ROUTING AND ACTION

MEMORANDUM

ROUTING

TO:(1) Support Management Division (Johnson, Anthony)

  Report is available for review

  (2) Proposal Files   Report No.:   -ASP   Proposal Number: 69642-RM-ASP.1

DESCRIPTION OF MATERIAL

CONTRACT OR GRANT NUMBER: W911NF-16-C-0080

INSTITUTION: Trident Technologies, LLC

PRINCIPAL INVESTIGATOR: Laura Lockhart Shultz

TYPE REPORT: Final Report

DATE RECEIVED: 4/4/19 12:00PM

PERIOD COVERED: 6/1/16 12:00AM through 3/29/19 12:00AM

 TITLE: Final Report: ARO Administrative Support Services

ACTION TAKEN BY DIVISION

 (x) Report has been reviewed for technical sufficiency and IS [x] IS NOT [ ] satisfactory.

 (x) Material has been given an OPSEC review and it has been determined to be non sensitive and, except for manuscripts and progress reports, suitable for public release.

 (x) Perfomance of the research effort was accomplished in a satisfactory manner and all other technical
    requirements have been fulfilled.

 (x) Based upon my knowledge of the research project, I agree with the patent information disclosed.

 Approved by SSL\ANTHONY.JOHNSON on 5/20/19   1:12PM

ARO FORM 36-E

REPORT DOCUMENTATION PAGE		Form Approved OMB NO. 0704-0188

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1. REPORT DATE (DD-MM-YYYY) 04-04-2019	2. REPORT TYPE Final Report	3. DATES COVERED (From - To) 1-Jun-2016 - 29-Mar-2019

4. TITLE AND SUBTITLE	5a. CONTRACT NUMBER
Final Report: ARO Administrative Support Services	
	5b. GRANT NUMBER
	W911NF-16-C-0080
	5c. PROGRAM ELEMENT NUMBER
6. AUTHORS	5d. PROJECT NUMBER
	5e. TASK NUMBER
	5f. WORK UNIT NUMBER

7. PERFORMING ORGANIZATION NAMES AND ADDRESSES	8. PERFORMING ORGANIZATION REPORT NUMBER
Trident Technologies, LLC 310 The Bridge Street Suite 350 Huntsville, AL 35806 -	

9. SPONSORING/MONITORING AGENCY NAME(S) AND ADDRESS (ES)	10. SPONSOR/MONITOR'S ACRONYM(S) ARO
U.S. Army Research Office P.O. Box 12211 Research Triangle Park, NC 27709-2211	11. SPONSOR/MONITOR'S REPORT NUMBER(S) 69642-RM-ASP.1

12. DISTRIBUTION AVAILIBILITY STATEMENT
Approved for public release; distribution is unlimited.

13. SUPPLEMENTARY NOTES
The views, opinions and/or findings contained in this report are those of the author(s) and should not contrued as an official Department of the Army position, policy or decision, unless so designated by other documentation.

14. ABSTRACT

15. SUBJECT TERMS

16. SECURITY CLASSIFICATION OF:			17. LIMITATION OF ABSTRACT	15. NUMBER OF PAGES	19a. NAME OF RESPONSIBLE PERSON Laura Lockhart Shultz
a. REPORT UU	b. ABSTRACT UU	c. THIS PAGE UU	UU		19b. TELEPHONE NUMBER 256-489-5456

Agency Code:

Proposal Number: 69642RMASP   **Agreement Number: W911NF-16-C-0080**
INVESTIGATOR(S):

    Name: Laura Lockhart Shultz
    Email: sarroyo@tridenttechnologies.net
    Phone Number: 2564895456
    Principal: Y

Organization: **Trident Technologies, LLC**
Address: 310 The Bridge Street, Huntsville, AL 35806
Country: USA
DUNS Number: 805886038   EIN: 205465766
Report Date: 29-Apr-2019   Date Received: 04-Apr-2019
Final Report for Period Beginning 01-Jun-2016 and Ending 29-Mar-2019
Title: ARO Administrative Support Services
Begin Performance Period: 01-Jun-2016   **End Performance Period:** 29-Mar-2019
Report Term: 0-Other
Submitted By: Jeff Mockensturm   Email: jmockensturm@tridenttechnologies.net
                                               Phone: (000) 000-0000
Distribution Statement: 1-Approved for public release; distribution is unlimited.

STEM Degrees: 0   **STEM Participants:** 0

Major Goals: The proposed effort requires continuous support consistent with ARO's mission and objectives. The Contractor shall provide personnel who shall perform general duties such as typing, filing, database entry, preparing correspondence and spreadsheets, performing mail and distribution services, supply/property services, travel services, scanning services, and library services; providing accounting collection, input and retrieval; providing financial analysis; and maintaining file/log systems as necessary to accomplish the ARO mission.

Accomplishments: Contracted period completed.

Training Opportunities: Nothing to Report

Results Dissemination: Nothing to Report

Honors and Awards: Nothing to Report

Protocol Activity Status:

Technology Transfer: Nothing to Report

Anthony Johnson
Army Research Office
800 Park Office Drive
Research Triangle Park, NC 27709

Subject: Contractor's Progress and Management Report

Contractor's Name: Trident Technologies
Address: 310 Bridge Street, Suite 350, Huntsville, AL 35806
Contract No.:   W911NF-16-C-0080
Name: Bill Bratton
Report Date: April 10, 2019
Period Covered: March 1, 2019 – March 29, 2019
Report Number: 034
Security Classification: Not Applicable
Issuing Government Activity: Army Research Office (ARO)

1. PM Highlights/Activities During Reporting Period

- Mr. Anthony Johnson, Contracting Officer's Technical Representative (COTR) scheduled monthly meeting was not held.
- Continued to follow-up with Crystal Owens disability status with Trident Technologies Human Resources.
- Last official day for Trident Administrative Support Services Contract is on 29 March 2019.

