



GSA Federal Supply Service

Multiple Award Schedule Advisory Panel Presentations Stakeholder Expectations

June 16, 2008

**Eldred Jackson, Deputy Director of Administration
DOJ-Office of Justice Programs
(Bureau Procurement Chief)**

Our Goal

- **Share a Contracting Officer's perspective**
- **Increase Communication**
- **Share common mistakes made by offerors**
- **Improving relationships between Government and contractor communities**



An Overview

- **Acquisition Management (AMD)** supports all phases of the acquisition process, from acquisition planning to post-award services for a variety of goods and services used in the daily operations, of the Office of Justice Programs.
- We utilize the Multiple Award Schedule Program to acquire supplies and services including:
 - **Information Technology Equipment**
 - **Information Technology Services**
 - **Conference Support**
 - **Video Film Production**



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- **Temporary Administrative Support**
 - **Accounting Support**
 - **Training and Technical Assistance**
 - **Audit Support**
 - **Language Services**
 - **Office Supplies**
 - **MOBIS**
 - **Environmental Services**
 - **Human Resources & EEO Services**





Expectations of Vendors



Rule Number One....



Good Team: When responding to a Government proposal a good team goes a long way.



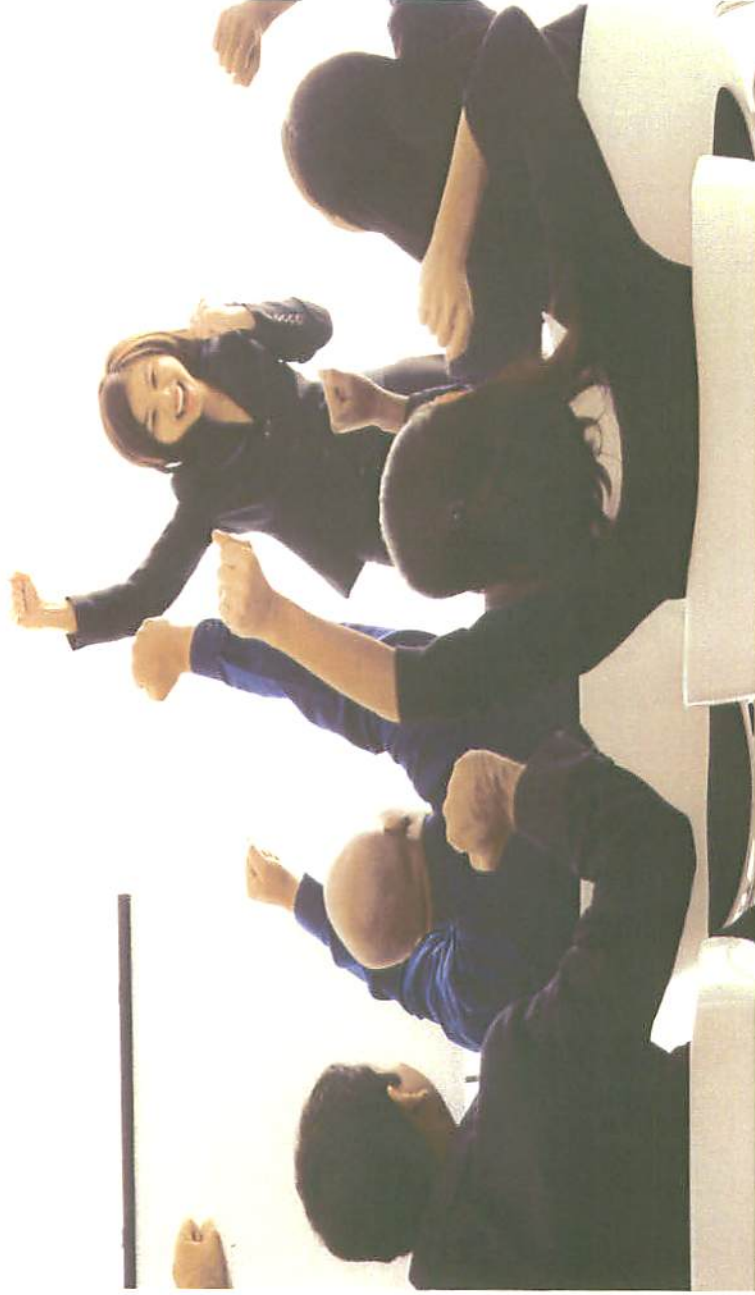
Rule Number Two...



