BESTech Quality Assurance Surveillance Plan (QASP)

1.1 Contract Compliant Subcontracting Risk Mitigation

To increase the depth of expertise being offered and expand the spectrum of services that would be available to Navy SeaPort-e customers under the Navy Seaport-e contract, BESTech has established partnerships with two exceptional firms. We will also bring other niche vendors as needed to meet the requirements of any Task Order (TO) that is awarded to us. BESTech is a maturing 8(a) Small and Disadvantaged Business that will be a committed Navy SeaPort-e partner. We understand the resource, management, and technical demands that are required to perform successfully. Our thorough understanding of the Federal TO processes (as defined in FAR 16.505), and our experience as a subcontractor, enables us to minimize/mitigate risks that typically arise when partnering with small businesses.

1.2 Managing and Tracking Subcontractors

BESTech has adopted an established subcontractor management process that uses and enforces Quality Assurance (QA) and Quality Control (QC) management measures for resources, scheduling, and subcontractor deliverables. The key factors in this process are as follows.

> **BESTECH will execute our proven proprietary process to manage complex teams to meet customer requirements.**

- **Clearly defined roles, responsibilities, and accountability.** At the onset of any teaming relationship, BESTech negotiates subcontracts that clearly delineate the roles, responsibilities, and accountability of all team components. All subcontracts require that our rigorous quality requirements are tracked, measured, and documented.

- **Risk mitigation.** BESTech only teams with companies that have a demonstrated record of success. BESTech is responsible and accountable if a subcontractor fails to satisfy the customer, and we perform due diligence as a matter of both self interest and client interest.

- **A commitment to teamwork.** As prime contractor, BESTech fosters true team partnership and we protect collective team interests. We assign work commensurate with client needs, team member expectations, and areas of functional expertise. We also share all performance award fees in proportion to project revenue.

- **Technical excellence coupled with ethical conduct.** BESTech requires all subcontractors to adhere to the same high level of technical and ethical standards that we require of our staff.

- **Performance continuity.** BESTech does not allow subcontracting matters to interfere with client operations. Additionally, we carefully monitor subcontractor performance to ensure timely delivery of quality products and services to our clients.

- **Shared methodology for services delivery.** BESTech serves as the Single POC (SPOC) for the Navy SeaPort-e Contract. We require our subcontractors to adhere to our TO delivery methodologies relative to staff assignments, timekeeping, project planning, budgeting, progress reporting, and quality. All contract deliverables prepared by subcontractors are reviewed by BESTech for technical content, format, and editorial accuracy before client submission.

BESTech also uses the following three-point strategy for tracking and managing subcontractors—a process that aligns the best resources and solutions with contract requirements:

- *Point 1—Hold subcontractors accountable for performance.* BESTech understands the necessity to clearly monitor the performance of both internal and external resources for each SeaPort-e TO award. As members of the BESTech Team, subcontractors are required to adhere to our QA/QC and surveillance methodologies. BESTech uses performance-based subcontracts to hold team members accountable for their performance, using incentives and disincentives. Before, during, and at the conclusion of each annual project term, our PM and the BESTech Executive Team will review subcontractor performance against established metrics to ensure that Task objectives are being met. When/if we uncover performance issues, we mobilize the necessary resources to ensure that the client's objectives and mission are not being affected. If subcontractors do not correct performance issues in a timely manner, immediate corrective actions are taken. These actions could include replacing a subcontractor (upon consultation with stakeholders) within the task area in question and/or removing subcontractors from the team.

- *Point 2—Establish a flexible program organization and governance structure.* Our Navy Seaport-e contract PM will facilitate the coordination of resources for each task requirement through our Program Management Office (PMO) and internal Subject Matter Experts. Our SMEs (management, financial, technical, contracting, and HR) and a senior representative from each major subcontractor will advise on the consistency of service and provide solutions across all phases of task implementation and performance.

- *Point 3—Allocate team resources in accordance with SeaPort-e TOs.* BESTech carefully chose our Core Team of subcontractors to provide the Navy SeaPort-e customers with best-in-class support for services available. We are responsible for overall project management and quality management, while subcontractors support the task in accordance with their company's respective functional strengths and capabilities. SeaPort-e TOs are reviewed to ensure that the proper resources are dedicated to efficiently and effectively meet each task objective. We will also work to ensure socioeconomic opportunities consistent with SeaPort-e TO requirements.

1.3   SeaPort-e TO Performance QA

BESTech PMs will develop a detailed project plan for every awarded SeaPort-e TO that specifies milestones, budgets, staffing requirements, deliverables, and key project events that form the basis of our project plan. This project plan identifies and assesses possible risks and their level/severity. We then will develop measures for risk mitigation. Once the SeaPort-e TO is staffed and the project team has started working, BESTech internal management will continually monitor program performance, technical progress, project schedule, financial reports, subcontractor performance, and customer satisfaction our proven review process. Project status will be documented in progress reports that are sent to the customer and activity reports that are provided to BESTech senior management. For SeaPort-e TO services and/or deliverables to meet BESTech quality standards, our QA Manager will monitor key program tasks and deliverables using our proven quality management system methodology that applies reliable procedures for TO execution and management.

Our PM and Government SeaPort-e TO Managers both will have secure web access to program actual costs versus estimates, milestone and project reporting, and variance analysis reporting. Real-time access to this program data improves program performance and substantially reduces program risks by enabling early issue detection and mitigation. Navy SeaPort-e customers,

BESTech, and our Navy SeaPort-e contract Team members will have access to a centralized portal that provides visibility and access to the status of all active SeaPort-e TOs

1.4   Quality Assurance/Quality Control (QA/QC) and Surveillance Methodologies

The BESTech Team is committed to continuously improving our program management information systems and providing customers with established, repeatable processes. Our project management and business processes were developed using our Quality Management System (QMS). Our Team members QMS is based on the international quality management standard ISO 9001:2000 and members of our Team are registered ISO 9001:2000 compliant. To attain the ISO 9001:2000-certification, BESTech Team members passed a rigorous, independent validation and verification process that thoroughly examined the financial, management, organizational, processes, procedures, and technology management structures of their organization. For the BESTech Team members QMS is implemented company-wide and includes policies and procedures that minimize risk while optimizing program management processes and surveillance functions.

