

# ENTERPRISE GOVERNMENTWIDE ACQUISITION CONTRACT CENTER

The background of the lower half of the cover features a stylized image of the Earth from space, showing the Americas. The globe is overlaid with a white grid of latitude and longitude lines. The background behind the globe is a colorful, abstract gradient of red, orange, yellow, green, and blue.

## ANSWER PAST PERFORMANCE SURVEY REPORT INDUSTRY PARTNER CONTRACT YEAR (7-8)



General Services Administration  
Federal Acquisition Service

Subject: ANSWER Contract Year 7-8 Past Performance Survey Debrief GS09K99BHD0000

We have completed the seventh/eighth Annual ANSWER Past Performance Survey, measuring client satisfaction, in accordance with Federal Acquisition Regulation (FAR) Part 42.1501 - Contractor Performance Information and in accordance with the Enterprise Government Wide Acquisition Contract (GWAC) Center, dedication to continuous performance improvement. The Past Performance Survey was conducted during the period of July 3, 2006 through October 20, 2006. All active and closed out task orders for the reporting period 1 July, 2005 – 30 June, 2006 of the corresponding year were surveyed.

An electronic questionnaire was provided to all Contracting Officers Technical Representatives (COTR) who utilized an ANSWER contract task order during the reporting period contract year covered by the survey. COTRs are defined as client agency's end-users, which include Direct Order/Direct Billed Clients. Survey results indicate that ANSWER clients are extremely satisfied with the information technology support services they receive from our ANSWER Industry Partners.

**(Industry Partner)** has demonstrated an unwavering commitment to ensuring client satisfaction. The very high survey rating received from clients indicates that **(Industry Partner)** services are citizen-centered and results-oriented. You exceed the challenge of providing our clients with the excellent IT support and services they need to achieve their missions.

The following pages provide **(Industry Partner)** comprehensive survey results received from the clients during this rating period. You will be given an opportunity to provide comments regarding any feedback that your firm may have regarding the survey results.

Thank you for your dedication, commitment to high performance, and continuous achievements to ensure that the ANSWER contract remains vibrant and successful.

Sincerely,

PATRICIA SULLIVAN  
ANSWER Contracting Officer

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## EXECUTIVE SUMMARY

The Enterprise Governmentwide Acquisition Contract (GWAC) Center offers efficient, responsive, and professional support for all Information Technology (IT) acquisition needs through the ANSWER (Applications 'n Support for Widely-diverse End-User Requirements) program. ANSWER provides clients with worldwide access to comprehensive IT solutions from renowned and cutting-edge Industry Partners.

GSA's ANSWER Program, awarded in December 1998 to ten Industry Partners, provides the full spectrum of IT services through innovative "best value" solutions. The Indefinite Quantity contracts were awarded for a base period of two years with options to extend performance in one-year increments up to a maximum of eight additional years. The contracts are in their eighth contract year, with the latest options for all ten contracts having been exercised in December 2005. The evaluation period addressed under this survey is for the dates July 1, 2005 through June 30, 2006.

The ANSWER Program has been extremely effective at providing high-quality, cost-effective IT services to Federal Government agencies throughout the world, largely due to the contractual relationships with high-caliber Industry Partners, coupled with diligent performance monitoring by the Enterprise GWAC Center, Pacific Rim Region.

A large portion of the Enterprise GWAC Center's monitoring effort is achieved through its ANSWER Annual Past Performance Survey, the subject of this report. The GWAC Center has developed a procedure to query all client agencies that have open task orders during the evaluation period.

A total of 635 questionnaires were distributed by email to survey a total of 635 task orders. Follow-up emails and phone calls were used to encourage completion of the surveys. The survey period had a duration of 110 days, starting on July 3, 2006 and ending on October 20, 2006. Data validation was performed by the Government to verify the accuracy of the data collected.

All Industry Partners were provided a summary report of their survey scores, personally debriefed on the survey results for their companies and given an opportunity to submit comments to the PCO regarding their scores. A modified summary report, excluding specific Industry Partner data will be posted to the GSA website at [www.gsa.gov/answer](http://www.gsa.gov/answer).

