

*frankie  
friend & ASSOCIATES, INC.*

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*A Woman-Owned  
Small Disadvantaged  
Business*

**PROVIDING:**

**ENGINEERING, TECHNICAL, PROFESSIONAL, AND  
MANAGEMENT SUPPORT SERVICES**

**2011 CORPORATE CAPABILITIES  
STATEMENT**



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2305 E Arapahoe Road, Suite 132  
Centennial, CO 80122  
303.768.8577  
[www.frankiefriend.com](http://www.frankiefriend.com)

## **ORIGIN**

**Frankie Friend & Associates, Inc. (FFA)** is a woman-owned small business founded in 1993 to provide multi-disciplinary, high quality, and cost-effective professional, technical, engineering, and project management support services for government and commercial entities. FFA is headquartered in Denver, Colorado.

## **MISSION**

**To provide support services** based on integrity and professionalism to meet the needs of our clients at cost-effective rates.

## **ORGANIZATION**

**FFA was founded** to provide multi-disciplinary technical and engineering support services to the government and to commercial scientific, technical, and engineering industries. FFA consists of two distinct divisions, Project/Program Management and Staff Augmentation Division with complementary missions. Both divisions have expanded into new disciplines while still performing their original mission. Since its inception, FFA has amassed considerable experience supporting government clients at state and federal levels, as well as a wide variety of private commercial clients. Our success stems from open lines of communication and a single point of contact for all activities.

**The Project/Program Management Division** is primarily devoted to engineering, scientific, and technically oriented activities. The Division plans, manages, and directs consulting and related program and project activities for various government agencies and private industry clients. It also maintains the ability to perform other professional administrative, consulting, training, and facility management activities.

**The Staff Augmentation Division** operates a full-service personnel management system that includes recruiting for FFA consulting work and clients. The Division handles employee relations, training, affirmative action, payroll, personnel records, wage/salary administration, and employee management in compliance with federal, state, and local laws, regulations, and guidance. The Division maintains a database of well over 7,000 resumes and is responsible for staffing the contractual work requirements of the Project/Program Management Division, as well as the technical, engineering, and professional requirements of various private industry and government clients.

## **MANAGEMENT**

**The President of FFA, Ms. Frankie Friend**, has over 30 years of program and human resource management experience, which includes planning, implementing, controlling, and policy-setting for diverse government and commercial projects. The Corporate Operations Officer has over 25 years of hands-on experience in technically oriented project and contract management. The Business Development/Program Manager has over 20 years of executive experience leading, managing, and directing a variety of organizations with wide-ranging missions. The firm also employs a full-time corporate Marketing and Personnel Specialist to oversee project requirements. FFA has a staff of over 50 employees and maintains the ability to readily expand as the task arises.

## **OPERATING PHILOSOPHY**

**FFA strongly believes** that customer service is the cornerstone for any successful endeavor. To that end, each and every FFA manager and employee goes above and beyond to ensure absolute customer satisfaction. Our past performance evaluations confirm FFA's exceptional reputation for providing and managing a wide variety of technically oriented support services. Our enviable record was accomplished through an unbeatable combination of responsive, personalized attention and uncompromising integrity--the hallmarks of customer service.

## **CORE BUSINESS ACTIVITIES**

**FFA's primary business areas** include (not limited to) Consulting in:

- Program Management
- Information Technology Service
- Engineering Services - Multiple
- Quality Assurance
- Procedure & Licensing
- Environmental Management
- Management/Project Controls
- Environmental H&S Analysis
- Nuclear Safety
- Human Resources
- Nuclear Criticality Safety
- Project Planning Services
- Business Operations - Technical
- Operations & Maintenance
- Procurement Management
- Contract Administration
- Technical Services
- Engineering & Technical Outsourcing
- Safety Analysis
- CADD

*Upon request, we are pleased to offer resumes for personnel that will meet the expectations of our client's work requirement.*

**AT A GLANCE**

**President:** (Ms.) Frankie Friend

**Date Incorporated:** November 1993

**State of Incorporation:** Colorado

**Business Size:** Small Disadvantaged Business, Woman-Owned

**Certifications:** DBE U.S. Department of Transportation and State of Colorado  
DBE State of Illinois  
DBE/SBE City/County of Denver

**Security Clearances:** Provide Personnel with DOE and DOD security clearances  
Ms. Friend holds a DOE “Q” Clearance and a DOD Secret Clearance  
**FFA possesses a DOD Secret Facility Clearance AND a DOE Foreign Ownership Control and Influence (FOCI)**

**Headquarters:** 2305 E. Arapahoe Road, Suite 132  
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www.frankiefriend.com

