Playing to Win:

Strategies to Scoring Higher and Winning Federal Government Contracts

ONEteam

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Introduction

This eBook is a collection of blog posts published by OneTeam® on its 'OneTeam GovCon Blog,' which provides expertise regarding all aspects of federal government contracting: opportunity identification, qualification, pipeline management, capture management, proposal management, and proposal submittal.

OneTeam is a complete, secure, cloud-native collaboration platform for the entire Government Contractor (GovCon) Business Development (BD) Team. It was developed by federal government contractors to address the resources, time, and pain associated with winning contracts.

OneTeam's developers worked with experienced GovCon BD, Capture, and Proposal Managers to create and to continuously update features that address the unique requirements of the federal contracting lifecycle. The OneTeam platform is highly customizable to each company's BD processes and needs.

Our mission is to make it easier to identify, qualify, capture, and bid the right contracts to grow your business! We hope that you find this information useful in your BD pursuits!

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You can subscribe to our blog, and receive a new free article every week, as well as product update information, local and virtual presentations and much more.

We would love to show you how OneTeam can help you amplify your resources and automate your BD process to make bidding less painful! Contact OneTeam at **sales@oneteam.net** or **request a full product demo.**

Happy Bidding!

Overview

Are you looking to expand your business by scoring federal government contracts? Winning federal contracts can be a game-changer for small businesses, but the competition can be fierce. So, what strategies can you use to score higher and come out on top? In this blog series, we discuss proven tactics that can increase your chances of winning federal government contracts.

To start, developing a strong understanding of the procurement process is crucial. This includes understanding the evaluation criteria. By doing so, you can tailor your proposal to meet the needs of the government agency and highlight your unique strengths and capabilities.

A proposal is a document created by an offeror in response to a Request For Proposal (RFP) issued by a government agency or commercial company. This blog series focuses on responding to Federal Government RFPs, and how to score higher in topics that are often required in the proposal response.

Higher scores are good, and you want to be assigned **strengths** during the proposal evaluation process**.** The 11 blog posts in this series provide practical advice on ways to score more points so you can win more federal government contracts.

Federal Procurement Process

The Federal Acquisition Regulation (FAR) is the principal set of rules regarding Government procurement in the US. An RFP usually makes several references to the FAR, when detailing the Proposal Instructions and Evaluation Criteria. The RFP will provide all the details you need to know to respond with a compliant proposal.

But a thorough understanding of the Procurement process can be found on the **Shipley** wejbsite. Their interactive website shows the Customer activities at the top of the chart, along with lifecycle stage, procurement milestones, timeframe, outputs, as well as BD activities in a timeline display.

Proposal Evaluation

Evaluation Criteria is contained in Section M of the RFP and will detail the rating system for each volume. The Small Business Subcontracting Plan, Security Plan, Transition Plan, and Past Performance volumes may be rated with Pass/Fail; Acceptable/ Unacceptable; or Satisfactory/Unsatisfactory. The Technical and Management volumes may use an Adjectival/Color Rating system such as Blue - Outstanding; Purple - Good; Green - Acceptable; Yellow - Marginal; and Red - Unacceptable.

The Importance of Receiving Strengths

The relative **strengths, weaknesses, significant weaknesses, and risks** supporting proposal evaluation will also be documented by the government evaluators. Since this blog series is focused on strategies to score higher in the evaluation process, we will focus on demonstrating strengths. Along with focusing on strengths, the Proposal Manager should focus on identifying and removing any weaknesses in their proposal.

Strength - An aspect of an offeror's proposal that has merit or exceeds specified performance or capability requirements in a way that will be advantageous to the Government during contract performance.

Weakness - A flaw in the proposal that increases the risk of unsuccessful contract performance.

Proposal Compliance

The contents of a proposal are strictly guided by the Proposal Instructions to Offerors – usually Section L of the RFP. Always follow that guidance to maintain compliance with the RFP. But to receive strengths, you must go beyond basic compliance, to show the evaluators that your team is the best team for the job. This means that instead of simply responding to a requirement, you respond with facts and data to emphasize the strengths of your proposed solution and your team. and then directly link those strengths to benefits for the customer.

Every word in the proposal is an opportunity to gain a strength in the evaluator's mind. Make the content you provide of value to the evaluator so your words and graphics can lead the evaluator to the decision that your team is best suited to execute the contract. If you read a sentence or paragraph in the proposal and it does not complete a requirement or add value, then remove it or edit the content to be valuable.

How to Use the Graphics Download

A download accompanies these posts to help you implement these topics successfully into your proposal content. The download includes a PowerPoint file and a Word file, which contain editable graphics that you are free to use in your proposals. Graphics are a great way to convey ideas to evaluators, and will also help you deliver a lot of data in a format that is easy to review and understand.

If you want, change the colors of the graphics to align with your company or team branding, ensure the font type and size are compliant with your RFP requirements, and update the content in accordance with your RFP. You will then be ready to make png or jpg files of the PowerPoint graphics and insert into your proposal documents.

Word tables can be copied and pasted directly into your proposal documents. The files also provide some helpful tips for using the graphics, such as how to introduce the graphic to ensure you demonstrate the relevance of the graphic to the requirement. Many of the graphics will include words in all caps that are intended to be replaced with the appropriate term. Some of these terms include:

- COMPANY NAME
- CUSTOMER NAME
- CONTRACT ACRONYM
- PROGRAM MANAGER NAME

Also, many graphics include XXX, which are placeholders for you to name items, such as the XXX Safety Program or the name of software tool. A few graphics show you more than one variation, just to illustrate the difference between simple flat graphics and shaded, beveled shapes that create three-dimensionality. Both types can be very effective in conveying information, just chose which style you prefer, and make sure all graphics in your proposal follow the same style for consistency. All shapes can easily be changed using the shape formatting options in PowerPoint – shadow, bevel, shape outline, and shape fill.

The Power of the Contract Management Team: How to Win Federal Government Contracts

When bidding federal government contracts, it is not simply enough to submit the 'best' proposal, have the lowest price, or have a well-liked Program Manager. It is a combination of all these things and much more that helps your company win a contract. A winning contractor must satisfy all the criteria as detailed in the RFP and be viewed as the low-risk choice.

The Management Plan should emphasize the contract management team as a strength and an asset to the government customer. One of the best ways to present the contract management team is to use a multi-layered approach. It has been popular in the past to use complex tables or charts that display a lot of information in one graphic. But for conveying this critical information to the evaluation team, it might be better to break the information down into more manageable sections.

Here is an overview of how to present the Contract Management Team as an asset to the customer. Start with an overall big picture approach and then move to more detailed information, as shown below.

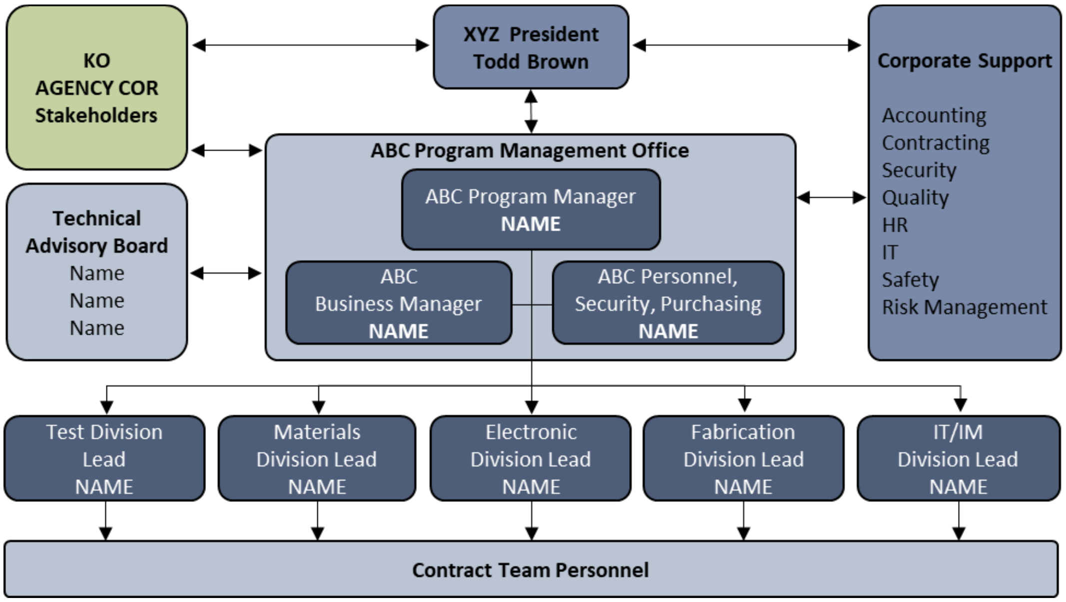
- The Big Picture – Show the proposed Team using an Org Chart detailing the customer, contractor, and contract management team.
- RFP Qualifications – Align your management team to the RFP qualifications and requirements for key or critical personnel.
- Authority and Responsibility – Demonstrate the lines of authority and responsibilities of the contract management team, corporate support, and their relationship to the customer.
- Detailed Duties and Responsibilities – Summarize the duties and responsibilities of key and critical personnel use positive action verbs that resonate with the customer.

