

# SeaPort-e

## **JTJ Resources, Inc.**

SeaPort-e is the Navy's electronic platform for acquiring support services in 22 functional areas including Engineering, Financial Management, Administrative Support and Program Management. The Navy Systems Commands (NAVSEA, NAVAIR, SPAWAR, NAVFAC, and NAVSUP), the Office of Naval Research, the United States Marine Corps and the Defense Threat Reduction Agency (DTRA) compete their service requirements amongst 1800+ SeaPort-e IDIQ multiple award contract holders.

JTJ Resources, Inc. ("JTJ") is a prime contractor. JTJ delivers expert business solutions, quality customer service and cost-effective equipment and supplies exceeding our client expectations. For the past six years, JTJ has provided exceptional project management, postal and administrative staffing services to the government, military and health sector. JTJ is a Small Business Administration Certified 8(A) & 8(M) Participant. JTJ holds the distinction of Georgia's Department of Transportation Minority Owned, Woman Owned, Service Disabled Veteran Owned, and Veteran Owned Small Business.

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### Zones

JTJ has the distinction of pursuing contracting interests on the Navy Seaport Enhanced (Seaport e) in all seven (1-7) geographic zones.

### Capabilities

#### Administrative

- DHS/GSA - General Clerk III (2012 - 2014)
- GSA - General Clerk III (2011 - 2016)
- Navy 8a Sole Source - Supply and Warehouse Specialist (2008-2014)  
- Medical Record Clerks 8 positions (2007-2014)
- Navy 8a Sole Source - AHLTA and CHCS Training Specialist (2008-2014)

	<b>Date Completed</b>	<b>*Performance Zones</b>	<b>Mission Areas For Which Function Was Performed</b> <a href="#">Seaport E Mission Areas</a>
Functional Area (SOW 3.1-3.22)			
3.5 System Des Doc/Tech Data	Ongoing	1, 2	Surface Warfare Logistics & Maintenance
3.6 Software	Ongoing	1, 2	Surface Warfare Logistics & Maintenance
3.10 CM Support	Ongoing	1, 2	Surface Warfare Logistics & Maintenance
3.12 IS/IA/IT	Ongoing	1, 2	Surface Warfare Logistics & Maintenance
3.20 Program Support	Ongoing	1, 2	Surface Warfare Logistics & Maintenance
	<b>Date Completed</b>	<b>*Performance Zones</b>	<b>Mission Areas For Which Function Was Performed</b> <a href="#">Seaport E Mission Areas</a>
Functional Area (SOW 3.1-3.22)			
3.5 System Des Doc/Tech Data	Ongoing	2, 3	Surface Ship Combat Systems
3.6 Software	Ongoing	2, 3	Surface Ship Combat Systems
3.10 CM Support	Ongoing	2, 3	Surface Ship Combat Systems
3.12 IS / IA / IT	Ongoing	2, 3	Surface Ship Combat Systems
3.17 Supply & Provisioning	09/28/2009	3	Logistics and Supplies
3.18 Training	09/26/2012	3	Medical Supply Management Support

3.20 Program Support	Ongoing	2, 3	Surface Ship Combat Systems
3.21 Administrative Support	Ongoing	3	Administrative and Clerical Support
	<b>Date Completed</b>	<b>*Performance Zones</b>	<b>Mission Areas For Which Function Was Performed</b> <a href="#">Seaport E Mission Areas</a>
Functional Area (SOW 3.1-3.22)			
3.5 System Des Doc/Tech Data	Ongoing	4	Surface Ship Combat Systems
3.6 Software	Ongoing	4	Surface Ship Combat Systems
3.10 CM Support	Ongoing	4	Surface Ship Combat Systems
3.12 IS / IA / IT	Ongoing	4	Surface Ship Combat Systems
3.20 Program Support	Ongoing	4	Program Management & CIO Support
3.20 Program Support	Ongoing	4	Program Management & CIO Support
	<b>Date Completed</b>	<b>*Performance Zones</b>	<b>Mission Areas For Which Function Was Performed</b> <a href="#">Seaport E Mission Areas</a>
Functional Area (SOW 3.1-3.22)			
3.5 System Des Doc/Tech Data	Ongoing	5	PMO Documentation Support
3.6 Software	Ongoing	5	Software Application Development
3.10 CM Support	Ongoing	5	PMO Documentation Support
3.20 Program Support	Ongoing	5	CIO Support, Program Management
	<b>Date Completed</b>	<b>*Performance Zones</b>	<b>Mission Areas For Which Function Was Performed</b> <a href="#">Seaport E Mission Areas</a>
Functional Area (SOW 3.1-3.22)			
3.5 System Des Doc/Tech Data	On-going	Zone 6	Ships & Ship Sys, Strategic Weapon Systems, Ordnance, USW Weapons & Vehicles
3.6 Software	On-going	Zone 6	Ships & Ship Sys, Strategic Weapon Systems, Ordnance, USW Weapons & Vehicles
3.10 CM Support	On-going	Zone 6	Ships & Ship Sys, Strategic Weapon Systems, Ordnance, USW Weapons & Vehicles
3.18 Training	On-going	Zone 6	Ships & Ship Sys, Strategic Weapon Systems, Ordnance, USW Weapons & Vehicles
	<b>Date Completed</b>	<b>*Performance Zones</b>	<b>Mission Areas For Which Function Was Performed</b> <a href="#">Seaport E Mission Areas</a>

