TRICORP INC.: Navy SeaPort-e Contract Vehicle

CONTRACT NUMBER:
N00178-16-D-9058

CONTRACT CEILING:
$53 billion
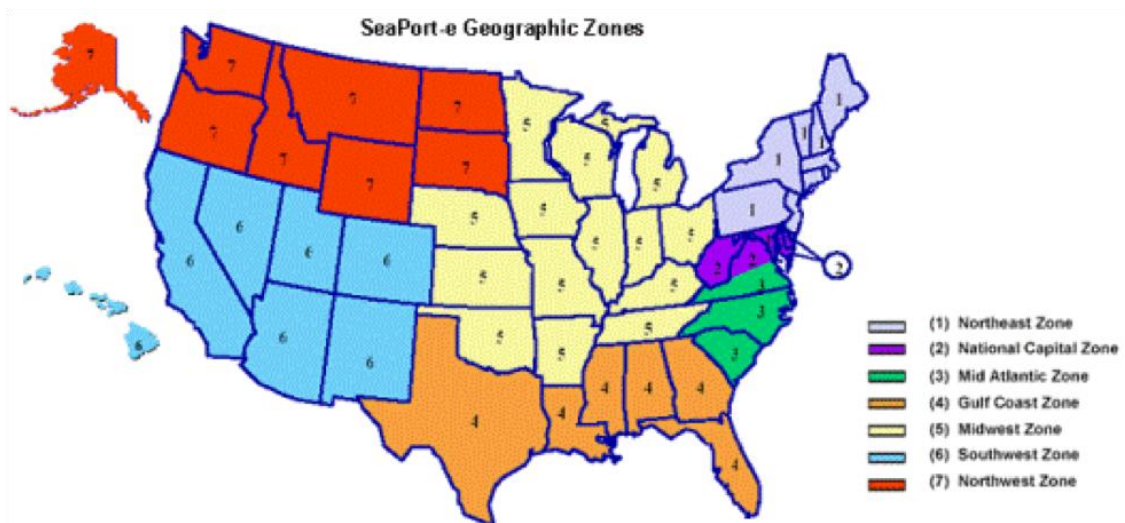
PERIOD OF PERFORMANCE:
06/30/2016 to 06/29/2031

PAYMENT TERMS:
0% Net 30 days- Prompt Payment Terms

BACKGROUND OF SEAPORT- E:
To meet Seapower 21 and to increase efficiency, NAVSEA Warfare Centers established the SeaPort Enhanced (SeaPort-e) Multiple Award Contract (MAC) vehicle, using a web-based, e-business procurement portal, to facilitate performance-based service acquisition, leverage buying power, improve business intelligence, and reduce cycle time. In October 2004, the Virtual SYSCOM Commanders (NAVAIR, NAVSEA, NAVSUP, and SPAWAR) formalized an agreement to expand the ordering community of Seaport-e to include all Virtual SYSCOM activities and to leverage success of Seaport-e in achieving the Seapower 21 objectives across the Virtual SYSCOM. Additionally, other Navy activities, including the Military Sealift Command, Strategic Systems Programs, and the U.S. Marine Corps have chosen to use SeaPort-e.

SeaPort-e Geographic Zones

SeaPort-e Geographic Zones

- (1) Northeast Zone
- (2) National Capital Zone
- (3) Mid Atlantic Zone
- (4) Gulf Coast Zone
- (5) Midwest Zone
- (6) Southwest Zone
- (7) Northwest Zone

CONTRACT FEATURES:

- Firm Fixed Price and Cost Reimbursable task orders
- No fee for authorized users
- Unlimited small or large business partners
- Once-a-year rolling admission period to award new prime contracts

TRICORP TEAM MEMBERS:

COMPANY	SIZE	WEBSITE
Tricorp Inc.	Woman Owned Small Business	http://www.tricorp-itsolutions.com
PL Systems Inc.	Small 8(a) Business	http://www.plsystems.net
Unisys Federal Systems	Large Business	http://www.unisys.com/

TRICORP TEAM CAPABILITIES:

Tricorp Team Member	Capabilities							
	IT and systems engineering processes	Advanced QA Processes	Design capability	Performance Based Contracting	Technical Assistance	Data Analysis	Administrative Support	Program Management

