

ANSWER PAST PERFORMANCE SURVEY
SUMMARY REPORT
FOR
PERFORMANCE PERIOD 4

Prepared by:

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SAN DIEGO, CALIFORNIA

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Executive Summary

Contracts to provide Information Technology ("IT") services under GSA's ANSWER IT Services Program were awarded in December 1998 to 10 contractors, widely known throughout the program as its "Industry Partners". These Indefinite Quantity contracts were awarded for a base period of 2 years with options to extend performance in one-year increments up to a maximum of 8 additional years. The contracts are in their fifth performance period, with the latest options for all 10 contracts having been exercised in December 2002. The evaluation period addressed under this survey is for the fourth contract performance period, which essentially equates to calendar year 2002.

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 ANSWER Government Wide Acquisition Contract ("GWAC") Center, Pacific Rim Region.

A large portion of the ANSWER 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 GSA task managers and client agencies that had open task orders during the evaluation period.

The evaluation factors used in this and all previous annual surveys were identical to the factors used for the pre-award survey conducted for each firm. This methodology provides the government the ability to logically, accurately and objectively monitor the contractor's performance. The survey was conducted using Web Surveyor, a commercial off-the-shelf ("COTS") web-based survey software product. Anteon Corporation ("Anteon") assisted the ANSWER GWAC Center in conducting the survey and assembling the data, under an ANSWER task order.

A total of 2,213 surveys were distributed by email to surveil a total of 1,151 task orders. Follow-up emails and phone calls were used to encourage completion of the surveys. The survey period had a duration of 22 days, starting on January 13, 2003 and ending on February 3, 2003. Data Validation was performed by Anteon and 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 and made available to the public.

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Key Results

- ❖ Overall Average Score for all Industry Partners: **4.54**¹
- ❖ Number of Industry Partners Earning a “Brass Ring”²: **6**
- ❖ Number of Industry Partners with Improved Scores over Previous Year: **7**
- ❖ Overall³ Survey Response Rate: **48.5%**

¹ Score based on a 5-point scale.

² “Brass Ring” award recognizes an Industry Partner meeting or exceeding its pre-award survey score.

³ Consists of “External” client and “Internal” GSA Information Technology Manager responses.

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Contract Background

Program History

The ANSWER Program contracts 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 had been 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 ANSWER Government Wide Acquisition Contract (“GWACC”) Center, Pacific Rim Region. The new office remains co-located in San Diego and Oakland.

Industry Partners

The contractors listed below comprise the cadre of current ANSWER Program Industry Partners. Due to corporate acquisitions and mergers, Litton/PRC became TASC, Inc. and Logicon became Northrop Grumman Information Technology, following contract award.

<u>Contractor</u>	<u>Contract Number</u>
ANTEON CORPORATION	GS09K99BHD0001
BOOZ-ALLEN & HAMILTON	GS09K99BHD0002
COMPUTER SCIENCES CORPORATION	GS09K99BHD0003
DYN CORP SYSTEMS & SOLUTIONS, LLC	GS09K99BHD0004
EER SYSTEMS	GS09K99BHD0005
ISS, INC.	GS09K99BHD0006
ITS, INC.	GS09K99BHD0007
NORTHROP GRUMMAN INFORMATION TECHNOLOGY (formerly LOGICON)	GS09K99BHD0009
SAIC	GS09K99BHD0010
TASC, INC. (formerly LITTON/PRC)	GS09K99BHD0008

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Program “Snapshot” Metrics

The following metrics are accurate through December 29, 2002, the end of the fourth contract year:

- ❖ Total Number of ANSWER Program client agencies: **27**
- ❖ Number of Countries with ANSWER Task Orders: **49**
- ❖ Total Number of ANSWER Task Orders: **1,706**
- ❖ Number of active ANSWER Task Orders in Contract Year 4: **1,151**
- ❖ Total Amount of ANSWER Contract Obligations: **\$1,635,188,665**
- ❖ Total Amount of ANSWER Contract Obligations in Contract Year 4: **\$432,483,744**

ANSWER Clients

Top 5 ANSWER Client Agencies in terms of total contract obligations:

<u>Client</u>	<u>Total Obligations</u>
Department of Navy	\$580M
Department of Army	\$414M
Department of Air Force	\$300M
Department of Defense	\$106M
Department of Health & Human Services	\$84M

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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) (See *Appendix ‘A’*). It provides information critical to justifying the exercise of contract options and provides a performance feedback mechanism essential to Industry Partners in evaluating their success at achieving high levels of client satisfaction and meeting GSA and Industry Partner organizational goals of continuous improvement.

Survey Methodology

The ANSWER Past Performance Survey (see *Appendix ‘B’*) was conducted during January 2003, with input sought from all External and Internal Clients who utilized ANSWER contract task orders during the time period covered by the survey, the fourth contract year. “External Clients” are client agency, end-users and “Internal Clients” are defined as GSA/FTS Project Managers.

Email requests with a link to the survey were sent to all participants. The survey consisted of 9 performance factors to be rated on a 5-point scale for each task order, with “5” being “Extremely Satisfied” and “1” being “Wholly Dissatisfied”. The survey also included an opportunity for the respondents to provide written comments.

“Websurveyor” v. 3.6 software was used to collect the data. Support was obtained from Anteon Corporation to assist with structuring the survey and configuring the output.

Individual reports (See *Appendix ‘C’*) were prepared for each Industry Partner that provided metrics specific to its company as well as overall averages for the entire program. Each Industry Partner was provided an oral debrief by the ANSWER GWAC Center administration team, including the Procuring Contracting Officer (“PCO”) and the Program Manager.

