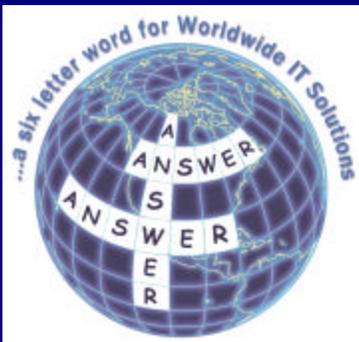




January 2001
Volume 1, Issue 4

Inside this Issue:

- 1 Powerful Performance-based Incentives Added to ANSWER
- 1 ANSWER Revises Ordering Procedures
- 1 DSL1 Contract Moves into Final Stages of Award
- 2 ANSWER Project Highlighted in National Defense Magazine
- 2 Solutions Edu Completes First Six Months with Honors!
- 2 Joint Conference Planned!
- ANSWER Spotlights Team Members



General Services Administration
ANSWER Solutions Development Center
9988 Hibert Street, Suite 102
San Diego, CA 92131
858.530.3175
1.877.534.2208

<http://answer.gsa.gov>

ANSWER IT

A MONTHLY PUBLICATION BY THE ANSWER SOLUTIONS DEVELOPMENT CENTER

Powerful Performance-based Incentives Added to ANSWER Contracts

Mimi Bruce

ANSWER has been modified to provide you with new and significant capabilities to both increase customer satisfaction and enhance contractor performance! ANSWER has moved decisively into the performance-based contracting arena with the addition of several powerful performance incentive tools. These performance-enhancing tools are incentive fees and award fees and will provide additional motivation to contractors to effectively manage costs and meet critical performance levels. These new incentive clauses permit future task orders to focus on specific aspects of a client's requirement as it relates to cost, quality, and delivery.

If you and your clients determine that a firm-fixed-price or time and material contract is not appropriate and the required supplies or services can be acquired at lower costs and, in certain instances, with improved delivery or technical performance, you can link the amount of profit or fee payable under the contract to the contractor's performance. Incentive contracts use predetermined, objective formulae, to measure technical performance, cost, or delivery. They are designed to obtain specific acquisition objectives by establishing reasonable and attainable targets that motivate contractor efforts that might not otherwise be emphasized; and discourage inefficiency. The incentive increases profit or fee only for achievement that surpasses targets, and decreases are levied to the extent that such targets are not met. Award-fee contracts are a type of incentive contract. Award-fee provisions may be used in fixed-price contracts when the Government wishes to motivate a contractor, and other incentives cannot be used because contractor performance cannot be measured objectively.

These incentive provisions may be just the ticket to improve contractor performance and customer satisfaction. The ANSWER Ordering Procedures Manual has been updated to include sample task orders that illustrate the new performance-based enhancement devices and is available on the ANSWER SDC website and in published form by calling or messaging the SDC Office.

ANSWER Revises Ordering Procedures

Mimi Bruce

Following a full-scale review of the Ordering Procedures, the ANSWER SDC has enhanced its Ordering Guide to more fully describe task order processes. This was done to ensure compliance with the OIG's audit recommendations of September 19, 2000 and to provide additional clarifications and examples for those officials placing orders under ANSWER. In concert with both the OIG audit recommendations and an action plan provided by Keith Sandridge, GSA Acquisition Policy, the revisions include the recommended changes, adds, and clarifications, as well as a variety of references and sources such as specific points
(continued on page 2)

DSL1 Contract Moves into Final Stages of Award

Armando Santos

The Technical Evaluation Team is completing its review of the final technical proposal revision. Evaluation of price proposals for those found technically acceptable commenced on November 30th, and requests for final price proposal revisions were made during the week of December 4th. Unsuccessful offer letters were sent on December 1, 2000 to those offerors whose technical proposal was found unacceptable. Pending final evaluations and clearances, award is anticipated to be made in late December. The scope of the contract provides for
(continued on page 2)

(continued from page 1)

of information at the Arnet website, Federal Acquisition Regulation (FAR), and various GSA internal documents. Overall, the revisions provide additional examples and information on performance based contracting statements of work (SOW), pricing of options, evaluation criteria, and incumbency letters.

