



ITES-2S IDIQ Performance Based Observations

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ITES-2S Contract Highlights

- \$20B, multiple award Performance Based IDIQ
- Primarily services contract – HW/SW incidental
- 9 year contract duration
(3 year base, 3 two year options)
- Various TO proposal turnaround times
(5, 14, 30, 45 days)
- Decentralized task order execution, open to the entire Federal Government (no Government fee)
- All task order types (T&M, CR and FFP)
- Unclassified to Top Secret SCI security levels
- Worldwide performance/delivery (On/Off Site)
- Minor construction allowed

Government Objective – Contractual Management

Objective	Measures and Metrics	Acceptable Level of Quality	Incentives / Disincentives
<p>1. Contractual Management [SOO 1-1] Establish and maintain contract methodologies and operations that are flexible, facilitate change, and allow for continuity of user support over the life of the contract.</p>	<p>Satisfied ITES-2S customers SAIC will supplement the Contractor's TO Performance questionnaire (Attachment 3, Exhibit 4) with a new Item 9 that asks, "Based on performance during this rating period, how do you rate SAIC's ability to establish and maintain contract methodologies and operations that are flexible, facilitate change, and allow for continuity of user support over the life of the contract?"</p>	<p>XX% of all evaluations received in each calendar quarter rate "Satisfactory" or "Excellent" for SAIC question 9. Question scale in exhibit 4 is excellent, satisfactory, unsatisfactory or not applicable. This is consistent with the original government methodology.</p>	<p>XX-YYY%: 5 points XX-YYY%: 4 points XX-YYY %: 3 points XX-YYY %: 2 points XX-YYY %: 1 points <u>Questionnaire</u></p>
<p>[SOO 1-2] Continuously improve task order competition throughout the life of the contract.</p>	<p>SAIC will submit competitive TO proposals as measured by the percentage of all TO requests to which SAIC re-sponds with a proposal</p>	<p>XX% excluding "no bid" due solely to organizational conflict of interest in a calendar quarter</p>	<p>XX-YYY %: 5 points XX-YYY %: 4 points XX-YYY %: 3 points XX-YYY %: 2 points XX-YYY %: 1 point</p>
<p>[SOO 1-3] Increase use of subcontractors and teaming partners to bring expert talent and ingenuity to the varied work under ITES2-S and effectively utilize small businesses to assure achievement of mandatory subcontracting goals.</p>	<p>Subcontractors' participa-tion in ITES-2S TOs as measured by each subcontractor's involvement in TO bidding on an annual basis</p>	<p>XX% of subcontractors will be involved in a minimum of one TO proposal annually</p>	<p>XX-YYY %: 5 points XX-YYY %: 4 points XX-YYY %: 3 points XX-YYY %: 2 points XX-YYY %: 1 point XX-YYY %: 0 Points</p>
	<p>Small business participation in ITES-2S TOs as measured by percentage of actual usage on a yearly basis as stated in our Subcontracting Plan across these seven categories: Small business (all categories) XX% SDB XX % WOSB XX % SDVOSB XX % VOSB XX % HUBZone XX % HBCU/MI XX %</p>	<p>XX % satisfaction of the seven stated socioeconomic categories goals on a yearly basis as stated in our Subcontracting Plan (this metric is proposed in addition to the Small Business subcontracting requirement of this RFP/contract at FAR 52.219.16)</p>	<p>Categories Achieved: X to 7 of 7: 5 points X of 7: 4 points X of 7: 3 points X of 7: 2 points X of 7: 0 points</p>