A Data Validation matrix (See *Appendix ‘D’*) was submitted by Anteon Corporation and approved by the ANSWER GWAC Center task order Project Manager.

Following the survey, ANSWER GWAC Center personnel debriefed all 10 firms in person. (See *Appendix ‘E’* for Debriefing Schedule.) During the corporate debriefings, discussions centered on specific task order scores, comments received from both the internal and external clients, contract training requirements, the fluctuation in the

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number of proposals received and other areas of concern or interest that were Industry Partner specific.

Survey Results

Survey Responses

SURVEY METRICS			
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	External	Internal	Overall
No. of Survey Requests	1151	1062	2213
No. of Survey Responses	418	655	1073
Response Rate	36.3	61.7	48.5

The Brass Ring

The ANSWER Industry Partners reached a remarkable new milestone with the largest number of Partners achieving “Brass Ring” status. A record number of six Partners earned the Brass Ring award by exceeding their pre-award scores for Performance Period 4. Previously, a maximum number of 5 Partners earned the Brass Ring designation. The following Partners earned the Brass Ring for Performance Period 4:

- ❖ Anteon Corporation
- ❖ Booz.Allen & Hamilton, Inc.
- ❖ Computer Sciences Corporation
- ❖ DynCorp Systems & Solutions, LLC
- ❖ EER Systems
- ❖ Science Applications International Corporation

Of special note is that **EER Systems** earned its first Brass Ring ever, during Performance Period 4 by improving its overall performance by 4.45% over its Performance Period 3 score and 21.82% over its Performance Period 1 score.

Highest Overall Score

ITS Corporation was once again ranked “Number 1”, by having the highest overall score for Performance Period 4. It not only achieved this distinction for this period, but for every year of the program. The table and chart below illustrate the Ranking of the Industry Partners.

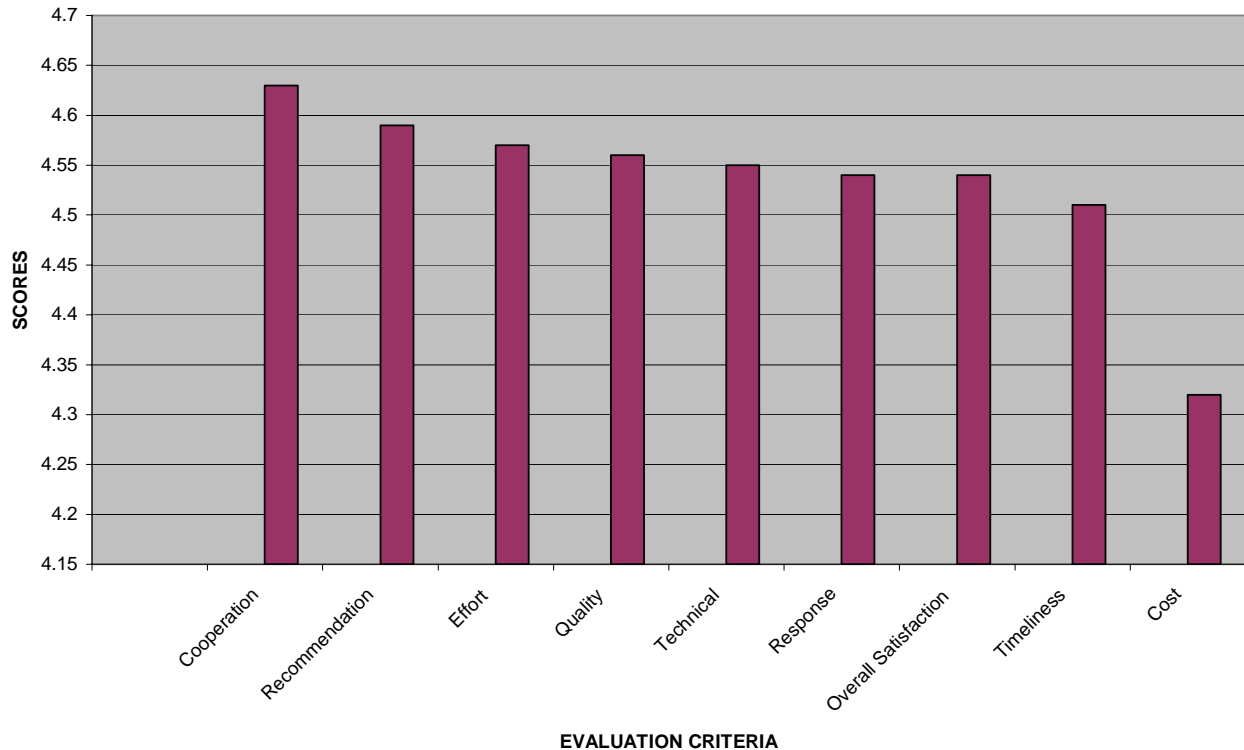
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Average Scores by Evaluation Criteria Categories

The table and chart below show the average scores for all Industry Partners by individual Evaluation Criterion.

AVERAGE SCORES FOR ALL INDUSTRY PARTNERS PERFORMANCE PERIOD 4		
Evaluation Criteria	Ranking	Score
Cooperation	1	4.63
Recommendation	2	4.59
Effort	3	4.57
Quality	4	4.56
Technical	5	4.55
Response	6	4.54
Overall Satisfaction	6	4.54
Timeliness	8	4.51
Cost	9	4.32

AVERAGE SCORES FOR ALL INDUSTRY PARTNERS



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More information regarding survey results can be obtained by federal, state and local contracting organizations by contacting the following ANSWER GWAC Center associates:

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