



Veteran Technologists Corporation's (VetTCorp) Quality Assurance Program

The VetTCorp Team's Quality Assurance Program focuses on bringing distinct benefits to the government and the NAVY Seaport's program at the Contract as well as TO levels. The benefits of offering efficient services and productivity, of improving customer satisfaction and bringing innovative solutions will enhance our ability to market ourselves and Seaport's Clients.

- **Operational Effectiveness** – VetTCorp's QA approach aims to achieve our quality commitment of First Time, Every Time. This reduces cost as less time is spent on rectification instead of productive work. Establishing our process helps to effectively manage task orders, increase efficiency, ensure accountability, and deliver customer satisfaction. Recognizing that there will be problems, we have built a strong corrective and preventive practice.
- **Customer Satisfaction:** As our measures and metrics indicate, VetTCorp uses customer satisfaction as a key performance indicator of our progress, as a differentiator with other IT firms, and as a key element to fulfilling our business strategy.
- **Innovation:** As a partner our goal is to provide innovation and best practices to Seaport's Clients as it seeks to consolidate and modernize its IT infrastructure and to provide solutions which can be adapted for Seaport's Clients.

Quality Assurance of Subcontractors

VetTCorp and each of our team members have carefully assessed their mutual capabilities and we have determined that our team has the expertise required. VetTCorp and all of our team members have entered into Teaming Agreements, which enable us to complement each of our company's unique capabilities and offer Seaport's clients the best combination of services and performance to execute the work on the program in the most cost-effective manner.

The signed Teaming Agreements with each of our team members that specify the parameters for good faith negotiations of a subcontract, should VetTCorp be successful in receiving an award under the Seaport Program. The subcontract will include (a) the scope of work identified in the Teaming Agreement, (b) mandatory requirements and terms and conditions of the Prime Contract, and (c) the required flow-down of other terms and conditions of the Prime Contract.

Potential Problem Mitigation and Solutions.

VetTCorp strives to prevent problems by identifying potential issues early on to minimize impact on cost, schedule, and technical performance. In focusing on two areas of risk management VetTCorp brings experience in program management support that include: 1) specific risks associated with identifying the problem areas in accordance with our client's expectations, and 2) operational risks associated with delivering the technical requirements in accordance with performance metrics that align with each task.

Procedures for Insuring Quality Performance while Meeting Urgent Requirements.

VetTCorp brings its QC procedures referenced below to support our Quality Assurance Program. VetTCorp’s QC procedures are maintained and updated as necessary over the life of the activity to reflect changes and/or improvements in requirements, processes and procedures.

Control of Products and Services Procedures	Monitoring, Measurement, and Validation Procedures	Non-Compliance Reporting Procedure
<ul style="list-style-type: none"> • Control of Product Records • Software Development Procedure • Design Review Procedure • Design Change Procedure • Subcontractor Development Procedure • Configuration Management Procedure 	<ul style="list-style-type: none"> • Design Verification and Validation Procedure • Independent Design and Validation • Inspection and Test Status Procedure • Internal Quality Audit and Corrective Action Procedure • Inspection and Testing Procedure • Software Metric Procedure 	<ul style="list-style-type: none"> • QMS Section 8.0— Measurement, Analysis, and Improvement, • Internal Quality Audit Procedure • Inspection and Testing Procedure • Control of Non-conforming Products Procedure • Customer Complaint Handling • Preventive Action Procedure

VetTCorp’s culture is founded on providing the highest quality of services to our clients. Our corporate quality assurance framework, based on government and industry standards, is customized to address client-specific quality issues and is applied to each of our project implementations.

Strategies of Managing Multiple Projects for Multiple Projects Simultaneously.

Controlling task execution requires effective monitoring and reporting of performance, costs and schedule. VetTCorp’s PM and Business Operations Office are responsible for documenting metrics, developing the contract budget and for maintaining a uniform budget tracking and control system. The following table identifies Key Interface activities for managing multiple projects for multiple clients:

VetTCorp	Key Interface Activities	DHS
<p>Program Manager</p>	<ul style="list-style-type: none"> • Seaport’s goals and objectives • Overall program performance • Issues, concerns, and Customer Satisfaction • Contract modifications and Task Ordering • Invoicing and financial reporting • Security clearances and facility access badges 	<p>CO Seaport client’s PM (COTR) Customers</p>
<p>Business Operations Office: (Director of Contracts, Facility Security Officer, Project Control Officer)</p>	<ul style="list-style-type: none"> • Negotiations and processing of contract modifications • Financial data and invoice submission • Processing of personnel and facility clearances • Development & enforcement of Security standards • Maintenance of office facilities • Annual reviews of classified materials and clearances 	<p>TOCOs TOCOTRs Customers</p>

VetTCorp's Business Operations accumulates all contract costs, including labor hours and dollars and other direct costs (ODCs). No later than the 10th of every month, the PM will receive a project financial report listing the status and costs expended during the previous month on individual task orders and on the program as a whole. The PM reviews this report and the weekly task assignment summaries for each ongoing task with the Task Order Program Manager (TOPMs), and determines if any changes may be required. The monthly report contains status and financial information on labor, consultants, travel, supplies, other direct and indirect costs, and total costs. This report gives the Project Team and TOCO/ TOCOTR an accurate accounting of project status and expenses. It also provides monthly and total comparisons by line item of expenditures with the budgeted amounts.