**Operating Locations:**



**Contracting Vehicles:**

GS-10F-0286U



GS-35F-0543W



**Typical Services**

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| <p><b>Engineering &amp;<br/>         Environmental Support</b></p>                               | <ul style="list-style-type: none"> <li>• Mechanical Engineering</li> <li>• Electrical Engineering</li> <li>• Civil/Structural Engineering and Seismic Analysis</li> <li>• Aerospace Engineering</li> <li>• Piping Criteria and Analysis</li> <li>• Reliability Engineering</li> <li>• ASME/ANSI/AISC Code Compliance</li> <li>• Pressure Vessel and Valve Programs</li> <li>• Systems Engineering</li> <li>• Thermal Hydraulics / Fluid Dynamics</li> <li>• Fire Protection Engineering</li> <li>• Engineering Mechanics/Finite Element Analysis</li> <li>• Professional Support Services</li> <li>• Equipment/Support Facility Walk-downs</li> <li>• Heating Boiler Replacements</li> <li>• HVAC/LCW/ICW Water Systems</li> <li>• Qualification Testing</li> <li>• Independent Review</li> <li>• CADD Services</li> <li>• Automated Data Processing (ADP)</li> </ul>  |
| <p><b>Information Technology /<br/>         Computer<br/>         Services and Solutions</b></p> | <ul style="list-style-type: none"> <li>• Project &amp; Work Planning</li> <li>• Data &amp; Process Modeling</li> <li>• Procedures and Documentation</li> <li>• Computer Integrated System Design</li> <li>• Database Programming and Customizing</li> <li>• Technical Support of Large Databases</li> <li>• Data Validation and Verification</li> <li>• Computer Software Development</li> <li>• Data Administrators</li> <li>• Help Desk Support Services</li> <li>• Systems Programmers/Analysts</li> <li>• Workstations / Client Products</li> <li>• Internet / Web Development Products</li> <li>• Project Planning and Execution</li> <li>• Procedures and Documentation</li> <li>• Technical Training</li> <li>• Systems Administration</li> <li>• Systems and Software Integration/Migration</li> <li>• Database Programming</li> <li>• Software Development and maintenance</li> <li>• Data Center Management</li> </ul> |

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| <p><b>Nuclear Criticality Safety</b></p> | <ul style="list-style-type: none"> <li>• Criticality Code Verification and Validation</li> <li>• Selection and Testing of Criticality Benchmarks</li> <li>• Criticality Alarm Location and Assessment</li> <li>• Criticality Safety Analysis</li> <li>• Criticality Assessments</li> <li>• Program Assessments</li> <li>• Walk-downs</li> </ul>   |
| <p><b>Radiation Safety</b></p>           | <ul style="list-style-type: none"> <li>• Radiation Shielding Analysis</li> <li>• Dose Calculations</li> <li>• Radiation Monitoring</li> <li>• Program Assessments</li> <li>• Contamination Control</li> <li>• Decontamination and Decommissioning</li> </ul>  |
| <p><b>Safety Analysis</b></p>            | <ul style="list-style-type: none"> <li>• Safety Analysis Reviews</li> <li>• Safety Analysis Reports</li> <li>• Un-reviewed Safety Question Determinations</li> <li>• Risk Analysis</li> <li>• Fault Tree Analysis</li> <li>• Configuration Management</li> <li>• Emergency Response Planning</li> <li>• Regulatory Compliance</li> </ul>  |
| <p><b>Management Controls</b></p>        | <ul style="list-style-type: none"> <li>• Project Control Systems</li> <li>• Cost and Schedule Systems</li> <li>• Project Integration and Coordination</li> <li>• Independent Verification</li> <li>• Independent Cost Reviews</li> <li>• Work Breakdown Structures</li> <li>• Oversight Support</li> <li>• Progress Assessments</li> <li>• Value Analysis</li> <li>• PRA Analysis</li> <li>• Program Management</li> <li>• Action Tracking</li> <li>• Management Information Reports</li> </ul> |

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| <p><b>Operations and<br/>         Maintenance</b></p>                         | <ul style="list-style-type: none"> <li>• Procedures Upgrades</li> <li>• Operations Analyses</li> <li>• Operations Management</li> <li>• Inventory Assessment</li> <li>• Reliability Based Maintenance</li> <li>• Surveillance</li> <li>• Maintenance Monitoring</li> <li>• Maintenance Planning</li> <li>• Value Analysis</li> <li>• Performance Appraisals</li> </ul>  |
| <p><b>Quality<br/>         Assurance</b></p>                                  | <ul style="list-style-type: none"> <li>• Quality Assurance/Control NQA-1</li> <li>• Six Sigma</li> <li>• Lean Management</li> <li>• Process Improvement Efforts</li> <li>• Quality Assurance/Surveillance</li> <li>• Audit Program Support</li> <li>• Quality Training</li> <li>• Self-Assessments</li> <li>• Metrics and Trending</li> </ul>   |
| <p><b>Consulting,<br/>         Human Resource<br/>         Management</b></p> | <ul style="list-style-type: none"> <li>• Engineers (all disciplines)</li> <li>• Professional Project/Program Management</li> <li>• Professional Administrative</li> <li>• Technical (all levels)</li> <li>• Personnel Records Management</li> <li>• Employee Relations</li> <li>• Performance Appraisal Systems</li> <li>• Compensation and Benefits Administration</li> <li>• Management Development</li> <li>• Management Consulting</li> <li>• Strategic Planning</li> </ul>   |
| <p><b>Environmental<br/>         Management</b></p>                           | <ul style="list-style-type: none"> <li>• Strategic Planning</li> <li>• Waste Generation Assessments</li> <li>• Waste Minimization</li> <li>• Waste Facility Management</li> <li>• RCRA/CERCLA Engineering Studies</li> <li>• Site Characterization</li> <li>• Feasibility Analysis</li> <li>• Environmental Planning and Engineering</li> <li>• Safety and Health Protection</li> <li>• Data Management and Information Systems</li> <li>• Environmental Impact Statements</li> <li>• Environmental Assessments</li> <li>• Sampling and Analysis Plans</li> </ul> |

