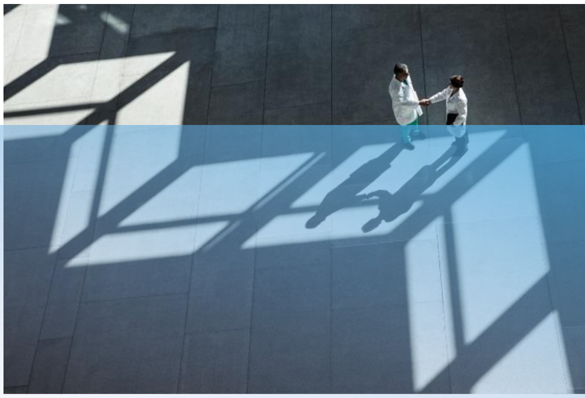
Standard Operating Procedure

Tempest Risk Management



Standard Operating Procedure

Tempest Risk Management Sample SOP

Procedure title	Project Team Roles and Responsibilities
Department scope	Project Team
Number of pages	8

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Purpose

The purpose of this procedures is to document the standard tasks performed by the project team to support the mission and goals of Tempest Risk (TRM). The purpose of the project team is to provide all materials and information needed to prepare a written proposal for a qualifying contract identified by the research team. The project team delivers work product to the writing team.

Scope

The scope of this document includes the standard tasks performed by the project team. This document does not include procedures for one off requests.

Responsibilities

1. Receives viable solicitation candidates in Monday from Research team
2. Gathers all required documents, materials required for proposal
3. Locates viable suppliers and gathers pricing information
4. Supervisor/Leadership provides pricing for proposal
5. Once project work is complete, solicitation candidate record is sent to Proposal Writing team in Monday

Procedures

1. Solicitation intake
   - 1.1. Supervisor reviews solicitation and determines category:
     - Supplies/materials
     - Janitorial
     - Management/training services
     - Construction
     - Leases and sublease
     - Subcontract only
     - Social services
     - Covid 19
     - Entertainment
   - 1.2. Supervisor assigns to Project Admin

2. Solicitation processing
   - 2.1. Project Admin reviews solicitation for actions needed and develops requirements list
     - 2.1.1. Reviews bid documents for required meetings or conferences
     - 2.1.2. If “pre-bid” field is blank, review solicitation documentation for requirements and update field if relevant
     - 2.1.3. Review “solicitation” field to determine the method of proposal submission (email, mail, portal, etc)
     - 2.1.4. If submission is to mail the proposal then due date is changed to 5 days before
     - 2.1.5. If “solicitation” field is blank, project admin is to review solicitation documentation for requirements and update field if relevant
     - 2.1.6. Project admin creates a requirements spreadsheet that lists all bid requirements to determine if we are a possible candidate for this bid. This helps determine if we will move forward or to place on watchlist.
   - 2.2. Project admin researches potential providers/suppliers
     - 2.2.1. Review previous solicitations for providers
     - 2.2.2. Review list of known suppliers for potential vendors in Quickbooks
     - 2.2.3. If none found in previous searches, use Google so search for the product number or specific requirements
     - 2.2.4. Evaluate established suppliers and if requirements are met, update Monday record
     - 2.2.5. Evaluate up to three new suppliers for qualifications, engaging research team and team supervisor for assistance if needed.
     - 2.2.6. If new supplier is selected, Supervisor to email IT team to add to list of known suppliers in QuickBooks
   - 2.3. Review solicitation and Monday record to ensure all required documents are provided to proposal writers
   - 2.4. Project admin notifies supervisor that solicitation is ready for pricing in Monday “notes” field and change the “needs pricing” field to “yes”

3. Pricing or Watchlist

3.1. Supervisor marks up pricing or engages CEO and other relevant team members to determine price point if necessary

3.2. With CEO approval, pricing is documented in “notes” field in Monday and “pricing needed” field changed to “no”

3.3. Watchlist - If it determined that the project is not viable:

3.3.1. Supervisor is to move to appropriate years watchlist folder in Monday

3.3.2. Explanation to be documented in the “notes” field.

3.3.3. “Study” field is to be marked “can’t do it” and moved to “Study” section in Watchlist folder.

3.3.4. If time has passed or it is a pre-solicitation or RFI, it goes into the category in which it belongs under “Watchlist” so forecasting team can watch for when it becomes an RFQ or RFP.

