



**Administrative, Secretarial and Data Entry Services  
Contract Number: EGE-C-000-02-00001-00**

**BIANNUAL REPORT**

**(November 1, 2002 – April 30, 2003)**

**Submitted by:**

**Belindia S. Hicks, Project Manager**

**Prepared for**



**The U.S. Agency for International Development  
Bureau for Economic Growth, Agriculture and Trade**

*Office of Energy and Information Technology  
Office of Environment and Science Policy  
Office of Natural Resources Management  
Office of Urban Programs*

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**This document is the second Biannual Report under the contract and is prepared for the U.S. Agency for International Development, Bureau for Economic Growth, Agriculture and Trade, Contract entitled: EGAT/ENV, Administrative, Secretarial and Data Entry Services, Contract Number EGE-C-000-02-00001-00.**

**The views expressed and opinions contained in the report are those of the authors' and are not intended as statements of policy of either USAID or the authors' company.**

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# **I. INTRODUCTION**

**TRIUMPH TECHNOLOGIES, INC. COMPANY PROFILE**

Triumph Technologies, Inc. is a minority, women-owned, disabled veteran, SBA 8(a) certified small business providing program management, information technology and security operations services to government and private industry. Experiencing continued growth since we opened our doors in 1988, Triumph has established a solid reputation for delivering world class systems and value-added solutions on schedule and within budget.

We strive to consistently exceed our customer's expectations. Our staff of over 150 professionals, empowered by an outstanding management team, exhibits a relentless commitment to quality. Always customer-focused, they are knowledgeable and responsive and never lose sight of project goals. Triumph employees among the best in the field are your partners in success.

Our list of satisfied customers – just to mention a few include: Bureau of the Census Library, Center for Mental Health Services, Center for Substance Abuse Treatment, Defense Information Systems Agency, Federal Emergency Management Agency, National Archives and Records Administration, National Center on Child Abuse and Neglect, National Science Foundation, the U.S. Agency for International Development, U.S. Department of State, U.S. Equal Employment Opportunity Commission, and the U.S. National Library of Medicine

Triumph professionals possess over a hundred years of cumulative managerial experience in program management, information technology and security services.

We offer a full range of program management support. Our program managers specialize in records management, event planning and conference management, training and education, marketing and publications development.

Utilizing innovative and emerging technologies, Triumph helps organizations develop and implement Information Technology (IT) strategies. Areas of IT concentration include systems services, network support, library services and technical customer support.

Triumph provides comprehensive security services to ensure facilities, people and systems are protected. Our security services division encompasses technical support and facilities management.

## **II. BACKGROUND**

Triumph Technologies Inc. was awarded a four-year, cost-plus fixed-fee contract with the U.S. Agency for International Development (USAID). The purpose of this contract is to provide Administrative, Secretarial and Data Entry Services to the Bureau for Economic Growth, Agriculture and Trade, (EGAT) in the areas of environment, energy, and urban programs. Such services will assist EGAT in the implementation, monitoring, and evaluation of the bureau's activities and programs. The period of performance for this contract is April 29, 2002 through April 28, 2006.

During 2001, USAID underwent a reorganization process to streamline the way the Agency does business, promote sound information sharing and to reduce redundancies in staffing. As a part of the reorganization, the EGAT Bureau was established as one of the Agency's three new Pillar Bureaus. The Pillar Bureaus are the locus of technical leadership for the Agency. Their primary function is to provide technical advice and support to the Agency Regional Bureaus and Field Missions, as well as, to the Bureau for Policy and Program Coordination (PPC) and other operational offices.

EGAT requires administrative and secretarial support for general operations to the four technical divisions (environmental, natural resource, energy and urban programs). In order to accomplish the goals set forth, Triumph provides a team of eight (8) staffers -- the two (2) Senior Administrative Assistants I & II and six (6) Administrative Assistants (See Figures 1 & 2). The eight staff members are on government sight which is physically located at USAID in the Ronald Reagan Building, 1300 Pennsylvania Avenue, N.W., RRB 3.08-B, Washington, DC 20523-3800. The EGAT Bureau is providing office space and equipment for the following staff members listed in Figure 2. All members are employed with Triumph Technologies, Inc. and maintain an active USAID secret security clearance.

The USAID Cognizant Technical Officer (CTO), for this contract is Deborah M. Hickey. Ms. Hickey is located at 1300 Pennsylvania Avenue, NW, RRB 3.09-045, Washington, DC 20523 and can be reached on (202) 712-0061. Figure 3 & 4 illustrates the level of technical direction. Technical Directions is defined in Section G.3 of the contract.

Figures 5 illustrate contract reporting structure for the EGAT Bureau.