The Big Picture

Start with an Organizational Chart, which is a clear and easy-to-read chart showing:

- Contract management team key personnel.
- Contract division, department leads, or other important positions.
- Government customer, CO, KO, COR, COTR, and/or stakeholders (in a different color).
- Contract personnel as they relate to key/critical personnel and leads or managers.
- Interfaces with security, human resources, accounting, timekeeping, etc.
- Prime contractor POC that ensures performance, such as the President, Chief Operating Officer, other corporate manager who is ultimately responsible for this contract and the management team.

An example organizational chart is shown below. If your contract includes a Program Management Office (PMO) or a business office with program control, business manager, HR, etc, show it the org chart also. The example also shows there are three positions/people who make up a Project Management Office.



RFP Qualifications

Next, move beyond the names and titles, with a Key Personnel Table that lists each person, their position, and qualification details. Some RFPs do not stipulate key personnel, or the ones they do require do not provide the bidder with the best way to present their proposed team.

If the proposed personnel are a strength for the team, find a way to include them in the charts. An example would be a Lab Lead who is a recognized expert in their field and has run the lab for 20 years. Call this a critical position and put it on the chart. Qualifications should include:

- Years of Experience as required in the RFP.
- Education as required in the RFP.
- Experience with the proposed customer.
- Experience with this specific work.
- Certifications

Listing the personnel names down the left side makes the data easy to read and understand. Most people scan data the first time, and sometimes go back and read again to gather more detail.

Authority and Responsibility

As part of the management plan, include an authority and responsibility chart. Customers are often concerned with how easily they can communicate with the PM and how much authority the PM has to make decisions. Customers also appreciate having an executive level manager that is genuinely motivated to ensure contract success and provide performance-based metrics.

This type of delegation of authority for the PM to make things right for the customer is especially critical for quick-turn actions, or if the corporate manager is time zones away and approval has not been timely with current or previous contractors.

Detailed Duties and Responsibilities

The next level is to provide bullet points of the duties and responsibilities of the key personnel. This shows that your team has a deep understanding of the customer and the work to be performed. Be sure to gather data during the capture process so you know what the key duties and responsibilities are for each position.

Personnel	Position	PWS Qualifications	Meets/Exceeds Qualifications
John Mayhem	Program Manager	Master's Degree in business management, program management, engineering or closely related discipline	Master's Degree (UAH) Business Mgmt Bachelor's Degree (Auburn) Electrical Engineering
		Minimum 15 years of management experience	**18 years** of Management experience
		Minimum 2 years of test and evaluation experience	4 years of T&E experience
		Minimum 5 years of experience leading/supervising 100 or more employees	**6 years** managing **120 personnel** – ABT&E contract
		Active Top Secret security clearance	Active Top Secret clearance
		X years of leadership and management. Commanded at the XXX level leading X# people. ~X years at XXX with over X years T&E experience. Currently serving as PM of XXX contract.	
Name	Title		
Name	Title		

Personnel	Duties and Responsibilities	
Name, Title	▪ Empowered to manage contract through XXX down to individual employees – deliver quality products, plans, processes ▪ Ensure work is conducted safely IAW plans and protocols ▪ Engage with COR on all PWS and Contract items ▪ Manage hiring of new personnel, employee issues, employee recognition, and promote work/life balance ▪ Manage subcontractor performance ▪ Coordinate with all XXX support elements	▪ Ensure employee productivity - fully engage and focus on executing PWS on schedule, leveraging proven practices/ methodologies, enhanced by XXX-approved innovations ▪ Manage employee development and yearly reviews ▪ Manage training and certifications (educational/vocational) ▪ Support recruiting and retention efforts ▪ Review, approve, and submit all CDRLs ▪ Approve XX and XX timecards, PTO, and monitor travel
Name, Title	▪ Serve as Business Manager; Alternate PM in PM absence ▪ Gather data and create CDRLs for PM review and approval ▪ Manage finances, develop invoices, oversee timekeeping, and support DCAA audits ▪ Manage XXX-directed travel	▪ Coordinate with XXX Accounting, Contracts, Operations ▪ Manage relationships with local support agencies including charitable and veteran organizations ▪ Issue Individual Work Authorizations (IWAs) ▪ Manage Medical Surveillance Plan

Some proposal managers choose to combine the information from the duties and responsibilities information with the RFP qualifications table, shown previously. This technique can work, but it is a lot of data to present and expect evaluators to digest in one reading.

Your proposal outline, which is based on the RFP Section L requirements, will drive how this information is best presented. **Always, always follow Section L requirements and make the volume as easy as possible to read, scan, digest, recall, and evaluate.**

Highlight your Management Team to Transform Your Contract Management Plan

In the Federal GovCon world, most RFPs contain both a Technical and a Management factor. The Contract Management Plan (CMP) of an RFP response, usually includes information about the prime contractor's proposed organization, recruiting and retention of personnel, quality management, and possibly safety, security, training, and other topics related to management of contract personnel.

After you have created the contract organization chart ("The Power of the Contract Management Team: How to Win Federal Government Contracts"), you are ready to detail the reporting lines and the authority and responsibilities of the contract management team.

This is one of the many places where a graphic can convey the information better than text narrative. Even using a table that is text is preferable since it is a graphical element that is well suited to using bullet points for ease of review and comprehension.

Storing and Managing Content

Most companies maintain a library of narrative proposal content. Either Proposal Managers or a document/research specialist may be responsible for managing the content library. Whatever content management processes are used, it is best to keep the library up-to-date, and know which content received evaluation strengths.

A high scoring Management Plan from a previous proposal is a good starting point to begin customization for your current bid. This does not mean that responding to an RFP is simply cutting and pasting from previous proposals, and then you are done.

It does mean that after submitting multiple proposals, you have:

- Refined and revised the Management Plan
- Improved it based on multiple source selection debriefs
- Polished content for a better starting point than you did one or two years ago

