

### Welcome NASA MSFC Staff

CeleraPro welcomes 36 new NASA staff members to the CeleraPro family. Our NASA CASS II contract is in Huntsville, AL at the Marshall Space Flight Center (MSFC). July was the transition month for the contract during which the leadership team prepared for contract start on 1 August, with provision of deliverables, on boarding staff, and resolving unexpected issues.

Team CeleraPro includes teammates LightGrid and Quadrus Corporation, with CeleraPro as contract prime and CeleraPro Program Manager Keith Despain. The contract is a 67-person five-year effort, with options for growth.

For all of our new staff, Welcome. The last pages of this Monthly Memorandum (the “Blue Pages”) are references to company policies and processes.

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## NASA Selects Center Administrative Support Services II Contractor



NASA has awarded the Center Administrative Support Services (CASS) II contract to CeleraPro LLC of Reston, Virginia, to provide administrative support services at the agency’s Marshall Space Flight Center in Huntsville, Alabama, and Michoud Assembly Facility in New Orleans.

The performance based, firm-fixed-price, indefinite-delivery/indefinite-quantity (IDIQ) contract has a potential mission services value of \$18.9 million and a maximum potential IDIQ value of \$2.6 million. The one-year base performance period begins August 1, followed by four one-year option periods that may be exercised at NASA’s discretion.

Under the Historically Underutilized Business Zone set-aside contract, CeleraPro will be responsible for providing a wide range of professional administrative support including clerical services, administrative services, and records maintenance services to the Office of Human Resources at Marshall and Michoud.

For information about NASA and agency programs on the web, visit:

<https://www.nasa.gov>

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### CeleraPro Business Development

- CeleraPro is a sub to LightGrid on a Defense Information Systems Agency (DISA) opportunity called TRI-GSM.
- CeleraPro has submitted its GSA Multiple Award Schedule (MAS) proposal.
- CeleraPro is a sub to an incumbent on a National Geospatial Agency (NGA) IDIQ bid.
- CeleraPro is on a National Institute of Health (NIH) IDIQ bid called CIO-SP4.
- CeleraPro is awaiting news on our USGS proposal submission, expecting an award in early October.

CeleraPro continues to look for opportunities to grow. We are hiring more staff to address our growing needs both on the tasks and in the back office. We are constantly looking for staff to assume additional responsibilities while the company grows.

As we add staff, our medical insurance pool grows, so that costs should decrease during our next open benefits season. We should be able to obtain reduced premiums for our health insurance and possibly lower fees on our 401k advisory services.

As part of our continued growth, we are adding processes to automate and facilitate repetitive functions. We have begun using a new time tracking system to replace manual timecards. The new automated timecard process is from a world class vendor, **Paychex**.

For our GSA team, we are pleased to let you know that the clients are happy with your support. They have already approved our next year of support that will start in January 2022. We have requested feedback from the staff on their COVID-19 remote work guidance. CeleraPro philosophy is to continually improve, despite the situation, so this is important to us and the client. The changing environment dealing with the COVID-19 impact continues to be a problem. If you are asked to come to the office,

let us know so that we can coordinate with our COR.

As a reminder with respect to GSA security, we have everyone cleared to support tasking on the OAS contract. There are some staff changes occurring over the next few weeks, so make yourself available if needed to cover or back-up staff. Several of you have received requests for updates on your badges. Please make sure to get that taken care of right away and if there are any issues, let us know.

It is that time of year for the flu bug along with continued COVID-19 issues, so please be careful. Several of you have asked whether you need to get the vaccine. The answer is an emphatic yes. All CeleraPro employees should get the vaccine and please be aware that GSA and / or NASA could decide that you cannot go back to work at the site unless you get a vaccine.

It is more than halfway through the year, and we need to be very diligent about our vacation hours. GSA staff can carry over 16 years to next year. Our new NASA staff can carry over 40. The rest will be lost if you don't use it. We can NOT payout for extra hours on the books. We monitor your vacations hours carefully so that there is no impact on our clients. We do not want to be forced to require that vacation days be taken.