Donavan Lyons (Program Manager)

- Supervised 13 contract personnel on site and ensured that everyone were performing their duties and responsibilities per contract W911NF-16-C-0080 requirements.
- Monitored employee's attendance, daily performance, ensured that employee's appearances are in accordance with Trident Technologies policies and that we dress and conduct ourselves professionally.
- Reviewed Trident's Employee individual Monthly Reports for March 2019 and consolidated them into the Monthly Management Report for submission to the Corporate Office.
- Forwarded the February Monthly Report to Mr. Anthony Johnson, Mrs. Lanelle Shands, Mr. William Creech and Mr. Brandon Hill for submission. Entered the report into the ARO Extranet.
- Reviewed and approved leave request, time and attendance reports in Deltek.
- Received notification for April Annual Inventories with suspense of 03 May 2019 from ARL Logistics Office and initialized Hand Receipt Holder (HRH's) Reports.
- Prepared and processed DA Form 3161's Hand Receipts/Lateral Transfers that are used to transfer property between Hand Receipt Holders (HRH) and Unit Identification Codes (UICs).
- Researched and screened cataloged information entered data daily in the Defense Property Accounting System (DPAS) using FEDLOG and the Army Enterprise Systems Integration Program (AESIP) database.
- Established new accountable property records and attached barcodes on all assets before entering them into DPAS and issuing to Hand Receipt Holders for accountability.
- Prepared new Hand Receipt Appointment Memorandums for ARL Property Book Officer's signature.
- Submitted and updated all HRH inventory status to ARL support records and the Defense Property Accountability System (DPAS) database. Reconciled 100 percent of all assets.

- Reminded Hand Receipt Holders that upcoming inventories were approaching the suspense date for 05 April 2019.
- Requisitioned and maintained adequate inventory of office supplies for ARO.
- Approved Purchase Requests (PR) processed in General Fund Enterprise Business System (GFEBS).
- Validated and reconciled credit card purchases for the Information Management Division (IMD), Support Management Division (SMD), Physical Sciences Directorate (PSD), Engineering Sciences Directorate (ESD) and the Information Sciences Directorate (ISD).
- Scanned mail and packages that were received from FedEx, UPS and US Post Office.
- Monitored the Recycling Program and scheduled pick-ups for recycling material.
- Prepared vehicle dispatches for the General Services Administration (GSA) Government cargo and passenger vehicles.
- Completed mandatory training in the Total Employee Database (TED).
    - Level 1 Antiterrorism Awareness Training, 11 Jan 19
    - Operations Security (OPSEC) Annual Refresher Course, 4 Jan 19
    - Personally Identifiable Information (PII) Training, 4 Jan 19

PM Impact: The Program Manager provides on-site, daily direct supervision of 18 ARO Administrative Support Services contract personnel positions. This management ensures sufficient, compliant staffing of contract positions, accuracy and efficiency in performance of contractor personnel tasks, accountability and accuracy of timekeeping, verification of certifications, qualifications and training IAW contract requirements, and provides direct interface with supported ARO senior staff for task direction and quality of deliverables. Successful performance of these management tasks enables the efficient administration of Army and DoD processes that are necessary in support of ARO's mission to successfully execute the Army's extramural basic research activities.

Property Accountability Impact: Directly administers property accountability for over 919 property lines on 122 hand receipts totaling over $1,505,794.00 of Government property. Failure to adhere to Army regulations, guidance, procedures, and inventory Government property puts ARO at risk of failing Combat Capabilities Development Command (CCDEVCOM) reviews in the area of property accountability. ARO's Command Supply Discipline Program (CSDP) ensures compliance with the Department of the Army supply policy and procedures and maintains 100 percent property accountability for all government property entrusted to CCDEVCOM and Department of the Army Quarterly Campaign on Property Accountability (COPA) requires us to provide specific metrics in the areas of property accountability in accordance with AR 710-2, Supply Policy below the National Level and AR 735-5, Property Accountability Policies. Property Accountability has the attention of our higher headquarters to ensure we are managing our annual inventories.

Upcoming Task:
- Retire!

Issues:
- None.

Bill Bratton (Protocol/Proposal Assistant)

- Communicated with internal Army Research Office (ARO) Program Managers (PM), external university and small business Principal Investigators (PI), Army Research Lab (ARL) Human Research Protection Office (HRPO) Human Protection Administrators (HPA), and various administrative employees on related matters involving animal and human use research studies under ARO proposals.
- Coordinated document requests and submissions for all new and existing animal and human use research to ensure completeness and accuracy.
- Provided support to ARO PMs and external PIs on requirements for animal and human use research.
- Captured all documentation and stored them in their respective files within the ARO Corporate Information System (CIS).
- Processed 36 proposals from Grants.Gov.
- Assisted in auditorium set-up for trainings and meetings.
- Provided phone coverage to directors' suite.
- Assisted Trident on-site supervisor as requested and needed.
- Attended PAB process meeting to discuss CIS 2.
- Stocked copy rooms with supplies.
- Completed individual monthly report.
- Completed final Trident monthly report.
- Attended meetings with Bennett Aerospace.
- Total Employee Development (TED) 1 training completed in fiscal year.

Protocol/Proposal Assistant Impact: Ensures the safeguarding of the rights, dignity, welfare, and the privacy of human subjects in all research conducted on behalf of ARO. Failure to monitor and maintain accurate records, and ensure that PIs are in compliance with Title 32 CFR 219, DoDI 3216.02, and other relevant Federal, DoD, and Army policies, rules, and laws would compromise the ARL HRPO HPAs office mission, placing valuable human research programs at risk and directly result in loss of funds to ARO.