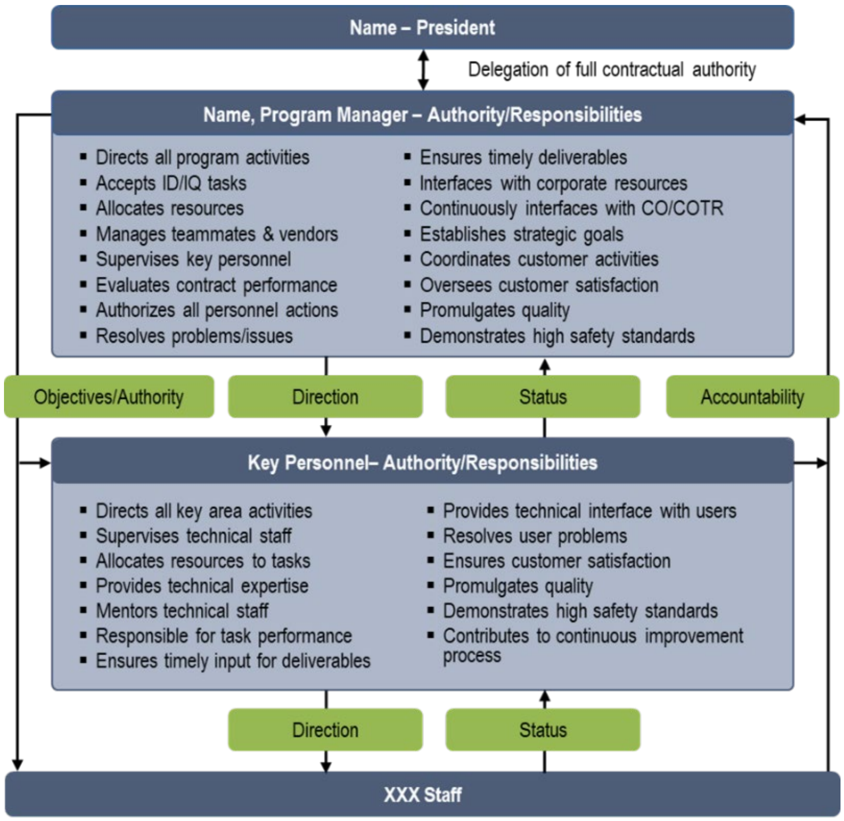
During the Capture phase of the BD lifecycle, the Capture team gathers information required to develop the capture strategies. These strategies form the basis of a response to the government RFP. Good content can provide insight and impact these strategies.

How to Reuse a Graphic from a Content Library

In addition to a narrative content library, it is a best practice to maintain a graphics content library. Select an appropriate graphic from the graphic library then edit it based on the Section L instructions and capture data. At a minimum, have the Capture Manager and the proposed Program Manager review the graphic for accuracy and applicability. Here are some pointers to remember when creating a new graphic from the graphic library content.

- Create the graphic, size it to fit the proposal from the beginning – 6.5" wide fits a proposal with 1" margins on the sides. Check the RFP for guidance and make the graphic as wide as possible to fit the page.
- Use the correct size font as directed in Section L. If you have a choice on font styles, use a sans serif font such as Calibri, Segoe UI, or even Arial. These are much easier to read in a graphic.

- The first edits to an existing graphic should include changing very specific information, such as the Program Manager name, other key personnel names, the contract acronym, and the customer references.
- Next, check other terminology such as CO, COTR, COR and any contract, agency, or teaming references – updating them to the proposed contract terms.
- If the proposed contract is a task-order based ID/IQ contract, include the items related to the Task Orders in the authority/responsibilities.
- If proposing subcontractors, teammates, or vendors, make sure that terminology is the same as the RFP uses and use it in the narrative.
- Include Key Personnel in the graphic, if that term is used in the RFP and in the narrative.
- Keep bulleted points short, usually one line.
- Use present tense on the verbs. There is no need to make everything in the proposal "xxx will provide, xxx will evaluate…"
- Use strong verbs, but as in the rest of the proposal, do not use terms that are difficult to pronounce or that most people won't recognize. Here are some effective verbs for a Contract Management Authority and Responsibilities chart:



Strong Action Verbs

Directs
Interfaces
Accepts
Establishes
Allocates
Coordinates
Supervises
Oversees
Evaluates
Contributes
Authorizes
Demonstrates
Resolves
Mentors
Ensures
Guarantees

This example chart is a starting point for this Contract Management Authority and Responsibilities chart. An editable PowerPoint version of this chart is available in the download file for this blog series.

How to Score More Proposal Points with Your Government RFP Response

When creating a proposal in response to a Federal Government RFP, the Proposal Manager needs to ensure that every word in the proposal is valuable and important to the customer. They also need to ensure that every word helps the team score higher and portrays their team as the lowest risk and best choice to perform the customer's contract.

Turning Data into Graphics

Part of getting the proposal to this point is collecting a lot of data. Data about the customer, the competitors, your own team, and the work to perform. The Capture Manager must also collect data about potential solutions for customer problems/issues, then determine which solutions are best for this customer. Once those decisions are made, present the solutions in your proposal in a way that is easy to read, easy to understand, and memorable.

The Proposal Manager is always watching the proposal page count and must ensure that they present all required information in a pleasing manner by using graphics, tables, bullet lists, and other formats to make the data easy to convey and easy to understand. Data is often put into table format for various reasons. For example:

- It takes up less space in the proposal, as it may often be a smaller font.
- Table and bulleted information do not have to be complete sentences, but can be topics or ideas starting with an action verb.
- Table data has a different look which can make it easier to read.
- Table data is set apart from narrative by color and lines drawing more attention to the content.
- Reviewers tend to scan sentences to get the most important points – make it easy for them to find and remember your most important points.

Create a Team Graphic

A Team Table or graphic on the very first page of your proposal response sets the stage for a winning bid. It gives the evaluators an overview of your team and capabilities, builds their confidence in your proposed team, and lays the foundation for your win strategies.

Use the team graphic with ***very specific company information*** and customize it for the Pricing/Cost, Technical, Management, and Past Performance volumes. This graphic is not an afterthought. It is strategic and full of data, details, and verifiable facts. The entire point of the graphic is to get the evaluators to know your team – and make a positive impression that stays with them throughout their entire review of your proposal.

Since larger proposals are often divided between several evaluator teams, you need *a team graphic in every volume*, as the same people who evaluate the Management Volume may not evaluate the Past Performance Volume. It is tempting to rely on boilerplate information– but resist that temptation! Just as every word of your narrative must be important to the customer, every word of every graphic in your proposal must be strategic, focused, and must say 'select us – we are the best team for you!'

Also, DO NOT use the same exact same Team Table in every volume. ***Your proposal will score higher when the words are tailored to the requirements, to the customer, and to the volume type.*** Here is an example Team Table..

Team Member	Role, Capabilities, and Expertise
ONEteam COMPANY NAME Prime Contractor Socio-Economic Codes	▪ Experienced IT prime contractor headquartered in CITY, STATE ▪ Over 120 IT & Engineering professionals supporting clients at 12 locations, including Huntsville, AL; Colorado Springs, CO; Vandenburg AFB, CA; and Fort Greely, AK ▪ Current prime contractor on 5 contracts, including 3 DoD contracts. ▪ IT management support to 5,000+ Army users at Fort XXX for 5 years. ▪ NIST 800-171compliant and CMMC Level 3 certified. ▪ DCAA-compliant accounting system and timekeeping system. ▪ Mature security Contracts, IT, and Human Resources. ▪ PWS support to 3.1, 3.2, 3.3, 3.5, and 3.6.
GovWin from Deltek COMPANY NAME Major Subcontractor Socio-Economic Codes	▪ Subcontractor headquartered in CITY, STATE with employees located in X states. ▪ Over 8 years' experience as a federal contractor, including over 5 years of support to US Army Garrison DPWs using GFEBS for Plant Maintenance Real Property, and Project Systems functions. ▪ Tier I and Tier II Help Desk to 12, 000 US Air Force user at LOCATION for 7 years. ▪ Currently providing XXX support to CUSTOMER and LOCATION. ▪ Excellent CPAR rating on 24+ prime contracts. ▪ 2018 and 2019 NASA SB subcontractor of year at MSFC for IT support on MITS II. ▪ PWS support to 3.3, 3.4, and 3.6.

Gather Data for the Team Graphic

The Proposal Manager and Capture Manager work together to develop this information, using information from a capture strategy workshop or other sources to quantify customer hot buttons and issues.

Turn those hot buttons and issues into advantages for your company in the Team Graphic Table – and throughout the narrative in your volumes.

Gather information that covers Technical, Management, Past Performance, and Pricing/Cost factors.

Note: You will NOT use all this information for every volume. You must tailor the table for each volume and put the information an evaluator would expect to see in that volume into the table.

The following table contains a list of information to gather, which is mapped to the volumes to use each piece of information.

Some cells are combined for some data in specific volumes. This means put that information together into one bullet. There is a free downloadable table template for you to begin capturing data to build your customized Team Table.

Here are a few tips for successfully using the template in your next proposal.

- Use your branding colors in the table heading and divider cells
- Make sure the font is compliant with the RFP
- Use bolding and bullets to make data easy to read.
- Use checkmarks instead of circles or other shape.