Current guidance from both the GSA COR and NASA COR is to continue working from home. If there are requests to return to the work site, make sure we know about it and we will confirm through the COR. Please provide Chuck or Jamika (for GSA) or Keith (for NASA) with information as to who gave the direction, to whom it was given, when it occurs, and whether is it continuous (five days/week) or partial (a few days).

### Staff Changes

Tonee McCarden has left the CeleraPro team for a new opportunity. We wish her the best. We have identified an outstanding replacement whose paperwork is in the HSPD12 security process. For those who work in the same service

center and have helped Toney's customer in the past, please make yourself available to cover the task until her replacement has been cleared and badged.

### **New Automated Timecard Process**

As mentioned, we have introduced a new automated timecard process through Paychex. Initial guidance and training will be made available to each of you, so watch for the notifications. Timecards are due twice per month on the 15<sup>th</sup> and the last day of month for pay period. If the 15<sup>th</sup> or the last day of the month are a Saturday or Sunday, you may submit on the preceding Friday. Weekly timecards are due every Friday,

### **Vacation Planning for 2021**

Despite working from home, we need everyone to be diligent in continually using vacation time. The earliest we can expect changes for the staff to be back in the office may not occur until early fall. Therefore, we need you to be proactive. If all staff do not proactively take vacation time, we will have to start directing vacation time to ensure compliance. Please make this a priority. The impacts of accruing a large vacation balance has the following impacts:

- Impact to customers if abundance of accrued vacation is taken by many staff members simultaneously causing impact to mission
- Impact to CeleraPro if we cannot provide sufficient fill-ins due to too many staff using large amounts of accrued vacation
- Impact to staff when vacations is not approved due to abundance of requests during the holidays or summer months.

To avoid these impacts, request vacation time for approval early through Chuck / Jamika for GSA and Keith for NASA. Always CC Michelle on vacation requests.

### **Kudo Collection Process**

We want to continue to remind you of the importance of the kudos many of you get from your customers. The next contract competition is right around the corner, and the kudos you

receive could result in helping to win that competition. It is important for CeleraPro staff to keep track of kudos (a.k.a. commendations, awards, and "attaboys") to demonstrate the excellence with which we conduct our work. CeleraPro leadership needs to be aware of special work, compliments for personal efforts, and formal congratulations for your support. We will be sharing this information with the COR.

We recently introduced the Kudo Collection Process (KCP) and have received several instances of kudos given to the staff in the last month. If your customer or other source makes the effort to thank you for your efforts, let us know. We encourage staff to continue to develop close relationships with their customers and other government staff connected with the agency. If you receive a compliment verbally from your customer, or in a text message, we request that you ask them to send a message to you via email so that you can forward to CeleraPro leadership.

### **SOPs Need Updates for Remote Work**

Please update our SOPs to include any new tasks or function resulting from remote support. The latest versions of the SOPs need to be reviewed and amended to describe what accommodations are required for remote work. Several staff have already identified changing roles per remote operations. Please update and provide the updated to SOP as soon as possible. We appreciate the effort and hope each of you will continue to track and update your specific documents as your tasking evolves. Make a concerted effort to keep your SOPs up to date when changes or new guidance occur on your task. Need to treat these documents as living guidance. We need to keep this accurate in the SOPs. All updates to current SOPs will be due by the end of August 2021.

### **Staff Member Highlight**

This month, CeleraPro would like to introduce you to *Helena Montfort*. Helena was born at Bethesda Naval Hospital in Bethesda, Maryland. She



is the daughter of a Retired Marine and Retired DC Public School elementary school teacher who taught her endurance and stamina.

She attended Duke Ellington School for Performing Arts High

School in Washington, D.C., where she was trained to perform the art of dance. Later went on to attend Southern Illinois University, Edwardsville, IL, double majoring in Special Education and Speech Pathology.

Helena is an Administrative Officer at GSA with over 10 years of private industry experience which began upon returning to the DC area in 1994, when Helena worked for the Chemical Manufacturers Association as an Admin Assistant for Climate Change. After a GTE-Internetworking merger created Verizon, she became an Administrative Assistant in Business Development and Corporate Security Division.

