



*Past Performance
Evaluations*

Tech Refresh

Safeguard

DSL¹

ANSWER

*Awards and
Recognition*

*Solutions
Edu*

FORUM

RPMs

ANSWER

*SOLUTIONS
DEVELOPMENT
CENTER*

FY02 ANNUAL REPORT

Message from the Director, ANSWER SDC



The engagement and enthusiasm of the ANSWER Solutions Development Center over the past fiscal year is exceeded only by the service and solutions provided to our client community. I am incredibly proud of what has been achieved since this organization was architected four years ago and I congratulate all who have shared their talent and passion to make FY02 an outstanding year.

The ANSWER SDC is a fully cross-matrixed organization consisting of highly trained and experienced acquisition experts with multi-dimensional skills including Contracting, Information Technology, Customer Service, and Program Management. The ANSWER Team is comprised of dynamic, innovative, and highly committed professionals who are dedicated to providing best value for the American people. Their hard work and focused determination have made ANSWER a viable and highly successful program. Throughout the course of the year, our associates worked diligently to expand our acquisition training programs through the use of; Solutions Edu, formal Regional Program Meetings, and our newest seminar initiative, FORUM.

The achievements of ANSWER are also built on the support and relationships with our sister organizations, our client community, and our industry partners. First and foremost, with the support of GSA's Federal Technology Service Client Support Centers across the country, we have provided Information Technology solutions in 43 states and 47 countries. These solutions span technical applications from Distance Learning to Battlefield Simulation; from Portal Technology to Biometrics; and from Network Infrastructures to Enterprise Architectures. The assisted value-added services provided by both the Regional and National CSCs has ensured that clients received the very best value in technical solutions.

The performance of our industry partners has been nothing short of stellar. Throughout the year, outstanding performance characterized the execution of the numerous technical solutions provided by our industry partners. Most notable was the ability of many of them to exceed performance scores beyond their pre-award evaluations. With the award of over 1,500 projects since December 1998, the ANSWER Contractors consistently excelled by providing innovative and competitive proposals while maintaining the highest level of technical performance.

With tribute to our client community, our FTS family of Client Support Centers, our industry partners, and the GSA ANSWER Associates, I am pleased and proud to present the Fiscal Year 2002 Annual Report.

Respectfully submitted,
Ann Gladys
Director, ANSWER SDC

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ANSWER SDC Charter and Mission

The ANSWER Solutions Development Center (SDC) is chartered to develop Information Technology (IT) solutions. The ANSWER SDC awards and administers IT contracts and does so on behalf of specific clients or for Government-wide use.

The ANSWER SDC is committed to:

- Understanding the missions, goals, objectives, and requirements of Federal clients
- Maintaining a knowledge base of the IT Industry and available government IT contracts
- Possessing a full complement of technical, acquisition, and cost and pricing expertise

The ANSWER SDC provides several contract vehicles for Federal clients to access Federal Technology Services' IT products and services.

For access to FTS IT products and services, the ANSWER SDC invites current and potential Federal clients to:

- Work directly with the Regional IT Solutions Offices to obtain FTS IT products, services and solutions
- Work directly with the ANSWER SDC to
 - (a) issue and manage task orders
 - (b) provide acquisition consulting, and/or
 - (c) award a contract or Blanket Purchase Agreements.
- Access ANSWER and other Federal IT contracts through direct order/direct bill arrangements

In support of our Federal clients, the ANSWER SDC:

- Awards full or limited Government-wide IT contracts
- Awards large IT contracts for specific agencies on behalf of Federal clients
- Issues and manages IT task orders against certain solutions or contracts for Federal clients
- Provides Federal acquisition method consulting
- Awards small contracts and Blanket Purchase Agreements for specific Federal clients

"The past is but the beginning of a beginning."

H.G. Wells

CHAPTER 1 The ANSWER SDC

ANSWER SDC Background and History

The ANSWER Solutions Development Center (SDC), one of four SDCs within the GSA FTS Concept of Operations, is an organization charged with creating Information Technology contract solutions for GSA and its Federal clients. The IT solutions take the form of creating, maintaining, and administering Industry leading-edge Information Technology contracts to support Federal clients worldwide. Contracts awarded by the ANSWER SDC have an important place in the solutions "toolbox" which provide IT products and services to GSA's Federal clients.

Information Technology

ANSWER
A leading-edge contract
to support Federal clients worldwide

ANSWER SDC Procurements



ANSWER - Applications 'n Support for Widely-Diverse EndUser Requirements (ANSWER) is the first Government-wide Acquisition Contract (GWAC) awarded under FTS' IT Solutions Concept of Operations, and is designed to: take advantage of economies of scale through numerous, large, and complex requirements; leverage existing FTS strengths and expertise; improve communications and coordination among FTS operating components; and maximize resources. ANSWER is a Multiple-Award, Indefinite Delivery, Indefinite Quantity (MA/IDIQ) contract with 10 premier Industry Partners and has a period of performance through 2008. The scope of the contract addresses every aspect of Information Technology and is refreshed annually to ensure current technical competency.