TYPE OF INFORMATION	Exec Summary	Tech	Mgmt	Past Perf	Cost/ Price
ABOUT YOU	✓	✓	✓	✓	✓
Name and logo	✓	✓	✓	✓	✓
Role as prime or sub	✓	✓	✓	✓	✓
Socio-economic status	✓	✓	✓	✓	✓
Number of personnel – use if it helps you. If prime is a Joint Venture, used COMBINED information.	✓		✓		
Company headquarters – if it helps you Office locations – Number of locations, and name a few relevant locations, such as near proposed work locations	✓	✓	✓	✓	✓
ABOUT YOUR CUSTOMERS					
Support for the same agency, division or directorate?	✓	✓	✓	✓	✓
Same kind of support for different agency?	✓	✓		✓	
Other support to same agency, maybe not relevant to PWS.	✓	✓		✓	
Technical					
WHAT you do – technical capability area and # years' experience	✓	✓		✓	
HOW WELL you do it CPARS, etc,	✓	✓		✓	
Applicable awards – contractor or subcontractor of year, contractor excellence award – must point to performance	✓	✓	✓	✓	
NIST compliance, CMMC, and ISO certifications.	✓	✓	✓	✓	✓
WHAT PWS elements you will support	✓	✓	✓	✓	✓
Management					
Security clearance – if it is required for proposed bid, especially if it is a higher level that competitors may not already have in place		✓	✓		
If recruiting is significant, bullet full-time recruiters, HR staff	✓	✓	✓		
Corporate retention rate or specific similar contract retention rate		✓	✓		✓
If recruiting or retention is issue on contract, a great place to work award, or other employee focused award			✓	✓	
If transition is short, detail successful short transition		✓	✓		
Experience managing subcontractors			✓	✓	
OCONUS experience – if required on proposed bid	✓	✓	✓	✓	
Pricing					
If purchasing is a significant requirement for the proposed bid –detail approved purchasing system, For cost type contract – highlight DCAA compliant accounting system		✓	✓		✓ ✓
Timekeeping system					✓
Cost control awards, EVM accolades, anything about cost control					✓
Major cost control success – saved customer $5M on specific contract due to some innovation or risk mitigation.	✓	✓	✓	✓	✓

Make your proposal easy to read and score by organizing important data where evaluators can easily find and evaluate it. Download our Team Table Template and customize it for your next proposal. You can add rows to the table for additional team members. Beginning on Page 1 of your proposal, set the stage for a win, as you focus on your team's strengths and accomplishments!

How to Turn Your Incumbentitis into a Proposal Winning Strategy

Winning a federal government contract is a long and arduous process. It takes time, effort, and resources to put together a proposal that meets all the requirements and regulations. If your company is the incumbent on an upcoming contract bid, you may be well-positioned for another win. There are also potential downsides to being an incumbent contractor, including:

Complacency: As an incumbent contractor, you may become complacent and assume that you will win the contract again because you "know" what the customer wants or that you know better than the RFP. This may lead to less innovation and effort during a recompete.

Limited competition: If you are the only incumbent contractor or there are only a few competitors bidding for the contract, you may not be incentivized to offer the best possible price or service.

High expectations: As the incumbent, you may be held to a higher standard than other contractors, and your shortcomings may be scrutinized more.

Limited room for growth: If you are the incumbent contractor, you may not have the opportunity to expand your services or take on additional work beyond what is already specified in the contract.

Seemingly unfair advantage: Being the incumbent may cause evaluators to have the perception that your company has an unfair advantage over other bidders.

Implement Contract Goals

One winning strategy you can implement is to develop broad contract goals in line with customer needs. Then detail improvements you have already implemented on your incumbent contract, AND address the improvements you are proposing on the new or re-compete solicitation. Identify 3 to 5 big goals for the contract, and then determine HOW you can accomplish those goals in the various areas of the PWS. Eventually, you map these to your proposal outline to ensure their strategic citation throughout your technical and management proposal.

Work with the current contract management team and the key employees to refine these Goals. Determine the implementation plan, features, benefits, innovations, discriminators, and then align these to the Contract Goals.

The table below contains examples of overarching Contract Goals and subgoals or WHY you will implement them. Current (incumbent) contract achievements are shown on the left side, and proposed innovations and improvements for this solicitation are shown in the right column. Always map everything to the PWS, and if it applies to the entire PWS simply use 'All PWS.'

This is a powerful graphic if you have put the time into thinking out every detail. Evaluators can pull information directly from this chart for the award letter.

Map Contract Goals to the Proposal Outline

After you have developed this graphic, be sure you use this information to the fullest. Include the innovation or improvement as a feature with a corresponding benefit in the approach narrative. Then use your achievements as incumbent in the technical PWS sections as proof points of how you have successfully performed the work.

Previous Contract Implemented Improvements	New Contract Proposed Improvements	
YEAR - YEAR	**Contract Name Goals**	**YEAR - YEAR**
▪ Developed maintenance procedures (PWS) ▪ Build document repository (PWS) ▪ Implemented automated leave policy ▪ Implemented XX to track project lifecycle PWS	**Goal 1 Automation & Documentation** ▪ Reduce hand written notes and forms. ▪ Increase access to electronic documents. ▪ Expand CM	▪ Barcode system for XX assets (PWS) ▪ Checklist for urgent, non-urgent repairs (PWS) ▪ Flowcharts to route to multi-tier support (PWS) ▪ Quick Reference Guide for Help Desk (PWS)
▪ Developed XX Training Program (PWS) ▪ ISO 9001:2015 certified processes and PI culture. ▪ Developed XX inspection schedule, checklist (PWS)	**Goal 2** **Culture of Quality & Safety** ▪ In all daily operations. ▪ Built in every process as deliberate, not an afterthought.	▪ Validate all repairs (PWS) ▪ Quality Management Program expanded to include Lean principles (PWS) ▪ Increase Lean training (PWS) ▪ Additional ISO certification (PWS)
▪ XX% XXX retention rate (PWS) ▪ Added capability XXX (PWS) ▪ Lean training for XX personnel (PWS) ▪ Dedicated XX Lead (PWS)	**Goal 3** **Invest in Personnel** ▪ Training. ▪ Career progression. ▪ Employee retention.	▪ Personnel promotion and advancement (PWS) ▪ Career path for XX to increase retention (PWS) ▪ Certify XXX (PWS)
▪ Developed maintenance procedures (PWS) ▪ Developed XX Training (PWS) ▪ Trend analysis reduced equipment costs (PWS) ▪ Assisted resolving deficiencies in xx (PWS)	**Goal 4** **Continuous Process Improvement (PI)** ▪ Proactive, disciplined approach.	▪ Fully use XX SW (PWS) ▪ Write scripts for XX (PWS) ▪ Increase rewards to employees for PI (PWS) ▪ Continuously evolve PI activities (PWS)
▪ Implemented XX Tracking System and expanded PI initiatives to reduce costs (PWS) ▪ Re-green with natural attrition - $XXK savings (PWS)	**Goal 5 Cost Control** ▪ Be efficient & effective. ▪ Proactively improve cost controls. ▪ Job done right first time, every time.	▪ Continue to reduce personnel costs through re-greening of the workforce as personnel depart (PWS) ▪ Continue to use DFARS-compliant purchasing system to lower procurement costs (PWS)

The contract goals exercise also helps lay out themes for the various proposal sections – Invest in Personnel becomes a theme of the Recruiting and Retention section in the Management Volume. Culture of Quality and Safety can be a theme of the Management and Technical sections. This method helps you think through the work, what you have accomplished, how you use that as proof points, where you want to continue to improve, and shows the evaluators your commitment to improvement.

You are more likely to win the contract by ensuring that your customer's top needs and evaluator hot buttons are addressed more clearly and thoroughly in your offering when compared to your competitors'.

The bidder must ensure that these components of a winning strategy are effectively presented in their proposal themes.

Make Your Incumbency Work for You

Don't rely on your incumbency to win the contract for you, but also don't ignore the value of your incumbency.

Approach the recompete process as if you are competing for the contract for the first time - you are just now better prepared than you were the first time you won the contract.

