

Government-wide Category Management Best in Class (BIC) FY24 Reviews

November 2024

lliant II

4 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data									
Alliant 2 contract solution has been vigilant in ensuring alignment to the FY24 IT Government-wide Strategic Plan, demonstrating compliance with Government requirements, and execution of solution specific strategies and initiatives. Alliant 2 continues to support initiatives on sustainability, recently receiving EPA's Sustainability Check status. Alliant 2 promotes Diversity, Equity, Inclusion, and Accessibility as captured in the IT Government-wide Strategic Plan by applying performance metrics requiring subcontracting to socioeconomic categories. The Alliant 2 solution-specific strategy for small business participation includes an aggressive 50% small business subcontracting goal across all task orders over the master contract period of performance with specific targets for each socioeconomic category.	<p>Notable increases in spend have been identified from the following agencies. We attribute these increases to meeting with these agencies for Government to Government meetings including the GSA Customer and Stakeholder Engagement (CASE) Group to explain the benefits of Category Management as well as time and cost savings realized by issuing a Task Order under a GWAC versus issuing an Open Market procurement.:</p> <table><tr><td>Agency</td><td>FY23 Spend</td><td>FY24 Spend</td></tr><tr><td>VA</td><td>13,701,331</td><td>127,430,624</td></tr><tr><td>NSF</td><td>18,052,057</td><td>46,301,253</td></tr></table> <p>Solution provides list of customer meetings, conferences, trainings.</p>	Agency	FY23 Spend	FY24 Spend	VA	13,701,331	127,430,624	NSF	18,052,057	46,301,253	<p>Alliant 2 contractors report annually on the amount of subcontracting performed on each and every awarded task order. See contract clause G.22.</p> <p>Solution conducts Program Management Reviews, vendor one-on-one meeting, Lunch 'n Learn webinars, Sales training, and Monthly Shared Interest Group meetings for Industry partners.</p>	<p>ITC's Customer Strategic Solutions Division (CSSD) team is using the FAS ITC IT Services Customer Analysis DB to analyze our customer agency's utilization rate of our GWACs. This supports and informs agencies in creating strategies to support their requirements.</p> <p>https://d2d.gsa.gov/report/fas-itc-it-services-customer-analysis-db</p> <p>The ALLIANT 2 Program continued to closely monitor prices paid (awarded labor hour rates at the task order level) and competition levels (the number of proposals received). These metrics were necessary to demonstrate savings realized by customers using ALLIANT 2. Analysis continued to show a direct correlation between</p>	<p>Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is approved. Contract inventory is not updated within last 12 months.</p>
Agency	FY23 Spend	FY24 Spend											
VA	13,701,331	127,430,624											
NSF	18,052,057	46,301,253											



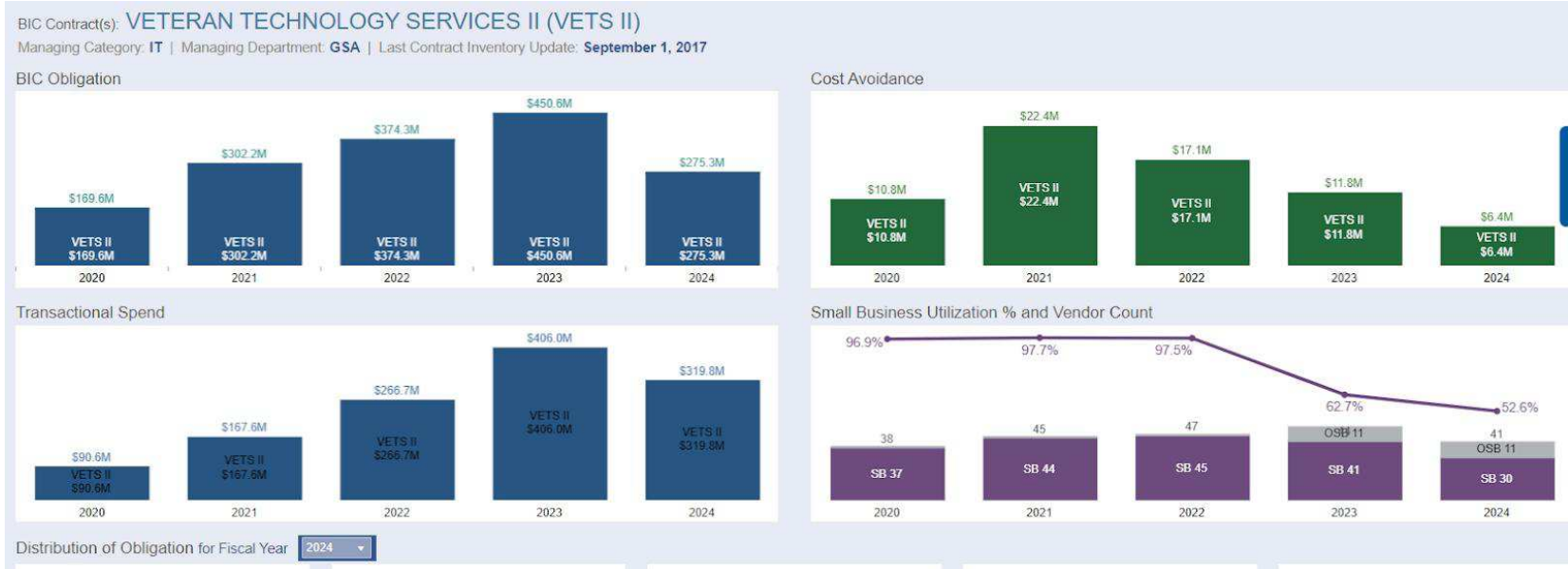
Key	
Meets Requirements	Meets Requirements
Improvement opportunities identified and action plan required	Improvement opportunities identified and action plan required
Remediation required by next review to maintain BIC designation	Remediation required by next review to maintain BIC designation

Other Comments	Alliant 2 entered Contract Year 6 on July 1, 2024. The Master Contract Ordering Period extends through June 30, 2028. Task Orders must complete their Period of Performance by June 30, 2033.
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VETS II

FY24 BIC Review

Solution Management	Customer Engagement			Vendor Performance Management	Pricing and Value	Data
In support of Administration priorities and EO 14057, solution demonstrated compliance to receive Sustainability Check, reviewed by the EPA. The Program increased the contract ceiling by \$1.1B, bringing the Ceiling Value to \$6.1B. This increase ensures continued availability of the VETS 2 GWAC. Program supports Executive Order 13360 and OMB M-22-03, Advancing Equity in Federal Procurement. VETS 2 has proven to be a critical tool for federal agencies, with numerous high-value task orders awarded to SDVOSBs, including a \$404 million task order for the U.S. Army Futures Command's Enterprise Information Technology Support Services. VETS 2 master contract was modified to add FAR 52.204-30.	DPA Training provided to 483 attendees with 138 DPA's issued. Additional training provided upon request to USAID, Air Force, Indian Health Service and others.			The VETS 2 program team hosted an educational webinar on Finding Opportunities using the Forecasting Tool for all the VETS 2 industry partners.	ITC's Customer Strategic Solutions Division (CSSD) team is using the FAS ITC IT Services Customer Analysis DB to analyze our customer agency's utilization rate of our GWACs. This supports and informs agencies in creating strategies to support their requirements.	Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is approved. Contract inventory is not updated within last 12 months.
	Direct engagement with VA yielded a \$141M requirement to a VETS 2 industry partner.			Solution conducts Program Management Reviews, hosts VETS 2 Industry Partners monthly meetings, attends National Veteran SB Colation conference with the goal to maintain strong working relation with veteran-owned businesses.	The VETS 2 Program continued to closely monitor prices paid (awarded labor hour rates at the task order level) and competition levels (the number of proposals received). These metrics were necessary to demonstrate savings realized by customers using ALLIANT 2. Analysis continued to show a direct correlation between competition and savings.	
	Agency	FY23 Spend	FY24 Spend			
	VA	361,624	3,593,800			
DOL	893,447	3,372,533				
	Solution provides list of customer meetings, conferences, trainings.					



Key	
Meets Requirements	
Improvement opportunities identified and action plan required	
Remediation required by next review to maintain BIC designation	

Other Comments

VETS 2 is the only GWAC set-aside exclusively for Service-Disabled, Veteran-Owned Small Businesses (SDVOSB).

8(a) STARS III

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data												
Solution issued a mass mod In FY24, wrt three key EPEAT clauses and earned Sustainability Check status in May 2024. 8(a) STARS III also issued mass mod five to incorporate 52.204-30, Federal Acquisition Supply Chain Security Act Orders-Prohibition to ensure that future task order awards do not include any prohibited products or services. Industry partners receiving their first GSA order through 8(a) STARS III are "Rising STARS". There are 225+ Rising STARS in the program. This inclusion demonstrates commitment to the 8(a) SDB community and supporting Equity in Procurement. In three years, 8(a) STARS III has secured over \$2B in obligations through 950+ task order awards to 385 SDBs. 37 agencies have awarded on the contract. More than 3,360 acquisition professionals from 62 agencies have signed up and	DPA Training provided to 597 attendees with 222 DPA's issued. Additional training provided upon request to USAID, Air Force, Indian Health Service and others. Solution collaborated with ITC Customer Strategic Solutions to create contract awareness through social media and print. This includes an article in NCMA magazine titled "(8(a) STARS III Best Practices" <table><tr><td>Agency</td><td>FY23 Spend</td><td>FY24 Spend</td></tr><tr><td>DOT</td><td>874,500</td><td>5,742,800</td></tr><tr><td>DOE</td><td>403,776</td><td>13,391,102</td></tr><tr><td>HUD</td><td>2,342,090</td><td>6,700,411</td></tr></table>	Agency	FY23 Spend	FY24 Spend	DOT	874,500	5,742,800	DOE	403,776	13,391,102	HUD	2,342,090	6,700,411	In FY24, the program continued building out the 8(a) STARS III Resource Center, an online tool to help industry partners succeed. We also worked with the Department of Educations' OSDBU office to host the Ask The OSDBU webinar to discuss best practices when engaging with federal agency OSDBU's. Empower to Grow (E2G) STARS III Master Class Workshop which offered personalized federal market intelligence, training on best practice business development, and technical assistance on finding, managing, and capturing Federal contracts. Lastly, the team attended the 2024 National 8(a) Association Small Business Conference in Atlanta, GA and facilitated networking meetings with about 50 industry partners.	ITC's Customer Strategic Solutions Division (CSSD) team is using the FAS ITC IT Services Customer Analysis DB to analyze our customer agency's utilization rate of our GWACs. This supports and informs agencies in creating strategies to support their requirements. The 8(a) STARS III Program continued to closely monitor prices paid (awarded labor hour rates at the task order level) and competition levels (the number of proposals received). These metrics were necessary to demonstrate savings realized by customers using ALLIANT 2. Analysis continued to show a direct correlation between competition and savings.	Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is approved. Contract inventory is not updated within last 12 months.
Agency	FY23 Spend	FY24 Spend														
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Key	
	Meets Requirements
	Improvement opportunities identified and action plan required
	Remediation required by next review to maintain BIC designation

Other Comments

CHES

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
CHES optimizes demand management with Aggregation Tools. Promotes the use of Aggregated Buy Entry (ABE) and Consolidated Buy (CB) Tools to aggregate IT purchases. CHES, which is on the Exec Steering Committee for the ITVMO, informed and approved the annual ITVMO Business Strategy and Operations Plan, ensuring alignment with CM principles and support of Admin priorities, including the Better Contracting Initiative, Cybersecurity EO, Climate Crisis EO, and OMB Memorandums on AI, Equity, and Supply Chain. CHES program continues to support the IT Government-wide Category initiatives on sustainability, recently receiving EPA's Sustainability Check status	CHES conducted over 365 engagement requirements, reaching more than 2,300 customers. These sessions provided comprehensive overviews of the program, including information on hardware, software, and services contracts. Solution lists several notable events. Outcomes resulted in increased and enhanced understanding of category management principles and CHES contracts through extensive training and engagement. Achieved high participation rates in training sessions and industry events, indicating strong customer interest and engagement. Received constructive feedback through surveys and questionnaires, which helped in refining and improving the program offerings.	CHES has established an electronic reporting process for the collection and analysis of performance data. This process ensures that vendor performance is measured against predefined metrics. CHES conducted semi-annual and annual vendor meetings to discuss performance metrics, address any issues, and identify areas for improvement. CHES focuses on Small Business, particularly SDBs engagements through dedicated industry days and match-making sessions, providing them with opportunities to participate in CHES IT Acquisition Solutions.	Transactional pricing data is used to analyze pricing trends, ensuring fair and competitive contract prices. For each Consolidated Buy (CB), the program conducts technical reviews of pricing to ensure that the rates offered are competitive and reflect market conditions. CHES contracts allow decentralized ordering, so Contracting Officers can determine the most suitable contract for their requirements. This flexibility ensures that each procurement action can be tailored to achieve the best value. Order Transaction and Vendor Status Reports provide insights into sales performance and pricing trends. This analysis helps in identifying any discrepancies or opportunities for improvement.	Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is approved. Contract inventory is not updated within last 6 months.



Key	
	Meets Requirements
	Improvement opportunities identified and action plan required
	Remediation required by next review to maintain BIC designation

Other Comments	The CHES Program saw changes in key personnel, which brought new perspectives and strategies to the program.
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EIS

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
<p>Launched the 3-part Enterprise Education Series to promote OMB Executive Order No. 14028</p> <p>EIS continues to support the IT Government-wide Category initiatives on sustainability, recently receiving EPA's Sustainability Check status.</p> <p>Executed solution specific strategies to enhance technology modernization</p> <p>ETS's Emerging Technology Council established a post-quantum cryptography (PQC) tiger team to investigate ITC's ability to support agencies through GSA acquisition options with any new requirements based on the approaching post-quantum world, and recent post-quantum executive and legislative actions. This Readiness Summit included addressing Executive Order 14028: Improving the Nation's Cybersecurity. As of June 30, 2024, about 99.5% of transition related task orders are complete (208 out of 209)</p>	<p>The focus in FY24 was on agencies completing their transition to EIS from legacy contracts. Related to the EIS transition, GSA/FAS/ITC's Office of Enterprise Technology Solutions (ETS) conducted monthly EIS Office Hours and regular meetings with most agencies at various levels. Solutions Brokers meet with customers to discuss mission goals, IT requirements and assist with the EIS contract. Support is provided for agency requirements, acquisition strategy, solicitations, in-scope process of solicitations, and more. Telecom Transition May 2024 (TTM24) is an example of using data for decision making. TTM24 was a focused, data-driven effort to provide extra assistance to 62 customer agencies completing their transition to the EIS contracts before the May 31, 2024 deadline.</p>	<p>Launched the EIS Vendor Performance Experience (VPE) survey as a mechanism to gauge customer satisfaction with EIS vendor performance. This initiative directly aligns with ITC's goals of enhancing GSAs solutions to improve the customer's Total Experience. Streamlined an approach for customers to share EIS successes and challenges</p> <p>Supplied vendors with comprehensive and detailed customer insights into their performance, highlighting continuous improvement opportunities. Leveraged customer data to identify trends and patterns in vendor performance, and facilitated solutions to address challenges. Aggregated customer feedback data to support next-generation contract planning efforts</p>	<p>The Enterprise Technology Solutions (ETS) assesses competitiveness of the EIS/Networkx programs against large commercial contract pricing on a quarterly basis. This process uses actual billed transactions that number in the millions that properly weight unit prices in calculating total cost avoidance. The program continues to conduct in-depth analysis of contract spend on a quarterly basis. The program also rigorously evaluates the pricing offered by vendors when adding locations or services to their offerings. The program frequently challenges the proposed pricing and requires vendors to resubmit lower prices.</p>	<p>Transactional data provided on time for 3 quarters. Late by 5 days on FY24 Q1. Cost Avoidance baseline is current. Cost avoidance by agency methodology is approved.</p> <p>Transactional data submissions and FPDS pulls have been affirmed by PMO data team.</p>