Figure 1

**Project and Management Organization Positions**

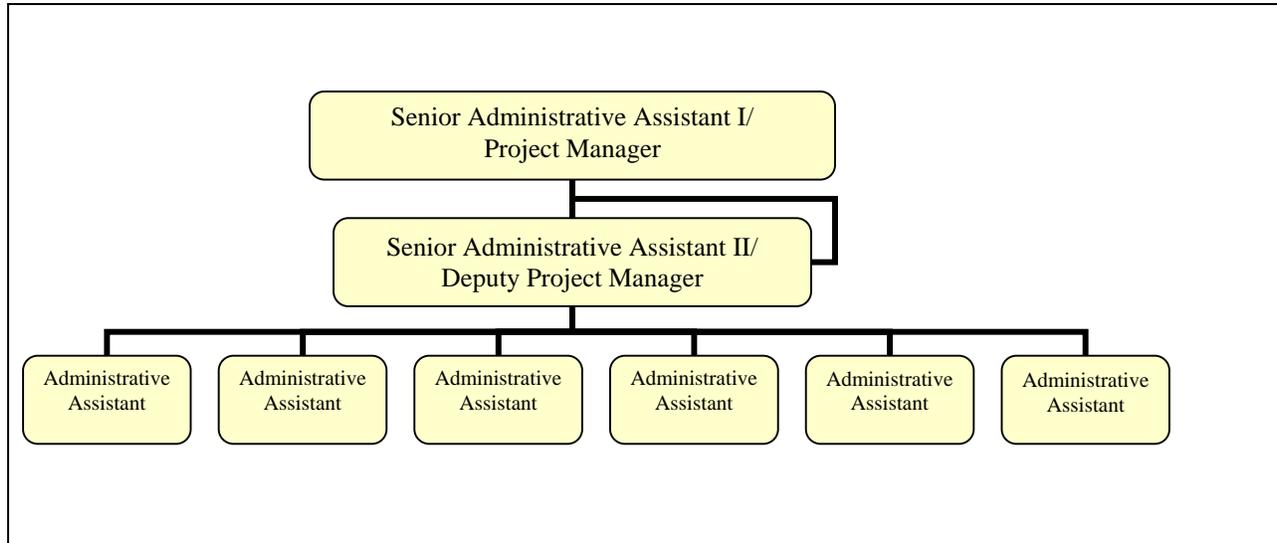