Program Safeguard - Program Safeguard is a set of 27 Blanket Purchase Agreements can provide a full range of professional services and unique products necessary for strengthening the nation’s defenses against unconventional threats to the U.S. including terrorist attacks, attacks on our critical infrastructure, and cyber attacks. Safeguard is a customized and focused solution for all security and information assurance-related directives and regulations including the current President’s Decision Directive for Critical Infrastructure Protection in the Information Age. Program Safeguard was awarded in collaboration and partnership with GSA’s Center for Information Security Services.



GSA’s On-Line University - Teaming with FedLearn to support the Office of the Chief People Officer, the ANSWER SDC awarded the contract for GSA’s On-Line University (OLU) to VCampus. In response to Presidential Executive Order 13111, GSA OLU promotes using technology to make learning more affordable, accessible, and tailored to GSA and other Government agency associates’ training needs. There are hundreds of courses available ranging in topics including Accounting and Finance, Computer Programming & Certification, Management and Office Skills, Regulatory & Compliance, Sales & Marketing, and Telecommunications.



PowerScene Procurement – This is a 5-Year, \$70M, single award, Indefinite Delivery, Indefinite Quantity (IDIQ) contract awarded to Cambridge Research Associates (CRA). The contract type is Firm-Fixed Price and Cost Reimbursement under NAICS 541519. This contract provides a vehicle to meet DoD client needs for battlespace simulation support worldwide.



Acquisition Consulting Support - A Blanket Purchase Agreement awarded to Acquisition Solutions, Inc. on September 26, 2001 for a base of one-year and two 1-year options. This agreement is available to all GSA FTS SDCs and Client Support Centers (CSCs) for a variety of acquisition information services that cover the complete acquisition life cycle.

USMC Distance Learning – A single award, Indefinite Delivery, Indefinite Quantity (IDIQ) contract awarded to C² Technologies, a small disadvantaged business, that supports the mission of FEDSIM and their clients. This contract provides support primarily to the US Marine Corps (USMC) Distance Learning Center.



DSL¹ – This is a five-year, \$300 Million, Multiple-Award, Indefinite Delivery, Indefinite Quantity (MA/IDIQ) contract exclusively with nine Small Business Industry Partners, awarded in December 2000. This was a collaborative effort with GSA Region 1. DSL¹ can provide all Federal entities with Digital Subscriber Line (DSL) and related services, particularly those associated with telework requirements.

The ANSWER SDC Team is a powerhouse of IT contracting professionals with significant accomplishments and are best described as a cross-matrixed team of close-knit individuals each recognized for their diverse expertise, experience, and creativity. The ANSWER SDC is a team of drive, passion, and effectiveness. It is a team of results: results in scope, complexity, and usefulness of IT contracts; and results in leadership and creativity. The organization success and professional growth of the ANSWER SDC Team is a result of a spirit of trust created with Industry Partners, other Federal SDCs, CSCs, and clients. The organization's continued success is characterized by professional leadership, program insight, and industry vision.



Sherrie Householder
Deputy Director



Ann Gladys
Executive Director



Thelma Riusaki
ANSWER PCO

The ANSWER SDC is known for:

ö Technical Currency

ö Responsiveness

ö Team + Work



Ronald Heald
Business Management Director



Mimi Bruce
Director of Client Support



William Archambeault
SAFEGUARD PCO



Paul Martin
POWERSCENE PCO



Jill Schillinger
Client Support

Fiduciary Information

The ANSWER contract is our flagship and primary revenue contributor; however, several other client-specific Blanket Purchase Agreements and IT Contracts provide additional revenue: Program SAFEGUARD, GSA’s On-Line University, PowerScene, USMC Distance Learning, and DSL¹.

The revenue generated by the ANSWER SDC is derived from two sources: the Contract Access Fee for use of the SDC contract vehicles and/or the Acquisition Consulting Support Services. The direct expenses are all costs incurred by the ANSWER SDC for the daily operations of the ANSWER SDC program and initiatives. The indirect expense is cost associated with supporting Central Office.