BIC Contract(s): **Networkx/EIS**

Managing Category: **IT** | Managing Department: **GSA** | Last Contract Inventory Update: **April 1, 2018**

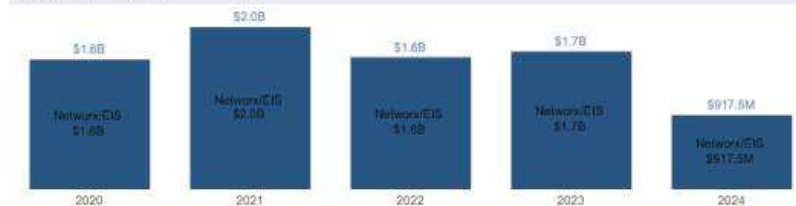
BIC Obligation



Cost Avoidance



Transactional Spend



Small Business Utilization % and Vendor Count



Key	
Meets Requirements	
Improvement opportunities identified and action plan required	
Remediation required by next review to maintain BIC designation	

Other Comments

Wireless Mobility Solutions

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
<p>Wireless Mobility Solutions is one of the co-chairs of the Federal Mobility Group, a Community of Practice (CoP) chartered under the Federal CIO Council, reporting to IT Category & OFPP. This group works across the federal government to identify common mobility challenges, develop workable solutions, and create opportunities to share best practices and lessons-learned.</p> <p>The WMS team continues to educate customers working with the FMG on a variety of events and partnering on events such as the FMG Mobility event currently scheduled for August 2024.</p> <p>The WMS team is currently working on a Small Business Webinar program which will kick off with its first webinar on August 22nd. Five of GSA's SIN 517312 small business vendors will be participating in webinars focused on growing awareness of the broad range of mobility solutions.</p> <p>Solution, recently receiving EPA's Sustainability Check status.</p>	<p>Supported agency transition from legacy wireless requirements off the expiring FSSI-Wireless BPA. WMS helped agencies modernize how they manage and deploy wireless service by leveraging small business Mobility-as-a-Service (MaaS) providers to more efficiently manage wireless device inventory and ensure agency customers get the best wireless carrier services.</p> <p>The agencies with the largest percentage increase in spending on the contract were SSA, OPM and DOC.</p> <p>The Mobility Program also held an Emergency Preparedness webinar event on November 6th featuring the program's largest vendors AT&T, T-Mobile & Verizon.</p>	<p>To track vendor performance, the GSA Wireless Mobility Program conducted Quarterly Program Management Reviews (QPMR) for remaining vendors under the FSSI Wireless BPAs. Key areas include Overall sales, Performance, Process improvements.</p> <p>The WMS Program supports 11 emerging technology subcategories allowing for outreach and expansion of small business vendors onto the SIN. Small Business vendor outreach meetings have taken place during this semi-annual review cycle to increase small business participation on SIN 517312. We have offered our SB partners the opportunity to participate in a new webinar series kicking off at the end of the summer.</p>	<p>The Wireless Mobility Solutions Program worked with AT&T ABSR data following the implementation of a new billing system to ensure all reporting requirements and BIC data mapping were complete and accurate.</p> <p>Wireless RFQ Generator Tool was updated and moved to the buy.gsa.gov launching in Q1 FY 24. The new tool has been simplified for users and is easier for the program to maintain. The RFQ Generator tool continues to simplify the solicitation experience and standardize plans for agencies. Agencies are completing the transition off the FSSI-Wireless BPAs onto the MAS SIN 517312, with many receiving extensions beyond the November contract end date.</p>	<p>Transactional data provided on time.</p> <p>Cost Avoidance baseline is current.</p> <p>Cost avoidance by agency methodology is approved.</p>



Key	
	Meets Requirements
	Improvement opportunities identified and action plan required
	Remediation required by next review to maintain BIC designation

Other Comments	

MAS - IT Large

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
<p>solution has continued its Cyber-Supply Chain Risk Management (C-SCRM) surveillance and assessment program that was initiated in FY21. Continued governmentwide collaboration on cybersecurity and supply chain risk management, including researching how to aid agency compliance with the requirement for software bills of materials. CDM Tools are now fully integrated into MAS IT Hardware and Software SINs, and the 2GIT BPA. MAS IT team participates in Federal Electronics Stewardship Working Group (FESWG) to furthering progress on sustainability goals among Executive Agencies. Program works Green Electronics Council with focus on development of an API to connect product level sustainability information with our product catalog. Solution also achieved its EPA rated "Sustainability Check". Solutions works collaboratively with CHES, NITAAC CIO-CS and NASA SEWP on the WCT to refresh configurations abd soecs for Desktops and Laptops.</p>	<p>MAS IT Program was fully integrated into multiple Federal agency supply chain risk task force and working group teams developing acquisition strategy and qualified vendor selection criteria with DHS, Air Force, and other Federal agencies to enhance the security of GSA product offerings. The program continued to meet with key strategic customers to ensure its offerings were meeting their needs from both an operational and contractual perspective. The program's engagements included Air Force, SSA, IRS, SBA, DOL, USDA, EPA, SOCOM, and CDC. The program was also a participant in the monthly meeting with the Navy's Enterprise Software Initiative (ESI) Program Office which extensively utilizes MAS IT solutions. Continually monitored usage of its vehicles to identify customer for more engagement.</p>	<p>To encourage small business participation, the MAS IT Program works with large Original Equipment Manufacturers (OEM) to ensure they offer their products through small business. Using Transactional Data Reporting (TDR), the program identified another nine high volume manufacturers primarily represented by other than small business. The 2GIT Program Management Review (PMR) presented GSA vendors the sales demand by OEM through TDR data, showing the top by volume to address for an LoS. Other data provided at the PMR presented OEM demand by Request for Quotes (RFQ) through GSA's eTools. This demonstrated high demand by four OEMs that was not met with GSA's current vendors. The MAS IT Program participates in an Integrated Program Team (IPT) to improve TDR data quality and increase usage of TDR to show program performance.</p>	<p>Program continued to enhance the process for Fair and Reasonable Price Determinations utilizing its 3rd party application integrated with internal product modification systems. To encourage pricing consistency, the program continued to work with key OEMs, to include in the Verified Product Portal (VPP). This effort not only seeked to secure consistent pricing, but also aided in ensuring products were being sold through authorized supply channels.</p> <p>Informed by industry discussions, the solution takes steps to align with commercial supply chain practices and up to date with the latest technologies.</p> <p>Pricing is continuously monitored and negotiated as appropriate</p>	<p>Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is approved.</p>



Key	
Meets Requirements	
Improvement opportunities identified and action plan required	
Remediation required by next review to maintain BIC designation	

Other Comments	Several enhancements came from revaluation of acquisition processes and application of technology (RPA) to ensure compliance with Sec 889 requirements.
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COMSATCOM

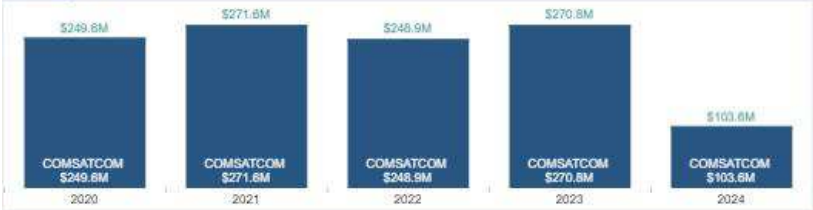
FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
Ensured that it was aligned with the IT Government-wide Category's FY24 Strategic Plan, applicable Executive Orders, and the applicable Administration priorities. Continued to support the US Space Force in transitioning the primary responsibility for contracting for all DoD COMSATCOM requirements from DISA/DITCO to the USSF Commercial Services Office (COMSO). As existing Task Orders' period of performance ends and requirements are recompeted, the USSF COMSO Contracting Office will be the primary contracting office for those orders. For the first 3 quarters of FY24, the COMSO Contracting has awarded six task orders and obligated approximately \$35 Million against GSA COMSATCOM BIC contracts. High-priority BICs meet 100% of the applicable sustainability requirements, therefore achieving the rating of "Sustainability Check".	Engaged customers via direct outreach sessions with vendors and agencies to increase awareness of service offerings. They met with multiple customer agencies, including DoD, DHS, USDA, and NOAA to discuss how to better leverage emerging satellite services into their network architectures utilizing GSA's BIC contracts. Attended and presented at 5 conferences to discuss the availability of COMSATCOM as a best-in-class option. SpaceX added Starlink satellite services to the COMSATCOM SIN in March 2024. In the 2nd half of FY24, the COMSATCOM team has responded to over 60 customer inquiries on assistance with ordering Starlink satellite services.	Regularly meets with its vendors to discuss current challenges, capabilities, and future service offerings. Continued working with the ITC Risk Management and Analysis Support Services (RMAS) Division to conduct third party C-SCRM monitoring on its COMSATCOM vendors. This effort has resulted in over 100 IT C-SCRM vulnerabilities being identified and resolved to ensure that its vendor networks and customer data is better secured. Agencies are able to order through eBay and GSA Advantage and issue an RFI or RFQ to vendors using Special Item Number 517410 and can set aside the requirement for one or more socio-economic categories.	Remains dedicated to enhancing the quality and consistency of the Transactional BIC Data supplied by its COMSATCOM SIN 517410 by holding meetings with vendors to identify and address discrepancies in the data provided, ensuring it is accurate and usable. The volume of data received from vendors has been increasing appropriately, focusing solely on satellite services, and excluding any equipment or labor charges. Monitors each vendor's total sales costs and performs quarterly comparison analyses as well as identifying any services that are no longer in the contract.	Transactional data late in two of the past 4 quarters. Cost Avoidance baseline is current. Cost avoidance by agency methodology is approved. Contract inventory is not updated within last 12 months.

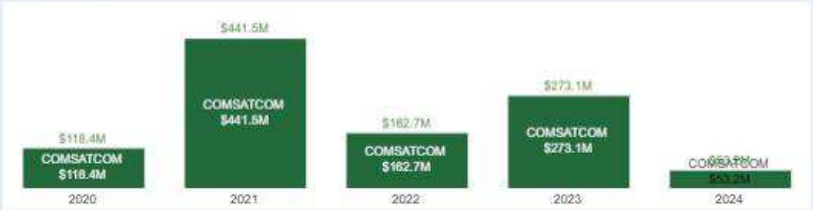
BIC Contract(s): COMSATCOM

Managing Category: IT | Managing Department: GSA | Last Contract Inventory Update: December 1, 2018

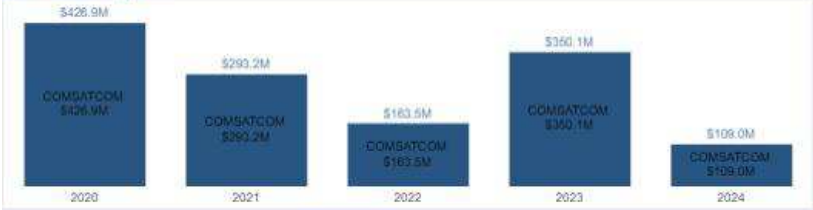
BIC Obligation



Cost Avoidance



Transactional Spend



Small Business Utilization % and Vendor Count



Key	
Meets Requirements	
Improvement opportunities identified and action plan required	
Remediation required by next review to maintain BIC designation	

Other Comments	Was heavily engaged with various emerging Low Earth Orbit (LEO) satellite service providers, such as, SpaceX Starlink, OneWeb, Amazon Project Kuiper and TeleSat LightSpeed to ensure that it could provide contract solutions for these services when they were available.
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NASA SEWP

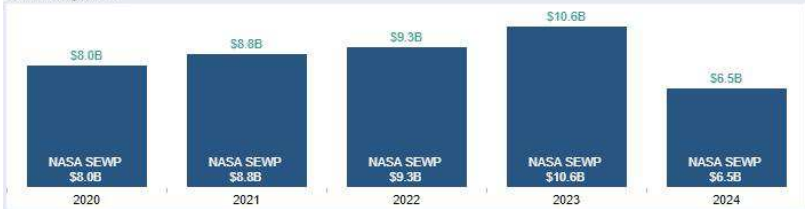
FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
NASA SEWP continued to support the IT Government-wide Category initiatives on sustainability: Received EPA's Sustainability Check and having the largest Small Business contract used by government. The contract vehicle's follow on SEWP VI, is currently in development. NASA released the RFP and submissions were due in July 2024. NASA SEWP informed and approved the annual ITVMO Business Strategy and Operations Plan, ensuring alignment with category management principles and support of Administration priorities. Such priorities include the Better Contracting Initiative, Cybersecurity EO, Climate Crisis EO, and OMB Memorandums on AI, Equity, and Supply Chain.	NASA SEWP continued to provide training and support to federal agency buyers. Through June 25 2024, the program has taken 4,709 customer calls and supported over 55,000 customer inquiries. Using social media, this outreach has resulted in an increase in over 7,000 new users in FY24. NASA SEWP had a featured table at the ITVMO's Annual Summit. More than 190 IT and acquisition professionals were in attendance, with approximately 50% federal representation and 50% industry representation, exceeding program goals for the event.	SEWP V is a small business acquisition vehicle, evidenced by the 80-85% year-to-year vehicle volume attributed to our small business contract holders. In FY23 81% of federal spend went towards Small Businesses (27% WOSB, 26% HubZone, 22% VOSB, 22% SDVOSB, and 5% EDWOSB).	The NASA SEWP program provides agency data and dashboards for senior SES CIO and CAO leaderships use. The access to data is at the agency aggregate level. Agencies use this information to track their inventory and spend, fulfill reporting obligations associated to category management, to engage in analytics within the marketplace, and for their own internal purposes. NASA SEWP Obligation and Transactional data discrepancy root causes have been identified. SEWP is continuing to adjust internal processes and submit the missing data to the CM PMO to continue to close the gap. To date, SEWP has submitted half of the missing data (around \$2.5B).	Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is approved. Contract inventory has been updated within last 12 months.

