

Group B

FOIA/PA NO: 2013-0137

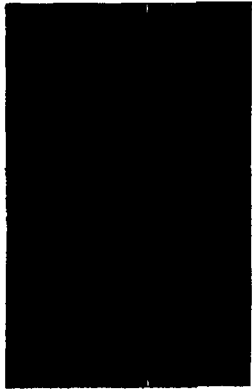
RECORDS BEING RELEASED IN PART

Pursuant to the requirements of *Vaughn v. Rosen*¹, the following types of information are being withheld:

- Ex. 3: Information about the design, manufacture, or utilization of nuclear weapons
 Information about the protection or security of reactors and nuclear materials
 Contractor proposals not incorporated into a final contract with the NRC
 Other _____
- Ex. 4: Proprietary information provided by a submitter to the NRC
 Other _____
- Ex. 5: Draft documents (D.P. Privilege)
 Correspondence deliberating a proposed action (D.P. Privilege)
 Records prepared by counsel in anticipation of litigation (A.W.P. Privilege)
 Privileged communications between counsel and a client (A.C. Privilege)
 Other _____
- Ex. 6: Agency employee PII, including SSN, contact information, birthdates, etc.
 Third party PII, including names, phone numbers, or other identifying information
- Ex. 7(A): Copies of ongoing investigation case files, exhibits, notes, ROI's, etc.
 Records that reference or are related to a separate ongoing investigation(s)
- Ex. 7(C): Special Agent or other law enforcement PII
 PII of third parties referenced in records compiled for law enforcement purposes
- Ex. 7(D): Witnesses' and Allegers' PII in law enforcement records
 Confidential Informant or law enforcement information provided by other entity
- Ex. 7(E): Law Enforcement Technique/Procedure used for criminal investigations
 Technique or procedure used for security or prevention of criminal activity
- Ex. 7(F): Information that could aid a terrorist or compromise security
 Retired Law Enforcement personnel
 Witnesses or unknown individuals who have participated in enforcement activity

Other/Comments: _____

¹ *Vaughn v. Rosen*, 484 F.2d 820, 827 (D.C. Cir. 1973), cert. denied, 415 U.S. 977 (1974); See also, *Mead Data Central, Inc. v. United States Department of the Air Force*, 566 F.2d 242, 251 (D.C. Cir. 1977) (encouraging agencies to provide requesters "with sufficient detail about the nature of the withheld documents and its exemption claims at the administrative level").



U.S. NRC

United States Nuclear Regulatory Commission

Protecting People and the Environment

U.S. Nuclear Regulatory Commission

Document Processing Center Support Services

Response to Solicitation: NRC-DPC-Sources-Sought-2012

Due Date: December 31, 2012

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Introduction

Information International Associates, Inc. (IIa) is uniquely qualified to provide Document Processing Center (DPC) Support Services to the Nuclear Regulatory Commission (NRC) as outlined in the subject sources sought notice. We have provided information management (IM) and information technology (IT) support to Federal Government clients for nearly 25 years. IIa is headquartered in Oak Ridge, Tennessee, is a woman-owned business, and is a small business in the North American Industry Classification System (NAICS) code applicable to this project. IIa provides IM/IT services to the NRC through a contract to manage the Professional Development Center (PDC), and we also provide support through a contract supporting NRC data and systems administration.

IIa is a full service provider of IM and IT solutions that power our customers' decision-making and mission success. We provide a wide array of document management support services, enterprise infrastructure, application development, and integration solutions—all governed by strong, trusted program management, and underscored by implementation of performance metrics to deliver measurable results. IIa has held International Organization for Standardization (ISO) 9001:2008 registration since 2009. Our Quality Management System (QMS) is a comprehensive plan that applies to all IIa operations, and functions. IIa is pursuing the ISO 20000 IT Service Management (ITSM) registration and anticipates completion by August 2013. Our approach to quality management is to build quality into our processes, services, and products from the project startup to enhance customer satisfaction. Table 1 identifies relevant areas where IIa has successfully provided IM and IT services and solutions.



Table 1. IIA's Effective IM and IT Solutions.	
INFORMATION MANAGEMENT	SERVICE DESK AND DESKTOP SUPPORT
<ul style="list-style-type: none"> • Library management and operations • Records management and disposition • Technical publications management • Document management systems administration • Document conversion and digitization services • IM specific help desk and support services 	<ul style="list-style-type: none"> • Design and delivery of IT service desk and desktop support services, with ITIL-based processes and tools focused on balancing customer service and cost, including core ITSM processes such as first call resolution, call escalation, problem management, and root cause analysis
APPLICATION SERVICES	SYSTEMS ADMINISTRATION
<ul style="list-style-type: none"> • Provision of full life cycle software development services, including project management, requirements analysis, cost-benefit analysis, architecture and application design, development, implementation, testing, and maintenance for applications and databases • Integration and operation of multiple commercial-off-the-shelf (COTS) and open source products, including web, content management, collaboration, and data repository applications • Use of a broad array of tools and multiple development methodologies to align with customer needs 	<ul style="list-style-type: none"> • Administration of classified and unclassified systems and networks, including server management support, system backups, operating system administration, security, documentation, and classified and unclassified networking support • Expertise in content and document management applications and databases • Management of stand-alone and heavily virtualized server environments
INFORMATION ASSURANCE	DATA CENTERS
<ul style="list-style-type: none"> • Operation of comprehensive information security services encompassing all areas of the <i>Federal Information Security Management Act (FISMA)</i> • Integration of information security continuous monitoring programs supporting required FISMA and customer-specific reporting, audit support, control validations, certification and accreditation activities, and other operational functions such as network intrusion detection and information assurance vulnerability management 	<ul style="list-style-type: none"> • Design and management of large data centers, delivery of computer operations services such as hardware and software administration and maintenance, management of large data sets, and delivery of email administration services



A. Capability Statement

As detailed below, IIa has the requisite capabilities to perform the activities outlined in the statement of work (SOW) to provide document processing center support services. Below are details of IIa's capabilities in each of the areas specified in the sources sought notice.

1. *Performing tasks associated with entering, and filing documents into NRC's IBM P8-based Agency wide Document Access and Management System (ADAMS), which is NRC's official record keeping system. This includes document receipt, preparation, disposition, scanning, indexing, distribution, and sending notifications of document processing completion.*

IIa has supported document management tasks at the NRC since implementation of the Nuclear Documents System (NUDOCS) in the 1990s. We provide direct systems administration and technical support to the ADAMS P8 Main Library system, P8 Publishing, ADAMS Content Services, SharePoint, NRC web sites, and many other NRC systems. In the course of our duties for the Office of Information Services (OIS) Infrastructure and Computer Operations Division (ICOD), we work closely in support of the Information and Records Service Division (IRSD) in numerous capacities, including direct support to the DPC mission. IIa holds the Systems Administration contract, which directly supports ADAMS and IRSD, the Data Center Facilities operations contract, which hosts NRC servers, and the New Reactors Office (NRO) Document Intake and Review Process contract, which supports combined license applications (COLAs) loading, as well as the email and comment capture platforms.

IIa has additional highly relevant IM experience for several federal customers to provide support with document intake, review, records disposition, and notification, most notably, (1) the full range of IM support services we provide to (b)(4) at the U.S. Air Force (b)(4) (2) the intake and management of Air Force personnel and training records for the (b)(4) at (b)(4) (3) the intake, conversion, and management of AIDS/HIV conference abstracts for the AIDS Abstracts Document Conversion task manager for the (b)(4) and (4) the full life cycle for document processing at the (b)(4)

IIa will apply our technical understanding of the NRC, IRSD, ADAMS, and related systems with the depth of institutional knowledge we have gained from over 25 years of experience working in IM to provide the NRC DPC with excellent services at highly competitive prices.

2. *Publishing Documents to NRC's external website*

IIa provides tier 2 support for the NRC P8 Publishing system and works closely with the Business Process Improvement and Application Division (BPLAD) in providing high levels of system availability and responsiveness. Prior to this work, IIa performed the daily folder replication task, which provided the mechanism to release documents daily to public ADAMS and the Public Interface Prototype (PIP) search engine. For (b)(4) IIa is responsible for complete management, operation, and maintenance of over 20 web sites designed to provide federal and public access to scientific and technical information. This support includes processing and publishing documents, content management, graphics support, 501 compliance,



and help desk support. Over 85M web user requests are received annually. The 20 sites include
(b)(4)

3. Performing ADAMS data maintenance and cleanup tasks associated with profiles entered into ADAMS, including maintaining the ADAMS Controlled Value Lists (CVLs), and ADAMS enforced rules

IIa has an excellent technical understanding of existing P8 document profiling (both manual and automated), and custom fields within ADAMS. We will accomplish this task through manual use of the DocClass and CVL tool, as well as scripted methods through the database.

4. Perform necessary steps to add documents and packages into the ADAMS Records Management Application (RMA) such as adding the record classification scheme during document profiling, entering subject file codes, and other identified mandatory records elements

IIa's work with the IRSD File Center and BPIAD to configure and implement foremost on the ADAMS Content Services platform provides a comprehensive understanding of the steps needed to add documents and packages to ADAMS. We are also working with BPIAD and CGI to deploy the IBM Enterprise Records (IER) application. While this is the IT aspect of records management, our understanding of the system requirements would bring a comprehensive view of the process for the entire records lifecycle. IIa has performed the hands-on work of records management for the U.S. Air Force at (b)(4) in (b)(4) and at (b)(4)

(b)(4) Under the (b)(4) contract, IIa provides administrative records management services including classification, assigning file codes, and access control. We provide records lifecycle management within the Air Force electronic records system per applicable regulations, including National Archives and Records Administration (NARA) and Air Force standards. IIa has also performed records management under the Air Force Information (AFI) standards at (b)(4). At (b)(4) our derivative classifiers review (b)(4) documents for appropriate classification and add the relevant metadata to ensure appropriate access and release for the information. All processes are performed in strict compliance with applicable federal and agency regulations.

5. Providing document processing support services for converting older paper and microfiche-based NRC document collections into electronic format and adding them to ADAMS

IIa is very familiar with many of the DPC processes for adding documents from various formats into ADAMS. IIa has also performed similar tasks in support of (b)(4)

(b)(4)

IIa is actively involved in a project at (b)(4) to digitize 690,000 paper and microfiche reports consisting of over 50,000,000 pages. The IIa applications team developed the Sensitivity Review System (SRS), an internal web-based application that allows (b)(4) staff members to log in and efficiently review and track documents throughout the system. The IIa scanning team oversees the classified side of the review system, provides document preparation and retrieval referencing, and ensures that quality control guidelines are applied to scanned materials. Processing statistics are also tracked via by IIa applications. Most of these documents will ultimately be published to the public following a sensitivity review.



6. Providing helpdesk support services specific to ADAMS functions, such as adding/deleting ADAMS accounts, changing ADAMS system passwords, replacing documents in ADAMS, declaring documents as Official Agency Records (OARs), assist with searching for documents in ADAMS, etc.

IIa has supported IRSD, ADAMSIM, DPC, and the NRC Public Document Room (PDR) for over a decade, providing level two and three support. IIa is familiar with all ADAMS functions and their underlying technologies and business processes. IIa has provided similar services for other customers under our (b)(4) contracts.

B. Responses to Questions

1. IIa is a small (<\$25.5M) woman-owned business under NAICS 518210, "Data Processing, Hosting and Related Services."
2. IIa meets or exceeds the required expertise to fulfill the work described in the synopsis section of the sources sought notice, as addressed in Section A, "Capability Statement," in this response.

3.

(b)(4)

Information on these contracts is provided in the project descriptions below.



a. (b)(4) **Document Intake & Review Process O&M**

(b)(4)

IIa past performance NRC Document Processing Center sources sought area relevancy:

1. *Tasks associated with entering documents into a document management system*
2. *Tasks associated with web publishing*
6. *Tasks associated with helpdesk and technical support or IM systems*

Description of Scope: Beginning in January of 2007, IIa and subcontractor Raimist Software were responsible for the development, testing, and deployment of the COLA on behalf of the

(b)(4) In January of the following year, this team was also given responsibility for continuing COLA operation and maintenance support, as well as continuing development of additional subsystems, all with the purpose of automating and streamlining the submission and review of license applications and related activities. In anticipation of these subsystems being integrated into and replaced by the next generation of ADAMS, the (b)(4) had a need to continue the operation, maintenance, development, and user support of these subsystems while facilitating migration to a new ADAMS operating system and exploiting the added capabilities that the new system would offer. The challenge we faced was to provide an effective, economic transition without interruption of service to the user community. Specific tasks performed included the following:

E-Mail Capture. The E-Mail capture system was designed, developed, and supported by the IIa team. The Hearing File Email Capture solution was designed for the discovery phase of (b)(4) court proceedings to automatically capture comments submitted via e-mail by interested parties in response to public hearings into ADAMS as official agency records. This subsystem allows (b)(4) staff to submit emails for automatic rendering, profiling, and filing into ADAMS according to the characteristics of the corresponding federal hearing docket.

(b)(4) The (b)(4) subsystem was designed and implemented by the IIa team to streamline the profiling and declaration of large numbers of documents simply by placing them into a folder within ADAMS. (b)(4) maintains a template of profiling and security information that is established for each folder.

Document Intake and Review Platform. This subsystem was developed to automate the intake of the complex COLAs, to manage revisions associated with each part of the COLA, and to provide easy navigational access, in order to expedite COLA submission and to streamline the review process. This platform and its four core components were designed, developed, and implemented by the IIa team. To date, over 100 COLAs have been received and successfully imported into ADAMS. P8. The four components are as follows:

a. (b)(4) **Document Intake & Review Process O&M**

- **COLA Document Submission Pre-Registration.** This utility creates a profile template for COLA submissions by industry, enabling coordination with an applicant by predefining a set of detailed document metadata to be used to profile components when they are added to ADAMS.
- **COLA Submission Transmittal Manifest.** This component works in close association with the Document Submission Pre-registration component and defines the composition of the submission media (CD/DVD), and validates it against the pre-registered templates created by the Document Submission Pre-registration component. The COLA Submission Transmittal Manifest first examines the contents of the CD/DVD and presents the organization of the files enclosed in the submission to the user. It allows the user to supplement the required transmittal information by providing/supplementing some of the ADAMS profile data required to upload the individual files of the submission into ADAMS. With this information, this component generates an XML output file that represents the complete CD/DVD's transmittal manifest (i.e., logs the entire content of the CD/DVD). The next process in the application review sequence uses the manifest to process the files in the submission and upload them into ADAMS.
- **COLA Document Loader.** The IIa team conceived, prototyped, and developed the (b)(4) COLA Loader to seamlessly integrate with ADAMS and to fully conform to all requirements set forth by the IRSD Records Branch. This utility examines the contents of the CD/DVD, validates files according to set parameters, and loads the files in an organized manner into ADAMS. The Document Loader uses the XML transmittal manifest and the predefined COLA template to create an identical structure for COLAs in ADAMS; it has been in production since June 2007.
- **COLA Document Review Integrated Workspace.** This component provides users (i.e., internal (b)(4) staff/reviewers) with a workspace where they can interface directly with the ADAMS system and access the documents that have been loaded as part of a specific COLA submission. The IIa team developed, tested, and deployed this utility, which uses Microsoft SharePoint as its main platform for access, review, and tracking of notes/comments made by individual reviewers as they examine the materials of the submission.

Operations and Maintenance. The IIa team provides all of the O&M support identified in the SOW. Support of the original (b)(4) Document Intake O&M started in 2007 with the inception of the COLA loader and the email and comment capture systems. That tasking was expanded to include development and support of (b)(4) Generic Communication (GC), and Electronic Request for Additional Information (eRAI). The IIa team's in-depth understanding of the applications in this SOW and the systems that they integrate, along with our hands-on experience gained over the last several years, set the stage for further productivity gains.



b.

(b)(4)

(b)(4)

IIa past performance NRC DPC sources sought area relevancy:

1. Tasks associated with entering documents into a document management system
3. Task associated with the cleanup and maintenance of metadata
4. Tasks associated with records management
5. Tasks associated with converting documents to electronic format
6. Tasks associated with helpdesk and technical support or IM systems

Description of Scope: IIa provides a full range of IM support to (b)(4) as a subcontractor to (b)(4) the base management and operations contractor. We provide operations, maintenance, and IM support, including technical library management and operations, technical publications support, forms/publications program support, records management, visual services (graphics, photo, and video), archives management and operations, and real property drawing storage. Library staff members identify relevant scientific and technical information (STI) to service their customer base of scientists and engineers working on design and development. Our technical publications staff members write and edit articles for (b)(4) and the Air Force. Our personnel process technical documents authored by (b)(4) authors per required standards.

The objectives of the contract are to implement best practices in providing high-quality IM to the (b)(4) via our (b)(4) customer. As evidenced by our outstanding performance evaluations and success with 100% award fee, IIa consistently demonstrates the ability to meet and exceed all contract objectives. Examples of our best practices include transitioning from a chemical-based photo process system to digital image management, establishing historical archives, upgrading the Integrated Library System (ILS), and providing award-winning publications services. Staff members maintain government-funded equipment, manage facilities, and ensure that requirements in safety and health and information security requirements are met in compliance with all Air Force regulations.

Document Processing, Maintenance, and Management. IIa provides administrative records management services and manages a large collection of facility drawings under strict configuration control and records life-cycle management within the Air Force electronic records system per applicable regulations, including National Archives and Records Administration (NARA) and Air Force standards. All electronic resources have disaster recovery and backup schedules for content retention and management.

IIa manages the (b)(4) Technical Library, selecting, acquiring, organizing, managing budget, negotiating license agreements, tracking materials, and evaluating for retention. All work performed is guided by applicable regulations and requirements. (b)(4) includes a physical



b.

(b)(4)

collection, as well as access to hundreds of electronic resources. Staff members work with the Air Force Research Laboratory (AFRL) to coordinate purchases and leverage resources in partnership. All resources are cataloged into the Scientific and Technical Information Library Automated System (STILAS), which is administered by IIA. Web resources and electronic subscriptions are included in the catalog, providing users with the widest collection of holdings in one data source.

Staff members are required to use government equipment and to complete yearly information security training. No IT security breaches have occurred on this contract, and no export control issues exist. IIA provides access to STI at varying levels of security. Staff members at AEDC hold security clearances and are well informed about the need to protect information appropriately. Security policies and guidelines developed by NIST and existing security policies in other Department of Defense / Air Force offices are reviewed and referenced to produce and update security policies. We operate a secure vault with a record collection of technical reports controlled by classification. IIA ensures that the STILAS application functions effectively during upgrades. Throughout the contract, no interruptions of service have occurred during installation of new equipment or otherwise.

IIA personnel establish standards for published documents and manage the publication process for the center. IIA handles the physical and electronic publications produced by (b)(4). Technical reports and published articles are edited and produced by IIA's Technical Publications staff. Our graphic designers produce presentations, posters, and graphics for electronic systems to represent (b)(4). Our videographer and photographers produce public relations products and evidence of scientific testing to promote (b)(4) accomplishments.

We interact with the user community, providing help documents for tools and resources available from the center's library and the Air Force electronic library. We provide in-library tours, new employee orientation training, and online tutorials of library tools for users.

We provide outreach support, including a full range of promotional materials design, production, and distribution. We promote services via the website and newsletter (electronic and hard copy). Our librarians regularly make presentations to technical departments to promote the resources available. IIA's information service providers work closely with (b)(4) Public Affairs office to promote the center's capabilities to the public at large.

Document Conversion. IIA operates and maintains image transfer equipment (scanning/digitization) and provides document preparation and retrieval referencing services. Our quality control guidelines ensure legibility, completeness, page skew, and page order. Documents are indexed and cataloged electronically using applicable metadata. Established metrics and processing statistics are tracked and reported regularly. All deliverables have met or exceeded performance metrics. Based on our superior performance ratings in the first year, frequency of evaluations was reduced from quarterly to every six months. IIA's project schedule clearly outlines deliverables and due dates. Project managers are reminded in advance that a due date is approaching, and all deliverables undergo the required reviews prior to delivery.



c. [redacted] (b)(4)

[redacted] (b)(4)

IIa past performance NRC Document Processing Center sources sought area relevancy:

- 1. Tasks associated with entering documents into a document management system
- 4. Tasks associated with records management
- 6. Tasks associated with helpdesk and technical support or IM systems

Description of Scope: For over 10 years, IIa provided [redacted] (b)(4)

[redacted] (b)(4) for military Personnel Systems Management (PSM), education and training, and military records management. IIa managed the complete personnel file records collection for more than 12,000 military and civilian employees at [redacted] (b)(4). Records managed by IIa included administrative, education, employee development and training, formal military training, Base Enlisted Specialty Training (BEST), PSM, military awards and decorations, and other military records.

For this effort, IIa managed to a Quality Control Plan (QCP) and a Surveillance Plan to identify and mitigate potential problems and to quickly resolve operational and performance issues. The QCP was used to measure and attain continuous quality improvements, emphasizing deficiency prevention over deficiency correction. IIa supported the QCP review to ensure continuous quality improvement in education and training, PSM, and military records management to meet AF mission and goals. IIa's CCSS project manager worked closely with the Contracting Officer (CO) and Quality Assurance Personnel (QAP) to ensure continuous quality performance. During IIa's tenure, [redacted] (b)(4) was selected as Best Command Education Center and was recipient of the Command Community College of the Air Force (CCAF) award for most graduates in [redacted] (b)(4). An Air Force audit showed that [redacted] (b)(4) provided 100% customer satisfaction—the highest of any base.

