phoenix Marine LLC (Phoenix) provided ship repair services to the USCG, Surface Forces Logistics Center (SFLC) and re-engineered their operations to better support the ship repair needs for the Patrol Boat Product Line throughout the continental United States, Hawaii, and Puerto Rico. In Fiscal Year 2019, Phoenix Marine quickly identified unforeseen repairs which had the potential to put the project at risk. Phoenix worked with the SFLC engineers to develop a plan of action to complete the project with minimal price increase or impact to the period of performance, ensuring the ship crew the ability to start their patrol mission without delay. Phoenix Marine consistently provided quality and timely workmanship to deliver results in accordance with the specifications and increased efficiencies.

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Small Business Award

UNITED STATES COAST GUARD (USCG)

Renova Environmental Services, LLC

SB, HUBZone, 8(a), SDB

Ocean Township, New Jersey

Renova Environmental Services, LLC (Renova) provided environmental remediation, construction, and project management services to the USCG Civil Engineering Unit Providence. A significant underground release of diesel fuel at USCG Montauk Station in New York occurred from a failure of the station's fueling system and Renova's rapid response and remediation aided in avoiding an environmental disaster. In addition, Renova provided full scale remediation of the site through the summer of 2019 and managed to install and operate a 2,000 gallon per million groundwater treatment system, dewater and excavate eight separate excavation cells, and relocate all the utilities in the project area with minimal disruption to the USCG operations. In Fiscal Year 2019, Renova's team of project managers, environmental scientists, and engineers greatly benefited USCG's environmental construction requirements. The diversity of its workforce as employee-owners provided the USCG with better attention to detail, customer service, and adherence to its values of safety and quality.



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Small Business Award

U.S. CITIZENSHIP AND IMMIGRATION SERVICES (USCIS)

INADEV Corporation

SB, 8(a), SDB
McLean, Virginia

INADEV Corporation (INADEV) provided a full range of information technology planning services, architecture, and deployment expertise that assisted the Identity, Records, and National Security Division in transforming its processes from paper-based to digital, as well as cloud services. INADEV, by deploying innovative technologies, expanded the technical capability of the United States Citizenship and Immigration Services (USCIS) online services in a short period on the Accounts Public DevOps requirement. Within six months, INADEV had a working prototype of an iOS application (app) capable of identity proofing remote users. The mobile application represents the first USCIS native mobile application that allows public users to securely authenticate to a mobile app, with realized savings to applicants: reduced cost in supplying biometric data already collected. With the ability to provide remote authentication services for its external customers, USCIS is accomplishing modernization of its antiquated and legacy systems.





Small Business Award

U.S. CITIZENSHIP AND IMMIGRATION SERVICES (USCIS)

Brilliant Corporation

SB

Reston, Virginia

Brilliant Corporation (Brilliant) provided file management, file scanning, file compaction, and mailroom/warehouse support services to the USCIS National Records Center (NRC) and File Storage Facility. In Fiscal Year 2019, Brilliant met and exceeded production and quality goals during an extraordinarily challenging year with record high volumes, file storage space limitations, a tight hiring environment in the local area, and USCIS information technology (IT) system changes. Brilliant set a record, processing the highest annual volume of incoming immigration files, correspondence, and requests. Through regular communication with the client team and continued transparency, Brilliant's proactive and corrective actions minimized the impacts of challenges throughout the year. Specific achievements include processing more than 7.96 million incoming files for the year, a record since contract inception; exceeding the annual estimated volume by over 15 percent; exceeding the annual production volumes in 12 of the 40 measurable task areas; increasing FOIA scanning volume substantially, exceeding the modified volume by 2.97 percent; and receiving the highest average daily number of incoming pallets of files in the history of the NRC (up to 22 pallets per day, an 83 percent increase). Brilliant worked collaboratively with USCIS and implemented more than a dozen continuous process improvement initiatives.



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Mentor-Protégé Team Award

This award is designed to recognize a DHS Mentor-Protégé Team's outstanding working relationship and the substantial developmental assistance provided to the protégé. The award recognizes specific accomplishments and highlights how the partnership enhanced the protégé's ability to successfully compete for federal contracts.

Mentor-Protégé Team Award

Deloitte Consulting (Mentor)

Arlington, Virginia

TechOp Solutions (Protégé)

Stafford, Virginia

During Deloitte Consulting (Deloitte) and TechOp Solutions International (TechOp) three-year mentor-protégé agreement (MPA), they worked closely to implement best practices, recognize administrative efficiencies, cultivate staff growth and development, and identify business development opportunities. By partnering with Deloitte, TechOp aimed to increase the quantity and estimated value of contracts and subcontracts awarded. In fiscal year (FY) 2019, this contributed to TechOp being awarded three prime contracts – two within DHS and one with the U.S. Department of Education, Freedom of Information Act. Ultimately, TechOp’s relationship with their mentor played a key role in their proposal response and subsequent delivery of services, which resulted in the current support of U.S. Customs and Border Protection (CBP) on critical capability and contractual deliverables, which enabled a team of customer service representatives to resolve incidents and efficiently support CBP’s mission to facilitate legitimate trade and travel.





