

James F. Gerraughty

From: Gloria Brooks at Southern Alleghenies PTAC <brooks@sapdc.org>
Sent: Monday, August 9, 2021 1:01 PM
To: James F. Gerraughty
Subject: PTAC Success



We're very pleased to share with you a collection of recent success stories from our regional PTAC clients. From the team of PTACs in Southern Alleghenies, North Central, and Northern Tier regions, we are grateful for you, our hardworking business clients.

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Phaztech, LLC.
North Central PTAC

**Superior Landscape
Management**
Northern Tier PTAC

The company located in St. Marys, Elk County, Pennsylvania approached the North Central's PTAC for assistance with their SAM registration. Kim Krug, who is an administrative assistant at Phaztech, LLC. The company is working in conjunction with Penn State University and needed to make sure this was current. Due to a former employee's resignation, she was handed the responsibility of working on the company's SAM.gov account. At first, she asked if she needed to start the whole process because when searched for the company in Login.gov, her company was not found. As we talked and dug into the problem, it was discovered that the registration was both worked on by former employees at both Phaztech, LLC and North Central. The information from their work on the account was kept as a private status.

So, we thought the process would be simple to just update her registration. With many client consultations, Kim stated that the status of her company changed from an incorporated to Limited Liability Corp. This discussion happened to come up with the PTAC's program manager. He stated that this change will need to be updated with Dun and Bradstreet. I forward the link to Kim to start the process with making the change. She completed the work right away, but it didn't seem to happen in a fast-enough time frame. Kim reached back to the PTAC concerning the aspect that it seemed to be taking more time and it needed some attention. The contact to D&B Customer Care was established and an explanation was given that this was critical. D&B labeled it a "Highly Urgent Case Ticket". The situation was resolved in less than a day.

After numerous calls to the Federal Service Desk, and instructions being provided and the notarized letter uploaded the company was able to update the entity administrator. The

Superior Landscape Management is a small business providing landscaping, hardscaping, lawn care and excavation services. The company has been in business for over 20 years. As a woman-owned small business Dawn Ball has diversified their portfolio into the government marketplace. The client has been active with the PTAC since 2013 and has been pursuing various federal and state contracts.

Through the bid-match system, the client received notification of the solicitation for the PA State Police barracks. The client contacted the PTAC for assistance with the solicitation. The PTAC assisted the client with submitting their bid electronically through the Small Business Procurement Portal. There were several calls placed to Department of General Services (DGS) purchasing agent as a follow up on the award. The client was awarded the 5 year \$20,370 lawn maintenance contract. This was the first contract award for the company and it is a direct result of Dawn's persistence and hard work.



company now has an updated SAM.gov account.



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VHB Global, Inc. SAP&DC PTAC

The PTAC staff were first asked by VHB Global to assist to the new cybersecurity score reporting system. The score requires a walk-through of a ratings spreadsheet that give an overview and score of a company's cybersecurity status as well as a roadmap to fix any deficiencies within a certain timeframe (usually 6 months). This is important to have, as more federal government contracts will be having this cybersecurity requirement and will likely be a component of all federal government (and some state) contracts by 2026.

The second aspect was assisting VHB Global through their HUBZone and EDWOSB applications. Both applications are run through the US Small Business Administration (SBA) but have differing requirements. Adding to the situation, both websites and application processes had an update that was significantly different than the previous versions (documentation requirements, review and access determined by website, etc.). The SBA granted VHB Global HUBZone status on May 26, 2021.

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