Document Management, Processing, and Maintenance. Active and new records were reviewed, processed, and managed to AFI standards. File plans were established in accordance with the [redacted] (b)(4) Records Management Office, and retention/ disposition plans were developed and implemented. All processes were handled in strict compliance with applicable federal regulations. At any given time, a large portion of the [redacted] (b)(4) population and associated units were our active customers, and we managed a very active records collection. IIa assessed the base's educational needs every three years, or when a major population change occurred, to ensure that appropriate education and training were being provided. Our expertise is in the following areas:

- IIa staff processed and maintained educational records and ensured that all records were accurate, complete, and current.



c.	(b)(4)
<ul style="list-style-type: none">• Military records management was an important part of our CCSS work performance. We were responsible for accurate records maintenance that impacted awards and decorations, promotions, and casualty reporting support.• We entered and updated electronic personnel and education records into the US Air Force Military Personnel Data System (MilPDS), PC III (third generation of military personnel records), and Air Force Education Management System (AFAEMS) national databases. <p>IIa staffed the CCSS contract at (b)(4) from day one with skilled, customer-focused personnel with relevant Air Force experience. All personnel were certified as appropriate, trained in their functional areas, cross-trained in related areas, and had a positive customer-service attitude. IIa performed uninterrupted service in all areas of the contract, even as we experienced personnel actions such as recall to active duty or employee resignation due to a spouse's reassignment. Temporary employees were assigned to help reduce backlogs at the start of the contract and assisted to address periods of higher-than-normal workload.</p> <p>For (b)(4) IIa managed records, developed file plans, procedures, and manuals, and managed records to government regulations and standards. Records were controlled in accordance with applicable government regulations, including the <i>Privacy Act</i>. Office records were maintained per applicable regulations; personnel records for retirees or enlistees separated from the service were sent to the federal repository as required.</p> <p>Help Desk. The IIa staff provided user assistance on training records, systems use, and CCSS processes. User queries were received through e-mails, telephone, and walk-ins.</p>	



d. (b)(4)

(b)(4)

IIa past performance NRC Document Processing Center sources sought area relevancy:

- 1. Tasks associated with entering documents into a document management system
- 3. Task associated with the cleanup and maintenance of metadata

Description of Scope: IIa provided task manager and quality assurance oversight for the conversion of abstracts from significant AIDS/HIV conferences to XML. These abstracts were provided in a combination of bound and unbound paper proceedings and CD ROMs containing electronic documents. Task manager oversight included project management, mentoring, training, and ensuring the timeliness of deliverables from the contractor performing the conversion. IIa also provided validation that the contractor's work met the bibliographic standards, the (b)(4) Meeting Abstract Document Type Definition (DTD), and XML standards required by the (b)(4) (b)(4). Quality assurance of contract performance included analysis of processes and procedures, including recommendations of methods to improve overall quality and productivity. IIa provided metric-based feedback on the productivity and quality of the work performed by the contractor back to the point of contact at (b)(4). IIa assured the quality of deliverables through a combination of programmatic and manual validation based on statistical sampling methods using industry best practices. IIa established a sound working relationship with the contractor and staff, as well as the points of contact at (b)(4). Other team members were receptive to IIa suggestions for process improvement and had implemented several of our recommendations, resulting in significant quality improvements.



(b)(4)

IIa past performance NRC Document Processing Center sources sought area relevancy:

- 1. Tasks associated with entering documents into a document management system
- 2. Tasks associated with web publishing
- 3. Task associated with the cleanup and maintenance of metadata
- 5. Tasks associated with converting documents to electronic format
- 6. Tasks associated with helpdesk and technical support or IM systems

Description of Scope: Since (b)(4) IIa has been the prime contractor providing (b)(4) with a full range of IT infrastructure services, as well as IM support. (b)(4) is a (b)(4) (b)(4) program office with department-wide responsibility for managing and making available the information output of (b)(4) multi-billion dollar research and development (R&D) program. Through IIa-developed web products and other services, over 85 million information requests are transacted on (b)(4) public access systems annually. The high level of performance necessary for this type of transaction load requires a robust, reliable infrastructure. IIa provides such an environment via classified and unclassified system and network administration, including server management support, system backups, operating system administration, security, documentation, and classified and unclassified networking support. The (b)(4) server environment includes Linux/UNIX, Solaris, Windows Server 2008, and Windows XP operating systems. IIa prepares reports to support risk assessments, performance measures, and audit evaluations. Presentations are completed for management briefings at all levels. IIa also develops user manuals and system/application documentation to ensure consistent operation of networks and systems, network diagrams for documentation and control, and purchasing recommendations based on hardware/software life-cycle analysis and on data growth patterns.

IIa ensures that systems are available 24x7x365. IIa is responsible for the integrity of both the systems and the data. This requires strict quality control protocols, system configuration policies, and cyber security controls to be in place. The following paragraphs describe relevant (b)(4) tasks performed by IIa.

Mass Digitization (2012-2013): (b)(4) established a goal to digitize all legacy (b)(4) and (b)(4) -related publications back to the earliest days of the Department. The objective is to ensure that the paper and microfiche collection is digitally reformatted for preservation and increased access purposes. The final, publicly releasable documents are processed to the unclassified (b)(4) system and are subsequently disseminated via (b)(4) databases and federated search engines. Approximately 50,000,000 pages (approximately 690,000 reports) are to be digitized; the current undertaking



e. (b)(4)

is projected to be at 10 percent by March 2013. The IIA Applications Team developed the SRS, an internal, web-based application that allows (b)(4) staff members to log in and efficiently review and track documents throughout the system. Capabilities include auto assignment to multiple reviewers, generation of reviewer daily task lists, and approval and release of documents for next steps. The Applications Team also provided an automated process for tracking the vault document boxes through the process. The IIA personnel who support the scanning operation provide oversight of the classified side of the review system, provide document preparation and retrieval referencing, and ensure that quality control guidelines are applied to scanned documents for legibility, completeness, page skew, and page order. Processing statistics are also tracked. IIA applications, IM, and electronic arts staff members provide support to the input system (b)(4) application) and to output systems such as (b)(4)

(b)(4)

Content Management and Web Publishing (ongoing): IIA engaged several experts in the content management system (CMS) area during FY 2010. Drawing on our employees' extensive training and technical expertise, we actively augment and manage (b)(4) current CMS (i.e., (b)(4) to provide robust solutions across several products, including (b)(4) IIA gained a wide breadth of CMS knowledge outside of those systems in use at (b)(4)

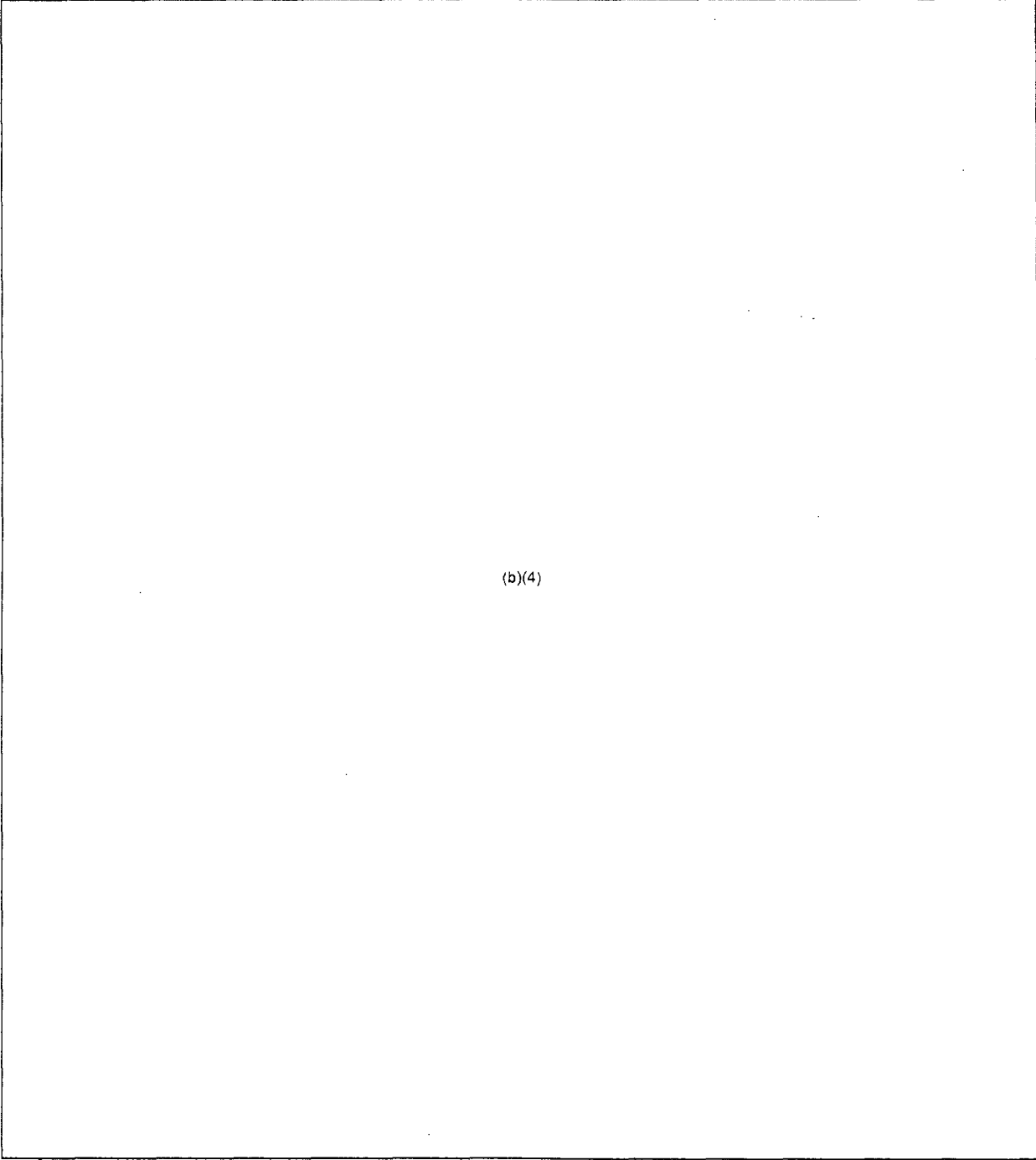
(b)(4) We developed several processes and methods to exert absolute control over various CMS middle-tier rendering, allowing complete design flexibility and integration of complex dynamic behaviors in the display of managed content. IIA extended this same level of control to administrative and management tools which allow aggressive streamlining of case-specific data/content management while making use of common CMS desirables such as file upload management and Microsoft Word -like content editing.

IIA manages the contract with an on-site program manager who is responsible for (1) management of multiple long and short duration task orders (often 20+ tasks at once, 100 annually), (2) use of subject matter experts (SMEs) and consultants, (3) partnership/collaboration within (b)(4) and other agencies, and (4) management of Work for Others efforts. Our program manager uses a wiki-based approach that is tailored and scalable for all types of tasks and several tools (Cost Tracking, MS Project, MS SharePoint, and Deltek GCS Premier) to manage schedules, resources, and deliverables. Our program manager is further guided by IIA's ISO 9001:2008 quality management and a proactive risk management programs.

Customer Support and Help Desk. IIA has implemented a COTS ticketing system and has applied minor custom modifications to ensure that customer requests are handled efficiently and effectively. A single point of contact (POC) manages the ticketing system. The POC is responsible for communicating with the customer and for ensuring that the requested work is accomplished by one of the qualified technical resources on staff. The POC also manages an escalation system for every ticket. Approximately 250 trouble tickets are brought to resolution per month.



4. IIA's GSA schedule is a recommended vehicle for this effort. Our complete GSA schedule can be found at the following link: [IIAGSA](#). At a minimum, we anticipate using the following labor categories from our GSA schedule to perform this work scope.

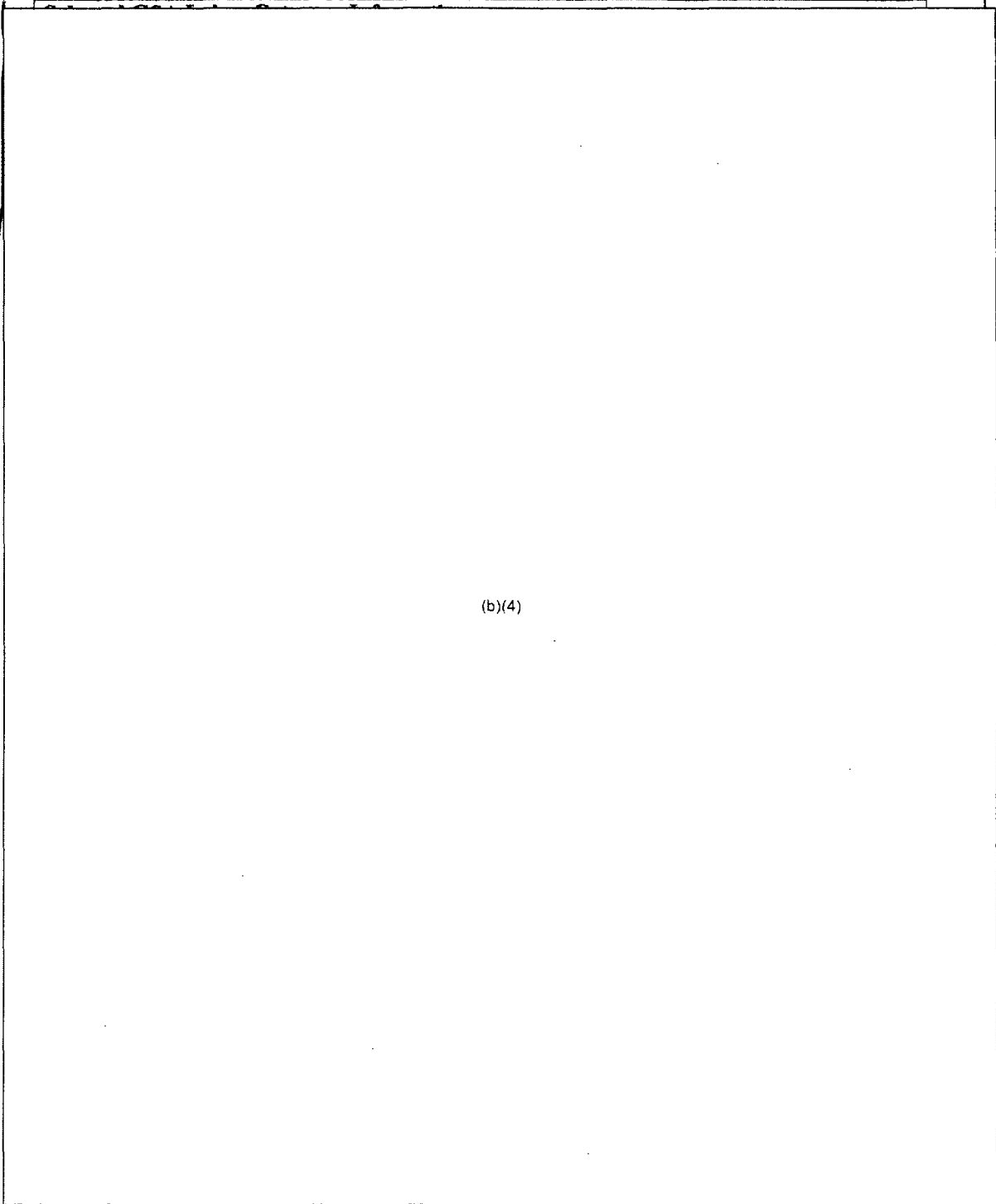


(b)(4)



Selected GSA Labor Category Information

(b)(4)



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(b)(4)

Conclusion

As demonstrated in the information presented herein, IIa is fully qualified to exceed all requirements as set forth in the sources sought notice to provide Document Processing Center Support Services to the NRC. Our combination of experience, expertise, relevant technical knowledge, and dedication to quality performance will ensure that the NRC receives the best quality services in support of this scope of work.





December 31, 2012

Jordan Pulaski,
Contracting Officer
jordan.pulaski@nrc.gov
U.S. Nuclear Regulatory Commission
Office of Administration
Twinbrook Parkway Building
12300 Twinbrook Parkway, Mail Stop: TWB-01-B10M
Rockville, MD 20852

RE: NRC-DPC-Sources-Sought-2012

Dear Mr. Pulaski,

It is with pleasure that I respond for The Data Entry Company (TDEC) to your Request for Information (RFI) for Document Processing Support Services. TDEC is a 54-year old (b)(4) certified (b)(4) business process outsourcing company under NAICS 518210. We are focused on supporting the document and records management needs of the federal government and currently perform similar services for the National Oceanic and Atmospheric Administration, the United States Citizens Immigration Service, and several state tax and revenue offices.

I am deeply familiar with support services you are requesting and am aware that you traditional purchase this through GSA Schedule 36. However, I suggest you look at the NIH's recently awarded Chief Information Officer – Solutions and Partners 3 (CIO-SP3) GWAC. This government-wide contract vehicle has a document processing service line which is competitively priced and an expeditious avenue for you to procure the needed services.

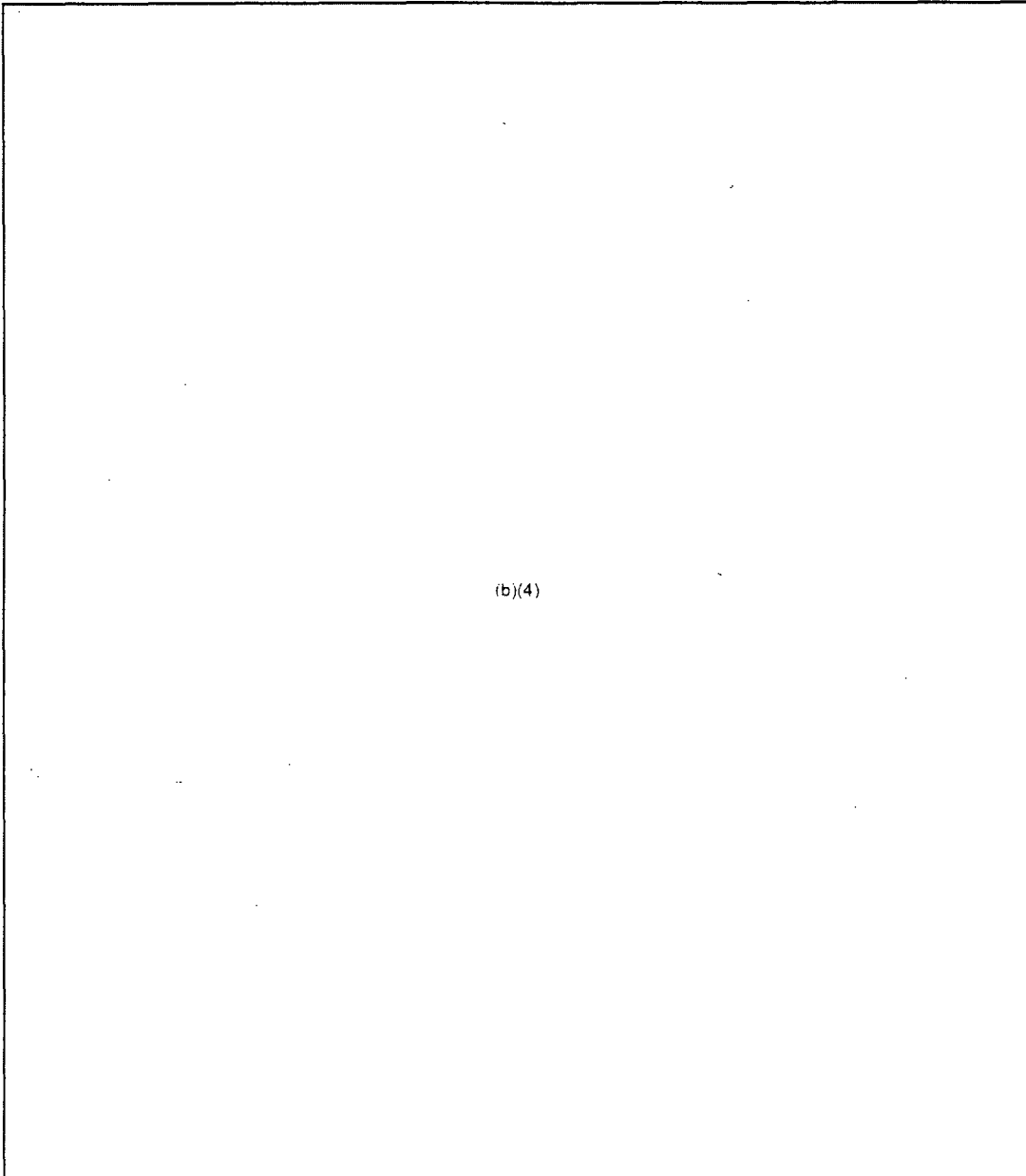
Sincerely,

R. Dennis DuFour
President

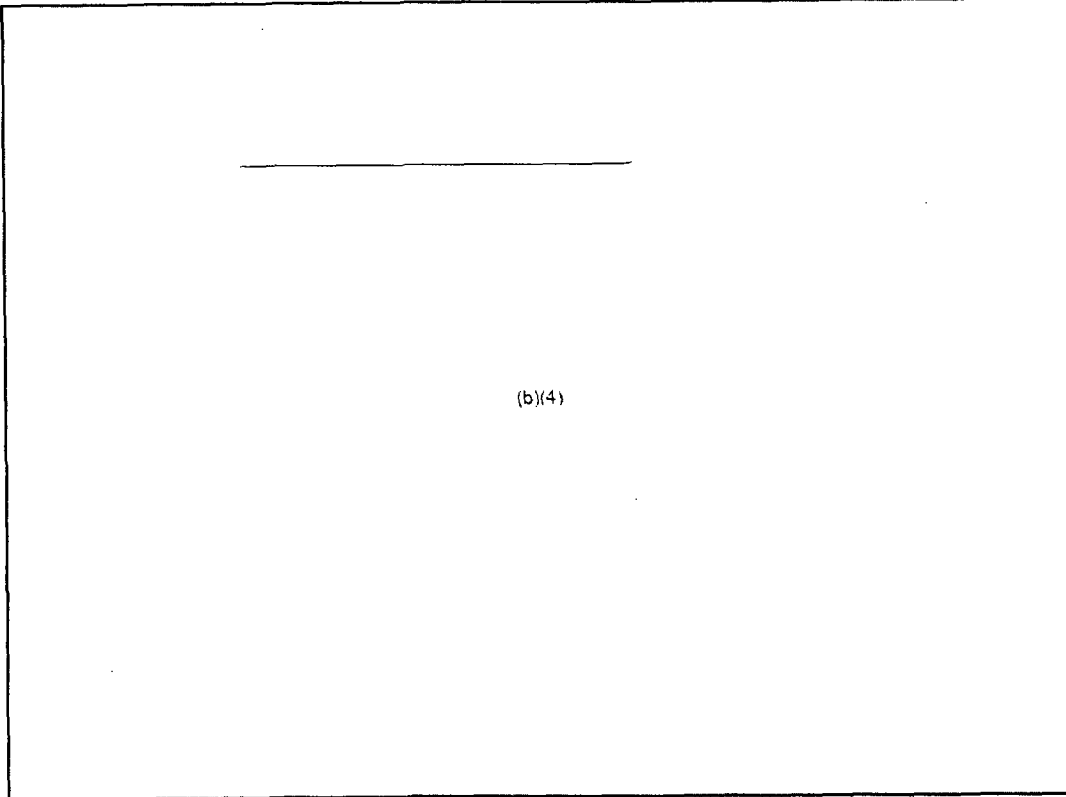


Capabilities

TDEC is one of the largest BPO companies in the United States providing data entry, scanning, indexing and related support services to Commercial and Government (Federal, State, and Local) customers nationwide. We provide our services both on-site at government offices and at our own production facilities. We have a 15,000 square foot production facility in Oakland, Maryland and a 3,000 square foot backup facility in Winchester, Virginia. We are experts in data entry, scanning (paper, microform), indexing, and related services. Our management team has over 100 years of experience in this field.