Functional Area (SOW 3.1-3.22)			
3.5 System Des Doc/Tech Data	On-going	Zone 7	USW Range Analysis & Assessment
3.6 Software	On-going	Zone 7	USW Range Analysis & Assessment
3.10 CM Support	On-going	Zone 7	USW Range Analysis & Assessment
3.12 IS/IA/IT	On-going	Zone 7	SE Alaska Acoustic Measurement Facility (SEAFAC) Upgrade

# **SeaPort-e**

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**Task Orders**

**(Coming Soon!)**

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## **Contact Information Regarding SeaPort-e and Customer Satisfaction**

### **PRIMARY CONTACT:**

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### **ALTERNATE CONTACT:**

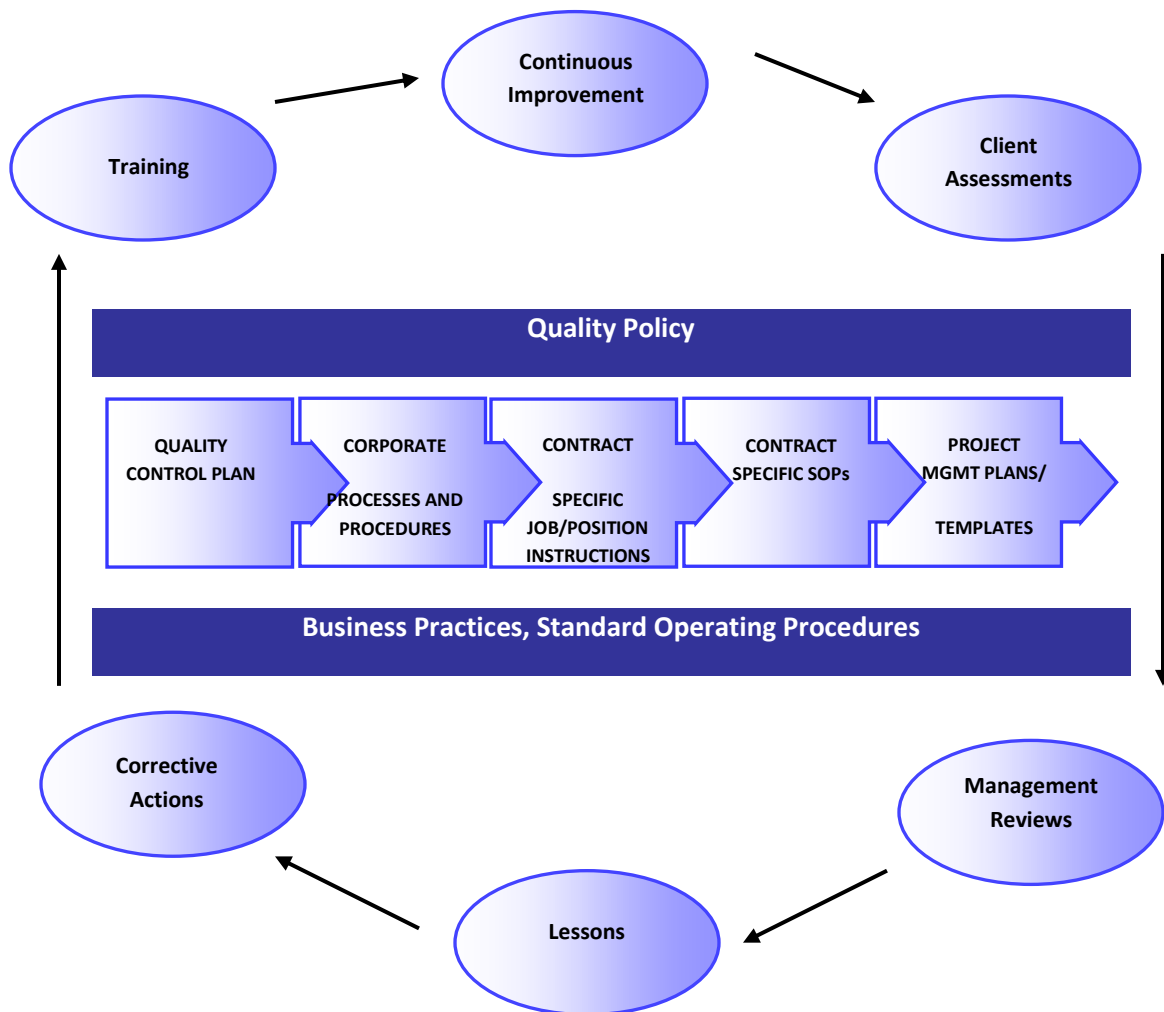
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**CONTACT FORM ([Click here](#))**

# SeaPort-e

JTJ Resources, Inc.