**CORPORATE EXPERIENCE**  
**(SNAPSHOT OF THE PAST 10 YEARS)**

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Since its inception, Frankie Friend & Associates, Inc. has conducted business with and on behalf of many government and private entities, both locally and nationally. We take great pride in our strong array of corporate capabilities. As a small business we have also learned to take advantage of the synergies resulting from strategic partnerships and teaming arrangements that further enhance support services to our clients. Our client/teaming partner portfolio includes:

- Argonne National Laboratory
- Armstrong Consultants, Inc.
- Arcadia Consultants, Inc.
- Ball Aerospace & Technologies Corp.
- Bechtel Hanford, Inc.
- Bechtel SAIC Company, LLC
- British Nuclear Fuels Limited (BNFL) Inc.
- BW Pantex
- Carter Burgess
- CH2MHILL
- Colorado Department of Transportation
- DeLeuw, Cather & Company
- EG&G Rocky Flats, Inc.
- ERC, Inc.
- Fluor Hanford, Inc.
- Halliburton NUS Corporation
- Information Systems Lab
- Jacobs Engineering Group, Inc.
- Kaiser-Hill Company, LLC
- Knight-Piesold, LLC
- Lockheed Martin Transportation Systems,
- LONCO Engineering
- MACTEC, Inc.
- MK Centennial Engineering, Inc.
- Parsons Transportation Group
- Rocky Mountain Remediation Services
- Safe Sites of Colorado, LLC
- SCIENTECH, Inc.
- Southeast Corridor Constructors (a Kiewit/Parsons joint venture)
- Stone & Webster Engineering Corp.
- US Army Corps of Engineers
- US Bureau of Land Management
- US Army Fort Stewart & Fort Sill
- US Air Force Lackland AFB
- USDA Forest Service
- US. Department of Commerce
- US. Department of Energy
- US. Nuclear Regulatory Commission
- Washington Group Int'l
- WESKEM, LLC

**Engineering, Information Technology and Technical Services**

**Engineering and Technical Services for Army Corps of Engineers**

**10/06 - Present**

Provide technical, engineering, and program management and consulting services to the Installation Support Division, Army Corps of Engineers Huntsville Center. Contract services support the facility assessment, reduction and removal programs, as well as U.S. Army energy programs. Task activities include creating, conducting, and analyzing program and project reviews, technical and professional opinions, reports, cost estimates, and development and maintenance of management information processes and systems. FFA provides technical expertise for all Army facility environmental, environmental law, and removal activities and issues, as well as, R&D, testing of innovative new technologies and the development, distribution, and promotion of program information through Public Affairs-approved electronic media, graphical aids, briefings, and presentations. Additional tasks include software (database and web) development for the Army's demolition program.

**Civil Engineering Support Services for LONCO, Inc.**

**11/94 - Present**

FFA was awarded initial one-year contract with ten subsequent annual renewals to provide various civil engineering-related technical, administrative, and engineering services to support Colorado Department of Transportation (CDOT) road and bridge projects. Services range from staff administrative support, field technician activities, Roadway Bridge Inspections, and traffic monitoring/counting analysis to computer hardware/software systems and software mods.

**Electrical Engineer for BW Pantex**

**08/09 - Present**

Originating design mod packages, and analyzing electrical systems on electrical distribution projects per system life cycle upgrades for increased reliability on projects such as:

- Replace existing 25000/28000 KVA 115KV/12.47KV main substation transformers
- Design new 2500KVA 12.47/0.48KV substation to power new HVAC system, MCC, Heating Units and existing loads
- Other electrical upgrade projects
- Short-Circuit and Arc Flash studies using SKM.

FFA engineers have completed electrical distribution projects per system life cycle upgrades for increased reliability and Load-flow, Short-circuit, Fuse and relay co-ordination for the added system.

**Civil/Environmental Technical Services for Armstrong Consultants, Inc**

**2/97 - Present**

Awarded contract to provide AutoCAD and engineering support personnel for various airport design and construction projects. Services also include quality assurance reviews of as-built drawings.

