

Quality Control

The primary goal of Unicom Government’s Quality Control process is to increase performance effectiveness/ consistency and deliver contract/task order requirements to meet customer satisfaction. Unicom Government’s industry best practice ISO 9001:2008 certification provides the foundation for our Quality Management System (QMS). We will ensure that quality management obligations are measurable and subject to inspection and acceptance criteria corresponding to the performance standards contained in respective task orders. Execution of our QMS is based on a system of feedback loops that ensure activities are aligned to program goals and serves as a basis for the continuous improvement over the life of the contract. Our QMS ensures contract compliance and the acceptability of services and work products, including activities from team members and suppliers. Our workforce is committed to delivering high-quality professional services to DHS’ satisfaction.

Quality Management: Our Quality Manager will oversee the implementation and adherence to our corporate quality policy. In support of all DHS EAGLE II efforts, our QMS will guide and control the manner in which we monitor, track, assess, report, and correct anomalies on all IT solutions and services prior to delivery to ensure DHS and all stakeholders receive the highest quality support throughout the contract period of performance.

Unicom Government's Quality Commitment: *Unicom Government is committed to providing superior solutions, products, and services to DHS customers through the implementation and continual improvement of an effective QMS throughout the lifecycle of EAGLE II.*

We exercise a quality strategy that incentivizes and rewards our employees to maximize productivity and performance to deliver high-quality products by linking employee performance objectives to task performance metrics and milestones. Our first step in developing performance metrics is to obtain feedback from DHS on which metrics are most important. Subsequently, we review and obtain approval of the proposed metrics with the team responsible for delivery of the work to ensure accuracy. Upon establishment of performance metrics, we will apply our ISO and EVMS methodologies, Key Performance Indicators (KPIs), and customer-contractor interface for monitoring and reporting via the EMC Portal. The methodology used will vary based on the scope of the specific task order. E-7 depicts a sample relationship between performance metrics and applications of methodologies to monitor and report against.

Figure Error! No text of specified style in document.-1: Performance Metrics vs. Monitoring/Reporting Tool/Venue

Performance Metric	Monitor-Reporting Tools – Venue				
	ISO – QMS	EVMS	KPIs	Customer Satisfaction Surveys	PMR, CSR
Cost	X	X	X	X	X
Schedule	X	X	X	X	X
Service Performance	X	X	X	X	X
Communication Effectiveness	X		X	X	X
Customer Satisfaction	X	X	X	X	X

By linking Unicom Government performance to Service Level Agreements (SLAs) and project level milestones, we will transition risk from DHS to Unicom Government. Unicom Government establishes metrics that focus on professional services performance which provide us with the opportunity to meet or exceed the SLA and customer expectations. These metrics, which include

customer surveys, take into account customer satisfaction and help Unicom Government strengthen customer confidence, customer recognition, and credibility.

To track established performance metrics thresholds, Unicom Government leverages a quantitative analysis process and customer verbal/written feedback. Should a deficiency be identified, Unicom Government adheres to our problem mitigation methodology and exercises our return to green protocol that immediately identifies appropriate resources to conduct a root cause analysis and implement a corrective action plan. All return-to-green actions are reported to the Unicom Government PM and senior executives and shared with the customer via our EMC portal and tracked until variances are returned to acceptable levels.

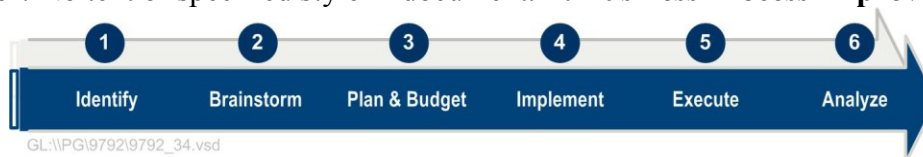
Unicom Government will ensure that quality responsibility and performance metrics are articulated and effectively managed throughout our organization and team. In addition, the PM will ensure that task order owners clearly understand the performance, incentive, and quality controls relationship. Our Task Order Managers will communicate, reinforce, and implement corporate quality policies on all task activities. All team members working on projects will receive quality training, adhere to corporate quality policies, and will have quality metrics as part of their annual performance objectives. Our staff will strive to not only identify and report known or potential problems, but also recommend solutions or improvements where applicable.