Put in the same level of effort and dedication as you did before. This means thoroughly researching the requirements and regulations, understanding the agency's needs and goals, and crafting a proposal that addresses all of these factors. Here are a few good reminders for crafting a winning strategy as the incumbent.

Use Facts and Statistics

- Remind them of who you are and what you have accomplished.
- Focus on showing depth of expertise.
- Focus on showing results of your work.

Substantiate the Approach

- Show you understand the customer's needs.
- Prove you can meet their needs.
- Show them the value of your company/team and discriminators.
- Hit their hot buttons head on.

Use Subtle Sale Method

- Don't overemphasize your incumbency.
- Strategically use proven past performance.
- Use graphics and tables to create visual images of data.

Maintain your capture data, strategies, and knowledge as corporate knowledge to benefit your company and your team.

Read this related article on retaining your capture knowledge on the OneTeam Blog and **Don't Let Your Capture Knowledge Walk out of the Door!**

The Ultimate Guide to Creating a GovCon Safety Plan

As a government contractor, it's essential to ensure compliance with safety regulations while protecting your team from workplace hazards. The Department of Labor's Occupational Safety and Health Administration (OSHA) has established safety standards that contractors must follow to prevent accidents and injuries. In this article, we'll discuss the best practices and templates for developing a GovCon Safety Plan, which may be called a Safety, Health, and Environmental (SHE) Plan by some federal agencies.

A Safety Plan requested by the RFP must take into account all safety related information contained within the RFP released by the government agency. It might be included in the Performance Work Statement (PWS) or Statement of Work (SOW), in Section L Proposal Instructions.

Most often the RFP will contain a Contract Data Requirements List (CDRL) or Data Requirements Description (DRD) that details:

- The Safety Plan Title
- Distribution to government contacts
- Submission date and format
- Frequency of submission, including updates
- Scope
- Applicable documents
- Required Contents of the Safety Plan
- Date and format for Plan submission - usually after contract transition, or possibly a Draft Safety Plan with the proposal submission.

In NASA RFPs, the delivery items are listed as DRDs, and their SHE Plan includes a detailed outline for the plan, containing only the applicated sections that are relevant to that contract. Do not overlook reviewing the CDRL or DRD list – your Safety or SHE Plan will become a simple task when following exact directions of the RFP.

As a GovCon, your company should have their own Safety Plan, which all employees are familiar with and receive access to when on-boarded. This is not the agency and contract-specific plan that is requested by most RFPs. But having a company Safety Plan is a good practice, since it shows your commitment to the safety of your workforce, the public, and property.

Understanding GovCon Safety Requirements

Before developing your Safety Plan, it's essential to understand the safety requirements for government contractors. OSHA sets standards that apply to all employers, regardless of their industry or size. Additionally, government contractors must follow specific safety regulations depending on the type of work they perform.

For example, construction contractors must comply with OSHA's construction safety regulations. These regulations cover a wide range of safety topics, including fall protection, electrical safety, and hazardous materials. On the other hand, contractors performing research and development work may need to follow the safety standards established by the National Institutes of Health (NIH). Your RFP should detail all the regulations – federal, OSHA, state, local, and agency directives, procedures, and processes that must be followed to be in compliance. The regulations will be different for various locations, facilities, and equipment.

Your Safety Plan must take all of these things into account, and provide a customized plan that references all the regulations, policies, and procedures, cited in the RFP. You must also reference any required training or certifications for personnel who are performing activities covered by safety regulations, such as confined space training.

Benefits of Implementing a GovCon Safety Plan

Implementing a GovCon safety plan has several benefits beyond compliance to receive the contract award. First, it ensures compliance with OSHA regulations and other safety standards, reducing the risk of accidents and injuries. Second, it helps protect your team and company from liability if an accident occurs. Finally, it can improve your reputation as a responsible and safety-conscious contractor, increasing your chances of winning additional government contracts.

Many contracts require that you provide your safety statistics, including OSHA reportable incidents and lost-time incidents. Good recordkeeping is a must and a stellar record will help you score higher than competitors without the same stellar record.

Key Elements of a GovCon Safety Plan

A GovCon safety plan should cover several key elements to ensure compliance and workplace safety. These include:

Safety/Hazard Assessment: A safety/hazard assessment is an essential part of any safety plan. It involves identifying potential hazards in the workplace and evaluating the risk associated with them. Hazards can include physical, chemical, or biological agents that can cause harm to workers.

Safety Procedures and Protocols: Once you've identified hazards, you'll need to establish safety procedures and protocols to address them. These procedures should include steps for preventing accidents and responding to emergencies.

Training and Education: All employees must receive safety training and education to ensure they understand the risks associated with their work and how to protect themselves.

Develop Your GovCon Safety Plan

Developing a GovCon safety plan involves several steps. These include conducting a hazard assessment, identifying hazards and risks, and establishing safety procedures and protocols.

Conduct a Safety/Hazard Assessment

Before you can develop a comprehensive GovCon safety plan, you need to evaluate your workplace for potential hazards and risks. Conducting a safety assessment is a critical first step in the process. A safety assessment involves identifying potential hazards and risks, evaluating the likelihood and severity of each one, and determining the best course of action to mitigate these risks.

To conduct a safety assessment, you should start by performing a walk-through of your worksite. Look for potential hazards such as moving machinery, chemicals, and electrical hazards. Additionally, you should review injury and illness logs to identify any patterns or trends that suggest areas for improvement.

It's also essential to talk with employees about their safety concerns. They may have valuable insights into potential hazards that you may have overlooked. Encouraging employee participation in the safety assessment process can help foster a culture of safety and improve overall workplace safety.

Identify Hazards and Risks

After conducting your safety assessment, the next step is to identify hazards and risks associated with your work. Hazards can include anything that has the potential to cause harm or injury, such as falls, burns, cuts, or exposure to hazardous chemicals.

Once you've identified potential hazards, you'll need to evaluate the likelihood and severity of each one. Consider the frequency and duration of exposure to the hazard, the likelihood of injury or illness, and the severity of the potential consequences.

It's also important to identify risks associated with each hazard. Risks are the likelihood that an accident or injury will occur. For example, the risk associated with a chemical hazard may be low if the chemical is stored properly and used according to the manufacturer's instructions. However, if the chemical is used improperly or spilled, the risk could be much higher.

Establish Safety Procedures & Protocols

Based on your hazard assessment and risk evaluation, you'll need to establish safety procedures and protocols to address them. These procedures should be specific to each hazard and risk, outlining steps for preventing accidents and responding to emergencies.

For example, if your hazard assessment identified the risk of falls from heights, you'll need to establish procedures for working at heights safely. This may include using fall protection equipment, such as harnesses and lanyards, and implementing procedures for inspecting and maintaining this equipment.

It's also important to establish procedures for responding to emergencies. This can include establishing an emergency response team, designating evacuation routes, and conducting regular emergency drills to ensure that everyone knows what to do in the event of an emergency.

Training & Education for Safety

Employee training and education are critical to maintaining a safe workplace. All employees must receive training on the risks associated with their work and how to protect themselves from harm. This can include everything from how to use PPE to emergency response procedures.

In addition to initial training, ongoing education for safety awareness is crucial for maintaining a safe workplace. This can include regular safety meetings, refresher training, and updates on changes to safety regulations or procedures. By keeping employees informed and aware of potential hazards, you can reduce the risk of accidents and injuries.

Implement and Maintain Your GovCon Safety Plan

> ***Developing a GovCon safety plan is just the first step in ensuring workplace safety.***

Once you have created your plan, you must implement and maintain it properly to ensure its effectiveness. This involves ensuring that all employees understand and follow safety procedures, conducting regular safety audits, and updating the plan as needed.

Your Safety Plan will include names of management and contract personnel who are responsible for implanting and enforcing the Safety Plan. All employees must know who the Safety Officers are and when and how to report safety incidents. All employees must be empowered to enforce safety in their work area and are free to call a stop to work when unsafe conditions are discovered.

Ensure Employee Compliance

The success of your GovCon safety plan depends on employee compliance. Therefore, it's essential to ensure that all employees are aware of the safety plan and understand their roles in implementing it. This can include providing training and education on the safety procedures outlined in the plan, as well as regular reminders and updates to ensure that employees stay informed.