**U.S. Nuclear Regulatory Commission**

**06/08 - Present**

Develop and teach Fundamentals of Nuclear Engineering Course. FFA personnel prepare and present a recurring Nuclear Fundamentals Course for presentation to the NRC technical staff. The 4-day course introduces degreed engineers to the basic physics of nuclear reactor engineering, heat production and heat transfer from nuclear fission sources, basic physical laws which govern: radioactive decay, reactor criticality, static reactor power distributions, feedback control mechanisms, and basic reactor dynamics. The course concludes with a discussion of safety implications of PWR

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and BWR reactor dynamics, such as: shutdown reactivity margins, power excursion accidents, Anticipated Transients without SCRAM, steam line breaks, and loss of coolant accidents. The SOW requires creation of a course workbook (584 pages), presentation of 12 modules (sessions) of 45 minutes each, and an end-of-course graded exam.

**AutoCADD Services for Carter-Burgess, Inc. 3/04-Present**

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Awarded a subcontract to provide AutoCADD services for Denver International Taxiway design project as well as administrative support for a variety of technical projects.

**Consulting and Professional Services for the Washington Group Int'l. 11/04-Present**

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Awarded a consulting and professional services contract to provide AutoCADD, computer aided engineering and electrical project engineer services.

**Support Services provided to ERC, Inc. 05/06-Present**

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Provide programming support to develop tools for the TA/ISR Program for a PC board layout engineer to support in development project. Also provide CAD designer as well as engineering technical services to support the HR redesign efforts.

**Support Services provided to Lowry Assumption Project 1/06-Present**

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FFA environmental support includes risk assessment, project management and asbestos abatement services.

**Information Systems Laboratories, Inc. (NRC Prime) 10/07-9/09**

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Provided engineering and scientific support services to the Nuclear Regulatory Commission (NRC), Office of New Reactors for Pre-Application; Design Certification; Early Site Permits; and Combined License; Regulatory Infrastructure for New Reactor License Applications. More specifically, FFA personnel conduct Phase I review of AP1000 Design Control Documents (DCD) and associated Technical Reports to determine the adequacy of the reactor plant application. Determine if the design process/methodology and design acceptance criteria proposed by the applicant meet NUREG-0800 and 10CFR Part 52 rulemaking technical requirements and standards. Identify issues and those aspects of the application that need additional or clarifying information. Prepare a Technical Evaluation Report that includes a draft Requests for Additional Information (RAI) and draft Preliminary Safety Evaluation Report (PSER). Under a separate, but related scope of work, FFA staff prepared an AP1000 Regulatory Review Training Course/Workshop that was presented in China under the auspices of the NRC.

**Drafting Services for BW Pantex 05/07 – 12/09**

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Provided drafting services for the Facilities engineering department for upgrades and new construction.

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**Nuclear Safety Engineering Services for DOE Oak Ridge Operations Office**

**3/03-11/09**

As prime contractor to the DOE Oak Ridge Office Nuclear Safety Division (NSD), FFA provided Nuclear Safety services for review of the site Nuclear Safety Program and Integrated Safety Management activities in accordance with 10 CFR 830, DOE orders, standards, and guidance, and local policies and directives. As prime contractor, FFA is assisting the NSD in the review of thirty (30) 10 CFR 830 compliant DSA and TSR documents, thirty-five (35) HADs, and other safety basis documents, and providing recommendations for approval or disapproval. FFA is also assisting in the generation of over seventy (70) SERs as required by 10 CFR 830 and associated correspondence, as well as a full range of other facility safety assistance services. All efforts on this contract are toward reviewing and correcting a formerly deficient safety program that was run by the M&O contractor. This includes the resolution of previously differing professional opinions and findings.

**Technical Professional Services Agreement with Bechtel SAIC CO.**

**08/06-03/08**

FFA was awarded two BOA contracts for task order engineering support services by Bechtel/SAIC in 2002 and again in 2006 to provide staff augmentation for Engineering Technical Services. FFA provided support for Electrical /Structural/Civil/Mechanical Engineering, Senior Fire Protection Engineering, Radiological Engineering, Engineering Hazards Analysis, and Radiological ES&H for radiological work environment.

FFA staff prepared, planned, coordinated and executed civil/electrical /structural engineering work requiring the knowledge and use of existing design codes and standards and conducted, and coordinated detailed phases of design engineering work. Engineering requirements included developing finite element models for the analysis of structures, seismic analysis of structures, engineering studies, preliminary designs and detailed designs in accordance with the Project Procedures. FFA staff coordinated with outside technical experts in seismic analysis and geotechnical analysis preparing civil/structural engineering calculations, drawings and specifications. In support of operations and engineering FFA engineers prepared letters to vendors and clients, reviewed bid analyses and made recommendations.

**Facility Design & Engineering Services for BW Pantex**

**07/06-07/08**

Provide engineering services for BW Pantex. Engineering disciplines include mechanical, electrical, structural (civil), and fire protection-engineering assignments. Tasks range from engineering support of minor modifications focusing on recapitalization to support of significant construction projects.