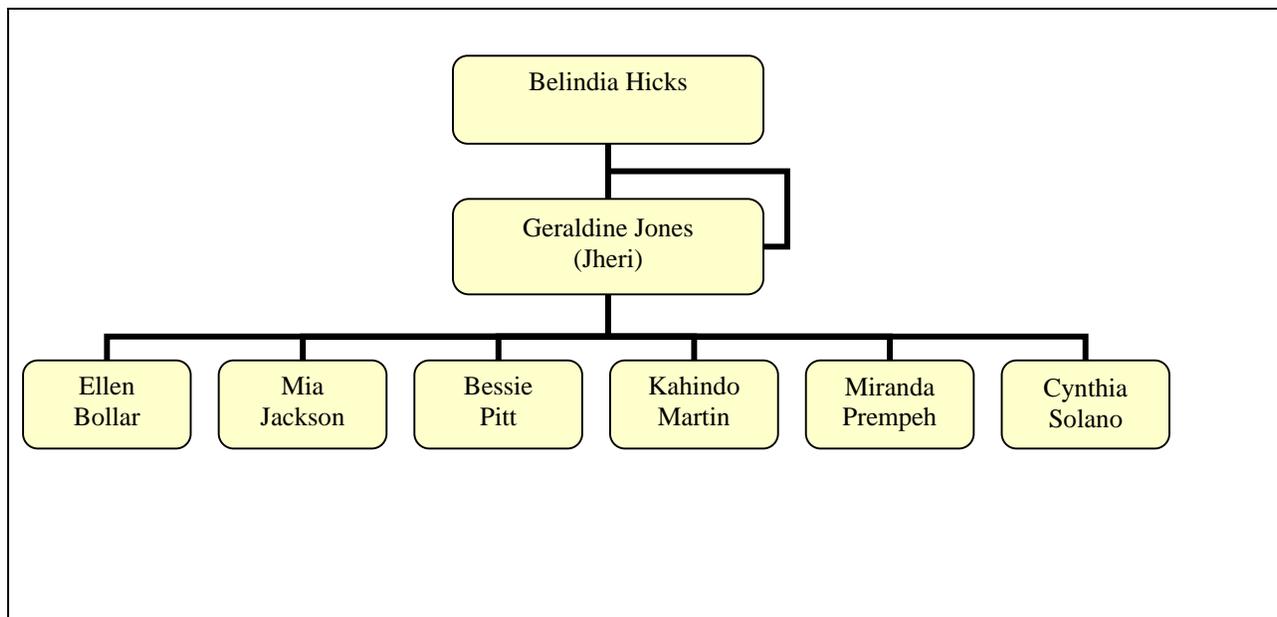
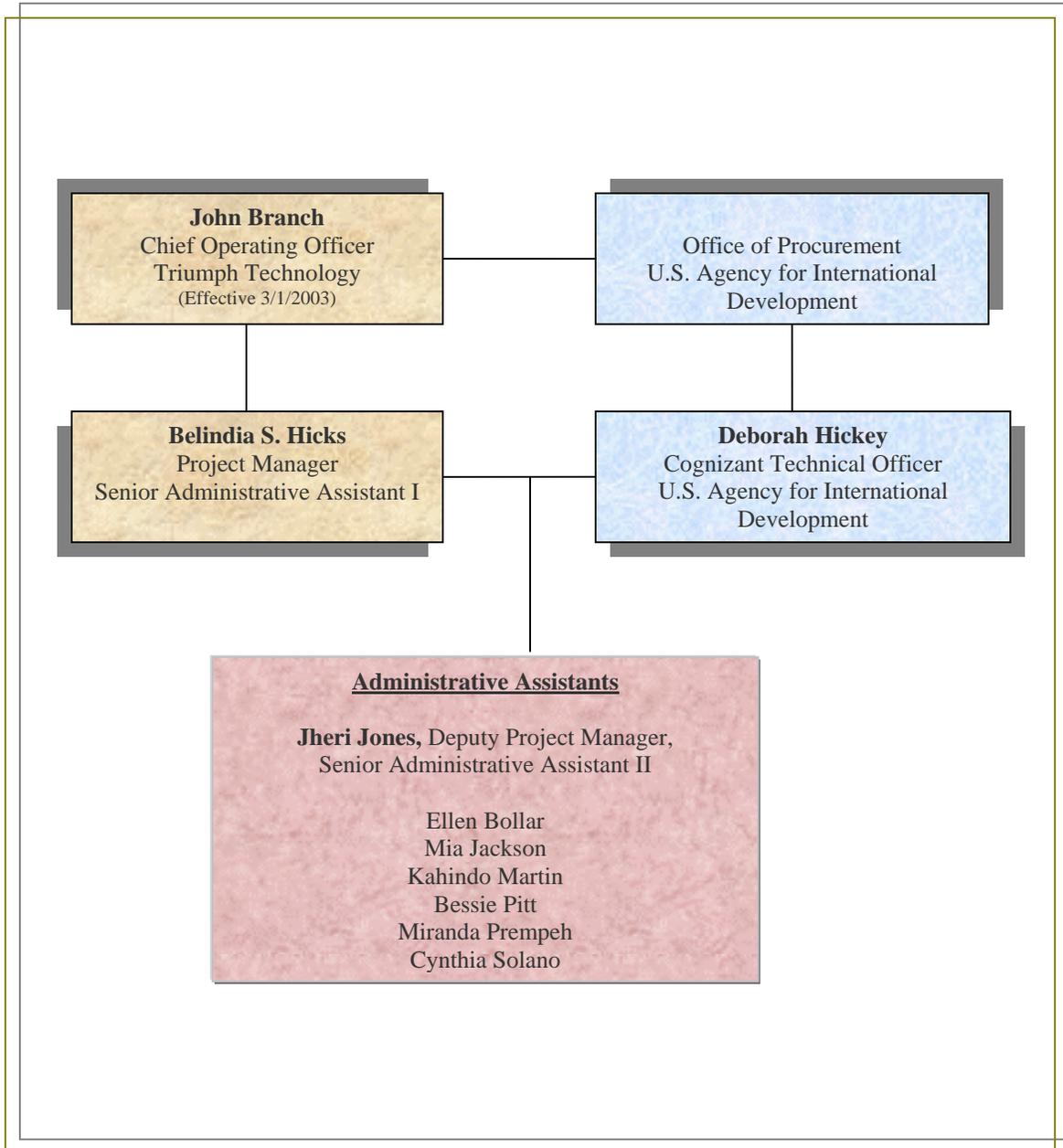