SDC Revenue and Expense for FY00-FY02

	\$K FY00	\$K FY01	\$K FY02	
	Actual	Actual	Projected	Actual
Revenue	\$1,407	\$3,608	\$5,001	\$5,029
Expense (Direct)	\$1,154	\$1,825	\$2,236	\$2,016
Expense (Indirect)	\$0	\$0		\$1,264
Profit/Loss	\$253	\$1,783		\$1,749
Contribution Index	1.21	1.98		2.49

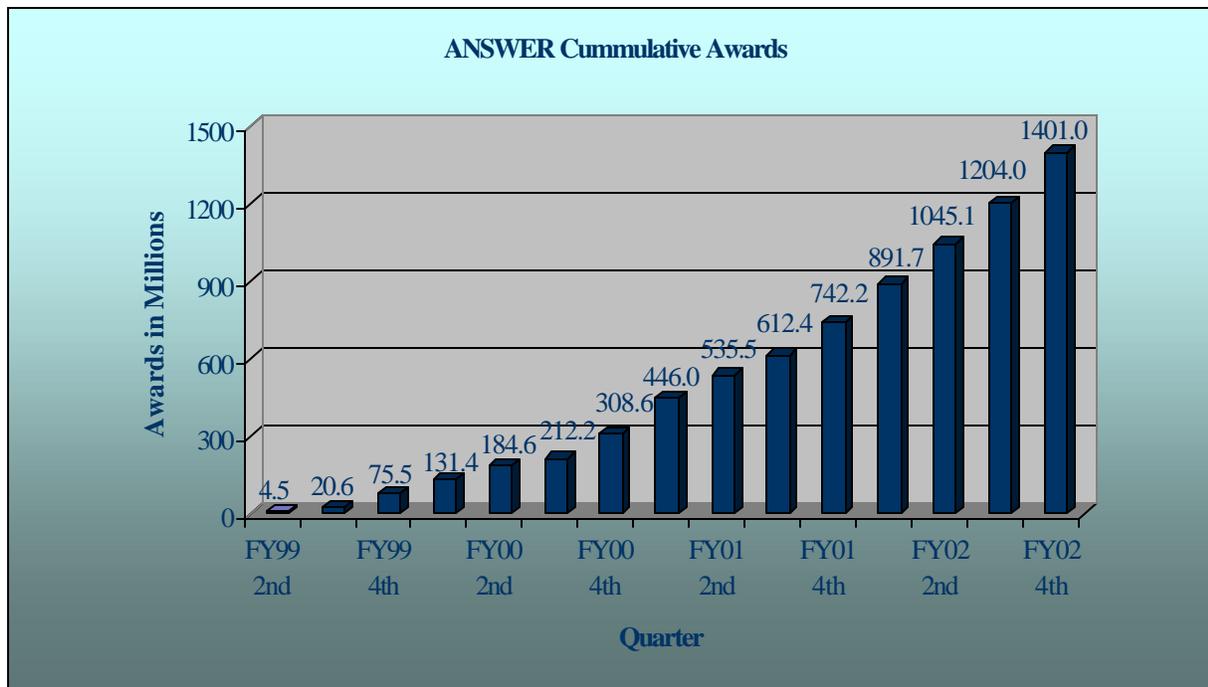
ANSWER Project Awards by Industry Partner

PRIME	AWARDED \$ FY02	CONTRACT CUM. AWARDED
Anteon	\$123,787,999	\$283,245,157
BAH	\$51,094,531	\$76,687,730
CSC	\$87,423,470	\$168,346,337
DynCorp	\$113,820,548	\$213,792,720
EER	\$10,896,741	\$21,806,322
ISS	\$51,434,012	\$153,698,810
ITS	\$34,854,794	\$93,599,589
Northrop Grumman	\$47,435,477	\$79,409,191
TASC, Inc.	\$69,294,677	\$163,570,448
SAIC	\$69,376,537	\$146,887,150
Total	\$659,418,791	\$1,401,043,457

ANSWER Project Awards by Ordering Activity

REGION	FY02 T.O. AWARDS	AWARDED \$\$	CONTRACT CUM. T.O. AWARDS	CUM. AWARDED \$\$
R1	7	\$1,829,710	9	\$2,731,945
R2	1	\$551,691	5	\$1,167,862
R3	13	\$17,019,531	27	\$27,106,467
R4	49	\$134,802,408	162	\$250,778,312
R5	22	\$48,917,110	89	\$122,331,118
R6	2	\$12,352,876	9	\$20,418,656
R7	4	\$3,952,474	14	\$8,799,757
R8	12	\$24,421,514	31	\$37,573,949
R9	230	\$253,261,825	783	\$618,229,473
R10	67	\$28,119,879	304	\$71,130,078
NCR	16	\$33,461,951	38	\$60,957,834
Direct	89	\$85,919,273	99	\$128,781,143
EBU	1	\$241,489	1	\$241,489
FedLearn	4	\$3,370,551	4	\$3,370,551
FedSim	5	\$11,184,176	8	\$47,338,336
OIS	0	\$12,326	1	\$86,481
Total	522	\$659,418,791	1584	\$1,401,043,457

**ANSWER Cumulative Orders Issued
from 02/99 thru 9/30/2002**



*"Quality people,
quality results!!!"*

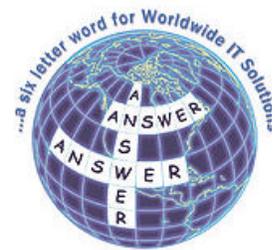
GSA Client

Chapter 2

ANSWER SDC Primary Contract Vehicles

ANSWER (Applications 'n Support of Widely-Diverse EndUser Requirements)