(b)(4)



TDEC provides helpdesk support for numerous clients, both federal and commercial including the Department of Homeland Security USCIS as a subcontractor for Dell. TDEC provided a 24 hour call center for the Federal Emergency Management Agency in response to the crisis of Hurricane Katrina. TDEC has on-site contract employees throughout the United States including Arizona, Florida, Maryland, Oregon, Washington, and Washington DC and has an extensive pool of talented resources that are readily available to fulfill all NRC support service requirements.

(b)(4)

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People, Performance, Productivity—BLH's Capability for Powering NRC Operations

[BLH Technologies, Inc., understands the U.S. Nuclear Regulatory Commission's (NRC's) need for a high-quality document processing support services. A strong support team forms the backbone to any successful organization, and the services BLH could provide would help ensure that engineers and scientists here and abroad, members of Congress, and the public at large have easy access to the agency's wealth of information related to safety and security of nuclear materials. Much of the NRC's work is highly technical, yet its communications also must be clear and accessible to all.]

[As a mature 8(a) small business Federal contractor under NAICS code 518210,] BLH offers [the NRC:]

- Flexibility
- Responsiveness
- Financial stability
- Accountability
- Client past performance

[Thanks to our current NRC contract work, we have a strong grasp of the agency's mission, culture, and exacting standards. Our two current contracts with the NRC's Publications Branch and Division of License Renewals have shown us how crucial accuracy, precision, clarity, and access are to the agency. We appreciate the often sensitive and always critical nature of the NRC's work. We also understand the vital role the Agencywide Documents Access and Management System (ADAMS) plays in arming the public and others with timely and precise information.]

[We welcome this opportunity to expand our relationship with the NRC by providing the services sought under Solicitation No. NRC-DPC-Sources-Sought-2012.]

[We understand the NRC's Office of Administration needs an experienced contractor as its partner to help process the vast collection of documents the agency produces each year.]

[We are that partner.]

[BLH understands the agency's classification system—and the sensitive nature of many of the agency's documents—and we know how to track and process large volumes of documents. We know the agency's emphasis on providing efficient, timely access to information in style that is clear and easy to understand.] We understand tight deadlines and quick turnarounds. We have a long history of outstanding customer service, both to our Federal clients and the people to whom they provide crucial services.

[In the following sections, we outline our detailed capabilities—our staffing, past performance, and areas of expertise—for this particular request. We also lay out our plans for how to meet the agency's needs and help it best fulfill its public outreach mission. We provide our understanding of the task work needed, snapshots of some related projects, and sample staff expertise.]

[We appreciate this opportunity to show precisely why BLH is the best company to successfully assume the role of providing the NRC with top quality Document Processing Center support.]

1. BLH Technologies Corporate Overview

BLH is a domestic and international professional and technical services firm offering talent and skill [in three core areas: **global public health research, communications services, and advanced technology solutions.**] Drawing on resources in [these three core areas] allows BLH to give our clients the excellent project performance and cost containment that enables clients to achieve their missions. We consistently receive high client scores and seek to expand our ideas, our abilities, and our pathways to progress. Our tagline drives us forward as we pursue and present "*innovative solutions for a changing world.*"

[As an experienced 8(a), veteran-owned small business (VOSB) Federal contractor under NAICS code 518210], we have the skills, training, and management systems in place [to seamlessly provide the NRC with the services and support it requires to achieve its goals.]

[BLH offers the NRC the following experience and benefits:]

[BLH has a talented and rapidly growing staff built through the Human-Resources processes we have in place to find, screen, and retain smart, motivated, talented employees and inspire them to achieve high-quality results. Our company has successfully managed rapid growth over recent years, expanding our services by creating teams with complementary skills and the ability to work across multiple projects. Our employees and consultants also have undergone the NRC security clearance screening process. Several of our employees have current IT Level II security clearances]

Our staff members offer:

- Extensive IT and databases knowledge
- [Strong familiarity with NRC documents and procedures]
- Proven commitment to customer service
- Expertise in documents tracking, editing, and dissemination

[For this particular project, we recognize the need for highly trained staff members with a deep understanding of databases and other information technology who also are knowledgeable about the NRC and its documents and procedures and who are committed to delivering top-rate customer service.]

BLH is run by its founder, Benjamin L. Harris, a Certified Public Accountant and veteran who personally attests to the company's financial soundness and excellent systems for contractual reporting.

(b)(4)

(b)(4)

[Our extensive Federal contracting experience includes simultaneously overseeing multiyear, multimillion-dollar task order contracts, the details of which are provided in our Past Performance section.]

As an added benefit, BLH is located in Rockville[, just miles from the NRC's Headquarters buildings and interim locations, which means our team can be especially responsive to the needs of the agency. The NRC's White Flint offices, for example, are just less than 6 miles from BLH's Headquarters office. While much of this work will be done virtually, this proximity gives us an ability to respond rapidly in person should that form of communication be needed to troubleshoot any issues that should arise.]

[We are more than able to excel as a small business provider for this effort. We stand ready to respond to any further requirement or information you need. Our experience and skill sets closely align with the service needs of the project, and we appreciate your review of our history and experience. We are proud of our client satisfaction references and invite you to speak to our customers.]

Size Status: Small and Disadvantaged Business (SDB)-certified 8(a) and Veteran-Owned Small Business (VOSB)

Point of Contact: Mr. Benjamin L. Harris, CPA
President and CEO

Address: 1803 Research Boulevard
Suite 615
Rockville, MD 20850
[240-399-8740 (office)]
240-399-8723 (fax)
 (cell)
bharris@blhtech.com
www.blhtech.com

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NAICS Codes: [518210,541511, 541219, 541512, 541513, 541519, 541611, 541613, 541614, 541618, 541712, 541690, 541820, 541990, 561110, 561210, 561410, 611710]

Other Pertinent Information: CAGE Code: 3M6N9, DUNS Number 140697405

[SBA Contact Information: Judith Kirby
Small Business Administration

411 Seventh Avenue

Suite 1450

Pittsburgh, PA 15219

judith.kirby@sba.gov

(412) 395-6560 ext. 123]

2. BLH's Core Capabilities, Experience, and Services

BLH Technologies, Inc., has earned a well-deserved reputation for its information technology expertise; Web publishing; documents processing, editing, and management services; and its responsiveness to client needs.

[We provide onsite IT and administrative services to the U.S. Air Force Space Command Financial Management community, its six base operating locations, and U.S. Northern Command. Primary support elements through this performance-based contract include IT services to facilitate assessment and modernization for the business and accounting administrative processes, as well as help desk support. Our administration of the electronic Management Tracking System (eMTS) provides automated time and attendance to 8,700 civilian employees with more than 10,000 active user accounts, facilitating workforce accountability and associated report generation for every onsite civilian to Command staff.]

[As part of this effort to modernize technology and processes,

[REDACTED]

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(b)(4)

[REDACTED]

(b)(4)

[REDACTED] Our approach focuses on reducing the number of user and network interruptions and minimizing network or user downtime. BLH also provides training of integral staff to promote efficient transitions for clients while adopting new technologies.]

[BLH onsite staff members work closely with Command and stakeholder officials to ensure continued adherence to current policy and alignment with mission objectives. In fulfilling these requirements, BLH maintains a work environment and level of oversight that protects the integrity of all proprietary, confidential, or fiscal data collected and analyzed in meeting our performance objectives.]

[Some of BLH's responsibilities in this effort include:

- Cost control
- Financial management
- Risk mitigation
- Inventory management
- Helpdesk and troubleshooting
- Data management and analyses
- File archiving and retrieval

- Security
- Database management]

We work to meet your technology needs on time and within budget.

- **Data Management, Tracking, and Analysis Services**—Design and development of Web-based applications and technology systems, database integration, usability testing, Section 508-disability access, and security.
- **Web Site Design and Development**—Design and implementation of dynamic, user-centric Web sites to help our clients disseminate information to targeted audiences and communicate with users while complying with Federal regulations (Section 508, FIPS, FISMA, etc.).
- **Network and System Administration and Engineering Services**—Help desk, support services, network engineering, network use and performance optimization, security monitoring and implementation, account administration and management, troubleshooting, hardware/software installation, data archiving, storage, backup and disaster recovery, e-mail systems, data center and server administration, configuration and asset management.

Project and Task Management—Development of tools and applications for project tracking, systems implementation, testing, training, and launch. Verification of user rights and status, development of data entry and validation criteria. Application of project management theory to all contracts to ensure accuracy and timeliness of deliverables, and to establish milestones and reporting criteria.

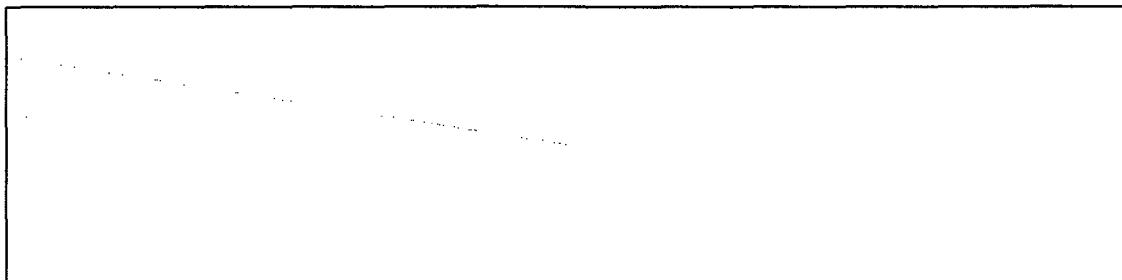
BLH expertise:

- Documents editing, processing, and dissemination
- Help desk support
- Proven commitment to customer service

[In addition to our IT expertise, we approach this assignment already armed with a solid understanding of the NRC. As the provider of technical editing support services for the NRC's Publications Branch—a contract that involves editing roughly 33,000 pages a year—we know the agency has exacting standards and often requires a very fast turnaround on assignments due to the timely nature of much of its work]

BLH's success lies in our ability to recognize and solve clients' needs by developing innovative strategies and systems—through strategic planning, our management of people, and our use of new technology. We have employed careful planning and detailed processes, to successfully manage rapid growth and identify new ways to deliver services to our clients.

(b)(4)



[Our exemplary references attest to our elements for success: clear client communications and consistent corporate support.]

[Our SharePoint Experience]

[BLH has mastered all aspects and functions of **SharePoint** as a critical project management and evaluation system]

[BLH has made a corporate commitment to the research and development of internal management tools and better use of technology. Our team meets in small groups—called “challenge initiative committees”—to brainstorm new ideas, create solutions, and follow through for development of more efficient systems, creative strategies, and comprehensive processes to meet the

challenges of project technical support and worldwide communication needs. We work closely with cost-efficient vendors for Webinars, conferences, and other niche services. We engage in cost-containment strategies and design “green” activities, as well as community development actions to help our team grow and contribute to the larger society, while understanding our communities in need.]

[Our discussion reviews the tasks proposed for the grant application, SharePoint, evaluation, and reporting experience.]

[BLH has implemented SharePoint solutions to solve business needs for a number of our Federal clients, including NCI, OFA, OPRE, and FDA. BLH’s SharePoint teams work closely with the user community to translate business processes and requirements into customized SharePoint solutions. BLH uses SharePoint’s functionality to address the unique needs of our clients, including:

- Facilitating collaboration between users, groups, and organizations
- Enabling collaboration with the external community
- Automating business processes previously performed via e-mail, manual file sharing, or paper routing
- Improving organizational efficiency via intuitive information-sharing capabilities
- Improving access to information
- Automating business forms, routing, and approvals]

[Using SharePoint services and features as the platform for building applications and Web sites, BLH’s knowledgeable staff leverages its understanding of Federal Agencies’ business processes and technical expertise to implement solutions that provide a measurable improvement to the efficiency of the organization’s operations.]

[BLH has interpreted requirements and developed solutions that streamline:

- Data management
- Internal and external collaboration
- Publication review and release

- Forms and records management]

[Client: Office of Family Assistance (OFA), HHS]

[Business Need: OFA management identified a need to create a system to store and coordinate data and documents.]

[BLH Solution:

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[Results: OFA now has organized data sources into a manageable and logical structure, enabling staff to quickly find the information it needs. The dynamic architecture has led to rapid user adoption and the growth of project-specific and committee-sponsored SharePoint sites.]

BLH's staff includes the following highly capable individuals:

Benjamin L. Harris, President and CEO



Mr. Benjamin Harris is the founder of BLH Technologies, Inc. He is a Certified Global Management Accountant, Certified Public Accountant, and Certified Valuation Analyst with more than 25 years of business management experience, with specific expertise in accounting, finance, and contract management in both the public and private sectors. As President and CEO, Mr. Harris directs principal strategic planning and execution, as well as the development and establishment of policies and objectives for the company. Mr. Harris has successfully managed multimillion-dollar, multiyear Federal contracts requiring IT support services and large-scale commercial IT projects. He has held positions including U.S. Department of Defense Auditor, Chief Financial Officer, Senior Systems Consultant for a major software development company, and Director of Consulting with American Express Tax & Business Services. In addition, he served in the U.S. Army Reserves as a Captain and participated with multinational forces in support of Operation Desert Shield/Desert Storm as a Medical Services Officer.

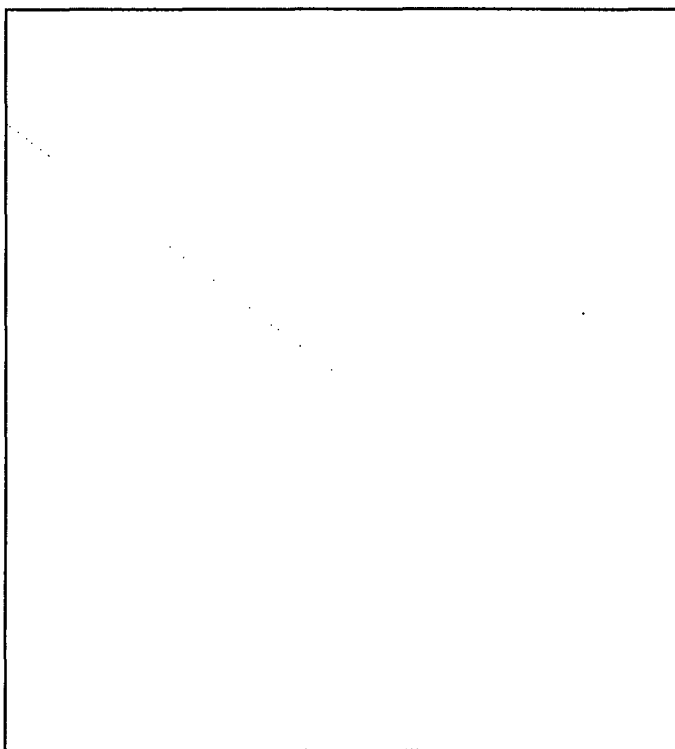
Merle Chambers, PMP, Vice President

Ms. Merle Chambers is a Certified Project Management Professional with over 25 years of experience serving as a Project Manager for Federal contracts and related activities. Her areas of expertise also include scientific and medical document review, abstract development, training and technical assistance, logistical support, database creation, data reconciliation, software system analysis, and

quality assurance. Ms. Chambers is also experienced in successfully transitioning contracts from incumbent contractors.

Ms. Chambers is Program Manager for BLH contracts with the U.S. Nuclear Regulatory Commission (NRC) Office of Nuclear Reactor Regulation, Division of License Renewal; and Project Director for a contract with the Centers for Medicare & Medicaid Services (CMS). As Program Manager for NRC, Ms. Chambers provides management oversight of the technical editing and production of documents for NRC's License Renewal Applications. For CMS, Ms. Chambers directs efforts to plan, organize, execute, and manage CMS's national Medicare provider education program through timely and accurate dissemination of educational materials, overseeing a process that routinely documents informative exchanges among more than 20,000 Medicare and Medicaid providers with CMS.

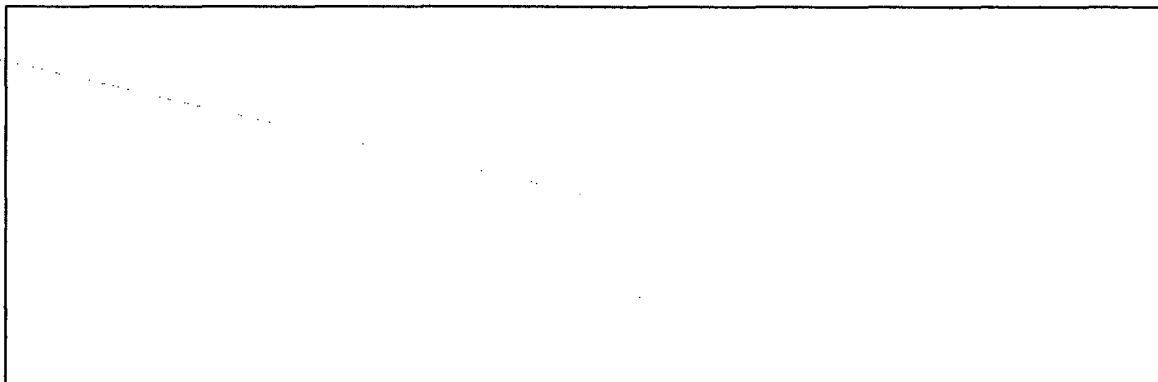
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Merle Chambers, PMP

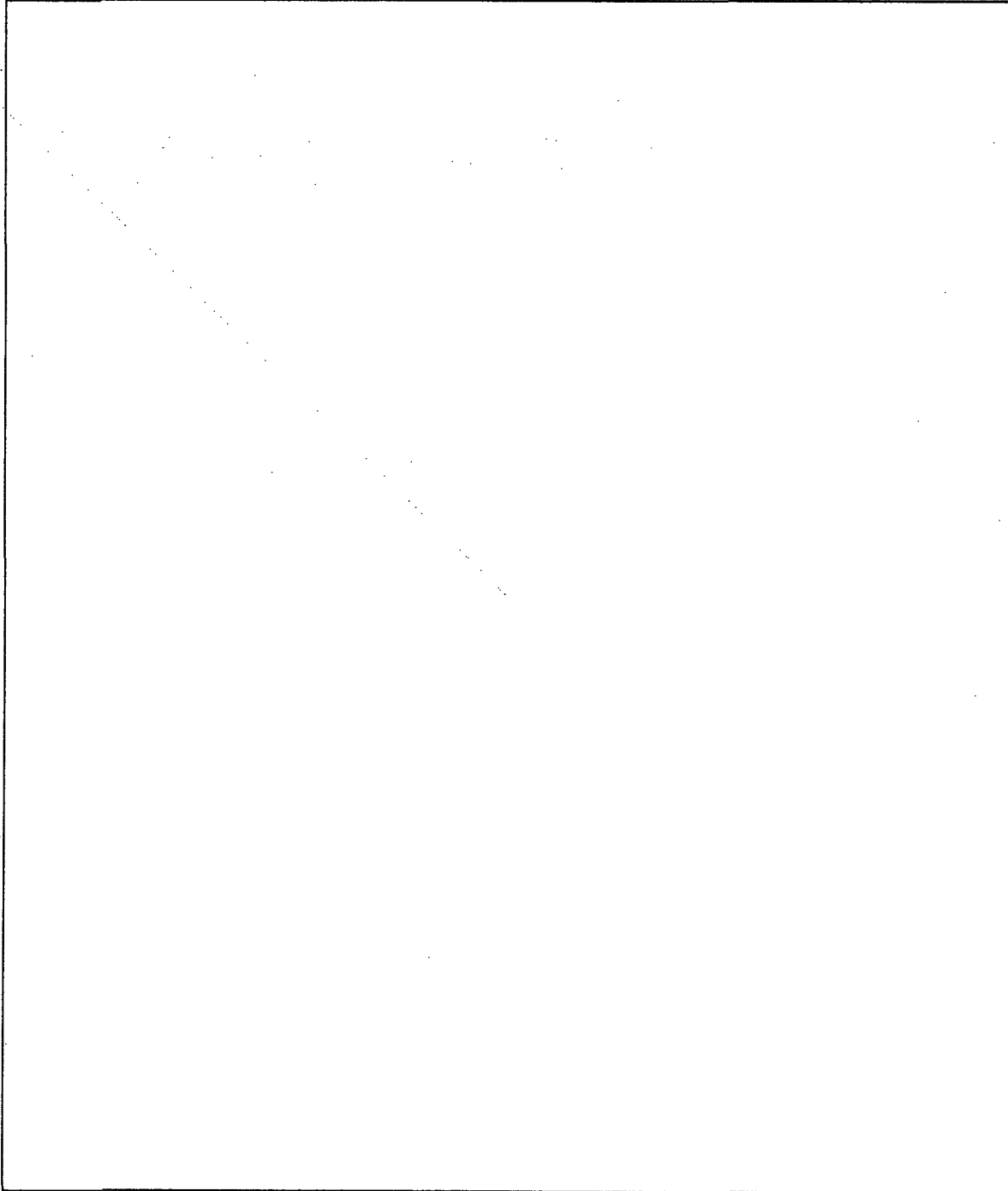
- Oversees two current contracts with the NRC
- Certified Project Manager Professional (PMP)
- More than 25 years of managerial experiences
- [Previously served as onsite project manager at the National Library of Medicine:
 - Oversaw staff of 36 fulltime employees
 - Held role for 15 years
 - Led enhancement of digital database programs to manage more than 70,000 medical and scientific electronic records per month]