Key Personnel: If RFQ states key personnel must be present, they should be there.



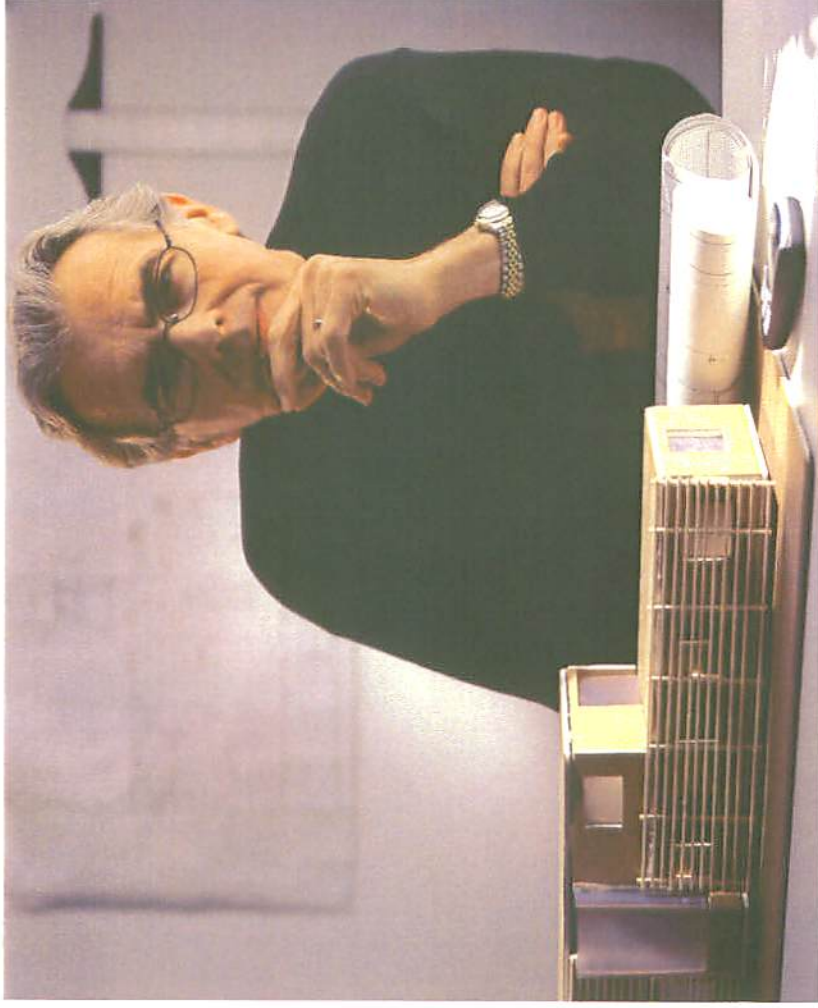
Rule Number Three...



Management Approach: Vendors should know what team members shall be executing tasks as outlined in the RFQ.



