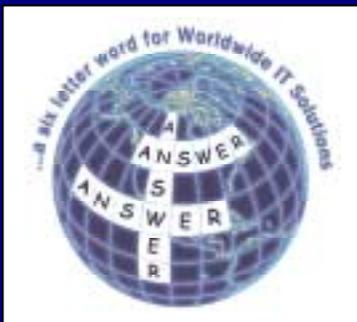


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# ANSWER IT

A MONTHLY PUBLICATION BY THE ANSWER SOLUTIONS DEVELOPMENT CENTER

## ***FedLearn Fosters Partnership with DAU Through the Use of the ANSWER Contract***

***By Sherrie Householder & Elaine Dauphin***

On January 31<sup>st</sup>, 2002, FedLearn awarded a task order to Computer Sciences Corporation (CSC) under the ANSWER contract to support the Defense Acquisition University. CSC will convert an existing classroom course to a distributed learning method and will restructure three existing online courses to ensure compliance with Section 508 and the Shareable Content Object Reference Model (SCORM), a set of interrelated technical specifications that enable the reuse of Web-based learning content across multiple environments and products.

DAU coordinates acquisition education and training programs to meet the training requirements of more than 140,000 DoD acquisition personnel. As the DoD corporate university for education in acquisition, the DAU sponsors curriculum and instructor training to provide a full range of basic, intermediate, advanced, and assignment-specific courses to support the professional development of the Acquisition Workforce.

To help DAU meet its objectives, CSC will use its Courseware Factory (CWF), a comprehensive and proven methodology for the production of Interactive Multimedia Instruction (IMI) products which includes Computer-Based Training. The Courseware Factory process ensures a standard implementation for all projects so that the same principles and practices for planning, production, and release of courseware are used. The CWF methodology adapts the principles of systems engineering to courseware development and is consistent with Carnegie-Mellon Software Engineering Institute (SEI) standards. During training product design and development, CWF developers make extensive use of CSC's Utopia2000, which has been identified as the "cutting edge of technology" for courseware development and authoring.

The task award is the result of a synergistic partnership among DAU, FedLearn, and the ANSWER SDC and represents the team efforts and insights of Col. Bill McNally (DAU); Marc Santini, Bill Jackson, Barbara Rosholdt, and Emil Loczko (FedLearn); and Mimi Bruce, Sherrie Householder, Sheila Leonard, Thelma Riusaki, and Ann Gladys (ANSWER SDC). The project is the first phase of a total online training delivery and management solution for the Defense Acquisition University, which will include a learning management system, online course development, and multi-media conversion.

## ***FORUM Demonstrates Teamwork*** ***Mimi Bruce***

The sixth FORUM session was presented to Region 4 in Atlanta on February 28th. A joint SDC initiative launched four months ago, FORUM has evolved and is improving with each iteration. For the Atlanta event, pre-FORUM meetings with the ITAC, FEDCAC, Small Business, and ANSWER SDC members were held to ensure that all SDCs would play an appropriate and vital role in the session.

The objective of FORUM is to disseminate information and share best practices across FTS Contracts in the

*(continued on next page)*

## ***Solutions Edu Adds Four Classes to FY02 Schedule***

***Sherrie Householder***

With the increasing demand for Performance-Based Contracting classes, Solutions Edu has scheduled four additional courses for FY02, bringing the total number of courses offered under this program to 23 in this fiscal year. The additional courses have been scheduled in Scottsdale, AZ, Oakland, CA and two in Washington, DC. The FTS SDC program has become so popular that requests are already being submitted for the FY03 schedule.

(continued - FORUM Demonstrates Teamwork)

context of experiential data and regulation. Attendees represented a cross section of new and experienced ITMs and COs resulting in an exchange of fresh ideas and historical perspectives.

