Contract Management Program

-Fil Tellez, Director Contract Policy
-David McFarlane, Director Contract Technical Assistance
-Kate Grimes, Director Contract Management
Contract Management Team

• Cathy Cooke
  – AVP Contract Management
• Kate Grimes
  – Director Contract Management
• Fil Tellez
  – Director Contract Policy
• David McFarlane
  – Director Contract Technical Assistance
Agenda

- Contract Management Policy
  - Policy improvement and impact
  - Corporate processes
- Contract Technical Assistance
  - Descriptions and distinctions
  - Policy and procedures
- Contract Management
  - SourceAmerica as Prime
  - Subcontractors
  - Federal Supply Schedule
  - Lessons Learned
- Questions, Clarifications, Comments
Contract Policy & Technical Assistance

- Develop and implement evolving contract policy
- Provide contract management and administrative technical support and training:
  - Fil Tellez, Director, Contract Policy
  - David McFarlane, Director, Contract Technical Assistance
- Contract Technical Assistance is an historic and ongoing responsibility
- Robust, inclusive Contract Management Program is in development
Specifics for CM Program

• CM Program encompasses:
  – AbilityOne Program covered contracts
  – Federal Supply Schedule contracts
  – Prime SourceAmerica contracts
  – Other

• Accountability and Responsibility
  – The CM Program identifies the distinctions between signing the contract (NPA accountability and responsibility) and assuring products and services are contract compliant (SourceAmerica responsibility for all AbilityOne contracts)
  – SourceAmerica as “Prime” combines both roles
CM Program: Contract Policy

- **Corporate Processes** for Contract Formation, Management and Administration
  - CM Program Process Framework (Visio Flowcharting)
    1. Contract Management Playbook
    2. Contract Management Policy
    3. Corporate Acquisition Team (CAT)
    4. Solicitation and Opportunity Review and Analysis Process (SORA)
    5. Procurement Acquisition/Administrative Lead Time (PALT)
  - “Example and Template”
CM Program Process Framework (AbilityOne)
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CM Program: Contract Technical Assistance

• Contract Technical Assistance (CTA)
  – AbilityOne Program Contracts
  – Federal Supply Schedule Contracts
  – Prime SourceAmerica Contracts
  – Other

• CTA is informational and advisory based on subject matter expertise and experience

• CTA is neither authoritative (binding or directive) nor legal guidance or opinion

• The goal is to assist, facilitate and educate
CM Program: Contract Technical Assistance

- **CTA Process and Procedure**
  - **SourceAmerica Staff**
    - Determine facts, review contract documents, reach departmental consensus on issue
    - Complete CTA form and submit
    - Maintain all documentation (email, trip reports and phone records)
    - Contact CM (David or Fil)
  - **NPA**
    - Review all contract documents
    - Maintain all related documentation
    - Consult with field office representatives
    - Field office will submit CTA forms
    - Field office will facilitate initial communication with CM
  - **Contract Management Team**
    - Review CTA form
    - Contact appropriate field office director(s)
    - Determine appropriate course of action
    - As appropriate: provide references, request additional dialogue, facilitate meetings
SourceAmerica as Prime Contracts

• SourceAmerica as Prime
  – Authorized by CFR/Approved by the Commission
  – Customer request
    • Ability to facilitate multiple NPAs to provide solutions for capacity requirements
  – Best strategic solution
    • Ability to facilitate multiple NPAs to provide solutions for geographic requirements
  – Federal Supply Schedules
    • Provides capacity building opportunities
    • Ability to build past performance
SourceAmerica as Prime

- Products manufacturing and services delivery are performed primarily by NPAs (small business and other commercial companies fill gaps)
- Commission Ops Memo 21 applies to selection for AbilityOne contracts
- Contract Administration
  - Prime responsible for complete contract performance and compliance
  - Formal subcontract between SourceAmerica and NPAs
    • Performance
    • Quality Control
    • Communication
    • Payment
- High-performance teamwork key to success
NPA Subcontractor Participation

• Subcontractor Selection
  – True selection, not recommendation
  – Short timelines to respond
  – Technical plan and past performance are critical
  – Pricing is an element of submittal
  – No appeal to decision

• Subcontractor Requirements
  – Performance documentation (Reports, Training, QC, Schedules)
  – Insurance
  – Security requirements/clearances

• Subcontractor Payment
  – Pay-when-paid (most common payment term)
  – Accurate invoices are essential to timely payment
Prime and Subcontractor Performance

• Contract Compliance
  – Prime Contractor is responsible and accountable
  – Prime’s performance assessment depends, to great extent, on subcontractor performance
  – Prime assistance visits are conducted regularly to review:
    • Performance
    • Training
    • Quality
    • Contract records
    • Pricing
    • Invoicing

• Communication and trust are critical are essential
Federal Supply Schedule

- GSA Schedules are pre-negotiated Multiple Award Schedules
  - This allows fast, easy, and effective contracting (an average of 14 days)
- GSA establishes long-term, government-wide contracts with commercial companies to provide access to millions of commercial products and services at volume discount pricing
- SourceAmerica’s GSA Schedules
  - GS-10F-0057U Professional Services
  - GS-21F-0049X Facilities Maintenance and Management
  - GS-25F-0031S Office Imaging and Document Solutions
Lessons Learned

– Understand contracting authority (AbilityOne vs. Non-AbilityOne)
– Prime and subcontractor need to work together as high-performance team
– Communication is key
– Read the RFP, the posting, all attachments, the contract
– We are in competition – Nothing is guaranteed
– Ask for guidance and approval when funding is required
– Document, document, document
Contact Us

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Questions?
Thank You

SourceAmerica