Figure 2

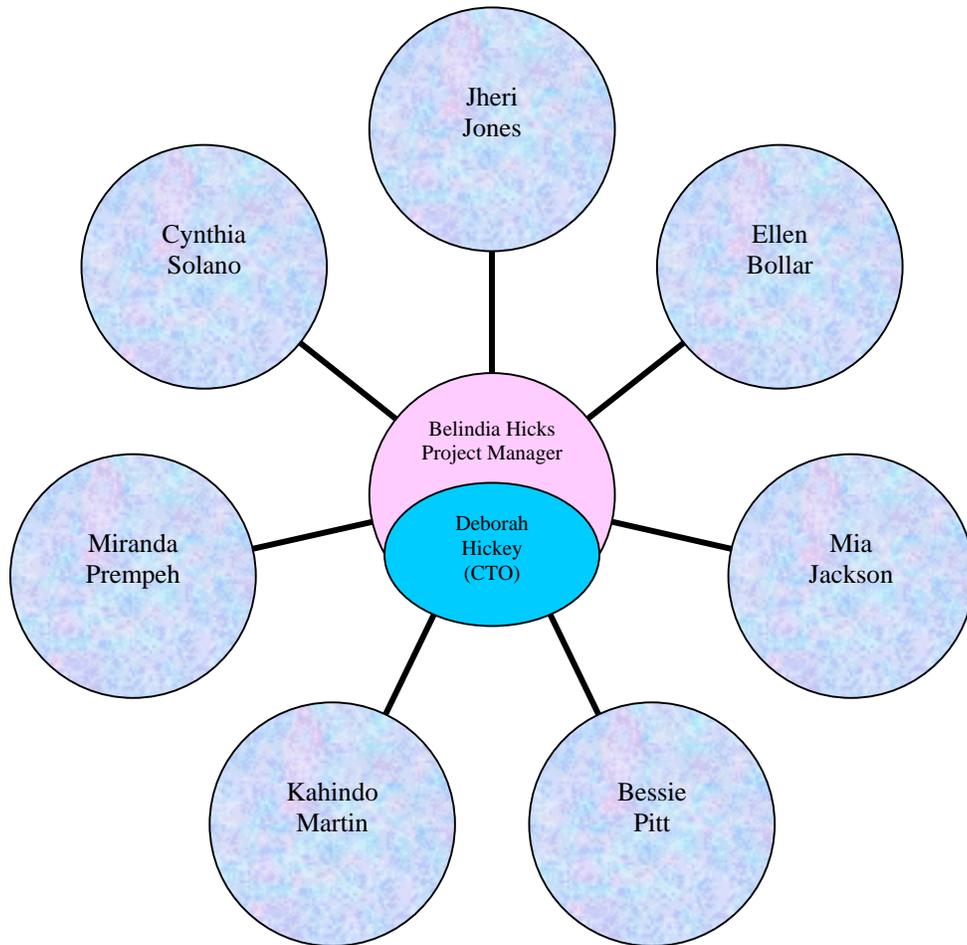
**Project and Management Organization Personnel**



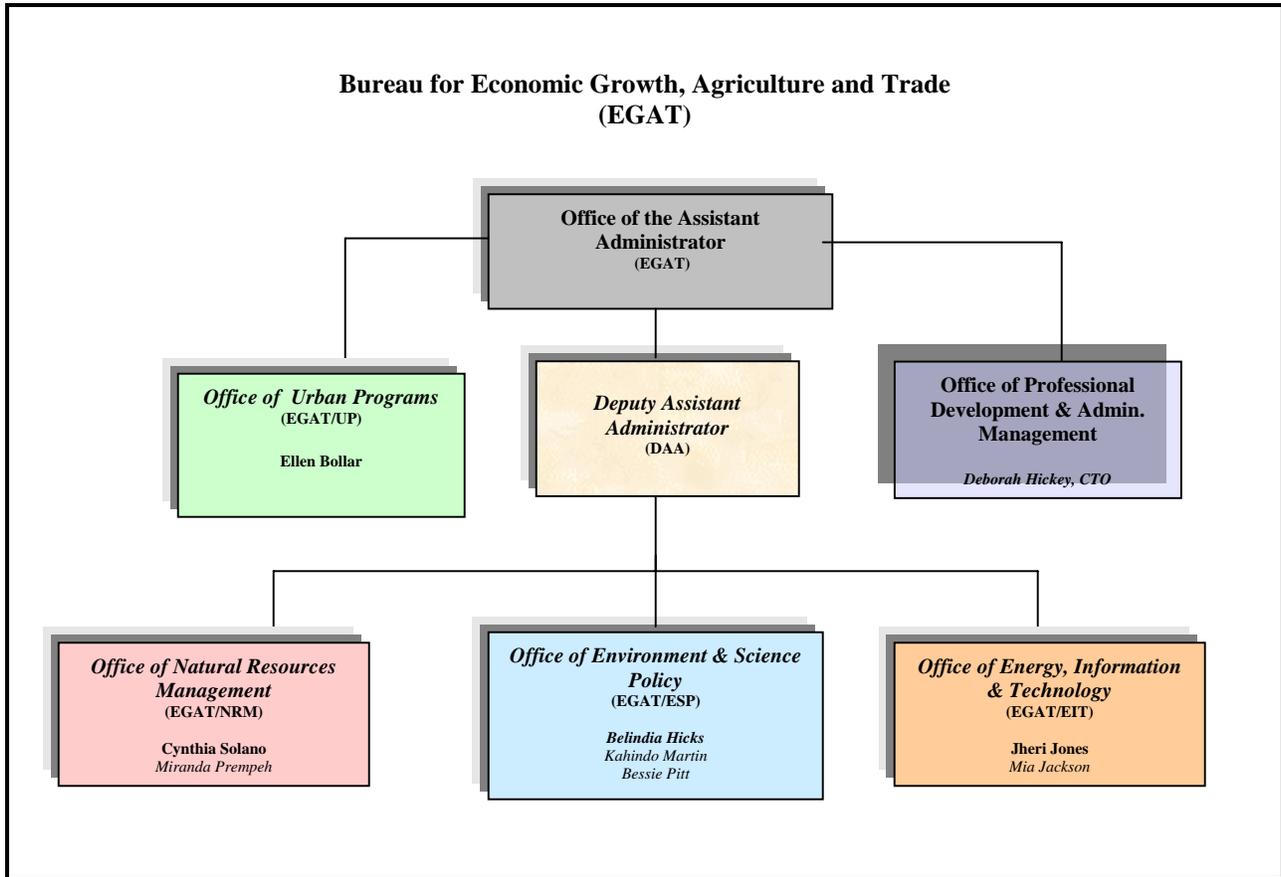
**Figure 3**  
**Contract Technical Direction**