ANSWER is a Multiple-Award, Indefinite Delivery, Indefinite Quantity (MA/IDIQ) contract that covers a wide range of Information Technology (IT) services, including systems analysis, requirements definition, system design, software maintenance, facilities management support services, scientific and engineering applications, network support services, and systems installation and integration. ANSWER's contract ceiling is \$25 billion over a ten-year award period (base of 2-years and eight optional 1-year thereafter) and is available to all Federal Government Agencies and Department of Defense (DoD) components on a worldwide basis. The North American Industry Classification System (NAICS) used is 541519- Other Computer Related Services.



ANSWER has many acquisition features that make using this contract a perfect fit for all Federal customer IT requirements. The ANSWER contract is hassle free because the administration of the contract is provided by a fully dedicated Industry Program Manager and requires Group Managers for multiples of 35 contractor employees at the task order level. The ANSWER contract provides IT competitive pricing when competed by our 10 Industry Partners. Also, the ANSWER contract is responsive with a quick five-day turn-around for quotes from task order request.

FY02 brought an increased focus on performance-based acquisition to meet mission and program needs. The ANSWER contract is postured to make the shift from traditional "contract compliance" into one of collaborative, performance-oriented teamwork with a focus on program performance, improvement, and innovation. Performance-based acquisitions offer the potential to transform the nature of service delivery, and permit the Federal Government to tap the enormous creative energy and innovative nature of our Industry Partners. Incentive clauses were incorporated within ANSWER to create a win-win situation for both the customer agency and Industry Partners.

ANSWER Functional Support Services

ANSWER covers the full spectrum of Information Technology services associated with today’s advancing technology. In addition, the ANSWER contract is reviewed on an annual basis for current technical competency, and is positioned to technically refresh as the need arises. The capability of ANSWER to provide a total solution includes the ability to procure the necessary personnel, material, services, and facilities to meet both the large and small requirements of our customer agencies.

Below is an example of the types of services, systems and specialties available under ANSWER:

Services	Systems	Specialties
Administration Communication and Installation Engineering Subject Matter Information Assurance Networking Scientific Subject Matter System Integration	Environmental Financial Logistical Meteorological	Acquisition Business Consulting Call Centers/CRM Data Warehousing Distance Learning Document Management E-Commerce Enterprise Resource Planning Geographic Info Systems
		Homeland Security Knowledge Management
		Modeling & Simulation Strategic Planning Supply Chain Management
		Telemedicine Voice Recognition

GSA is authorized to place task orders under the FTS contract offerings, such as ANSWER, for use on its own behalf or on behalf of customer agencies through its Client Support Centers (CSCs). The GSA’s CSCs, located throughout the nation, provide total acquisition support and have a proven track record of successes using ANSWER.

The ANSWER contract also allows for direct order/direct bill by other agencies that have been given a Delegation of Authority by the ANSWER Procuring Contracting Officer (PCO). Direct order/direct billed features allow the customer agencies’ Contracting Officers to focus on the critical needs of the agency and procure IT services directly using ANSWER.

Whether the choice is to use the GSA Client CSCs or the direct order/direct billed option, the first order of business is to establish the lines of communication, and a definition of responsibilities and commitments, for all parties. This is accomplished through a Memorandum of Understanding (MOU). The MOU defines the client’s responsibilities and commitments when services are obtained from GSA and applies to all orders issued for the client. An MOU will be signed by GSA and the Federal client prior to the issuance of an order.

ANSWER Customer Agencies

The ANSWER contract reaches across many civilian agencies and DoD clients in the Federal community and is well-established in 43 states and 47 countries. ANSWER clients have been extremely satisfied with the high performance of the ANSWER Industry Partners, and continually develop long-term relationships using the ANSWER contracts. Though ANSWER supports the DoD clients predominately, the civilian agency use of ANSWER has grown from 11% of FY99 orders to 23% of new FY02 orders.

Below is a sampling of the FY02 Customer Agencies:

Agency	Logo	Type of Work Done under the ANSWER Contract
US Army Corp of Engineers		Functionality: Hardware Engineering/Web Development Supports the corporate and local automated information systems at 50 sites and the ENGLink system. The ENGLink is a web-based system used by the Readiness Branch when responding to disasters within the nation. ANSWER provides systems analysis, evaluation, design, integration, programming, testing, documentation, and implementation of very complex applications.
Space and Missile Command		Functionality: Network Support/Communications Supports the NAVSTAR GPS Joint Program Office to ensure 24 hour, 7 days a week operation. ANSWER provides long and short term planning, designing, testing and implementation and network management.
US Army Research & Development Center		Functionality: Applied Science and Engineering Provides scientific and engineering support of the Image Processing Systems and Geographic Information Systems. ANSWER provides scientific software maintenance, applications, hardware/software communications evaluations and adaptation.
Center for Disease Control		Functionality: Technical Provides for the development of the Pharmacy Inventory Control System and performs a time and motion study of the pharmacy department. ANSWER provides systems analysis, design of the PICs, and computer programming.
Defense Acquisition University		Functionality: Web Development (Distance Learning) Provides for the development of a single World Wide Web access point for valuable acquisition knowledge, resources, contacts and tools. DAU supports the formal education and training requirements of the entire Acquisition, Technology and Logistics workforce (government and industry).
Naval Ammunition Logistics Center		Functionality: Technical Provides for the migration and maintenance of the Conventional Ammunition Inventory Management System legacy system. ANSWER provides program management and technical support services, the development, quality assurance testing, integration testing, documentation, and maintenance of software systems.
Defense Reutilization and Marketing Service		Functionality: Technical, Web Development ANSWER provides web application and administration, database administration, system administration, customer internet access administration, information assurance, continuity of operations support, configuration management, quality assurance, program management, information architecture, and risk management.

<p>Air Combat Command</p>		<p>Functionality: Technical Integrates the Measurement and Signals Intelligence within the Air Force Distribution Common Ground Systems (DCGS). ANSWER provides operational planning and system development.</p>
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The ANSWER contract also provides solutions to:



Native Area Indian Health Services



Department of Justice



Environmental Protection Agency



Federal Bureau of Investigation



Biometrics Management Office



US European Command



US Forces Korea



Fleet Numerical Meteorology and Oceanography Center



Walter Reed Medical Center



ANSWER Industry Partner Awards

During FY02, 522 new task orders were awarded with funding of \$660M. To date, the cumulative totals for the ANSWER contract are \$1.4B funded sales, and \$4.23B estimated value. There are more than 1,580 task orders awarded under ANSWER employing more than 5,200 IT professionals within the 10 ANSWER Industry Partners.

The table below offers, at a glance, the number of task awarded per fiscal year and dollar amounts issued to each Industry Partner. This side-by-side comparison clearly illustrates the continued growth and viability of the ANSWER contract.

Industry Partner	# of FY00 Awarded Tasks	FY00 Dollars (millions)	# of FY01 Awarded Tasks	FY01 Dollars (millions)	# of FY02 Awarded Tasks	FY02 Dollars (millions)
	106	56	85	86	101	124
	11	4	19	16	64	51
	20	16	33	48	39	87
	58	27	69	66	91	114
	12	3	15	4	9	11
	77	49	56	48	58	51
	84	23	59	24	61	35
	8	4	20	24	16	47
	17	22	4	38	29	69
	33	25	49	45	54	69

Small Business Participation- The Contract Cumulative \$\$ Awards to Prime Small Businesses under ANSWER is 18%

Program Safeguard

Safeguard is supported by multiple Blanket Purchase Agreements (BPAs) with competent and well-established information systems security industry partners. The Safeguard BPAs are available to all Federal Government agencies worldwide. Safeguard currently has BPAs established with 27 industry partners. The period of performance for all BPAs is from date of BPA award through September 30, 2003.



In their endeavors to meet the requirements of Presidential Decision Directive 63, Federal agencies have turned to Program Safeguard. The common goal is to combat cyber crime and strengthen the nation’s defenses against emerging, unconventional threats to our critical information systems. Program Safeguard accomplishes this goal by assisting Federal agencies in developing plans and solutions for critical information infrastructure protection.

Safeguard Industry Partners have demonstrated their capability in all seven of the following technical areas:

- Critical Infrastructure Asset Identification
- Risk Management
- Critical Infrastructure Continuity and Contingency Planning
- Physical Infrastructure Protection
- Information Systems Security and Information Assurance
- Emergency Preparedness, Awareness Training, Exercises and Simulations
- Managed Security Services

The FTS, Office of Information Security has awarded BPAs to 27 prime industry partners illustrated below:

SAFEGUARD		
ACS Defense Anteon AverStar BBN Booz-Allen & Hamilton CACI International Collins Consulting Group Computer Sciences Corp. DynCorp	Electronic Systems Electronic Warfare Assoc. GRC International IBM Kajax Engineering KPMG LLP L&E Associates Litton/TASC Litton/PRC	Lockheed Martin Northrop Grumman SAIC SRA International STG Telos Trident Data Systems TRW Unisys

Program Safeguard Industry Partner Awards and Client Agencies

For FY02, more than 100 orders were issued for a total obligated value in excess of \$20M. The following table illustrates the Program Safeguard customer agencies.