In support of animal research programs, our support ensures compliance with law and regulations that protect the welfare of laboratory animals as prescribed by Army Regulation 40-33, and in support of the Medical Research Materiel Command (MRMC) Animal Care and Use Review Office (ACURO), as well as the Care and Use of Laboratory Animals in DoD programs. Failure to maintain accurate records and ensure PIs are in compliance would place vital research programs at risk, and could also result in loss of funds to ARO.

Future Accomplishments/Upcoming Task:
All proposals processed require the use of Grants.Gov Website, ARO Corporate Information System - Science Application, Grants.Gov Interface, EDMS and various drives for saving files.

Issues:

- None.

Laura Devito (Accounting Technician)

- Processed 104 disbursement/Pay history reports for award reconciliation. Copies of pay histories are supplied to various internal and external vendors and customers for invoicing and contract closeout purposes.
- Disbursement discrepancies are researched and backup documentation is pulled and compiled, then provided to the Management Analyst for work ticket submissions.
- 2 Pay history requests from external customers sent to the closeout mailbox to start closeout process, 8 items closeout status was requested.
- Reviewed 11 Final Payment/Closure of file packages, verifying that all accounting files, payment histories, closeout documents, reflect the same UnLiquidated Obligation (ULO) amounts so that a contract modification can be processed.
- Prepared DD 1131s for refund check submissions to have 5 Refund checks applied to appropriate awards.
- Coordinated with various contacts to track down misapplied refund checks.
- Working the FY'19 awards that have Cancelling Year funding lines, whose disbursements are not reporting correctly, to supply all backup documentation and explanation to the MA to have her submit the work tickets to get the errors corrected.
- Pulled and supplied reporting to the HBCU (Historically Black College/University) program management to allow them to ensure proper program execution.
- Continued training the Financial Enterprise and Business Systems Specialist on award reconciliation.
- Built 22 SPS PR's to help catch a Management Analyst catch up on her work load per direction from the Support Management Officer.
- Continued to utilize the Business Intelligence (BI) reports to extract and format the GFEBs disbursement and expense data in a manner by which the Computer Engineer can then import it into the Computer Information System (CIS), making it available for all Army Research Office (ARO) users to pull all commitments, obligations, and disbursements. All discrepancies are then analyzed by the computer engineer, any items determined to be GFEBS issues are provided to me for research and resolution.

Accounting Technician Impact: My work in the department is designed to research and have both system and manual errors that may have occurred in various stages of the Resource Management processes. I research discrepancies between various payment histories, accounting files, along with other reports and closeout documentation, creating work tickets, as needed, to facilitate file corrections. These corrections allow for proper invoice payments, award de-obligations, and contract closeouts achieving 0.00 ULO. Combined these processes ensure that our Resource Management helps meet AROs mission while maintaining a position of "audit readiness" and customer satisfaction.

Future Accomplishments/Upcoming Task:

- Research the FY'14 Cancelling Year Report.
- Continue researching Cancelling Year issues, and supplying required documentation to allow our internal and external customers to proceed with their closeout process.
- Annual TARP training.

Issues:

- None.

Vacant (Accounting Technician)

- Carla Edwards is awaiting approval by ARO in JPAS - her BI can't go forward to until they accept it.
- Expected first day April 1, 2019

Vacant (Administrative Specialist III) – Office of the Director

- ARO is changing the requirements for this position and requested Trident delay on backfilling this position. Requirements are being reviewed by ARO Director and Legal.

Future Accomplishments/Upcoming Task:

- Interview candidates and fill vacant position**.**

Issues:

Distribute position task to other employees.

James Holton (Mail Clerk)
- Arranged for 81 VTCs/ meetings/presentations/teleconferences in the 4th Floor Conference Room, Director's Conference Room and Auditorium.
- Picked up the mail daily from the U.S. Postal Service (USPS), x-rayed and distributed the mail. Took all outgoing mail to the USPS.
- Prepared and submitted monthly FedEx, postage, and van usage reports.
- Monitored the document shredding and recycling company customer while on Army Research Office (ARO) premises.
- Continued to send a coordination email to the planners of known events on the ARO calendars, recapping the upcoming week's schedule.
- Receiving training on an on-going basis of how the new VTC/AV system operates.
- Performed required quarterly postage meter synchronization.
- Prepared the leased vans' profiles and usage for the Vehicle Utilization Review Board Report.

Mail Clerk Impact: Maintain the meeting and event calendars of ARO and Acquisitions with the capability to coordinate and deconflict schedules across the organization day to day. Maintains strict configuration control and accountability for organizational event calendars in coordination with Government personnel within ARO and other Government agencies.   Identifies and deconflicts resources between competing requirements, while providing liaison with the ARL VTC/Teleconference Bridge team when necessary. Serves as sole POC for

GSA Fleet Services and the GSA billing sites.   Conducts mailroom operations, ensuring accuracy and accountability IAW governing laws and regulations; provides guidance and instructions for packaging and charging for domestic and international distribution.

Future Accomplishments/Upcoming Task:

Coordinate the use of the Auditorium and Conference Rooms for VTC's on the ARO calendar.
Set-up and arrange Audio Visual (AV) equipment, moving teleconference lines, tables and chairs for VTC's and meetings. TARP training.

Issues:

- None.

