

## Business Information:

CAGE: 68W76

DUNS: 002003375

UEID: GBYKX95WSG51

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## Points of Contact (POCs):

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## Set-Aside Programs:

- » SBA Certified Small Business
- » Minority-Owned Business
- » Small Disadvantaged Business
- » MBE Certified

## Industry Certifications:

- » DCAA Approved Accounting System
- » CMMI-SVC / Level 3
- » ISO 9001:2015
- » ISO 20000-1:2018
- » ISO 27001:2022
- » ISO 14001:2015

## Contract Vehicles:

- » GSA MAS: GS35F227AA
- » GSA OASIS+ SB: 47QRCA25DSC87
- » GSA STARS III - 8(a): 47QTCB22D0333
- » GSA HCaTS - 8(a): 47QREB21D0024
- » Navy SeaPort NxG: N0017819D7245
- » USAF 711<sup>th</sup> HPW: FA865021D4001
- » TEXAS Dept or Information Resources (DIR) IT Staff Augmentation (ITSAC): DIR-CPO-5591
- » TEXAS DIR Deliverables Based Information Technology Services (DBITS): DIR-CPO-5925

## Primary NAICS:

- » 541511      » 541611
- » 541512      » 541618
- » 541513      » 541990
- » 541519      » 561110
- » 561210      » 541612



# CAPABILITY STATEMENT

Bestica, Inc., headquartered near San Antonio, Texas, is a certified Small Business providing reliable IT, Program Management, and Contract Support services since 2005. We serve Federal and Texas State agencies with capabilities including Contract Administration, Acquisition Support, Technical Staffing, Help Desk Services, Software Development, Data Management, Cybersecurity, Cloud Services, and IT Operations & Maintenance. Our teams apply Agile methodologies and PMBOK-aligned practices to ensure efficient, accountable delivery. With proven performance supporting agencies such as the Department of Defense, DISA, DHA, VA, Army, Navy, Air Force, and multiple Texas State entities, Bestica delivers the expertise, responsiveness, and compliance focus needed to support complex IT missions and achieve operational success.

*"For every new challenge, we master the box before thinking outside of it."*

## Our Core Capabilities:

- ERP Platforms – SAP & Oracle
- Acquisition Strategy & Planning
- Data Analytics & Business Intelligence
- Risk & Compliance Monitoring
- Performance & Milestone Tracking
- Staffing & Talent Acquisition
- Administrative & Operational Support
- API Development & Integration Services
- Application Support & Maintenance
- Business Intelligence Dashboard Creation
- Cloud Services & Infrastructure Management
- Configuration Management Services
- Data Integration & ETL (Extract, Transform, Load) Services
- Disaster Recovery & Business Continuity Planning
- End-User & Technical Staff Training
- IT Asset & Inventory Management
- IT Help Desk & Technical Support Services
- IT Project Planning & Execution
- IT Security Operations & Threat Management
- SharePoint Development & Administration
- System & Network Administration
- Tableau Dashboard Development & Automation
- Workflow & Process Automation Services

## Additional Accolades:

- INC 5000 Company: 2017-2022.
- INC Magazine: "Among the nation's 5000 Fastest Growing Companies" (2020).
- INC Magazine: "Among the Nation's 5000 Fastest Growing Companies" (2019).
- Minority Enterprise Development Week (MED Week): Best Minority Technology Firm (2019).
- San Antonio Business Journal: Best Minority Technology Firm (2018).
- INC Magazine: "Among the nation's 5000 Fastest Growing Companies" (2018).
- No. 3 of 50 Fastest Growing Small Companies in San Antonio.

## What Differentiates Bestica?

### **Proven Expertise w/ Decades of Experience:**

With over 20 years of experience, we excel in delivering top-quality technical staff for IT core support services, consistently meeting the unique needs of the DoD and healthcare markets.

### **Cost-Effective Solutions w/out Compromise:**

Our lean operational model delivers cost-effective staffing solutions without compromising quality, providing exceptional value with highly skilled technical professionals to achieve IT goals efficiently and affordably.

### **Top-Quality Talent for Critical IT Support:**

We pride ourselves on providing top-quality technical staff adept at handling various IT core support services, driving excellence and innovation in every project.

### **Texas Department of Information Resources Information Technology Staff Augmentation Contract.**

Bestica provides highly qualified IT staff and subject matter experts to support Texas state agency technology initiatives with scalable, on-demand personnel for SW development, systems administration, cybersecurity, and project management.