## Quality Assurance Program



## **Quality Control Plan**

JTJ Resources, Inc. (“JTJ”) is committed to a process of teamwork that results in delivering quality services to our clients. We have found that exemplary quality can be delivered when skilled people are properly organized, self-motivated, and guided by the appropriate Quality Control (QC) mechanisms. As a result, the Quality Control Plan (QCP) effectively establishes procedures for internal quality control, and defines an inspection and evaluation process that will be performed to verify compliance with the contractual standards, specifications and procedures articulated in the Performance Work Statement (PWS). Individuals performing functions at the site have the responsibility for delivering the highest quality services at all times. All contract employees will be given full explanations of their responsibilities and the contributions expected of them. The primary objective of the program will be to promote an inherent sense of pride in their workmanship.

The primary objective of our QC Program is to develop the methods by which we will measure and improve the performance during the contract period. A main priority will be the identification and elimination of any deficiencies that impact the customer, client, workplace, environment or health and welfare of personnel. The thrust of our QC Program is to: identify all areas requiring inspection; schedule the inspections for these areas; provide early detection of adverse trends or conditions; document results of inspections and corrective action; assign responsibility and establish target dates for corrective action; advise management at the appropriate level of the status; perform follow-up inspections for unsatisfactory items; maintain a central file of inspection results for the duration of the contract; track the flow of information to ensure continuity and closely monitor the success of the QC Program at the project level while identifying and correcting any deficiencies before performance is affected.

The QC Program will ensure all JTJ’s employees are fully aware of and integrated into the program. The QC Program will allow us to maintain and follow-up on the status of unsatisfactory inspection item(s), monitor the entire project inspection reporting system and conduct scheduled and unscheduled inspections of all project functions. Each employee will incorporate and utilize this plan as the principal tool for evaluating and improving the effectiveness of their assigned job descriptions. JTJ’s on-site Lead will ensure that inspection checklists are comprehensive enough to meet or exceed the requirements of the PWS and our Corporate performance standards.

## **Staffing**

Our staffing and resultant organizational approach is fundamental to our success and allows our management team the insight and visibility needed to monitor and improve task performance through the ability to identify quickly potential problems and provide solutions. This structure also offers the leadership team heightened awareness and sensitivity to employee related issues. We designed this approach to ensure the delivery of consistent, high-quality services that result in optimum customer satisfaction levels.



The final stage in the recruitment process is performing reference and education checks. The applicant signs a permission form to grant JTJ the right to contact previous employers and any attended academic institutions to confirm the information provided on the application. Generally speaking, JTJ will endeavor to find two positive references before placing an employee on an assignment.

The orientation provides JTJ the best opportunity to build a solid relationship with our employees. As a result of our thorough screening and orientation processes, we are able to directly match our employees' abilities with the operational and skill-based requirements of an assignment.

## **Customer Satisfaction**

Customer Satisfaction is of great importance to us and we use several processes to ensure we meet or exceed customer's expected standards and increasing expectations in all service areas which can be beyond those expressed in the terms of the contract including:

- **Customer Satisfaction (CS):** CS is our formal training system at the foundation of JTJ' workplace culture. The Contract Manager (CM) ensures all employees are trained in CS, impressing upon employees the importance of measuring customer satisfaction and focusing on preventive and corrective actions.
- **Customer Communication:** Continual and effective customer communication is crucial to customer satisfaction. Special effort is required to obtain customer comments or recommendations requiring action from formal venues such as Performance Review Meetings, as well as, from informal contacts at a senior level. Issues raised by the customer are tracked to completion.
- **Customer Complaints:** We use the Customer Complaint Process to log complaints systematically, to assign responsibility for responding timely to the complaints and to find performance trends.
- **Customer Satisfaction Surveys:** We routinely check on how our customers view our performance by conducting satisfaction surveys. We solicit feedback through the following methods: random, post service and lock boxes by asking customers to take 2-3 minutes to complete our short customer satisfaction surveys. Our Team values customer feedback in any form that may allow us to improve continuously and to provide world class CS. We like to work as a partnership with our clients to provide maximum support and service to each and every mission.