SAFEGUARD Customer Agencies	
Bureau of Census	Health and Human Services
Bureau of Engraving	Housing and Urban Development
Bureau of Public Debt	Military Sealift Command
Chief of Naval Education and Training	National Imagery & Mapping
Department of Agriculture	National Institute of Standards and Technology
Department of Army	National Labor Relations Board
Department of Commerce	Office of Personnel Management
Department of Education	President's Critical Infrastructure Protection Board
Department of Energy	Railroad Retirement Board
Department of Interior	Securities & Exchange Commission
Department of Justice	Social Security Administration
Department of State	U.S. Air Force
Department of the Treasury	U.S. Army Corps of Engineers
DoD Information Technology Security	U.S. Army Reserve
Certification and Accreditation Process	U.S. Customs
US DOI - Office of the Chief Information Officer	U.S. Geological Survey
US Equal Employment Opportunity Commission	U.S. Marine Corps
Federal Bureau of Investigation	U.S. Navy
Federal Communication Commission	U.S. Patent Trademark Office
Federal Computer Incident Response Center	U.S. Postal Service
Federal Aviation Administration	U.S. Secret Service
Federal Emergency Management Agency	Veteran's Administration
GSA FTS	Veteran's Benefits Administration

DSL¹

On December 29, 2000, FTS awarded DSL¹, a Multiple Award, Indefinite Delivery, Indefinite Quantity (MA/IDIQ) contract with an estimated value of \$300 million over a five-year period. The DSL¹ contract showcases a technology perfect for the teleworker and offices alike. The nine small business contract awardees specialize in providing complete DSL solutions for communication needs. Additionally, DSL¹ enables FTS to assist Federal agencies in meeting recent legislation requiring them to reach telecommuting goals.



for

The DSL¹ contract is the direct result of a teaming effort with the FTS Network Services Division in Region 1 and the ANSWER SDC. The goal of the contract is to provide all Federal entities with a premier vehicle for acquiring Digital Subscriber Lines (DSL) and related services. With specific provisions outlining levels of line service that exceed industry standards, this contract is designed to provide optimal DSL solutions at an affordable cost.

DSL transports data using the latest in broadband technology. The connection is through a dedicated line to the end location where the user is continually on line and never needs to "dial up". Unlike cable, which is a shared line, DSL speed is not impacted by number of users because the line connection for DSL is dedicated to one location. The single line also provides an inherent security structure required throughout the Government.

DSL¹ offers the latest in broadband technologies and is no longer dependent on copper wire technology. The following products can be procured using this contract vehicle ; Security/Firewall/Intrusion Detection System, Virtual Private Network, Enterprise DSL (via T1/T3, and ISDN), CAS-Based DSL, Satellite DSL, and Wireless DSL.

DSL¹ combines the best of technology with the best of Small Business Industry Partners. The nine contract awardees competed to win the contract, and now, they compete again for individual orders. This provides an environment of competition and innovative solutions.

DSL ¹ Industry Partners	
Comtech, LLC Gaits, Inc. Net Connections Corp. Network Access Solutions	Computer Support Associates, Inc. Focal Communications Corp. ITEQ – Integrated Technologies, Inc. Netifice Communications, Inc. Omega Technologies, Inc.

In FY02, there were 27 projects awarded under DSL¹ totaling \$111,000. The cumulative since December 2000 is 36 projects awarded with a total value of \$132,200.

*“Great support and
high customer
satisfaction.”*

GSA Client

CHAPTER 3

ANSWER SDC Client Focused Initiatives

Call Center Support

In the spirit of education and communication, the ANSWER SDC provides call center support known nationwide for its adherence to the principles of responsiveness, reliability, knowledge, trust and strong proactive problem solving capabilities. We do this by utilizing well-established knowledge management techniques to track issues and respond to frequently asked questions.



The ANSWER SDC Call Center is always there to respond to acquisition questions related to current GSA and FAR policy, problem resolution, and contract consulting services to all that use the different ANSWER SDC contract vehicles. We serve as a focal point and conduit for information sharing.

The Call Center offers extraordinary levels of responsiveness with a personal benchmark of two hours to respond. We provide a convenient toll-free number. (877.534.2208)

FORUM

FORUM (Functional Overview of Resources, Utilities, and Methodologies) is a joint initiative of the four Solutions Development Centers (SDCs). FORUM is structured as a one-day highly interactive learning environment designed to be conducted at FTS central, regional, and field offices for groups to include representation from the SDCs and CSCs with a total of 10-15 participants attending each session. FORUM is designed for those new to GSA FTS as well as experienced project managers and contracting officials. FORUM focuses on both the broad and specific elements of using FTS Contracts, with direct application to theory, practical examples, and case studies and consists of two half-day sessions, which can be taken as a whole or in segments.

FORUM's morning session, presents background on the Federal Technology Services' Value Added Service, from our authority to FASA/ITMRA/Economy Act, the FTS Concept of Operations, and the FTS SDCs' products and ordering procedures. FORUM'S afternoon segment highlights the practical side of FTS Contract issues in the context of case studies by bringing to light lessons learned and best practices. Case studies are drawn from operational examples and scenarios and include topics centered to developing acquisition strategies, debriefs, logical follow-on, etc.