# Government Customer Portfolio

## **Texas Department of Information Resources (DIR) Information Technology Staff Augmentation (“ITSAC”) Services**

Contract No.: DIR-CPO-5591

### **Texas Department of Public Safety – Data Analysis and Automation & Technical Writing**

Bestica provides experienced IT professionals to support the agency’s technology initiatives and operational requirements. Services include application development, system administration, network management, cybersecurity, and technical support across a variety of platforms and environments. The contractor will deliver qualified personnel with the skills necessary to address both ongoing and project-based needs, ensuring compliance with state IT policies, security standards, and performance expectations while enabling the agency to meet mission objectives efficiently.

### **Texas Department of Public Safety – SharePoint Development and Support**

Bestica provides two Data Analyst/Report Writer Level 2 professionals to support the Texas DPS Enterprise Data Office in developing and enhancing reporting and analytics products, including the DPS report, ITD dashboard, and automation of existing data solutions. The work requires expertise in Tableau Creator and Tableau Prep, data analysis, Python, SQL, and Microsoft Excel, with preferred experience in geospatial analysis using platforms like ESRI. Services will be delivered on-site in Austin, Texas, with a focus on creating actionable insights, improving data workflows, and ensuring alignment with DPS operational and reporting needs.

### **Texas State Library and Archives Commission – Power BI Development and Data Analytics Support**

Bestica provides a Power BI Developer to strengthen TSLAC’s business intelligence and data reporting capabilities. The contractor will design, build, and maintain Power BI dashboards and reports, connect and integrate diverse data sources, and create data models to support program evaluation and decision-making. Responsibilities include ensuring data integrity, applying security and access controls, optimizing report performance, and producing technical documentation. The role also includes collaborating with stakeholders to translate requirements into effective analytics solutions that align with TSLAC’s operational objectives and strategic initiatives.

## **Department Information Systems Agency (DISA)**

### **DCMA Collaboration & Electronic Document Records Management System (eDRMS)**

Contract No.: HC104718F0040 / Contract Value: \$ 12.4M

The Defense Contract Management Agency - Information Technology (DCMA-IT) collaboration applications support Functional Business Directorates such as Leadership and Management, Pricing, Industrial Engineering, Program Integration, Quality Assurance, Government Property Management, Transportation and Packaging Contingency, Human Capital, Financial Business Systems, and Contracts. As the prime contractor, Bestica provided support for maintenance with all capabilities under the Collaboration portfolio, including the DCMA enterprise-wide web-based application environment known as DCMA 360, Task Management Tool (TMT), and Electronic Document Records Management System (eDRMS). Additionally, our team coordinated and prioritized day-to-day operations with the DCMA staff and stakeholders to enable effective software and related product sustainment, maintenance, testing, and training.

## **Defense Health Agency (DHA)**

### **Surgical Scheduling System (S3) Sustainment & Support Services**

Contract No.: HT001516C0005 / Bridge #1: HT001122C0011 / Bridge #2: HT001122C0022 / Contract Value: \$ 4.4M

As the prime contractor, Bestica collaborates with the Defense Health Agency (DHA) to deliver comprehensive IT services for the Surgery Scheduling System (S3). Our wide-ranging support encompasses software updates, maintenance, deployment, security, testing, and S3 Change Management. We manage the primary data exchange software, which interfaces with various systems, such as the S3 Data Center, Anesthesia Recording and Monitoring Device (ARMD), and Composite Health Care System (CHCS). We provide a standardized web-based surgical scheduling system for the Tri-Services, enabling the collection of enterprise-wide metrics on Operating Room (OR) efficiency. Our team offers end-to-end life cycle management support for the DHA, including requirement assessments and sustainment. We excel in designing, developing, programming, and maintaining the DHA S3 application and related interface software. We also create and deploy mobile health applications that enhance and integrate health systems for improved healthcare delivery.

## **Air Force Research Laboratory (AFRL) 711th Human Performance Wing (711 HPW) 711 HPW Mission Support Services**

Contract No.: FA865021D4001 / Contract Value: \$ 400M

For the 711 HPW MSS IDIQ contract we provide a comprehensive range of staffing and support services tailored to enhance human performance and advance aerospace medicine. The contract supports diverse mission elements, including the United States Air Force School of Aerospace Medicine (USAFSAM), which focuses on aerospace medical education, investigations, and aircrew health, and the Human Effectiveness Directorate (RH), which conducts cutting-edge human-centered research to improve warfighting capabilities. This contract enables delivery of essential services across multiple locations, predominantly Wright-Patterson Air Force Base, as well as other geographically separated units. Services span various domains, including medical and clinical support, *research and development, technical and IT support, professional services, and training. These roles include physicians, nurses, allied health professionals, scientists, data analysts, engineers, program managers, and more.*

***And many more, including the Defense Institute for Medical Operations (DIMO), USAF Air Education and Training Command (AETC), Centers for Disease Control & Prevention (CDC), & US Army and US Navy IT***