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## KEY RESULTS

- ❖ Overall Average Score for all Industry Partners: **4.54**

## CONTRACT BACKGROUND

### Program History

The Government Wide Acquisition Contracts (GWAC) were designed to take advantage of economies of scale, reduce duplicative contract vehicles and provide clients a streamlined method to fulfill their IT requirements. The ANSWER contracts are Multiple Award, Indefinite-Quantity contracts accessible on a worldwide basis. GSA, Federal Technology Service (FTS), awarded ANSWER contracts to 10 Industry Partners on December 30, 1998. The contracts were administered by the ANSWER Solutions Development Center (SDC) located in San Diego and Oakland California. GSA realigned the ANSWER Program from FTS to the Federal Supply Service (FSS) in January 2003 and renamed the office, the Enterprise GWAC Center, Pacific Rim Region. The GWAC Center is now aligned under Federal Acquisition Service.

### Industry Partners

The firms listed below comprise the cadre of current ANSWER Program Industry Partners who are recognized worldwide for making a significant difference in providing Information Technology solutions. The Partners have a clear vision and sense of purpose when supporting Government clients. They remain dynamic through change and adaptation and provide clients with stability & continuity within a highly volatile and rapidly changing technological environment.

Contractor	Contract Number
GENERAL DYNAMICS IT (FORMERLY ANTEON CORPORATION)	GS09K99BHD0001
BOOZ ALLEN HAMILTON, INC.	GS09K99BHD0002
COMPUTER SCIENCES CORPORATION	GS09K99BHD0003
CSC SYSTEMS & SOLUTIONS, LLC	GS09K99BHD0004
CACI – ISS (FORMERLY INFORMATION SYSTEMS SUPPORT)	GS09K99BHD0006
ITS CORPORATION	GS09K99BHD0007
L-3 GOVERNMENT SERVICES, INC.	GS09K99BHD0005
NORTHROP GRUMMAN INFORMATION TECHNOLOGY	GS09K99BHD0009
SCIENCE APPLICATIONS INTERNATIONAL CORP.	GS09K99BHD0010
TASC, INC.	GS09K99BHD0008

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**ANSWER Clients**

Top 10 ANSWER Client Agencies in terms of total contract obligations:

Client	Total Obligations
Department of the Army	\$1.63B
Department of the Navy	\$1.28B
Department of the Air Force	\$908M
Department of Health and Human Services	\$284M
Department of Defense	\$276M
Department of Transportation	\$116M
Environmental Protection Agency	\$84.9M
Civil Corp of Engineers	\$81.9M
General Services Administration	\$73.0M
Department of State	\$65.7M
<b>Total through FY 06</b>	<b>\$4,806,642,182.34</b>

Top 10 ANSWER Client Agencies in terms of FY 06 contract obligations:

Client	Total Obligations
Department of the Army	\$327M
Department of the Air Force	\$181M
Department of the Navy	\$114M
Department of Health and Human Services	\$52.0M
Department of Defense	\$29.7M
Department of State	\$15.9M
Environmental Protection Agency	\$12.0M
Defense Acquisition University	\$7.79M
Federal Bureau of Investigation	\$7.29M
Civil Corp of Engineers	\$6.47M
<b>Total for FY 06</b>	<b>\$754,573,651.14</b>

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## **PURPOSE OF SURVEY**

The ANSWER Past Performance Survey serves a variety of functions by satisfying the contract administration requirements of Federal Acquisition Regulation (FAR) 42.15, Contractor Performance Information; General Services Acquisition Manual (GSAM), Subpart 542.15; and Office of Federal Procurement Policy (OFPP) Best Practices for Collecting and Using Current and Past Performance Information (May 2000). It provides information critical to justifying the exercise of contract options and provides a comprehensive approach to measuring client satisfaction with the Industry Partners performance.

