

1. Quality Assurance Plan of the ROI Consulting Team

One of ROI Consulting's greatest strengths is the fact that we have cut middle management from our management structure, giving our Navy customers direct access to the people doing the work, our independent consultants.

However, this should not be taken to mean that ROI Consulting does not provide task management or quality control. In fact, our management structure is designed to maximize quality assurance and accountability. Our management structure delineates clear areas of responsibility, and its members serve as effective liaisons with their government interface.

The first component of managing our projects and their success is the bid/no bid criteria. ROI Consulting has clear guidelines on whether we bid for a task order. We have established that ROI Consulting will only bid on task orders if, i) The key personnel proposed for the task can devote at least 50% of their time to it; and ii) ROI Consulting has a reasonable expectation that it will be able to provide the specific key personnel that the Navy would accept. If both criteria are fulfilled, our Contract Manager, with our team of technical experts, is tasked with developing the response to the formal RFP for the task order.

Once we have received a task order, ROI Consulting has an established project management process that provides a solid foundation for ensuring that tasking provided on the SeaPort-e contract is completed in a thorough, efficient and effective manner, and meets all of the Navy customer's objectives. This process is required for all tasking received, and is monitored for implementation by the Corporate Manager. The table below lists our SeaPort-e proposed Management Team Points of Contact and responsibilities, with their corresponding government interface.

| ROI Team | Responsibility | Government Interface |
|--|--|---|
| Angela Maggioncalda, Corporate Manager | <ul style="list-style-type: none">• Ensure management process is being employed• Provide quality task order and delivery• Responsible for quality assurance and risk mitigation• Maintain qualified staff | PAD Directors, Warfare Center Executive Directors |
| Joseph Borkowski, Project Manager (additional project) | <ul style="list-style-type: none">• Develop project plan• Ensure Team compliance with customer-set performance deliverables, schedules and cost• Manage day-to-day operations | Warfare Center Division Directors, Warfare Center Branch Heads, |

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| managers may be added depending on the number of tasks received) | <ul style="list-style-type: none"> • Establish and maintain subcontractor relationships • Responsible for task order staffing, delivery and execution • Issue identification, resolution and escalation • Monitor staff performance and task progress • Primary customer interface in zones 1&2 • Technical point of contact | Technical Codes |
| Hui Ling Wang, Contract Manager | <ul style="list-style-type: none"> • Identify opportunities under SEAPORT-e • Coordinate bid and proposal responses on task orders • Maintain financial management of task orders • Process delivery orders, maintain prime and subcontractor agreements, and monitor compliance with all contractual terms and conditions. • Maintain and update the ROI Consulting Team website | Warfare Center Branch Heads |
| Eileen Borkowski Account and Cost Manager | <ul style="list-style-type: none"> • Assist in monitoring funding and task status information using the DCAA approved financial tracking system | Warfare Center FCO |

Following is an overview of the management methodology areas that have been incorporated into our Management Process.

1. Project Planning – When a project is sent to ROI Consulting, a Project Manager is assigned. The Project Manager meets with the Navy customer and identifies the project objectives, schedule, resources, pass-fail criteria, interim deliverables, etc. This information is discussed with the Corporate Manager and Contract Manager to establish appropriate contract tracking devices, which are then documented in a project plan, which is in turn made available to all participants.
2. Project Management – One of the objectives of the project plan is to identify tasking distribution among the organizations and individuals participating in the project. Tasking Agreements which identify work to be done, deliverables and funding level to be provided, are then developed by the Contract Manager and distributed to all individuals and organizations (subcontractors and MICs) for their concurrence (via signature). It should be noted that these Task Agreements documenting the expectations and obligations between ROI Consulting and the MIC or subcontractor, are added as an addendum to the legal independent consulting and/or subcontractor agreements that already exist, giving them legal contractual weight. Every month, participants in the task submit a voucher/invoice that details all of the work accomplished for that month, and the amount of funding that was expended. The

Account & Cost Manager enters this information into the DCAA approved accounting system, which generates customized reports for each Participant, the Contract Manager, the Project Manager and ROI Management. Concurrence from all of these individuals is required before ROI Consulting will bill the Navy for the work completed.