Small Business Advocate Awards

This award is designed to recognize and highlight acquisition personnel within DHS Components who have promoted and expanded the use of small businesses to support the DHS missions. Their efforts far exceeded expectations in working with, advocating for, and assisting to increase the utilization of small businesses. The individuals are recognized for their significant contributions during Fiscal Year 2019.



Small Business Advocate Award

Dorothy Woolfolk

Contract Specialist

Office of Procurement Operations (OPO)

Throughout Fiscal Year (FY) 2019, Ms. Woolfolk demonstrated an unparalleled commitment to the continued success of the DHS Small Business Innovation Research (SBIR) Program. Ms. Woolfolk represented the Department at multiple DHS small business outreach events at the Homeland Security Acquisition Institute (HSAI). She met with more than 30 small business companies and educated them on how to participate and compete for funding under the SBIR program. Ms. Woolfolk has fostered relationships with small businesses, the DHS Science and Technology Directorate (S&T) Program Managers, Contracting Officer's Representatives, and S&T SBIR team. Ms. Woolfolk's professionalism, dedication, and drive for success has contributed to a positive outcome for the DHS Headquarters Office of Procurement Operations exceeding its small business and socio-economic prime contracting goals, as well as the continued success of the DHS SBIR Program.



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Small Business Advocate Award

Rosie Zaragoza-Santos

Senior Contract Specialist

Customs and Border Protection (CBP)

Ms. Zaragoza-Santos continues to demonstrate her advocacy for the small business community. In Fiscal Year (FY) 2019, CBP operations was faced with an unprecedented flow of migrants seeking asylum in the United States. The existing facilities and infrastructure did not exist to accommodate the processing of these individuals. Facilities for housing and legal processing were needed, as well as services to ensure the welfare of asylum seekers. In response to the humanitarian crisis, CBP required multiple temporary steel-framed structures and related services. She conducted market research and worked tirelessly to ensure timely award of contracts that increased capacity by 6,000 people. Her actions led to the stand up of five structures along the Southwest Border. She was also responsible for ensuring that the facilities had the necessary supplies and services to meet the daily needs of the migrants and operators. She accomplished this by awarding contracts to small businesses for clothing, snacks, hygiene kits, blankets, drinking water, diapers, wipes, and baby formula. Her work with the small business community was not isolated to the humanitarian crisis. More than 99 percent (99.6 percent) of Ms. Zaragoza-Santos' awards went to small businesses, with obligations totaling more than \$150 million. During her career, Ms. Zaragoza-Santos has been committed to finding opportunities for the small business community, but her efforts in FY 2019 exemplify the type of work our contracting professionals can aspire to achieve.

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Small Business Advocate Award

Yvonne Wright

Contracting Officer

Federal Law Enforcement Training Centers (FLETC)

During Fiscal Year (FY) 2019, Ms. Wright was instrumental in taking necessary actions to award the FLETC Driver Training Support Services (DTSS) contract as a competitive service-disabled veteran-owned small business (SDVOSB) set-aside. Ms. Wright's tireless efforts with phone calls, consultations with FLETC's small business specialist, and utilizing other market research techniques, allowed her to make the determination that the requirement could continue under the SDVOSB program. Ultimately, Ms. Wright was able to support both the small business program as well as FLETC's training mission by awarding the DTSS to a SDVOSB concern. In addition, Ms. Wright made extra effort to assist small business contractors with a myriad of contract administration issues such as the importance of submitting proper invoices, providing the documentation that supports invoicing, providing submittals in a timely manner so as to ensure compliance with contractual terms and conditions, providing the information needed for Service Contract Act wage adjustments, and providing procurement guidance to small businesses that are new to federal contracting. In one instance, Ms. Wright worked unselfishly to assist a small business contractor having performance issues to resolution and to a corrective path to successful performance. She has clearly demonstrated the desire to ensure small businesses become high performers in federal contracting, and her efforts have aided in FLETC exceeding all component small and socio-economic prime contracting goals.