Measuring client satisfaction involves creating the proper environment for: Conducting open, honest, and continuous communication with clients to understand their expectations; Involving clients and Industry Partners in the entire evaluation process; and measuring client satisfaction regularly to determine trends and the effectiveness of improvements that have been implemented. Measuring and monitoring client satisfaction is not an end in itself. It is a means to improve service to the clients and the program performance in general. Client satisfaction measurement provides invaluable information for responsive and meaningful exchanges with clients. It also ensures the successful accomplishment of GSA and Industry Partners organizational goals.

## **SURVEY METHODOLOGY**

The ANSWER Past Performance Survey was accomplished via an electronic questionnaire (see page 7) and was conducted during July - October 2006. In accordance with H.29, the Contractor was required to send a complete listing of COTRs on all active and closed out task orders for the reporting period 1 July, 2005 – 30 June, 2006. The report was to be submitted to the Contracting Officer in GSA approved electronic spreadsheet format (currently Excel 7.0 or higher) and will include: COTR name and contact information (organization, phone number, and email address), task order number, project title, and performance period. The report was to be submitted no later than 30 July of 2006. Input was sought from all COTRs who utilized an ANSWER contract task order(s) during the seventh/eighth contract year covered by the survey. COTRs are defined as client agency's end-users, which include Direct Order/Direct Billed Agency Contracting Officers.

Email requests with survey attached were sent to all COTRs. The survey consisted of 9 performance factors, using a 5-point scale to rate each task order. Using this scale, a rating of "5" indicates "Extremely Satisfied," "4" indicates "Very Satisfied," "3" indicates "Satisfied," "2" indicates "Dissatisfied," and "1" indicates "Wholly Dissatisfied". The survey also included an opportunity for the respondents to provide written comments.

A copy of the past performance evaluation was provided to the Industry Partners, during the firms individual debriefing. During the corporate debriefings, discussions centered on specific task order scores and comments received from the COTRs.

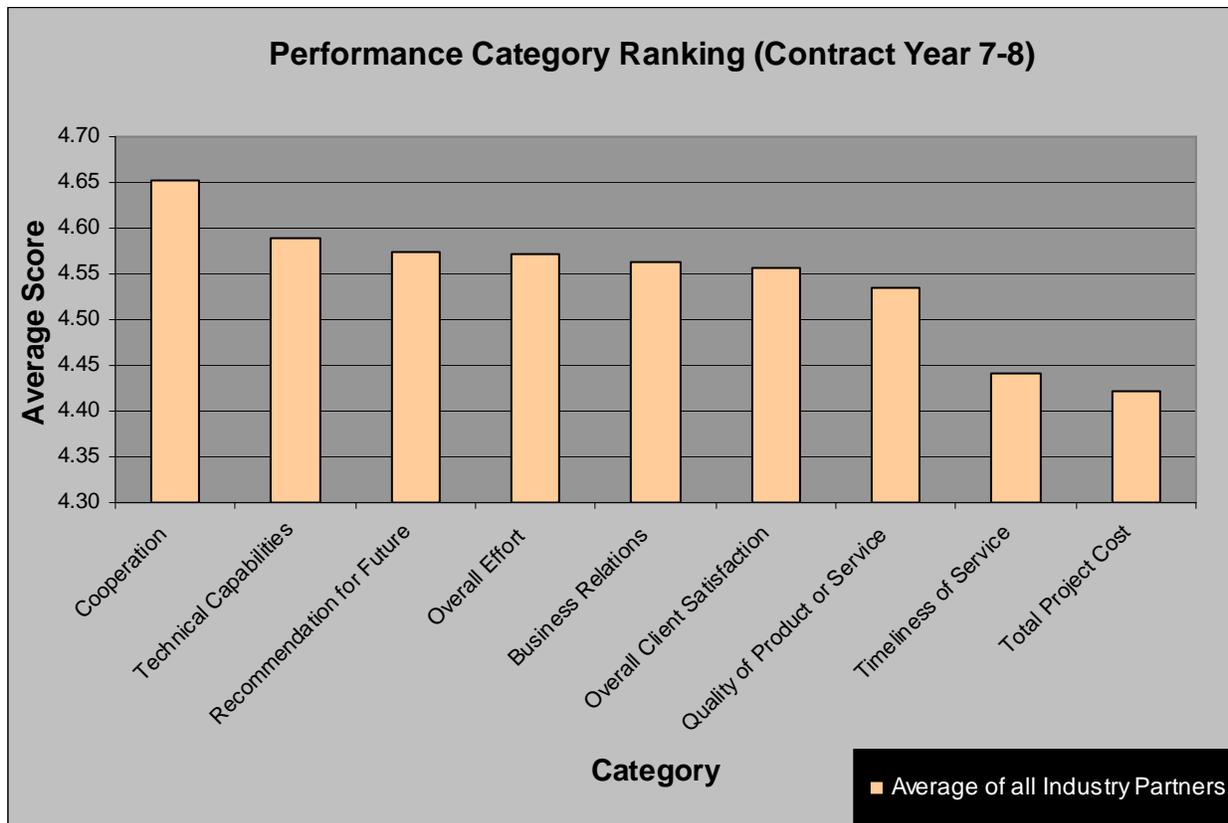
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**PERFORMANCE CATEGORY RANKING**