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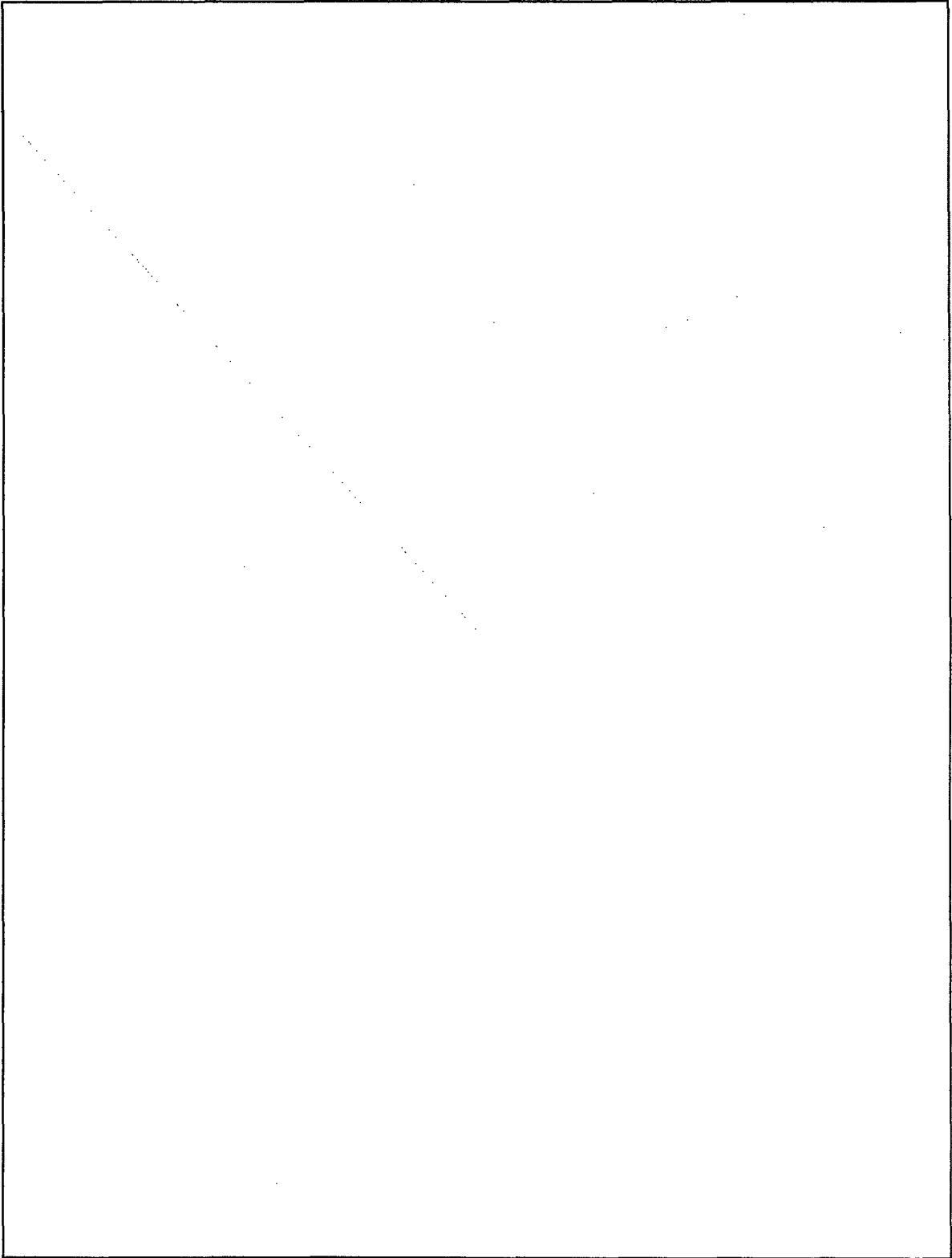


services, and processes to comply with the Federal regulations on IT systems (FISMA, FIPS, USGCB, FDCC) through Microsoft SCCM and JAMF CASPER implementation; developed standard operating procedures for IT policies and risk mitigation strategies; improved the collaboration of NIH staff through OCS implementation and SharePoint sites; supported and maintained data and shared folders to support 1,000 employees; and migrated the DHCP server.]

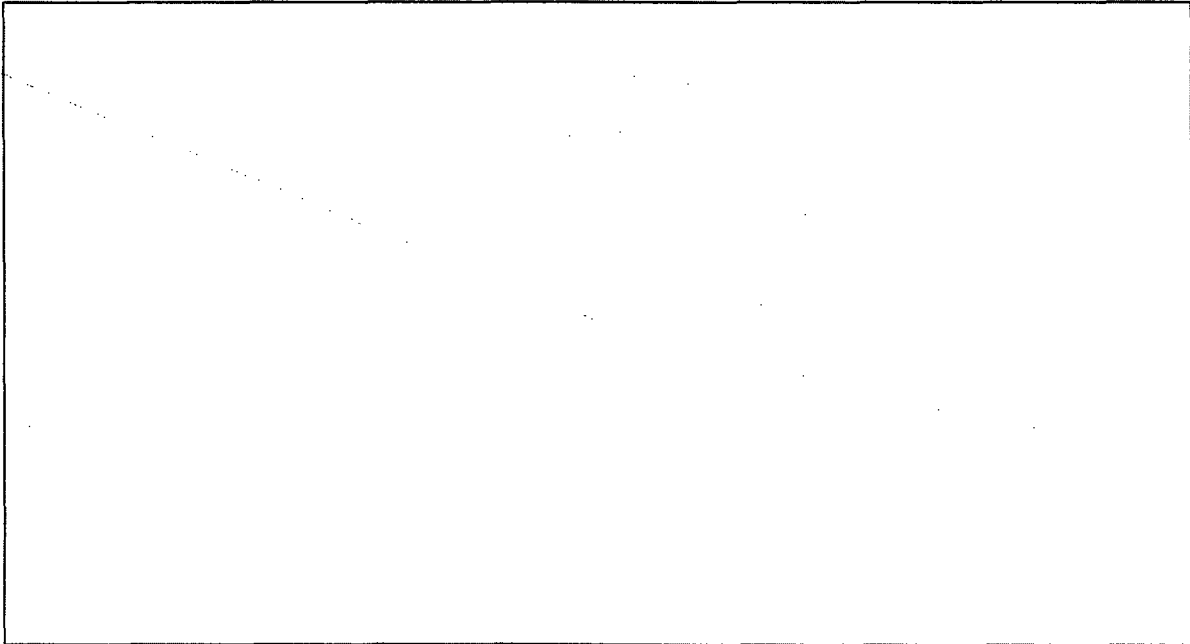
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3. BLH's Past Performance

BLH takes pride in our reputation to exceed project expectations. Our work consistently receives accolades from our Federal Government clients. The success of our business depends on our ability to develop and maintain loyal customers and build on our successful past performance. We can accommodate changes in the nature, level, and intensity of activity for any task because of the diversity and number of skilled staff members we employ. BLH has demonstrated corporate experience serving numerous Federal agencies, including the following:

- U.S. Nuclear Regulatory Commission
 - ◆ [Office of Administration
 - Publications Branch
 - ◆ [Office of Nuclear Reactor Regulation]
- U.S. Air Force
 - ◆ [Air Force Academy
 - ◆ Air Force Space Command]
- U.S. Department of Health and Human Services
 - ◆ Administration for Children and Families
 - [Office of Child Care
 - Office of Family Assistance
 - Office of Planning, Research and Evaluation]
 - ◆ Centers for Medicare and Medicaid Services
 - [Provider Communications Group]
 - ◆ Food and Drug Administration
 - [Office of the Chief Information Officer]
 - ◆ National Institutes of Health
 - Conference, Administrative, and Travel Services II Contract
 - National Cancer Institute

- National Institute on Drug Abuse
 - ◆ Substance Abuse and Mental Health Services Administration
- U.S. Department of Housing and Urban Development
 - ◆ [Office of Manufactured Housing]
- U.S. Environmental Protection Agency
 - ◆ [National Program Chemicals Division]
 - ◆ [Office of Research and Development]

[Our past performance has provided BLH with an understanding of the NRC, as well as the opportunity to perform many of the services requested by the NRC for other clients. Through our contracts with the NRC Publications Branch and Office of Nuclear Reactor Regulation, we have gained a great understanding of the NRC's mission and its organizational structure.]

[BLH successfully transitioned a contract with the NRC's Publications Branch from its incumbent and hired several incumbent staff members.]

[Our experience providing similar services to other clients has allowed us to perfect our approach and performance. We are confident that our past performance will demonstrate our readiness to support the NRC in its requested services.]

[In addition to our exceptional ratings on the **Contractor Performance Assessment Reporting System (CPARS)**, our clients have consistently given us high remarks on our performance evaluations. BLH does not have any prior contracts that have received poor past performance nor were any terminated for default.]

[As many of our clients may attest, BLH staff members have quickly provided successful solutions to problems that have arisen and we take the necessary precautions and measures to mitigate risks whenever possible. Because of our performance on contracts, we have received modifications to expand our ongoing contract work and have renewed several contracts for which we are the incumbent.]

["In all the years I have worked with BLH I can only give them the highest of praise. They have the high quality standards, are excellent fiscal managers, and employ highly competent personnel to execute their contract responsibilities."

[We have additionally transitioned work from larger, more mature businesses with long-standing contracts.]

—Former Contracting Officer's
Technical Representative,
Administration for Children and
Families]

[The subsequent pages provide information on some of our past and current contracts with exact task replication for this effort. These summaries include the relevant contact information, the

contract number, the period of performance, and the contract value. Each summary demonstrates BLH's skill in project management and coordination of assignments with similar requirements.]

~~ALL INFORMATION AFTER THIS POINT IS PROPRIETARY AND
THEREFORE REDACTED.~~

[U.S. Nuclear Regulatory Commission Technical Editing Support Services]	
Contracting Agency	U.S. Nuclear Regulatory Commission Office of Administration Division of Administrative Services Publications Branch
Contract Number and Value	NRC-HQ-12-C-10-0026; \$3,441,725
Contract Type	Fixed Price
Period of Performance	01/11/2012 to 7/10/2016
Contracting Officer Donna Berkowitz 12300 Twinbrook Pkwy., Rockville, MD 20852 Phone: 301-492-3601 E-mail: donna.berkowitz@nrc.gov	Project Officer Jay Dougherty 12300 Twinbrook Pkwy., Rockville, MD 20852 Phone: 301-492-3482 E-mail: jay.dougherty@nrc.gov]

[Description of Requirement



Tasked with ensuring the safe handling of radioactive materials for civilian purposes to assure adequate protection of public health and safety, promote the common defense and security, and protect the environment, the U.S. Nuclear Regulatory Commission (NRC) develops various

documents and correspondence for technical audiences and the general public.

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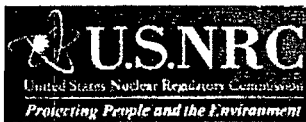
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[U.S. Nuclear Regulatory Commission

Technical Editing Assistance

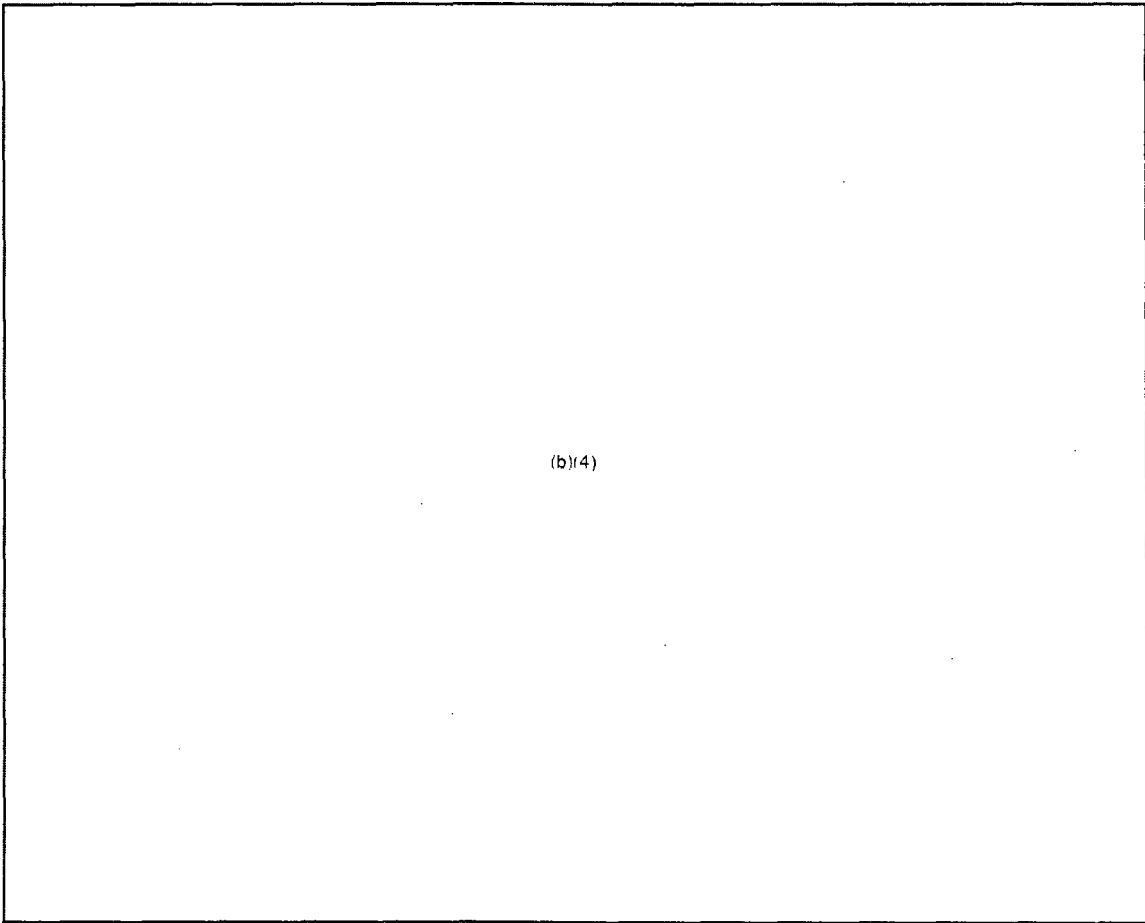
Contracting Agency	U.S. Nuclear Regulatory Commission Office of Nuclear Reactor Regulation Division of License Renewal
Contract Number and Value	NRC-HQ-11-C-03-0095; \$569,875.88
Contract Type	Fixed Price
Period of Performance	09/30/2011 to 09/29/2015
Contracting Officer Ashlee Bushell 12300 Twinbrook Pkwy., Rockville, MD 20852 Phone: 301-492-3486 E-mail: ashlee.bushell@nrc.gov	Project Officer Linda Yee 11545 Rockville Pike, Rockville, MD 20852 Phone: 301-415-3072 E-mail: linda.yee@nrc.gov]

[Description of Requirement



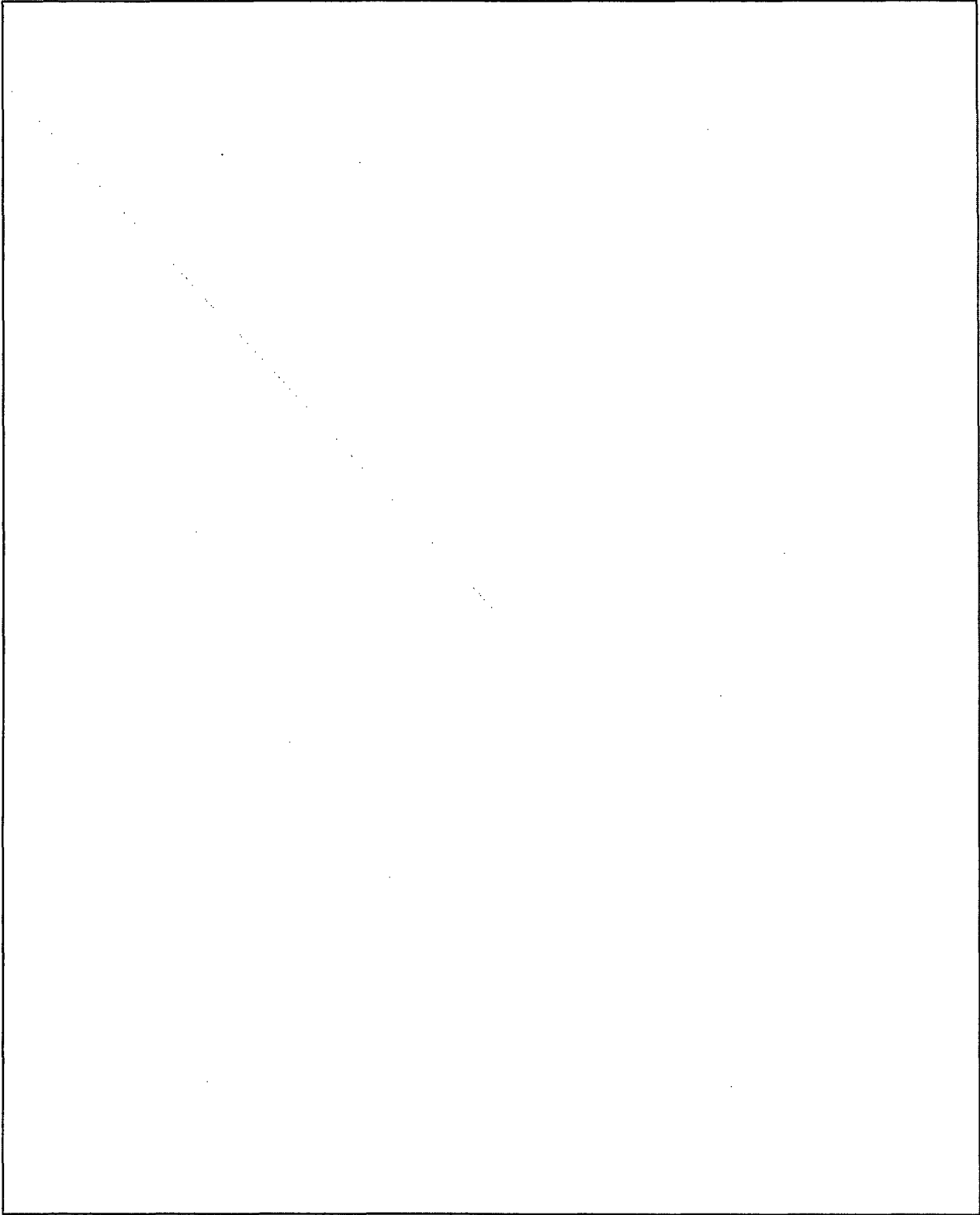
The Office of Nuclear Reactor Regulation, Division of License Renewal (DLR) implements the policy, programs, and activities, including coordinating licensing and technical reviews, associated with the overall safety and environmental project management for individual operating power reactors located across the country.

