

# JSC DATA REQUIREMENTS DESCRIPTION (DRD)

(Based on JSC –STD-123. See work page for instructions.)

1. DRD Title  Management Plan	2. Date of current version  01/31/04	3. DRL Line Item No.  01	RFP/Contract No. (Procurement completes)  NNJ04050170R
4. Use ( <i>Define need for, intended use of, and/or anticipated results of data</i> ) To document the Contractor management plan. Serves as the top level execution plan.		5. DRD Category: ( <i>check one</i> ) Technical X Administrative SR&QA	
6. References ( <i>Optional</i> )	7. Interrelationships ( <i>e.g., with other DRDs</i> ) ( <i>Optional</i> )		

8. Preparation Information (*Include complete instructions for document preparation*)

Scope:

The Management Plan shall:

- a. Describe the organizational structure, including a chart depicting the organization.
- b. Describe the organizational elements within the overall organization.
- c. Describe the communication channels, lines of authority, reporting relationships, and responsibilities of all organizational elements. Include in this discussion any subcontractors, team members, or joint venture partners, to illustrate their relationships within the structure.
- d. Describe the reporting responsibilities of the Contract Manager to corporate management, if applicable, and the relationship between the Contract Manager and the prime’s corporate management as well as the management of any subcontractors, team members, or joint venture partners.
- e. Describe the management policies, procedures, and techniques and how they are monitored to ensure their effectiveness.
- f. Describe how you will ensure the Government will receive the services for which it is contracting by providing the method, level and frequency of the internal surveillance. Describe the methods of identifying deficiencies and plans for correcting deficiencies.
- g. Describe how you will ensure contract requirements are met through fluctuating workloads and personnel absences.
- h. Describe how the key personnel interface regarding all aspects of this contract.
- i. Describe how the compensation plan proposed for your employees complies with the Department of Labor wage determination and enables your company to hire and retain a quality workforce.
- j. Describe your training plans for personnel including how requirements will be identified for types and frequency of certifications, and how training and certification records will be managed.
- k. Describe the overall approach to customer service and the strategy for achieving and maintaining customer satisfaction. Include how you will monitor, identify, and promptly correct customer service problems and describe how you will respond to requests for immediate problem mitigation and unique calibration requests.
- l. Describe specific improvements, innovations, and advancements in the state of the art for calibration and metrology technologies, advancements in equipment, processes, and procedures. Include how you will encourage innovation within your workforce.
- m. All employees must maintain the education and experience level for the respective Standard Labor Category (SLC) as accepted by the Government in the proposal.

Format:

Contractor format is acceptable.