

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

**EPOC**

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**Customer Satisfaction POC**

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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**

Team Member	Business Type	Area of Expertise
Business Information Technology Solutions I	Small Business	Develop IM/IT Structure Develop IM/IT Portfolio Management Process Develop IM/IT Business Requirements Process Facilitation Technical Program and Project Management Assemble Mandates and Reporting Requirements Conduct Program Management Support of IV&V (Independent Verification and Validation) of the DHP SIRT Process Standardization
Engility Corporation	Large Business	Program Management Financial/Resource Management Logistics and Systems Engineering
Herren Associates, Inc.	Small Business	Engineering, System Engineering & Process Engineering Support Technical Program Management Program Support
Tecolote Research, Inc.	Large Business	Modeling and Simulation Configuration Management IS, IA, IT Program Support Analytical 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	<a href="http://www.thebitsgroup.com/contracts/vehicles/seaport-e/">http://www.thebitsgroup.com/contracts/vehicles/seaport-e/</a>
Engility Corporation	<a href="http://www.engilitycorp.com/seaport-e/task-orders/">http://www.engilitycorp.com/seaport-e/task-orders/</a>
Herren Associates, Inc.	<a href="http://jlha.com/join-our-team/contracts/">http://jlha.com/join-our-team/contracts/</a>
Tecolote Research, Inc.	<a href="http://www.tecolote.com/Contracts/SeaPortEnhanced/SeaPortEnhancedSummary.html">http://www.tecolote.com/Contracts/SeaPortEnhanced/SeaPortEnhancedSummary.html</a>

**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.

Task Order
N00178-14-D-7972 MU61