BIC Contract(s): NASA SEWP

Managing Category: IT | Managing Department: NASA | Last Contract Inventory Update: October 27, 2023

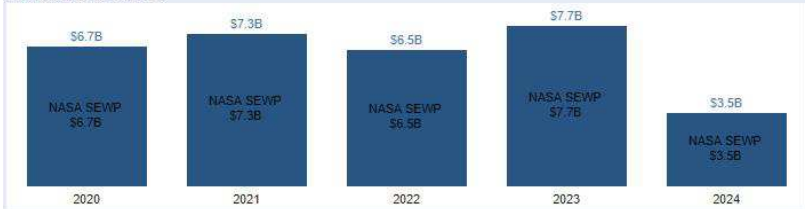
BIC Obligation



Cost Avoidance



Transactional Spend



Small Business Utilization % and Vendor Count



Key	
Meets Requirements	
Improvement opportunities identified and action plan required	
Remediation required by next review to maintain BIC designation	

Other Comments	The program continues to add civil servant and contractor staff to meet the needs of NASA and their heightened obligations and to meet marketplace expectations.
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NITAAC CIO-CS, CIO-SP3, CIO-SP3 (SB)

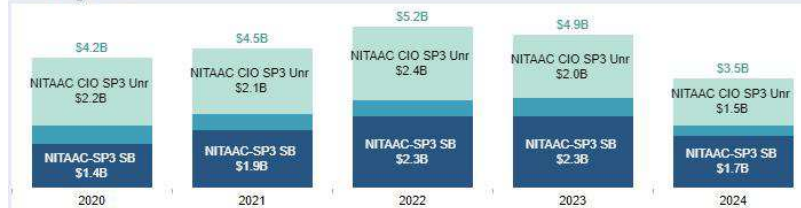
FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
<p>NITAAC's Business Development team developed and briefed NIH/NITAAC leadership on a Strategic Business Development Plan with a targeted financial goal, and the program's approach to achieving the goal.</p> <p>During FY24 Q1-Q2, small business participation on CIO-CS represented 55.6% (approximately \$18.2M) of the total \$32.8M Q1-Q2 spend, and on CIO-SP3(SB), the small business participation represented 86.1% (approximately \$26.9M) of the total \$31.2M Q1-Q2 obligated spend.</p> <p>NITAAC informed and approved the annual ITVMO Business Strategy and Operations Plan, aligning with category management principles and support of Administration priorities such as the Better Contracting Initiative, Cybersecurity EO, Climate Crisis EO, and OMB Memorandums on AI, Equity, and Supply Chain.</p>	<p>The NIH/NITAAC Training goal is to train at least 1,200 federal government users each fiscal year.</p> <p>Complimentary training sessions highlight the features and benefits of our BIC GWACs for Information Technology. As of July 12, 2024, the program has met 80% of its goal and trained a total of 951 government personnel.</p> <p>On the CIO-CS GWAC, NIH/NITAAC provides a Technology Refresh Proposals (TRP) process. The TRP process is the periodic replacement of commercial off-the-shelf IT commodities to avoid obsolescence and loss of Original Equipment Manufacturer (OEM) support; ensure reliability, availability, improve capabilities; and remain current with government security requirements and industry IT standards.</p>	<p>NIH/NITAAC held monthly conference calls with its CHs, where attendance was mandatory, and is one of their performance metrics, to include CPARs.</p> <p>The NIH/NITAAC Director and Deputy Director led mandatory quarterly virtual meetings with the program's CHs (of which approximately 74% are small businesses and 26% are other than small business), often attended by more than 400 contract holders.</p>	<p>NIH/NITAAC continued to work with its internal team members, customers, and the IT Vendor Management Office (ITVMO) Project in the following areas:</p> <p>Data Analytics: Provided insights on cost, spend, and contracting data to maximize acquisition strategies.</p> <p>Subject Matter Expertise: Provided domain expertise to inform IT purchasing best practices.</p> <p>Vendor Relationship Management: Provided a single government-wide office to focus and scale industry and agency engagement.</p> <p>IT Security and Supply Chain Risk Management: Provided risk analysis and assessment to monitor the technology footprint and minimize acquisition risks.</p>	<p>Transactional data provided on time.</p> <p>Cost Avoidance baseline is current.</p> <p>Cost avoidance by agency methodology is approved.</p> <p>At least one of the NITAAC solutions has updated contract inventory within the last 12 months.</p>

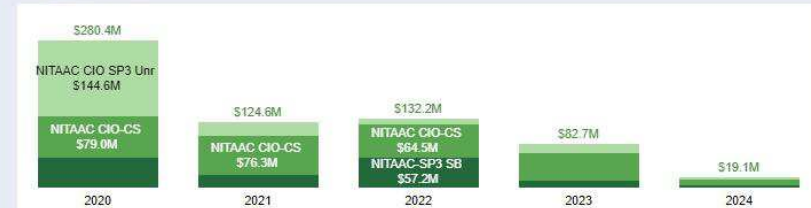
BIC Contract(s): **Multiple (in Category)**

Managing Category: **IT** | Managing Department: **HHS** | Last Contract Inventory Update: **November 1, 2017 to July 15, 2024**

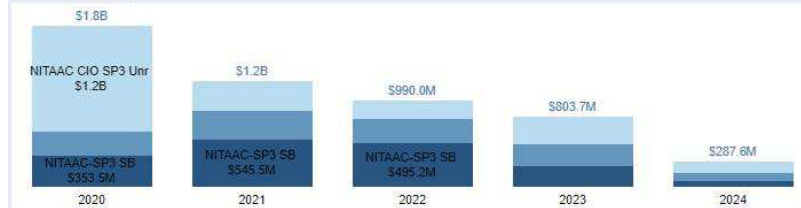
BIC Obligation



Cost Avoidance



Transactional Spend



Small Business Utilization % and Vendor Count



Key	
Meets Requirements	Meets Requirements
Improvement opportunities identified and action plan required	Improvement opportunities identified and action plan required
Remediation required by next review to maintain BIC designation	Remediation required by next review to maintain BIC designation

Other Comments	NITAAC participated in 80 tradeshow/events and 29 speaking engagements.
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Building, Maintenance, and Operations (BMO)

FY24 BIC Review

Solution Management	Vendor Performance Mgmt	Customer Engagement	Pricing and Value	Data
<p>BMO has achieved the sustainability check and was the first BIC to do so. Team worked with sustainability leads to review contract clauses and each BMO vendor offered a sustainability plan.</p> <p>= Small business utilization (figures account for new awards and modifications obligations):</p> <p>95.59% (\$129.9m) to date for FY23; 69.85% (\$94.9m) of the FY23 task order awards to SDBs.</p> <p>85% of BMO vendors are Small Businesses, leading to high utilization rates for the BMO solution.</p> <p>- Improvements were made in transactional data reporting (TDR) through automation of the report.</p> <p>-The solution has approximately 4 years remaining, and the team has identified the OASIS+ Multi-Agency Contract as a follow-on vehicle. A BMO Transition Plan has been created to guide the eventual sunseting of the BMO</p>	<p>Conducted the FY 23 Vendor Meeting to share and gather information critical to the success and performance of the BMO vendors.</p> <p>Educated vendors on the importance of communication from vendors to OCOs.</p> <p>Informed vendors on how impactful utilizing resources, such as FPDS and the Forecast of Opportunities, is to vendors to increase their success in BMO.</p> <p>Provided OASIS+ Training as it is set to be the next generation government-wide BIC solution to operate in the Facilities Maintenance space.</p> <p>Zero Vendor performance complaints were received this FY.</p>	<p>The team continues to deliver specific BMO training along with YouTube videos, social media, and open office hours. Seven DPA trainings conducted to prepare for using BMO in this acquisition cycle 424.5 CLPs issued; 283 attendees; 32 Delegations of Procurement Authority issued; content refreshed based off of feedback from customers. BMO team works closely with customers through the scope review process, averaging 3 per week. A new Post Award Task Order Survey and SOPs related to simplify and organize the collection of task information, streamline duties, reduce PALT.</p>	<p>Customer agencies continue to utilize the streamlined ordering procedures in FAR 16.505, and execute cost saving strategies such as zonal pricing and the built-in tiered discounts. BMO has maintained an average cost avoidance of 13.14%. This avoidance is based on the comparison of the IGCE to the actual task order awarded and is adjusted/updated as new task orders are awarded and data received.</p> <p>Additionally, the program team receives customer feedback indicating reduction in Procurement Acquisition Lead Time (PALT). This PALT reduction provides agencies administrative savings</p>	<p>Transactional data provided on time.</p> <p>Cost Avoidance baseline is current.</p> <p>Cost avoidance by agency methodology is app</p> <p>Contract inventory is update within last 6 month</p>

BIC Contract(s): Building Maintenance Operations (BMO) Solution

Managing Category: **Facilities & Construction** | Managing Department: **GSA** | Last Contract Inventory Update: **June 1, 2016**

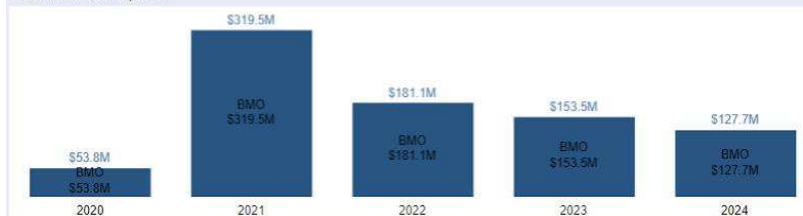
BIC Obligation



Cost Avoidance



Transactional Spend



Small Business Utilization % and Vendor Count



Distribution of Obligation for Fiscal Year: **2024**

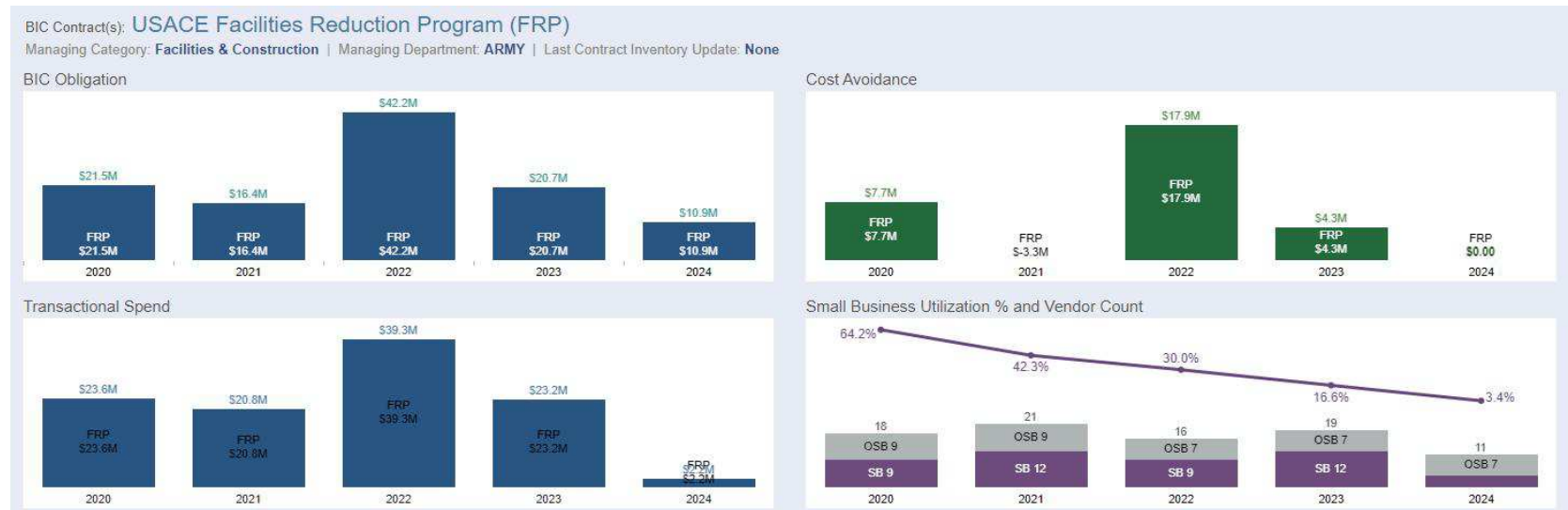
Key	
	Meets Requirements
	Improvement opportunities identified and action plan required
	Remediation required by next review to maintain BIC designation

Other Comments

Facilities Reduction Program (FRP)

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
FRP continues to maintain five (5) regional multiple award task order contracts (MATOCs) for abatement and demolition services by executing option year 1 for all the contractors. The MATOC contractors include 7 small businesses and 8 large businesses, with 3-4 small businesses on each of the five MATOCs. Additionally, FRP remains committed to utilizing small business contracts for the pre-demolition facility characterization studies associated with these projects.	During second and third quarters of FY24, the FRP program executed multiple site survey contracts that turned into demolition contracts in fiscal year 2024, as well as projected demolition contracts in FY25. The site survey contracts allowed the program to identify most of the asbestos, abatement requirements, or other regulated materials was incorporated into the Performance Work Statement.	When the team awards new contracts FRP looks at past performance. Contractors with poor ratings on past contracts are not considered for new awards. Timeliness and overall management are discussed and addressed during project coordination meetings and the KTRs typically take corrective action to prevent receiving Letters of Concern or interim unsatisfactory CPAR evaluations.	FRP awarded \$8M in the first three quarters of FY2024 and the projected FY2024 placement for the program is \$53,400,000. The program continues to try and work with customers for projecting work out and the possibility to assist with acquisitions to provide site surveys and demo estimates to the customers one fiscal year to be followed by demolition the following year. This will assist with the budget for demolition and help alleviate the rush of a year-end workload.	Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is approved. FRP has not updated contract inventory within the last 12 months.



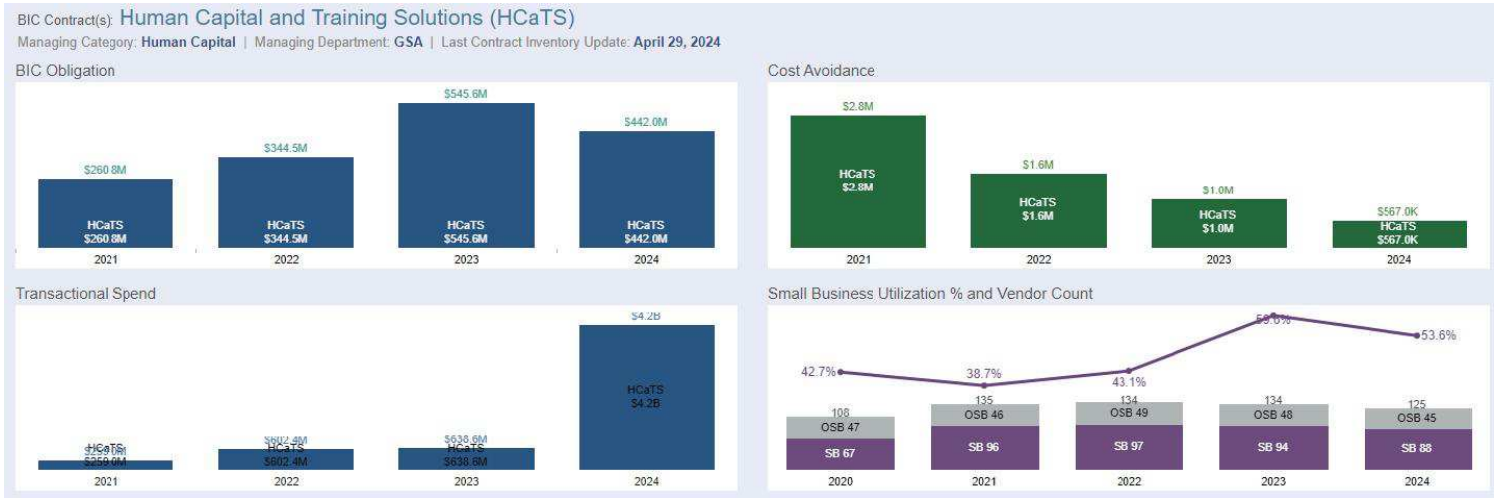
Key	
	Meets Requirements
	Improvement opportunities identified and action plan required
	Remediation required by next review to maintain BIC designation

Other Comments	There was a change in program managers in FY24
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Human Capital and Training Solutions (HCaTS)

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
Program's measures of success include fostering adequate vendor competition, maintaining vendor compliance with terms and conditions, and driving increased sales and revenue to contribute to overall cost savings for program users and across the government. In FY2024, 20 task orders have been awarded to under the HCaTS program, with 75 percent awarded to HCaTS Small Business and 8(a) vendors. To date, nearly 480 task orders have been awarded under the entire program, with a total estimated value surpassing \$4.1 billion. The substantial double-digit revenue growth under the program over the last few years suggests high rates of adoption for this vehicle.	Been providing live Delegation of Procurement Authority (DPA) Training to federal customers via monthly and bi-monthly Zoom webinars. These sessions have attracted more than 200 attendees, with around 50 new DPA Certificates issued, bringing the total number of DPAs to 800 since FY2017. Customer engagement has been primarily facilitated through dedicated email addresses and an automated online Scope Review Tool. Since its inception, the HCaTS PMO has performed over 100 scope reviews and responses, with a turnaround time of 24-48 hours.	In March, HCaTS PMO hosted the annual Program Management Review (PMR) session for vendors. PMO offers weekly "meet-your-CO" sessions for vendors to maximize engagement with and usage by industry partners, ensuring transparency and awareness of the program. During these sessions, the PMO provides program updates, including task order and sales data, current/upcoming opportunities, encouragement of partnering among other than small and small business vendors, summary of DPA training, details on upcoming modifications to the master contract, and contract compliance and administration issues.	The Office of Professional Services and Human Capital, in collaboration with the HCaTS PMO, continues to send surveys to all Ordering Contracting Officers who awarded task orders against the contract. The PMO analyzes survey responses annually and uses the results to streamline and improve ordering procedures, update program materials, and enhance training and guidance provided to customers and vendors. Program as a whole has an average PALT of 62 days. The latest data indicates an average of 3 bids per contract family for Unrestricted and Small Business, with 8(a) being closer to an average of 4 bids this fiscal year.	Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is approved. Contract inventory has been updated within last 12 months.