Supervisors and managers should also be trained on how to enforce safety procedures effectively. They should be equipped to recognize and correct unsafe behavior and to address safety concerns in a timely and effective manner.

Conduct Regular Safety Audits

Regular safety audits are essential for identifying potential hazards and ensuring that safety procedures are being followed. These audits should be conducted at regular intervals and should involve a thorough review of workplace conditions and practices.

During a safety audit, you should evaluate the effectiveness of the safety plan and identify areas that need improvement. You should also check for compliance with OSHA standards and other relevant regulations.

Update Your GovCon Safety Plan

As your business evolves, your safety plan should evolve with it, but always maintain compliance with the contract, agency, and federal, state, and local regulations. It's important to review your plan regularly and update it as needed to reflect changes in your business practices, equipment, and regulatory requirements.

If you identify areas that need improvement during a safety audit, update your safety plan accordingly. This could include adding new safety procedures, modifying existing ones, or providing additional training to employees.

Measuring the Effectiveness of Your GovCon Safety Plan

After implementing a GovCon safety plan, it's essential to measure its effectiveness regularly. This can help you identify areas that require improvement and ensure that your workplace remains safe and compliant. There are several ways to measure the effectiveness of your safety plan, including conducting safety audits, tracking incidents and near misses, and soliciting feedback from employees.

Conducting Safety Audits

Regular safety audits can help you evaluate the effectiveness of your safety plan and identify areas that require improvement. Safety audits should be conducted by a competent person who can assess the effectiveness of the safety plan and identify any gaps or deficiencies.

During a safety audit, the auditor should evaluate the physical conditions of the workplace, review safety records and incident reports, and observe employee behavior to ensure that safety procedures are being followed.

Tracking Incidents and Near Misses

Tracking incidents and near misses can help you identify patterns and trends that require attention. This can include tracking the frequency and severity of accidents and incidents, as well as near-misses that were narrowly avoided.

By tracking incidents and near misses, you can identify potential hazards and implement corrective actions to prevent similar incidents from occurring in the future.

Soliciting Feedback from Employees

Employees are often the best source of information when it comes to evaluating the effectiveness of a safety plan. By soliciting feedback from employees, you can identify potential hazards and areas that require improvement.

Employee feedback can be solicited through surveys, focus groups, or one-on-one meetings. This feedback can help you identify gaps in employee knowledge or training and identify areas where safety procedures may not be effective.

Continuous Improvement

Measuring the effectiveness of your GovCon safety plan is crucial for continuous improvement. By identifying areas that require improvement and implementing corrective actions, you can create a safer and more compliant workplace.

Remember, safety is an ongoing process that requires constant attention and effort. By regularly measuring the effectiveness of your safety plan and implementing corrective actions, you can create a workplace culture that values and prioritizes safety.

Many companies use a Safety Reward program where employees are given small awards for all working as 'Safety Officers' as part of their daily tasks. When they discover a safety issue or hazard, they report appropriately and receive recognition immediately and at employee events to promote a culture of safety across their team.

Many companies also promote safety 24/7/365 and provide training and PPE to employees that can be used away from work. Note: this is not government equipment that is being used, it is a company program where they provide Kevlar gloves, safety goggles, or other basic safety equipment to keep employees safe and reporting to duty on their next work day.

Protecting Your Team and Winning GovCon Contracts

Developing and implementing a GovCon safety plan is essential for protecting your team and winning government contracts. By understanding safety requirements, identifying hazards and risks, and establishing safety procedures and protocols, you can ensure compliance and workplace safety.

Employee training and ongoing safety education, regular safety audits, and measuring the effectiveness of your safety plan can help you continuously improve and maintain a safe workplace. Remember, workplace safety is everyone's responsibility, and a strong safety plan can help protect your team and your business.

How to Depict Quality Management in an RFP Response

Quality management is a critical process for any project, particularly in the federal government, where the stakes are high, and the public's trust is on the line. Responding to a request for proposal (RFP) from the government requires a thorough understanding of the quality management process and how it can be depicted in the proposal. Here, we will discuss how to depict the quality management process to score more points in a federal government RFP response.

Understanding the Quality Management Process

Quality management is a systematic approach to ensuring that products or services meet the specified requirements and expectations of the customer. It is a process that involves planning, implementing, and evaluating the quality of the product or service throughout its lifecycle. The goal of quality management is to provide a consistent level of quality that meets or exceeds the customer's expectations, as documented by their quality requirements or standards.

Quality management can be broken down into several components, including:

Quality Planning: This involves identifying the requirements of the customer, determining the quality objectives, and defining the processes and procedures that will be used to achieve those objectives.

Quality Assurance: This involves the systematic monitoring and evaluation of the processes and procedures used to produce the product or service to ensure that they meet the specified requirements.

Quality Control: This involves the monitoring and measurement of the product or service to ensure that it meets the specified requirements and the identification of any defects or non-conformities.

Continuous Improvement: This involves the identification and implementation of improvements to the processes and procedures used to produce the product or service to increase efficiency, effectiveness, and customer satisfaction.

Depicting the Quality Management Process in the RFP Response

When responding to a federal government RFP, it is important to provide a clear and concise depiction of the quality management process that will be used to produce the product or service. The following are some tips for depicting the quality management process in an RFP response:

1. **Understand** the requirements: Before responding to the RFP, it is important to thoroughly read and understand the requirements. This will help you to identify the specific quality requirements that are expected by the customer.

2. **Identify** the quality objectives: Based on the requirements, you should identify the quality objectives that need to be achieved. These should be specific, measurable, achievable, relevant, and time-bound (SMART).

3. **Describe** the quality management system: You should describe the quality management system that will be used to achieve the quality objectives. This should include the quality planning process, quality assurance process,

quality control process, and continuous improvement process.

4. **Provide evidence** of experience: It is important to provide evidence of your experience in implementing quality management processes. This can be done by describing similar projects that you have completed, providing references, or providing certifications that demonstrate your expertise in quality management.

5. **Demonstrate compliance**: The federal government has specific requirements for quality management processes, such as the International Organization for Standardization (ISO) 9001 standard. You should demonstrate compliance with these requirements and provide evidence of any certifications that you hold.

6. **Describe quality metrics**: You should describe the metrics that will be used to measure the quality of the product or service. These should be specific, measurable, and aligned with the quality objectives.

7. **Provide a quality management plan**: You should provide a detailed quality management plan that outlines the specific processes and procedures that will be used to achieve the quality objectives. This plan should include a schedule, roles and responsibilities, and any necessary resources.

8. **Use graphics** to easily illustrate various aspects of your Quality Management Process.

Depicting the quality management process for a federal government RFP response is an essential component of the proposal. It demonstrates your commitment to quality and your ability to meet the customer's requirements. To effectively depict the quality management process, you should understand the requirements, identify the quality objectives, describe the quality management system, provide evidence of experience, demonstrate compliance, describe quality metrics, and provide a detailed quality management plan.

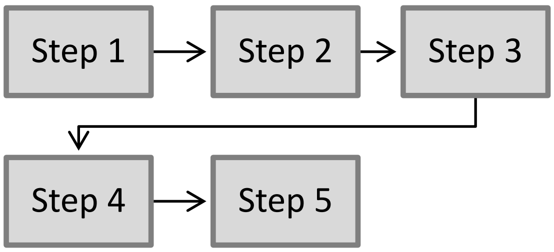
By following these tips, you can ensure that your RFP response accurately and effectively depicts your organization's quality management process, and increase your chances of winning the bid. Remember, quality is critical for the success of any project, and the federal government expects nothing less.

So, take the time to develop a strong quality management process and depict it in your RFP response to win the confidence of the customer and deliver the best possible product or service.