Small Business Advocate Award

Thomas Thompson

Unit Chief, Information Technology Acquisition Division
U.S. Immigration and Customs Enforcement (ICE)

Mr. Thompson is an effective small business advocate, supporting the ICE Office of Small Business. He participated in capability briefings with small business vendors and presented at ICE industry day events. He is reliable, consistent, and available to assist the small business community on how to do business with ICE. He is straightforward, exhibiting openness, honesty, and integrity in his advocacy for the small business program.



Small Business Advocate Award

Stacey Huther

Contracting Officer

Transportation Security Administration (TSA)

Ms. Huther has been a consistent and energetic champion for small businesses. She has been an effective advocate and leader in her role as a contracting officer within the Credentialing, Screening and Intelligence Acquisition Division in TSA Contracting and Procurement. Ms. Huther's leadership and business acumen were instrumental in a recent award for Protective Security Officer Services, which resulted in a small business set-aside for the first time in the requirement's history. Guard Services are extremely important given the heightened level of security of all federal buildings. The Program Management Office (PMO) was naturally concerned about any change in service provider for this requirement. Ms. Huther provided clear, effective, and consistent communication to the program office, and her leadership allowed TSA to reduce requirement formulation by approximately six months. She combined the on-boarding and transition time, reducing this process from 95 days to 60 days. This allowed TSA to avoid a bridge contract and oversight cost associated with managing two contractors. As a result, Ms. Huther awarded a five-year contract vehicle valued at \$74 million dollars and contributed to TSA exceeding its small business prime contracting goal.

Small Business Advocate Award

Kimberly Witcher

Small Business Specialist
U.S. Secret Service (USSS)

Ms. Witcher is a strong advocate and consistently engages and addresses concerns regarding the small business and socioeconomic programs. In Fiscal Year 2019, Ms. Witcher coordinated and hosted the first Small Business Industry Day at the USSS, which was well attended and extremely successful based on attendee feedback. She has since coordinated and hosted another successful Small Business Industry Day with plans for more. Ms. Witcher represents the USSS at the monthly DHS Vendor Outreach Sessions. She understands the capabilities of small businesses and relayed vendor competencies to the appropriate acquisition personnel. Ms. Witcher ensured USSS remained on target with its small business goals and reviewed all the Small Business Review Forms, recommending small business set-asides when feasible. Her actions contributed to the USSS exceeding all its small business and socio-economic prime contracting goals. Because of Ms. Witcher, the acquisition community embraces the small business program and always remembers to put small businesses first!

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Small Business Advocate Award

Nilesh Nayak

Contract Specialist

Federal Emergency Management Agency (FEMA)

Mr. Nayak is an excellent advocate for small business utilization in his role as a contracting professional in the FEMA Office of the Chief Component Procurement Officer (OCCPO). In Fiscal Year 2019, FEMA OCCPO's IT Section awarded 1,445 procurement actions totaling \$417 million. Mr. Nayak was responsible for 42 of those procurement actions valued at \$23.1 million. Of these 42 actions, he awarded 27 to small businesses, for a total of \$19.4 million (84 percent). These awards also included 8(a) and SDVOSB firms. The key to Mr. Nayak's success in small business utilization is his knowledge of the small business program, his dedicated work ethic, and his ability to effectively assist program officials with market research. His market research efforts objectively focused on fair and thorough consideration of the small business community, therefore creating more opportunities for small businesses. As a strong advocate for the small business program, Mr. Nayak has taken every opportunity to ensure the program offices are aware of this program, which resulted in FEMA exceeding its small business prime contracting goal.



Small Business Advocate Award

Sharon J. Jackson

Procurement Analyst

United States Coast Guard (USCG)

Ms. Jackson is a senior procurement analyst and small business specialist in the USCG, Surface Forces Logistics Center (SFLC) who has made lasting and noteworthy improvements to the SFLC-Contracting and Procurement Division small business program as a result of her professionalism, innovation, and tireless dedication. During Fiscal Year (FY) 2019, Ms. Jackson effectively participated in 12 USCG small business vendor engagements, resulting in five shipyards following through with the process of obtaining drydock certification in the West Coast. She engaged a small business vendor at the International Workboat Show, which resulted in that vendor submitting its first ever proposal on a 110-foot ship repair availability. Ms. Jackson also provided small business training to approximately 1,800 SFLC procurement professionals and customers, which played an integral role in USCG Contracting Enterprise achieving or exceeding its small business and socio-economic goals for FY 2019. Most notable was the SFLC achieving the highest percentage across the enterprise for small business prime participation at 66.55 percent.