Representation from all SDCs provided an interactive approach that was the basis of this very comprehensive FORUM. Mimi Bruce of the ANSWER SDC spoke of new FAR changes and Acquisition Strategy. Ron Heald, also of the ANSWER SDC, took the lead regarding organizational background and history. Angela Joslin and Tommy Thomas, both from the ITAC SDC, discussed the Contract Comparison Matrix, issuance of task orders, and the proposal evaluation process. Howard Innis, of the Small Business SDC, described protests and debriefs, while Vincent Violandi, FEDCAC Program Manager presented his experience in the evaluation process. Logical Follow-on and the use of the IT Fund continue to invite the most interaction.

### **ANSWER SDC Team Members Recognized for "Strengths"**

**Ann Gladys**

As a result of Paul McDermott's Customer Loyalty Seminar and GSA's focus on the Gallup Q12, all members of the ANSWER SDC participated in the "Now, Discover Your Strengths" Survey. The results of the survey proved to be quite interesting with the team having virtually all of the defined strengths. The most commonly shared strengths among team members were, as one might expect on a procurement team, "deliberative" and "focus"!

On February 13<sup>th</sup>, team members were recognized for their strengths in award ceremonies in San Francisco and San Diego. Each ANSWER colleague received a plaque citing and celebrating his or her strengths.

The book and survey provide insights for the individual and for management by highlighting the role management can play to assist each team member in further developing his or her strengths.

### **Connections Rounds the Corner for National Proposals**

**Paul Martin**

The due date for CONNECTIONS proposals aimed at a National award is March 12<sup>th</sup>. Those proposing for the National segment of the contract are obligated to address telecommunication requirements for the 50 US States, and all US territories. Offerors proposing on the telecommunications Equipment segment of CONNECTIONS must provide for Voice, Video, Data and Equipment Services. Those offering Support Services must propose labor skills in the Telecomm Professional, Technical, and E-Business Series. Finally, those offering support on the Solutions level, must propose to and address areas of Consulting, Systems Integration, Installation and Testing, and Operations Support. Bidders may choose to propose to the level associated with their areas of expertise.

During February, the Procurement Team authored three amendments to the CONNECTIONS RFP. Amendment 0003 extended the National proposal due date to March 12, 2002, allowing for 30 days extension based on changes to Section B Pricing Tables. Amendments 0002, 0003 and 0004, are available on the CONNECTIONS website.

Since the release of the RFP, CONNECTIONS Team has responded to over 400 questions received from Industry relating to the procurement. The CONNECTIONS website at <http://answer.gsa.gov/connections> organizes the questions and answers in to the categories of Acquisition, General, Price, Technical or Web-related.

### **ANSWER Travels Worldwide for Department of State**

**Sheila Leonard**

On February 6<sup>th</sup>, a new Department of State ANSWER project task was awarded to DynCorp to provide system design and development, engineering, and installation of communications infrastructure at U.S. embassies, consulates and foreign service posts worldwide. The project has requirements that span across numerous levels of IT support from initial design to system development, testing, integration, implementation, and end-user orientation and training.

New systems will be installed, launched, and implemented worldwide at the rate of 20 to 30 sites per year at every embassy and foreign post in the world, totaling more than 200 embassies. The objective of the project is to provide the Department of State facilities abroad with state-of-the-art systems and capabilities thereby ensuring American diplomats communicate as effectively as possible.

### **March-April Events**

Date: 3/12 – 3/14  
Location: Wash D.C.  
Event: Solutions Edu – Contracting for Services

Date: 3/26  
Location: Fort Worth, TX  
Event: FORUM

Date: 3/28  
Location: Chicago, IL  
Event: FORUM

Date: 4/3 – 4/5  
Location: Sacramento, CA  
Event: ANSWER SDC "All Hands" Meeting

Date: 4/8  
Location: Washington, DC  
Event: E-Learning Conference

Date: 4/8 – 4/12  
Location: Ft. Worth, TX  
Event: Sol. Edu – Source Select

Date: 4/15 – 4/17  
Location: Orlando, FL  
Event: Network Serv. Conf.

Date: 4/22 – 4/26  
Location: Scottsdale, AZ  
Event: Sol. Edu - PBSOW

Date: 4/22 – 4/25  
Location: Rancho Las Palmas  
Event: ANSWER Tech Refresh III

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