**Asset Utilization Technical Support for DOE Oak Ridge Operations Office**

**9/03-9/08**

As prime contractor to the DOE Oak Ridge Office of Asset Utilization, Facilities, and Materials Reuse Division (FMRD), FFA provided Project Management and Technical Services to market, facilitate, manage, maintain records, and operate a program to recycle all manner of excess DOE and Federal nuclear-related equipment/instruments for reuse of other federal, state, and local agencies supporting Homeland Security. This effort includes the transfer, inspection, refurbishment/repair, inventory management, warehousing, and shipping of all instruments. As a secondary responsibility, FFA is providing technical assistance support to the DOE Oak Ridge Pollution Prevention (P<sup>2</sup>) Program.

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**Nuclear Safety Engineering Services for DOE Oak Ridge**

**11/05 – 11/08**

Subcontract with Parallax to the DOE Oak Ridge Office Nuclear Safety Division (NSD). This is a continuation of Contract DE-05RP-03OR22969, 2853-021-S-FF that FFA had with the DOE Oak Ridge Operations Office.

**Operations & Maintenance Support for the CDOT CTMC**

**02/03-02/07**

FFA is the prime contractor providing integrated technical operations and maintenance traffic management support services to the Colorado Department of Transportation's Operations Center. FFA is overseeing the deployment and employment of a host of Intelligent Transportation Systems equipment designed to enhance traffic safety and throughput in the Denver Metropolitan Area, as well as throughout most of the interstate system in the state of Colorado. Tasks include monitoring and controlling traffic situations in a large metropolitan area and coordinating and ensuring the appropriate actions to resolve emergency or safety-related incidents. FFA also maintains eight separate roadside systems used to provide two-way information between the traveling public and the Operations Center personnel.

**Support Services Agreement with Centennial Engineering**

**07/06–06/07**

Support Services Agreement to provide management, administrative, technical, and reporting services for systems engineering and program support – with the emphasis on the continued development of CDOT's ATMS/ATIS command and control system for ITS as well as the delivery of ongoing CTMC activities.

**Support Services provided to UT Battelle, Oak Ridge, TN**

**02/06-03/07**

Provided electrical analysis and design services in support Oak Ridge nuclear operations.

**SECC (Kiewit/Parsons partnership) Traffic Management Center Operation**

**02/01-2/07**

Awarded a consulting contract to provide technical operators and manage the Southeast Corridor Constructors (SECC) Traffic Management Center during the extensive (\$1.19B) design/build of a major segment of the Denver Metropolitan Area interstate and light rail system. FFA performs 24-hour monitoring of traffic conditions in the 17-mile construction zone and is responsible for providing public safety notices, media coordination, and courtesy vehicle and emergency vehicle dispatch operations, among other responsibilities. FFA employees developed and administer an incident response plan to mitigate hazardous traffic conditions and recommend alternate routes for the traveling public.

**Master Task - Technical Support Services for BW Pantex**

**3/02-1/07**

Awarded a master contract to provide technical and engineering support services to the DOE Pantex Plant to provide technical writing support for the Plant Procedures Department of BW Pantex located in Amarillo, Texas.

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**Professional Services for the U.S. Army Corps of Engineers**

**12/04–8/06**

Awarded contract to develop the Project Information Retrieval System (PIRS) Search Tool Prototype Technology Assessment. Conducted a pilot project for a prototype system that provided a unique search and indexing capability for the unstructured PIRS data base consisting of thousands of documents in a variety of formats. The user-friendly knowledge recovery tool provides a cost-effective means to review and extract seemingly lost information.

**Technical Support for Information Systems Laboratories, Inc.**

**8/04–8/06**

Awarded subcontract to provide technical expertise to support the systematic evaluation of U.S. nuclear plant operation for the identification and documentation of operation events that were most likely to lead to inadequate core cooling and severe core damage if additional failures had occurred. Also provide technical on-call support to ISL staff for in-house analysis of other operations events.

**Professional Services for the U.S. Army Corps of Engineers**

**5/04–10/06**

Awarded prime contract to provide management and consulting services for the Army Corps of Engineers Facilities Reduction Program. Services include the planning, development, and execution of a comprehensive Army-wide demolition/deconstruction program. The program incorporates commercial best practices through a series of data collection and analysis tasks that will culminate in a web-based FRP Toolbox that functions as a central repository and knowledge base for all U.S Army installation and Corps of Engineers demolition/deconstruction managers and planners.

**Metrology Support for Edison ESI (A Southern California Edison Co.)**

**10/02-9/06**

Awarded a subcontract to provide metrology services support to include maintenance and calibration of a wide diversified range of M&TE.

**Engineering/Scientific Support Services for Bechtel SAIC Company**

**1/03-9/04**

Awarded master services contract to provide a broad range of engineering and scientific personnel for the Office of Civilian Radioactive Waste Management Program. FFA provided personnel in 11 different engineering/scientific categories on a task order basis to support the DOE Yucca Mountain Project. FFA provided Nuclear Criticality Engineering, Structural Engineering, Chemical Engineering, and Geological support services.