Small Business Advocate Award

Michael Hamlett

Management Program Analyst

U.S. Citizenship and Immigration Services (USCIS)

In Fiscal Year (FY) 2019, Mr. Hamlett was instrumental in leading, executing, and representing USCIS in numerous small business events. He held widely attended reverse industry events, six small business matchmaking events, two small disadvantaged business conferences, and four USCIS-hosted quarterly industry calls. He spearheaded an industry engagement effort by hosting quarterly calls with industry, which provided a great opportunity to communicate USCIS acquisition updates and other priorities. He also took the lead in preparing and collecting survey responses to ensure continuous improvements of USCIS industry outreach events. Mr. Hamlett's dedication and effective communication strategy greatly benefited small business firms and contributed to the Office of Procurement Operations' FY 2019 small business goal achievements. Mr. Hamlett's performance and dedication contributed to the Component exceeding its small business and socio-economic prime contracting goals.





Honorary Recognition

Through a unified team approach involving senior management, the Office of the Chief Procurement Officer (OCPO), Heads of the Contracting Activities, Component Small Business Specialists, and acquisition personnel, the Office of Small and Disadvantaged Business Utilization (OSDBU) expresses our sincerest gratitude in implementing the essential public policy objective of small business inclusion in the U.S. Department of Homeland Security (DHS) acquisition programs.



Fiscal Year 2019

HONORARY RECOGNITION

LEADERSHIP

DHS senior leadership understands the critical role small businesses play in assisting DHS with achieving its mission of securing the Nation. This is one reason why we have been able to foster an organizational culture of strong supporters for the small business program. Through management's dedication in establishing aggressive goals and pursuing strategic initiatives, small businesses are afforded a key role for robust participation in the federal marketplace.

Thank you for your continued support of the DHS small business program

- **Randolph D. "Tex" Alles**, Deputy Under Secretary for Management
- **Soraya Correa**, Chief Procurement Officer
- **Paul Courtney**, Deputy Chief Procurement Officer



U.S. Department of Homeland Security
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Heads of the Contracting Activities:

- **Victoria Short**, Office of Procurement Operations (OPO)*
- **Gary Hickey**, Office of Selective Acquisitions (OSA)
- **Michael Derrios**, United States Coast Guard (USCG)
- **Diane Sahakian**, United States Customs and Border Protection (CBP)*
- **Bobby McCane**, Federal Emergency Management Agency (FEMA)
- **Robin Fowler**, Federal Law Enforcement Training Centers (FLETC)*
- **Albert Dainton**, United States Immigration and Customs Enforcement (ICE)
- **Antoinette Clay**, United States Secret Service (USSS)*
- **Katrina Brisbon**, Transportation Security Administration (TSA)

**A special congratulations to OPO, CBP, FLETC, and USSS for exceeding all Fiscal Year 2019 small business prime contracting goals.*





SMALL BUSINESS SPECIALISTS

OSDBU serves as the focal point for small business acquisition matters. Our ability to work closely with the Component Small Business Specialists to implement the small business program fuels the Department's success. These are the Small Business Specialists that provided advice to small business owners on individual procurement opportunities and how to do business with their individual Components in support of the DHS critical mission.

With special thanks for your continued small business support

- **Ana Rangel**, Office of Procurement Operations (OPO)
- **Maria Kersey, Denise Richardson, and Michelene Rangel**, United States Coast Guard (USCG)
- **Ivette Jorge**, United States Customs and Border Protection (CBP)
- **Robert Keegan**, Federal Emergency Management Agency (FEMA)
- **Tim Strong**, Federal Law Enforcement Training Centers (FLETC)
- **Anita Perkins**, United States Immigration and Customs Enforcement (ICE)
- **Kimberly Witcher**, United States Secret Service (USSS)
- **Robert Boone**, Transportation Security Administration (TSA)



OSDBU

The primary role of the DHS OSDBU is to manage the DHS-wide small business program by developing strategies for small business participation in DHS contracting programs. The OSDBU works with the Chief Procurement Officer, the ten Heads of the Contracting Activities, and the Component Small Business Specialists to ensure there are set-aside opportunities for small businesses. Additionally, the OSDBU team has marked a major milestone with launching its first Small Business Awards publication.

Congratulations!

- **E. Darlene Bullock**, OSDBU Executive Director
- **Candice Brooks**, Program Analyst
- **Sharon Davis**, Procurement Analyst
- **Kyle Groome**, Procurement Analyst
- **Sharon Phillips**, Senior Procurement Analyst
- **Sonya Steedley**, Senior Procurement Analyst



Acronym Key

SB	Small Business
SBA	Small Business Association
SDB	Small Disadvantaged Business
HUBZone	Historically Underutilized Business Zone Small Business
SDVOSB	Service-Disabled Veteran- Owned Small Business
WOSB	Women-Owned Small Business
8(a)	Awarded under 8(a) procedures; SDBs certified by SBA to participate in the 8(a) program