Costella Wright (Document Management Specialist)
- Completed the following mandatory training Total Employee Development.
  - Level 1 Antiterrorism Awareness Training completed 1-3-2019.
  - Personally Identifiable Information (PII) Training completed 1-3-2019.
  - Operation Security (OPSEC) Annual Refresher Course completed 1-4-2019.
  - Cyber Challenge Training updated as of January 4, 2019.
- Trained Monique Ramseur on the process of importing the electronic awards scanning from the G-Drive, RMAC and Costella Actions Folder into the CIS and PCF Folder.
- Scanned and uploaded (0) DELOB documents dealings with funds from Mike Bochenek into the CIS.
- Processed (2) email requests documents to be uploaded into General Correspondence Section of the CIS.
- Validated (20) documents scanned by the other Documentation Specialist. Monique Ramseur.
- Processed (40) backlog electronic agreements awards from the RMAC Folder into the CIS.
- Processed (240) new proposals and modifications received from Contracting Department through email system and G-Drive. Documents were also uploaded into the (PCF) Paperless Contract File.
- Processed (4) ARL PROPOSALS and uploaded into the (CIS).
- Logged in (336) documents from Acquisition Department to be scanned.
- Scanned (342) documents and emails and uploaded into the (CIS) Corporate Information System received from Contracting Department.
- Created, imported existing image documents into Science Application (CIS). Corporate Information System.
- Saved scanned document to WRIGHT'S Folder.
- Counted pages and reviewed for errors to ensure they are legible.
- Set bookmarks and destinations for review by other Army Research Office (ARO) customers.
- Inserted, deleted or extracted pages as needed by the requestors.
- Verified to see if the proposal section of the agreement numbers had been created in the EDMS.
- Assisted with phone coverage for the Directories Office.

Documentation Specialist Management Impact: The creation and maintenance of complete and accurate records are vital aspects of records management. Based in the statute, the practice of ensuring "adequate and proper documentation" contributes to efficient and economical agency operations by guaranteeing that information is documented in official files, including electronic recordkeeping systems, where it will be accessible to all

authorized staff who may need it. In addition to textual paper files and electronic recordkeeping systems, official records may be comprised of or contain audiovisual, cartographic, or architectural materials. The availability of complete and accurate documentation allows the Army Research Office (ARO) to protect the legal and financial rights of the Government and individuals directly affected by Government activities. They also preserve institutional memory so that informed decisions are possible and thus facilitate action by agency officials and their successors in office. When not maintained, the agency can be held accountable through the proper scrutiny by the Congress and oversight agencies such as Government Accountability Office (GAO), the Office of Management and Budget (OMB), National Archives and Records (NARA), and the General Services Administration, as well as agency auditors and inspectors general.

Future Accomplishments/Upcoming Task:

- Log in new agreements and modifications from acquisitions for FY 2019.

Issues:

- None

Monique Ramseur (Quality Control – QC Administrative Support Assistant -ASA)
- Received incoming calls and routed to proper destination.
- Faxed items that were deposited in the fax items bin.
- Delivered all received faxes via calling recipient.
- Updated Army Research Office (ARO) and Army Contracting Command (ACC) telephone directory.
- Performed mail room duties as back up mail clerk to include scheduling meeting spaces.
- Updated weekly activity reports for front office.
- Performed duties at front office to include answering all phone lines and distribute mail.
- Processed 78 evaluations into the CIS.
- Checked ARO evaluations mailbox daily and upload documents as needed.
- Processed 598 Crystal documents into the CIS to include Acceptance letters, Acknowledgement letters, Decline letters, and Evaluation requests.
- Validated 48 Modification and Awards.
- Scanned 22 Modification and Awards.

QC Administrative Support Assistant Impact: Generate and tracks network trouble tickets each month to assist the computer support team to resolve all network and system issues in a timely manner. This is vital for the workforce to be able to function and use their systems daily. Managing hundreds of research documents and proposals that are processed into the CIS each month for the scientific staff to be able to have access to their evaluations, modifications, and awards daily is very important. Validations are done daily to make sure every document that is scanned into the CIS is correct and without error.

Future Accomplishments/Upcoming Task:

- None.

Issues:

- None.

Donna Chappell (Financial Enterprise Business Systems Specialist)
- Served as a primary interface between Directorate scientific and support staff using existing business systems such as the ARO (Army Research Office) Corporate Information System (CIS) and the General Fund Enterprise Business System (GFEBS).
- Extracted data from the CIS and/or various documents and enter it in proper format into GFEBS in the form of either a WBS (Work Breakdown Structure) or PR (Purchase Requisition).
- Analyzed and verified accounting documents prior to building funding and project plans in GFEBS.
- Researched, corrected, resolved, and communicated problems as they arise pertaining to incorrect or errors with WBS/PRs.
- Validated accuracy of data such as lines of accounting, funding levels, requestor information.
- Built WBS: Extracting information from provided MIPR (Military Interdepartmental Purchase Request) or Direct Charge Request documents to input data into GFEBS which creates a WBS representing the hierarchical organization of a project/contract:
    - 24 completed.*
- Built WBS element: Extracting data from DA FORM 3953 Purchase Request and Commitment document, adding additional lines (elements) to a previously created WBS so funding can be applied to portions of a project/contract:
    - 4 completed.*
- Built PR: Manually enter a PR in GFEBS for the purpose of funds check and commitment of funds by way of extracting data from provided FORM 3953 document. This is performed when in need of initiating an SPS (Standard Procurement System) purchase request and can consist of multiple lines:
    - 50 completed.*
    - 54 total lines built.*
- Processed PR decreases and/or deletes: modify current PRs by either adding a line to decrease a given amount from a previous order or completely delete a PR for various reasons:
    - 3 completed.*
- Process Direct Charge requests – receive support/agreement for direct charge request via email; build corresponding WBS lines; complete direct charge request form; forward to Mike Bochenek for his signature.
    - 0 completed.*
- Recon Pay history research – pull pay histories for expired contracts from GFEBS and EDA (Electronic Document Access), compare and submit correction requests for any discrepancies in payments not posted or cleared so that the closeout process can begin.
    - 7 recons completed.*
    - 14 pay histories requested/received/pulled.*
    - 5 pending tasks completed.*
    - 3 respond to email pay history requests.*
    - 1 submit work ticket