Key	
<div></div>	Meets Requirements
<div></div>	Improvement opportunities identified and action plan required
<div></div>	Remediation required by next review to maintain BIC designation

Other Comments	Developed a contract repositioning process allowing contractors whose business size has changed to reposition from a Small Business to an Unrestricted contract or vice versa. Small businesses can continue to compete in the Unrestricted pools, while businesses that are now considered small can compete for small business set-aside contracts.
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Electronic Catalog (ECAT)

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
ECAT enables Defense Logistics Agency (DLA) to accumulated demands and leverage the buying power of all its customers, award long-term contracts and offer, on average, a 20 percent discount from commercial list pricing normally paid by one-time buying actions. ECAT provides numerous opportunities for small businesses to offer products government wide. Of the 287 businesses servicing ECAT customers, 176 (61%) are Small Businesses enjoying \$390M in annual sales. ECAT received the status of Sustainability Check! in Q3 FY24.	The program employs its full-time Help Desk and contracting staff to solicit, collect and evaluate user feedback and incorporated into the acquisition cycle to continually improve its supporting contractor and system performance. To expand its customer and supplier bases, DLA attended the Coalition for Government Procurement – Spring 2024 Conference. The conference had approximately 2,000 institutional attendees, including upward of 100 Vendors who were primarily small, woman-owned, and veteran owned, as well as Government representatives from various agencies (including VA, HHS, DoD).	Approximately 61% of ECAT's participating vendors are Small Business accounting for \$390M (35%) of \$879M in annual sales through FY 2024. In FY 2024, ECAT added nine Small Businesses, to include two Small Disadvantaged Businesses. ECAT charges no fees for vendor participation. ECAT conducts open seasons that provide Small Business ample opportunity to establish an ECAT contract, and ECAT Contracting Officers continually assist businesses in joining the program.	DLA maintains a robust pricing and performance review and assessment process to ensure ECAT prices are fair and reasonable. ECAT teams processed numerous Voluntary Price Reductions from participating businesses, lowering delivered prices. ECAT functionality identifies large acquisitions and alerts DLA Contracting Officers that, when appropriate, negotiate additional spot reductions that average 10%. ECAT continues to achieve, on average, a 20% discount off vendors' commercial prices they normally charge customers of equal historical demand.	Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is approved. Contract inventory has not been updated within last 12 months.



Key	
	Meets Requirements
	Improvement opportunities identified and action plan required
	Remediation required by next review to maintain BIC designation

Other Comments	DLA has continues to expand its business with HHS, specifically the Centers for Disease Control and Indian Health Services, resulting in steadily increasing sales approaching \$10M/year.
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VA Hearing Aids

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
<p>Hearing Aids (HRA) support the Medical Category strategic plan particularly in driving Spend Under Management and Cost Avoidance. The goal is to have all federally purchased hearing aids obtained through the BIC hearing aid contracts. With the exception of the Bureau of Prisons (which does not yet have internal ordering processes that allow for use of HRA), they have nearly met that goal. It is estimated that both sales and cost avoidance will exceed FY 24 levels.</p> <p>All Hearing Aid contracts have technology refresh included in contract language, which allows vendors to propose new items every six months.</p> <p>The use of the VA Remote Order Entry System allows hearing aids to be ordered directly per hearing aid prescriptions. This eliminates the need to maintain local hearing aid inventories.</p>	<p>As part of the contract performance requirements, vendors continue to provide training to VA audiologists on how to prescribe and use their products. Vendors also have customer service offices to address questions and provide support. Additionally, the Denver Logistics Center (formerly the DALC) has a Hearing Aid Coordinator to address any problems VA audiologists may experience. Each vendor must provide at least one in-house training program per year and are encouraged to provide training after each technology refresh.</p> <p>The HRA BIC and its vendors also maintained a presence at the three-day Joint Defense Audiology Conference held in March 2024. The solution team and vendor team members networked with audiologists addressing treatment of active-duty service members</p>	<p>Performance reports are compiled daily at the clinical office. Monthly reports are posted online to customers via the ROES system. Fill rates and quality assurance checks are part of the process.</p> <p>Hearing Aids prime contractors are continually encouraged to maximize use of small business participation with their subcontractors. Use of small business subcontractors is reported annually in eSRS (electronic subcontracting reporting system).</p>	<p>Cost avoidance is calculated based on commercial list price which contracting is able to verify at every tech refresh.</p> <p>The Medical Category team uses the Awards Exploration Tool to examine opportunities to increase SUM and BIC utilization. Another tool they utilize is the Solutions Profile Report to track year over year sales performance. The Executive Summary Dashboard is tracked regularly to review overall results vs. targets in Spend Under Management, BIC Utilization, and Cost Avoidance.</p>	<p>"Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is app Contract inventory has not been updated withir</p>



Key	
	Meets Requirements
	Improvement opportunities identified and action plan required
	Remediation required by next review to maintain BIC designation

Other Comments	Informal industry day/market research type meetings were conducted with vendors to discuss future technologies and the current hearing aid market landscape. These will likely be conducted on a yearly basis.
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DoD/VA High Tech Medical Equipment (HTME)

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
<p>HTME program continues to manage, expand, and promote a portfolio of Radiology and Imaging contracts with an extensive array of major producers, suppliers, and Small Businesses. These contracts enable participating Federal departments and agencies to acquire and maintain high-cost medical capital equipment rapidly at discounted fair and reasonable prices. These joint contracts are designed to enable participating departments to use them with minimal administrative costs.</p> <p>Vendors are constantly improving the technology of their solutions, and our customers benefit when they purchase a new item or upgrade their existing equipment.</p> <p>HTME received the status of Sustainability Check! in Q3 FY24.</p>	<p>HTME's largest customers are still VA and DLA, representing more than 99% of HTME spend. HTME program continues to achieve high growth in usage by HHS. HHS spend year-to-date is more than 30 percent higher than HHS spend in FY23.</p> <p>HTME team members attended Radiological Society of North America Annual and HIMSS annual conferences to increase awareness and engagement. DoD customers attended the conference including Department of Veterans Affairs, Defense Health Agency, Army, Navy, Air Force, and VA.</p>	<p>Solution Owners conduct a contracting "open season" that invites new businesses to join the program and make their products available to all joint Federal program members. Contracting offices are fully involved in the order, delivery, installation, and warranty of HTME equipment thereby providing keen insight into all phases of vendor performance.</p> <p>DLA awards smaller Radiology program contracts to add new support items when available from vendors; DLA did 15 contract modifications for Radiology adding more than 4,500 new catalog items to its contracts; VA processed 20 modifications for Radiology adding more than 5,000 new catalog items to its contracts.</p>	<p>HTME manufacturers that participate in the Joint DLA/VA Radiology and Imaging Program are required to provide extensive historical pricing information as part of their government proposal. During their review of each manufacturer's proposal, DLA/VA biomedical engineers and contracting officers compare the prices each manufacturer is offering the government and consider value added features such as warranty periods, maintenance, technical refreshes/upgrades (terms and conditions) offered by the manufacturer to his commercial customers versus the government.</p>	<p>Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is approved. Contract inventory has not been updated within last 12 months.</p>

BIC Contract(s): High Tech Medical Equipment (HTME)

Managing Category: **Medical** | Managing Department: **VA** | Last Contract Inventory Update: **None**

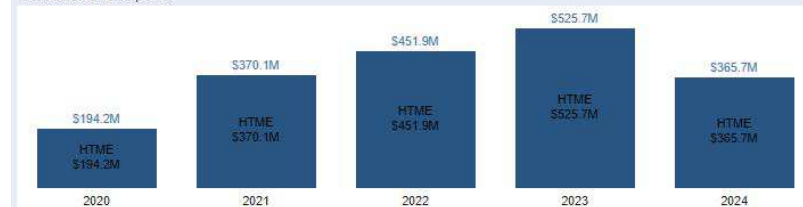
BIC Obligation



Cost Avoidance



Transactional Spend



Small Business Utilization % and Vendor Count



Key	
Meets Requirements	Meets Requirements
Improvement opportunities identified and action plan required	Improvement opportunities identified and action plan required
Remediation required by next review to maintain BIC designation	Remediation required by next review to maintain BIC designation

Other Comments	
	DLA coordination with its VA National Acquisition Center partner continues to be strong with monthly meetings to discuss program issues. DLA and VA continuing their acquisition planning and execution actions for their next generation of the Radiology and Imaging Systems Program contracts.

Joint National Contracts (JNC)

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
DLA has awarded seven JNC contracts in FY2024, 59% awarded to Small Businesses. VA has awarded 33 JNC contracts in FY2024 56% awarded to Small Businesses. JNC spend for drugs covered in the JNC program continues near the 100% range at VA. Small business spend on JNC continues to exceed the category small business spend targets. DOD continues to monitor JNC compliance efforts at the MTF and provides feedback to identify those that have performed well and those that have opportunities to improve.	The Defense Logistics Agency (DLA) Customer Pharmacy Operations Center (CPOC) electronically tracks customers' usage of National Contracts and engages customers in the rare instances when a Military Treatment Facility does not take full advantage of the lower prices afforded by a National Contract. VA NAC works with the PPV on awarded national contracts to do an "auto-substitution" for national contract items, when appropriate, so that when an alternate item is ordered, the order will automatically default to the national contract item instead of the alternate product. To expand its Pharmaceutical Prime Vendor customer and supplier bases, DLA participated in several events.	Each individual medical center pharmacy is provided with numerous reports on fill rates, consumption, usage trends, etc. Reports are provided on a real time basis. JNCs are continuously open and small business on ramping has been extremely successful demonstrated by the fact that approximately 42% of JNC spend goes to small business.	JNC contracting officers frequently compete requirements amongst drug suppliers to obtain the largest discount. The DLA contracting staff may combine multiple contracting techniques, e.g., traditional and Reverse Auction, to realize the lowest price, consistent with the health of the industrial base. VA and DoD Contracting Officers monitor pricing throughout the life of the contract.	Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is approved. Contract inventory has been updated within last 12 months.

BIC Contract(s): Joint National Contracts (JNC)

Managing Category: **Medical** | Managing Department: **VA** | Last Contract Inventory Update: **October 30, 2023**

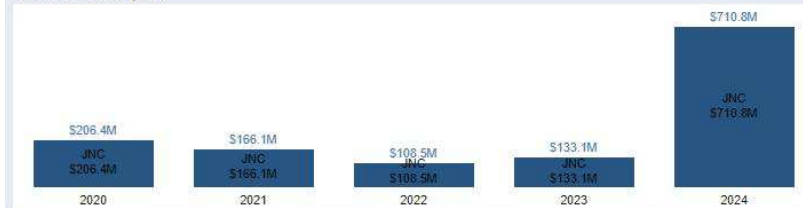
BIC Obligation



Cost Avoidance



Transactional Spend



Small Business Utilization % and Vendor Count



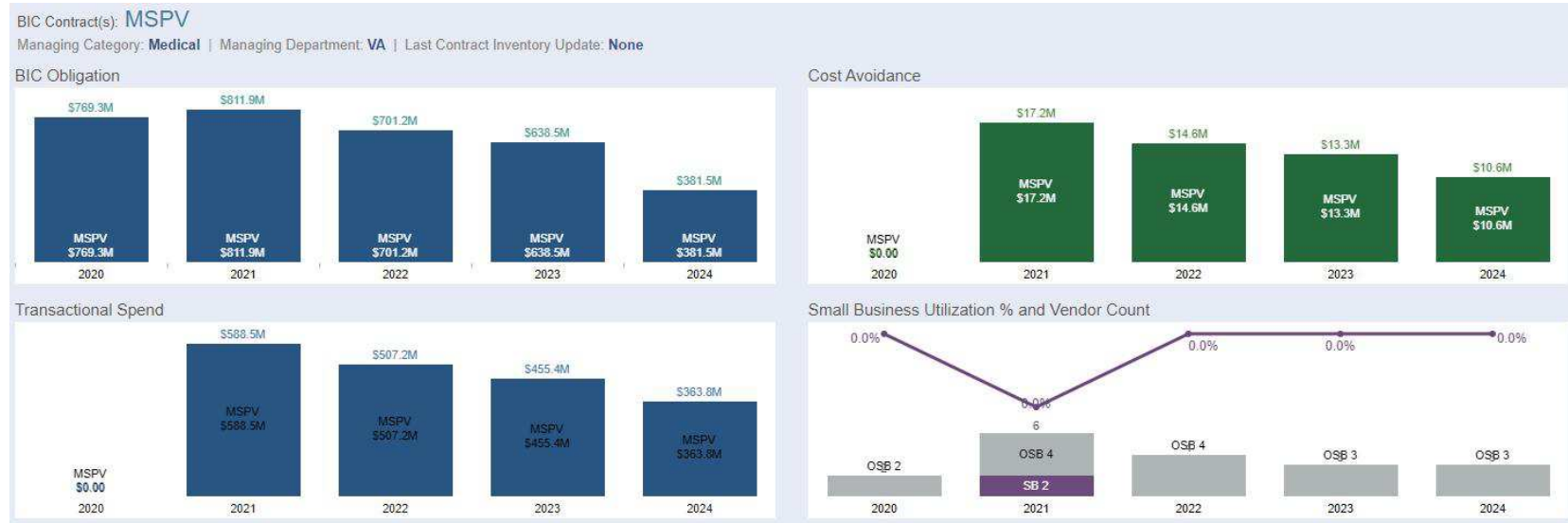
Key	
	Meets Requirements
	Improvement opportunities identified and action plan required
	Remediation required by next review to maintain BIC designation

Other Comments

Medical/Surgical Prime Vendor (MSPV)

