

# BarnAllen Technologies, Inc.

Presentation to

## FDA OAGS 2016 Small Business Outreach Vendor Fair

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February 24, 2016

**BarnAllen**  
**Technologies, Inc.**

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# Introduction

## BarnAllen Technologies, Inc.

- ▣ Established in 2009 and headquarters in Rockville, MD
- ▣ ISO 9001:2008 Certified / Complies with CMMI standards
- ▣ Minority-Owned Business; SBA 8(a) Certification in good standing
- ▣ SBA-Approved Mentor-Protégé Participant and SBA-Approved 8(a) Joint Venture
- ▣ Dept. of State and Dept. of Homeland Security-Approved Mentor-Protégé Participant
- ▣ GSA Federal Supply Schedules 36 and 70
- ▣ U.S. Navy Seaport-e
- ▣ Specializing in Information Services, Document Conversion, Library Support, Records Management, Contact Centers, Storage and Warehousing Services
- ▣ Project Management Professional (PMP) and other Subject Matter Experts.

BarnAllen places an emphasis on delivering professional services and technology solutions to help clients better understand and manage their business operations and ultimately to increase their return on investment. Where technology is important, our goal is to help our customers meet their business objectives and improve their business processes by using technology as a support tool and not as a driver.

# Federal Government Clients

- Executive Office of the President of the United States
- FDA Dockets Management Division
- FDA Agency-wide Records and Information Management (RIM)
- FDA Center for Biologics Evaluation & Research (CBER)
- FDA Center for Tobacco Products (CTP)
- FDA Office of Information Management and Technology (OIMT)
- FDA Center for Food Safety and Applied Nutrition (CFSAN)
- U. S. Customs and Border Patrol (CBP)
- Commodity Futures Trading Commission (CFTC)
- National Institutes of Health (NIH)
- National Library of Medicine (NLM)
- National Cancer Institute (NCI)
- National Cancer Institute (NCI)
- Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF)
- U. S. Mint
- Health Resources and Services Administration (HRSA)
- Department of Justice (DOJ)
- U.S. Army
- U.S. Coast Guard
- U.S. Geological Survey (USGS)
- U.S. Patent and Trademark Office (PTO)
- Securities and Exchange Commission (SEC)
- U.S. Nuclear Regulatory Commission (NRC)
- U.S. Commodity Futures Trading Commission (CFTC)

# Experience Supporting FDA

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BarnAllen received its first Federal contract from FDA in 2011. Subsequently BarnAllen has received 7 additional FDA contract awards. from various Centers and Offices. These have included the FDA Agency-wide Information Management Services valued at \$103M. This contract was awarded to one of our Joint Venture companies, BZJV, LLC

Other FDA contracts include:

- ▣ Dockets Management Division
- ▣ Center for Biologics Evaluation & Research (CBER)
- ▣ Center for Tobacco Products (CTP)
- ▣ Office of Information Management and Technology (OIMT)
- ▣ Center for Food Safety and Applied Nutrition (CFSAN)
- ▣ FDA Office of Regulatory Affairs Records Management (subcontract)

# Contract Vehicles

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- ▣ 8(a) Direct Award
- ▣ SBA Certified 8(a) Joint Ventures
- ▣ GSA FSS 36 - No. GS-03F-067AA - Document Solutions
- ▣ GSA FSS 70 - No. GS-35F-417AA - IT Support
- ▣ Navy Seaport-e

# Records Management

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BarnAllen's experienced records managers assists our clients in developing and implementing full life-cycle records management solutions. We operate file rooms, manage personnel files, provide Certified Records Managers (CRM) to develop or improve enterprise-wide records management programs and perform cradle to grave records management services all in compliance with NARA and other agency directives.

- ▣ Records Assessment and gap analysis
- ▣ Implementation of Federal guidelines, directives and policies
- ▣ Development and review of policies, procedures and file plans
- ▣ Records management training
- ▣ Manage and operate file rooms and records centers - filing and retrieval
- ▣ Records retention, disposition and destruction support
- ▣ Imaging/ document scanning/indexing and data entry
- ▣ Document control / tracking / filing and inventory management

# Electronic Records Management

Electronic or e-records management provides the tools that Federal agencies need to manage their records in electronic form. BarnAllen can provide guidance on electronic records management processes applicable government-wide that will enable agencies to transfer electronic records to NARA in a variety of data types and formats so that they may be preserved for future use by the government and citizens. Many customers choose to convert large paper collections to digital format to save space, create secure backup and data redundancy and to facilitate retrieval from multiple locations.