- Tracked/monitored status of actions and follow up as necessary.
- Maintained/updated daily PR spreadsheet and daily workload tracking spreadsheet.
- Served as backup for:
    - The other Financial, Enterprise and Business Systems Specialist (FEBSS)
- Attended meetings with Trident Technologies, ARO budget and accounting staff as well as Army Contracting Officers as requested:
    - 3 – Approximate total number of hours attended.
    - 1 – Approximate total number of hours spent training with Laura on recons.
- Total Employee Development (TED)/ALMS (Army Learning Management System) Status: Completed:
    - (ALMS): Information Security Program Training.
    - (TED): PII Training.

Financial Enterprise Business Systems Specialist Impact: Building WBS elements and PRs to allow money to flow through GFEBS so various project plans can be funded by processing DA Form 3953's. Failure to process these documents will prevent ARO from paying bills for services rendered, purchases of miscellaneous office supplies, and fulfilling payment requirements agreed upon in contracts between the government and vendors. Began a research project to help expedite the closeout process by pulling pay histories and searching for discrepancies. This task is performed so errors can be corrected and allow the closeout process to be finalized for expired grants and contracts, which prevents ULOs (Unliquidated Obligation) from entering into cancelled years.

Future Accomplishments/Upcoming Task:

- TARP training.

Issues:

- None.

Crystal Owens (Financial Enterprise Business Systems Specialist)
- Employee is unavailable to perform required task specified in the Program Work Statement (PWS). Disability have been extended indefinitely by her physician.

Financial Enterprise Business Systems Specialist Impact: The Support Management Budget Analyst Division is one of the backbones of the organization. As a team member, I daily process Work Breakout Structures (WBS) and Purchase Requests (PR) that would total Millions of dollars per month. This is very crucial to the mission. If this task were not completed correctly and efficiently, it would then cause a delay in funding for several awarded contracts, in turn effecting our ability to conduct research in a timely manner. Building WBS elements and PRs to allow money to flow through GFEBS so various project plans can be funded and failure to process these actions will neglect payments being funded for the scientist research programs.

Future Accomplishments/Upcoming Task:

- Continue the process of building WBS's and Purchase Requests in GFEBS and in the CIS.

Issues:
- None.

Coleen Payne (Program Support Assistant) –PSD
- Built VCE Cabinets for New Starts and Modifications.
- Prepped PABS and 3953 documentation for Program Managers.
- Followed up on requested Agreement Ending Reports sent out through the CIS.
- Provided relief for reception desk coverage in the Office of the Director's.
- Sent out end of proposal email reminders to the PI's.
- Received numerous End of Assignment Final Report emails sent on behalf of Program Managers (PMs).
- Denied Proposals due to lack of funds emails sent on behalf of the PMs.
- Assigned PMs as evaluators to proposals.
- Responded to email denial of proposal due to lack of funds email sent on behalf of PMs.
- Attended multiple meetings.
    - PSD Monthly Meeting and ARO Town Hall Meeting.
    - Participated in lunch meeting with Trident Technologies Representatives re: possible changes and upcoming new contract.
    - Interacted with Bennett Aerospace reps; on contract change.
- Followed up with the PMs for outstanding evaluations that are due and signatures needed in the workflow, outstanding 3953's and for proposals not funded over 30 days.
- Set calendars reminders for PM evaluation due dates.
- Sent out Final Report delinquency letters for the PMs.
- Set up Legal Review documentation for Conference PABS and followed up.

Program Support Assistant Impact: Allocates funding for various Army Research Office Programs. Failure to process Panel Action Briefs(PABS) and Purchase Request and Commitment (DA Form 3953) documentation in a timely manner could jeopardize future funding for universities and small businesses which impacts the awarding of proposals that would affect the mission of ARO and developing technology for the future. Relevant evaluations, requests and time sensitive documentation from funded proposals are maintained, to be kept within ARO policy recording documents in the Corporate Information databases and allows the scientific staff to accurately track their research. If this documentation is not kept up to date, a possible delay in funding to proposed institutions could result in educational programs and nonprofit organizations prematurely ending their research or scientific information not reaching Program Managers at ARO.

Future Accomplishments/Upcoming Task:

- I am working through the Speed of Trust workshop on my own, thanks to my colleague Jimmy Bass who has lent to me his materials for use, and purchasing a copy of the book from Amazon. I believe taking the time to work through this program will allow me to gain the trust of my colleagues, as well as incorporate trust behavior on a daily basis.

Issues:

- None.

Vacant (Program Support Assistant) - ESD
- Pending further review by ESD Director in the future. Dr. Stepp is working with his new personnel and identifying all the work requirements.

Future Accomplishments/Upcoming Task:

- Screen and interview candidates for vacant position.

Issues:

- None.