**Figure 4**  
**On-site Technical Direction**



**Figure 5**  
**Contract Reporting Structure by Office**



Effective October 2002

## **III. PERFORMANCE**

Triumph continues to provide administrative, logistical, and program support to the EGAT Bureau. The objectives for providing these services are to assist the General Operations Division to function smoothly and fill critical shortages. The strength of Triumph's support will augment and enhance EGAT's ability to plan, manage, and operate its divisions. Under the direction of the Administrative Assistant I Supervisor, the Triumph Team coordinates resources for an effective distribution of the workload.

Key components of support for General Operations are facilitating travel requirements, meeting planning and coordination, report preparation, records management, research requirements, data entry, maintenance of mailing lists, coordination liaison for USAID/W and the field missions, design of an orientation manual.

*Travel:* As a result of Triumph's experience working at USAID, we thoroughly understand the requirements for processing travel for technical divisions and general operations. With EGAT Bureau established, as one of the three Pillar Bureaus, extending technical leadership throughout the Agency, travel support is a crucial element for this office. With full knowledge of the wide variety of timely and sensitive requirements involving project officer travel, it is imperative to have individuals with the requisite knowledge and experience available to assist the project officers in all travel requirements.

The Administrative Assistants has coordinated with the Office Directors and Team Leaders to ensure all approved travel from the EGAT Travel Plan. Triumph work effectively with USAID/Washington, Regional Bureau, Desk Officers and the Field Missions personnel to ensure timely processing of all country clearance/email clearance requests. We have been vigilant in placing follow-up calls to ensure that the necessary clearance approvals are obtained. Visa requests were handled in the same expeditious manner, when necessary. The staff has processed travel orders using Travel Manager and provided follow-up with USAID Administrative Services, Travel and Transportation Division (M/AS/TT) and USAID's Travel Agent (SATO

Travel). Due to the nature of the work performed, there were numerous occasions when travel arrangement was changed and adjustments to schedules were implemented. Our Team remained abreast of all changes to travel regulations, and distributed pertinent information office-wide. Triumph fully understands the processes and acted as an effective liaison, facilitating communication between project officers, and others offices to ensure accurate, responsive, on time processing of all travel.

The following documents and software applications were processed from the EGAT approved travel plan:

**Software Travel Manager:** The on-line computer system, to prepare travel authorizations, vouchers, local travel requests, amendments and obtain all necessary clearances.

**Telegrams/Cables:** For international travel, MS Word Office Suite and/or Microsoft Outlook were used to prepare and process request for country clearance cables. All cables requiring country clearance was cleared by the appropriate desk officer for that country/city (USAID or State Department) prior to sending telegrams to the cable room.

**Passports and Visas:** Updated and processed accordingly.

**Travel Authorizations:** Ensured that travel authorization were delivered to M/AS/TT travel office on a timely manner and originals, passports, visas, and airline tickets were delivered to the appropriate traveler upon completion of proper documentation.

