



U.S. General Services Administration

# Federal Acquisition Service

Q1 2014 Quarterly Industry Meeting  
Center for IT Schedule Program

January 23, 2014



## Federal Acquisition Service

# Welcome

- For Audio:
  - Dial-in: 1-800-988-9524
  - Passcode: 8736340
- 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 (In the “Files” pod)
- For information related to our previous Quarterly Industry Meeting go to: <http://www.gsa.gov/portal/content/143023>



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# Federal Acquisition Service

Q1 2014 Quarterly Industry Meeting  
Kay Ely  
Director, Office of IT Schedule Programs

January 23, 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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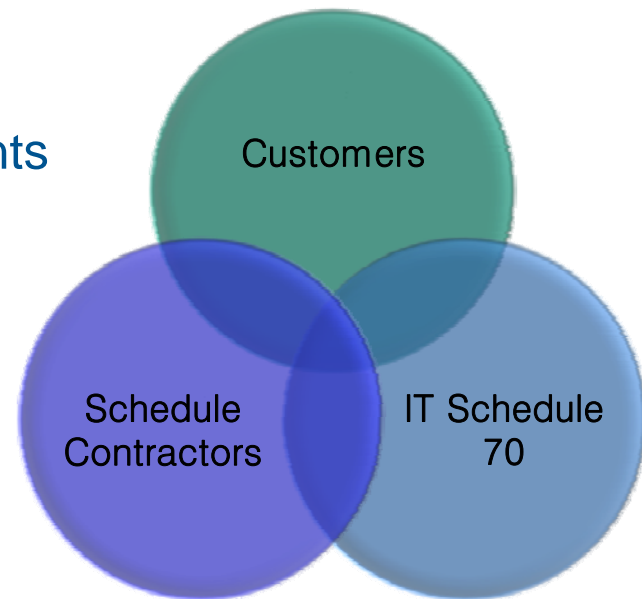
Q1 2014 Quarterly Industry Meeting  
Warren Blankenship  
Director, Program Management Div.

January 23, 2014

## Federal Acquisition Service

## Be an Accountable Schedule 70

- Stakeholder: Customers
  - Best value to meet mission requirements
  - Save taxpayer dollars
- Stakeholder: Schedule Contractors
  - Transparency
  - Consistency
- Stakeholder: Employees
  - Providing training and policy guidance
  - Promoting professional development
  - Managing workload





## Business Volume & Customer Savings

- IT Schedule 70 Business Volume: \$15.4B
- Customer Savings – currently talking to agencies to determine the best way to capture and quantify savings
  - FSSI Wireless: FY14 Target: \$5.23M
  - COMSATCOM: FY14 Target: \$150.0M
  - SmartBuy: FY14 Target: \$510.5M



## Acquisition Workforce

- Ensure 1102s have FAC-C Certification
  - ITS FY14 Target: 90%
  - Current IT Schedule 70: 86%
- Employee Satisfaction
  - ITS FY14 Target: Outpace Governmentwide Performance
  - Based on Annual Employee Viewpoint Survey



## Customer and Supplier Loyalty

- Supplier (Industry) Satisfaction:
  - ITS FY14 Target: 3.1 out of 5
  - Based on Annual Supplier Satisfaction Survey
  - FY13 Baseline: 3.05
- Customer Loyalty:
  - ITS FY14 Target: 7.8 out of 10
  - Based on Annual Customer Loyalty Survey
  - FY13 Baseline: 7.6



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# Federal Acquisition Service

Business Development,  
Marketing and Outreach Update  
Willie Mills  
Branch Chief, Program and Business Analysis Branch  
January 23, 2014



## 2013 Customer Loyalty Survey

- Annual Survey
- Focused on our Customer's:
  - Perceived Value
  - Overall Satisfaction
  - Corporate Reputation
- 1,978 customers surveyed with a 29% response rate
- Significant increases in every category



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# 2013 Customer Loyalty Survey Results

Performance Scorecard	Schedule 70		ITS Portfolio		GSA FAS	
	2012	2013	2012	2013	2012	2013
Loyalty Intentions (1-10)	7.2	8.0	7.5	7.5	7.6	7.6
Demonstrated Loyalty (1-4)	2.6	2.8	2.6	2.6	2.6	2.6
Satisfaction (1-10)	6.6	7.2	6.9	7.0	7.1	7.0
Value for the Customer (1-10)	6.7	7.1*	6.8	6.9*	7.1	6.9*
Customer Service Quality (1-10)	7.2	7.5	7.3	7.5	7.6	7.7
Product/Procurement Quality (1-10)	7.0	7.7	7.3	7.4	7.5	7.5
Customer Knowledge (1-10)	7.1	7.7	7.7	7.8	7.8	7.8
Corporate Reputation (1-10)	6.4	6.6	6.3	6.6	6.5	6.7

\*No significance testing was conducted for Value items because a new item was added in 2013.