Karen McCauley (Library Technician)
- Attended Trident Technologies meeting on 11 March 2019 and 18 March 2019.
- Reviewed submitted reports in the CIS for completion to be sent to the PM or for rejection to be sent back to the PI.
- Input time into Deltek on a daily basis.
- Processed Final reports into the EDMS received via email from Battelle utilizing the Transportation Control Number (TCN) numbers via the CIS.
- Received progress reports, i.e. – monthly and quarterly reports.
- Processed progress reports manually using the new (RPPR) Research Performance Progress Report system from the Interim Progress Reports folder (IPR) by inserting the information into the ARO – Science Application Database.
- Contacted the Primary Investigators (PI) via telephone and/or email in regards to incorrect submissions of reports.
- Ensured that required sensitive reports have been submitted via ARO's extranet website and to the reports mailbox.
- Processed sensitive/proprietary reports utilizing the special process that has been put in place. Process submissions from the EDMS mailbox. Processed in-house electronic submission of correspondence, emailed manual evaluations, trip reports, telephone telecom submissions, and documents for the closeout process. Converted documents to portable document format (pdf) form then inserted and bookmarked into the EDMS in the correspondence section.
- Reported and received assistance for incorrect submissions by providing the relevant discrepancy to the designated Information Technology (IT) personnel.
- Provided telephone support to Primary Investigators (PI) and or their Assistants.
- Provided assistance to co-workers as needed.

Karen McCauley: Library Technician Impact: Scientific Research if not preserved and disseminated could impact future technologies and our warfighters. Technical reports that are processed are submitted to the Defense Technical Information Center (DTIC). Program Technical Reports for the research are sent to DTIC to aggregate and fuse science and technology data rapidly, accurately and reliably delivers the knowledge needed to develop technologies to support the Department of Defense mission and help the security of our nation. Through technical reports, research and the scientific knowledge available will be used to ensure development of new technology supporting the military.

Future Accomplishments/Upcoming Task:

- Continue to process incoming submitted technical reports, monthly/quarterly, and interim progress reports.
- Submit reports on DVD to DTIC.
- Submit monthly progress report to Manager.

Issues:

- None.

Ariel Bethea (Program Specialist)
- Entered new evaluators and requested evaluations for specified individuals within the Corporate Information System (CIS) for Physical Science Directorate (PSD) Program Managers (PM).
- Assembled Electronic Proposal Actions Briefs (EPABs), assembled 3953s for PSD PMs, Out-MIPR actions, NCE requests, and task orders creation and execution for Physics PMs, Dr. McElhinny of Life Sciences and Dr. Mantz of Chemistry.
- Created, edited and submitted cabinets within the Virtual Contracting Enterprise/Paperless Contract Files VCE/PCF system.
- Reviewed Physics Division PMs weekly (CIS) program manager reports and communicated any time sensitive agreement and proposal information as instructed.
- Attended ARO monthly Town Hall, PSD's quarterly and ARL as We Transition to U.S. Army Future Command (AFC) meetings.
- Provided front desk coverage as obligated.

Program Specialist Impact: The Physical Science Directorate without my contributions would include the failure to efficiently and timely allocate Directorate, MURI, DURIP, PECASE, STTR/STIR, HSAP/URAP and MIPR funds, process Directorate evaluation requests, funding updates for special programs, follow-up on the availability of funding sources, upload action cabinets into the VCE/PCF system, and communicate time-sensitive program information. My impact includes the trusted delivery of results, which allows for PSD PMs to request and receive meaningful actions, consistent communication, as well as, collaborate efficiently with their counterparts, and regular updates on otherwise forgotten projects or tasks. ARO's mission to stay on the cutting edge of technology for the efficiency of the Soldier would be delayed and allow our enemy's technology and capabilities to come close to those of our own.

Future Accomplishments/Upcoming Task:

- Efficiently execute E3953s, EPABs (Electronic Proposal Action Brief), Out-MIPRs and Task Orders using the CIS.
- Continue working within the Virtual Contracting Enterprise (VCE) Paperless Contract Files (PCF) system to submit proposal actions.
- Ensure the timely allocation of funds for all programs using funding forecasting.

Issues:

- It has been brought to my attention that files being uploaded into the PCF/VCE system are disappearing. When this happens I am forced to locate and resubmit all previously uploaded documents in order for the action to be processed. Having to do my work twice due to the system is inefficient and time consuming.

Jeniqua Taylor (Closeout Technician)
- Emailed/Called appropriate personnel to obtain required close out documents for Grants and Cooperative agreements such as the:
    - Final Financial Report from Office of Naval Research or the Principal Investigator.
    - Final Patent Report from the Principal Investigator.
    - Final Report the Principal Investigator or CAM (cooperative agreement manager) or GOR (Grants Officer's Representative).
    - Final Technical Acceptance from the CAM (cooperative agreement manager) or GOR (Grants Officer's Representative).
    - Patent Clearance from Patent Operations Officer.
    - Closeout Document/ DD1594 ONR office.
    - Called appropriate Defense Finance and Accounting Services (DFAS) offices to obtain the Pay Histories for a specific award.
- Emailed/called appropriate personnel to obtain required close out documents for Contracts such as the:
    - Final Technical Acceptance form Contracting Officer Representative (COR).
    - Patent Clearance from Patent Operations Officer.
    - Contractors Release Statement from Principal Investigator.
    - Final Voucher Information from Principal Investigator.
    - Patent report from Principal Investigator.
    - Property Clearance from Principal Investigator.
    - Close out Document/ DD1594 from DCMA *if Administrated by ARO then I will complete the DD1594 and send down for signature*
    - Called appropriate Defense Finance and Accounting Services (DFAS) offices to obtain the Pay Histories for a specific award.
    - Contract Audit from Defense Contract Audit Agency (DCAA)

- Emailed our accounting office for General Fund Enterprise Business Systems (GFEBS) disbursement histories.