Correction Action: Effective project monitoring enables us to recommend or engage in preventative corrective action before performance levels become unacceptable. Our Quality Control Plan emphasizes systematic, metrics-based quality controls, as well as feedback loops for early problem detection and resolution. If necessary, we will design and implement specific corrective actions according to the type of deliverable and nature of the problem. Our EMC portal will provide access to quality-control discrepancies and the corrective actions taken.

Investigating and eliminating the root cause of failures is a critical part of our continuous improvement process. Our focus on quality will contribute to an improved organizational posture in terms of credibility and performance by facilitating the identification, measurement, control, and improvement of business processes.

Business Process Improvement: As part of our QMS, we seek business process improvements across our entire organization, exercising an approach that is collaborative and customer inclusive. We solicit input internally from users of our business processes since they are most intimate with our systems, and externally from our customers who are the recipients of our business process outputs. Our primary objective is to identify areas for improvement and/or gaps by using the steps depicted in Figure Error! No text of specified style in document.-2, followed by implementation of solutions that serve as remedies for enhancing how we conduct business.

Figure Error! No text of specified style in document.-2: Business Process Improvement Steps.



In support of all IT projects, we will adhere to the ITIL v3 Framework which equips our staff with IT best practices to help deliver quality, business-aligned IT solutions and services to our customer. Unicom Government constantly strives to manage key IT projects more cost-

effectively and to bridge the gaps among business processes, program management strategy, performance, quality, and daily operations. We will consistently seek to develop solutions and integrate systems on an enterprise-wide scale to improve service management and aligning IT processes and resources with business goals to achieve the desired high-quality results for DHS.

Risk Management: Unicom Government’s risk management approach provides a framework supported by a set of processes designed to minimize, monitor, and control the probability and/or impact of program delays and failure to deliver planned benefits. To ensure complete transparency, Unicom Government will accomplish risk management in an open dialogue with our EAGLE II customers. Unicom Government’s risk management framework provides a standard for the manner in which risk management planning, analysis, and implementation will be performed on every project throughout its life cycle. Our approach features a structured assessment of each project to identify risks and mitigation strategies that are critical for meeting task objectives. Unicom Government conducts risk and vulnerability assessments for individual projects and develops a Risk Management Plan (RMP) that provides risk analysis and details mitigation and response strategies. We will perform a quantitative and qualitative analysis of each risk, prioritizing and mitigating according to the potential impact. Risk priority will be determined by using a standard, user-friendly, color-coded risk matrix. As each project progresses, we will continue to compile risks and issues in the risk matrix as part of our QMS. An issue and risk log will be developed for each project and be available for view via our EMC portal. This approach will provide DHS customers an “at-a-glance” view of the project’s current risk status to aid in prioritization.

Figure E-9 illustrates Unicom Government’s repeatable process for risk management, which is organized to identify, analyze, mitigate, and monitor all risks. We have exercised our approach on previous and current contracts with many government customers and requirements resulting in both efficiency improvement and risk reduction successes.

Figure Error! No text of specified style in document.-3: Unicom Government’s Risk Management Process Overview



E.1 Earned Value Management System (EVMS)

Unicom Government brings in-depth knowledge, understanding, and application of an EVMS to capture, monitor, evaluate, and manage program cost, schedule, and performance effectively.

Our EVMS is comprised of Peoplesoft applications for capturing cost data, MS Project for scheduling, risk register for identifying-analyzing-managing risks, and Peoplesoft Modules for integrating cost and schedule data to produce desired EVMS outputs; i.e., Cost Performance Indices (CPI),

Schedule Performance Indices (SPI) and unique reports tailored to customer needs, complemented by detailed EVM procedures and trained personnel. While the government may not require EVMS application in support of all task orders, Unicom Government will use our EVMS as part of our best practices to support task order activity.

Unicom Government has included the RFP Attachment H-2 EVMS Self-Verification form verifying EVMS compliance, and our commitment to maintain our EVMS through conduct of an internal surveillance program.