Tricorp was founded by Linda Hedden in 2004 and she remains in control of 100% of the company's stock. Linda has been a part of the Washington business community for the majority of her 30 year professional career. Now in its eleventh year, Tricorp as a small business has supported client engagements in 20 states in the US. These locations change year by year based on its customer's needs. Currently they have active business licenses in Florida, Arkansas, Nevada, Maryland, and Virginia. Tricorp open business licenses' as needed based on customer demand. During 2013 its largest clients included: Unisys where we serve as a subcontractor for the United States Patent and Trademark Office – IDIQ SDI & NG $500,000,000 IT modernization program; American Red Cross National Headquarters, where we provide various services including ITIL/help desk/telecom consulting, COTS customization, integration and development, and Software development; Serco North America where we support the Affordable Health Care Act program call center; and Fannie Mae where we support the SEC regulators.

Organizational History

Tricorp has, on average, 20 people working either in the corporate office or on client sites. Our leadership team possess a past performance history of flawless IT service delivery. They bring a high level of creativity, are leaders in their areas of expertise and possess on average 25 years each of successful design and execution of enterprise type solutions.

Established in 2004, PL Systems is an outcomes-based federal services support contractor and IT integration specialty company. They use a CMMI appraised Manage, Measure Motivate (M^3) management philosophy to meet client needs. Their M^3 approach integrates management, operational metrics, and people to execute work into a single cohesive approach to managing processes, support staff and most importantly, client results. By using commercial best practices such as the Information Technology Infrastructure Library (ITIL), Earned Value Management System (EVMS), and Portfolio Management/governance tools, combined with efficiency metrics and M^3 processes, they consistently deliver predicatable results efficiently.

Unisys Corporation (Unisys) is a worldwide information services and technology company. It provides services, systems and solutions, including its Unisys e-@ction Solutions, to help customers apply information technology to seize the opportunities and overcome the challenges of the internet economy. Unisys provides services and technology to commercial businesses and governments throughout most of the world.

In the Services segment, Unisys integrates and delivers the solutions, services and network infrastructure required by business and government to transform their organizations. Unisys offers a portfolio of solutions targeted at seven key vertical industries: financial services, communications, transportation, publishing, commercial, worldwide public sector and U.S. federal government. Offerings in the Unisys Services Segment include vertical industry and custom solutions, systems integration, outsourcing, network services and multi-vendor information systems management and support.

In the Technology Segment, Unisys develops servers and related products which operate in high-volume, mission-critical environments. Major offerings include enterprise-class servers such as the ClearPath Enterprise server, which integrates proprietary and "open" platforms; Windows NT servers with enterprise- class attributes; system middleware to power high-end servers; storage products; payment systems; and specialized technologies.

TRICORP PAST PERFORMANCE

Names of clients are not published in the event that the Tricorp contract will not allow the use of the name in any public forum.

Contract #1: Tricorp CRM integration with a COTS Supply Chain Application for a national blood bank.
Development Contract number: 540964, PRs 36611 &83728, **Total value**: $260K, **Period of performance**: 1/12 to 12/14

Tricorp Inc. is under contract with a large Non-Profit Organization, to support a prime contract that was awarded in January 2012. Under this contract, Tricorp provides leadership support in the integration and customization of a membership focused CRM solution. We provide specialized software development and project management for the client which included:

- ✓ Development of Mobile Web-based business services integrated with donor relationship management system
- ✓ Development of a new interface between blood donor regulated the environment and the donor relationship management system.
- ✓ Implementation of data governance for most relevant assets in the donor relationship management system.

