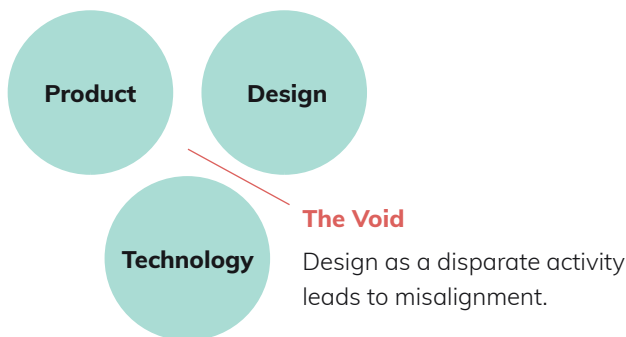# & partners

We build ethical technology products that disrupt the status quo through Human-Centered Design and research.
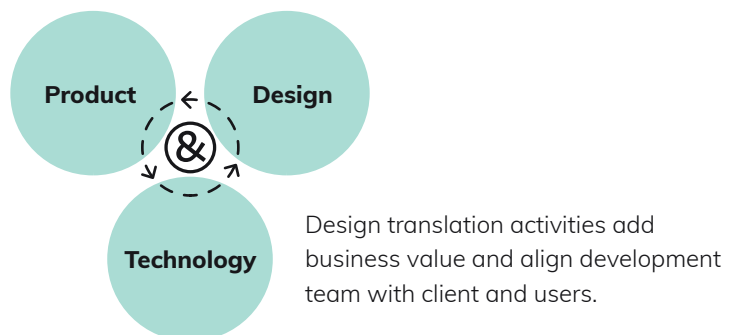
&Partners helps government define areas of opportunity and craft requirements that meet both partner and users' needs. By design, we operate on both sides of the contract solicitation to mitigate the risks of business partners expecting outcomes different than the results, users disliking the service or product, and partner business objectives not being met.

We also partner with industry to seamlessly integrate design into product development. We are experts in leading design that meets business goals, builds alignment, and delivers value through technically feasible and iterative design activities: Design Translation and DesignOps.

Average Delivery Team

Product

Design

Technology

The Void
Design as a disparate activity leads to misalignment.

Our Multi-Disciplinary Team

Product

Design

&

Technology

Design translation activities add business value and align development team with client and users.

Core Competencies

Design Ops	User Experience Design
Human-Centered Design	Software Development
Service Design	Workshop Facilitation
User Research	Digital Services Education

COMPANY DATA
DUNS: 080987122
CAGE Code: 808N6
NAICS Codes:
   541512 | PSC: B544
   541430 | PSC: AZ11, D318
   541519 | PSC: D322, D399, AZ15
   541511 | PSC: D308, D307, D306,
           D302, AZ14, AZ12
GSA MAS 070 #47QTCA20D000W

Prime Past Performance

CHAN-ZUCKERBERG INITIATIVE
Improving the Pathway to Citizenship with the Immigration Action Network
Audited, researched, designed, and developed a large second iteration of a tool enabling lawful permanent residents to apply to become naturalized citizens with legal support throughout the process.

VERA INSTITUTE OF JUSTICE | NEW AMERICA
Connecting Advocates with Families at the Border
Researched, designed, developed, trained, and maintained a customer relationship management (CRM) system used by the Vera Network of lawyers to reunify families at the Southwest border.

REBUILD PR
Facilitating Local Procurement Responses in Puerto Rico
Designed and developed a secure system for Puerto Rican small businesses to respond to government Requests for Information (RFIs). Reduced average response time by over three weeks.

CALIFORNIA HEALTH SERVICES
Bringing Human-Centered Design to the State
Provided digital services education and training courses on procurement, product delivery, agile methodology, Human-Centered Design, workshop facilitation, and bureaucracy busting.

Sub Past Performance

CIVICACTIONS | UNITED STATES CITIZENSHIP AND IMMIGRATION SERVICES (USCIS)
Training for Digital IT Acquisitions (DITAP)
Partnered with a leading services provider to iterate on the DITAP training module, improve curriculum delivery, and facilitate the 100% graduation of 30 students as the first cohort.

HEALTH AND HUMAN SERVICES | INDIAN HEALTH SERVICE
Modernizing Health IT in Government
Performed a complete assessment of the electronic health records system enabling leadership to make decisions to modernize the system through a series of working sessions, workshops, and trainings.

Differentiators

Board Director & President Elect, AIGA
The Professional Association for Design

Founder, DotGov Design initiative and conference (AIGA DC)

Co-founder & member, Digital Services Coalition (DSC)

Veterans in Procurement (VIP) Graduate

National Veteran Small Business Coalition member

Former Yahoo! Engineering Manager

Former Intel Community member

Former White House Creative Director

Former Consumer Financial Protection Bureau (CFPB)

Former United States Digital Service (USDS) Directors, served at:
  » Department of Defense (DoD)
  » Department of Homeland Security (DHS)
  » United States Department of Agriculture (USDA)
  » United States Citizenship and Immigration Services (USCIS)