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U.S. DEPARTMENT OF THE TREASURY

Division of Procurement Standard Service Description (SSD)

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Presentation Objectives:

- Provide an overview or refresher of the Standard Service Description (SSD), including what useful information is contained within.
- Explain Procurement's process of reviewing/updating the SSD on an annual basis.
- Briefly go over changes to expect in FY18.
- Provide practical suggestions to help keep costs/prices from increasing.

What is the Standard Service Description (SSD)?

- The SSD is an overview or summary of the services you receive from ARC.
- Each Service Line (Financial Management, Procurement, Human Resources, Travel) has a section contained within the IAA that describes its standard services.

Why is this information important?

- It's the agreement between your agency and ours that describes the services we'll perform on your behalf and includes important information on roles and responsibilities and expectations of both parties (i.e. Cutoff Dates & Shared SLAs).

What's included in the Procurement Service Line SSD?

- General Overview
- Procurement System Services (Prism/Oracle/Discoverer Access)
- Acquisition Services (aka Purchasing or Pre-Award)
- Contract Administration Services (aka Admin or Post-Award)
- Purchase and Fleet Card Administration

What information is contained within each Procurement Service area?

- Description of services
- PR Cutoff Dates (Acquisition Services and Contract Administration Services only)
- Roles and Responsibilities
- Description of Pricing Drivers
- Performance Metrics

Recap of where to find what you are looking for:

Interagency Agreement (IAA)



Standard Service Description (SSD)



Overview, Systems, Purchasing, Admin, GPC



Description, Cutoff Dates, Roles & Responsibilities, Pricing Drivers, Metrics

Does the SSD ever change?

Procurement is constantly changing with new regulations and/or new processes utilizing best practices. As such, the SSD is or will be updated annually to revise the roles and responsibilities, pricing driver information, and/or shared SLAs.

Once the SSD is incorporated into the signed agreement it usually remains unchanged until the next annual review.

So what's the annual SSD review/revision process?

- Step 1 (CSR and Procurement Management)
 - Review customer feedback
 - Review new mandates or regulations that impact the way we conduct business
 - Review best business practices
 - Review data (Is there more automated data available today that can be collected and analyzed than last year?)
- Step 2 (Procurement Management)
 - Revise SSD to capture feasible options identified in Step 1
- Step 3 (CSR)
 - Incorporate revised SSD into the new FY IA

So what are some of the changes we can expect next year and moving forward?

- FY18 Highlighted Changes:
 - New/Revised Pricing Drivers:
 - Added 8(a) direct awards; pulled from Complex Contracts
 - Renamed “Simple Contracts” to “MAS/GWAC/TWAC”
 - Contract Administration Services (CAS) changed from one to three separate pricing drivers (IA/IA Mods, Modifications, and BPA Calls & IDIQ Task/Delivery Orders - - IDIQ TO/DOs previously under Simple Contracts)
 - New/Revised Performance Metrics:
 - Consolidated all Simplified Acquisitions
 - Added 8(a) Direct Awards (between \$150k and \$4 million)
 - Renamed other performance metric categories to align with Pricing Drivers
 - Removed rarely used metrics (e.g. UCF & Claims)
 - Changed options renewals to a percentage completed timely instead of number of days to complete

So what are some of the changes we can expect next year and moving forward?.....continued

- Parking Lot Items – Future Changes/Examples:
 - Develop/Price Optional Services (e.g. training, file audits, customer agency customized reports, etc.)
 - Consider two or three pricing drivers for modifications (“easy”, “medium”, “hard”)
 - Develop/Price Non Optional Services (e.g. Closeouts & CPARS)

What steps can your agency take to keep costs/prices from increasing?

- Reduce anomalies – The more “standard” we can make our Standard Services, the more we can cross-utilize staff and/or reduce governance (less staff equals less costs).
 - Examples may include:
 - Minimize requests for value added “optional” services (e.g. Onsite meetings, COR training and file reviews, customized weekly status reports, weekly status meetings, etc.)
 - Reduce or eliminate deviations from our standard operating procedures (e.g. Agency specific procedures, forms, communication plans, reviews, COR training, etc.)
 - Improve PR Packages
 - Quality packages reduce time needed and rework, and generally lead to more sound contracts
 - Timely packages reduces the need for rushed procurements, minimizes the need to pay OT, and generally leads to more sound contracts

What steps can your agency take.....continued

- Look for opportunities to reduce/consolidate transactions... your agency's firm fixed price (FFP) is influenced by the average number of transactions over a two year period. Look for opportunities to minimize or consolidate transactions.
 - Examples may include:
 - Look for category management opportunities within your agency
 - Fully fund the contract period at time of award or at the time of exercising the option
 - Limit administrative mods such as accounting string changes or COR changes and/or consolidate with other mods
 - Don't wait until the contract has expired to deobligate the unused pennies

Contact Information

Presenter & Primary Procurement POC for SSD related questions

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