Meeting Planning and Coordination: The administrative support coordinated with each division to the essential part of the success of a meeting is the planning involved in it. When requested, the staff prepared and assisted with the following:

- Agenda Design;
- Coordinate (in advance) with the respective office to reserve a conference room to accommodate the audience;
- Record minutes and prepare for distribution;
- Escort guests;
- Provide expertise in the knowledge of equipment operation and execute; and
- Prepare audiovisual materials, as necessary.

Reports Management: EGAT is responsible for generating various reports for the bureau. Triumph provided support to general operations and the four technical divisions in generating weekly reports, time and attendance reports, the calendar of events, directory of services, and a compiled listing of publications. With guidance from the CTO, the Team provided updates to all reports as requested.

Data Entry Requirements: As the Triumph Team provided assistance with numerous reports mentioned previously, a vast amount of the information is compiled through research mechanisms and data entry. With full of knowledge understanding the importance of capturing accurate data, this requirement allowed us to keep pace with changes to USAID and the EGAT/ENV office. The full complement of Triumph staff functioned effectively when providing back-up data entry support for co-workers, and other offices, when necessary.

Maintenance of Mailing Lists and Information Dissemination: Using the Access database, maintain EGAT customer and partner mailing list and distribute documents and reports to the list as necessary.

Communication and correspondence are key components for the successful operation of any

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office. Our Team acted as the liaison between partner organizations and those providing technical assistance to EGAT with getting the information out. Triumph reviewed all incoming address listings to be entered into the database of mailings. Numerous times during the year, mass mailings of information were distributed. The Triumph Team updated the database frequently, ensuring that the specific audience is captured. Our Team stands ready to process all requests for documents and reports and disseminates accordingly.

Technical Research: Under the direction of the Administrative Assistant I Supervisor, a “Request for Services” form was issued to the requestor identifying the nature of the request, a provision for which USAID resource is suitable, and the date requirement is due. Triumph continued to be vigilant in ensuring that an effective research link remained in place utilizing the most efficient option available. Though USAID has outstanding resources available, our team used external options when necessary.

The team researched technical subject matter by utilizing the USAID resources, websites to include external websites for other agencies, external libraries and other pertinent information.

Courier Service: Triumph provided courier service in support of EGAT’s general operations and the four technical divisions. Under the direction of the Triumph Administrative Assistant I, courier pick-up and deliveries were made as required by each Triumph administrative assistant in addition to special requests. Our services encompassed USAID offices, the State Department, Embassies, and other locations, locally.

Program and Technical Division Reports: The Team assisted with the administrative preparations of Programs and Technical Divisions reports including but not limited to EGAT budget tracking and the Offices Monitoring and Reporting System Activity Monitoring Reports. The work included coordination and distribution of information to EGAT, field missions, M/OP, and other USAID staff.

Records Management: The Team assisted EGAT staff with proper documentation control

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practices including but not limited to:

- initial working file preparation;
- proper filing of all working documents and reports into office files;
- tracking the location of office working and official files;
- contractor reports/deliverables; and
- transitioning completed working files and destroying non-essential working documents in accordance with USAID directives.

The process included incorporating a database for electronic files for transferal to an electronic directory and/or paper file. Files may be converted to digital images for retirement.

Coordination of E-mail, Fax and Telephone Information: Communications between the EGAT staff and USAID representative offices and missions was responsive. Critical information regarding projects being executed in many countries was transmitted to the various offices using e-mail, facsimile, and telephone.

Development and Maintenance of an Orientation Manual: As the EGAT Bureau experienced growth, it is essential that new staff understand the culture and operations of the internal office and USAID. An Orientation manual was designed and to be updated when appropriate to provide new staff with EGAT's vision to include goals, their relationship with respective partners, and its role within USAID.

An overview was provided to new employees, which includes organizational charts, USAID's Senior Staff, Regional Coordinators, Customer Service, Emergency Information, a list of acronyms and the updated staff telephone list. Other procedures will be included under a separate manual, which will include USAID guidelines in the areas of correspondence and travel.

## **IV. OPERATIONAL PROCEDURES**

**Work Order Request Forms**

The Triumph's staff receives, completes and submits work order request forms as requested by the client. These forms are due every Friday. The forms are reviewed by the Administrative Assistant I/ Project Manager and the requests are documented and filed appropriately.

**Staff Meeting**

The Project Manager continues to hold periodic staff meetings to ensure the quality of the work and staff participation are solid. The staff meetings are used as time to review any outstanding assignments, clear misunderstandings, update personnel on changes within the contract, Triumph's policies and procedures and USAID's progress on the reorganization and other activities. On occasions, the CTO Officer and Triumph's headquarter attends the staff meetings to answer any questions or concerns. Headquarter staff include, but not limited to, Human Resources, Communications, Marketing and the Chief of Operating Officer.