Contract Relevancy

This project supports a national blood bank supply chain operation and connects the blood donors to the system that manages the collection, processing and distribution of the blood to recipients. The COTS Supply System and the CRM application will manage this process from donor solicitation to tracking of each step of the blood donation processing system. Tricorp's support is to integrate and customize this process for our client. Tricorp's support includes the performance of business intelligence capabilities, reporting, integration such as financial, marketing, scheduling, and mobile applications. Tricorp's work performed is to lead the technology effort through requirements gathering to execute phase one objectives. Tricorp's succeeded at:

- ✓ Collaborating with the client's business analysts, other Information Technology (IT) teams and senior application developers to arrive at recommendations for technology decisions. This includes package selection, and systems design and modifications.
- ✓ Designing, developing, implementing, documenting, and testing changes to an application subsystem. Code, test, debug, document, and implement complex software applications. Create more complex prototypes and ensure deliverables are high quality and meet user expectations. Support system and integration testing activities. Initiate design reviews for new applications and adhere to our client's Agile SW development standards.
- ✓ Collaborate with Business Analysts in completing deliverables. Translate business requirements and functional design into technical designs. Resolve complex design issues. Be the senior technical expert analyzing organizational business requirements impacted by the new systems and capabilities.
- ✓ Resolving escalated software application issues as needed. Developed and executed plans to mitigate occurrence and reoccurrence of production issues. Anticipated long-term support issues and plan for corrective actions. Performed root cause analysis to identify permanent resolutions to process issues.

- ✓ Our system conformed to best practices to configure and customize Siebel applications per business requirements using Siebel Describe Issues and Resolution (Problems, Delays, Cost, Corrective Action) and Timeliness of Performance: All products and services were delivered on schedule at budget levels offered by Tricorp. Tricorp met the demanding requirements and timelines of the Agile development processes.

Contract #2: Tricorp IT Staff Services Support
Contract number: By PO; Multiple , **Total contract value**: $501,546, **Period of performance**: 05/2011 to /2014

Tricorp was approached to develop an outsourced, Tricorp-managed, recruiting model for a prime federal contractor struggling to support a US Postal Service, $50 million contract. Tricorp president, Linda Hedden, developed this business process outsourcing model for Northrop Grumman corporate in a previous role for the same end client, US Postal Service. Tricorp provided specialized high-level staff support and redesigned the federal contractor's recruiting and staffing processes to significantly increase the number of consultants placed in roles for US Postal Service requirements.

Contract Relevancy
A large Government Contractor feared they were going to lose the renewal due to their track record of falling behind on task orders due to their inability to rapidly identify qualified staff resources with required specializations and clearances. Tricorp took responsibility for the redesigned the recruiting processes and managed the operation resulting in an increase in new hires from 1.5 successful hires per month to typical 35 successful hires/month. On one occasion the team reached 60 hires in one month. As a result of this solution, our client was able to renew the US Postal Service contract for another five years.

Tricorp continued to operate their corporate-wide recruiting operation for the following 4 years for that effort. Tricorp has had an ongoing contract with this client for other federal contract proposal and awards. For example, Tricorp stood up a team to identify over 150 key personnel for the Marine Air-Ground Task Force (MAGTF) Training Support Services (MTSS) Marine Corp program where we identified talent for all USMC sites in the United States as well as internationally. In the same year, Tricorp assembled a team to supplement a huge recruiting effort for the $1.3 billion award for the five-year $1.2 billion contract with the Department of Health and Human Services, Centers for Medicare and Medicaid requirement for the work needed to support the Federally Facilitated Exchange (FFE) and State-Based Exchanges (SBEs) for the Eligibility Support tasks under the Patient Protection and Affordable Care Act (Affordable Care Act) of 2010. We provided rapid recruiting to hire personnel to meet volume requirements in Arkansas and other key locations. Describe Issues and Resolution (Problems, Delays, Cost, Corrective Action)

Contract # 3: Tricorp Support for USPTO IT Service Management (ITSM)
Contract number: Subcontract USP-072.rev.1 on USPTO SDI Contract, **Total contract value**: $3.4M, Period of **performance**: 9/2012 to Present with all options exercised Tricorp provides ITSM/Remedy solutions support to the USPTO for upgrading their remedy version 7 to Remedy version 8 and adding USPTO customizations addressing USPTO's unique needs.

Contract Relevancy

System Support includes:

System Architecture: Review, validate and revise the System Architecture Document for Remedy 7.6.04, 8.x at the USPTO based on the ITSM requirements and any configuration changes in support of a mature CMDB.