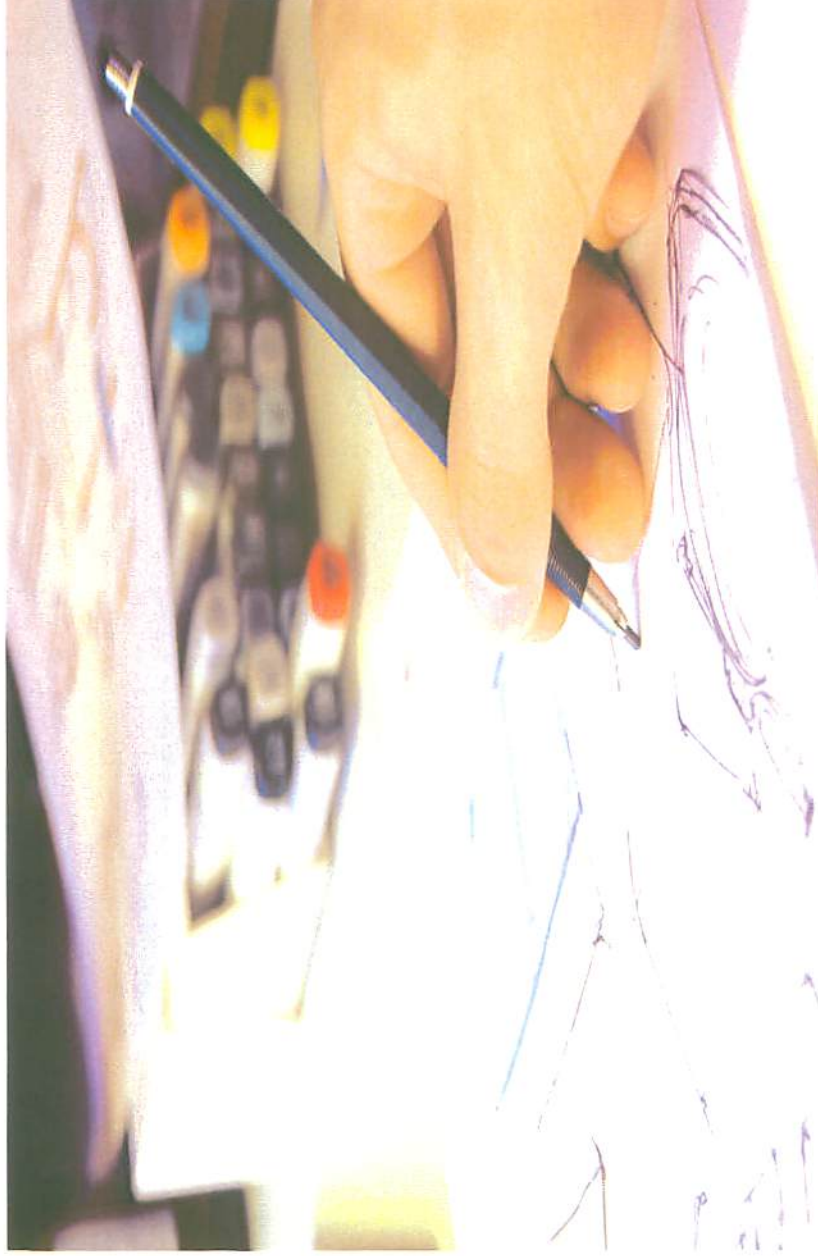
Rule Number Four...



Quality Control: Vendor should always have a quality control plan that reflects their commitment to the project.



Rule Number Five...



The Government respects creativity: The Vendor's response should not be generic or elaborate.



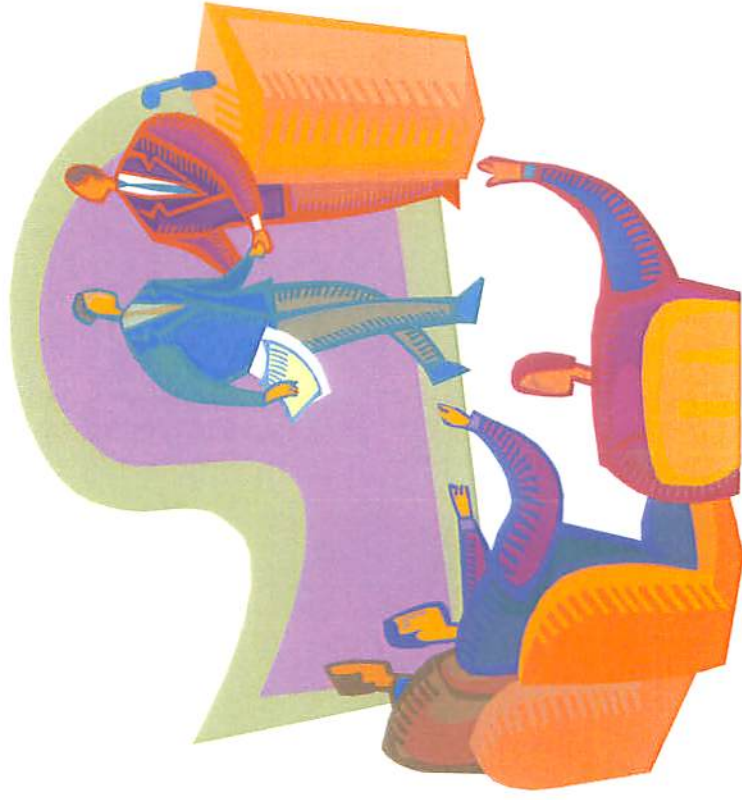
Rule Number Six...