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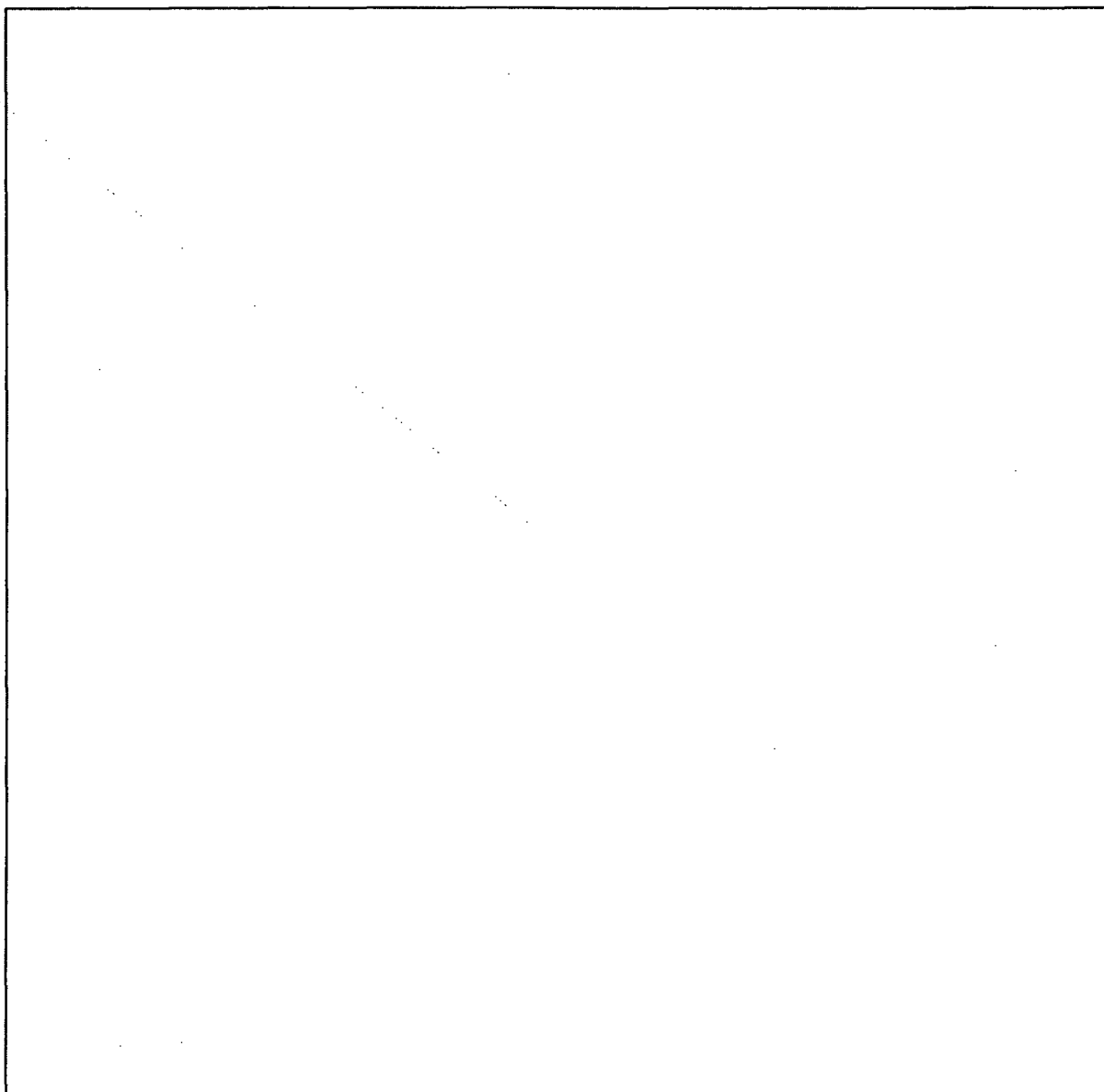


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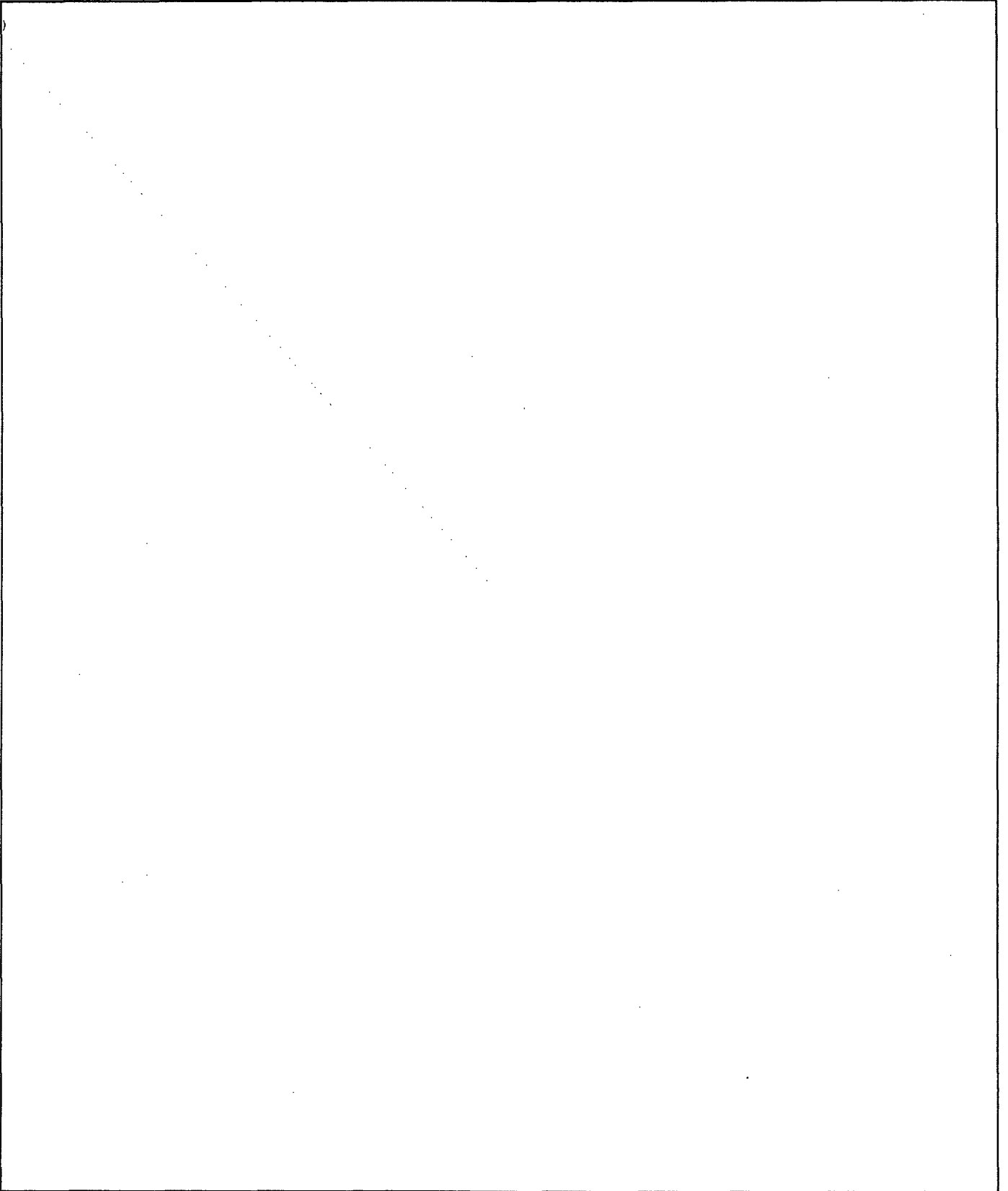
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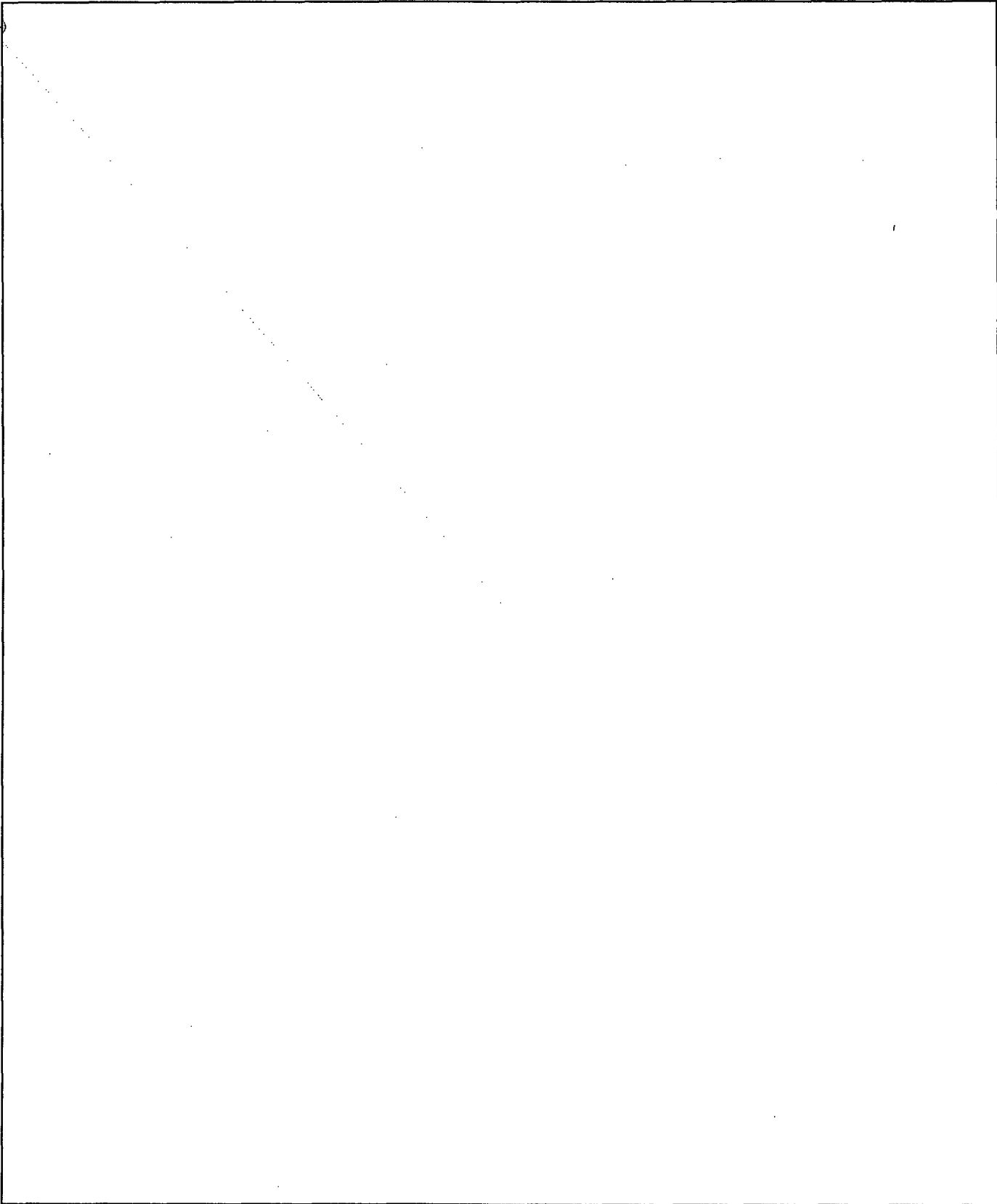
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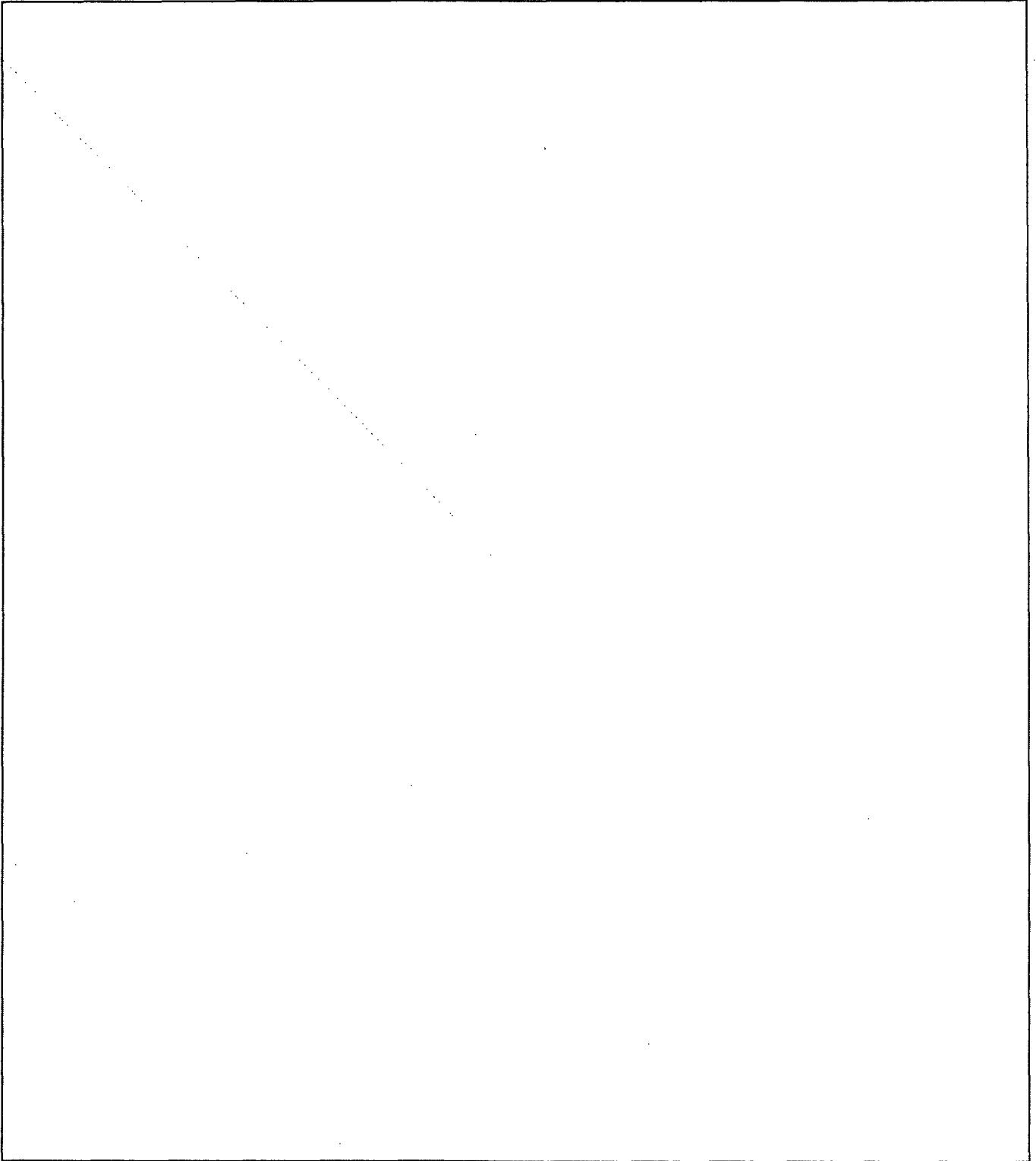
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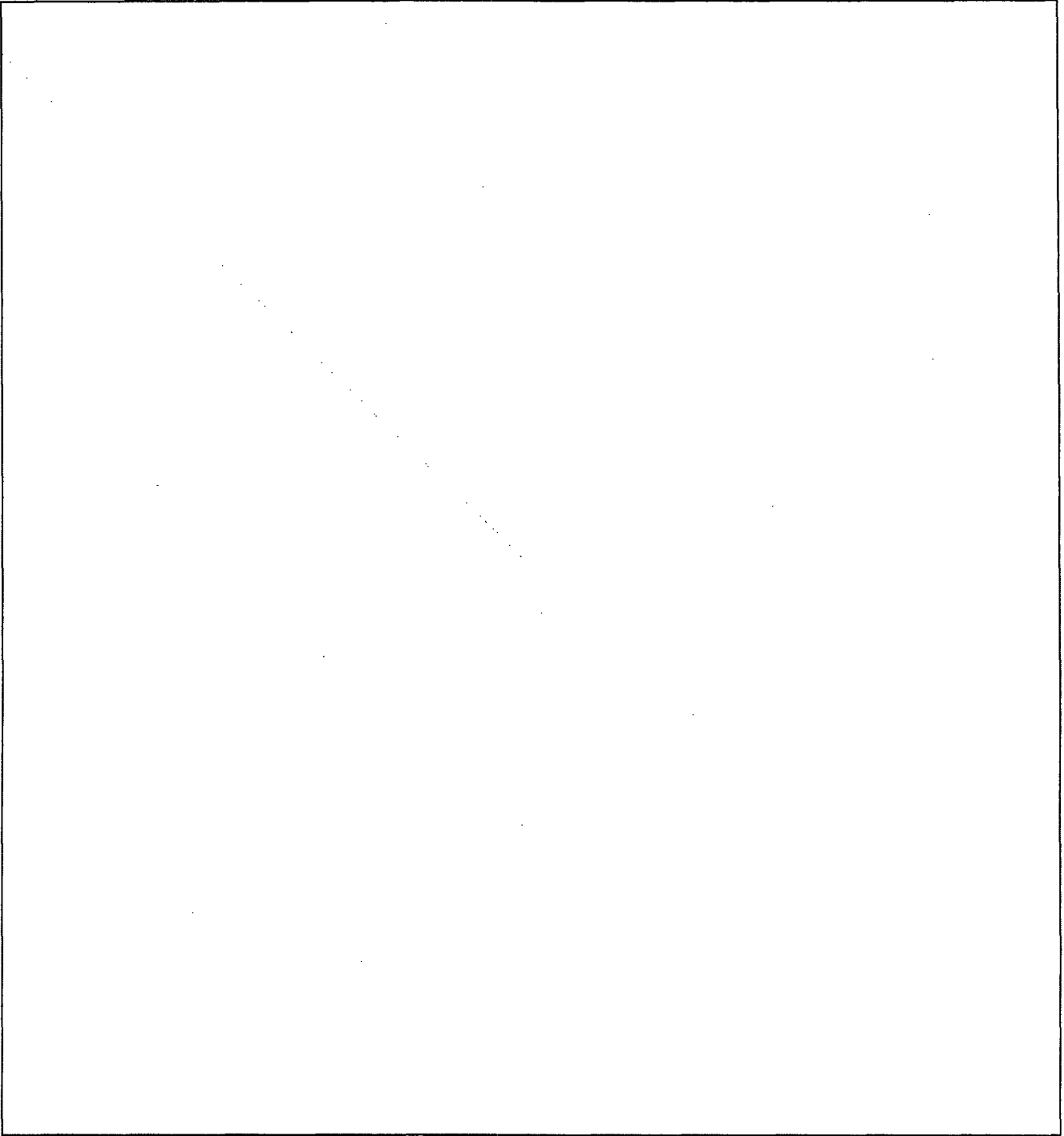
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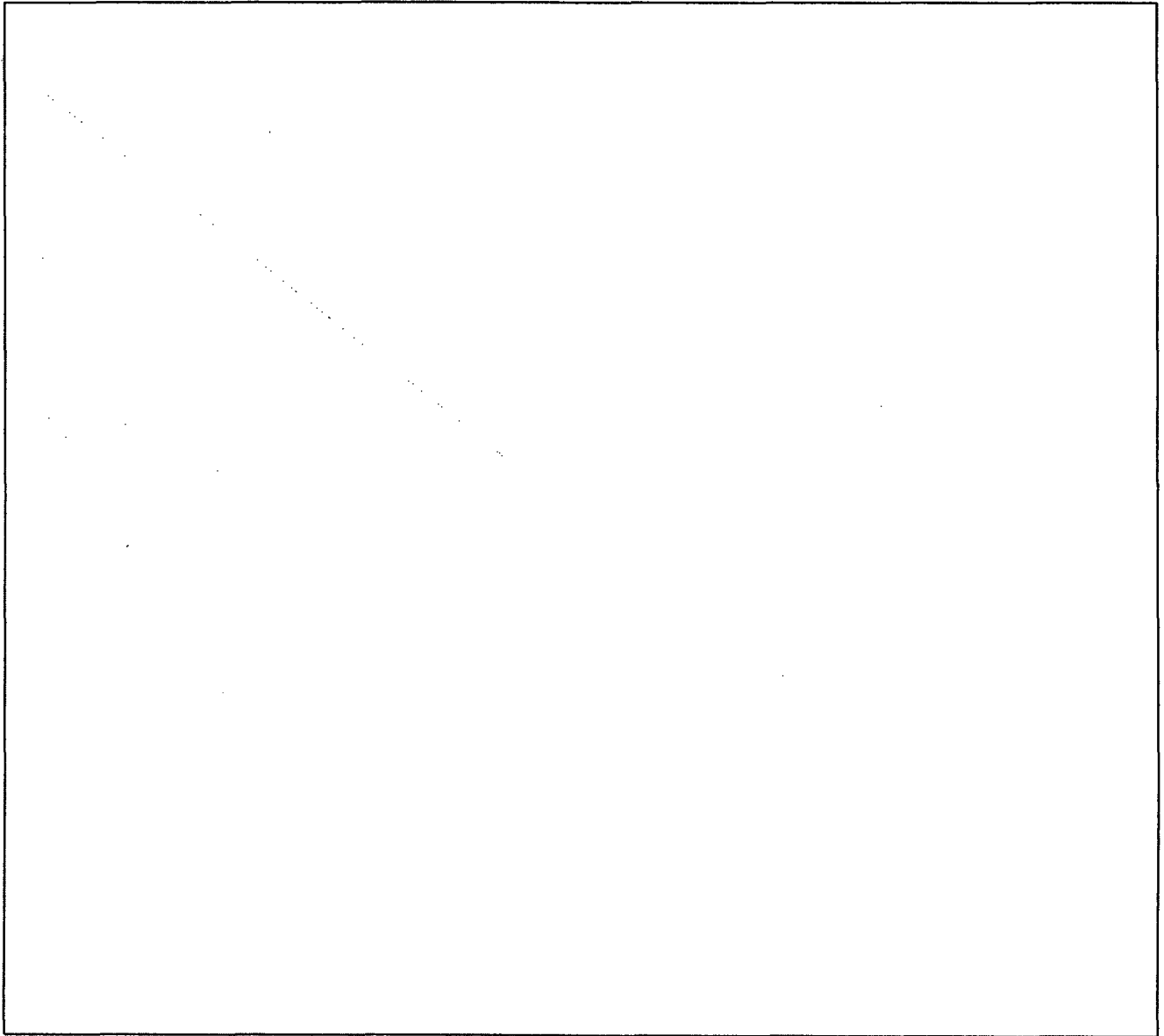
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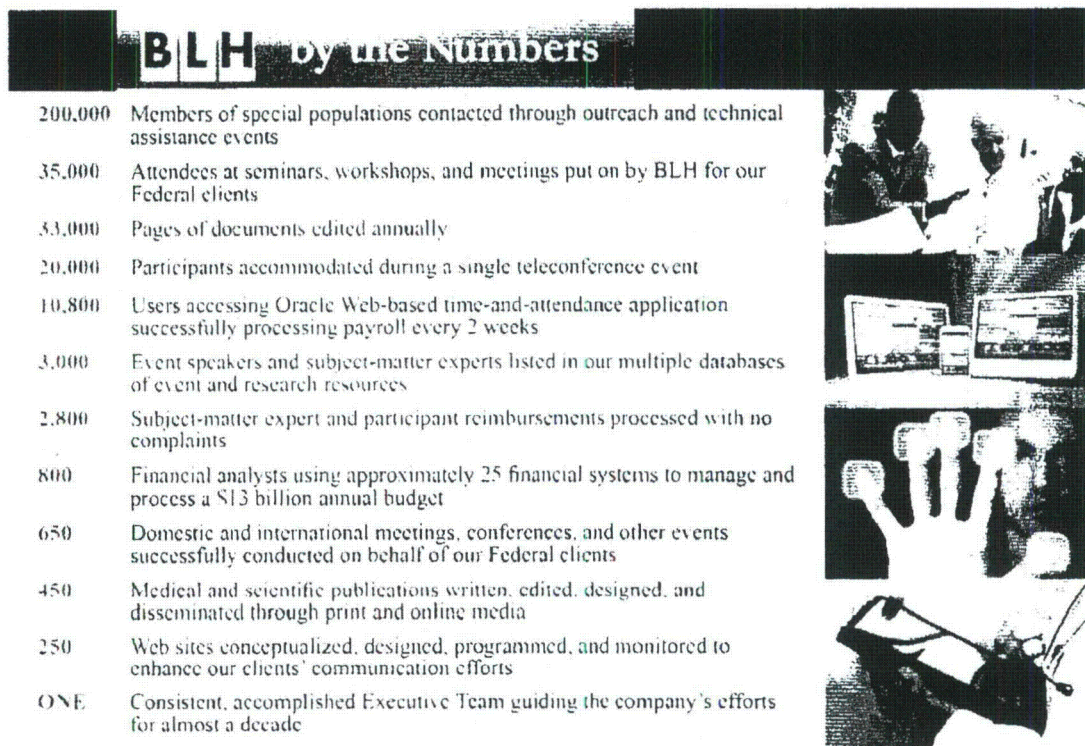


SUMMARY

[In conclusion, the BLH team can offer the NRC the corporate stability, professional team members, Federal contract experience, easy contracting avenues, and quick-response communications to add value, competence, and a strong team to the proposed role of Document Processing Center support services.]