Completed in March 2019:

- Attended Close out meeting with RM.
- Attended Division meeting with ACC.
- Reviewed contracts and grants for "deliverable" requirements in a timely biweekly schedule.
- Received incoming and made outgoing calls to resolve closeout problems and referred technical or other contracting matters to the appreciate Contracting Officer or an Acquisitions team member.
- Continued to assist coworker with the multi-functions of the PD2 process for closeouts, as well as the new VCE cabinet process.
- Received additional awards for the ULO close outs
- Reached out to the appropriate personal for all closing forms listed above for the ULO list as well as worked the close out inbox.
- Completed modification actions for numerous awards
- Completed DD1594 completed to close out awards.

Closeout Technician Impact: Contract closeout is critical final stage of Army Research office (ARO) process. The closeout team will begin this process when the contract has been physically completed and is not finished until final payment is made, any disputes settled, and all administrative actions has been verified and complete. Tracking of all received documents are to be uploaded into the Corporate Information System (CIS) governed by the Army Research Office (ARO). The impact of not maintaining the tracking of documents can play a major role on several functions. Insures that excessive delays in the closeout process do not increases ARO's exposure to contractors' financial difficulties. It prevents the risk of using current year funds to pay for prior year obligations. Identify and de-obligate hundreds and thousands of dollars of excess funds. Closeout process enables better tracking of taxpayers' dollars to be returned to the respective agency for another purpose. Due to staff turnover, retirement, transfers and other changes may happen during the course of a contract in both the public and private sector. We compare files with vendor web site(s) and also double-check on the appointment of Contracting Officer Representatives (CORs) and Point of Contacts (POCs). Maintaining a professional relationship with the customer/vendor is key to completing the task and a good work environment.

Future Accomplishments/Upcoming Task:

- Work on the new Cancelling Funds List.
- Continue working on awards that are ready to be closed.
- Set and complete personal monthly goals.
- Complete TED Training.
- Set a goal to get all actions over 5K closed out.

Issues:

- None.

Cynthia Wood (Closeout Technician)
- Emailed/Called appropriate personnel to obtain required close out documents for Grants and Cooperative agreements such as the:
    - Final Financial Report from Office of Naval Research or the Principal Investigator.
    - Final Patent Report from the Principal Investigator.
    - Final Report the Principal Investigator or Cooperative Agreement Manager (CAM) or Grants Officer's Representative (GOR).
    - Final Technical Acceptance from the Cooperative Agreement Manager (CAM) or Grants Officer's Representative (GOR).
    - Patent Clearance from Patent Operations Officer.
    - Closeout Document/ Award Completion Statement (DD1594) Office of Naval Research office.
    - Pay history.
- Emailed/called appropriate personnel to obtain required close out documents for Contracts such as the:
    - Final Technical Acceptance from Contracting Officer Representative (COR).
    - Patent Clearance from Patent Operations Officer.
    - Patent report from Principal Investigator.
    - Pay history.

- Called appropriate personal requesting information on cancelling funds for The Army Research Office and Army Research Laboratory.
- Completed memos to move forward with modifications such as:
    - Financial Memos (13)
    - Final Payment Memos (0)
    - Closeout MOD's (10)

- Reviewed contracts and grants for "deliverable" requirements.
- Additional General Fund Enterprise Business System (GFEBS) training in progress.
- Attended training sessions for additional responsibilities accessing and using PCF for Closeouts.

Closeout Technician: Contract closeout is critical final stage of Army Research office (ARO) process. The closeout team will begin this process when the contract has been physically completed, and is not finished until final payment is made, any disputes settled, and all administrative actions have been verified and complete. Tracking of all received documents are to be uploaded into the Corporate Information System (CIS) governed by the Army Research Office (ARO). The impact of not maintaining the tracking of documents can play a major role on several functions. Insure that excessive delays in the closeout process do not increases ARO's exposure to contractors' financial difficulties. Prevent the risk of using current year funds to pay for prior year obligations. Identify and de-obligate hundreds and thousands of dollars of excess funds. Closeout process enables better tracking of taxpayers' dollars to be returned to the perspective agency for another purpose. Due to staff turnover, retirement, transfers and other changes may happen during the course of a contract in both the public and private sector. We compare files with vendor web site(s) and also double-check on the appointment

of Contracting Officer Representative (COR) s and Point of Contacts (POC)s. Maintaining a professional relationship with the customer/vendor is key to completing the task and a good work environment.

Future Accomplishments/Upcoming Task:

- Contact the proper persons for forms needed to close out contracts.
- Closeout awards that are ready.
- Continue the weekly status checks.
- Continue working on Cancelling Funds List and closing out contracts.
- Attend monthly meetings.

Issues:

- None.

Vacant (Closeout Technician)

- A candidate was interviewed and selected but later declined. Trident is currently recruiting for this position.

Closeout Technician Impact: Contract closeout is critical final stage of Army Research office (ARO) process. The closeout team will begin this process when the contract has been physically completed, and is not finished until final payment is made, any disputes settled, and all administrative actions have been verified and complete. Tracking of all received documents are to be uploaded into the Corporate Information System (CIS) governed by the Army Research Office (ARO). The impact of not maintaining the tracking of documents can play a major role on several functions. Insure that excessive delays in the closeout process do not increases ARO's exposure to contractors' financial difficulties. Prevent the risk of using current year funds to pay for prior year obligations. Identify and de-obligate hundreds and thousands of dollars of excess funds. Closeout process enables better tracking of taxpayers' dollars to be returned to the perspective agency for another purpose. Due to staff turnover, retirement, transfers and other changes may happen during the course of a contract in both the public and private sector. We compare files with vendor web site(s) and also double-check on the appointment of Contracting Officer Representative (COR) s and Point of Contacts (POC) s. Maintaining a professional relationship with the customer/vendor is key to completing the task and a good work environment.

Future Accomplishments/Upcoming Task:

Issues:

- None.

