Federal Acquisition Service

Q2 2014 Quarterly Industry Meeting
Center for IT Schedule Program

May 6, 2014

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Welcome

➢ For Audio:
  - Dial-in: 1-800-857-6263
  - Passcode: 8787006
➢ Please enter your questions at any time during the presentation using the Q&A Pod
➢ We will allow time for Q&A at the end of the presentation
➢ You may download this presentation using the link on the right side of the screen
➢ For information related to our previous Quarterly Industry Meeting go to: http://www.gsa.gov/portal/content/143023

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Q2 2014 Quarterly Industry Meeting
Kay Ely
Director, Office of IT Schedule Programs

May 6, 2014

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Top 5 for FY 2014

➢ Be an accountable Schedule 70

➢ Increase the number of productive contracts

➢ Be employee focused and customer driven

➢ Grow addressable market share

➢ **Seek better solutions that meet new requirements**

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Q1 2014 Quarterly Industry Meeting
Karl Krumbholz
IT Schedule 70 Advocate

May 6, 2014

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ad·vo·cate

Dictionary Says:

➢ to speak or write in favor of;

➢ support or urge by argument

In other words:

"Become aware of industry's perspectives or concerns, and articulate that position to GSA's contracting officials."

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Background

- ➢ 22 years Experience in IT Services; 32 years in Acquisition
- ➢ Former Director of Network Services at GSA
- ➢ Government user of Schedule 70
- ➢ User of Schedule 70 (and other contract vehicles) as a Director of Information Technology Services in Industry (TRW)

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Charter

➢ Encourage a professional and productive dialogue between GSA's Contracting Officials and industry

➢ Act as an alternative source for companies to present and receive answers to ongoing issues

➢ Address issues that broadly impact all companies that do business on Schedule 70

➢ Act as a sounding board for companies to discuss problems, concerns, and suggestions

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Vendor Points of Contact

➢ Contract-Specific Questions: Your designated Contracting Officer (CO) or Contract Specialist (CS)

➢ General Questions: IT Customer Service Center

- (855) ITaid4U (482-4348)
  Continual Weekly Service
  Sunday 8:00 p.m. to Friday 8:30 p.m.
  ITCSC@gsa.gov

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Seek better solutions that meet new requirements

➢ Working to identify new and emerging technologies

➢ Focus on one-on-one customer meetings to develop strategic relationships and capture future requirements

➢ IT Schedule 70 Advocate

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Current IT Schedule Sales (as of 4/30/14)

	Current	Goal	% of Goal
Federal Sales	$9,935,706,458	$15,400,000,000	64.52%
State and Local Sales	$635,193,271	$644,000,000	98.63%
Consolidated Sales	$68,085,575		
Disaster Program Sales	$6,238,899		
Totals	$10,645,224,203		

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FY14 Outreach Plan - Update

➢ Goal: Increase Market Share to Assist Agencies in Accomplishing their Missions
- Engage DOD and Federal Customers
  – Created 9 Account Plans
  – Engaged 8 Agencies
  – Currently have $1.5B in the opportunity pipeline
- Continued State and Local Government Outreach
  – Focused on building relationships started in FY13
  – Current sales are 39% higher than FY13
- Developing a DOD campaign for 3rd and 4th quarter

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FY14 Outreach Plan - Update

➢ Goal: Increase Customer Awareness
- Developed 3 new training sessions for Federal, State and Local customers
- Increased the number of training sessions
  - Federal Customers: 7 Sessions
  - State and Local Customers: 9 Sessions
  - Industry: 8 Sessions
- Re-establish Schedule 70 Industry and Customer Newsletters
- Increase use of social media

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FY14 Outreach Plan - Update

➤ Goal: Increase Customer Loyalty
- Developed FY13 results action plan
- IT Tier Two Customer Support
    – Received 838 customer inquiries
        ▪ 460 from Industry
        ▪ 46 new business opportunities
        ▪ 96% resolved in < 48 hours
- IT Schedule 70 Customer Advocate Resolved 4 cases

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More Support

- ➢ IT Schedule 70 Contact Center
  - ITCSC@gsa.gov
  - (855) ITaid4U (482-4348)
  - www.gsa.gov/schedule70
- ➢ Vendor Support Center
  - www.vsc.gsa.gov
- ➢ Regional GSA OSBUs
  - www.gsa.gov/smallbizsupport
- ➢ GSA Mission and Priorities
  - http://www.gsa.gov/portal/content/100735

- ➢ GSA Interact Communities: Interact.gsa.gov
  - IT Schedule 70: https://interact.gsa.gov/group/it-schedule-70
  - Training : https://interact.gsa.gov/group/training
  - GSA State and Local: https://interact.gsa.gov/group/state-local
  - GSA Multiple Award Schedules: https://interact.gsa.gov/groups/multiple-award-schedules