**ESH&Q Master Agreement (Nuclear Criticality) for Kaiser-Hill Company**

**10/94-9/04**

Originally awarded master agreement for Nuclear Criticality Engineering Support services by Safe Sites of Colorado; contract novated and extended by Kaiser-Hill. Provided criticality safety engineering, limit validations, and limit examinations, as well as procedure reviews, review of calculations and evaluation bases, and hazards and probabilistic assessments for Buildings 559, 707, and 371 at the DOE Rocky Flats Site. Specific tasks included evaluations, examinations, and detector location studies for building baseline and deactivations programs, special nuclear material movement and storage activities, residue elimination programs, and the special packaging system program.

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**International Nuclear Safety Support Services for NRC**

**04/01-09/03**

Awarded a consulting contract to provide Nuclear Safety technical assistance for international programs. Tasks included attendance at periodic international technical advisory meetings and reviews of a diverse shutdown system in conjunction with an international technical steering group. Additional tasks included coordinating U.S. activity and interests with those performed by other related international groups and agencies, as well as a host of related assistance and advisory services deemed related, appropriate, and cost effective for the scope of work at a key international nuclear facility project.

**Electrical Engineering Services for Kaiser-Hill Company**

**12/98-6/04**

Initial contract awarded with subsequent option years or extensions. Provided electrical engineering support services for HVAC, backup power systems, instrumentation controls, and electrical/mechanical systems in nuclear materials handling facilities (Buildings 771/774, 772, 776) at Rocky Flats Environmental Technology Site. Effort included considerable software development and management to support D & D activities at RFETS.

**Traffic Mgmt. Center Support Services for Colorado Dept of Transportation**

**7/97-6/02**

Awarded initial contract with four option years. Lockheed Martin Traffic Management Systems (LMTMS) assumed this contract in December 1998. Contracted to provide technical and operational services to the Colorado Department of Transportation Traffic Management Center (CTMC). The Center monitors Denver Metro Area and statewide traffic conditions and resolves emergency situations. Tasks included "real time" traffic engineering studies in response to unforeseen situations. Activities included directing/coordinating emergency response teams, mitigating/resolving public safety issues, and recommendation of alternate traffic patterns. Additional duties included monitoring the reliability and efficiency of automated computer (hardware and software) traffic management systems. To minimize emergency conditions and promote public safety, FFA also provided Public Information Officer services to the CTMC to provide a professional link between the CTMC and metro area TV, radio, and print media, as well as airborne traffic services.

**Professional Support Services for BNFL**

**01/01-12/01**

Provided mechanical engineering and design support services. Work included preparation and checking of design information, including drawings, fabrication specifications, and fabrication support for the components used in the handling of nuclear fuel transfer and storage casks. Work was performed in accordance with the BFS QA system under NRC regulations, as well as various national and industry codes and standards.

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**IT Program Manager for BW Pantex**

**06/08 – 06/10**

FFA supported the Information Technology (IT) Project and Resource Management Department by providing project management of multiple technical projects. The IT Project Manager assisted in the development and maintenance of project plans and contributes toward continual improvements for B&W Pantex. Using knowledge of computing technology architecture our project manager managed all areas of assigned projects, including cost, schedule and scope, throughout all phases of the project - concept, assessment, definition, execution and close. FFA's PM used project management tracking tools, gathering and tracking progress, maintaining meeting notes, project schedules and presented weekly status reports of the project activities to the B&W Administrative Subcontract Technical Representative (ASTR) prior to release for physical implementation. FFA PM reported project performance and identified, managed, and reported project risks and issues to IT Management and made adjustments to the plan (e.g. budget, schedule, scope, etc.) as required.

**PeopleSoft Developer for BW Pantex**

**06/07 - Present**

Programmer/Analyst supporting the implementation and upgrade of PeopleSoft HRMS 8.3/PeopleTools 8.18 to PeopleSoft HRMS 8.9/PeopleTools 8.48 (Commercial for the following modules: Human Resources, Base Benefits, Payroll for North America; Time & Labor, Self Service; several in-house custom applications, and to assist and support one completed BW payroll process and one month-end payroll close-out process.

**Stellent Administrators Web Support for BW Pantex**

**05/07 – Present**

Provide Oracle-Stellent Web Content Management for the Pantex site to include programming, architectural design, web site conversion, workflow development, testing, debugging, and migration. System Administrators are responsible to convert existing Intranet site to Oracle-Stellent Web Content using Site Studio, Workflow, and Content Server products. Analysis, design, installation, configuration, development and implementation of an all encompassing records management program using the product.

**Records Management Imaging/Micrographics for BW Pantex**

**12/09 - Present**

FFA provides Records Management Imaging/Micrographics support of the B&W Pantex Quality and Performance Assurance Division – Records Management Department. Using microfilm scanning software and equipment FFA staff perform conversion of documents to digital files. After digitization technical staff manages the files, file structures, file conversion and manipulation of electronic files.

**Computer Systems Services for the USDA Forest Service**

**10/04 - Present**

Provide computer systems services to include support of the national helpdesk, database development, programming and management analysis support services.