Megan Hammond (Administrative Specialist III)
- Attended the following meetings:
  - Engineering Sciences Division (ESD) Staff meeting on 20 March.
  - Bennett Aerospace meeting on 18, 19, 28 of March.
- Provided front desk coverage.
- Completed the following in the Corporate Information Systems (CIS):

  - Requests for Evaluation
  - SL Evaluator requests
  - Acknowledge proposal emails/ Acceptance letter
  - Decline Letters
  - Sent out Evaluation reminders in the CIS
  - VCE/PCF Cabinets
  - Final Report Reminders
  - Work Flow PABs
  - Work Flow 3953s
  - NCE requests
  - ERDC (Engineer Research Development Center) Proposal evaluation requests

Administrative Specialist III Impact: Executing the budget process to optimize disbursement which could detrimentally impact our budget for the next year if not aggressively managed. The Army is requiring the use of the Virtual Contracting Enterprise (VCE) Paperless Contract File (PCF) system for submission of contracts actions and Procurement Data Packages (PDP) to the Contracts Office. The Paperless Contract File (PCF) system tracks new contract actions, follow-on, delivery order/task order, or modification with the Contracting Branch and if not processed through procurement from RMO to Contracting proposals cannot be processed to fund ARO mission. When travel data is not submitted accurately into DTS system this would not allow the program managers to focus their time on technical subjects, and still get them to where they need to be for conferences and onsite reviews/workshops.

Future Accomplishments/Upcoming Task:

- Complete any additional Total Employee Development (TED) training for FY19.
- Provide front phone coverage for the Office of the Director for April 2019.

Issues:

- None.

3. Previously Identified Problem Areas

- None

4. Changes in Contractor Organization or Method of Operation

Trident Technologies has completed the requirements within the PWS elements on the assigned CLINs effective close of business 29 March 2019. We have facilitated a clean transition of ongoing work products and management artifacts to the incoming contractor, Bennett Aerospace. We have found our role as the prime contractor for this Administrative Support Services contract in support of the Army Research Office to be extraordinarily beneficial to our company professionally and we look forward to the opportunity to support ARO in the future.

5. Problem Areas Affecting Technical or Scheduled Elements

- None.

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6. Personnel Hours Expended

Name and Title	March Hours	OT	Cumulative Hours	Cum OT	Projected Hours- April 2019
Donavan Lyons – Program Manager	188		5166.5		0
Bill Bratton – Protocol/Proposal Assistant	171		5372		0
Laura Devito – Accounting Technician	200		5540.6	33.8	0
Britteny Searcy – Accounting Technician			2836.9	1	0
Ramila Century - Accounting Technician			1227		0
James Holton – Mail Clerk	188		5385		0
Costella Wright – Document Management Spec	184		5465	86.5	0
Yolanda McCargo – Document Mgmt Spec			2982.5		0
Monique Ramseur – Quality Control/QC ASA/Receptionist	186		5265.5	37.5	0
Donna Chappell (new name from Sessoms) – Fin Enterprise Bus Sys Spec	190.5		5252.5		0
Crystal Owens – Fin Enterprise Bus Sys Spec			4029.4		0
Ariel Bethea – Program Support Specialist	189.2		2906.8	7.5	0
Karen McCauley – Library Technician	168		5359.1		0
Jeniqua Taylor – Closeout Technician	187.3		5246.3		0
Mesha Tyree - Closeout Technician			2490		0
Cynthia Wood - Closeout Technician	199		1219.8		0
Megan Hammond - Administrative Specialist III	178.8		2842.1	43.4	0
Wanda Lawrence – Program Support Assistant			3347	4	0
Elizabeth Pickens - Closeout Technician			432		0
Vacant – Administrative Specialist III (ARO DIR)			0		0
Vacant – Administrative Specialist III (ARO-W)			0		0
Coleen Payne - Program Support Assistant (PSD)	200		1276.2		0
Jevon Briggs – Administrative Specialist III			436		0
Quetina Bradley – Administrative Specialist III			312		0
Debra (Ashley) Young – Accounting Technician			1781.2		0
Inez Kendall - Administrative Specialist IV			2135.3		0
Esther Thompson – Program Support Specialist			917		0
Joanette Farmer – Program Support Assistant			852		0
Geraldine (Kim) Winstead – Closeout Technician			1573.5		0
Sade Sessoms – Program Support Assistant			2046.5		0
Jamie Lipps – Program Support Assistant			144		0

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7. Trips:

None.

8. Mandatory Training for FY19:

Status: As of 29 March 2019

TITLE	PERCENTAGE
AMC RECORDS MANAGEMENT BASIC TRAINING	0%
COMBAT TRAFFICKING IN PERSON	0%
PERSONAL IDENIFIABLE INFORMATION	36%
AMC RECORDS MANAGEMENT	0%
ANTITERRORISM LEVEL 1	29%
ARL ANNUAL OPSEC	29%
CYBER AWARENESS CHALLENGE 2019	14%
THREAT AWARENESS AND REPORT PROGRAM	0%
EMPLOYEE RESPONSIBILITY	0%
NON-DISCLOSURE	0%
INFORMATION SECURITY PROGRAM	29%

9. Financial Summary:

Contract Funded Value (CLIN 0702):	$539,586.78
Contract Funded Travel (CLIN 0801):	$1,814.15
Total Funded:	$541,400.93
Cumulative Regular Labor:	$337,675.21
Cumulative Overtime Labor:	$0.00
Cumulative Travel:	$0.00
Total Cumulative Invoiced:	$337,675.21
Contract Balance:	$203,725.72

Jeff Mockensturm
Vice President,
Trident Technologies

DISTRIBUTION:
Mike Williams, President, Trident Technologies
Courtney West, Project Control, Trident Technologies