[We are available immediately to continue the partnership building. Please contact us directly if we may respond further to support your efforts. We appreciate your time and consideration of BLH as your small business proposal team member.] Please visit our Web site at www.blhtech.com.

[The entire graphic below...



...to be redacted.]



Document Processing Center Support
Services
Sol. No.: NRC-DPC-Sources-Sought-2012

December 2012



Company Name ILM Corporation of Virginia, Inc.

Point of Contact Jason Cohen
540.898.1406 x 190
jcohen@ilmcorp.com
www.ilmcorp.com

Located in Fredericksburg, Virginia, we are 50 miles south of Washington D.C. Founded in 1976, ILM is engaged in a variety of document conversion, image scanning, electronic publishing and custom mail applications. The company accommodates fluctuations in production schedules by maintaining multiple shifts. By regularly taking advantage of technology improvements, ILM is able to continually streamline its operations thereby containing personnel costs yet producing increasingly larger volumes of work with less people while maintaining consistently high quality output.



ILM's production, administrative and sales offices are located at:

600 Lafayette Blvd
Fredericksburg, VA 22401

A. Detailed Experience and Expertise to Sources Sought

A.1. Tasks associated with ADAMS -

ILM currently manages the receipt and processing of multiple programs for

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carefully documented process ensures receipt and tracking of all materials with meticulous record

A



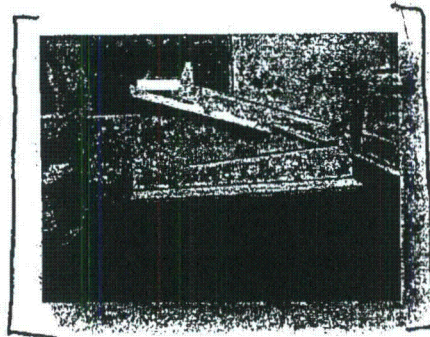
Document Processing Center Support
Services
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keeping. ILM maintains several [high speed letter openers] and other equipment for large volume processing.

[High speed letter openers capable of 20,000 items per hour]



Materials are prepared for scanning and batched accordingly using [barcode based document management tools.] ILM uses multiple state of the art high speed scanners capable of any document type or volumes.

[IBM and Fujitsu Scanners]



Depending on the nature of the project [indexing can take place either before or after the scanning process. When possible, smart barcodes or other automated indexing tools can be employed.]

ILM assigns a [dedicated project manager to each client project] who handles the distribution and notifications of daily activities.

A.2. Publishing Documents to NRC's External Website

ILM owns The Index to Current Urban Documents (ICUD) www.urbdocs.com. This is a compilation of the financial reports, planning documents and city documents of the 500 largest municipalities in North America. Our clients are major research universities such as [MIT and UCLA along with the Library of



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Congress.] We research, index, scan then upload to a web based searchable database accessed by over 100,000 users.

A.3. ADAMS Data Maintenance

ILM often performs data entry projects taking disparate data sources and entering them into a single unified database. [Known as data normalization, it is imperative that the data is uniform so the search and retrieval of information is accurate and that all of the relevant information is being accessed.]

A.4. ADAMS RMA Document Inclusion

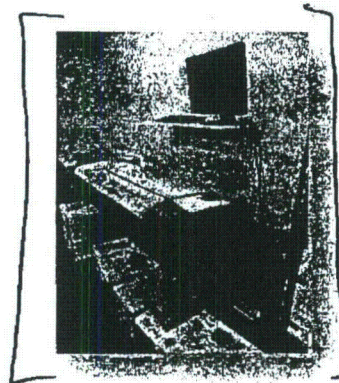
As part of our [daily service with Department of Homeland Security, many different documents are submitted by applicants.] ILM has to identify and correctly encode the documents by type for inclusion into the database. As mentioned in A.3., the correct identification is critical to the adjudicator when making a determination regarding an applicant's [package.]

ILM also performs [payment processing for large charitable] organizations. Often [contributors will write information on the checks or reply devices] This is critical information that we have to decipher and encode for inclusion to the database.

A.5. Support for Conversion of Older Materials

ILM routinely performs backfile conversions of archival materials that is sometimes more than 100 years old. We have processed literally [tens of millions of pages and micrographics] using a variety of equipment. [Highspeed scanners] as mentioned in A.1. as well as [wide format scanners for oversized materials and micrographic scanners pictured below.]

[Wide Format Scanners can accommodate documents up to 40 inches in width.]

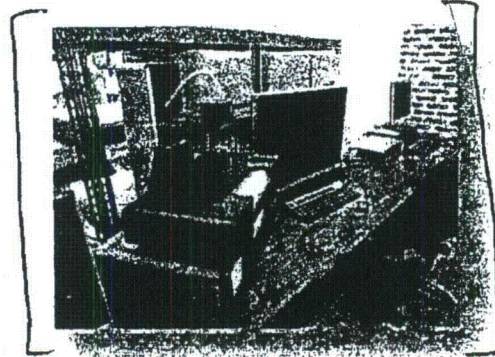




December 2012



Microfilm and Microfiche Scanner



A.6. Helpdesk Services

ILM currently provides telephone and other help desk related services for clients. For example, we have a project with Old Dominion University that during the document conversion phase of their project we perform search and retrieval activity of student records. We developed a simple web application, where the registrar can enter base information for search and retrieval.

We also perform telephone and email based helpdesk for end clients or applicants who have questions regarding the status of their materials. For example an applicant may have mailed in their documentation but it was rejected because it was incomplete. We can answer questions to help the applicant provide us with the completed information.

B.1. Company Status

ILM Corporation of Virginia, Inc.

- SBA HUBZone Certified (49066)
- SBA Certified Small Disadvantaged Business
- GSA Schedule Contract GS-25F-0024L
- Joint Venture Agreement with U.S. Dept of Commerce, National Technical Information Service (NTIS)

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B.2. Experience

Answered questions in detail referenced earlier in this document.

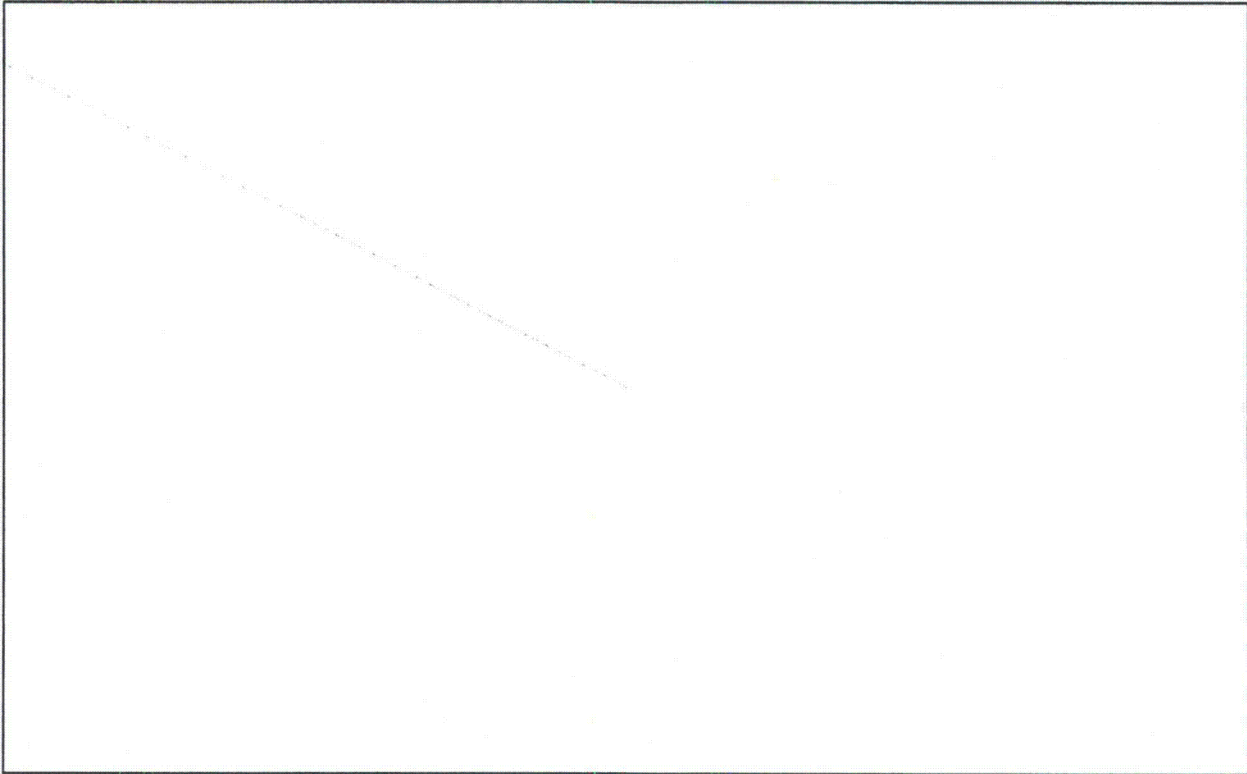


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The scope of work consists of performing all activities supporting the [redacted]

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[redacted] All other activities shall be performed as necessary for the successful and efficient support of processing documents outside of the [redacted] including tracking and maintaining accurate records, destruction of certain physical and electronic documents, return of certain received documents, and program management support and administration.

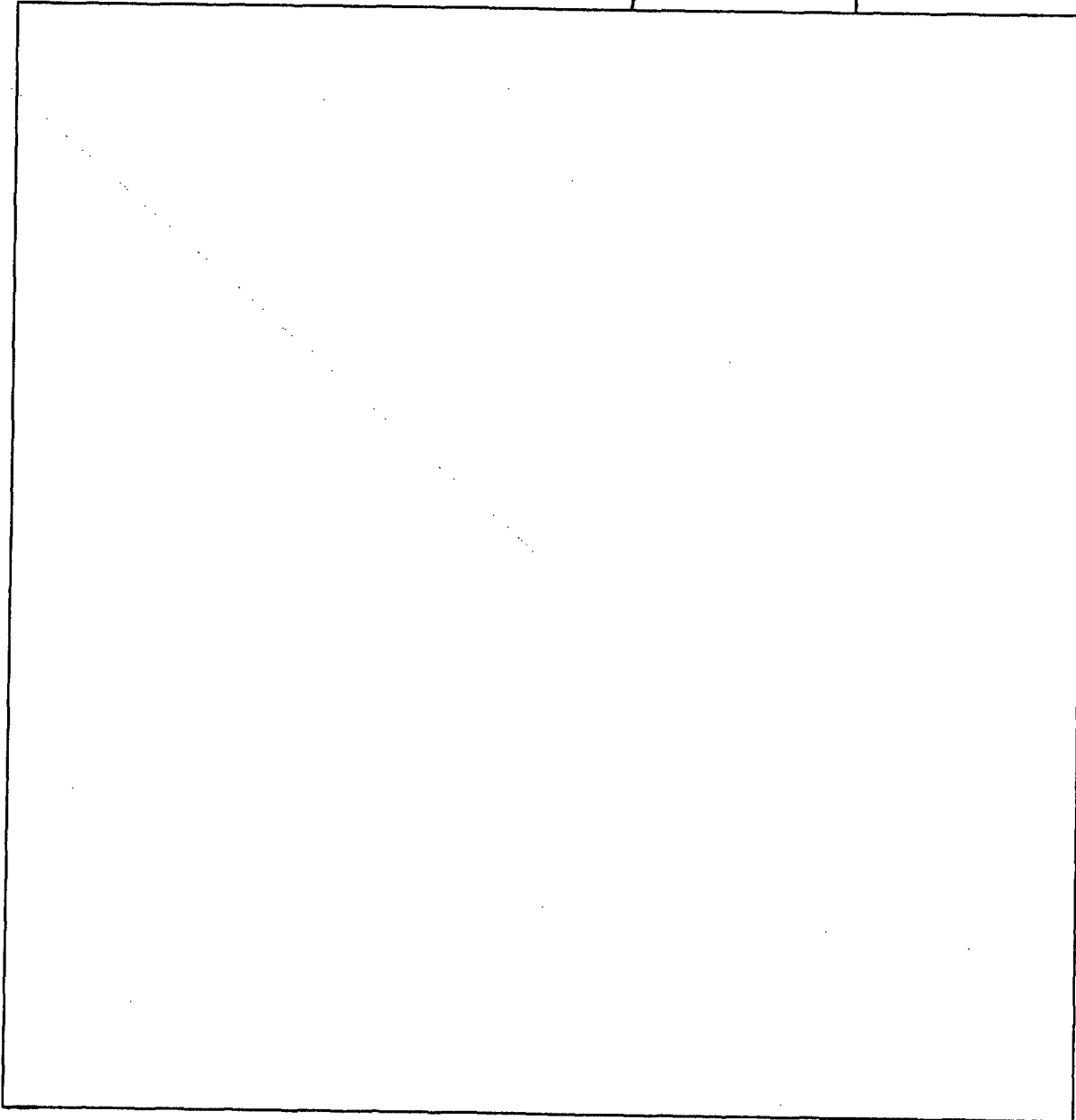


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(b)(4) ILM provides [redacted] conversion of hard copy documents to
electronic media. This includes [redacted]

(b)(4) [redacted]
(b)(4) [redacted]

(b)(4) [redacted] The documents shall be returned in their original containers. ILM provides all labor and materials
(b)(4) as is necessary to perform this scope of work [redacted]

(b)(4) [redacted] Extreme care is to be taken to ensure accurate conversion of paper
documents into digital PDF file format.

B.4. Pricing Categories

(b)(4) [redacted]

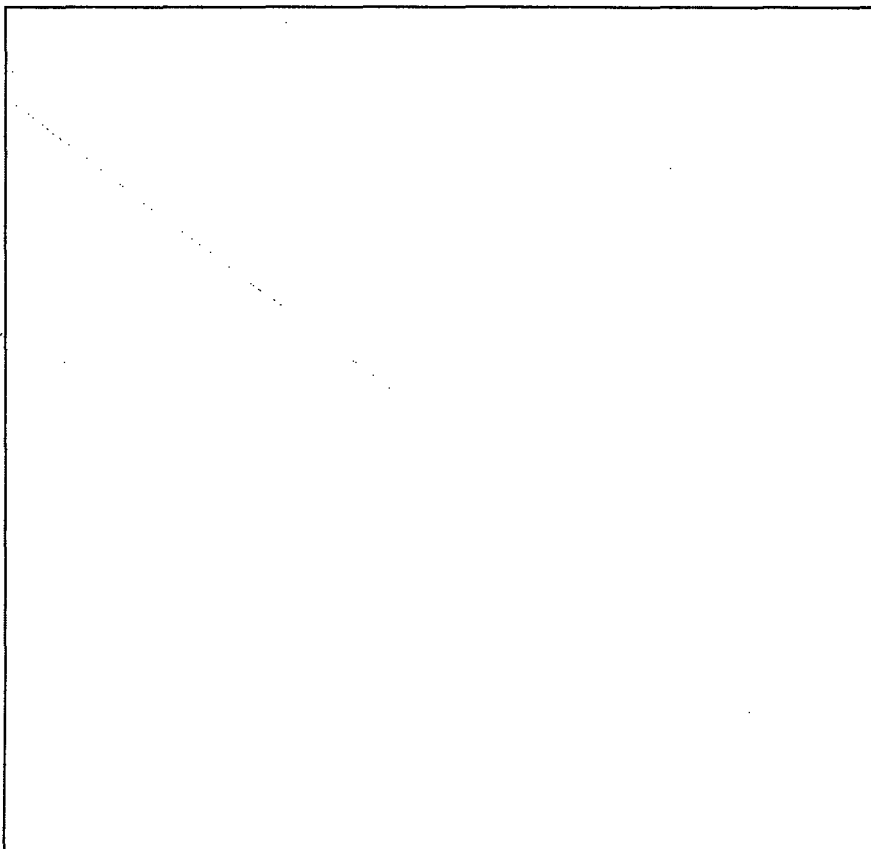


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Capabilities Statement

1 About the Company

Dennis Millican & Associates, Inc. d/b/a Millican & Associates, Inc. (Millican) is a small business with corporate offices in Coral Springs, Florida. While Millican is known for our document, records, and information management consulting expertise – designing/re-engineering business processes, developing and documenting the associated business rules, implementing enabling technology and providing training/change management – we also have a long and outstanding history of providing personnel to support our clients in conducting the administrative processing services required to implement those systems.

With thirty (30) years experience, Millican has delivered many person-years of support to our customers across public and private sectors, and including organizations throughout North America and in Europe: Our clients include Cabinet-level Federal Agencies, several Fortune 100 companies, and many Fortune 500 companies.

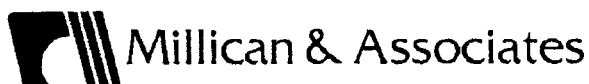
Much of our work has involved large sensitive and/or classified data stores, both electronic and paper, and much of our focus has been on the document control, records management, and other administrative functions that are critical to managing those organizational assets. During the company's early years, we primarily concentrated on our work at nuclear power plants in the U.S. Our staff supported document control, records management construction management, project controls, quality assurance/quality control, information technology, policy and procedure development, engineering, clerical and administrative support, procurement, real estate, environmental compliance, and security. Early in our history, Millican provided services to nearly 70% of the 110 nuclear power units in the U.S. As safety concerns arose at the nuclear facilities operated by the Department of Energy (DOE) for the design and production of nuclear weapons and nuclear propulsion systems, Millican began providing similar services across the DOE complex, with greater focus on document control and records management. As a result of our performance over these years, Millican has been recognized as the premier provider of information and records management services across the DOE complex.

2 Federal Experience

Millican has nearly 25 years of Federal experience supporting organizations in effectively conducting business. Although our corporate headquarters is located in Florida, we have a substantial employee base – recently averaging 50 employees – in the Washington, DC area.

In those 25 years of leading edge Federal experience, Millican has seen substantial change in how Federal agencies conduct business, and we have assisted agencies in changing their governance programs to effectively manage the related information over its lifecycle. While it is important to understand evolving technologies, it is equally important to understand how those evolving technologies impact management of the actual end product – documents, records, data, and information. As perspectives change, Millican has been integrally involved in assisting agencies to manage that change. Our experience in this area differentiates us from the typical support contractor.

We have worked extensively to meet support requirements and to implement and enhance programs for organizations across all three (3) branches of the Federal government, including recent work with the



NRC. In addition to our work with the NRC, our considerable history of work in the Federal arena includes projects with:

Commerce

- National Oceanic and Atmospheric Administration
- United States Patent and Trademark Office

Courts

- Administrative Office of the U.S. Courts
- U.S. District Court, District of Southern Florida

Defense

- Center for Army Lessons Learned
- Joint Staff/Combatant Command
- National Geospatial-Intelligence Agency
- Office of the Secretary

Energy

- Office of Civilian Radioactive Waste Management
- Office of Environment, Safety, and Health
- Office of Fossil Energy
- Office of the CIO
- National Laboratories
 - ▶ Los Alamos National Laboratory
 - ▶ Lawrence Livermore National Laboratory
 - ▶ Sandia National Laboratories

Environmental Protection Agency

Federal Housing Finance Board

Homeland Security

Interior

- Bureau of Land Management
- Office of the CIO
- Office of the Special Trustee for American Indians

Justice

- Federal Bureau of Investigation
- Office of Legal Counsel

Labor

Library of Congress

National Archives and Records Administration

Pension Benefit Guaranty Corporation

State

- Office of Information Resource Management
- Office of the Legal Advisor
- Real Property Management

Securities and Exchange Commission

Treasury

- Office of the Comptroller of the Currency
- United States Mint

3 Services

Millican provides a full scope of document, records, and information management services across a broad spectrum of industries and markets including Federal, State and local government agencies, utilities, finance and banking, manufacturing, and real estate.

Our services range from specification and roll-out of enterprise content management programs – including development and implementation of supporting governance and control systems and tools – to providing skilled support personnel with the expertise and experience necessary to implement and conduct the document-centric processes key to delivering the services expected of those programs.

Millican's solutions and support staff focus on the strategic role of document, records and information management within an organization. We share our clients' paramount goals: To improve services and hold down costs.

4 Unique Qualifications

Millican's unique qualifications that set us apart from other firms include:

- Our focus on providing innovative, cost effective records and information management solutions to our clients for over thirty (30) years.
- Our hardware and software independence, ensuring that our services and recommendations are completely objective and tailored to our clients' particular organizational requirements.
- Our "right-size" – large enough to have available resources and to respond to emergent needs on short notice; small enough to be extremely flexible, with an accessible and responsive executive management.
- Our outstanding references from both commercial and Federal clients.

5 Financial Capabilities

- Millican & Associates has been in business since 1981.
- Millican has no outstanding debt; current assets are in excess of \$500,000.
- Our Dun & Bradstreet Number is 05-246-3114. Our D&B Rating is 1R2.
- Bank Reference:
Mr. Steven Merrill
Bank of America
888 NW 62nd Street, 2nd Floor
Fort Lauderdale, Florida 33308
(954) 928-1997

6 Differentiators

Culturally, Millican is a performance based organization. So while many companies approach support services as staff augmentation – merely putting bodies in seats – Millican maintains our performance-based perspective and leading-edge process improvement thinking in our support services contracts.

Significant examples include:

- Providing program support for the Information Management Division of Joint Staff/COCOM for nearly five (5) years in a wide range of administrative services;
- Supporting the FBI for the last nine (9) years in a multitude of tasks, including disposition of approximately 100 linear miles of records across 56 field offices, reduction in the National Name Check Program backlog through the rapid mobilization of 150 personnel, and reduction of declassification backlog through application of subject matter expertise; and
- Developing a data lifecycle roadmap in a Net-Centric environment for the Department of Defense (DoD) Office of the Chief Information Officer (OCIO).

A prime example is Millican's support to the Federal Bureau of Investigation (FBI). Millican began working with the FBI after the information governance weaknesses were brought to the forefront in the Oklahoma City bombing case. For the last nine (9) years, Millican has been supporting the FBI as the Bureau moves from paper based to digital operations. Millican assisted with overall strategy, policy and procedures development as well as mapping and capture of historical case files into a centralized management program. Two unsolicited letters of recognition from Special Agents in Charge, among several we have received, are included below.