- ▣ Document scanning and conversion (imaging)
- ▣ Document preparation
- ▣ Indexing
- ▣ Cloud solutions for storage and retrieval
- ▣ Turn-key electronic file room systems
- ▣ Electronic mail retention
- ▣ Electronic document applications
- ▣ Data capture and exchange
- ▣ Vocabulary / thesaurus development
- ▣ Agency-wide electronic records management
- ▣ Optical Character Recognition (OCR)
- ▣ Automated workflow and routing tools

# Library Support Services

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BarnAllen's team of Library Services professionals, including MLS degreed staff, provide the full range of library operations services.

- ▣ Acquisitions
- ▣ Cataloging
- ▣ Mail support
- ▣ Circulation
- ▣ Inter-Library loan
- ▣ Reference
- ▣ Integrated Library System (ILS)
- ▣ Web support
- ▣ Research
- ▣ Shelving
- ▣ Bookbinding / book repair
- ▣ Document preparation
- ▣ Conservation archiving
- ▣ Scanning



# Administrative Support

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BarnAllen provides rapid staffing to fill administrative and logistics requirements. We provide qualified, cleared and experienced personnel who can initiate or assume office administrative assistance, confidential clerical, secretarial, transcription, word processing and typing services, records management, warehouse, military or other administrative duties. We provide professional personnel for long or short term assignments. Our Services include:

- ▣ Contact Center / Call Center / Help Desk Operations
- ▣ Staff Augmentation
- ▣ Appointment Scheduling
- ▣ Facilities and Logistics Support
- ▣ Screening Voicemail/Email
- ▣ Word Processing / Spreadsheets / Desktop Publishing support
- ▣ Graphics and Design
- ▣ Event Planning Services
- ▣ Transcription Services
- ▣ Telephone Answering
- ▣ Travel Support

# Help Desk / Call Center / Contact Center Operations

BarnAllen provides our helpdesk, call and contact center customers with round-the-clock support, and dedicated customer care representatives, without the high costs associated with providing in-house helpdesk services. As your organization's needs grow or change helpdesk support needs can become inefficient and costly. BarnAllen's solutions enable our clients' organization to provide low-cost and effective helpdesk services with a dedicated and experienced team of professionals. We are able to stand up new call center or transition an existing operation on short notice. *The BarnAllen management team has extensive help desk/call center experience in standing up, staffing and managing Federal Help Desks and Call Centers. Direct experience include FDA Food Facilities Registration Help Desk, NHTSA Automotive Defects Hotline, NHTSA Cash for Clunkers Hotline and OPM eOPF Help Desk among others.*

- ▣ Subject Matter Helpdesk Services
- ▣ Call Center / Contact Center Services
- ▣ Federal / State / Local Information Helpdesks
- ▣ Continuity of Operations Plans (COOP) to meet Disaster Recovery Requirements
- ▣ Customer Relationship Management (CRM) support
- ▣ Website Login/Navigational Assistance
- ▣ General Product Information Helpdesk

# Information Technology Services

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BarnAllen's team of technical professionals can assess client organizations' needs and develop and implement structured methodologies that meet both operational requirements and business objectives.

- ▣ Software development
- ▣ Database development and administration
- ▣ Help Desk and desktop support
- ▣ Website and content development
- ▣ Network Engineering
- ▣ Enterprise Architecture Support
- ▣ Network Operations
- ▣ Systems Administration
- ▣ Systems Integration
- ▣ E-mail Administration
- ▣ Customer Relationship Management (CRM) Systems

# Strategy for Success

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We attribute our success at FDA to a number of factors:

- ▣ The long-term work experience of BarnAllen principals with FDA
- ▣ Strong management infrastructure, both at the operations level and in corporate support functions
- ▣ BarnAllen's commitment and capacity to collaborate and communicate effectively with our FDA clients
- ▣ Our teaming and partner relationships (including our Joint Ventures)
- ▣ Strategic and ongoing communications with FDA contracts and operational entities
- ▣ Effective and long term partnership development activities
- ▣ Consistency in delivering high quality services and support on every project
- ▣ Good standing of our SBA certifications and GSA vehicles

# Corporate Contact Information

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## BarnAllen Contact Information:

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# Thank You!

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Thank you for inviting BarnAllen Technologies!

Sincerely,  
Gordon Barnaby  
Jewel Morgan