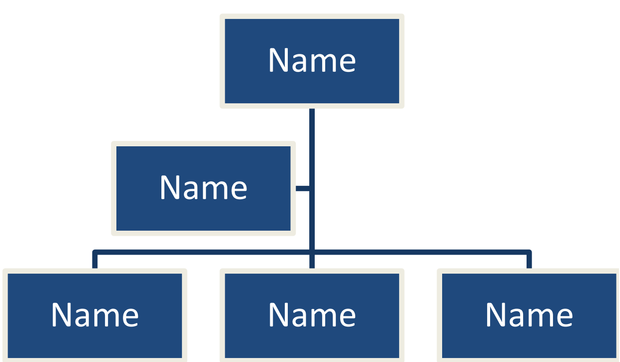
Using Graphics to Support the Quality Management Process

When it comes to depicting a quality management plan, graphics can be a useful tool to help communicate complex information in a clear and concise way. The following are some graphics that can be used to depict a quality management plan.

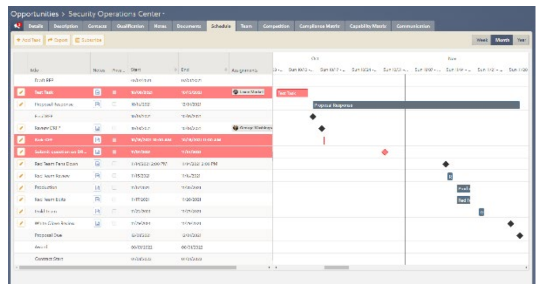
1. **Process Flowchart**: A process flowchart is a diagram that shows the steps in a process and the relationships between them. It can be used to depict the quality management process from planning to continuous improvement. You may also depict specific parts of the quality process, such as a Corrective Action process.



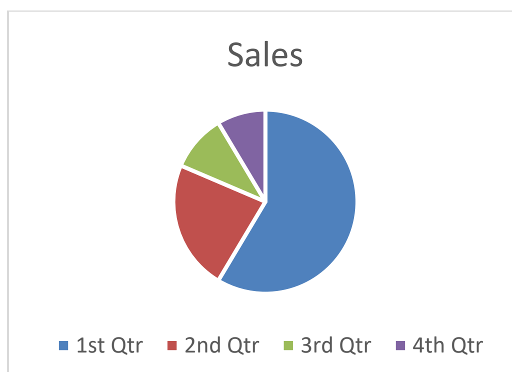
2. **Organizational Chart:** An organizational chart is a diagram that shows the structure of an organization and the relationships between the different roles and responsibilities. It can be used to depict the roles and responsibilities of the quality management team and to help evaluators understand how your Quality Management Team relates to the customer's POCs.



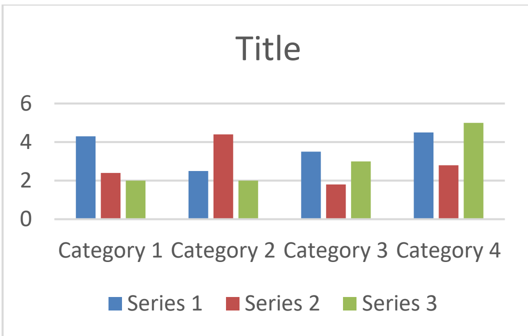
3. **Gantt Chart:** A Gantt chart is a timeline that shows the start and end dates of different tasks in a project. It can be used to depict the schedule for implementing the quality management plan during and after the contract transition.



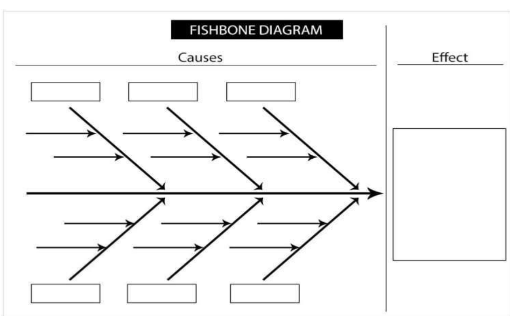
4. **Pie Chart:** A pie chart is a circular diagram that shows the relative proportions of different categories or parts of a whole. It can be used to depict the distribution of resources across different quality management processes.



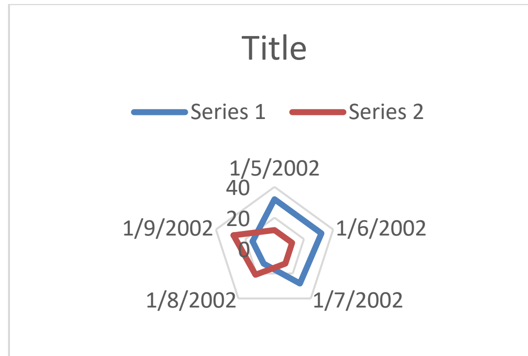
5. **Bar Chart**: A bar chart is a diagram that shows the values of different categories using vertical or horizontal bars. It can be used to depict the performance metrics of the quality management processes, such as defect rates or customer satisfaction scores.



6. **Fishbone Diagram:** A fishbone diagram, also known as an Ishikawa diagram, is a diagram that shows the causes and effects of a problem. It can be used to depict the root causes of quality issues and identify areas for improvement.



7. **Radar Chart:** A radar chart is a diagram that shows the performance of different categories using a spiderweb-like diagram. It can be used to depict the performance of the quality management processes against the quality objectives.



In conclusion, graphics can be a useful tool for depicting a quality management plan in an RFP response. The type of graphic used will depend on the information that needs to be communicated to the evaluators. By using these graphics effectively, you can help ensure that your quality management plan is communicated clearly and concisely, increasing your chances of winning the bid.

Does the Government Customer Care about Recruiting and Retention?

In today's highly competitive federal government contract landscape, success hinges on building and retaining a talented workforce. With the right recruitment and retention strategies, you can attract and retain the top performers you need to achieve your goals. In this blog post, we'll explore the power of recruitment and retention in bidding federal government contracts, sharing expert tips and insights to help you score higher in your proposal evaluation.

The Importance of Support Contractors in the Federal Government

Federal government contractors play a vital role in supporting the mission of federal agencies and departments. GovCons provide a wide range of services, including IT support, administrative support, logistics, and security services. These services help federal agencies and departments operate efficiently and effectively, allowing them to focus on their core mission.

Much of the work performed today by GovCons, was previously performed by government employees. By out-sourcing many jobs to GovCons, the government has also out-sourced the responsibility for recruiting, hiring, and retaining qualified staff. It is not simply an option to staff the contract as detailed in the proposal, it is a requirement to do so.

The Importance of a Recruiting and Retention Plan

Most Request for Proposal (RFP) responses, require that you detail your staffing plan, as well as how you will recruit and retain the qualified workforce once they are determined. Often during contract transition, a GovCon must hire some percentage of the incumbent contract staff and new recruits to fully staff the contract. This may mean on-boarding hundreds of personnel within 30 days – which can be challenging for many GovCons, but especially challenging without a proven process and team to execute the recruiting plan.

The proposal that your team submits in response to a government RFP usually becomes part of the contract that your company signs when they are awarded the contract. The contract is your legal commitment to fulfill the approach you agreed to provide, including the number of personnel and expertise presented in the staffing plan.

Recruiting and Retention Challenges for Support Contractors

Recruiting and retaining employees can be a challenge for many companies, particularly in the highly competitive government contracting industry. Support contractors must compete with other contractors for top talent, and the federal government's strict hiring requirements can make it difficult to find candidates who meet the necessary qualifications.

In a geographical area with many government agencies and corresponding support contractors - National Capital Region, Huntsville, AL, Tampa, FL, Colorado Springs, CO, or Research Triangle, NC - often face a high level of turnover. The nature of government contracting ensures that contracts are awarded for a limited time, meaning that employees may only be on the contract for a few years before it ends. Additionally, support contractors may lose employees to other contractors or to insourcing by the federal government.

Why the Government Cares About Your Recruiting and Retention Process?

The federal government cares about the recruiting and retention process of its support contractors for the following reasons:

Their Mission Success is Directly Impacted by Your Employees

Firstly, the government relies on GovCons to provide critical services that are necessary for the agency's operations. If a support contractor is unable to recruit and retain top talent, it could impact the agency's ability to perform its mission. For example, if a support contractor providing IT support is unable to recruit skilled IT professionals, it could result in system downtime or cybersecurity breaches.

Ethical Hiring Practices

Secondly, the federal government has a vested interest in ensuring that its contractors are following ethical and legal hiring practices. Federal contractors are subject to various laws and regulations related to hiring, including equal employment opportunity and non-discrimination requirements. If a support contractor is not following these requirements, it could result in legal and reputational risks for the federal government.

