**Seaport E Prime Contract N00178-14-D-7972**

**EPOC Customer Satisfaction POC**

Betty Cruise Shawn James

Controller Vice President

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**Zones Supported**

Zone 2 - National Capital Zone

Zone 3 - Mid Atlantic Zone

Zone 6 – Southwest Zone

**Business Ownership**

SB-Small Business

EDWOSB-Economically Disadvantaged Woman Owned Small Business

**1. Team Members**

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| **Team Member** | **Business Type** | **Area of Expertise** |
| Business Information Technology Solutions I  | Small Business | Develop IM/IT StructureDevelop IM/IT Portfolio Management ProcessDevelop IM/IT Business Requirements ProcessFacilitationTechnical Program and Project ManagementAssemble Mandates and Reporting RequirementsConduct Program Management Support of IV&V (Independent Verification and Validation) of the DHP SIRTProcess Standardization |
| Engility Corporation | Large Business | Program ManagementFinancial/Resource ManagementLogistics and Systems Engineering |
| Herren Associates, Inc. | Small Business | Engineering, System Engineering & Process Engineering SupportTechnical Program ManagementProgram Support |
| Tecolote Research, Inc. | Large Business | Modeling and SimulationConfiguration ManagementIS, IA, ITProgram SupportAnalytical and Organizational Assessment |

**2. Team Members Experience**

Please see the websites indicated below for the respective firm’s task orders and services experience against the Seaport-e Contract.

|  |  |
| --- | --- |
| **Team Member** | **Web Site** |
| Business Information Technology Solutions I | http://www.thebitsgroup.com/contracts/vehicles/seaport-e/ |
| Engility Corporation | http://www.engilitycorp.com/seaport-e/task-orders/ |
| Herren Associates, Inc. | http://jlha.com/join-our-team/contracts/ |
| Tecolote Research, Inc. | http://www.tecolote.com/Contracts/SeaPortEnhanced/SeaPortEnhancedSummary.html |

**3. Quality Assurance Program**

TSI promotes quality performance at all levels by avoiding defects prior to product delivery. TSI promotes quality performance at all levels by avoiding defects prior to product delivery. Our quality assurance program complies with FAR Part 46, Quality Assurance; through the use of metrics, observation of personnel, continuous evaluation, process improvement, and quality assurance reviews. When issues are identified, senior managers are immediately involved and improvements are initiated.

Internal corporate level quality assurance reviews based on customer feedback are conducted to identify and resolve issues before they develop. TSI uses both written and verbal evaluations as a way to assess the quality of services provided. After major off sites or training sessions, we typically solicit written participant feedback to gain their perceptions of overall session effectiveness and any start, stop, or continue suggestions. We always share this information with our customers.

On a quarterly basis, we conduct face‐to‐face interviews regarding the overall effort. We have found that these sessions provide invaluable input for performance improvement. We communicate these lessons learned through our internal learning sessions and through lessons learned reports following service engagements. For more complex engagements, we conduct “Happiness Reviews”. In these cases our Chief Executive Officer visits key customers for feedback. Historically, this feedback is very positive. When it is, we underscore best practices. When it is not, we make changes.

**4. Task Orders and Technical Instructions**

All Task Orders and Technical Instructions awarded under this Seaport-e contract will be detailed here.

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| **Task Order** |
| N00178-14-D-7972 MU61 |