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**Windows Administrators for BW Pantex**

**06/07 - Present**

FFA technical staff provides development and maintenance support of the Windows network environment for the B&W Pantex Information Technology Department and technical support services for its clients. Support entails administration of the Windows Server Operating System, Active Directory, Windows security practices, Windows Clustering and Group Policies. Additionally FFA specialists use Microsoft System Center Configuration Manager, Microsoft System Center Operations Manager, Microsoft Office Sharepoint Services, Microsoft Exchange 2007, and Citrix XenApp tools for system administration. FFA performs system performance analysis and tuning as well as installation, configuration, and system-level maintenance of the Pantex Windows server environment. FFA creates scripts to automate maintenance of the network environment. Technical documentation is maintained for up-to-date configurations, procedures and all other related activities. Interaction and communication with IT staff and end-users including training.

**Records Management Web Support for BW Pantex**

**05/07 – Present**

Converted existing Optix based system to the Oracle-Stellent records management product line. Complete life cycle development of the Records Program from initial analysis to implementation of Oracle-Stellent Universal Records Management and Physical Records Management. Analyzing the metadata in Optix and mapping it to Oracle-Stellent out of the box metadata fields. Analyzing and configuring Security; creating customized check in screens/templates, provide assessment of physical records manage for managing hard copy records in Records Operations Center; Assign records management rights to user roles; set up fiscal calendar information; define the default recipients for email notification; configure the triggers required for retention schedules; create record freezes; create and populate file plan and hierarchy: Series, Records Categories, and record files; define disposition rules for categories and record folders; create custom disposition actions; provide assessment of agents to manage email and network drive records.

**U.S. Forest Service**

**10/02 – Present**

Provide multiple IT service disciplines to support the Forest Service and their clients to maintain hardware, software, database systems and web.

Disciplines include:

Software Systems Specialist, Database Management, Database Developer, Computer Systems Specialist, Oracle DBA/Architect, Senior Software Engineer, CustSerRep (Help Desk), Java Developer, Programming.

**Master Task - Labor Support Services for Ball Aerospace**

**3/02-Present**

Awarded a master contract to provide a broad range of administrative, technical, and engineering support services. Currently provide administrative and electronic technical assembly and production services, as well as IT Systems Administrator services to various departments within the Ball facility in Boulder, Colorado.

**CORPORATE EXPERIENCE**  
**(SNAPSHOT OF THE PAST 10 YEARS)**

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**Web Automated Requirements Process (ARP) Development for HQ Air Force Security Forces Center** **09/10–Present**

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FFA web developer is providing the means for authorized Security Forces (SF) users on .mil, .gov, or .edu domains to access the HQ AFSFC Automated Requirements Process (ARP) and other information that supplements the content of the ARP. The ARP development is under the guidance and in collaboration with of HQ AFSFC/SFX Requirements and Innovations Subject Matter Expert's (SME's). FFA is managing the initial operation of the HQ AFSFC ARP web page and database as it is fielded, including updates, troubleshooting, programming, backups and design implementation, in close coordination with SFX SME's.

Once ARP is operational FFA may perform other IT related tasks as a including database management, database application customizations, crystal report writing, and others as needed by the IT department.

**Operations Support for the CDOT CTMC** **06/06–Present**

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Provide integrated technical operations to the Colorado Department of Transportation's Operations Center. Oversee the deployment and employment of a host of Intelligent Transportation Systems equipment designed to enhance traffic safety and throughput in the Denver Metropolitan Area, as well as throughout most of the interstate system in the state of Colorado. Tasks include monitoring and controlling traffic situations in a large metropolitan area and coordinating and ensuring the appropriate actions to resolve emergency or safety-related incidents. FFA also maintains eight separate roadside systems used to provide two-way information between the traveling public and the Operations Center personnel.

**Project Management**

FFA is responsible for system acceptance testing; updated inventory for hardware, software and field devices; software maintenance agreements; software license agreements for each year of contract; hardware spares.

**System Administration**

Provide (Help Desk) Support, maintenance, and desktop and software support for Advanced Traveler Information System/Advanced Traffic Management System. FFA staff performs computer desktop support for all related problems.

**Data Base Administration**

FFA provides Oracle, MSS, MS access and relational database expertise FFA personnel deliver services conforming to acceptable industry and State standards.

**Web Programming**

For CDOT Real Time Road & Weather Information FFA web programmer provides web-based programming utilizing cutting edge programming languages, and web technologies on state of the art electronic systems.

**Professional Administrative, Financial and Human Resources**

**Financial Analyst – Savannah River Nuclear Solutions**

**11/10 – Present**

FFA provides financial analyst support for SRS primarily in the area of review and audit of all subcontractor invoices. Our analyst audits subcontract per diem invoices to ensure that SRS is being appropriately invoiced by contractors according to the SRNS “Travel Compensation Schedule For Subcontractors”.

**Accounting Services for U.S. Bureau of Land Management (BLM), CO**

**7/10 – Present**

FFA provides 19 Accountants and accounting clerks to the Bureau of Land Management with professional accounting technician services for the National Operations Center, Accounting Operations Division, located at the Denver Federal Center in Denver, Colorado.