The Unicom Government Team has team members certified in EVMS and have qualified experience leading and executing EVMS on IT major programs.

E.1.1 Certification of EVMS Standards

EAGLE II Request For Proposal
RFP No. HSHQDC-11-R-10001

Part III – Lists of Documents, Exhibits, and Other Attachments
Section J – Attachment H-2 – EVMS Self-Verification Form

Earned Value Management System Self-Verification Form

This regards the self-verification of the Earned Value Management System. It addresses *GTSI Corporation, 2553 Dulles View Drive, Herndon, VA 20171* use of the *GTSI EVMS* to meet the Earned Value Management System Guidelines established by the ANSI Standard EIA-748-A.

We verify that *GTSI EVMS*:

(1) Meets the basic requirements of American National Standards Institute/Electronic Industries Alliance (ANSI/EIA) Standard 748-2002 (ANSI/EIA-748), Earned Value Management System Guidelines as applied to the following paragraphs on the EAGLE II contract (Check as appropriate):

(X) H.33 Earned Value Management System - Alternative 1: Complies with all criteria provided in ANSI/EIA 748.

() H.33 Earned Value Management System – Alternatives 2 and 3: Complies with the identified ten criteria listed below as provided in ANSI/EIA 748.

(1) EVMS Guideline 1: Define the authorized work elements for the program. A work breakdown structure (WBS), tailored for effective internal management control, is commonly used in this process.

(2) EVMS Guideline 5: Provide for integration of the program work breakdown structure and the program organizational structure in a manner that permits cost and schedule performance measurement by elements of either or both structures as needed.

(3) EVMS Guideline 6: Schedule the authorized work in a manner which describes the sequence of work and identifies the significant task interdependencies required to meet the requirements of the program.

(4) EVMS Guideline 7: Identify physical products, milestones, technical performance goals or other indicators that will be used to measure progress.

(5) EVMS Guideline 10: To the extent it is practical to identify the authorized work in discrete work packages, establish budgets for this work in terms of dollars, hours, or other measurable units. Where the entire control account is not subdivided into work packages, identify the far term effort in larger planning packages for budget and scheduling purposes.

(6) EVMS Guideline 15: Provide that the program target cost goal is reconciled with the sum of all internal program budgets and management reserves.

(7) EVMS Guideline 22: At least on a monthly basis, generate the following information at the control account and other levels as necessary for management control using actual cost data from, or reconcilable with, the accounting system: (a) Comparison of the amount of planned budget and the amount of budget earned for work accomplished. This comparison provides the schedule variance. (b) Comparison of the amount of the budget earned and the actual (applied where appropriate) direct costs for the same work. This comparison provides the cost variance.

(8) EVMS Guideline 23: Identify, at least monthly, the significant differences between both planned and actual schedule performance and planned and actual cost performance, and provide the reasons for the variances in the detail needed by program management.

(9) EVMS Guideline 27: Develop revised estimates of cost at completion based on performance to date, commitment values for material, and estimates of future conditions. Compare this information with the performance measurement baseline to identify variances at completion important to company management and any applicable customer reporting requirements including statements of funding requirements.

(10) EVMS Guideline 28: Incorporate authorized changes in a timely manner, recording the effects in budgets and schedules. In the directed effort prior to negotiation of a change, base such revisions on the amount estimated and budgeted to the program organizations.

(2) Such systems and subsystems which have been self-verified as indicated above, shall apply to task orders, which require compliance with Earned Value Management System Guidelines, on the EAGLE II contract.

GTSI Corporation, 2553 Dulles View Drive, Herndon, VA 20171 agrees to maintain the *GTSI EVMS*, as an integrated management system, through an internal surveillance program and agrees to notify the EAGLE II contracting officer within 30 days of knowledge that the above self-verified items are no longer valid.

This will remain in force throughout the EAGLE II contract period of performance.

EAGLE II Request For Proposal
RFP No. HSHQDC-11-R-10001

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Contractor Vice President and General Manager
(or equivalent)

February 15, 2011
Date