Starting in October 2006, she worked with Heery International Design Group for GSA’s Triangle Service Center, followed by the Ventura Group, ABMSI, and now CeleraPro. She was the first Administrative Assistant interviewed and brought on board to the Government’s newly created division in 2011 to assist in spearheading the Office management of the division formerly called Real Estate Acquisition, Office of Leasing, now OPMRE. It is with great pride that she has established excellent working relationships across all business lines with leadership at GSA.

Helena is the mother of 5 children and 6 grandchildren. She says about her grandchildren, “I never knew love like this before.” Her youngest son Jeremiah who was awarded a Bachelor of Science degree in Computer Science at Talladega College in Talladega, AL in August 2021. Religion is a major part of her life and she is passionate about encouraging and motivating others. She loves, board games, movies, reading, dancing, and all genres of music.

### **CeleraPro Staff Opportunities**

CeleraPro is aggressively pursuing growth opportunities and expects to expand in staff in 2021. We have several proposals currently submitted for work in different areas of the country and have candidates in the process locally to help cover future tasking. We will try to keep you aware of possible opportunities in all regions where CeleraPro has a presence.

CeleraPro continues to review staff performance and identify staff that continually perform in an outstanding manner for internal promotion. We will keep you aware of the changes and guidance from the customer. CeleraPro’s leadership team is proud of your performance and appreciates everyone’s support. We also thank you for the professionalism provided to each of our valued government clients.

### **Continuing GSA Task Availability**

Our GSA client has many demands during the COVID-19 crisis to keep the government running and we want to help them accomplish those goals. Make sure that you are always responsive and available to your customer during normal work hours. Keep us aware of your status, if you are going to be away from the phone or computer for a while. Remember that you should always be available by phone during the workday. It is important that the client knows you are available to support their needs from home.

### **ISO 9001 Guidance and Approval**

Thanks to each of the staff who have reviewed and completed the new ISO 9001 guidance and provided signed responses. It is important to continue to be responsive to these requests. Please be responsive to new requests for training, review, and acknowledgements in the future.

### **Recurring Content**

These reminder messages are provided for new staff and as a reference for all staff members. Any changes to the standard information will appear in blue text. We

recognize that some portions of the content of this Memorandum may be repetitive, but the purpose of the repetition is to educate new staff and to emphasize critical policies that we expect you understand and adhere to. Sections that are repeated each month are now at the end of the report.

### CeleraPro Headquarters

Most of the staff have never been to the CeleraPro Headquarters office in Reston where Remo, Michelle, Ron, Chuck, Gaby, and others spend much of their time. They are constantly updating the environment. These photos are posted so that you can be familiar with “CeleraPro Central”.



### Staff Commitment

Please remember that our focused commitment to our customers, being on-time, providing the needed support, being a team player, and supporting your staff teammates will continue to be our top priorities.

### Vacation Requests during the CV19 Telework Period in 2021

It is important for all personnel to continue to plan ahead for vacation and leave commitments.

Continuing to carry a large vacation hour balance creates risk for the customer, for CeleraPro and for yourself. The customer has potential risk if all staff save their vacation while working from home and then the Government buildings re-open, start taking off for long periods. We don't have sufficient back-up to cover large numbers of staff taking off for three or more days all at the same time. The Customer Mission would be impacted, CeleraPro would be impacted by not performing in a satisfactory manner, and staff will be impacted because vacation may not be approved and could be lost if not taken before the start of the new year. Please be proactive and plan ahead with the vacation. It is important to our contract and our commitment to the client.

### Vacation time must be approved in advance

**For GSA staff:** To request a partial day or single day of vacation, please give Chuck, Michelle, and Jamika ([jamika.patterson@gsa.gov](mailto:jamika.patterson@gsa.gov)), at least 24 hours' notice unless there is an emergency. Please think ahead to meet this notification time frame. We want to approve everyone's request, so it is important to keep us up to date.

If you plan to take 2-3 days off, please provide at least 48 hours' notice. For 4-5 days off, we require one week notice in advance to arrange for fill-ins. And for greater than five days, please provide at least 30 days' notice. Remember that many of you carried over hours into 2021, so the number of hours that you need to use may be greater than usual.