Table IP01-1 and associated chart compares the individual category rankings for all Industry Partners to those corresponding to **(IP)**. The numeric ranking value increases from one (1) to nine (9) as the average performance score decreases.

**Table IP01 - 1**

Performance Category Ranking (Contract Year7-8)		
Performance Category	All Industry Partners	
	Ranking	Average Score
Cooperation	1	4.65
Technical Capabilities	2	4.59
Overall Effort	3	4.574
Recommendation for Future	4	4.572
Business Relations	5	4.562
Overall Client Satisfaction	6	4.556
Quality of Product or Service	7	4.54
Timeliness of Service	8	4.44
Total Project Cost	9	4.42



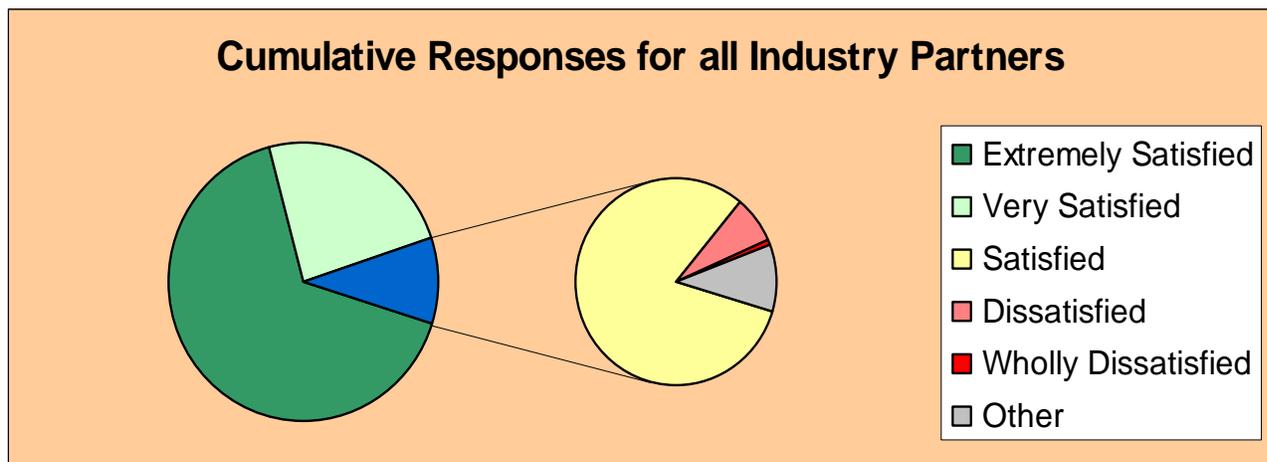
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### RESPONSES BY RATING FACTOR

Table IP01-2 and associated chart compares **(Industry Partner)** to all Industry Partners combined by the responses each received from COTRs expressed as rating factors based on a 5-point Likert scale with the following scoring scheme: “Extremely Satisfied” = (5), “Very Satisfied” = (4), “Satisfied” = (3), “Dissatisfied” = (2), “Wholly Dissatisfied” = (1), and “Other” = not applicable or a non-integer response. **(Industry Partner)** combined fraction of “Extremely Satisfied” and “Very Satisfied” rating factor responses is a very respectable **(XX.XX%)**.