Never assume anything: Please ask all questions during the RFQ question and answer period.



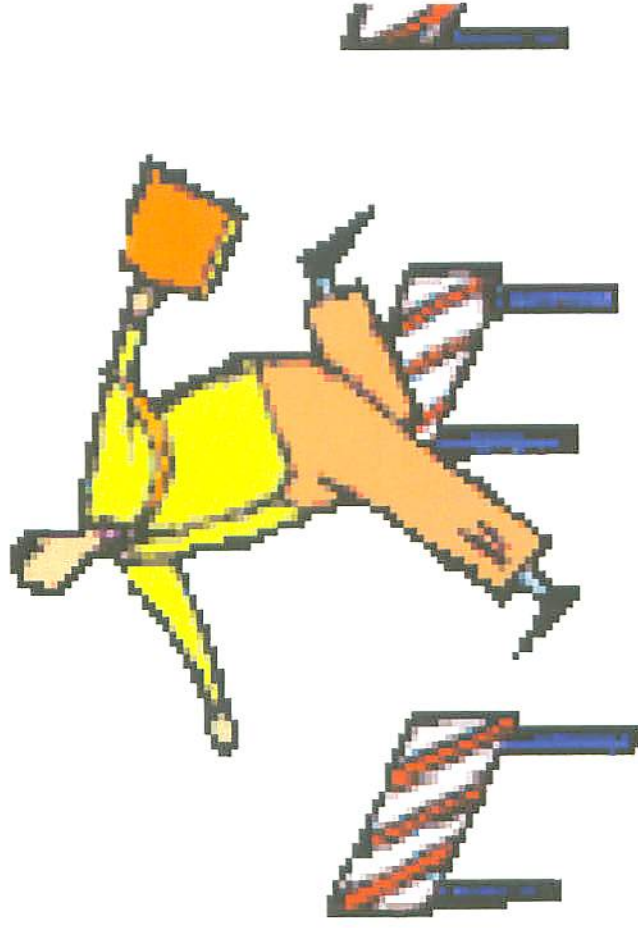
Rule Number Seven...



Oral Presentation: Statements made during oral presentation should reflect the technical proposal.



Rule Number Eight...



Past Performance: Incumbent vendors should not rely on their past performance when responding to RFQ's.



Rule Number Nine...



When agencies issue an industry day on a major RFQ on ebuy, they are seeking competition.



Rule Number Ten...



- **Teaming arrangements are encouraged if a vendor feels it is the best approach when responding to a RFQ.**



Wish list for GSA



MAS Wish #1



- Better direction is needed when tasks may relate to various schedules



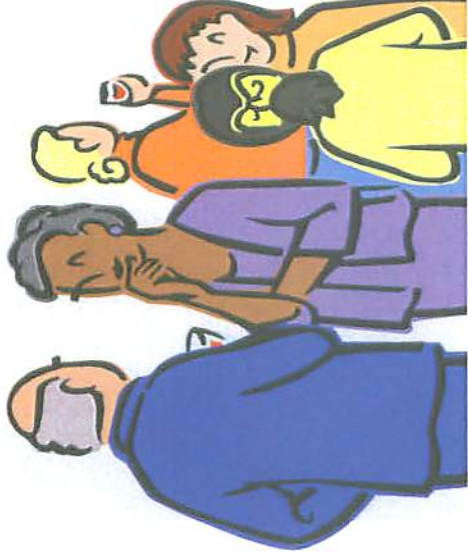
MAS Wish #2



- **GSA contracting officers should visit customer agencies and participate in oral presentations, when invited.**



MAS Wish #3



- **Industry/Government councils are a great communication tool, but I wish more emphasis was on Government/CO relations.**



MAS Wish #4



- More training is needed for vendors on how to effectively market their schedules, and to agencies on how to effectively buy services on those schedules.