U.S. Department of Justice

Federal Bureau of Investigation

In Reply, Please Refer to
File No.

10755 Burt Street
Omaha, NE 68114
July 18, 2006

Mr. Dennis Millican
Millican & Associates, Inc.
2699 Sterling Road, Suite C106
Fort Lauderdale, Florida 33312-6579

Dear Mr. Millican:

On behalf of the Omaha Division of the Federal Bureau of Investigation, I would like to express my sincere appreciation for all the hard work of your employees. These employees include Mary Rawlings-Milton, Marcus Montambo, Elaine Pippins, Janice McClain and Gaynell Simmons.

Numerous Omaha FBI employees, who worked on the project with Millican & Associates contract employees, personally commented to me on the professionalism displayed by them. Everyone's cooperative attitude and assistance enabled this project to be completed in record time.

Please convey our gratitude and appreciation to these employees for their outstanding efforts during the Omaha office closed file project.

Sincerely,

A handwritten signature in cursive script that reads "Paul C. LaCotti, Jr." is positioned above the typed name.

Paul C. LaCotti, Jr.
Special Agent in Charge

Millican & Associates, Inc.



U.S. Department of Justice

Federal Bureau of Investigation

In Reply, Please Refer to
File No.

4200 Luecking Park Avenue, NE
Albuquerque, New Mexico 87107

July 24, 2012

Ms. Louise Neagle
Section Chief
Records Automation Section
Records Management Division, Room 6879
Federal Bureau of Investigation
935 Pennsylvania Avenue
Washington, DC 20535

Dear Ms. Neagle:

I wanted to take this opportunity to thank you and your staff for the exceptional level of support demonstrated during the Albuquerque Division's recent Record Control Inventory (RCI) Project.

The project was a major undertaking, which required an estimable partnership between your team and in-house division personnel. Records Management Division (RMD) FBI employees and contractors who assisted with this enterprise follow: Unit Chief Kathy Chambers, Project Team Manager Clara McElroy, Deborah Strickland, Albert Smith, Maurice Herndon, William Burrows, David Fremming, Ethel Cunningham, Paul McDowell, and Robin Brooks. All members played a critical role in the process, whether it was initiating training pertinent to the RCI-Trim database, to include sustained affirmation regarding the system and inventory of all closed files and data entry procedures, boxing files, quality assurance, palletizing boxes for transport to the Alexandria Records Center, reshelving files after inventory, destruction of files meeting required criteria, and bringing the project to a close.

Particular thanks to Unit Chief Kathy Chambers for providing preparatory information, and for coming to our office to

specifically launch this initiative. Special gratitude and acknowledgment is also extended to Project Team Manager Clara McElroy who ably managed the numerous administrative and operational components associated with this project. Daily, Ms. McElroy responded to a myriad of questions, navigated through various roadblocks, and remained ever cognizant of next-step actions, all in an effort to facilitate timely progress. The project ran from June 5 through July 11, 2012. It goes without saying that Ms. McElroy's principal role and leadership capabilities were paramount in the completion of this project prior to the targeted deadline date of July 20th.

Again, this initiative was immense in scale, physically arduous, and required daily collaboration and teamwork. Throughout the duration of this project, all members of the RMD team remained steadfast and worked with noted earnestness to complete this endeavor.

Please advise your staff of this office's appreciation, as their contributions and affable partnership assisted in the overall success of the RCI enterprise for the Albuquerque Division.

Sincerely,



Carol K. Lee
Special Agent in Charge

Responses to Questions

Dennis Millican & Associates, Inc. d/b/a Millican & Associates, Inc. (Millican) is pleased to provide the following responses to the Nuclear Regulatory Commission's questions from Solicitation NRC-DPC-Sources-Sought-2012:

1 Small Business

Millican is a small business based on the size standard of \$25.0 million for NAICS code 518210, Data Processing, Hosting, and Related Services. (We are not certified within any of the additional socio-economic classifications.)

2 Experience

Over the years, Millican has delivered hundreds of innovative, cost effective solutions to our clients involving nearly every aspect of records and information management. This experience includes dozens of engagements for Federal clients that are directly related to the services described. As examples:

Federal Agency	Service Area					
	Entering and filing documents into official record keeping systems	Publishing documents to external websites	Performing maintenance of data and business rules associated with official recordkeeping systems	Add documents/packages into RMA, including record classification, file codes, and other metadata	Converting paper/microfiche-based collections to electronic format and adding to recordkeeping systems	Helpdesk support services specific to recordkeeping system functions
Dept. of Commerce	✓		✓	✓		✓
Dept. of Defense	✓	✓	✓	✓		✓
Dept. of Energy	✓	✓	✓	✓	✓	
Dept. of Homeland Security	✓		✓	✓		
Dept. of Justice	✓			✓		
Dept. of State	✓		✓	✓	✓	
Dept. of the Interior			✓			
Dept. of the Treasury			✓			
Environmental Protection Agency	✓			✓		✓
Federal Bureau of Investigation	✓	✓	✓	✓	✓	✓
Nuclear Regulatory Commission			✓			
Securities and Exchange Commission			✓			
U.S. Courts	✓		✓	✓		✓



In addition, Millican has performed other work which reflects our leading edge thinking and support:

As a subcontractor to IBM, Millican is providing information governance and process improvement expertise in the design, operation and maintenance of the National Archives and Records Administration's (NARA's) new Electronic Records Archive (ERA). ERA will be the ultimate repository for all information and data of the Federal government deemed appropriate for permanent retention and storage. Millican will be supporting NARA in the development and implementation of governance rules to be pushed upstream to all Federal agencies.

Another example of Millican's leading edge governance work is our development of a data lifecycle roadmap in a Net-Centric environment for the DoD OCIO. In this project, Millican reviewed the DoD's Net-Centric strategies and identified that the data lifecycle management component was missing. The Net-Centric strategy at the time was written around a concept of real time data exchange in a Services Oriented Architecture (SOA) environment. Millican, however, pointed out the reality of data published/subscriber needs, i.e., many subscribers need publishers to make data available for a period of time. Millican suggested approaches and policy to address data lifecycle management to be incorporated into discussions across Communities of Interest and into service agreements.

3 Past Performance

Millican has had the following contracts involving document processing support services within the past three years:

3.1 Department of Commerce, Patent and Trademark Office

Millican provides support for the compliance of the U.S. Patent and Trademark Office with federal laws and regulations governing records management and help agency business areas operate more efficiently through the use of optimum practices. Tasks include:

- Plan for continuation, modification, implementation and refinement of the Records Management Tracking System:
 - ▶ Act as Systems Administrator;
 - ▶ Periodically review functions and implementation of the system and develop and present a report and briefing on its status with recommendations for system refinements;
 - ▶ Act as liaison between the Records Officer, users, National Archives and Records Administration and the Federal Records Center;
 - ▶ Perform installation and set up of the system; provide hands on instruction to users. Perform all functions of the accessioning process;
 - ▶ Update the user and system administrator manuals; and
 - ▶ Assist with user training.
- Develop and maintain agency file plans.
- Support development of agency-wide guidelines and directives.
- Enhance compliance with federal IT system development mandates.
- Provide agency-wide training and other support services.
- Conduct preliminary inventory activities, track scheduling activities and disposition instruction changes, and provide for the agency dissemination of such.
- Provide consolidated operations reports which include a tracking of actions as well as vital records inventory, contact and liaison data, and similar operational information, including tracking of actions associated with IT system development life-cycle activities.
- Support vital records management.
- Maintain Records Operations Files.
- Prepare and post information as needed to the agency intranet and internet sites.
- Provide weekly status reports for activities.

- Plan for future tasking, coordination of resources, and awareness of deadlines.

Contract DOC44PAPT1102145. Firm fixed price: \$752,033 (funded to-date).

Susan Fawcett, Records Officer
Department of Commerce
US Patent and Trademark Office
(571) 272-5429

3.2 Department of Defense, Joint Staff/Combatant Command

Millican supported planning and implementation of the DoD COCOM records management program by assisting the Joint Staff (JS) and COCOM in establishing and maintaining systems for protecting records and providing oversight of the records management program. Tasks included updating manuals, reviewing records programs, assistance with scheduling records, and providing direction, assistance and training for the JS/COCOM Records Managers. We provided staff assigned to support the Information Management Division (IMD) with the following tasks:

- Management of the JS Electronic Content Management (ECM) system (an implementation of EMC's Documentum):
 - ▶ Training assistance targeting records management and file plans;
 - ▶ Auditing folder structures;
 - ▶ Reviewing and archiving unclassified and classified material into the ECM;
 - ▶ Redacting Personally Identifiable Information (PII) as appropriate; and
 - ▶ Providing subject matter expertise regarding implementation and future oversight of the records management module.
- Assistance with the Directives Program and supporting documents:
 - ▶ Maintaining the JS Directives websites;
 - ▶ Providing customer service for incoming Directives questions via email and phone; and
 - ▶ Re-writing and re-organizing JS and COCOM Records Management Manuals.
- Development of retention/disposition schedules for Electronic Information Systems and working with NARA to finalize schedules.
- Maintenance of file plans, including providing file plan and retention/disposition schedule training and guidance to JS Offices and Directorate Records Management Personnel as-needed and coordinating with personnel to ensure file plans are updated annually.
- Assistance with operation of JS/COCOM Records Management program:
 - ▶ Coordinating and providing subject matter expertise on policy issues;
 - ▶ Providing assistance and guidance to COCOM Record Officers on various topics in person and through wikis, phone, chatroom, and email;
 - ▶ Maintaining records holdings, involving consolidation, re-organization, and general maintenance for both unclassified and classified material;
 - ▶ Transferring records to and retrieving records from the Washington National Records Center and NARA, including transfers of Permanent records to the National Archives; and
 - ▶ Providing assistance with customer service-related research requests for information covering multiple topics.
- Special projects:
 - ▶ Assisting JS Records Manager with preparation of trip in support of Iraq/USA-F War Records Project to assess records and content management of in-theater war records, including the creation of checklists and training slides;
 - ▶ Establishing finding aids in support of development of the Master Catalog Project, intended to encompass all IMD holdings in multiple media;
 - ▶ Assisting with end-of-year NATO record inventories;
 - ▶ JS Roll out of SharePoint software; and

- ▶ Providing other *ad hoc* tasks at JS Records Manager's request.

Contract W74V8H06P0535. Firm fixed price: \$1,474,094.

Mark S. Patrick, Chief
Information Management Div.
Dept. of Defense, Joint Staff
(703) 697-9145

3.3 Department of Justice, Office of the Legal Counsel

Millican assisted the Office of the Legal Counsel with the following information and records management tasks:

- Organization and preparation of documents for digitization;
- Review of digitized and captured document for quality and completeness; and
- Preparation and processing of records for accessioning to the National Archives.

Contract GS-10F-0201J/J-FBI-10-124. Time & Materials: \$399,280 (funded to-date).

Ms. Cleo White
950 Pennsylvania Avenue N.W., Room 5258
Washington, D.C. 20530
(202) 514-2044

3.4 Department of State, Office of the Legal Adviser

Millican supported implementation of an electronic records program by performing conversion of classified and unclassified records to electronic formats, inventorying electronic files and integrating them into the existing file structure, and training staff on use of records management software. This project required identification, securing, and processing of classified records discovered during the inventory process, with scanned hardcopy records transferred to the Federal Records Center for storage. This was a follow-on to a project preparing a strategic roadmap for and developing the policies, procedures, and technologies to implement an information and records management program, which in turn was a follow-on from an information and records management gap analysis and roadmap for the entire Department of State in which the Office of the Legal Adviser was determined a priority.

Contract GS-10F-0201J. Time & Materials: \$1,580,544.

Ms. Alicia Frechette, Executive Director
Office of the Legal Adviser
2201 C Street NW
Washington, D.C. 20520
(202) 647-7591

3.5 Department of State, Office of Real Property Management

Millican digitized, catalogued, and captured Real Property Management (RPM) files into an electronic filing and archiving database. Tasks consisted of:

- File comparison, consolidation and prepping;
- File room organization and management;
- Digitizing/scanning of paper records to searchable files;
- Management of electronic records;
- Training, including in-house training to the RPM staff and trainers from other Divisions within the Office of Real Estate and hands-on training on the use and navigation of the new systems; and

- Development of a handbook on the use and navigation of the new system.

Contract GS-10F-0201J. Time & Materials: \$185,998.

Mr. Erich Chan, Realty Specialist & Archivist
U.S. Department of State
2201 C Street NW
(703) 875-6087

3.6 Federal Bureau of Investigation

Millican provides services to the FBI to establish and maintain records and information preservation, handling, and disposition. Provide planning and administrative facilitation to establish and maintain mapping of information assets across the enterprise, including analysis of 400+ information systems, and transfer closed records and information from field offices nation-wide to a consolidated storage location. Provide technical and system administration support for ARC records database system. Processes are implemented via remote crews under Millican technical direction, centrally administered from FBI headquarters. This contract follows a previous contract running from 2003 through 2010. To date, Millican has been assigned more than 60 tasks, encompassing the following:

- Completing comprehensive inventories of records and information, both structured and unstructured, to systematically and uniformly identify information accessibility, retention, and protection requirements.
- Conducting research and interviews connected with these inventories.
- Providing follow-on deliverables that identify gaps in current procedures and outline recommendations for the handling of information going forward, assisting the Bureau with implementation of categorization standards and developing modifications to datastores and procedures as necessary to accommodate unique requirements of field offices.
- Delivering training material/compilations.
- Providing the necessary planning and administration to implement project objectives, ensuring required documentation exists, and providing productive, efficient, and effective processing.
- Developing inventory management/tracking system, migrating initial pilot system and data to interim system (leveraging existing, unused seat licenses). Working with the FBI to plan data migration to new, finalized system.

Millican also is responsible for ingesting and shelving records from the field offices, creating and maintaining the location register, and assisting the FBI's staff with record retrieval in response to reference requests.

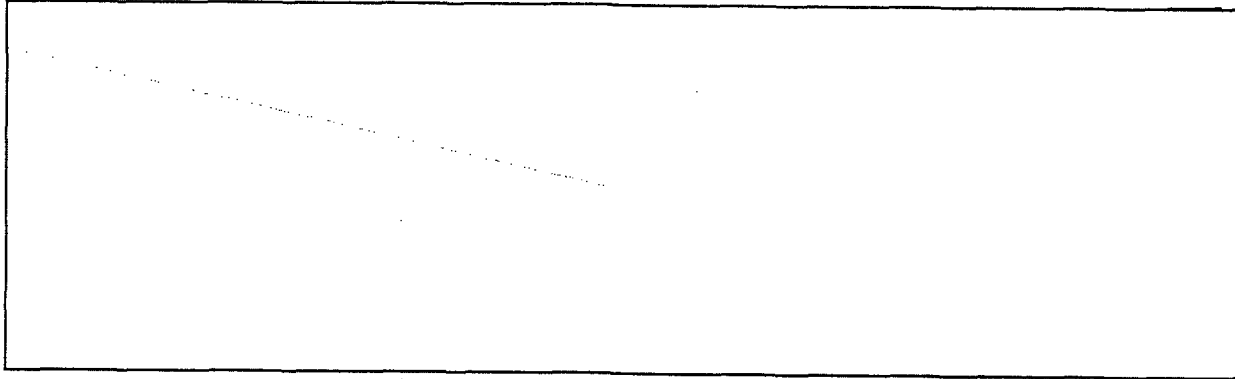
Contract J-FBI-10-124 (multiple task orders). Time & Materials: \$10,479,344 (funded to-date).

Kathy Chambers, Unit Chief
Records Conversion Unit
Federal Bureau of Investigation
(202) 288-9234

3.7 Pitney Bowes Management Services, Inc. (PBMS)

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**3.8 U. S. Courts, Administrative Office**

Millican assisted with improving and refining the program by providing support in areas including:

- Policy and guidance;
- Help desk;
- Processes and practices;
- Permanent records;
- Electronic records;
- Records schedules;
- File plans;
- Vital records; and
- Special projects.

In addition, Millican assisted with developing and maintaining the current records management program by developing and implementing new records management policies, schedules, and guidance; and supporting overall operations and maintenance of the judiciary records program. Assistance included:

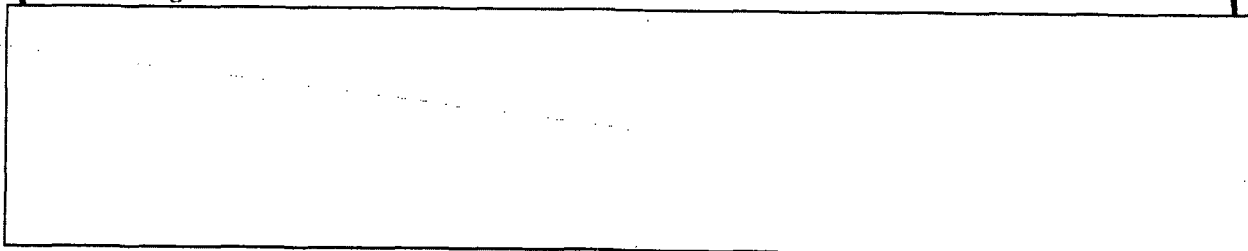
- Providing general records management assistance;
- Assisting with general questions regarding record disposition schedules and items to use for records;
- Assisting offices with development of their individual file plans and to prepare transmittal/receipt forms;
- Preparing boxes of records for transfer;
- Handling and controlling retrieval requests;
- Maintaining the transmittal/receipt forms and logs; and
- Preparing records disposal notices, cover letters for records disposition authority forms, etc.

Contract GS-10F-0201J (multiple task orders). Time & Materials: \$1,774,897 (funded to-date).

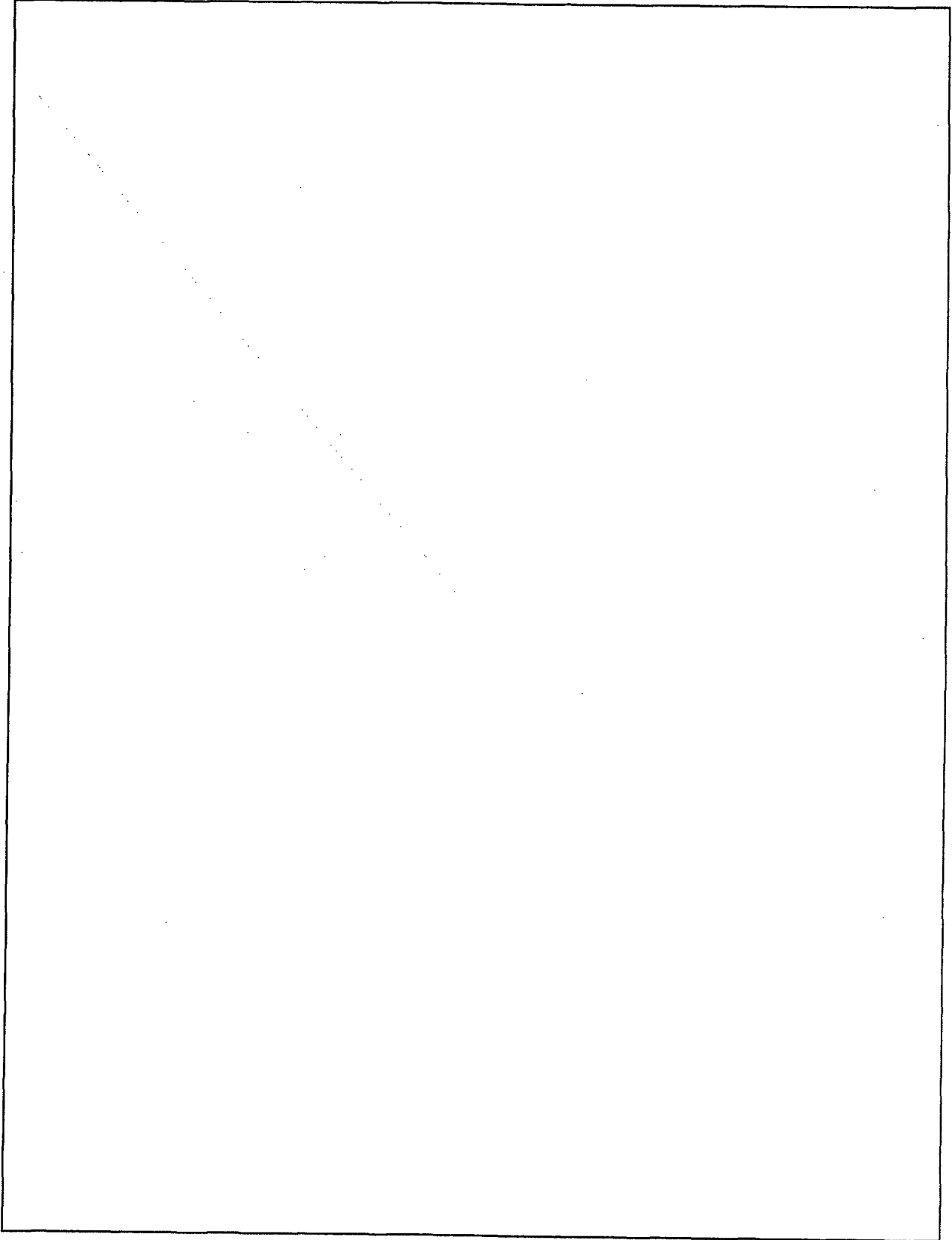
Mr. Omar Herran
One Columbus Circle N.E.
Washington, D.C. 20544-0001
(202) 502-1127