**Table IP01-2**

Responses by Rating Factor (Contract Year 7-8)		
Rating Factor	All Industry Partners	
	Number of Responses	Percent of Responses
Extremely Satisfied	2418	66.01%
Very Satisfied	879	24.00%
Satisfied	297	8.11%
Dissatisfied	26	0.71%
Wholly Dissatisfied	3	0.08%
Other	40	1.09%
Total	3663	100.00%



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**ANSWER INDUSTRY PARTNER PAST PERFORMANCE SURVEY 2006**

The purpose of this survey is to measure the Industry Partner's contract performance for the period 7/01/2005 through 6/30/2006. Thank you!

Please rate each of the evaluation areas on a scale of 5 to 1 for the Industry Partner by placing an "X" in the appropriate column with whom you have the task order.

**Scale:**

5 = Extremely Satisfied    4 = Very Satisfied    3 = Satisfied    2 = Dissatisfied    1 = Wholly Dissatisfied

**Definitions:**

**Quality:** Quality of services

**Relations:** Responsiveness of the contractor

**Timeliness:** Prompt delivery of task products

**Cost:** Total project costs

**Technical:** Technical capability of the contractor

**Cooperation:** Your rating of the cooperative working relationship with the contractor

**Recommend:** Your recommendation of doing business with the contractor again

**Effort:** Overall perceived level of contractor effort

**Overall Satisfaction:** Overall level of satisfaction with the contractor's performance

**1.) Past Performance Survey for the ANSWER Contract:**

Evaluation Category	5 Extremely Satisfied	4 Very Satisfied	3 Satisfied	2 Dissatisfied	1 Wholly Dissatisfied
Quality of Product or Service:					
Business Relations:					
Timeliness of Performance:					
Total Project Cost:					
Technical Capabilities:					
Cooperation:					
Recommendation for Future:					
Overall Effort:					
Overall Client Satisfaction:					

**2). Your Comments (please provide comment if rating reflects 1 or 2):**

### DESCRIPTIVE STATISTICS COMPARISON DATA

Table IP01-4 provides a comparison of descriptive statistics for all Industry Partners (combined) to (Industry Partner) past performance scores for individual contract years.

