



# CAPABILITY STATEMENT

## CONTACT INFORMATION

**Charlia Pence - President** charlia@diamondbusiness.net  
**Kyle Randel - Vice President** - kyle@diamondbusiness.net  
**James A Pence - CEO/CFO** - sales@diamondbusiness.net  
**Kent Melinsky - Business Development** - kent@diamondbusiness.net  
**Brenda Saxon - Finance Mgr.** - brenda@diamondbusiness.net  
**Michael McKinney - Technical Support**-michael@diamondbusiness.net


**Address:** 723 SW 7th Ave, Amarillo, TX 79101-2019  
**Voice** 806-373-4148 | 800-749-9025 **Fax:** 806-376-7525  
**Website:** www.diamondbusiness.net

## COMPANY INFORMATION

**Registered Company Name:** Diamond Business Services, Inc.  
 DBA: N/A **Year Incorporated:** 1982  
**TIN** - 1-75-1915482-1 **Duns#** 06-892-3580  
**Cage Code:** 1HW57 **NAICS Primary:** 323111  
**Texas HUB** - # 78922 **Texas Security License # B08923\*\***  
**HUBZONE** Qualified **\*\*documentation available upon request**

## CONTRACT VEHICLES

- **SAM (System for Award Management)** Registered Vendor
- **GSA Contract #: (GS-25F-0043L)** Licensed vendor for CIM USA
- **GSA Contract # GS-35F-0190U)** via Capture Technologies.
- **Public Purchase Vendor**
- **SAP Ariba #AN01026240331**
- **TVORS Vendor** - Tarrant County Purchasing Cooperative
- **TIPS (The Inter-local Purchasing System)** www.tips-usa.com  
 Contract is held under Identification Systems Group
  - Photo ID Systems, contract 181104
  - Safety Equipment, contract 1032416
  - Notification Systems, contract 4022516
  - Cafeteria Point-of-Sale, contract 1111915
  - Security Systems - Contract 170203

• **Texas HUB** - # 78922   
 • **WTEPC** - Vendor # 10011 **MRPC** - Approved Vendor



ISG is a partnership of local experts in all areas of identification, security and card personalization solutions. Certified members are identification industry veterans that cater to projects large and small, local and nationwide, providing consistent cohesive services and technical support. Diamond is a founding member as well as a past board member with over 15 years of board service.

## PAST PERFORMANCE

**Rodney Robertson/Conoco Phillips** - I have used Diamond Business Services for the last 15 years and have always had a positive and professional experience. They are competitively priced and offer a full service guarantee on all their products. (Photo id, visitor management, service and custom design work)

**Keith Owens - First United Bank** - Charlia and her team work extremely hard to ensure everything works for us as it should. She looks out for us and works to improve our pricing on cards and the supplies we need. Diamond has been a really good partner for First United. (Repeat vendor for Financial Card Issuance Solutions - Visa Certified Solution)

**BADGEPASS** - Fantastic partner to work with. Their top priority is always putting the customer first and helping to find the best solutions possible for every situation. (Chosen vendor for our modular identity solution)

**Geoff Riordan - AAMSCO** - DBS is one of the most knowledgeable, responsive, and reliable ID technology integrators within the industry. (ISG partner and fellow board member)

**Sally Watts - Permian High School** - Diamond is the type of partner I wish everyone of our vendors would be like. Responsive, fair and cares what is in our best interest. I've worked with them for over 18 years and they have never let me down. (Photo Identification System - worked with Sandia Labs to design a comprehensive solution)

### ON-GOING - multi-year participation

- Valero Energy - Credit Card Center** : Central Issuance Solution \$ 800,000+
- Maxor Corporation - Central Card Issuance** \$ 250,000+
- Pantex - Multiple Departments** - Badging Solutions \$ 150,000+
- Texas Tech University - Badging and Access Control Products** \$ 300,000+
- Potter County Jail - Inmate Wristband Solution** \$ 30,000+
- Lubbock ISD - Custom Designed ID Solution and Access Control** \$200,000+

## MISSION STATEMENT

Diamond Business ensures only the highest quality of identification, financial card issuance, safety and security solutions are offered. We offer all solutions backed by the highest level of technical support and service in our region.

We will measure our success in the eyes of our customers & know that it is only because of their faith in us that we are here today. We take pride in:

- Our People and their years of experience
- Partnerships with innovative and reliable vendors
- Strong Client Relationship Management
- Integrated Solutions Teams
- Nationwide service through our technology partners
- Common Sense and belief in the Golden Rule

