

FEDSIM® *InForum*

February 2007

A Newsletter for FEDSIM Clients

E-dition #3

“We are happy to be back and are loaded with gigabytes of news and information”

More Information

GSA FAS Organization
www.gsa.gov/fas



Back with News and Info

FEDSIM Director's Forum

Lisa Akers

Welcome back to *InForum*, the publication for FEDSIM clients. If you missed *InForum* it has been away for a considerable break, but we are happy to be back and are loaded with gigabytes of news and information to impart in this and future e-ditions. So let's get started!

We're in the FAS/AAS Now

You are probably aware of the GSA Federal Supply Service/Federal Technology Service merger that created the new Federal Acquisition Service (FAS). FEDSIM is officially part of the Federal Acquisition Service headed by Commissioner Jim Williams. Mr. Williams' commitment to client-assisted service resulted in his decision to create the Office of Assisted Acquisition Services (AAS), headed by Assistant Commissioner Mary Davie. AAS offers technical, acquisition, and project management services that assist agencies in acquiring and deploying information technology and professional services solutions. A key benefit to FEDSIM stakeholders is AAS will help deliver a consistent acquisition experience for customers and industry partners across all regions and the national program. FEDSIM is committed to fulfilling GSA Administrator Lurita Doan's statement that the Assisted Acquisition Services "must offer clients superior, informed, and knowledgeable assistance that is both timely and cost efficient."

Customer Survey

I would like to thank all our clients for participating in the FEDSIM Customer Perceived Value (CPV) survey. We had an outstanding response. The survey indicated that the most important factors in selecting your service organization included contracting expertise, post award contract administration expertise, and ease to do business with. As you will see in this newsletter these results have been incorporated into the FEDSIM business plan to make sure we take on the initiatives and make decisions aimed at client concerns.

À la Carte Service Now Available

Listening to our client's 'easy to do business with' suggestions from the CPV survey, FEDSIM now offer à la cart fee-for-service assistance in addition to our turnkey concept-to-completion support services. So you are now able to pick and choose services, for example:

- Integrated Project Management, Acquisition, and Financial Management, or
- Integrated Project Management only, or
- Acquisition Support using GSA or client contracts, or
- Project Management and Acquisition Consulting Support only, or
- Pre-award Market Research for optimal solutions including GSA and other agency delegated IDIQ solutions
 - Pre-award support is aimed at making sure DoD clients obtain the

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DID YOU KNOW ?

FEDSIM in its 33 years has only had one contract protest, which it won.

“... improvements in FEDSIM operations and processes contributed to maintaining the same rates this fiscal year and will continue FEDSIM's position as a leader of IT acquisition and project management service providers.”

appropriate approvals easily and find it easier to do business with FEDSIM, or

- Development of pre award documentation only.

What other IT acquisition and project management service provider offers you so many ways to meet your needs? Contact your FEDSIM Group Manager if you are interested in this offering.

FY07 - No Rate Increase Again !

Can you think of anything that hasn't increased in cost in the last three years? Well we are pleased to announce that for the **third year** in a row FEDSIM will not increase client support rates. We know this is very important to you from the Customer Perceived Value survey results. FEDSIM is constantly assessing business performance looking to improve operational efficiency and effectiveness to ensure costs are covered and our rates are as low as possible. The Transaction Fee will also remain at .75% with a cap of \$100,000 and fee floor of \$500 per transaction. We are confident FEDSIM remains your “best value” service provider. Your FEDSIM Group Manager can furnish your estimated service charges for FY07.

Clean Audits Results

Since the last *InForum* FEDSIM has been under an intensive GSA Inspector General audit for compliance with the Federal Acquisition Regulation and a thorough financial audit required for GSA to maintain budget authority. We are proud to announce both audits have come out clean. In other words, FEDSIM was determined to be in compliance. FEDSIM financial reporting controls, as part of the GSA overall financial audit, enabled GSA to maintain budget authority without qualifications. The results demonstrate our FEDSIM contracting professional's FAR expertise. Clients can rest assured their projects will be conducted in accordance with appropriate acquisition and financial policies and procedures. 🙌

Enterprise Engineering

Improved FEDSIM Organization Effectiveness and Efficiency



With an overall goal of improving the effectiveness and efficiency of the organization, FEDSIM has undergone its own internal reengineering. These improvements in FEDSIM operations and processes contributed to maintaining the same rates this fiscal year and will continue FEDSIM's position as a leader of IT acquisition and project management service providers. Specifically:

- FEDSIM is now organized into two sectors: Defense and Civilian - enabling each to focus on the requirements/compliance issues associated with defense and civilian procurements. Each is headed by a sector director.
- The role of the Sector Director is to provide day-to-day operational management to the sector; provide general operational direction to FEDSIM group manager; balance workload and resources between/within sectors; to meet/exceed FEDSIM business goals; and to implement the guidance of the FEDSIM Director and Operations Director.
- The FEDSIM Operations Director role has been redefined to provide day-to-day operational guidance to the Sector Directors and continue improving effectiveness and efficiency of the FEDSIM organization.
- We have created the job function of Quality Assurance manager 🙌

responsible for promoting quality, consistency, and compliance in the development of all acquisition and project-related documentation. This job function also ensures training is available to ensure acquisition and project management excellence through all phases of the project lifecycle.