Government Objective – Partnership

Objective	Measures and Metrics	Acceptable Level of Quality	Incentives / Disincentives
<p>2. Partnership [SOO 2-1] Promote the contract to Army, DoD, and other federal agencies to increase potential customers' awareness of available services, solutions, and the benefits of this contract.</p>	<p>Contractor marketing effort as measured by contractor-reported total team marketing effort focused on ITES-2S to include conferences, articles, events, etc.</p>	<p>Percentage of \$XXXXX per contract year of our own money in marketing expenditures for the SAIC Team (measured annually)</p>	<p>XX-YYY% or more: 5 points XX-YYY%: 4 points XX-YYY%: 3 points XX-YYY%: 2 points XX-YYY%: 1 points XX-YYY%: 0 points</p>
<p>[SOO 2-2] Support and partner with ASCP on the Army's data and reporting requirements through electronic interface.</p>	<p>Use of eKompass electronic interface for delivery of all contract deliverables to directly support the Army's data and reporting requirements (e.g., html, xml, etc.)</p>	<p>XXX% delivery of the required data and reporting through our eKompass IDE</p>	<p>XX-YYY % or more: 5 points XX-YYY %: 4 points XX-YYY %: 3 points XX-YYY %: 2 points XX-YYY %: 1 points XX-YYY %: 0 points</p>
<p>[SOO 2-3] Promote the benefits of performance-based contracting by educating the Army users.</p>	<p>PBC knowledge transfer as measured by the number of PBC courses offered by SAIC to the government to include training classes and seminars. At no cost to the government</p>	<p>Minimum of XXX courses offered by SAIC annually (XXX or fewer seats per class, SAIC or government site)</p>	<p>XXX courses or more: 5 points XXX courses: 4 points XXX courses: 3 points XXX courses: 2 points XXX courses: 1 points XXX courses: 0 points</p>
<p>[SOO 2-4] Continuously seek ways to increase customer satisfaction through delivery of superior IT services.</p>	<p>Satisfied ITES-2S customers, SAIC will supplement the Contractor's TO Performance questionnaire (Attachment 3, Exhibit 4) with a new Item 10 that asks, "Based on performance during this rating period, how do you rate SAIC's ability to continuously seek ways to increase customer satisfaction through delivery of superior IT services?"</p>	<p>XXX % of all evaluations received in each calendar quarter rate "Satisfactory" or "Excellent" for SAIC question 10 Question scale in exhibit 4 is excellent, satisfactory, unsatisfactory or not applicable. This is consistent with the original government methodology.</p>	<p>XX-YYY %: 5 points XX-YYY %: 4 points XX-YYY %: 3 points XX-YYY %: 2 points XX-YYY %: 1 points <u>Questionnaire</u></p>
<p>[SOO 2-5] Support and partner with ASCP and ESI hardware and software contract holders as a preferred source of supply.</p>	<p>Utilization of ASCP contract holders as measured by percentage of hardware and software acquisitions solicited to bid for all hardware/ software procurements under TOs</p>	<p>ASCP and ESI hardware and software holders will be solicited to bid on XXX % of all hardware/software procurements.</p>	<p>XX-YYY %: 5 points XX-YYY %: 4 points XX-YYY %: 3 points XX-YYY %: 2 points XX-YYY %: 1 points XX-YYY %: 0 points</p>