**RPMs
(Regional Program Meetings)**



The purpose of the Regional Program Meetings is to create partnerships with the regional Customer Support Centers (CSCs) and our ANSWER Industry Partners. We believe that the success of ANSWER can be attributed to the hands-on approach and listening to our customer agencies' needs.

The ANSWER SDC establishes and conducts RPMs within the Customer Support Centers (CSCs) in all regions within the GSA/FTS organizational structure. The RPMs are a means to introduce the Industry Partners throughout the country. RPMs are conducted in the Regional CSC Offices, when appropriate, and offsite meetings are held by mutual agreement between the region and the SDC. Some meetings are held at contractor sites in the local proximity of the CSC. Meetings include presentations by the SDC, the Regional CSC, ANSWER Industry Partners, as well as client organizations. The RPMs will be arranged with each CSC in advance with pre-determined topics. The meetings are typically conducted on a semi-annual basis within each of the regions, and upon request.

The goals of the Regional Program Meetings are to promote the products of the ANSWER SDC, to create and maintain partnerships with the ANSWER Industry Partner Representatives in each GSA Region, and to strengthen our relationship with the GSA FTS Regional Customer Support Centers. The RPM structure is focused and present succinct current topics of general interest (e.g. Homeland Security, technical refreshment, new technologies). As a direct result of these meetings, it is anticipated that additional business will be developed in each CSC.

Solutions Edu



Solutions Edu is a nationwide innovative educational paradigm designed to bring acquisition training to FTS professionals, clients, and Industry Partners. This is accomplished by providing customized courses constructed around FTS contract offerings. Following a four-month prototype phase, Solutions Edu opened its doors for business in early FY01. Rooted as a joint initiative among the FTS SDCs, The FTS ANSWER SDC is prepared to provide the strategic leadership to launch and maintain Solutions Edu. The salient characteristics of Solutions Edu are as follows:

NEED

Solutions Edu provides *custom-built* FTS acquisition courses

TIMING

Solutions Edu provides *responsive*, “just in time” training

GEOGRAPHY

Solutions Edu is *fully mobile* and is positioned to provide training worldwide

FINANCIALS

Solutions Edu is a *self-supporting* initiative within the ANSWER SDC.



Classes taken through Solutions Edu are approved by the International Association for Continuing Education and Training (IACET). IACET accreditation allows Solutions Edu to issue Continuing Education Units (CEUs) to students who have satisfactorily met course requirements.

During FY02 Solutions Edu provided acquisition training to 663 clients, conducted 23 courses, including one in Korea. The overall satisfaction average across all attendees was 4.6/5.0. In an effort to provide the requested training, Solutions Edu is currently evaluating the addition of six courses under the program; Selecting Contract Type, Contract Administration, Advanced Contract Administration, Earned Value for Multiple-Award Contracting, Section 508, and Statements of Objectives (SOOs) for FY03.



Solutions Edu Faculty Member, Mr. Jack Donovan

A sampling of comments received from those who have attended a Solutions Edu course:

“This was outstanding! I will recommend this training to our customers and management.”

“It should be mandatory for all FTS COTR's, CO's and management. It is critical to change with the times and the instructor's ideas were innovative and thought provoking.”

“The course was thorough in the intricacies of contracting through MA/IDIQs”.

“Invaluable class for me, not only course content, but hearing real situations from GSA personnel.”

“We appreciate the SDCs engagement to be responsive. The instructor kept the material and depth at a level where it aided a broad level of class attendees.”

*“To follow, without
halt, one aim;
There’s the secret of
success.”*

Anna Pavlova

CHAPTER 4 CUM LAUDE

- **GSA ADMINISTRATOR’S MERITORIOUS AWARD** - The ANSWER SDC received the GSA Administrator’s Meritorious Service Team Award for recognition of the extraordinary results in the areas of Federal Acquisition, multi-dimensional partnership, and exemplary leadership for the Federal Technology Service.



Left to right:

Thurman Davis, Ann Gladys, Thelma Riusaki, Sheila Leonard, Peter Stamison, Mimi Bruce, Sherrie Householder, Jill Schillinger, Paul Martin, Sandy Bates, and Stephen Perry

- **FY02 ANSWER HALL OF FAME** - In the spirit of recognition and teamwork, the ANSWER SDC annually presents the coveted ANSWER Hall of Fame. Sixty inductees were acknowledged for the complexity, project value, and number of projects they support via ANSWER. These outstanding Project Managers delivered the solutions of ANSWER and, in turn, provided best value for the customer agencies and the American taxpayers.