4. Monday function and fields

4.1. Use “@name” in the notes field to engage a team member for a particular record

4.2. If you are tagged to respond to a question, respond in Monday to the question you were tagged in.

4.3. If you are listed as an owner or subscriber to any record, you will be notified of any changes or updates to the record

4.4. Everyone has access to add an owner but only supervisors will/should do this

4.5. "@everyone on this board" sends a message to all everyone tied to federal projects

4.6. "@everyone on this item" send to all subscribers and owners

4.7. Folders in Monday

4.7.1. Watchlist – Used for items that could not be completed for various reasons

4.7.2. To Do

4.7.2.1. Usually created and assigned by CEO

4.7.2.2. used for Things like certifications, applications for access to systems, etc

4.7.2.3. Usually worked by the other team…look to the “owner” in the record

4.7.2.4. Can be used but isnt required for every role and function

4.7.2.5. Registrations and certifications are required to be documented here

4.7.3. Project Tracking Board

4.7.4. Forecasting - perform a 1 year “look ahead” analysis to identify high potential projects that are anticipated for the future.

4.8. Fields in project records

4.8.1. **Sol #** = Solicitation #. Completed by Research team

4.8.2. **Owner** = Owner of the record. There can be multiple owners. Each owner will be notified each time any change is made to the record.

4.8.3. **Prebid** = Designates if any pre-bid activities are required

4.8.4. **Due date** = Internal due date that project record is to be fully completed

4.8.5. **Top goal** = Assigned by Research team on a scale of 1-10, 1 being the most likely to be won and a top priority for the company

4.8.5.1. **Top goal** field is also color coded. Pink=high priority, grey=lower priority

4.8.6. **Contract due date =** Date set by solicitor that proposals MUST be submitted

4.8.7. **Need pricing=**needs internal pricing set so proposal/bid can be completed

4.8.8. **Submission=**method of submission (email, mail, portal, etc)

4.8.9. **Type=**Type of contract

4.8.9.1. **RFI=**Request for Information - Before a solicitation is in synopsis stage. May require a response letting the CO know we have capabilities to supply the materials or services. It also allows us to submit our small business statuses to gain a possible set-aside. Meaning this allows for the rule of 2. If 2 small businesses respond at this stage the CO may decide to set-aside to only small businesses.

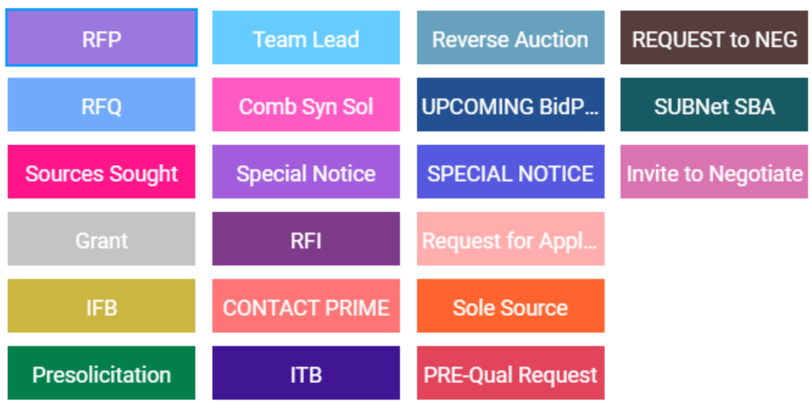
4.8.9.2. **IFB=**Invitation for Bid

4.8.9.3. **Sources sought=**no pricing needed, just potential sources sought by solicitor

