

# One SHOT

Patrick Tremblay | DCMA Public Affairs

## D efense Contract Management Agency Orlando personnel

administer contracts at a Titusville, Fla., company that makes rifles. The customers, primarily the Army and Marine Corps, have specific requirements DCMA makes sure are met. The end-users, members of all branches of service and several federal agencies, need to know the weapons are durable and reliable.

The agency ensures when rifles, optics and components leave the contractor's facility, many heading for Afghanistan and other rugged places, they meet contract requirements. DCMA's work on the contract is comprehensive. Contract administrators, industrial specialists, quality assurance specialists and others are involved in every step of the contract from start to delivery.

For Jeanna Williams, DCMA Orlando industrial specialist, this means tracking many moving parts to help ensure on-time delivery. The Syracuse, N.Y., native said she tries to visit each contractor she works with as often as possible. "It's the best way to meet them and establish relationships."

Williams has been with DCMA for 33 years, the last 12 in Orlando. She's worked on the rifle manufacturing contract the entire time. "The company is very professional in communicating with the customer," said Williams, "which makes it easier to maintain a good relationship with the contractor."

Marcos Otero, DCMA Orlando quality assurance specialist, is a fixture on the contractor's production floor. Though not permanently assigned there, Otero makes enough regular visits to have an understanding of the full manufacturing cycle, which is important as the company does little outsourcing.

"I observe and verify processes and procedures on everything from raw material receiving to packaging and shipping," Otero said. As a QAS, he's come



to rely on data to ensure quality. "By the time a product leaves here, I've verified the data package nine times."

Otero also performs quality assurance work on plastic injection, machining, plating, etching, heat treating and a variety of other processes, putting his Defense Acquisition Workforce Improvement Act, or DAWIA, certifications to work.

The contract between the customer and supplier is at the heart of DCMA's work with the rifle manufacturing contractor. Ramon C. Prendergast is the agency's contract administrator working with the company. Prendergast has been with DCMA for two and a half years, and only recently acquired the contract when he moved to Orlando.

Though relatively new to the agency, the Jamaica native is a retired Marine, with 20 years of Marine Corps supply administration experience and another five in hospital contracting.

Prendergast said small business contracts are often different from larger contracts, primarily because small


businesses may need to learn how to use systems like Wide Area Workflow, a secure Web-based system for electronic invoicing, receipt, and acceptance. "It's important for us to educate the contractor," he said.

He noted as DCMA changes as an agency, employing new technology and systems for contract tracking and payment, contract administrators have to teach themselves and be able to communicate any changes to the contractor's representative.

As small businesses grow, contracts may also have different aspects that are new to the contractor. "For example," explained Prendergast, "when a contract first comes to us, we do a process called contract receipt and review. We look to make sure it is populated correctly in the Mechanization of Contract Administration Services system and also survey the contract's requirements."



Prendergast continued, “If it shows certain aspects, like progress payments, the contractor has never done before or may not be familiar with, we’ll communicate with them to ensure they have access to the system and they know what they are supposed to submit.”

“We’re the in-touch person for small businesses,” concluded Prendergast. 

1) Marcos Otero, right, Defense Contract Management Agency Orlando quality assurance specialist, holds a rifle as the owner of the Titusville, Fla., small business that produces the weapon demonstrates a dial on the sight. (Photos by Patrick Tremblay, DCMA Public Affairs)

2) Marcos Otero, Defense Contract Management Agency Orlando quality assurance specialist, observes as a worker assembles an optical device at a Titusville, Fla., contractor, which manufactures rifles and accessories.

3) Jeanna Williams, Defense Contract Management Agency Orlando industrial specialist, checks paperwork while talking with an assembly worker at a Titusville, Fla., company that supplies weapons and accessories to the military.

4) Ramon Prendergast is a contract administrator with Defense Contract Management Agency Orlando. The Marine Corps retiree joined the agency two years ago.