**For NASA staff:** To request a partial day or single day of vacation, please give Keith and Michelle at least 24 hours' notice unless there is an emergency. Please think ahead to meet this notification time frame as we move through the 3rd quarter of the year. We want to approve everyone's request, so it is important to keep us up to date. If you plan to take 2 days off, please provide at least 48 hours' notice. For 3-4 days off, we require one week notice in advance to



arrange for fill-ins. And for greater than four days, please provide at least 30 days' notice.

### **Vacation and Sick Leave Carryover**

Every new calendar year, all SCA staff receive 56 hours of sick leave, which do not carry over to the next calendar year.

On January 1, all CeleraPro staff begin accruing vacation (SCA) or PTO (Exempt). The department of labor designates hours of vacation based on years of seniority for SCA staff for each state or region. Please see the employee handbook for the numbers of days per year and hours per pay period based on seniority and employee type.

A portion of accrued vacation and PTO may be carried over into the following calendar year with Program Manager approval. Please see the employee handbook for details.

### **CeleraPro Handbook**

The CeleraPro Employee Handbook can be found on the CeleraPro website. One of the new items for the handbook will be the automated timecard process and expectations.

The handbook is the official reference describing CeleraPro policies and procedures, which occasionally get updated. Understanding the policies described, and agreement that those policies and procedures will be followed is required. The handbook also provides explanation of benefits from United Healthcare and from Voya.

### **DC Metro SmarTrip**

CeleraPro provides a transportation benefit to DC staff through DC's Metro SmarTrip. The benefit allows staff members taking Metrorail or Metrobus or parking in a Metrorail garage to purchase SmarTrip fare cards on a pre-tax basis. Based on the current situations with the COVID-19, we have stopped taking funds to support this task. When the staff goes back to normal operations, we will reactivate the accounts that have been selected by staff and let

everyone know. Please reach out to Chuck, Jamika, or Michelle with questions.

### **Retirement Benefits Policy**

The CeleraPro retirement 401k plan includes a policy established to address the Employee Retirement Income Security Act (ERISA) requirements. The policy requires CeleraPro to designate a portion of company contribution to employee 401k accounts. For the SCA staff, the minimum contribution of \$40/per pay period is contributed directly from CeleraPro to each SCA employee's 401k account. Remaining H&W funds are used to pay monthly health insurance premium to cover the cost of medical, dental, vision, and selected optional insurance. For staff that also wish to cover other family members additional funds may be deducted from payroll to cover employee's family members. Federal laws managed by the IRS and Department of Labor have established rules that govern 401k retirement plans. CeleraPro staff that medical waive coverage can have the entire H&W account applied to their 401k (other alternative coverage must be demonstrated).

H&W is not provided to employees on a cash basis as this would impact ERISA 401k requirements. CeleraPro is unusual among small businesses in providing a 401k (which is better than the typical IRA provided by most small businesses). As a result, there are regulations that must be followed that require CeleraPro SCA staff to have a minimum contribution to their 401k. CeleraPro chose to provide a 401k to its employees rather than an IRA because a 401k provides employees with better options. The 401k funds are maintained and recorded by VOYA with Ascensus as our plan administrator. If you have questions or something does not seem to be working correctly, you can contact VOYA at 866-865-2660. VOYA representatives will continue to be available to respond to all staff needs.

### Medical Coverage

Business Benefits Group (BBG) is the company that handles our medical, vision, dental, and employee insurance accounts. If these benefit premiums exceed the H&W funds (for SCA) or the monthly allowance (for Exempts), the remaining premium is paid through employee payroll deduction. If you have any questions, you can reach BBG at (703) 385-7200.

### Telework

The CeleraPro Telework from home Policy for the staff is Temporarily modified during the Corona Virus Pandemic Period. Telework (Working from Home) is not a normal approved action for the staff, but during current situation has been directed by the government until further notice. It is important that you are available during the workday. Even though you are at home supporting the task, the client needs to have access right away. Also, it is important to note that Remote work is approved for staff (for both GSA and NASA contracts) to work at home, not from a location other than home. This means that Telework / Remote work cannot be performed periodically during a vacation or trip away from home.