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
<p>MSPV delivers approximately 289,000 top-quality medical/surgical products, normally next day, that are crucial to meeting DLA customers' medical expendable supply requirements.</p> <p>Increased support to and participation of Small Businesses.</p> <p>Employing "green" programs to mitigate climate change and care for our planet.</p> <p>MSPV received the status of Sustainability Check! in Q3 FY24</p>	<p>MSPV Prime Vendors provide help lines to assist customers with any aspect of using the program. To expand its MSPV customer and supplier bases, DLA attended the Coalition for Government Procurement – Spring 2024 Conference, AHRMM Exhibition 2024, Make PPE in America Conference, and DHA Vendor Day</p>	<p>Approximately 69 percent of the 289K items available on MSPV are from domestic sources and DLA is actively working with its federal and commercial partners to increase this key metric.</p> <p>Over 66 percent of the business providing products to the program are Small Businesses.</p> <p>MSPV supports an array of Small Businesses with small business sales of \$132.6million or 29 percent of total sales in the first 10 months of FY24.</p> <p>MSPV added 22 new vendors covering 967 items in the first 10 months of FY24. Of the vendors added, 17 of these vendors were Small Business.</p>	<p>DLA maintains a robust pricing and performance review and assessment process to ensure MSPV prices are fair and reasonable, and that the vendor performs within the terms and conditions on the contract.</p> <p>MSPV reduces the cost of medical materiel by approximately \$17 million annually.</p>	<p>Transactional data provided on time.</p> <p>Cost Avoidance baseline is current.</p> <p>Cost avoidance by agency methodology is approved.</p> <p>Contract inventory has not been updated within last 12 months.</p>



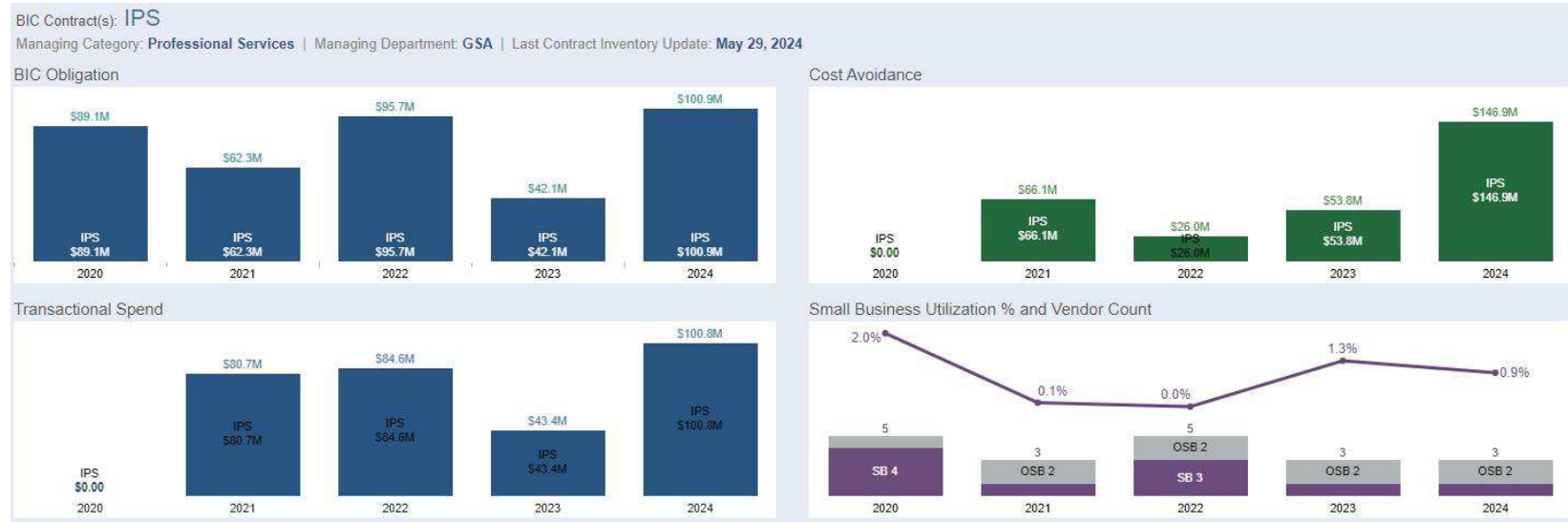
Key	
	Meets Requirements
	Improvement opportunities identified and action plan required
	Remediation required by next review to maintain BIC designation

Other Comments	Total DLA MSPV sales for FY 2024 thru 7/31/24 are \$452M.
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Identity Protection Services (IPS)

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
<p>PSCH continued to conduct actions from previous years for validating vendor security and monitoring eBay for potential customers in need of assistance. Program had discussions with agencies emphasized how to place agency-wide BPAs in order to have an ordering vehicle available to reduce low dollar credit card purchases and reduce duplicity of services. Quarterly reporting of the IPS data along with regular promotion through the Federal Privacy Council, further facilitates the solution's success as a CM success.</p> <p>IPS management team ensures regular reviews, and required updates are made to material related to the solution.</p>	<p>PSHC program maintains a regular presence in the Federal Privacy Council's quarterly sessions. This forum allows information distribution across all agencies regarding privacy and security. Multiple agencies have contacted the program to establish agency-wide BPA's as a result of the information presented to the Council.</p> <p>The IPS SIN is promoted regularly through blog posts on multiple media platforms, newsletters, and customer engagements.</p>	<p>The IPS SIN continues to offer three industry partners who are the leading contractors in the commercial marketplace. PSCH has continued to actively communicate with them, seeking purchasing behavior feedback such as the high use of purchase cards and new industry capabilities such as predictive analytics. We have also continuously engaged to ensure that security systems remain compliant and orders are being accurately reported.</p> <p>For new industry partners, PSCH has plans for FY25 to perform active engagement in the IPS space, having a presence in the FPC sessions, and direct outreach to vendors with known capability.</p>	<p>PSCH has discussed moving the IPS SIN to Transactional Data Reporting (TDR) in the future for easier obligation tracking. PSCH has an established strategic plan for TDR moving forward, which will address IPS and the potential for improved data quality and availability.</p> <p>PSCH implementation of monitoring schedules for all orders related to the BPA, where all data points (FPDS and Category Management Dashboard) are checked on a monthly basis, has proven to be an effective method of ensuring accurate and up-to-date data is captured and reported.</p>	<p>Transactional data provided on time.</p> <p>Cost Avoidance baseline is current.</p> <p>Cost avoidance by agency methodology is app</p> <p>Contract inventory has been updated within las</p>



Key	
	Meets Requirements
	Improvement opportunities identified and action plan required
	Remediation required by next review to maintain BIC designation

Other Comments

GSA Global Supply (GGS)

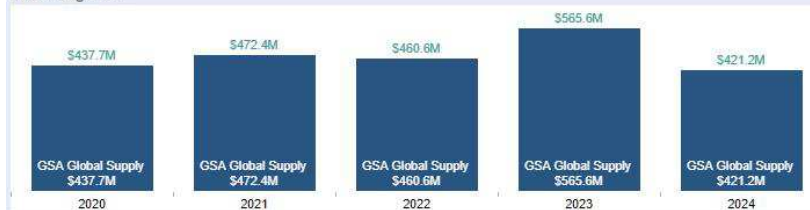
FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
<p>Perfect Order Fulfillment (a measure of the percent of customer orders delivered within seven days with no defects) has improved by 12.3% YoY to date. 90.5% of contracts going towards small business utilization.</p> <p>Pressed expansion of the 'OCONUS solution' into Puerto Rico and CENTCOM, shortening delivery time from 45+ days to 3-5 days by vendor depots located near or on-site.</p> <p>Awarded and implemented CENTCOM forward supply solution in Q4 of FY24 and posted the 4th iteration of the Puerto Rico solicitations in Q4 of FY24 to seek better pricing for the government.</p>	<p>The Army routinely orders obsolete/inactive NSNs and their orders are automatically canceled. The program helped them to identify a glitch in their systems that is causing inactive/obsolete NSNs to not be updated as such, thus leaving them as active and orderable (in their systems) when they are not. The program are actively working with the Army to address this issue with them.</p> <p>The program regularly engages with their primary customers, military working groups, at the executive and working levels.</p> <p>GSA Global Supply participates in monthly conference calls of CSDs and NAMs to track emerging trends, identify potential obstacles and to share information on the evolution of its program.</p>	<p>Monthly automated contractor performance tracking and reporting metrics are communicated to our GGS contractors weekly. The monthly vendor performance monitoring and communication increases order fulfillment and ensures that status updates are sent to the customer agencies on approximately 100K orders per month.</p> <p>GGS continues the No Order Left Behind initiative, which sends a weekly communication and report to vendors of all open orders requiring fulfillment action. Held multiple Industry Days held throughout the year across all acquisition centers to educate vendors on ways to improve service delivery.</p>	<p>Where possible, GGS uses GSA Multiple Award Schedule (MAS) contracts as the basis for many of their contract items. GGS is often able to negotiate even deeper discounts/better pricing and delivery with MAS vendors than what vendors currently offer to other customers. GGS has used the instaquote/HACMAN BOT program to award purchase orders to qualified vendors for customer part number requests. The HACMAN BOT automates purchase order awards to these cataloged vendors based on the customer's order requirements. This robotic process automation saves 15 minutes of manual human labor per customer order.</p>	<p>Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is approved. Contract inventory has not been updated within last 12 months.</p>

BIC Contract(s): GSA Global Supply

Managing Category: **Requisition Channel** | Managing Department: **GSA** | Last Contract Inventory Update: **None**

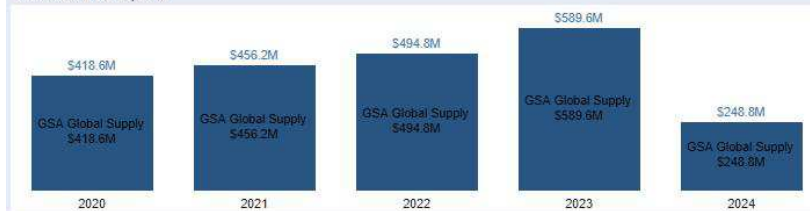
BIC Obligation



Cost Avoidance



Transactional Spend



Small Business Utilization % and Vendor Count



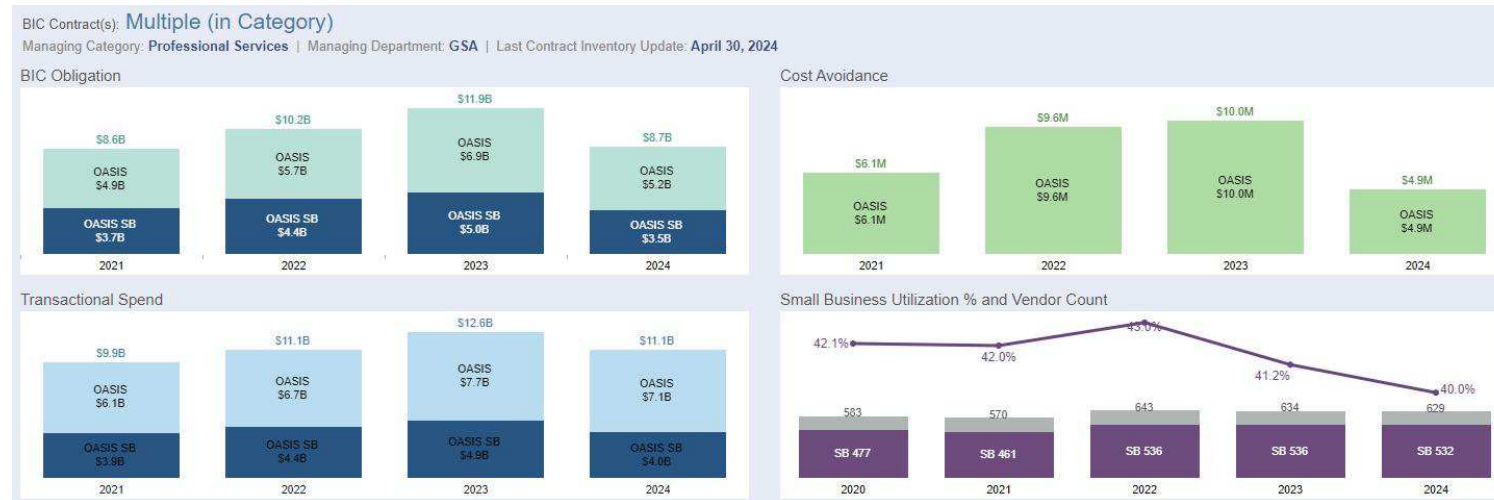
Key	
Meets Requirements	
Improvement opportunities identified and action plan required	
Remediation required by next review to maintain BIC designation	

Other Comments	The program as a whole delivered net operating results of a positive \$27.34M which exceeded planned projections by 78.49%.
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One Acquisition Solution for Integrated Services (OASIS)

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
<p>PSHC aims to provide support on procurement-related issues tailored to each agency and maintain strong relationships to foster alignment with category management principles. This approach ultimately leads to increased spending on OASIS, reduces unaligned spending, and promotes cost efficiencies across the Federal enterprise.</p> <p>On January 1, 2024, PSHC and DHS reached an agreement to establish a DHS CAF rate of 0.10% for all new task order awards and modifications to previously awarded task orders, effective from the same date. PSHC and DHS continued to strengthen their partnership with a continued collaboration on the DHS Pipeline Briefing for FY 2024 opportunities on OASIS, resulting in \$720 million in DHS spend on OASIS in FY 2024.</p>	<p>In FY 2024, PSHC coordinated an in-person event at the Washington D.C. GSA Headquarters in collaboration with the Department of Transportation (DOT), drawing over 500 DOT and OASIS contractors. The primary aim of the event was to assist DOT in achieving their small business objectives and cultivate subcontracting relationships between OASIS and DOT contractors. Following the event, a \$1 million task order was awarded under OASIS Small Business in the subsequent months.</p> <p>PSHC conducted four virtual business development and pipeline forecasting reviews for USAID, DHS, the US Air Force, and the Office of the Secretary of Defense in FY 2024.</p>	<p>In FY 2024 the portfolio implemented PSHC Metrics Tracker FY 2024 to better track/improve vendor performance across all or our programs. Metrics currently being tracked include: Average bids per task order; Small business participation; Count of vendors with no sales; Active contractors (must have at least 1 active task order); Success rates (% of active contractors to total contractors); Opportunity ratios (number of task orders to number of contractors)</p> <p>Been working on the design and testing of a new PSHC IDIQ Dashboard to better track vendor participation, success ratios and more across each of our programs to include OASIS, OASIS+ HCaTS and PS MAS.</p>	<p>Program updated the CALC+ Quick Rate Prices Paid database to address data quality issues identified with Prices Paid data in order to incorporate OASIS and HCaTS into the tool. Program also developed an IGCE Tool in the DX Pricing Suite. Program released Prices Paid OASIS and HCaTS data to provide buying agencies with transparency into the prices paid by other agencies at the task or delivery order level. The program is continuing to iterate on CALC+ and prepare for Catalog Implementation.</p>	<p>Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is app Contract inventory has been updated within las</p>



Key	
	Meets Requirements
	Improvement opportunities identified and action plan required
	Remediation required by next review to maintain BIC designation

Other Comments	Based on the FY 2024 Transactional Survey results the following insights regarding OASIS have been revealed: 97% of respondents are likely to buy from OASIS in the future; 95% of respondents were satisfied with their most recent transaction using OASIS.
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Office Supplies 4 (OS4)

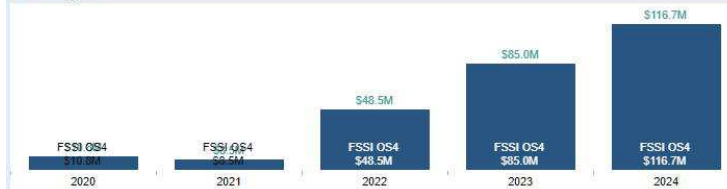
FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
Contractors must maintain AbilityOne certified distributor status during the life of their OS4 contract, or their OS4 SIN will be canceled. They continually monitor compliance with the Trade Agreements Act, SCRM, Section 889 (Prohibition on Certain Telecommunications and Video Surveillance Services or Equipment), ensure contractors block for Essentially the Same (ETS) items to AbilityOne products and do not sell their commercial ETS products, and encourage contractors to offer sustainable products whenever possible.	Monthly OS4 Training Webinars presented by the Business Development Branch. Presentation on three sessions on the OS4 program and buying under the OS4 program during the SmartPay Conference. Several meetings with different representatives from VA to discuss utilization of the OS4 program	Industry Days, open to OS4 vendors, held in May 2024. Track contract compliance via reports such as Top 100 and Overall GSA Advantage Stats, Customer Concerns, and following up with vendors to discuss any issues and seek resolution. TDR Data Accuracy reporting ensuring that items reported on a monthly basis for TDR in Sales Reporting Portal (SRP) match exactly to the catalog items appearing in Advantage. Any discrepancies must be corrected and a new process must be implemented to avoid any compliance issues going	OS4 spend and cost avoidance data from D2D dashboard, latest results (available figures through end of June) and comparisons to last year (Sales increase of 0.36% and 35% decrease in cost avoidance): OS4 Sales, FY24, 10/1/23-6/30/24: \$112.2M; Cost Avoidance: \$41.1M OS4 Sales, FY23, 10/1/22-6/30/23: \$111.8M; Cost Avoidance: \$55.4M	Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is approved. Contract inventory has not been updated within last 12 months.

