

Small Business Success Story: BCS

BCS, Incorporated (BCS) is a partner in the Clean Energy Communications joint venture, which was awarded a prime contract with the U.S. Department of Energy's (DOE's) Office of Energy Efficiency and Renewable Energy (EERE) in 2014 to provide communications support services. Through this multi-year contract, BCS has successfully provided services supporting EERE in effectively communicating its technology programs, initiatives, and accomplishments to the American public, industries, Congress, media, and other stakeholders. For more information about BCS, please visit the company's website at <http://www.bcs-hq.com/>.

In 2013, BCS won two awards in graphic design excellence at the 19th Annual Communicator Awards. Additionally, VSE Corporation and its subsidiary Energetics awarded BCS as a 2011 Supplier of Choice. In order to further recognize BCS' accomplishments, DOE's EERE Small Business Program would like to showcase BCS as a small business success story. Recently, BCS provided the Small Business Program with some insight into its achievements with DOE-EERE:

1) In a sentence or two, please summarize your organization in the context of your work with EERE.

- A. BCS is a go-to resource for innovative products and services in the areas of communications, technical analysis, and operational program support. BCS staff are nimble, creative, and committed to offering high-quality support to their customers.

2) How did your organization become involved with EERE?

- A. BCS' owner, Ken Boras, has worked with EERE and its predecessor organizations for nearly 35 years. BCS itself has supported EERE since our company's inception in 1989, and its footprint is now across every office in the organization.

We maintain an overall great reputation, which is evidenced by our most recent Contractor Performance Assessment Report for this contract, where every score was in the "Exceptional" range. Additionally, Oak Ridge National Laboratory named BCS "Small Business of the Year" in 2004.

BCS has extensive experience working with DOE national laboratories, as well as trade associations and other state and federal agencies, to support EERE's mission and technologies. Therefore, BCS was a natural choice to provide high-level communications support for EERE.

3) What specifically do you believe makes your organization a success story?

- A. Client satisfaction is BCS' driving principle, and we do what it takes to meet deadlines and expectations; we are resourceful and highly responsive, put people with the right experience and skills on the tasks that we are assigned, and deliver high-quality products and solutions in an innovative way. BCS maintains high performance standards that start at the top of our organization and are found at every level.

4) In your opinion, what has been the best or most unique part of your organization's experience with EERE?

- A. BCS has a long history working side-by-side with EERE's highly talented staff. We believe in the mission and goals of EERE and have helped shape them over time. Additionally, we have watched—and supported—EERE technologies as they receive a high degree of market acceptance and become competitive with other conventional fuels.

Building strong relationships within the government and industry has also helped us support EERE. For example, BCS has been able to advocate for small businesses and connect with large energy service companies through Energy Industry Days.

5) What advice do you have for an aspiring small business looking to partner with EERE?

- A. Understand what EERE's mission is and whom that mission is serving. Also, understand the needs of both EERE and the marketplace, and know what you can offer that enhances both. Then, frame what you can provide in the context of what the federal agency is buying.