**Our Company Motto :**



## SAMPLE – MAJOR CLIENTS

Commercial	Government
❖ Amarillo National Bank ❖ Valero Corporation	❖ CNS Pantex Plant-DOD/DOE <i>Multiple Departments</i>
❖ Maxor Corporation ❖ First United Bank	❖ Texas Department of Criminal Justice
❖ Toot 'n Totum	❖ Lubbock County
❖ PlainsCapital Bank	❖ Amarillo Police Department
❖ American Quarter Horse Association (AQHA)	❖ Potter County Sheriff ❖ Randall County Sheriff
❖ Covenant Medical Center ❖ University Med. Center	❖ VA Medical Center (AMA) ❖ City Of Lubbock ❖ Potter County Jail
❖ United Regional Med. Ctr. ❖ Insurance Management ❖ GRI Industries	❖ City of Amarillo ❖ City of Lubbock Fire Dept. ❖ Various Airports
Education	Non-Profit
❖ Texas Tech University ❖ Texas Tech University HSC	❖ Kidds Kids - dba The Kraddick Foundation
❖ Lubbock ISD ❖ Amarillo ISD	❖ CrimeStoppers
❖ West Texas A&M University	❖ Various Churches

## CORE CAPABILITIES

Our technology sales and service professionals analyze your needs, design and implement solutions to aid in :

- **Identification of People, Products and Processes**
  - *Photo ID Badging Systems*
  - *Visitor management*
  - *Tracking Solutions*
  - **Safety and Security Both Physical and Logical**
  - *Access Control (TX License # B08923)*
  - *Camera Surveillance*
  - *Fire Suppression Solutions*
- **Smart Card Technology and Personalization**
  - *EMV™ Solutions*
  - *Access Control/ Multi Technology*
- **Cyber Security**
  - *Single Sign On | Dual Factor Authentication*
  - *Privileged Account Security*
  - *Biometric Authentication*
  - *SSL Certificates*
- **Financial Instant Issuance and Processing**
- **Metal Plate Marking Systems**
  - *Embossing, Indenting , Laser*
  - *2D Datamatrix barcoding*
- **Intrusion and IP and Analog Surveillance Systems**
- **Plastic Card Personalization Systems**
  - *Barcoding, Magstripe or Proximity Encoding*
- **Central Card Issuance Systems**
  - *Sales, Installation and Service*
  - *Financial, Membership, Identity, Gas Programs...*
- **Centralized Badge Printing & Artwork Design Services**
  - *we offer a full inhouse service bureau to personalize plastic cards and ID's - for any size job*

## PARTNERS/ AUTHORIZED RESELLER



## NORTH AMERICAN INDUSTRY CLASSIFICATION SYSTEM (NAICS)

- 541690** Safety Consulting Services
- 323111** Credit & identification card personalization
- 326199** Credit and identification card stock, plastics
- 333244** Printing Plates Blank (Metal)
- 332999** Identification plates, metal
- 334419** Radio frequency identification (RFID) devices
- 423690** Radio frequency identification (RFID) equipment merchant **541430** Corporate identification (i.e., logo) design services
- 326199** Credit and identification card stock, plastics
- 541690** Other Scientific & Technical Consulting Services
- 339943** Metal Hand Stamps
- 423690** Other Electronic Parts & Equipment
- 541511** Custom Computer Programming Services
- 511690** Safety Consulting Services
- 541690** Security Consulting Services
- 541544** Custom Computer Programming Services4
- 541519** Other Computer Related Services
- 812990** Identity theft protection services
- 541612** Human Resources Consulting Services
- 541618** Other Management Consulting Services
- 811219** Other Electronic & Precision Equipment Repair
- 811212** Computer and Office Machine Repair and Maintenance

**CYBER SECURITY** - No NAICS and SIC codes determined at this time

## NIGP CODES

- 15 - 0 ADDRESSING, COPYING...SUPPLIES
- 80 - 0 BADGES, AWARDS, EMBLEMS, NAME TAGS...
- 204- 90 Scanners and Readers, Optical Character: Bar Code...
- 206 - 0 COMPUTER HARDWARE AND PERIPHERALS
- 207 - 0 COMPUTER ACCESSORIES AND SUPPLIES
- 255 - 5 Bar Code Decals
- 340 - 0 FIRE PROTECTION EQUIPMENT AND SUPPLIES
- 570 - 0 METALS: BARS, PLATES,
- 600 - 63 Folding/Inserting/Sealing Machines
- 605 - 0 OFFICE MECHANICAL AIDS, SMALL MACHINES...
- 615 - 0 Office Supplies, Corporate Express
- 655 - 0 PHOTOGRAPHIC EQUIPMENT, FILM, AND SUPPLIES
- 700 - 0 PRINTING PLANT EQUIPMENT& SUPPLIES
- 785 - 0 SCHOOL EQUIPMENT...
- 840 - 84 Video & Audio Systems, CCTV (Including Surveillance)
- 918 - 28 Computer Hardware Consulting
- 936 - 37 Gates, Electric (Card Reader...) Maintenance & Repair
- 939 - 6 Audio-Visual Equipment Maintenance & Repair
- 939 - 60 Office Machines Small, Maintenance & Repair
- 946 - 25 Banking Services (Processing & Card Issuance Systems)
- 990 - 5 Alarm Services
- 990 - 22 Card Access Security Services
- 990 - 42 Fire and Safety Services
- 990 - 50 Installation of Security & Alarm Equipment