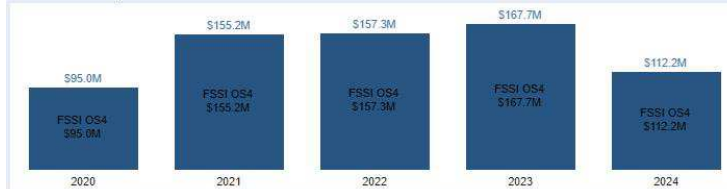
BIC Contract(s): FSSI Office Supplies (OS4)

Managing Category: **Office Management** | Managing Department: **GSA** | Last Contract Inventory Update: **September 1, 2019**

BIC Obligation



Transactional Spend



Cost Avoidance



Small Business Utilization % and Vendor Count



Key	
	Meets Requirements
	Improvement opportunities identified and action plan required
	Remediation required by next review to maintain BIC designation

Other Comments	OS4 vendors were the pilot group to join the FAS Catalog Platform (FCP). As of 9/3/24, they are at 97% for the original FCP pilot vendors in terms of onboarding
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Reduced Hazard Training Ammunition II (RHTA II)

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
Reviewed data reported through FPDS-NG (via D2D) to monitor utilization of this solution by DHS and other authorized agencies. Promoted RHTA2 during the DHS Weapons and Ammunition Commodity Council (WACC). vFour of eight vendors of this BIC solution are small business. In addition, one of the small businesses is a new entrant to DHS, supporting the small business utilization major administration priority in FY24. As of August in FY24, 23% of the total spend on this contract vehicle is through small business. In support of EO 14005, Ensuring the Future is Made in America by All of America's Workers, all products provided are Made in America compliant. In support of the Administration's Environmental Priorities, all products provided on this BIC meet OSHA guidelines for indoor and Environmental Protection Agency guidelines for outdoor range utilization.	Solicited feedback from the WACC. This council collaborates in the development and implementation of strategies across the Department of Homeland Security. The WACC membership consists of DHS, DOJ and State representatives. Meetings are conducted monthly with RHTA II as an agenda item. When there were issues, details are coordinated with Federal Law Enforcement Training Center (FLETC) for assessment and resolution. RHTA2 Contracting Officer (CO) is an active member of the WACC. Promoted utilization of solution within DHS by participating in learning events. Conducted training for Contract officers and procurement representatives on ordering processes for RHTA II (e.g. S&P Overview throughout the year and Law Enforcement Week Weapons and Ammunition briefing).	DHS conducted analysis on delivery times to monitor the performance across the multiple contractors and identified an industry wide primer shortage. Government-wide S&P Category is planning to conduct an in-depth analysis to determine demand by type and caliber of ammunition and identify mission vulnerabilities across all federal agencies. DHS developed and staffed for comment across the RHTA II Federal customers base a white paper outlining the origins and aggravating conditions of the primer shortage. The white paper also outlined possible solutions both long and short term to reduce the effects of this shortage. This white paper was shared with the Government Wide S&P Category Interagency Team in July 2024 for comment. An action plan to implement the recommendations will be developed in FY24.	Cost avoidance baseline is determined by comparing the contract price to the best available commercial price provided by the vendor through the Transactional Data Reports (TDR). There are economic, environmental, and political factors that could potentially negatively influence the demand of training ammunition in FY24, and additional analysis and close monitoring of the spend are required. The delays resulting from material shortages may reduce utilization and savings because of customers purchasing substitute ammunition (leaded and duty ammunition) from other sources.	Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is approved. Contract inventory is not updated within last 12 months.



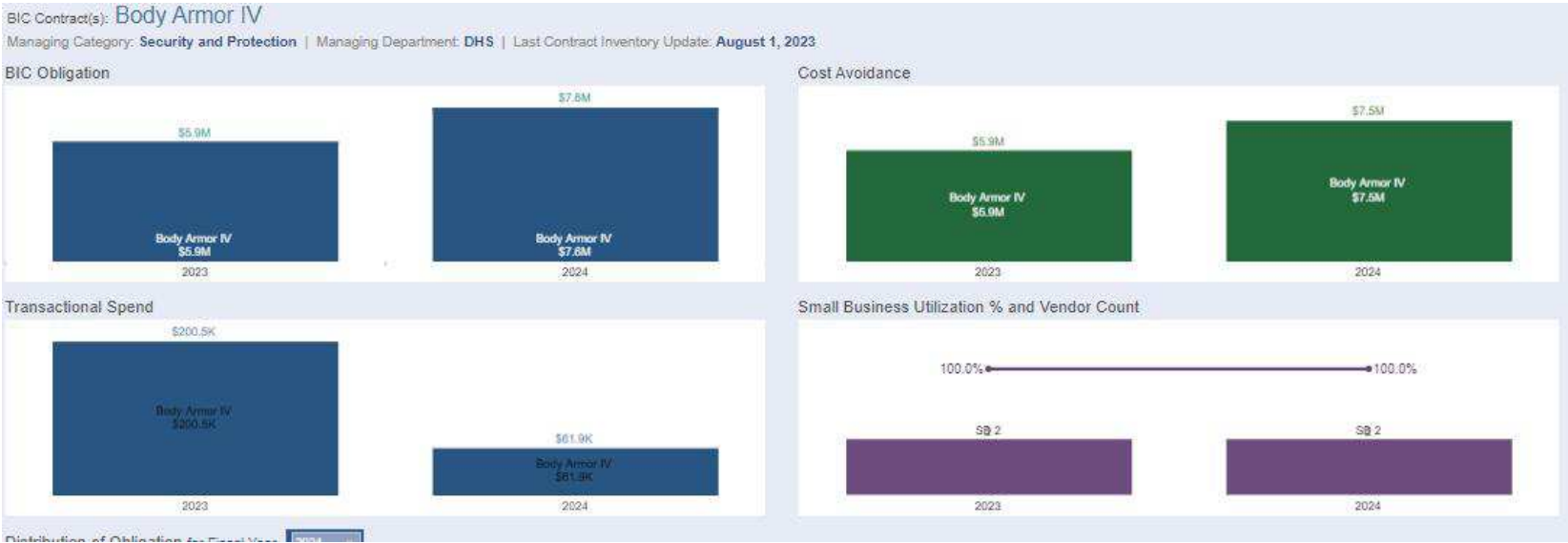
Key	
Meets Requirements	Meets Requirements
Improvement opportunities identified and action plan required	Improvement opportunities identified and action plan required
Remediation required by next review to maintain BIC designation	Remediation required by next review to maintain BIC designation

Other Comments	Other federal agencies using RHTA2 are DOJ, DOI, and DOC. \$4.8M in spend for FY24 year to date for a contract total of \$38.2M, accounting for 20% of the total ceiling.
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Body Armor 4 (BA4)

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Mgmt	Pricing and Value	Data
Reviewed data reported through FPDS-NG (via D2D) to monitor utilization of this solution by DHS and other authorized agencies. There was a total of 14 actions reported resulting in \$7.5M in obligations. Promoted utilization of Body Armor IV during the DHS Weapons and Ammunition Commodity Council (WACC). Both vendors on this BIC solution are small business. In addition, one of the small businesses is a new entrant to DHS, supporting the small business utilization major administration priority in FY24. In support of the Executive Order 14005, Ensuring the Future is Made in America by All of America's Workers, all products provided by this BIC solution are Made in America compliant. In support of the Administration's Environmental Priorities, all products provided on this BIC meet the applicable EPA requirements.	Solicited feedback from the WACC. This council collaborates in the development and implementation of strategies across the Department of Homeland Security. The WACC membership consists of all law enforcement entities within DHS, several Department of Justice entities, and the Department of State. Meetings are conducted monthly. BA IV is an agenda item at the monthly WACC meetings. When there were issues, details are coordinated with CBP for assessment and resolution. The BA IV Contracting Officer (CO) is an active member of the WACC. Promoted utilization of BA IV within DHS by participating in learning events. Conducted training for COs and procurement representatives on ordering processes for BA IV (e.g. S&P Overview throughout the year and Law Enforcement Week Weapons and Ammunition briefing).	DHS conducted analysis to monitor the delivery lead times between the multiple contractors and identify issues. Through this analysis, DHS identified a need to update the performance requirements to meet emerging National Institutes of Justice (NIJ) standards, if required. The DHS Deputy Secretary has created and has designated the Special Programs Division Director to chair a Departmentwide Body Armor Council to manage policy and programs across the department.	Cost avoidance baseline is determined by comparing the contract price to the next available contract vehicle, ICE's contract effort with TYR Tactical. Pricing is fixed across the life of the contract and is monitored through the Transactional Data Reports (TDR). There are factors that could potentially influence the demand of body armor in FY24, and additional analysis and close monitoring of the spend are required.	Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is approved. Contract inventory is not updated within last 12 months.



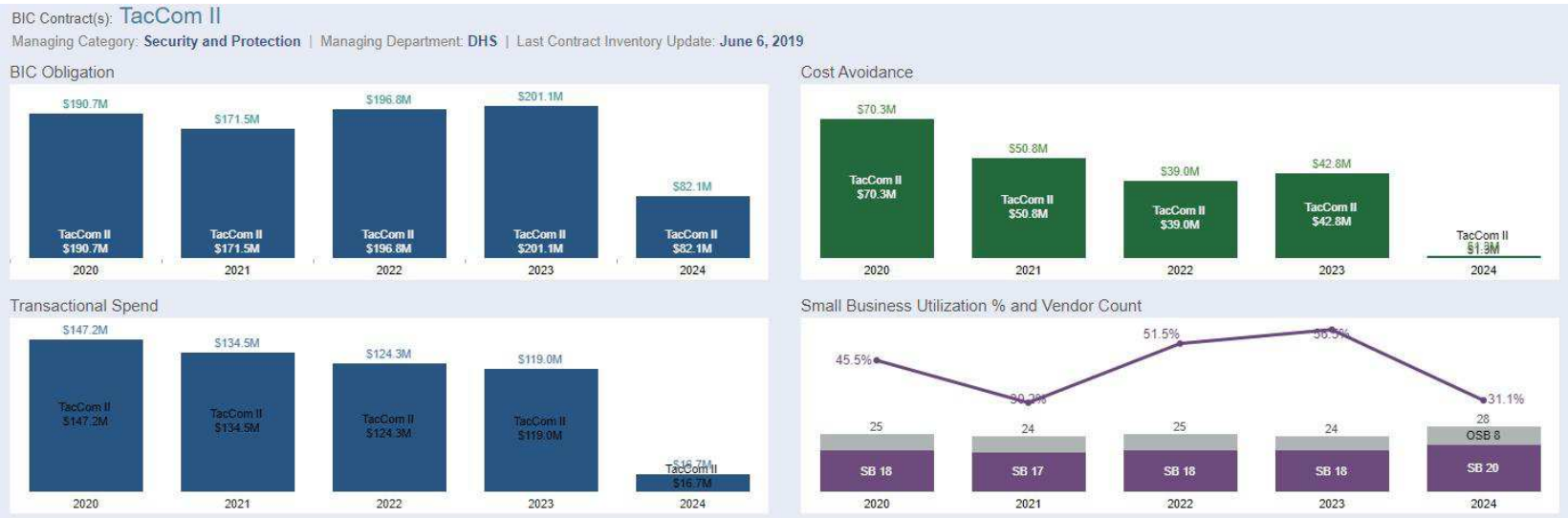
Key	
Meets Requirements	
Improvement opportunities identified and action plan required	
Remediation required by next review to maintain BIC designation	

Other Comments	Other federal agencies utilizing this contract include: U.S. Department of Justice, Department of the Interior, and many Office of the Inspectors General (OIG).
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Tactical Communications Equipment & Services II (TacCom II)

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
<p>TacCom II is currently operating in a 1-year extension to May 2, 2025. A follow-on vehicle is currently being worked on.</p> <p>Monitored Utilization--Reviewed solicitation activity over the past year. Ordering procedures require users to include the solution office in the distribution of solicitations. This provides visibility to the TacCom II Solution Owner and enables the owner to provide assistance and corrective guidance as necessary. Beca use of the success of the DOT utilization of TacCom II in FY23, DOT requested and received authorization again in FY24.</p> <p>Monitored Spend--Showing equity in procurement, of the \$1.01B total spend, Small Businesses (SB) spend is 48% (\$480M); In FY24 specifically, SB spend accounts for 22% of the \$59M (\$13.1M).</p>	<p>Provided data analysis regarding TacCom II utilization, transactional data reporting, and savings to the DHS Joint Wireless Program Management Office (JWPMO.)</p> <p>Provided data regarding TacCom II utilization, transactional data, and savings to the U.S. Air Force Program Office.</p> <p>Built awareness of the TacCom II solution through 26 formal virtual learning Category Management events with approximately 3000 total attendees. This includes Security and Protection portfolio targeted sessions that promoted TacCom II and other solutions.</p>	<p>Completed an initial analysis of the current spend on TacCom II. Currently, 79% of the spend is with five (5) companies. Eight (8) companies have received none of the spend during the life of the contract while Motorola Solutions, a large business, has 38% of the spend.</p>	<p>Gathered and consolidated the TDRs, which included all transactions under TC 1 – Equipment, during the first three FY24 quarterly periods. Based on this consolidation of these three TDRs, DHS achieved approximately 36% savings for tactical communications equipment. There is approximately \$1.01B in total spend under TacCom II. Tactical communications equipment appears to be the dominating need with the majority of the total spend awarded under the Technical Category 1. The predominance of savings is associated with Technical Category 1.</p> <p>TacCom II consists of 39 contracts.</p> <p>Approximately 70% of the providers are designated as a small business concern.</p>	<p>Transactional data provided on time.</p> <p>Cost Avoidance baseline is current.</p> <p>Cost avoidance by agency methodology is approved.</p> <p>Contract inventory is not updated within last 12 months.</p>