**Staff Training**

New employees are given a copy of the Orientation Manual and a copy of USAID's updated computer training schedule. This schedule is also available on USAID's webpage and a hard copy has been delivered to each staff member currently on-site. Triumph's also provides an educational assistance program. The course must be for credit given by an accredited institution.

**Project Managers Meetings**

The Project Manager attends monthly staff meeting with other Triumph project managers, human resources, finance, and other. These meeting are chaired by the Chief Operating Officer who oversees all Triumph contracts.

**Timesheets**

No change in payroll schedule. The timesheets are completed daily and are approved by the project manager at the end of the pay period cycle. Submissions are due semi-monthly (15<sup>th</sup> and last day of the month).

## **V. RESULTS/DELIVERABLES**

LIST OF DELIVERABLES	DUE DATE (comments)	DELIVERY DATE	STATUS
Annual Work plan - 2002	60 days of signing contract	Draft May 2002	Completed June 26, 2002
Performance Monitoring Plan	TBD		
Biannual Report	TBD	First Biannual Report was delivered Dec. 2002	
Client Survey			
Orientation Manual		December 2002	Completed
New Staff Training	During this period all staff member were knowledgeable of USAID'S policy and procedures.	N/A	N/A
Employee Handbook	Annually or if updated before	May 2003	Completed

- The Annual Work plan: A Workplan will be developed and delivered to the CTO .
- Performance Monitoring Plan:
- Biannual Report: This is the second of series to be delivered to CTO. Due dates will be determined by the CTO.
- Orientation Manual: Due to changes which occurred during the year, the orientation manual will be updated accordingly, approval from the CTO and a copy will be delivered to the staff.
- New Staff Training: Upon hiring, all future staff members will attend a USAID security briefing, receive a secret security badge, and orientation, using the manual created under this contract. The Project Manager will also give a guided tour of the building and other necessary offices and bureaus within USAID that will affect the daily operation procedures required.
- Triumph's Employee Handbook: A copy of the handbook was delivered to the CTO, May 2003. A copy will be delivered annually unless an updated version will is produced prior to May 2004.

## **VI. ACCOMPLISHMENTS**

Awards

At Triumph's Employee Celebration Banquet, held on December 7, 2002, the USAID/EGAT Contract was awarded Triumph 2002 Team Award. (see picture below)



**From Left – Right:** Sylvia Griffin, Jheri Jones, Kahindo Martin, Belindia Hicks - Project Manager, Gloria Redman, President and CEO, Triumph Technologies, Inc, and Cynthia Solano.  
(Other team members who didn't attend, Miranda Prempeh, and Ellen Bollar)

Triumph 2002 Project Manager of the Month Award was delivered to Belindia Hicks. Belindia has performed in a thoroughly professional and exemplary manner in terms of managing the Triumph Technologies Contract with USAID.

Training

*Windows Migration* -- In December 2002, USAID began its migration to upgrade to Microsoft Software, Windows 2000. The team successfully attended scheduled classes which focused on the differences between Windows 95 and 2000 and Microsoft Office 97 and Microsoft Office XP. The 3 hours class was delivered in a lecture format with handouts and quick reference

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guides.

*Phoenix* – One staff member trained and authorized to prepare, process and commit travel funds in USAID’s Phoenix program.

### Turnover Rate

During this period we experienced two employee turnovers.

1. Late November 2002, one resignation in the Office of Energy, Information and Technology. The new employee began March 2003.
2. January 2003, The Office of Environment and Science Policy had one termination. The new employee began March 2003.

## **VII. BUDGET/LABOR TABLES**

**Table 1**  
**Staff Representation**

2002/2003	Nov (1)	Dec	Jan	Feb	Mar	Apr. (30)
<b>Office of Environment and Science Policy</b> (Formally known as EGAT/ENV)						
<b>Administrative Assistant I (Project Manager)</b>						
<b>Administrative Assistant</b>						
<b>Administrative Assistant</b>						
<b>Office of Energy, Information and Technology</b> (Formally known as EGAT/ENV/EET)						
<b>Administrative Assistant II</b>						
<b>Administrative Assistant</b>						
<b>Office of Natural Resource Management</b> (Formally known as EGAT/ENV/ENR)						
<b>Administrative Assistant</b>						
<b>Administrative Assistant</b>						
<b>Office of Urban Programs</b> (Formally known as EGAT/ENV/UP)						
<b>Administrative Assistant</b>						

Illustrates staff representation during this biannual report and the titles of the offices in USAID/EGAT Bureau that is being directly supported.