Significantly higher or lower than in 2012



## FY14 Outreach Plan

- “Top 15” DOD and Federal Customers for targeted outreach effort
- Focus on agencies with large open market spend
- Increased engagement with State and Local Government Market
- Develop new training offerings
- Increase use of social media
- Creation of a customer focus group



## Federal Acquisition Service

# More Support

### ➤ IT Schedule 70 Contact Center

- [ITCSC@gsa.gov](mailto:ITCSC@gsa.gov)
- (855) ITaid4U (482-4348)
- [www.gsa.gov/schedule70](http://www.gsa.gov/schedule70)



### ➤ Vendor Support Center

- [www.vsc.gsa.gov](http://www.vsc.gsa.gov)

### ➤ Regional GSA OSBUs

- [www.gsa.gov/smallbizsupport](http://www.gsa.gov/smallbizsupport)

### ➤ GSA Mission and Priorities

- <http://www.gsa.gov/portal/content/100735>

### ➤ GSA Interact Communities: [Interact.gsa.gov](http://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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# Federal Acquisition Service

Policy Update  
Dennis Harrison  
Director, Contract Cost & Price Analysis Division

January 23, 2014

## Federal Acquisition Service

## Solicitation Refresh #32

- Issued September 25, 2013
- Incorporated additional “raising the bar” language and requirements of all offers
  - AbilityOne compliance
  - Competitive pricing
  - Full catalog offerings
- Removed NAICs codes (4000 series) – per SBA guidance
- Used base clause 52.212-4 (July 2013) for EULA review



## Federal Acquisition Service

## Solicitation Refresh #33

- Planned March 2014
- Incorporate “raising the bar” language and requirements of all offers into a new provision
- Provide further guidance on how Schedule Contractors may highlight sustainability items
  - SIN 132-8
  - SIN 132-53
- Add clarification on Service Contract Act (SCA)



## Service Contract Act (SCA)

- The US Department of Labor (DoL) indicated that SCA does apply to schedule contracts for professional services
- We will be incorporating all wage grade determinations
- We will review all requests for rate increases, as a result
- We have issued the policy to our staff to ensure there is consistent implementation



## 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 PCOs if they are seeking dual contracts



## Modernizing Schedules

- GSA posted a notice in the Federal Registry seeking comments on adding order-level materials to Schedules
- Comments are due before March 17, 2014
- For more information:  
<https://www.federalregister.gov/articles/2014/01/14/2014-00456/modernizing-the-federal-supply-schedule-program-order-level-materials>



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# Federal Acquisition Service

Acquisition Operations Update

Cheryl Harris

Acting Director, Acquisitions Operations Division

January 23, 2014

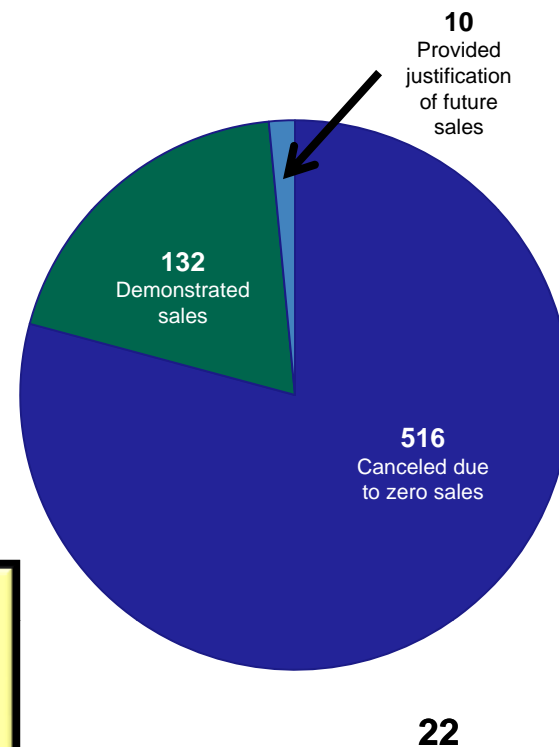
## Federal Acquisition Service

## 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
- Staff is communicating with vendors to determine best course of action

### 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.



## Consistency in Acquisitions Practices

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



## Consistency in Acquisitions Practices

- Ensure FAC-C Certification for acquisition professionals
- Continue to work with MAS PMO to effect change on MAS initiatives, policy and guidance
  - Instructional Letters
  - Acquisition Letters
- Management team meets regularly to validate internal procedures to supplement the FAR and GSAM





## Questions?

- Please submit your questions via the Q&A Pod in the right bottom corner of your screen.