Product Configuration:

Provide technical support services necessary to install, configure and administer the Remedy 7.6.04, 8.x software and other components applicable to the ITIL paradigm. Software maintenance is required for the Development environment, the Functional Quality Testing (FQT) environment, and the Production environment. Make configuration changes as necessary and make administrative changes to updates to foundations data, roles, and permissions, and CMDB configurations to mature the system. For this task, the Contractor shall provide design, development, testing, and deployment and post deployment support as required and stated in the current System Development Life Cycle (SDLC) process, standard and policy.

Business and Technical Facilitation Support includes:

Provide subject matter expertise in the Remedy ITSM suite of tools and business expertise in ITIL v.3 that facilitates the agencies maturity with its adoption of Remedy 7.6.04, 8.x and ITIL. These business and technical experts shall provide recommendations to USPTO employees for key decisions by providing expert advice on Remedy, ITIL implementation, and service management best practices.

Assist and guide the USPTO in prioritizing and enhancing the ITSM schema for implementing the Remedy CMDB (Atrium) and federated data sources. The Contractor shall assist and guide the USPTO in determining the scope, span, and granularity of the CMDB. Once the design has been approved by the USPTO, the Contractor shall develop and mature the CMDB in cooperation with the USPTO. Development of the CMDB must incorporate Configuration Items (CIs) into the federated BMC Common Data Model and ensure that necessary relationships between CIs are fully incorporated into the schema. It is critically important that the Contractor possess expert knowledge and skill in the design and implementation of the Atrium CMDB and integration into the ITSM suite.

Maintain and support BMC Remedy Knowledge Management 7.6.04 software and its integration with ITSM Remedy 7.6.04, 8.x and assist with keeping the knowledge database accurate and viable for customer use.

Tricorp Quality Assurance Program

Tricorp infuses Quality Assurance from inception and throughout every phase of our projects. The primary methods of assuring the quality of services are advance planning, technical staff selection and motivation, provision of appropriate tools, and the establishment of rigorous program and project management techniques. Further, our collaborative Scrum method of developing detailed work plans for short work cycles with user driven specific tasks helps assure the quality of deliverables produced during each work cycle. The user-driven nature of Scrum assures that the end product is exactly what the user needs since frequent reviews (biweekly or monthly) are conducted. Methods for integrating quality assurance during the execution of tasks are also part of our comprehensive approach. For that purpose, we have Scrum Masters who oversee the communications between the product owner (or stakeholders) and the technical staff. This approach ensures that all required functional and technical knowledge is represented for the task orders, while simultaneously holding down costs. Any Tricorp, Inc. team member can "tap" the expertise of the Scrum Master throughout the duration of the contract to resolve impediments to productivity in the realms of workload, facilities, equipment, and scheduling or other issues.

As the Scrum Quality Management Framework is highly focused on the improvement of performance of the technical staff, normal barriers to productivity are overcome. Likewise, as the Scrum Quality Framework works in harmony with human nature, it is motivating. Motivated employees produce superior work. We use the Swiss/German variety of the Scrum Quality Assurance framework. A point system is used to estimate the difficulty of tasks in the monthly work cycle. The technical team is responsible for determining the tasks it will take on. The product manager is responsible for the priority of the tasks. The Scrum Master facilitates the entire design/development work cycle and referees/coaches the product owner and the technical team. As continuous monitoring is innate to the Scrum framework, this serves as a quality control check for key deliverables and ensures an integrated approach. Tricorp's quality management approach is inherently designed to aggressively prevent, reduce, or eliminate problems that might compromise the ability to perform on time, within budget, or according to the task order requirements. Our approach includes:

- Developing a Quality Management Program Plan for the contract
- Establishing and monitoring metrics for project objectives
- Establishing quality management processes that include not just monitoring and assessing performance, but improving technical staff performance on a monthly basis.
- Coordinating continuously with the users'/government stakeholders' representative to establish and prioritize quality objectives by deciding the scope and frequency of quality assessments and reporting policies Conducting periodic Quality Management Reviews. Quality Assurance promotes the delivery of reliable, complete, and accurate work products by minimizing the transmission of errors through Quality Planning, Quality Control, and Quality Improvement processes. Tricorp's approach to providing Technical Quality Assurance establishes not just quality controls but performance improvement during the entire life cycle of a task.