ANSWER Project Highlighted in

National Defense Magazine 11/2000
“STRICOM Contract Focuses on
Worldwide Support for Trainers”

by Stephen Willingham

DynCorp, in Reston, Va., won an eight-year contract, worth up to \$752 million, to service and maintain simulation trainers for the U.S. Army and the Marine Corps, company officials announced. The task order covers maintenance of the two services' trainers, including those being used by U.S. troops in the Balkans. "Troops deployed in peacekeeping missions need to keep their war-fighting skills sharp," commented David W. Manning, director for logistics at the U.S. Army Simulation Training and Instrumentation Command (STRICOM), in Orlando, Fla. "The longer that troops are on deployment, the more their skills degrade. That's why they take their simulators with them." DynCorp said the contract was awarded through the General Services Administration's Federal Technology Service, Applications 'n Support for Widely-diverse EndUser Requirements (ANSWER) program. Manning called this award a "worldwide omnibus contract."

(continued from page 1)

ADSL, SDSL and IDSL with speeds ranging from 6.0 Mbps downstream to 1.5 Mbps upstream and includes internet access with email and IP Static Address. Technical Help Desk Support will be available 7x24x365 to all subscribers.

Solutions Edu Completes First Six Months with Honors!

Sherrie Householder

After beginning Solutions Edu with a prototype course in Performance-based Statements of Work focused specifically on FTS Contracts, the SDCs have scheduled 11 more courses during FY01. To date, four PBSOW courses have reached more than 100 GSA contracting personnel, clients and contractors. Surveys from attendees covered everything from course content to instructor effectiveness and averaged 4.62 on a scale of 5! Student commentary is equally impressive and includes; "The instructor was excellent", "Outstanding!!! Material covered articulately and professionally", "Exercises involving review and critique of sample SOWs were very beneficial and conducive to learning", "Instructor was very knowledgeable, so now I have a clear understanding of Performance-based contracting", "The mix of ITMs, COs, Contractors and clients was excellent", "**In my opinion, this class was one of the best classes I have had to date because the instructor was knowledgeable, flexible and willing to get into controversial discussions.**"

ITC and FEA Plan Joint Conference – 2001: A Service Odyssey

Ann Gladys

The board of directors for The Information Technology Council of Southern California and Arizona and the Federal Executive Association of San Diego are planning their first conference for calendar year 2001. The event will take place at the Admiral Kidd Club in San Diego on 1/17/01 with an agenda that includes the following topics: Performance Contracting, Customer Contact Management, Blue Pages, and Alternative Disputes Resolution. The board for the organizations includes Ann Gladys, Art Duggan, Lyle Hull, Sandra Cordell, and Sherrie Householder.

Special Events for Members of Team ANSWER

Ann Gladys

ANSWER Contracting Officer Sheila Ames became Sheila Leonard as she wed Michael Leonard a longtime friend and fellow contracting officer on October 14, in Fresno, California. Lyle Hull, ANSWER's Director of Marketing, became a grandfather for the second time! Elias Michael was born in San Diego to Marjorie and Stephen Treger. On December 4th, ANSWER Project Manager Sherrie Householder commenced classes embarking on her course toward a Master of Science Degree in Electronic Commerce at National University.

Jan/Feb Events

Date: 1/8/01
 Location: DC
 Event: FEDSIM, PM

Date: 1/9/01
 Location: Philadelphia
 Event: Region 3, RPM

Date: 1/10/01
 Location: New York City
 Event: Region 2, RPM

Date: 1/11/01
 Location: Boston
 Event: Region 1, RPM

Date: 1/22-26
 Location: Bremerton, WA
 Event: Solutions Edu – PB/SOW

Date: 2/26-3/2
 Location: Fort Worth, TX
 Event: Solutions Edu - Contracting for Services under MA/IDIQ contracts

ANSWER POCs

Thelma Riusaki
 ANSWER PCO
 510.637.3880

Armando Santos
 Safeguard PCO
 510.637.3875

Sheila Leonard
 Contracting Officer
 510.637.3894

Mimi Bruce
 Client Service Manager
 510.637.3890

Paul Martin
 Client Service Manager
 510.637.3884

Lyle Hull
 Director, Business Development
 858.537.2204

Jill Schillinger
 Business Development Manager
 858.530.3177

Sherrie Householder
 Solutions Edu PM/Provost
 858.537.2210

Ann Gladys
 Director, ANSWER SDC
 858.537.2201

