



U.S. General Services Administration

# Federal Acquisition Service

General Supplies and Services  
Acquisition Operations  
State of the Business Line

April 2008



## Federal Acquisition Service

# GSS Acquisition Operations Who We Are

### Six MAS Centers...

- Manage 34 Non-IT Schedules
- Perform SOP Buys for Furniture
- Develop and Manage Strategic Sourcing Efforts

### Acquisition and Supply Operations Acquisition Support

- Provide Guidance, Standardization & Consistency Across Centers
- Liaison with AM and CAO on Policy Issues

### AO and SO Human Capital Support

- 1102 FAC-C Training Support
- Continuous Learning and Training for all other GSS AO FTE



## Federal Acquisition Service

# GSS Acquisition Operations Where We Stand

### **MAS Still Growing, But at a Moderate Pace**

- AO Volume \$17.9 Billion in FY07, Up 7% From FY06
- FY08 Business Volume YTD \$9.3 Billion, Nearly Half Way to our \$17 Billion FY08 Goal

### **Growing Contract Administration Workload**

- Nearly 12K Contracts in Effect, 78.2% Small Business
- Over 3000 Offers and 12,000 Mods Received in FY07
- Options Work is Growing in All Centers (679 Processed YTD)

### **Strained 1102 Resources**

- Contracting Workload Carried by Just 250 AO 1102 FTE
- Constant Challenge to Hire and Maintain Qualified 1102s



## Federal Acquisition Service

# GSS Acquisition Operations Where We are Headed

### Focus on Growth Opportunities

- Schedule Expansion (Each Center Focusing on Two New Projects)
- Expand Strategic Sourcing and BPA Solutions
- Targeted Customer Opportunities
- One GSA Cluster of Services

### Improve Efficiencies

- Streamline Solicitations, Standardize Operations and Practices
- Focus on Contract Admin (Options/Mods)

### Reduce Direct Costs

- Leverage 1102 and 1101 Resources
- Marketing Communication & Publication and Consolidation



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# GSS Acquisition Operations Growth Opportunities

### Schedule Expansion into Untapped Markets - Quarterly Additions Planned

#### End 1st Quarter 08:

- Security Convergence (84)
- Cemetery Maintenance (03-FAC)
- Furniture Project Management (71 II)
- Acquisition Support (MOBIS)
- Drydock Services (03-FAC)

#### End 2nd Quarter 08:

- Construction Management (PES)
- Ancillary Repair and Alteration (03 FAC, LogWorld, 56, CFMS)
- Safeguarding Personal Identification and Healthcare Information

#### Targeted Customer Opportunities

- DHS, VA, and GSA-PBS



## Federal Acquisition Service

# GSS Acquisition Operations FY08 Performance Measures

### Incentivized Measures

- Customer Satisfaction
- Socioeconomic Business Volume
- Cycle to Process Modifications
- Direct Cost as a Percentage of Gross Margin

### Key Tracking Measures

- Timely Processing of Options
- Vendor Satisfaction with Offer/Mod Processing
- New Environmental Items/Sales Added to GSA Advantage
- Percentage of 1102s That are FAC-C Certified



## Federal Acquisition Service

# **GSS Acquisition Operations How You Can Help Make Us Successful**

**Help Promote MAS as the Government's Contract of Choice**

**Understand and Promote Horizontal Solutions to Customers**

**Continually Propose Addition of State-of-the-Art Products and Services to Your Schedule**

**Tell us When/Where We Need to Add, Update or Delete SINs to Reflect Best Emerging Practices**

**Tell Us How We Can Improve**

- Bi-Annual Vendor Satisfaction Survey**
- Monthly Offer/Mod Satisfaction Surveys**