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MAS Modernization

➢ Increase Knowledge Management
- Business Intelligence

➢ Data Driven Pricing
- Dynamic Market Pricing

➢ Enhanced Service Delivery
- Enhanced customer service solutions

➢ Flexible Contracting
- Flexible contracting solutions

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Solicitation Refresh #33

➤ Published April 30, 2014

➤ Incorporates "raising the bar" language and requirements of all offers into new provisions

➤ TAA Compliance

➤ Add notices to further outline Electronic Product Environmental Assessment Tool (EPEAT) offerings

- Currently added to SIN descriptions posted on eLibrary
- Provides further guidance on how Schedule Contractors may highlight sustainability items (SIN 132-8, SIN 132-9, SIN 132-53, SIN 132-99, SIN 132-100

➤ Incorporate new Modification Clause (552.238-81)

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Dual Contracts / Evergreen

➤ Awaiting formal policy guidance from Acquisition Management on dual contracts

➤ GSA is in the process of clarifying this policy across acquisition centers

➤ Vendors should contact their Procuring Contracting Officer (PCO) if they are seeking dual contracts

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Acquisition Operations Update
Cheryl Harris
Acting Director, Acquisitions Operations Division

May 6, 2014

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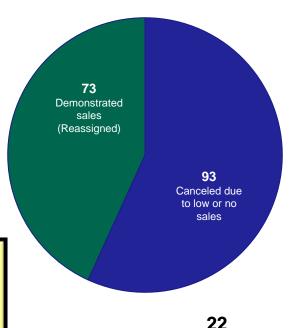
Productive Contracts Review

➤ *Productivity is the key*

➤ Starting in Q2 FY14, we will include contracts with "Low Sales" to the review

➤ Cross-organizational team continues to conduct research to determine sales clause compliance

➤ Open dialogue with vendors to assist them in achieving success

FY14 to Date

73
Demonstrated sales
(Reassigned)

93
Canceled due to low or no sales

What is Sales Clause Compliance?
Per clause I-FSS-639, the required minimum sales is $25,000 during the first two years of the life of the contract, and $25,000/yr each year thereafter. Any contract not meeting these thresholds may be identified as non-compliant.

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Consistency in Acquisitions Practices

➢ FY14 Mandatory Division-wide acquisition training
- Commercial Pricing Tool for Schedule 70
- Price Analysis Training
- Green Purchasing/Sustainability Presentation
- End User License Agreement (EULA) and Warranty
- Evaluation of SIN 132 3 (leasing)
- Refresher on Economic Price Adjustment (EPA) Clauses
- Evaluation of SINs 132 100 & 132 99
- Service Contract Act
- Operating in a Paperless Environment
- Vendor communication challenges

➢ Added mandatory training on the IT Professional Services categories (April 1)

Consistency in Acquisitions Practices

- ➢ Ensure FAC-C Certification for acquisition professionals
- ➢ Continue to work with Multiple Award Schedule (MAS) Program Management Office on initiatives, policy and guidance
  - Instructional Letters
  - Acquisition Letters
- ➢ Management team meets regularly to validate internal procedures to supplement the FAR and GSAM
- ➢ Continue to collaborate with government and industry associations

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End User License Agreements (EULAs)

➢ As of March 7, the EULA review backlog was resolved

➢ If you have a EULA in the review process, please be cognizant of your time in responding to additional requests

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Vendor Information and Training on eTools

➢ eOffer/eMod

- User Guides located on Home Page www.eoffer.gsa.gov

- Videos added on each page to help navigate

- Explains how submission processes work

- Look for the "Help on This Page" image

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eOffer/eMod Help Videos

Dual Contracts

➢ Available at 14 years, 3 months

➢ Contracts with BPAs

➢ Initial Contract will only be available for "existing business"

➢ Allowed at anytime for different SINs

➢ Must be submitted through eOffer

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CSP in eMod

➢ Nov 13, 2013, all new offers will require electronic submission of CSP through eOffer/eMod

➢ If the Contractor originally submitted their CSP in paper, eMod will not have formatted data

➢ If a new mod requires updates to the CSP, Contractors will be required to submit electronically the CSP data only for the change they are requesting

➢ Contractors will "NOT" need to supply their entire CSP electronically at that time

➢ Option time will require submission of CSP in electronic format in eMod

U.S. General Services Administration

CSP in eMod cont.

➢ Mods Requiring CSP update
- Add SIN
- Add Labor Category
- Add Products
- Permanent and Temporary Price Reductions
- EPAs and Wage Determinations

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CSP Validation