MAS Wish #5



- Vendors need to know that big brother is watching. Agencies should not feel that after a task order is awarded they are on their own.



Insight #1



- **GSA has failed a vendor and the Government contract community if a contract is not renewed because of lack of sales or revenue by a vendor.**



Insight #2



- Unfortunately, some contracting officers believe that GSA is only interested in revenue in lieu of customer service.



Insight #3



- When hiring 1102 personnel, it is a plus when an applicant has experience utilizing the various MAS Programs offered by GSA.



Insight #4



- The Dictionary is the only place where **SUCCESS** comes before **WORK**. In the MAS Program success comes after you have been awarded tasks/delivery orders from submitting best value proposals to a customer agency. The work is obtaining a Multiple Award Schedule contract.



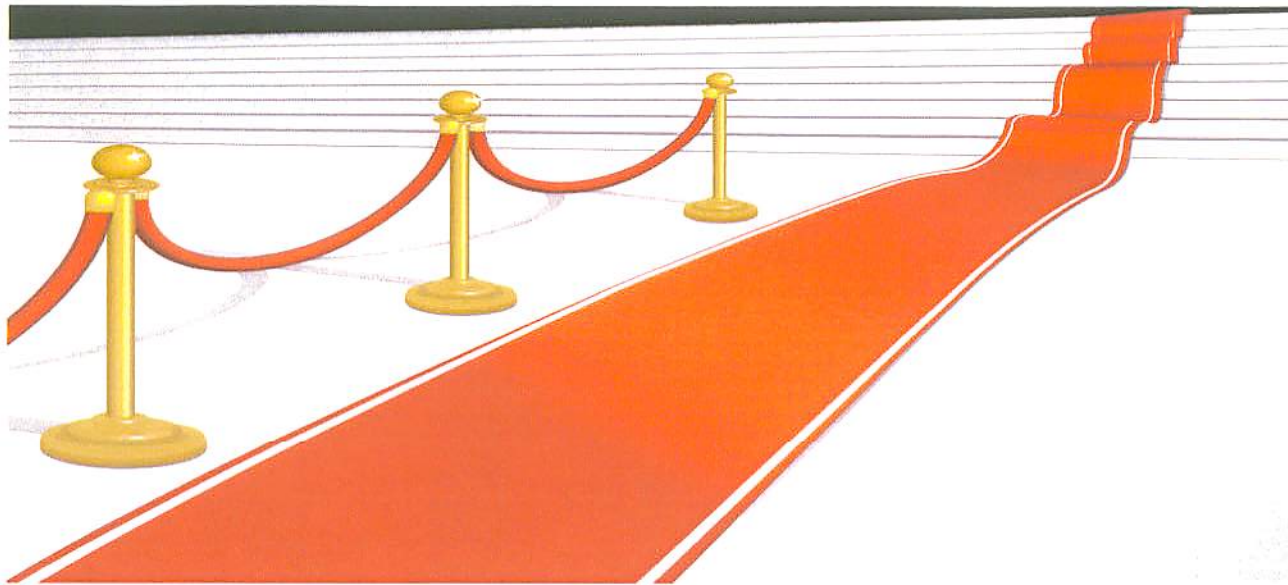
Insight #5



WIN-WIN: When utilized correctly by the Government and Vendor communities GSA schedules are a win win solution.



Insight #6



- **The MAS program is effective because there are stars within GSA, the vendor community, and customer agencies.**



Any additional questions..

- **Please feel free to contact me at 202-514-0696 or email eldred.jackson@usdoj.gov**