3. Financial Management – Every month the Contract Manager and Project Manager will review their customized monthly reports to determine the amount of funding expended versus the work completed. They will discuss progress to date and make a determination of the team’s ability to comply with the project plan within the remaining time and funding.
4. Quality Management – The Project Manager is responsible for reporting on the quality of the work performed for the project. The project plan supports integration of interim deliverables in a manner that allows ample time for review by the Project Manager and the Navy sponsor, to ensure that the work being performed is a high quality product and that time is not wasted on repeat or duplicative efforts. Our quality assurance process starts with setting out discrete and measurable deliverables laid out in a legally binding agreement between ROI Consulting, and its independent consultants and subcontractors. Progress is monitored on a monthly basis by the Project Manager who focuses on the technical performance, while the Contract and Project Managers focus on keeping the project within financial and time constraints. Because the Project Manager is also involved in tasking performance, he is in a unique position not just to manage the schedule and performance of deliverables, but also to monitor and measure progress. In the unlikely event that performance is less than outstanding, the Project Manager has the option to take remedial action, and/or increase resources to the task. If further escalation is required, the Program Manager has the option to require completion of tasking to the satisfaction of the end-user, at no further cost.
5. Risk Management – If, during any monthly review of the project, it is determined that the project may be in jeopardy of not complying with the project plan, the Contract Manager, Project Manager, and others integral to the project will meet to determine a rectification plan. The plan will identify ways to complete the assigned schedule, even if it requires additional funding to be provided by ROI Consulting. Once a rectification plan is established, it is briefed to the Navy sponsor to ensure that they concur with the recommended way ahead, and the project plan is updated and distributed to all participants.

ROI Consulting’s management process has, and continues to, demonstrate its best practice approach to task management. Our management process includes all of the key points required to ensure success. These are: developing a detailed project plan; staffing the project with the best mix of personnel and subcontractors; ensuring individual accountability by providing each member of the team with a written description of the overarching plan and their assigned tasking/funding/schedule; continually monitoring the

status of the project (both funding and work completion); and providing the customer direct access to the people doing the work and to the highest levels of ROI Consulting management. This process has proven itself in the many tasks we have managed and completed, and our success has been recognized at all levels of the Navy organizational structure. As an example, our efforts managing the Ex-CARON weapon effect test received praise from RADM Charles Hamilton (PEO-S), who wrote that our “leadership and personal knowledge, skills and abilities directly influenced the entire Ex-CARON WET planning, documentation, test equipment installation, ship preparedness and operational execution. As the Test Manager, you created the necessarily controlled engineering test environment, while achieving test objectives. This effort, coupled with your untiring efforts to seamlessly integrate all activities of planning and execution has brought distinction and honor to you.”

1.1 Problem Resolution

ROI Consulting’s unique organizational structure results in rapid responsiveness and cooperation with our Navy customers. Our consultants do not work on a salary basis. As independent consultants, all compensation comes from work done in support of the assigned tasks. Our consultants know that the quality of their performance is the key to long term employment. Each MIC is provided a Task Assignment, which provides discrete tasks with concrete and measurable deliverables, so that our Project Manager can monitor progress. Should problems arise, our Project Manager can take remedial actions, including devoting more resources to the task. At higher levels of escalation, our Corporate Manager has the option of substituting another consultant who is acceptable to our Navy customer, and devoting additional resources until performance deliverables are met, at no extra cost to the Navy. It is a testament to ROI Consulting’s devotion to excellence that since its inception in 1999, we have never had less than outstanding performance in our task delivery – a fact borne out by consistent repeat business.

2. Subcontracting Management Process Overview

The ROI Consulting management process is exactly the same for subcontractors as it is for our Member Independent Consultants (MICs). ROI Consulting has developed a lean, consistent and effective management structure that delineates clear areas of responsibility, and whose members serve as effective liaisons with their government interface.

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