**Table 2**  
**Financial Report**

	<b>Total Contract Budget</b>	<b>Total Billed Last Period</b> <small>(04/29/02 – 10/30/02)</small>	<b>Total Billed this Period</b> <small>(11/01/02 – 04/30/03)</small>	<b>Cumulative Billed to Date</b> <small>(04/29/02 – 04/30/03)</small>	<b>Remaining Balance</b>
<b>Estimated Cost</b>	1,979,638.72	232,179.79	197,416.69	-429,596.48	1,550,042.24
<b>Fixed Fee</b>	118,778.32	13,930.78	11,845.01	-25,775.79	93,002.53
<b>Grand Total</b>	<b><u>2,098,417.04</u></b>	<b><u>246,110.57</u></b>	<b><u>209,261.70</u></b>	<b><u>-455,372.27</u></b>	<b><u>1,643,044.77</u></b>

The estimated cost for the performance of the work required for the four-year contract.

**Table 3**  
**Financial Report**  
**(Office Expenditures)**

2002/2003	<b>Previous Current Period</b> <small>(04/29/02 – 10/31/03)</small>	<b>Current Period</b> <small>(11/1/02 – 04/30/03)</small>	<b>Total to Date</b> <small>(04/29/02 – 04/30/03)</small>
<b>EGAT/ESP</b>			
<b>Administrative Assistant I</b>	89,157.03	75,936.50	165,093.53
<b>Administrative Assistant</b>			
<b>Administrative Assistant</b>			
<b>EGAT/EIT</b>			
<b>Administrative Assistant II</b>	64,572.74	47,718.57	112,291.31
<b>Administrative Assistant</b>			
<b>EGAT/NRM</b>			
<b>Administrative Assistant</b>	54,008.04	50,652.42	104,660.46
<b>Administrative Assistant</b>			
<b>EGAT/UP</b>			
<b>Administrative Assistant</b>	38,372.76	34,954.13	73,326.99
<b>Totals</b>	246,110.57	209,261.72	455,372.29

Illustration of the breakdown for each office buy-in to date.

Table 4

## Level of Effort by Labor Category

Position(s)	Contract Hours	Cumulative Hours Last Period (04/29/02-10/30/02)	Cumulative Hours this Period (11/01/02-04/30/03)	Total Cumulative Hours to Date (04/29/02-04/30/03)	Hours Remaining
Senior Administrative Assistant I	7,680	984	880	-1,864	5,816
Senior Administrative Assistant II	7,680	1,024	928	-1,952	5,728
Administrative Assistant (6)	46,080	5,614.5	4,546.5	-10,161	35,919
<b>Grand Total Hours</b>	<b><u>61,440</u></b>	<b><u>7,622.5</u></b>	<b><u>6,354.5</u></b>	<b><u>-13,977</u></b>	<b><u>33,446</u></b>

During the Period of Performance (April 29, 2002 through April 28, 2006), Triumph shall devote 61,440 person-hours level of effort of labor. This effort is organized by labor category listed in Table 4 as specified in the contract, Section F-5, Deliveries of Performance.

**Table 5**  
**Level of Effort to Office**

2002/2003	April 29, 2002- October 31, 2002	November 1, 2002- April 30, 2003	Total to date
EGAT/ESP			
Administrative Assistant I	2,727	2,281.5	5,008.5
Administrative Assistant			
Administrative Assistant			
EGAT/EIT			
Administrative Assistant II	1,955	1,341	3,296
Administrative Assistant			
EGAT/NRM			
Administrative Assistant	1,957.5	1,836	3,793.5
Administrative Assistant			
EGAT/UP			
Administrative Assistant	983	896	1,879
Grand Total Hours By Office To Date	<u>7622.5</u>	<u>6,354.5</u>	<u>13,977</u>

Illustration of the breakdown of labor hours for each office to date.

## **VIII. ACRONYMS**

**List of Acronyms**

AA/EGAT	Assistant Administrator, Bureau for Economic Growth, Agriculture and Trade
CTO	Cognizant Technical Officer
DAA	Deputy Assistant Administrator
EET	Office of Energy, Environment and Technologies
EGAT	Bureau Economic Growth, Agriculture and Trade
EIT	Office of Energy Information and Technology
ENR	Office of Environment and Natural Resources
ENV	Center for Environment
ESP	Office of Environment and Science Policy
IT	Information Technology
M/AS/TT	Bureau for Management, Office of Administrative Services, Travel and Transportation Division
NRM	Office of Natural Resources Management
OP	Office of Procurement
PPC	Bureau for Policy and Program Coordination
RRB	Ronald Reagan Building
UP	Office of Urban Programs
USAID	U.S. Agency for International Development

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