Please keep management aware of any questions, requests, or expectations by your customer for work on the Government site. It is important that you remain online during the day to support your customer. Some contractors (not CeleraPro) have abused the telework policy. We want to make sure CeleraPro staff are fully aware of the company policy for telework under normal (non-pandemic) conditions: If the client approves telework for a day, you still need to get CeleraPro management approval. Do not assume telework unless management has given approval.

Under normal conditions, CeleraPro's contracts require that staff work on-site at the customer location.

- Telework is an exception and is not approved without a substantive reason (e.g., sick child).

- Telework must be approved.
- Telework is permitted during inclement weather following customer closure guidelines.
- This is allowed only if the employee has a laptop and can work remotely.
- If approved, telework is permitted one day at a time with program manager and COR approval in advance.
- Staff that do not report to work at the customer site and attempt to use unapproved telework will be charged vacation time and may receive a verbal warning.

### Paid Family Leave (DC Only)

Specific to DC, Paid Family Leave officially began on 1 July 2020 making Paid Family Leave (PFL) available to employees working in DC. Paid Family Leave is a benefit program initiated by DC Office of Employment Services (DOES) for DC employee to care for their family in time of need. For more information concerning the family leave policy, review online at <https://does.dc.gov/page/dc-paid-family-leave>.

### Payroll

**IMPORTANT:** Remember that the payroll can only run on-time when all time sheets are submitted. Reminder that timecard submittal is on the 15<sup>th</sup> and last day of the month, while paydays are on the 7<sup>th</sup> and 22<sup>nd</sup>.

### LWOP Guidance

This is the ongoing reminder that LWOP is only available through prior approval from Chuck or Jamika (for GSA), and by Keith (for NSA). If you use LWOP, you may need to pay a portion of the health plan premium out of pocket to make up for the lost wages. LWOP can only be used after sick leave and vacation options have been exhausted.

### If You Are Moving

If you are moving or planning a move, CeleraPro needs to know when and where. We have a standing requirement for a percentage

of staff to live within a HUBZone. Due to this requirement, you must inform us of your new address 60 days in advance of a move. The Small Business Administration has updated its policies regarding HUBZone residence as of January 2020. The new rule is that if the employee has lived in a HUBZone for six months prior to joining CeleraPro, and if they reside in a HUBZone for six months after being hired, the employee can thereafter be considered as a permanent HUBZone member as long as they are employed by CeleraPro.

Please keep us aware of any moves and be sure to let us know where you are moving well in advance of the change, so we can recruit another HUBZone resident if necessary. If you do not keep us aware of changes, it could have an impact on CeleraPro's certification and exercise of contract option years.

### **Private Company Information**

Remember that we need to be smart and keep internal CeleraPro information away from the workplace. Speaking to anyone negatively about CeleraPro, its policies, or about other company staff members should not occur at any time, especially within the workplace. We are a team and expect everyone to be proactive and mutually supportive of team efforts. If you have any issues or concerns, please address them to Chuck, Jamika (for GSA staff) or Keith and Chuck (for NASA staff). Dr. Perini also has an "open door" policy and will discuss any concerns with staff members as time allows.

### **Primary/Back-up Matrix**

CeleraPro maintains a matrix of fill-in roles based on customer needs. Per our GSA and NASA contracts, Fill-ins CAN NOT be government or other non-CeleraPro contractors unless approved by the COR and PM.

All staff are required to help support operational needs in other offices if directed to do so by the PM. Our approach is to provide fill-in coverage only one day at a time. This would nominally occur on a Tuesday and Thursday, which should

result in minimal impact to your current position. Our approach is consistent with the agreements with the contract COR. Please give as much notice as possible for all absences. CeleraPro needs to provide all customers with the best coverage possible. Every team member is expected to provide fill-in support when needed.

### **Thank You**

CeleraPro is more than just a business name. It is a collection of outstanding individuals that work hard every business day to exceed the expectations of their customers. We honor your contributions and welcome your suggestions. If you have ideas for the Monthly Memorandum or would like to be in the Employee Spotlight in an upcoming edition, contact Chuck Steele at 703-975-7095.