The BESTech Team utilizes an experienced, independent QA Manager who oversees quality control (QC) and quality assurance (QA) procedures. As mandated by our ISO 9001:2000-certified QMS methodology, the QA Manager ensures that we use disciplined, tested QA processes. Our QA Manager continuously monitors risk and risk assessments, and implements risk mitigation procedures when required. This methodology is comprised of a detailed set of ISO processes, policies, and procedures to provide high quality of products, deliverables, services, and program support. Because the services of our USDA GIS Geospatial Services & Support Contract Core Team members are embedded within our program management system, our QMS methodology flows down to all of our subcontractors. This assures Navy SeaPort-e customers that every service provided by the BESTech Team adheres to ISO 9001:2000 standards. As a result of their long commitment to quality, one of the BESTech Team member, Vistronix, Inc., received a 2006 D&B "Open Ratings" score of 92 for timeliness and 91 for quality of our deliverables. The following subsections provide additional details on the Team's QC procedures and surveillance methodologies.

1.4.1   QA/QC Procedures

Our contract QC procedures will be implemented on every USDA GIS Geospatial Services & Support Contract SeaPort-e TO. Both the USDA GIS Geospatial Services & Support Contract Program Manager and an independent QA Manager will be responsible for ensuring that all services provided by the BESTech Team, including all deliverables, will be completed in accordance with the contractual requirements of each SeaPort-e TO and our detailed ISO 9001:2000 guidelines. The QA Manager will monitor, audit, and document all services and deliverables and weigh them against a baseline set of metrics to ensure quality guidelines are applied and met throughout the project lifecycle. The following procedures are applied at both the contract and individual SeaPort-e TO levels to insure the continuity of quality services throughout the USDA GIS Geospatial Services & Support Contract.

- **Quality Objectives and Requirements**—Each SeaPort-e TO is analyzed to identify specific, measurable quality objectives and requirements for the solution.

- **Operating Procedures and Guidelines**—A thorough needs assessment is performed to ensure that facility, personnel, and equipment procedures and guidelines for the program identified and resourced and subcontract documents containing flow-down requirements.

- **Independent Assessment**—Our QA Manager assesses design and development process implementation during internal audits. The QA Manager also performs source inspection, receiving inspection, and first article inspection if required, and must approve the results of qualification.

1.4.2　　　Surveillance Methodology

The BESTech Teams surveillance methodology ensures the performance of all SeaPort-e TO elements. Contract and/or SeaPort-e TO status is monitored through the BESTech Team's monthly program review process. Program reviews are held to track the status of all projects and deliverables; and provide an excellent source for assessing overall contract performance. Individual SeaPort-e TO Managers present the status of their respective projects during program review meetings. These program review meetings are attended by BESTech senior management, including the BESTech USDA GIS Geospatial Services & Support Contract PM, with representatives from Accounting, Contracts, Human Resources, Quality Management, Operations, and Technical Services.

Our program review format aids in the continuous planning and monitoring of quality control. The format consists of a Stoplight Summary template that contains a graphic depiction of each project based on the answers to a series of standardized questions. The Stoplight Summary template captures detailed discussions for any problem areas identified. Problem areas are defined as any items in "yellow" (requiring continuous monitoring) or "red" (requiring immediate Executive Management intervention) within the Stoplight Summary template. SeaPort-e TO Managers are required to provide details of any problem areas so they can be addressed and mitigated. The following items are presented during our program review:

- **Financial**—Using our EVMS module, we compare the project budget against execution and estimated actuals.

- **Schedule/Deliverables**—The work schedule against actual performance metrics are monitored and reported.

- **Technical Performance**—Project execution adherence to metrics, objectives, and the BESTech Team's QMS are continuously evaluated.

- **Quality Management**—Specific quality control SeaPort-e TO and contract metrics are assessed.

- **Customer Satisfaction**—Customer visits, communications and feedback, and customer satisfaction ratings are reported.

- **Personnel Performance**—We review Team member performance and ensure that all contracts are fully staffed with the appropriate skill sets.

In the course of monitoring quality, issues, or the potential for issues, may arise. Our QA/QC processes are designed to identify and mitigate any risks and prevent reoccurrences. We always discuss potential issues in detail with our staff member as they arise and implement corrective or preventive actions. Following this discussion, we document the incident and include it in our

Corporate Action Items list. Additionally, we follow-up on every incident to ensure all issues remain corrected. Additional highlights of our surveillance methodology include the following elements:

- The QA Manager performs additional surveillance audits to ensure the services being provided adhere to the requirements listed in the surveillance plan. Depending on the TO requirements, the QA Manager may utilize one or more of the following surveillance methods: 100% Inspection; Random Sampling; Periodic Inspection; and/or Contractor Self Reporting – this may include inspection of system records and daily logs, or software development project milestones.

- The QA Manager records the results of all inspections and audits in a surveillance report. If the inspection indicates unacceptable performance, the QA Manager informs the PM that corrective actions must be taken. We document all results to prevent future occurrences.

Our surveillance methodology provides Navy SeaPort-e customers a set of documented, verifiable results to easily measure our performance on a monthly, quarterly, semi-annual, or annual basis. This data is aggregated to our "lessons learned" database where it is analyzed to identify and implement improvements.