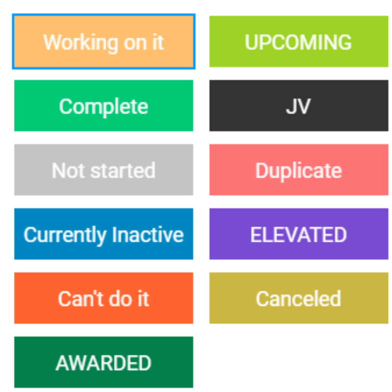
4.8.9.4. **RFQ**=Request for Quote

4.8.9.5. **RFP=**Request for proposal

4.8.9.6. **Presolicitation=**Similar to sources sought
4.8.9.7. **SubNet Match=**
4.8.9.8. **Lead Jeanene=** A CO has reached out to Jeanene to request services or supplies. This is a lead.
4.8.9.9. **Comb Syn Sol=** This requires us to submit a RFQ or RFP. The solicitor is seeking our sealed proposals/quotes.
4.8.9.10. **CONTACT PRIME=** This is for us to contact the prime who will submit for the solicitation. So we must send our RFQ to the prime only.
4.8.9.11. **ITB=**Invitation to bid. Submit request directly to CO
4.8.9.12. **Reverse Auction=**
4.8.9.13. **UPCOMING Bid…**
4.8.9.14. **SPECIAL NOTICE=** The government has issued a special notice to inform candidates of status of a solicitation
4.8.9.15. **Request for Appl…=**
4.8.9.16. **Sole Source PUS…=**Government only chooses one supplier
4.8.9.17. **GRANT=**Grant, not a solicitation
4.8.9.18. **SUBNet SBA**
4.8.9.19. **Invite to Negotia…**



4.8.10. **Location=**physical location of solicitation
4.8.11. **Status=**project status
4.8.11.1. **Working on it=**Someone has started this and is working on it
4.8.11.2. **Complete=**Submitted and closed
4.8.11.3. **Not started**=No one has started working on this
4.8.11.4. **Currently Inactive=**waiting to reopen
4.8.11.5. **Can't do it=** Not a task we can handle at this point of time or the date has already passed.
4.8.11.6. **AWARDED=**Has already been awarded so we cannot put in for this
4.8.11.7. **UPCOMING=**not open yet but will open soon
4.8.11.8. **JV=**Joint venture needed in order to proceed
4.8.11.9. **Duplicate=** identified that this is a duplicate and IT team needs to remove
4.8.11.10. **ELEVATED=** The status has skipped steps and this is required immediately.
4.8.11.11. **Canceled=**CO has cancelled the bid



4.8.12. **Area=**high level areas (See image for list as of Mar 2021)

Medical Sup.	Training	MEDICAL SERVI...	EMERGENCY	CNH	Entertainment
Flooring	Staffing	Janitorial Servic...	Const TxSmart	Warehousing	Leasing
Roofing	Other	Temp Housing	Therapy Social	Facilities Suppor...	Accounting
COVID 19	Repair	Janitorial Suppli...	ROBOTICS	Fencing	Supplies/Mat.
Renovation	Painting	Construction	Equipment	Demolition	
GC New Build	Furniture	Furniture	Carpet/Tile	Paint and Suppli...	

4.8.13. **Set aside=**Used by Research team. If preference is given to woman owned business, hub zone, minority owned, etc.
4.8.14. **NAICS=**North American Industry Code
4.8.15. **Link=**link to online solicitation
4.8.16. **Files=**relevant files such as an e-copy of the solicitation are stored here
4.8.17. **CO email=**email of contracting officer or solicitation contact
4.8.18. **Source**=Where the solicitation was found. completed by Research team
4.8.19. **Jeanene time track=**Where Government Contract Specialist tracks their time for research purposes
4.8.20. **Hudas time track=**Where Solicitation Writer tracks their time for research purposes.

5. <u>Supervisor responsibilities</u>

5.1. Intake new project records and assign them to team members
5.2. Review and respond to escalations in a timely manner
5.3. Escalate serious issues to leadership in a timely manner
5.4. Ensure team members are completing assignments on time
5.5. Monitor all records and address those that are approaching or past due
5.6. Engages with team members via Monday tagging and phone calls
5.7. Monitors “watch list” items for opportunities
5.8. Host 2,90 minutes stand up meetings per week with entire team.
5.8.1. **Every Monday**-Purpose is to review all active Monday records sorted by contract due date with nearest due date as the highest priority
5.8.2. **Every Thursday**-Review and discuss outstanding issues
5.9. As bids are ready for solicitation writing, review them for accuracy and clear team member to assign to a writer.
5.10. Weekly schedule and time sheets
5.11. Weekly reporting on team progress to leadership
5.11.1. Items moved into watchlist
5.11.2. Completed items
5.11.3. New intake
5.12. Friday administrative meeting as needed with registration team working on the To Do list.

Appendix A: Version Control

Version	Date	Author	Description of Change
1.0	Feb 2021	Andy Ziegler	Initial draft of procedure
1.1	Mar 2021	Andy Ziegler	Draft with CEO edits

Process Flow