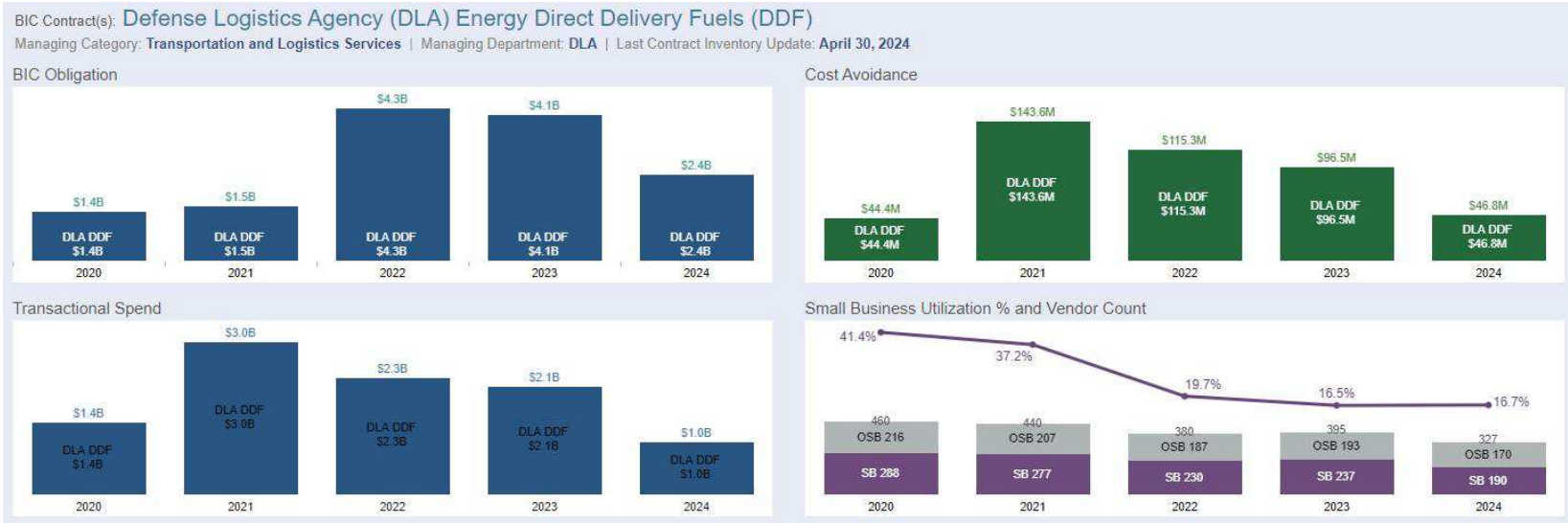
Key	
<div></div>	Meets Requirements
<div></div>	Improvement opportunities identified and action plan required
<div></div>	Remediation required by next review to maintain BIC designation

Other Comments	The vehicle was extended for one year to May 2, 2025. Of the original 45 original awardees, 39 submissions were received for extension and subsequently awarded the one-year extension.
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DLA Direct Delivery Fuels (DLA Fuels)

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
Direct Delivery Fuel (DDF) supports the entirety of the Department of Defense as well as all federal agencies which maximizes overall government savings by consolidating, soliciting, and awarding fuel requirements for the whole of the government. Provides the U.S. Government Aviation Into-plane Reimbursement Card that enables federal government aircraft to refuel at military bases, commercial airports with DLA Energy contracts, and commercial airports without contracts. Manages the federal government's SEA Card enabling federal government ships and boats to obtain fuel at military bases, in seaports under contract, and marinas. Provides Logistics Fuel Card used to fulfill fuel requirements that DDF cannot award under a long-term contract.	Customer feedback is provided through the DLA Energy Customer Account Specialist/ Resolution Specialists and Service Control Points (SCP) to the DLA Energy contracting team as needed. Bi-weekly meetings are held to discuss performance concerns. Meetings are conducted on a monthly basis with the DLA Energy Regional Commanders discussing issues such as requirement validations, status of on-going DDF procurements, and vendor performance.	Vendor performance is regularly and routinely discussed during bi-weekly meetings with Regional Customer Account Specialists and during monthly meetings with the DLA Energy Regional Commanders. Direct Delivery Fuels regularly participants in engagement meetings with small business vendors interested in responding to DLA Energy solicitations. DDF uses Small Business Set-Asides to increase Small Business participation and provide additional savings.	Savings for a specific program is calculated at the time of award. This savings is applied and realized based on actual deliveries made during the contract performance period. As existing contracts expire and new contracts are awarded, the overall savings percentage calculated for the DDF BIC solution is updated to reflect the impact of these new contract awards. DLA Energy's Prices to Web application allows customers to track the price of fuel under a specific contract of a daily basis.	Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is approved. Contract inventory is updated within last 12 months.



Key	
	Meets Requirements
	Improvement opportunities identified and action plan required
	Remediation required by next review to maintain BIC designation

Other Comments	DDF shifted its socio-economic strategy to execute specific socioeconomic set-aside categories on all COG purchase programs.
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Fleet Vehicle for Leasing (Fleet Leasing)

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
<p>Provided additional factory-installed equipment packages to simplify the vehicle acquisition process for customers for all vehicle product lines.</p> <p>Converted legacy maintenance and repair categories to the industry standard established by AutoIntegrate, including a new Maintenance & Repair history page for use in well-informed decision making on CONUS and European maintenance, repair, and accidents.</p> <p>Expanded telematics deployment from approximately 100K vehicles in FY23 to currently over 130K vehicles.</p> <p>GSA Fleet continued to modernize and decommission legacy systems, such as streamlining Agency-Incurred Expense execution</p>	<p>Expanded customer and vendor outreach which at midyear point included visiting 2,517 customers, 34 customer focus groups and 667 vendors in addition to consolidating 1,379 vehicles primarily for the Navy.</p> <p>Hosted 86 training sessions on 34 unique topics which totaled about 32,800 registrants.</p> <p>Held five sessions with 730 virtual registrants highlighting EVSE solutions and addressing customer questions during Electric Vehicle Supply Equipment Empower Week</p>	<p>Incorporated new data structure and data tools enabling GSA Fleet to calculate the effect of each maintenance and repair cost factor and evaluate vendor and Fleet cost performance compared to industry benchmarks.</p> <p>Integrated the Service Contract Labor Standards regulation requirements into the AutoIntegrate system for authorizing repairs, drastically improving the previous fax-based method.</p>	<p>Reviewed fleet card transactional data to analyze customer and vendor behavior and look for erroneous billings as well as improper use of the fleet card. These actions protect the Government from waste, fraud, and abuse, amounting to \$3,196,664.</p> <p>Used the D2D Small Business Prime database to forecast and report small business awards.</p> <p>Successfully awarded and rolled out new telematics BPA. Able to shorten the period of performance of the last BPA task order (TO) by 1 month to prepare for the first TO off the new BPA, allowing GSA to capitalize on updated pricing and save more than \$300K in FY24 by transitioning earlier.</p>	<p>Transactional data provided on time.</p> <p>Cost Avoidance baseline is current.</p> <p>Cost avoidance by agency methodology is approved.</p> <p>Contract inventory is n/a.</p>

BIC Contract(s): GSA Fleet Leasing

Managing Category: **Transportation and Logistics Services** | Managing Department: **GSA** | Last Contract Inventory Update: **None**

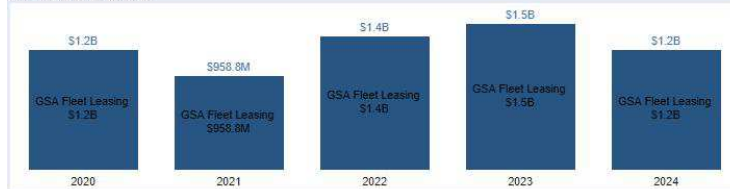
BIC Obligation



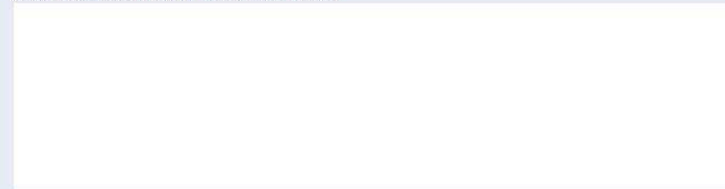
Cost Avoidance



Transactional Spend



Small Business Utilization % and Vendor Count



Key	
	Meets Requirements
	Improvement opportunities identified and action plan required
	Remediation required by next review to maintain BIC designation

Other Comments	GSA Fleet reached out to all suppliers to ensure they adequately understood the specific charging equipment coming with our electric vehicles. They are providing this information to their personnel to better assist customers as charging infrastructure is essential to operationalizing electric vehicles.
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AutoChoice for Vehicle Purchasing (Fleet Purchasing)

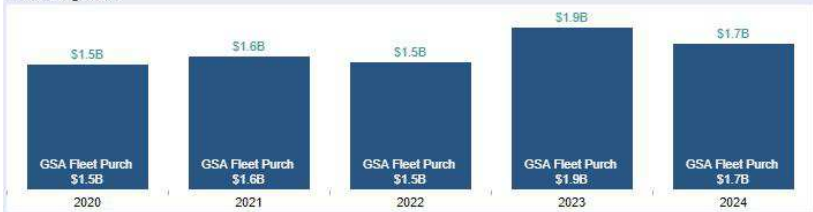
FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
Conducted multiple industry days for supplier retention and new supplier recruitment for all classes of vehicle types. GSA Fleet actively engages on GSA Enterprise councils to ensure procurement and acquisition strategies are represented in GSA Fleet and other GSA enterprise modernized systems. Participates in Cybersecurity Supply Chain Risk Management (C-SCRM) councils as well as IDIQ subcommittees to share best practices around protecting our supply base and adapting to the speed and agility of open market procurements.	Ensuring that customers with urgent needs are met through our Non-Standard ordering process, resulting in an increase of 66% in our Non-Standard ordering program in FY24. Hosted customer trainings throughout the year with Agency Headquarters Fleet Managers focusing on supply chain disruptions, electrification, and other emerging trends in the vehicle marketplace. Hosted 86 training sessions on 34 unique topics which totaled about 32,800 registrants.	Worked to understand the invoicing process for paying vendors. Customers now need to officially accept their orders and vendors are not to bill until delivery has occurred or is imminent. Hosted quarterly check-ins with their vehicle suppliers to ensure clear communication and government allocation needs are communicated and GSA Fleet is being the best partner possible.	Conducted award pricing analysis to help understand the pricing for new vehicle purchases. This information is used to help plan for future budget requirements and also can inform future year procurements. On a semi annual contract performance basis, GSA is seeking targeted discounts on base vehicles, popular factory options & on EVSE charging hardware. Fleet business uses the D2D Small Business Prime database to forecast and report small business awards.	Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is approved. Contract inventory is updated within last 12 months.

BIC Contract(s): GSA Fleet Purchasing

Managing Category: Transportation and Logistics Services | Managing Department: GSA | Last Contract Inventory Update: June 7, 2024

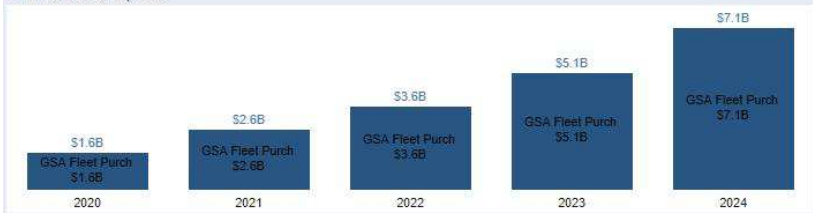
BIC Obligation



Cost Avoidance



Transactional Spend



Small Business Utilization % and Vendor Count



Key	
Meets Requirements	
Improvement opportunities identified and action plan required	
Remediation required by next review to maintain BIC designation	

Other Comments	GSA Fleet are members of several organization to stay in sync with the emerging industry trends and new product developments.
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Next Generation Delivery Service (NGDS)

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
The NGDS solution effectively centralized data and brought agencies such as overseas Department of State locations, and the Army and Air Force Exchange Service who operated under separate carrier agreements bringing spend under management. The solution's actions included on-boarding new agencies, refining agency alignment by ensuring accurate classification of agencies for better spend tracking, improved carrier data collection by working with carriers to ensure complete and accurate shipment data was provided, monitored carrier performance by tracking key metrics to evaluate carrier effectiveness, and data reconciliation by integrating data from different sources to get a holistic view of the system's health.	The NGDS PMO continues to alternate respective quarterly events by hosting US Government and carrier-sponsored live Community of Practice (CoP) engagements and authoring of the NGDS Newsletters. The NGDS PMO is available to all shippers and has supported, upon request, as a guest presenter and moderator at a number of engagements. These include the annual DHS Mail Manager conference, 2024 U.S. Air Force Deployment & Distribution Logistics Conference, quarterly GSA Mail Manager CoP, and spearheads a series of educational sessions provided during the annual National Defense Transportation Association (NDTA) conference.) NGDS solicitation included a documented and signed class Justification & Approval encompassing the NGDS program authorizing other than full and open competition, which required prime vendor(s) to be a Civil Reserve Air Fleet (CRAF) carrier and maintain CRAF carrier status through the duration of the contract. The NGDS PMO measures several aspects of contractor performance to include on-time delivery, In-Transit Visibility (ITV) event submission to US Transportation Command, loss and damage prevention, and monthly data reporting compliance.	NGDS is a firm-fixed-price (FFP) commercial contract. All rates are subject to an annual refresh process as described by the contract. NGDS uses USTRANSCOM. USTRANSCOM aggregates data along with the spend management report to capture remaining shipments and reports to FPDS at an enterprise level.	Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is approved. Contract inventory is not updated within last 12 months. There are no on-ramps.

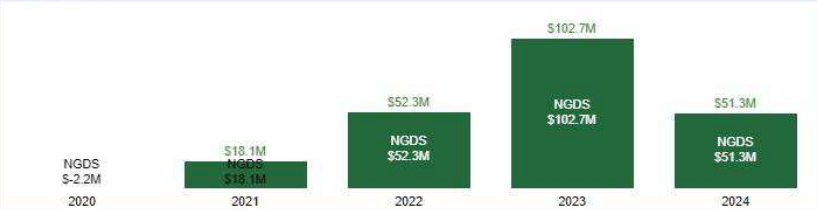
BIC Contract(s): Next Generation Delivery Service (NGDS)

Managing Category: Transportation and Logistics Services | Managing Department: DLA | Last Contract Inventory Update: None

BIC Obligation



Cost Avoidance



Transactional Spend



Small Business Utilization % and Vendor Count



Key	
Meets Requirements	
Improvement opportunities identified and action plan required	
Remediation required by next review to maintain BIC designation	

Other Comments

To support the ever-evolving cost avoidance line of effort, the NGDS PMO performs an annual review, update, and clarifies the methodology that describes and calculates the cost avoidance measure for this solution.