**Table IP01 - 4**

ANSWER Industry Partner Past Performance Scores Comparison Chart (based on COTR responses)															
Time Period:	Contract Year														
	CY-1		CY-2		CY-3		CY-4		CY-5		CY-6		CY-(7-8)		
Option Year	base		base		OY-1		OY-2		OY-3		OY-4		OY-(5-6)		
Calendar Year	1999		2000		2001		2002		2003		2004		2005-2006		
Performance Period	1/1/1999 - 12/31/1999		1/1/2000 - 12/31/2000		1/1/2001 - 12/31/2001		1/1/2002 - 12/31/2002		1/1/2003 - 12/31/2003		1/1/2004 - 12/31/2004		7/1/2005 - 6/30/2006		
Performance Categories:	All Industry Partners	(IP)													
Quality of Product or Service	minimum	3.71	minimum	3.83	minimum	3.88	minimum	4.24	minimum	4.39	minimum	4.23	minimum	4.32	
	maximum	5.00	maximum	4.77	maximum	4.65	maximum	4.71	maximum	4.92	maximum	4.74	maximum	4.83	
	range	1.29	range	0.94	range	0.77	range	0.47	range	0.53	range	0.51	range	0.51	
	mean	4.30	mean	4.41	mean	4.37	mean	4.51	mean	4.67	mean	4.44	mean	4.54	
Business Relations	minimum	3.20	minimum	3.36	minimum	3.88	minimum	4.12	minimum	4.36	minimum	4.14	minimum	4.25	
	maximum	4.60	maximum	4.80	maximum	4.79	maximum	4.73	maximum	4.92	maximum	4.70	maximum	4.81	
	range	1.40	range	1.44	range	0.91	range	0.61	range	0.56	range	0.56	range	0.56	
	mean	4.09	mean	4.27	mean	4.40	mean	4.51	mean	4.62	mean	4.47	mean	4.55	
Timeliness of Service	minimum	3.71	minimum	3.18	minimum	3.75	minimum	3.92	minimum	3.89	minimum	4.00	minimum	4.00	
	maximum	4.65	maximum	4.72	maximum	4.67	maximum	4.69	maximum	4.91	maximum	4.68	maximum	4.83	
	range	0.94	range	1.54	range	0.92	range	0.77	range	1.02	range	0.68	range	0.83	
	mean	4.24	mean	4.24	mean	4.26	mean	4.42	mean	4.55	mean	4.41	mean	4.44	
Total Project Cost	minimum	3.50	minimum	3.33	minimum	3.50	minimum	3.57	minimum	3.83	minimum	3.68	minimum	4.05	
	maximum	4.59	maximum	4.51	maximum	4.25	maximum	4.55	maximum	4.71	maximum	4.55	maximum	4.79	
	range	1.09	range	1.18	range	0.75	range	0.98	range	0.88	range	0.87	range	0.74	
	mean	4.13	mean	3.92	mean	3.90	mean	4.08	mean	4.29	mean	4.08	mean	4.41	
Technical Capabilities	minimum	3.50	minimum	4.00	minimum	3.88	minimum	4.23	minimum	4.13	minimum	4.20	minimum	4.26	
	maximum	4.55	maximum	4.79	maximum	4.65	maximum	4.76	maximum	4.96	maximum	4.72	maximum	4.83	
	range	1.05	range	0.79	range	0.77	range	0.53	range	0.83	range	0.52	range	0.57	
	mean	4.20	mean	4.40	mean	4.36	mean	4.49	mean	4.55	mean	4.47	mean	4.59	
Cooperation	minimum	3.20	minimum	4.00	minimum	4.25	minimum	4.32	minimum	4.54	minimum	4.27	minimum	4.34	
	maximum	5.00	maximum	4.85	maximum	4.84	maximum	4.88	maximum	4.94	maximum	4.76	maximum	4.89	
	range	1.80	range	0.85	range	0.59	range	0.56	range	0.40	range	0.49	range	0.55	
	mean	4.30	mean	4.50	mean	4.54	mean	4.63	mean	4.73	mean	4.54	mean	4.64	
Recommendation for Future	minimum	3.20	minimum	3.67	minimum	3.88	minimum	4.21	minimum	4.21	minimum	4.11	minimum	4.22	
	maximum	4.70	maximum	4.85	maximum	4.71	maximum	4.69	maximum	4.92	maximum	4.75	maximum	4.89	
	range	1.50	range	1.18	range	0.83	range	0.48	range	0.71	range	0.64	range	0.67	
	mean	4.20	mean	4.36	mean	4.39	mean	4.49	mean	4.62	mean	4.46	mean	4.57	
Overall Effort	minimum	3.57	minimum	3.50	minimum	4.00	minimum	4.20	minimum	4.32	minimum	4.17	minimum	4.30	
	maximum	5.00	maximum	4.80	maximum	4.69	maximum	4.69	maximum	4.92	maximum	4.72	maximum	4.89	
	range	1.43	range	1.30	range	0.69	range	0.49	range	0.60	range	0.55	range	0.59	
	mean	4.29	mean	4.31	mean	4.37	mean	4.49	mean	4.62	mean	4.44	mean	4.57	
Overall Client Satisfaction	minimum	3.40	minimum	3.50	minimum	4.00	minimum	4.20	minimum	4.14	minimum	4.14	minimum	4.18	
	maximum	4.69	maximum	4.82	maximum	4.69	maximum	4.69	maximum	4.72	maximum	4.72	maximum	4.89	
	range	1.29	range	1.32	range	0.69	range	0.49	range	0.58	range	0.58	range	0.71	
	mean	4.22	mean	4.33	mean	4.34	mean	4.47	mean	4.44	mean	4.44	mean	4.55	