- Our Acquisition group has also been reorganized into two sectors dedicated to the defense and civilian sectors.
- We are initiating Project Performance Manager (PPM) groups in each sector to ensure project cost, schedule, and performance measures are standardized, monitored, tracked, and administered according to FEDSIM guidelines. PPM group responsibilities include:
 - Invoice Payment Process
 - Standardized Reporting
 - Starting cost and schedule baselining
 - Audit Support
 - Financial Management
 - Funds Tracking

In our next *InForum* e-dition we will cover the PPM group in more depth. A chart of the reengineered FEDSIM is available on our webpage. 

More Information

FEDSIM Structure

www.gsa.gov/fedsim

(See Information Library)

“Projects will now benefit from the synergy of effective decision making, and through better communication and improved teamwork, further streamlined processes.”

Your FEDSIM Home (IPT) Team

Project Support Structured into an Integrated Product Team



Did you know every turnkey project has a team of FEDSIM professionals involved with it? While you may be familiar with the FEDSIM Project Manager who is the primary point-of-contact, you may not be aware of the others. Recently these groups whose members specialize in various processes/phases of the project have been structured into an Integrated Project Team (IPT). Projects will now benefit from the synergy of effective decision

making, and through better communication and improved teamwork, further streamlined processes. The IPT members and their roles include:

- FEDSIM Project Manager -The role of the FEDSIM PM is to ensure FEDSIM clients are successful and clients’ expectations are well managed. Projects are managed through a collaborative IPT in accordance with cost, schedule and performance requirements with the PM providing honest broker advice to clients and industry partners. The PM is also the Contracting Officer’s Representative for the project task orders(s).
- Acquisition Project Manager - Provides technical expertise in the development of the pre-award materials and technical evaluation board.
- Contracting Officer - Develops, issues, evaluates, award and modifies contract actions; ensure contracting actions are complete, accurate, and contractually compliant, and; provide acquisition counsel (e.g. acquisition strategy, problem resolution, advice on contract alternatives and options).
- Contract Specialist - Supports the Contracting Officer to develop, issue, evaluate, award and modify contract actions; ensure contracting actions are complete, accurate, and contractually compliant; prepare and maintain contractual documentation, and; ensure contract files are complete and properly filed.
- Close-out Project Manager - The Close-out PM specializes in the closeout phase of a project’s lifecycle. 

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Related Links

Integrated Product Teams in Acquisition
<https://acc.dau.mil/CommunityBrowser.aspx?id=24675>

“The FEDSIM PM’s acquisition expertise proved so valuable that DHS has added another FEDSIM PM and is looking to increase its scope of FEDSIM services.”



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A common role for all members of the IPT is to work (and lead as appropriate) to build consensus and identify solutions for client requirements.

FEDSIM is in the process of establishing a formalized Program Management Office (PMO), which follows the Project Management Institute principles, to support project managers in the management of their projects. In our next *InForum* e-dition we will cover the PMO group in more depth. 🖱

CASE STUDY

FEDSIM Rescues Department of Homeland Security Project

One of FEDSIM’s Department of Homeland Security (DHS) clients recently took advantage of FEDSIM’s new à la carte services (see the Director’s Forum). They requested a full time, on-site FEDSIM Project Manager to provide subject matter expertise in information technology acquisition and overall project management support. The PM is supporting four different client initiatives.

One project being prepared for solicitation as the FEDSIM PM arrived on-site involved a requirement for a system to be used at various locations around the country. Valued at \$70 million, this was a very important project that was intimately tied to the primary mission of DHS. Based on previous input from the client’s technical staff, the contracting office involved proposed using a Multiple Award, Indefinite Quantity/Indefinite Delivery contract to support the requirement. The FEDSIM PM reviewed the acquisition strategy and determined that this type of contract would not support the technical requirement. In fact, it could lead to the implementation of a different technology and technical solution at each location. Fortunately, by redefining the requirements the FEDSIM PM was able to rectify misunderstandings with the contracting office and avert a contract not meeting DHS needs. The FEDSIM PM’s acquisition expertise proved so valuable that DHS has added another FEDSIM PM and is looking to increase its scope of FEDSIM services. 🖱

By The Numbers

FEDSIM Sales by Fiscal Year
(in millions)

