

Front Rowe, Inc. Capabilities Statement

Contact Information

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Company Profile & Certifications

8(a) certified	GSA Schedule 70	GS-35F-0521P
Woman-Owned Small Business		
Small Disadvantaged Business	Cage Code	3HW39
Registered on Pro-net, ORCA & CCR	DUNS	794556964

Core Competencies: *Business Re-engineering, Records Management, Freedom of Information Act (FOIA), Privacy Act, Paperwork Reduction Act, Forms & Directives, Call Center Support, Business Consulting*

Overview

Based in Clifton, Virginia and servicing clients throughout the United States, Front Rowe, Inc. is committed to the successful delivery of Records Management solutions. Records Management solutions organize and classify information stored in paper or electronic files and other media for easy access and retrieval. We determine the best way to organize and manage our customer's information and storage space, create classification and indexing systems, and convert paper-based records to electronic media. In addition, we develop policies and procedures to control how information is created, identified, stored, accessed and eliminated, allowing for an efficient, space-saving method of records management.

Our team attracts and retains an abundance of qualified and motivated employees in a wide variety of work activities and specialties. Any number of dedicated employees can be available on short notice to report and work seamlessly with an organization's

permanent workforce to increase its productivity, improve its work quality, and enhance its mission achievement.

Front Rowe, Inc. is dedicated to assisting organizations in achieving their goals and objectives. **Front Rowe, Inc. saves its customers time, effort and money by delivering results that meet their requirements and exceed their expectations.**

Services and Products

Front Rowe, Inc. focuses on services and products that add value to the records and information management chains. We listen to our customers and create comprehensive solutions that meet their needs for managing physical and electronic records by:

- Creating, approving, and enforcing records policies, including a classification system and a records retention policy
- Developing a records storage plan, which includes the short and long-term housing of physical records and digital information
- Designing and implementing Standard Operating Procedures to document file room operating processes
- Identifying existing and newly created records, classifying them, and then storing them according to Standard Operating Procedures
- Managing file room operations including receiving, inventorying, organizing, labeling, storing, indexing, retrieving, scanning and bar coding records
- Coordinating access and circulation of records within and outside of an organization
- Executing a retention policy to archive and destroy records according to operational needs, operating procedures, statutes, and regulations
- Converting paper based records to electronic media
- Capturing requirements necessary for records management software development
- Designing, developing and configuring specialized software systems and databases for managing records including Electronic Records Management Systems (ERM's)
- Coordinating, managing and providing experienced staff for call center support groups

Front Rowe, Inc. also provides a broad range of professional and administrative services related to the management and use of records. We offer dedicated personnel that work directly with government agencies to address a variety of agency requirements including:

- **Freedom of Information Act (FOIA)** - FOIA has the essential goal of informing the public of the activities and operations of the government. Our organization

responds to requests, maintains data on FOIA activity and fulfills reporting requirements. We also help to ensure that all documents or materials relevant to a particular FOIA request are either released or properly withheld pursuant to one of the nine FOIA exemptions. We refer records generated by another Federal agency to the appropriate agency for determination of disclosure of the records under FOIA. In addition, we establish and maintain control procedures to ensure that FOIA requests are responded to within the time limits established by the Act.

- **Privacy Act** – We offer expert guidance in assisting in the review, analysis, and production of Privacy Threshold Analysis (PTA) and Privacy Impact Assessments (PIA) for established and emerging information technology systems. We assist in the review, analysis, coordination, and production of System of Records Notices. When there are privacy incidents, our team assists with the notification component.
- **Forms** – Forms are used to capture information (records). Front Rowe, Inc. offers graphic design skills, administrative and analytical expertise in the creation of new forms and identification/elimination of outdated agency forms.
- **Directives** – We provide assistance in the process of coordinating, reviewing, editing and finalizing directives that include but not limited to new and outdated manuals, instructions, administrator’s policy statements, Federal Preparedness Circulars, temporary directive transmittals, and supplemental directives. We also assist in tracking and inputting incoming directives for review in an electronic system for the agency.

Table of applicable North American Industry Classification System (NAICS) Codes

541611	Administrative Management & General Management Consulting Services
541618	Other Management Consulting Services
561110	Office Administrative Services
561320	Temporary Help Services
541511	Custom Computer Programming Services
541412	Custom Computer Design Services
541519	Other Computer Related Services
541199	All Other Legal Services

Quality Commitment

Quality is the major theme that conceptualizes our approach to meeting all contract requirements. An analysis of Front Rowe, Inc. project successes will clearly show that some form of audit, self-inspection, or defined quality assurance process has been implemented in the assessment, evaluation, and maintenance of managing records and information. In addition to quality, we firmly believe that “success” is also measured by and directly correlates to following our customer’s directives and furnishing highly qualified and motivated personnel that provide effective service in a timely, efficient, cost-effective and customer-oriented manner.

We define “quality” as meeting our client’s needs. We listen to the needs defined by the client and then provide services to meet those requirements. Front Rowe, Inc. dedicates its joint core values and company philosophies to this concept, and we are committed to providing quality service.

Current and Past Performance Detail

Front Rowe, Inc. utilizes the latest technologies to provide superior services in managing records and information. We recognize that creating a compliant records management program is complex. It requires professional expertise that Front Rowe, Inc. possesses such as:

- Managing voluminous amounts of records created daily
- Setting up comprehensive policy, procedure, and access controls
- Keeping pace with complex and ever changing retention, regulatory, privacy, and litigation issues
- Establishing a consistent plan for managing all aspects of a record’s life cycle
- Ensuring change management that effectively meets the users’ needs for learning and applying the records management program once the program is implemented
- Following NARA compliance guidelines

We build infrastructure around records storage, dissemination, and retention. Our past performance demonstrates our experience in records management.