The following individuals have been inducted into the ANSWER Hall of Fame:

Region 3 - John Breen, John Burkhardt, Janice Johnson, Randall Matlack, John Thomas

Region 4 - Deborah Eastis, Caroline Flowers, Frederick Hargrove, Timothy Johnson, Charles Johnson, Val Kalscheur, Jim Kiesling, Dean Martin, Kevin Metcalf, Donna Rounds, Robert Spratling

Region 5 - Charles Carter, Wendy Harriman, Kenneth Markanich, Mara Shultz, Diana Valdez, Shirley Whitby

Region 6 - Stephen Soffer, Helen Stephens

Region 8 - Michael Martin, Wilton Webb

Region 9 - Joann Ancheta, Bob Borwick, Sandy Cordell, Kate Fizell, Dora Gayden, Frank Getz, Bob Gill, Fred Hersom, Sarah Huey, Sharon Hunter, James Kruse, Kit Lee, Janet Lourenzo, Joe Pechinko, Burl Pepper, Shirley Rivera, Laurence Ryan, Lealyn Sankey, Daniel Santos, Tony Stevens, Sheri Torres, Debra Wells, David Williams, Richmond Wong

Region 10 - Carol Ashenbrenner, Shawna Dunkle, Catherine Holland

NCR - Long Nguyen, Greg Poling, Craig Saunders, Michael Ward

FedLearn- Barbara Rosholdt

FEDSIM- Karen Barnhart, Emil Loczko

- **NOTABLE PAST PERFORMANCE SCORES** - For the third year of the ANSWER Contract, growth and performance has continued to be notable, attesting to ongoing client satisfaction. A total of 924 ongoing ANSWER projects were surveyed. The survey was sent to both Internal Clients (GSA Ordering Officials), and External Clients (End-User Project Managers). A web-enabled survey questionnaire was developed to dramatically speed up the survey process. The highest ratings were achieved by ITS on both Internal and External surveys. In addition, the survey results showed that five of ANSWER's 10 Industry Partners were rated higher by their customers than by their own self-selected pre-award scores (Anteon, Booz.Allen & Hamilton, CSC, DynCorp, and Litton-PRC). This is indeed outstanding considering that pre-award scores are based on contract performance references self-selected by the companies to show their highest achievement capability.
- **ANSWER TECH REFRESH III SUMMIT** - The ANSWER SDC conducted its 3rd annual Tech Refresh Summit during the week of April 22 at Rancho Mirage, CA. The ANSWER contract vehicle provides for ongoing technical currency to ensure the most current in technical capabilities. The conference was attended by some 65 representatives of government and industry who spent the week, in the spirit of full cooperation, focusing on various areas of technology and client requirements including the key technical areas of Homeland Security, Communications, Modeling and Simulation, Web Evolution, Knowledge Management and Environmental Systems. In July 2002, a modification to the contract was issued incorporating 15 new skill levels.
- **EXTRAORDINARY SALES IN FY02**– ANSWER crossed the one billion dollar mark in funded task awards on March 31, 2002.
- **IACET CERTIFICATION** - Solutions Edu received approval by the International Association for Continuing Education and Training (IACET) to issue Continuing Education Units (CEUs) beginning on October 18, 2002. IACET is the internationally recognized organization for standards and certification for continuing education and training. IACET certifies education providers that meet strict continuing education guidelines. Solutions Edu will be positioned to provide Continuing Education Units (CEUs) to students who complete each of the course offerings. One (1) CEU is equal to ten (10) contact hours of continuing education. CEU credits will be awarded to students who have satisfactorily met course requirements starting in FY03.

- **FORUM** - FORUM (Functional Overview of Resources, Utilities, and Methodologies) was launched in early FY02 with the first session in San Diego, CA. During FY02, FORUM was presented to 192 GSA associates in various locations nationwide.

FORUM is a highly interactive seminar designed to bring the latest in organization and acquisition changes to GSA FTS associates.

- **3GS PROJECT** - The ANSWER SDC is proud to have participated in the award of the knowledge-based e-business system for FTS known as 3GS. FTS determined the need to align its applications architecture and information technology infrastructure with business objectives by developing a new COTS-based integrated system to provide manageable and scalable application architecture. The 3GS will include the processing components of a full-scale contract award process. The 3GS project involved some 250 associates from all ITS organizations as well as support and insights from other parts of GSA and the industry community.
- **SMALL BUSINESS RECOGNITION** - The ANSWER SDC nominated and presented Small Business of the Year Awards at the 2002 Small and Emerging Business Annual Awards Luncheon. The 2002 awardees were Techflow, Inc. and Charis, Inc.



**Federal Technology Service
Region 9**

**GSA, FTS ANSWER SDC
9988 Hibert Street, Suite 102
San Diego, CA 92131**

**GSA, FTS ANSWER SDC
1301 Clay Street, Suite 500 North
Oakland, CA 94612**

**For more information call:
1-877-534-2208
<http://www.gsa.gov/answer>**