Emergency Lodging Services (ELS)

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
<p>The ELS team has engaged with agencies to create awareness with the goal of achieving greater spend through the program for recurring, planned events. Planned events are an underutilized and often unrealized feature of ELS. It is a steady source of obligations that the program office can target year over year, rather than rely solely on unpredictable emergency related events. This initiative will create a baseline spend under management (SUM) for planned events. ELS collects data from usage reports to track cost avoidance as well as monitor the market trends and pricing during disasters.</p>	<p>ELS utilized several outlets to grow its customer base including sam.gov postings for prospective opportunities. ELS has also presented educational briefings at Agency Only User Group & STOC meetings. ELS will be sending out a customer survey that will allow them to collect multiple points of data that will enable them to better target agencies that will benefit the most from utilizing ELS for both planned and unplanned events.</p>	<p>The main vendor performance indicator of the ELS vendor is whether or not they successfully supported the ordering agencies' missions of providing lodging during emergency situations, which included displaced citizens and FEMA first responders. The vendor provided rapid and as-needed lodging in support of such high profile/impactful events as the Maui Fire disaster, Severe Storms in Texas, Oklahoma, Arkansas, and Iowa as well as Fires in New Mexico. During these events the vendor provided lodging for both displaced citizens and FEMA first responders.</p>	<p>Service Fee Tier pricing is based on utilization of the solution by the government as a whole. By leveraging the purchasing power of all government agency usage, ELS are able to achieve greater cost savings in vendor service fees. ELS have achieved the lowest service fee tier since ELS 4.0's pricing structure went into effect in March of 2021. ELS uses FPDS data to review awarded contracts that could have gone through the ELS BPA. This data provides a universe of what can potentially be brought under the ELS umbrella, thus increasing spend under management.</p>	<p>Transactional data provided late. Cost Avoidance baseline is current. Cost avoidance by agency methodology is app Contract inventory has not been updated withr</p>



Key	
Meets Requirements	
Improvement opportunities identified and action plan required	
Remediation required by next review to maintain BIC designation	

Other Comments	As of mid-July 2024, ELS is successfully supporting 8 simultaneous TSA activations. This is the greatest number of simultaneous activations in the last 5 years, and the vendor has performed remarkably handling these activations concurrently.
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City Pair Program (CPP)

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Mgmt	Pricing and Value	Data
<p>On March 21, GSA CPP submitted to OMB the Sustainable Aviation Strategic Plan directed by M-24-05 Catalyzing Sustainable Transportation Through Federal Travel to address how the government can incorporate requirements or evaluation factors into its air travel contracts based on current aviation environmental practices, focusing on Sustainable Aviation Fuel (SAF) and operational and fleet efficiency.</p> <p>Awarded markets cover 91% of government travel with and estimated \$2.49B of Spend Under Management (SUM)</p> <p>Awarded markets increased from 13,391 (11,830 had dual fares) in FY24 to 14,254 in FY25 resulting in increased SUM</p>	<p>CPP meets regularly with its customer agencies to gather solution effectiveness and feedback for the upcoming fiscal year solicitation. These include: Monthly DOD and CPP Meetings to discuss trends and updates concerning the air industry and the program; Biannual International Working Group, where they presented YTD data, discussed industry impacts or trends and solicited feedback on potential upcoming cycle ideas for international procurement; and annual Government Partnership meetings with all Government Agencies where they socialize research and ideas for change in the contract and we also have a session for Government and Industry presenting the consensed changes for FY25.</p>	<p>CPP meets at a regular cadence with its suppliers to gather solution effectiveness for tracking and improving vendor performance and feedback. The engagements include: Biannual 1:1 meetings, where they discuss statistics YTD, FY25 Award Summary, data sharing, industry trends impacting government travel needs, and program ideas regarding potential FY26 contract requirement changes; Provided Supplier Quarterly Market Share and Top Market reports for each quarter. This year our discussions continued to focus on sustainability and the airlines' potential for increasing their Sustainable Aviation Fuel supply chain along with an evolving industry trend called New Distribution Capability (NDC), which could change the way fares are received and presented to customers.</p>	<p>CPP continues to track government air travel compared to FY19 (pre-covid). It is currently tracking at 100% of FY19 through Q3 compared to 87.2% at the end of FY23. CPP has analyzed savings, compliance, and prices paid in the agency transactional data.</p> <ul style="list-style-type: none"> • CPP Segment Utilization through Q3: 90.8% • Cost Avoidance through Q3: \$2.089B • Addressable Spend through Q3: \$1.767B or 80.6% • CA Usage through Q3: 53.3% <p>CPP checks the D2D category management dashboards for accuracy.</p>	<p>"Issues with timeliness of inputs. Cost Avoidance baseline is current. Cost avoidance by agency methodology is app Contract inventory has not been updated withir</p>



Key		Other Comments	In January, CPP held a Pre-Solicitation Conference to review the FY25 Request for Proposal (RFP) that was released, where 63 attendees participated including agencies and suppliers.
	Meets Requirements		
	Improvement opportunities identified and action plan required		
	Remediation required by next review to maintain BIC designation		

Civilian Employee Relocation (Schedule 48) (ERRC)

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
ERRC coordinated with homesale services suppliers to test capability to identify, track and report subcontractor, not category management, tier 2 and/or tier 3 spend on small business subcontracted services in fulfillment of BIC homesale contract. ERRC successfully met FY24 objective initiatives to promote the use of small businesses and encourage sustainability practices. Cost avoidance target for FY24 is \$22.1M; actual results are anticipated to be approximately \$30M.	ERRC meets bimonthly with agency customers and suppliers. Each meeting features a Hot Topic Education Session provided by the supplier community and other industry contacts. ERRC agency outreach team has met with agencies over the course of the past year to train staff, collaborate on procurement best practices, and consult on Request for Quotes and other procurement documents. These agencies include Agricultural Research Service, Animal and Plant Health Inspection Service, Department of Agriculture, DoD's Defense National Relocation Program, DEA, EPA, Farm Production and Conservation Business Center, FAA, Federal Law Enforcement Training Centers, ICE, NOAA, and US Secret Service.	ERRC are exploring opportunities to track downline (second and third tier) small business spend within the relocation community. ERRC has had preliminary discussions with suppliers to understand how their subcontractor and 3rd tier contractors currently track small business spend to gauge capability. Although most vendors track small business spend, some require their subcontractors to report their small business utilization as well. ERRC continue to meet to discuss opportunities and challenges to identify small business spend at the transaction level for report standardization and what impact this reporting may have on the workload of our vendors.	ERRC identify which agencies will be issuing homesale services solicitations within the next two years and develop spend analyses that tell the story of their sales performance compared to agencies with similar characteristics, either in mission or volume. We consult with agencies to demonstrate how cost control measures can ultimately impact pricing. This past year the housing market has been steady with the average price of a home in our program being consistent from \$534k in FY23 to \$534k in FY24.	Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is app Contract inventory has not been updated withir



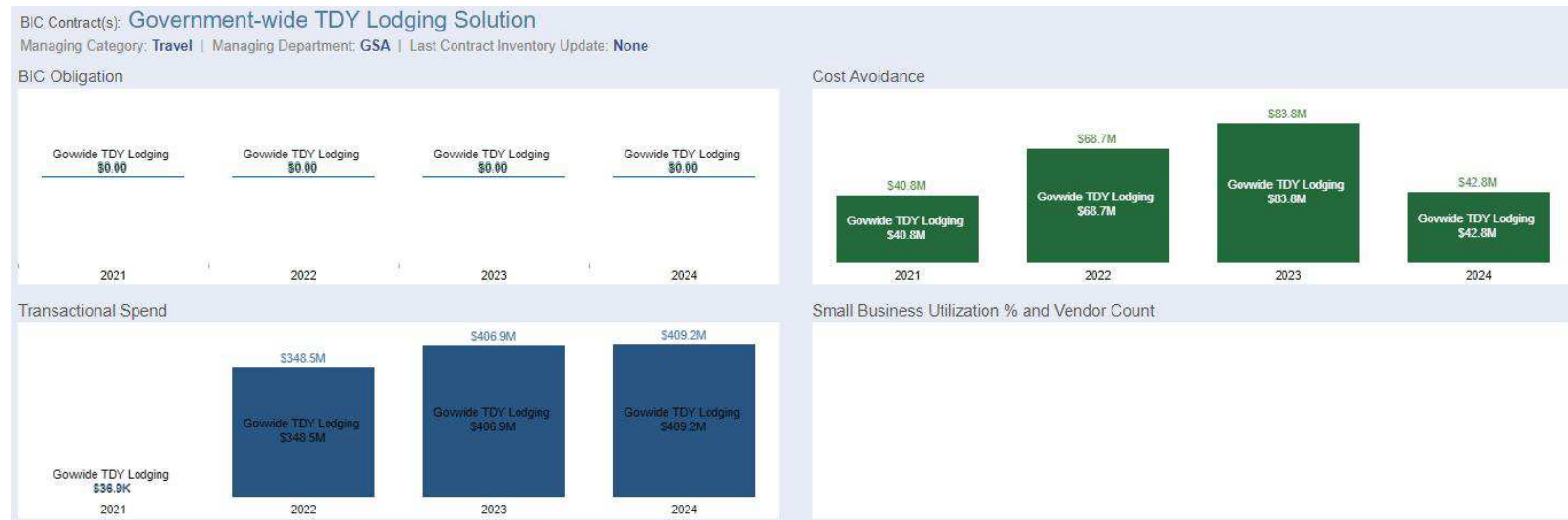
Key	
Meets Requirements	Meets Requirements
Improvement opportunities identified and action plan required	Improvement opportunities identified and action plan required
Remediation required by next review to maintain BIC designation	Remediation required by next review to maintain BIC designation

Other Comments	ERRC hosted its tender of service pre-solicitation industry meeting in August with over 150 industry and agency representatives virtually and in-person registered. As part of the discussion of industry trends during that event, ERRC shared FY24 Homesale BIC Program trends.
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GW TDY Lodging Contract (FedRooms & DoD Preferred)

FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
<p>GSA and DoD continue to partner on a joint contract that provides rate parity, a one-government approach in TDY Lodging. During FY24 Q1-Q3, cost avoidance is already at \$68M. FedRooms offers 10,900+ properties in 3,000+ markets worldwide and DoD Preferred offers 440 properties in 85 locations near military/DoD installations in the US.</p> <p>FedRooms requires hoteliers to indicate if they offer electric vehicle charging as part of annual sourcing to support President Biden's Executive Order 14057 on catalyzing American clean energy by achieving 100% Federal Government acquisition of zero emission vehicles by 2035.</p>	<p>In Summer 2024, a FedRooms and DoD Preferred campaign targeting DoD travelers across the U.S. resulted in more than 17k ad clicks and more than 22M impressions. Ads ran on Washington Post, Military Times, Stripes.com, Google, Yahoo!, GovExec, and more.</p>	<p>Both programs engage regularly with CW Government Travel, our third party contractor, to track/manage performance. At least 75% of properties must offer last room availability (LRA); for 2024, 84% of FedRooms properties in major markets and 100% of DoD Preferred properties offered LRA.</p> <p>In 2024, 43% of FedRooms properties self certified as small business and 59% of DoD Preferred properties self certified as small business.</p>	<p>FedRooms properties must offer rates at or below per diem to government travelers. DoD Preferred properties must offer rates at least 10% below per diem to DoD travelers.</p> <p>For FY24 Q1-Q3 YTD, FedRooms averaged 10% below per diem while DoD Preferred averaged 20% below per diem.</p>	<p>"Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is app Contract inventory has not been updated withir</p>



Key	
Meets Requirements	
Improvement opportunities identified and action plan required	
Remediation required by next review to maintain BIC designation	

Other Comments	Hotel sourcing for the 2025 FedRooms and DoD Preferred programs will not be affected by a protest to the TDY Lodging 2.0 contract. There will be no gap in availability of the rates to federal government travelers.
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Rental Car Program

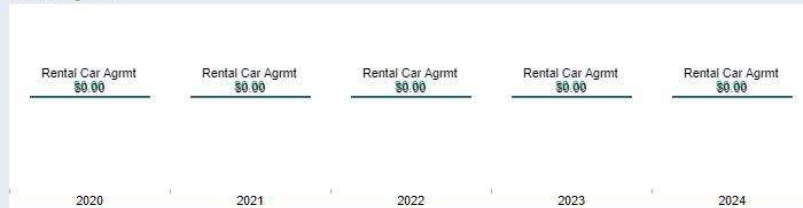
FY24 BIC Review

Solution Management	Customer Engagement	Vendor Performance Management	Pricing and Value	Data
<p>In FY24 Q1 and Q2, DTMO conducted comprehensive analyses of rental car data to establish a new maximum rate structure to protect the government from price gouging and foster competition. DTMO also conducted market research with leading corporations, which provided valuable insights into corporate rental car programs. These efforts enabled DTMO to update the U.S. Government Rental Car Agreement, aligning it with traveler needs, strategic goals, and industry best practices.</p> <p>In compliance with the OMB memo on sustainable transportation, DTMO set maximum rates for electric vehicle (EV) car classes and incorporated relevant language into the agreement concerning vendor and traveler charging responsibilities.</p>	<p>DTMO conducts ongoing stakeholder training sessions to educate federal agency travel administrators and travelers on the U.S. Government Rental Car Program. In March, DTMO hosted multiple training sessions attended by over 1,000 participants from the Air Force, Navy, Marine Corps, NASA, FEMA, NGA, and DHS. In April, in collaboration with the GSA e-Gov Solutions team, they facilitated sessions for 136 representatives from federal agencies including DOT, NOAA, USCG, NSF, FAA, USDA, Treasury, DOE, VA, SAP Concur, and CWTSAto.</p> <p>DTMO provides stakeholders with quarterly dashboards detailing total spend, spend by vendor, spend by car class, and expenditure at top CONUS and OCONUS airports.</p>	<p>DTMO enhanced reporting requirements by adding 24 additional measures to increase oversight of the program. Vendors now provide data on rental incidents and claims by agency, expanding our oversight beyond what was previously reported through RVAT.</p> <p>Vendors must submit an annual plan outlining strategies for enhancing service quality throughout the agreement's duration. Performance thresholds have been set for claims resolution, timeliness, data quality, and preventing of overcharges.</p> <p>Vendors block charges (where capability exists) for optional insurances, prepaid fuel, and other extras like underage drivers and latemurn-in fees. As a result, overcharges have decreased by 92% since 2023.</p>	<p>Maximum rates set by DTMO resulted in 30% reduction compared to previous rates, with projected savings ranging from \$15M to \$90M</p> <p>35% reduction in high-cost area premium surcharges</p> <p>Elimination of the Government Administrative Rate Supplement (GARS), ensuring maximum rates cover all program benefits including loss/liability, with projected cost avoidance of \$50M annually</p> <p>Restriction of vendor charges to travelers for insurance and fees, projected to save \$350K annually</p>	<p>*Transactional data provided on time. Cost Avoidance baseline is current. Cost avoidance by agency methodology is app Contract inventory has not been updated withir</p>

BIC Contract(s): Rental Car Agreement

Managing Category: **Travel** | Managing Department: **GSA** | Last Contract Inventory Update: **None**

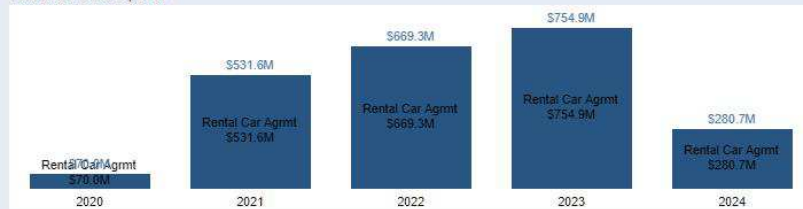
BIC Obligation



Cost Avoidance



Transactional Spend



Small Business Utilization % and Vendor Count



Key	
	Meets Requirements
	Improvement opportunities identified and action plan required
	Remediation required by next review to maintain BIC designation

Other Comments	
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