Staff support the Accounts Payable Section which is responsible for making payments to contractors and vendors (the Commercial Payments team), individual BLM travelers, employees who have relocated, and payments to other Federal agencies or contract payments to commercial vendors. Our Payments Services team helps with statistical sampling and filing, and processes employee reimbursement requests.

FFA staff provides administrative, accounting, and customer support for billings, collections, financial processes, and the related internal controls for Collection and Billing Branch.

The Customer Service Desk answers questions, solves a wide variety of problems, and provides one-on-one advice to users all over the country. Customer Service helps people access and use accounting systems correctly to do their jobs.

Accounts Payable (AP) makes payments for the entire Bureau, including approximately 60,000 travel payments and 50,000 vendor and miscellaneous payments every year. AP processes travel vouchers, permanent change of station vouchers, contract and commercial payments, and Federal payments, as well as providing customer assistance to field offices for issues related to these payments. AP oversees compliance with the Prompt Payment Act and related policies and procedures. AP manages and monitors the Undelivered Orders process, and serves as the focal point for the Independent Auditors when there are questions related to disbursements.

FFA staff support the BLM charge card program and work primarily with the purchase and travel charge card business lines for the Collection and Billing Branch. This requires working closely with cardholders, BLM office charge card program coordinators, BLM managers, and Department of the Interior charge card program officials.

**Finance Clerk Services for U.S. Army, Ft Stewart, GA**

**2/10 – Present**

**CORPORATE EXPERIENCE**  
**(SNAPSHOT OF THE PAST 10 YEARS)**

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Provide 35 Finance Clerks for financial management services and transition support to the Fort Stewart Defense Military Pay Office (DMPO). The DPMO services 35,000 pay accounts at Fort Stewart, GA. FFA personnel perform all aspects of officer and enlisted military pay financial management services support to include: general customer service support and inquiries, Soldier readiness point customer service, finance in-processing, finance out-processing, separation point procedures, reenlistments, and debt management. Peripheral task requirement include processing and management of various types of vouchers examined to include those for Permanent Change of Station (PCS) travel, Temporary Change of Station (TCS), DITY moves, overseas travel, death escort travel, and travel related documents received in the field location.

**Procurement Analyst / Contract Specialist Support – Bureau of Reclamation** **6/09 – Present**

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Frankie Friend and Associates supports the Bureau of Reclamation Acquisition Operations Group and Regional offices with Procurement Analysts and Contract Specialists. FFA staff are responsible for providing BOR with senior level capability for acquisition contract support, review of contract documentation and preparation of acquisition documents.

FFA staff performs / supports BOR AOG in the following areas:

- Department of Interior/Reclamation Acquisition and Management Reviews, development of acquisition and policy documents.
- Acquisition and financial assistance management teams in conducting acquisition and financial assistance management reviews
- Bringing issues that may impact BOR acquisition policy to the attention of senior BOR managers
- Providing suggestions and recommendations to Senior BOR Managers and the Acquisition and Financial Assistance Policy Staff on any improvements to BOR acquisition and financial assistance policy
- Assist in providing procurement training and assistance to BOR acquisition offices

**Dept. of Health and Human Services (CASU)** **10/06- Present**

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FFA staff provide HR support for the Dept. of Navy Human Resources Southwest , San Diego, CA. This office supports over 47,000 Navy Civil Service personnel.

Areas of support include

- Provide COGNOS Impromptu basic/advanced reports for internal/external customers within an average of 3 workdays.
- Upload and execute Mass Actions (Appraisals, Realignments, Awards etc.) using the Defense Civilian Personnel Data System (DCPDS).
- Provide DCPDS IT support to customers — build user accounts, resets passwords and responds to customer's requests.
- Log all assigned tasks into the HelpDesk Access Database.
- Serve as the backup DCPDS data Quality Check (QC) representative, summaries QC totals, and respond to the requests from internal customers.

**CORPORATE EXPERIENCE**  
**(SNAPSHOT OF THE PAST 10 YEARS)**

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**Administrative Support – Jacobs Engineering**

**02/07 - Present**

FFA staff provides administrative support for a variety of technical projects to include reception, filing and CAD/CAM support for airport design projects.

**Paul Mitchell & Company PC**

**1994 - Present**

FFA provides Administrative Support services across a broad range requirements including accounting and general administrative support.

**Historian Archivist – Fort Sill**

**10/ 2010 - Present**

FFA's archivist arranges, describes and provides reference service to collections of personnel records, papers, and photograph collections in the Field Artillery School Historian's Historical Research and Document Collection (HRDC). The work involves the implementing of archival techniques and principles, cataloging, and the techniques of scholarly research and deals with discrete items. The archivist organizes collections of records, papers, and photographs that require the studying of the content and subject matter, indexing and arranging, reconstructing the original classification or filing system, and linking the records to other collections in the Historical Research and Documents Collection. FFA's archivist performs original organization and modified cataloging of archives materials (e.g. manuscript materials and photos) in appropriate format and transfers information to local databases or authority files. Additionally, using standard cataloging rules to catalog material in a variety of formats, applies knowledge of archival cataloging systems and standards, and organizes and catalogs materials to make them accessible to users through public, automated catalogs.