Government Objective – Business Processes

Objective	Measures and Metrics	Acceptable Level of Quality	Incentives / Disincentives
<p>3. Business Processes [SOO 3-1] Provide compliant, state-of-the-market, sustainable, supportable, and interoperable IT service solutions worldwide.</p>	<p>Satisfied ITES-2S customers as measured by customer response on item 5, contract compliance with technical requirements on all Evaluation of Contractor's TO Performance questionnaires</p> <p>SAIC will supplement the Contractor's TO Performance questionnaire (Attachment 3, Exhibit 4) with a new Item 11 that asks, "Based on performance during this rating period, how do you rate SAIC's ability to provide compliant, state-of-the-market, sustainable, supportable, and interoperable IT service solutions worldwide?"</p>	<p>XXX% of all evaluations received in each calendar quarter rate "Satisfactory" or "Excellent" for SAIC question 11.</p> <p>Question scale in exhibit 4 is excellent, satisfactory, unsatisfactory or not applicable. This is consistent with the original government methodology.</p>	<p>XX-YYY%: 5 points XX-YYY %: 4 points XX-YYY % 3 points XX-YYY % 2 points XX-YYY %: 1 points <u>Questionnaire</u></p>
<p>[SOO 3-2] Identify and implement best commercial practices, new technologies and streamlined approaches that afford the Army and other customers' IT and telecom structure the ability to improve their performance and IT business processes (e.g. offering tools, techniques, and practices for migration to enterprise resource planning, impl of enterprise directory services).</p>	<p>Satisfied ITES-2S custom-ers</p> <p>SAIC will supplement the Contractor's TO Performance questionnaire (Attachment 3, Exhibit 4) with a new Item 12 that asks, "Based on performance during this rating period, how do you rate SAIC's ability to identify and implement best commercial practices, new technologies and streamlined approaches that afford the Army and other customers' IT and telecom structure the ability to improve their performance and IT business processes (e.g. offering tools, techniques, and practices for migration to enterprise resource planning, impl of enterprise directory services)?"</p>	<p>XXX % of all evaluations received in each calendar quarter rate "Satisfactory" or "Excellent" for SAIC question 12.</p> <p>Question scale in exhibit 4 is excellent, satisfactory, unsatisfactory or not applicable. This is consistent with the original government methodology.</p>	<p>XX-YYY%: 5 points XX-YYY %: 4 points XX-YYY % 3 points XX-YYY % 2 points XX-YYY %: 1 points <u>Questionnaire</u></p>
<p>[SOO 3-3] Assure affordable, best value, best pricing solutions.</p>	<p>Satisfied ITES-2S customers,</p> <p>SAIC will supplement the Contractor's TO Performance questionnaire (Attachment 3, Exhibit 4) with a new Item 13 that asks, "Based on performance during this rating period, how do you rate SAIC's ability to deliver an affordable, best value, and best pricing solution?"</p>	<p>XXX % of all evaluations received in each calendar quarter rates "Yes" to SAIC question 13.</p> <p>Question scale in exhibit 4 is Yes, No. This is consistent with the original government methodology.</p>	<p>XX-YYY%: 5 points XX-YYY %: 4 points XX-YYY % 3 points XX-YYY % 2 points XX-YYY %: 1 points <u>Questionnaire</u></p>



Incentive/Disincentive

Type	Incentive/Disincentive Description	PBM Score is				
		5.00 to 4.0 0	3.99 to 3.0 0	2.99 to 2.0 0	1.99 to 1.0 0	Below 1.0 0
Financial Disincentive	Reduce the labor portion of all performance-based TOs by the indicated percentage for the next reporting period	-X%	-X%	-X%	-X%	-X%



Government Life Cycle View

Marketing (SOO)	Proposal Process (SOO)	Execution (SOO)
1-1	1-1	1-1
2-1	1-2	1-3
2-3	1-3	2-2
2-4	2-4	2-4
	2-5	2-5
		3-1
		3-2
		3-3



Sample Weekly Data

ITES-2S Weekly Status - 25 June 2008

	RFP Received	No Bid (Scope, Resources)	In Process	Submitted	Win	Loss	Pending Decision	Withdrawn By Govt
Base Year - 2007	148	57	3	88	16	41	12	19
2 nd YTD - 2008	93	39	9	48	8	19	16(1)*	16
Last Week (Th- Wd)	1	1	9	0	0	2	16(1)*	1



Observations

- Tie all of your team to the total performance
(Subcontracts & Rules Of The Road)
- Not all organizations respond in the same manner
- Performance based classes were well received
- Various customer skill sets (objectives versus SLA's)
- FFP – good enough?
- SOO's versus SOW's
- Evaluation Plans
- Data is critical (collect, track, evaluate)
- Changing the way SAIC does business



Questions

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