4 Pricing Information

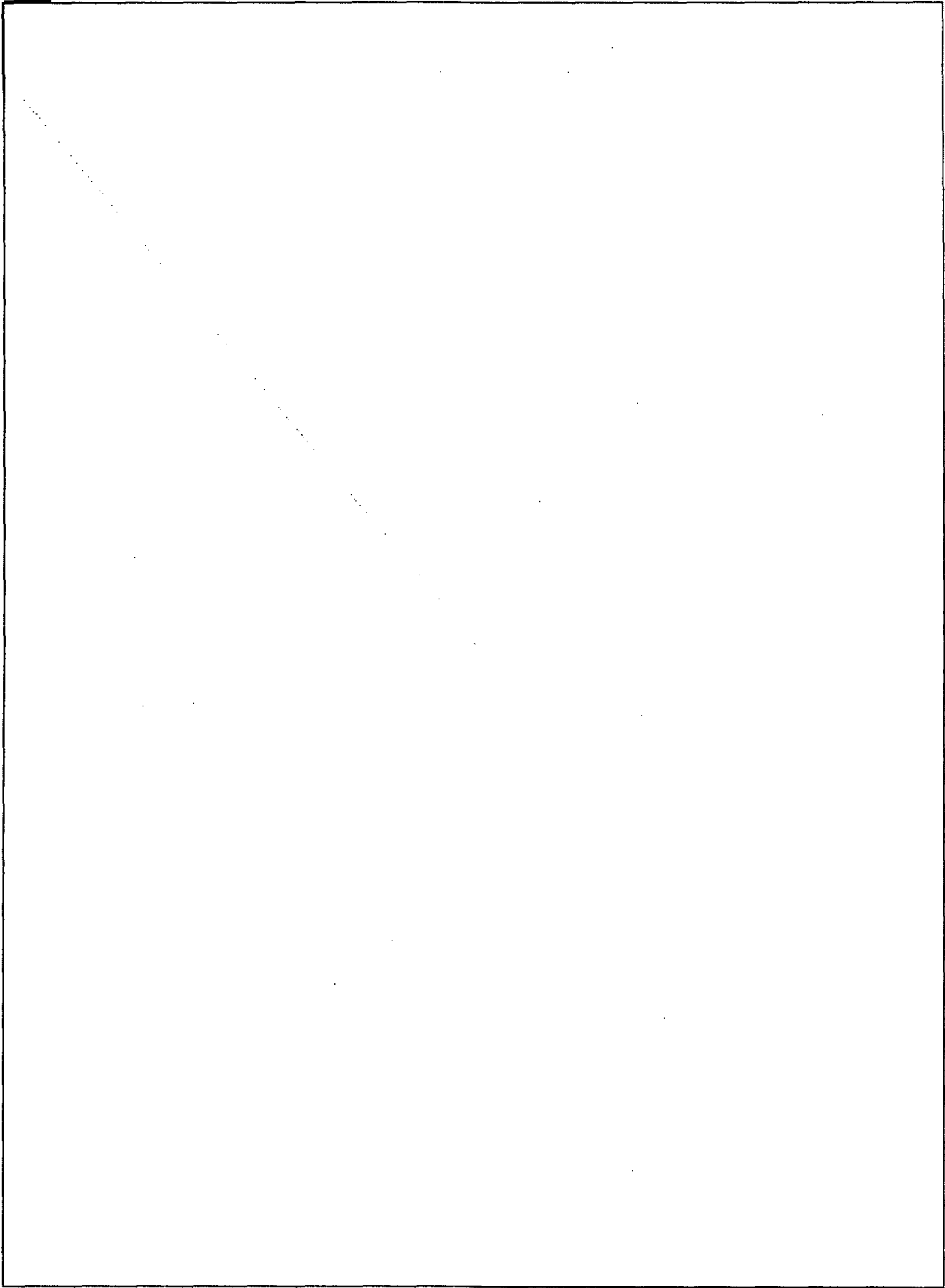
(b)(4)



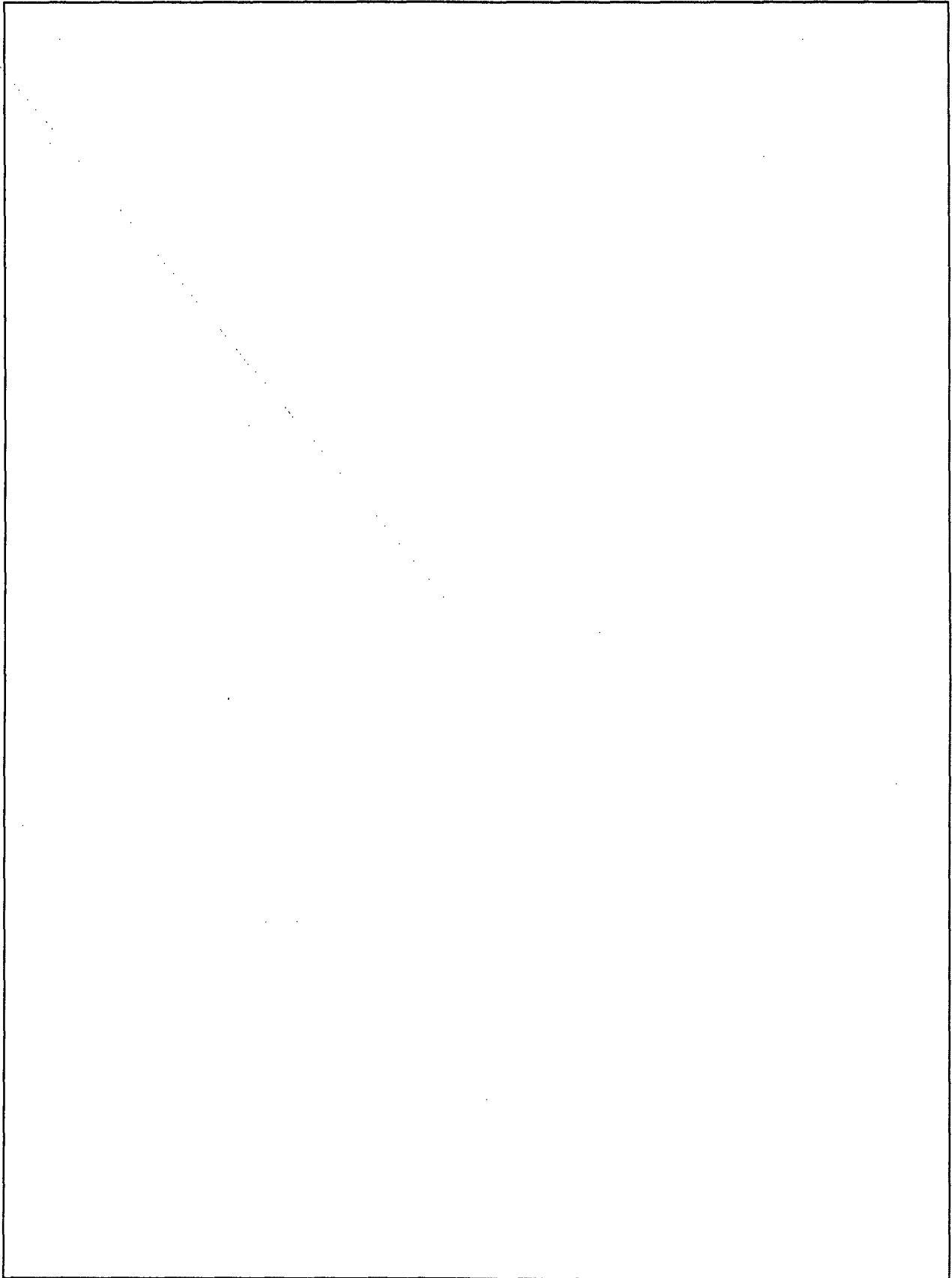
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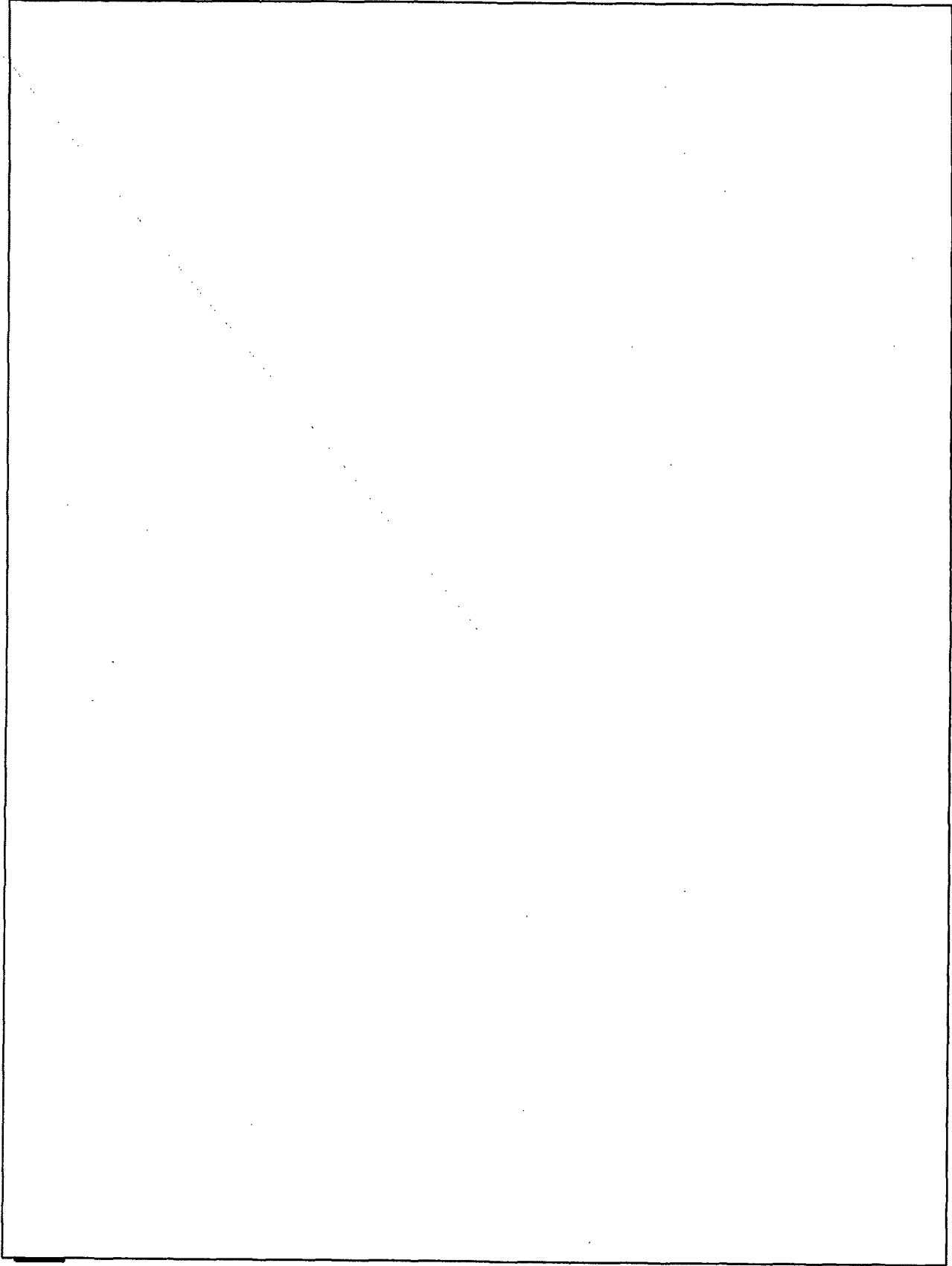
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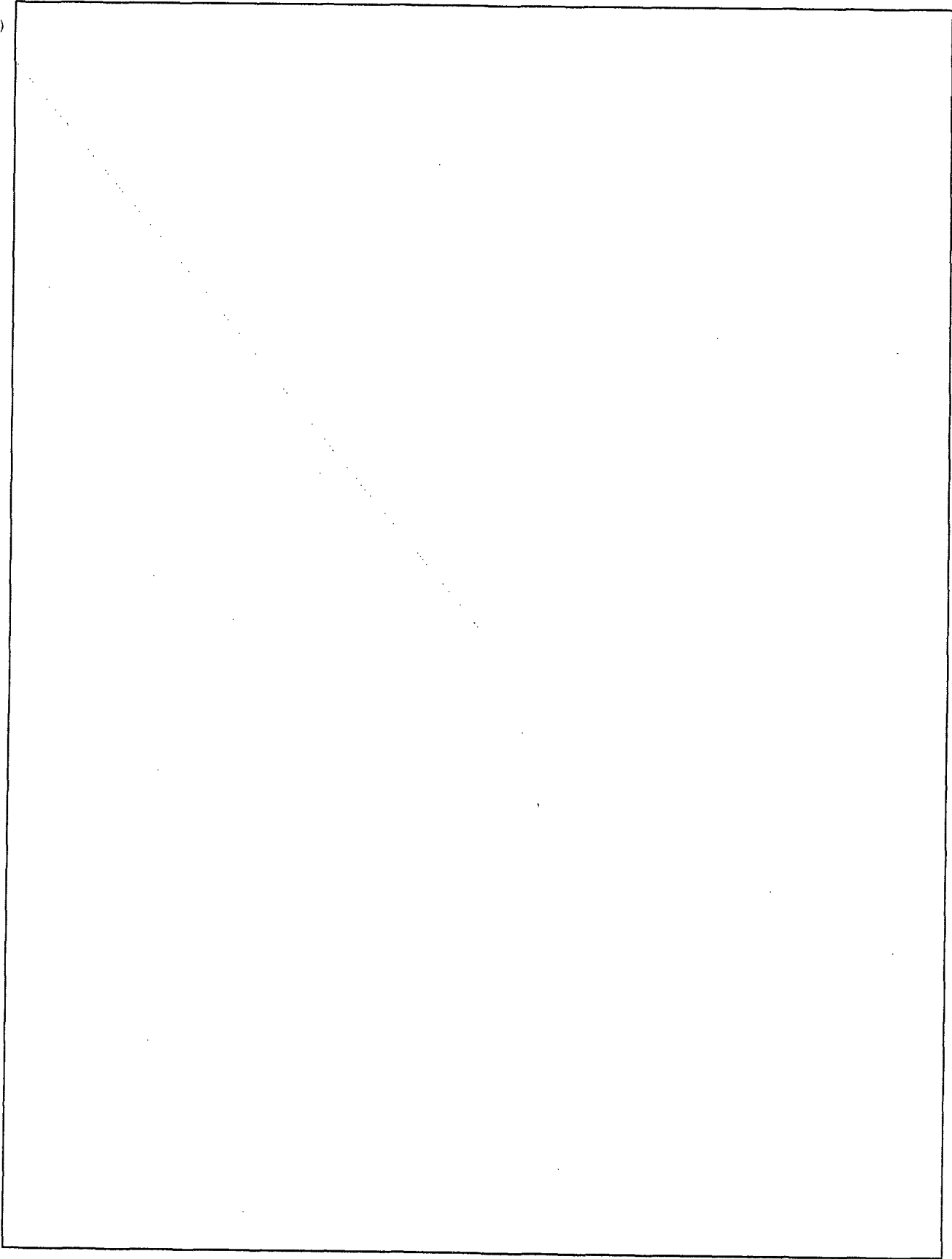
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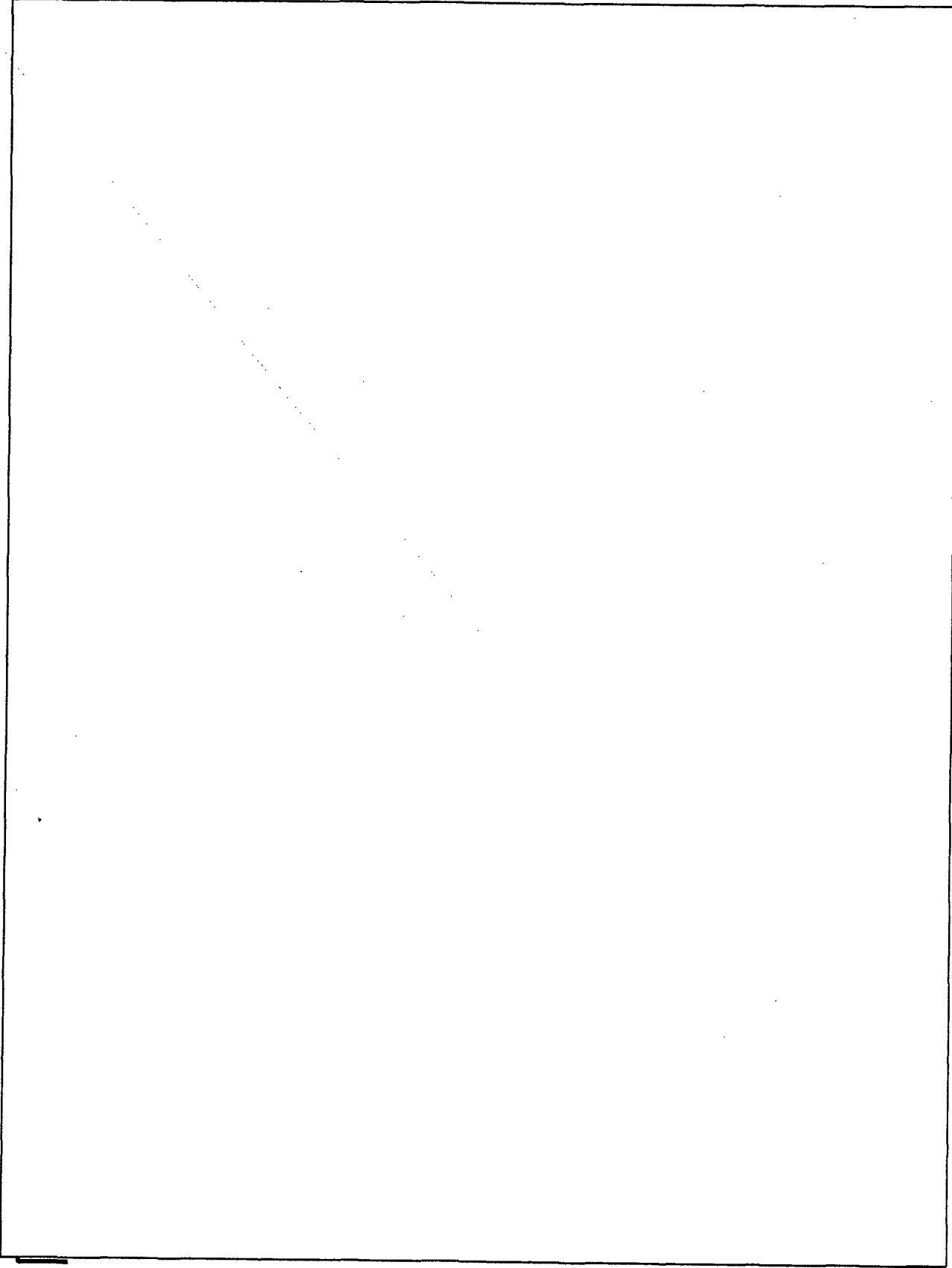
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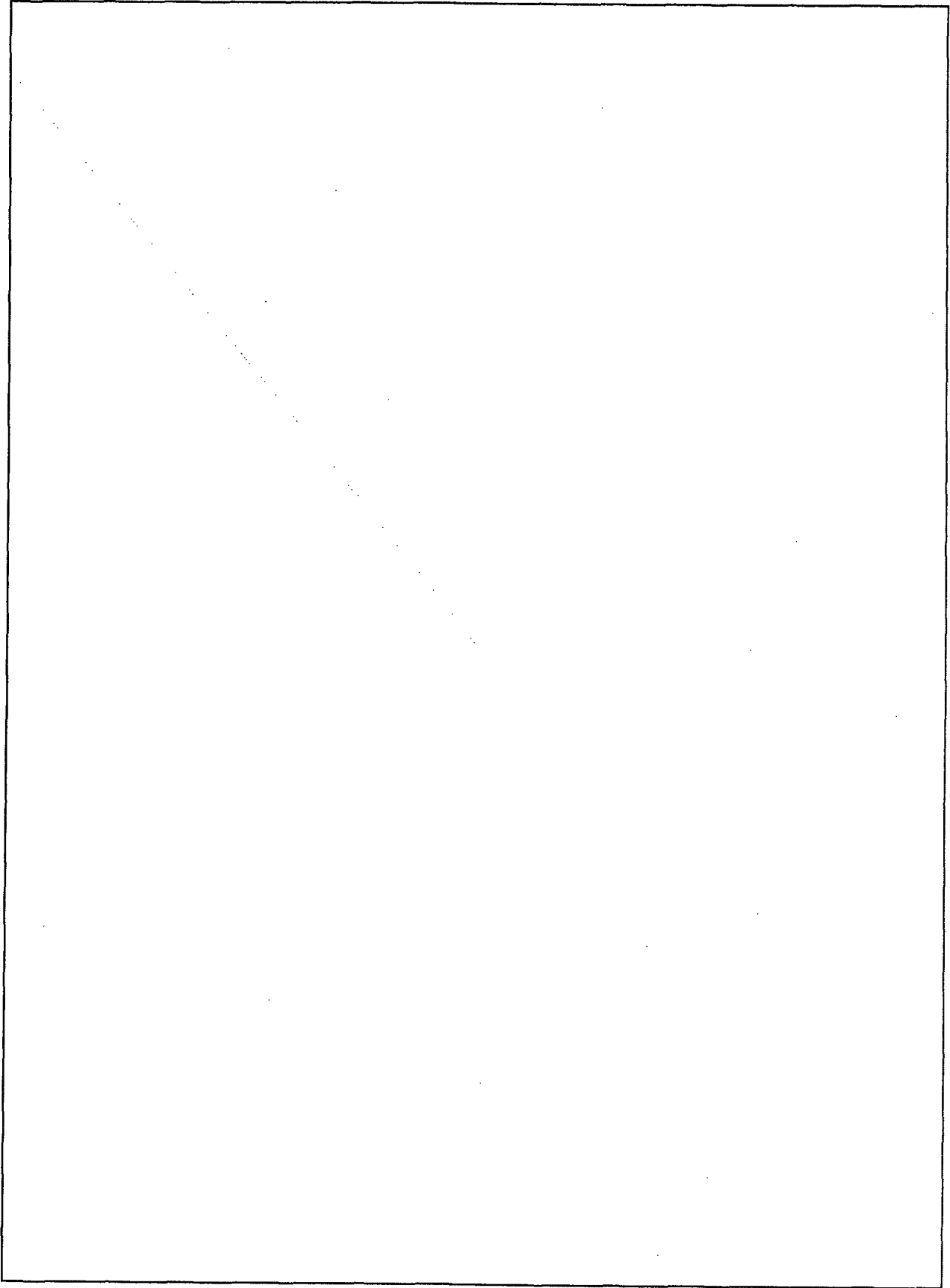
(b)(4)



(b)(4)



(b)(4)



(b)(4)