Selected United States Federal Government Experience

Department of Homeland Security / FEMA Records Management Services

Front Rowe, Inc. currently supplies records management services to multiple DHS / FEMA divisions including the Office of Records Management, the Office of Acquisition Management (OAM) and the Technological Hazards Division (THD). Under this IDIQ contract, we are tasked with multiple statements of work. Front Rowe, Inc. strives to meet each requirement in a timely and cost efficient manner. Our responsibilities include but are not limited to the following:

- Managing file room operations including receiving, inventorying, organizing, labeling, storing, indexing, retrieving, scanning and bar coding records
- Designing and implementing Standard Operating Procedures to document file room operating processes
- Identifying existing and newly created records, classifying them, and then storing them according to Standard Operating Procedures
- Creating, approving, and enforcing records policies, including a classification system and a records retention policy
- Developing a records storage plan, which includes the short and long-term housing of physical records and digital information
- Executing a retention policy to archive and destroy records according to operational needs, operating procedures, statutes, and regulations
- Converting paper based records to electronic media
- Providing software and electronic records/file plan indexing database development
- Managing and staffing call center support groups

In addition, Front Rowe, Inc. performed a comparative analysis of electronic records management (ERM) systems. To assist FEMA with minimizing the number of electronic records management applications within the agency, we conducted a comparative analysis of electronic records management applications and developed a written recommendation of an application that is serving as the underlying architecture for the FEMA Enterprise Records Management System (FERMS).

Front Rowe, Inc. has also provided our expertise and experienced personnel to assist FEMA's FOIA Program Office in developing, coordinating, evaluating, executing, and monitoring the FOIA program. Our FOIA processing team aids FEMA in the reduction of backlogged FOIA requests. We continue to assist FEMA by carefully and expeditiously processing additional FOIA requests as they arrive.

The company played an essential role in assisting FEMA to meet various organizational challenges including the creation of forms and directives (manuals, policies and procedures). Front Rowe, Inc. also assisted multiple FEMA divisions in responding to Privacy Act issues by creating and managing call center support groups.

Department of Homeland Security / FEMA Intranet Feasibility Assessment

At DHS, Front Rowe, Inc. provided FEMA's External Affairs and Citizen Corps an assessment of their intranet and web sites. To conduct this assessment, we collected and analyzed the records that are generated via electronic mail, logged the records into a MS Database, documented our findings, and submitted recommendations for their intranet and regional websites. In addition, Front Rowe, Inc. analyzed and measured site user satisfaction with a web survey tool and identified corrective measures to mitigate problems related specifically to employee communications and effectiveness. Also, our staff designed an intranet strategy and a plan that outlined the activities for the future FEMA intranet sites.

Front Rowe, Inc. used a taxonomy development solution to organize FEMA web content, documents and archival materials on websites for enhanced search and retrieval. A corporate taxonomy is a hierarchical list of terms or content categories.

Selected Commercial Experience

Content Management Design and Implementation

Front Rowe, Inc. developed guiding principles for clients to develop a records retention and disposal program. To ensure the success of the company's records retention and disposal program, the following was documented and performed:

- Obtain top management support prior to development of the program
- Appoint a records retention coordinator to be responsible for developing and operating the program. Front Rowe, Inc. included in the process other employees who handled records
- Develop the program in a systematic manner
- Gather information from individuals within the company who use, handle, or have knowledge related to the records
- Review records to determine their operational, legal, fiscal, and historical value
- Review records retention requirements with managers, legal counsel, tax advisor, and the fund administrator
- Document the process of developing the program as well as the final program procedures and schedules

- Coordinate the development of the retention and disposition program
- Provide for disposition of the original and duplicate copies in the records retention schedule
- Destroy records in a systematic manner under the approval program
- Document the types, quantities, and dates of the records destroyed

Front Rowe, Inc. conducted a needs assessment and developed procedures to store and to retrieve Union retiree benefit data in a document management system. We reviewed and inventoried paper records and created a records schedule.

Network Security and Intrusion Application

The scope of services that Front Rowe, Inc. provided to a network security firm included the development of several systems applications such as network intrusion management systems, data analysis systems, and an enterprise network management system.

Front Rowe, Inc. assisted this particular firm with the development of a records management system to manage captured intrusion records including cataloged, indexed, sorted, and digitized records. The project then converted paper documents into images stored on CD's and by using the Windows operation system, indexed them for retrieval within seconds from emails and faxes.

Professional Services

The staff of Front Rowe, Inc. designed and developed a Correspondence Tracking System for a professional services firm. The MS Access system collected, tracked, and warehoused all correspondence between several organizations. The Correspondence Tracking System rendered a centralized repository to organize, automate, and manage correspondence data. The staff also provided training and help desk support to CGH.

As a sub-contractor to FAA, Front Rowe, Inc. converted EEO paper records to an electronic format for FAA and designed and developed an EEO database management system for FAA.

Software Development and Applications Design

Front Rowe, Inc. supplied a qualified team to provide web and performance management solutions to performance applications company. The scope of the services Front Rowe, Inc. provided included intranet assessment, web reporting, performance data management and monitoring systems. The staff contributed significantly in the design and development of their Enterprise Content Management (ECM). ECM is a framework for managing information assets across an organization. ECM integrates many platforms and programs including data capture/imaging, electronic document management, electronic

records management, business process management, collaboration, web content management and digital asset management.