Government evaluators must have confidence that the contract awardee can successfully and completely adhere to the many Federal laws that dictate hiring government contractor personnel. Some of these include:

- Procurement Integrity Act (PIA) establishes strict rules that govern the conduct of government employees and contractors during the procurement process.
- Federal Acquisition Regulation (FAR) establishes the policies and procedures for the acquisition of goods and services by federal agencies. One of the provisions of the FAR is the requirement to provide incumbent contractors with a fair opportunity to compete for follow-on contracts.
- The Service Contract Act requires that government contractors pay their employees prevailing wages and fringe benefits as shown in the Wage Determination attachments with the RFP.
- The Davis-Bacon Act establishes similar requirements for contractors working on construction projects.
- Collective Bargaining Agreement (CBA) details the agreement reached between the employer and the labor union that will govern the employment for the employee-members of that labor union.

Non-compliance with any of the employment regulations creates more work for the government customer, who has chosen to source those issues to a contractor.

> ***Emphasizing your proven process to recruit and retain employees alongside your commitment to compliance with all of the applicable regulations will help your team score higher in the evaluation process.***

How Support Contractors Can Improve Recruiting and Retention

GovCons can take several steps to improve their recruiting and retention process and demonstrate to their federal government customers that they are committed to providing high-quality services.

Firstly, support contractors should focus on creating a positive work environment that fosters employee engagement and well-being. This can include offering competitive salaries and benefits, providing opportunities for professional development and career growth, and creating a culture that advances career path, education, safety, and quality.

Secondly, your Recruitment and Retention Plan should demonstrate that your company invests in the hiring process to ensure that they are attracting top talent. This can include using data-driven hiring practices, developing relationships with universities and professional associations, and leveraging social media and other digital channels to reach a wider pool of candidates.

Finally, build long-term relationships with your employees. This can include providing ongoing training and development opportunities, offering flexible work arrangements, and creating a culture of open communication and feedback.

How a Recruiting and Retention Plan Impacts Contract Award

Recruiting and Retention is often part of the Management Plan of a proposal, which is usually NOT a pass/fail section, but is scored on an adjectival scale as defined in the Evaluation Criteria of the RFP.

Why is this important? It means your proposal is assigned points, strengths, and weaknesses based on your approach to the RFP instructions for recruiting and retention. Here you can showcase your experience and successes with recruiting, hiring practices, retention, employment awards, and commitment to employees' work/life balance.

Just as in the rest of your proposal, you are looking to score the highest points possible. Be sure the Recruiting and Retention response is always in accordance with the Proposal Instructions in Section L, evaluation criteria of Section M, and any references to personnel metric reporting, hiring, termination, and employee qualifications shown in the PWS/SOW or other RFP sections.

Conclusion

As a federal government contractor, your recruiting and retention process for employees is important to your customer - the federal agency or department you are working for. The federal government relies on support contractors to provide critical services that are necessary for the agency's operations, and employee turnover or recruitment difficulties can impact the quality of these services.

By prioritizing employee well-being, investing in the hiring process, and building long-term relationships with employees, support contractors can improve their ability to recruit and retain top talent, which in turn benefits their federal government customers.

What is Risk Management and What Do I Need to Know?

Many federal government RFPs require that offerors address risk in their approach. What is Risk Management and what do you need to know to address it in an RFP response?

Risk Management

Risk Management is the identification, analysis, and response to risk factors that are only present due to a specific approach to performing the work. When an RFP requires you identify 'risks of your proposed approach', it is NOT requesting that you identify inherent risks of performing the stated work. This is not the place to identify inherent office environment risks if you are bidding on an administrative office services contract. The appropriate response would be to identify risks that would be present as a result of your proposed approach.

Some RFPs request identification and mitigation of associated risks within each technical approach section, while others stipulate one single Risk Management section for the entire proposal. Regardless of presentation, it is recommended to identify the risks in each Technical and Management section of the proposal, and have technical experts in each discipline validate the potential risks and corresponding mitigation strategies.

Use a Risk Table to gather risks as they are identified. Make sure that you add a section for the SME or Writer to identify potential risks of their approach when the Technical and Management sections are outlined. Having a specific Risk section allows for every writer to see Risks as part of their section. If they are unable to identify any risks, they need to state that no risks have been identified.

How to Present Risks

For federal government contractors, most risks are identified and presented in the form of an IF/THEN statement: IF [Event], THEN [Consequence/s], as shown in the exhibit below. Determine an initial likelihood/probability and consequence/severity score in accordance with the agency definitions. Then determine a mitigated or final likelihood/probability and consequence/severity. Use the appropriate agency color rating system to determine colors for initial and mitigated risks. All risks cannot be mitigated, some will be avoided and others may be accepted.

The Risk Management Plan shows that you understand risks and how to mitigate, avoid, or accept them. Ideally, you are able to mitigate all risks to be in the green sections of the Risk Matrix, but this may not be necessary.

Encourage your team to look beyond the obvious when identifying risks. Be very specific in your risks and consider multiple causes and effects. If you have a risk of employee retention, consider all the factors – tight labor market, retirement of personnel, in-sourcing of personnel to government positions, or others – and develop a mitigation strategy for each one.

Where to Present Risks

Risk statements and mitigation strategies should go through the same scrutiny as the rest of your proposal, undergoing review by those who have experience and understanding of the Technical and Management functions and how to identify, assess, and manage the risk process.

Addressing risks in each proposal section ensures that you do not skip a section and it forces you to look at each proposal section, or PWS element, as an individual element.

After a Red Team Review, compile risks into a separate Risk Management Section, if required by the RFP. If this is the case, consider adding a PWS reference to the Risk Management table, so evaluators can easily see how the risk and PWS element are related. Use the management PWS elements for mapping. If not stipulated by the RFP, it is still good practice to identify risks as part of your Technical and Management approaches.

A good review of the risks not only helps your team to think through the approach but also provides the proposal evaluators a more complete picture of your team's proposed approach for every PWS element.

Agency-Specific Risk Management

Present your risks in accordance with the risk management guidance provided by the RFP-issuing agency. If you are submitting a proposal to the US Army, use the US Army Risk Management Guide and their terminology, which includes the words probability and severity. When submitting a proposal to NASA, their risk terminology uses likelihood instead of probability and consequence instead of severity.

Real or Potential Risks	Initial		Mitigation Strategies	Final	
	L	C		L	C
Inefficient Maintenance Plans and Execution: ***IF*** common and/or recurring maintenance issues are not addressed, ***THEN*** prolonged maintenance activities may delay XYZ's test mission.	3	4	As part of PrM Plan, we will monitor WO data, conduct routine trend analysis to identify issues, identify root causes and implement effective, long-term solutions to improve facility, system, and equipment availability and mission readiness while reducing maintenance and repair costs.	1	4
Emergency Repairs. ***IF*** Facility or Test Range requires emergency repair during test, ***THEN*** **untimely delays** could be an impact to XYZ test, due to stoppage or delay.	2	4	Exercise Emergency Maintenance Procedure. Coordinate with Army, Base Ops contractor, Facility/Test Range Government Lead XX internal maintenance to ensure facility/test range is operational as soon as possible.	1	4

Risk Management Terminology

To develop a Risk Management Plan that your government Evaluators love, your team must understand Risk Management and its terminology. Read **ISO 31000:2018 Risk Management Principles and Guidelines** to learn more about risk management terminology. Below are some common definitions used often in a Risk Management Plan.

Term	Definition
Risk	Effect of uncertainty on objectives.
Effect	Deviation from the expected.
Uncertainty	State, even partial, of deficiency of information related to understanding or knowledge of an event, its consequence, or likelihood.
Event	Occurrence or change of a particular set of circumstances and can have several causes.
Cause	That which gives rise to any action, phenomenon or condition.
Consequence	Outcome of an event affecting objectives. This element of the risk statement is important because it highlights why one should care about the risk. It is crucial that this is relevant, plausible and, ideally, quantified to give this element meaning in real terms, be specific.
Likelihood	Chance of something happening; risk is a combination of potential events and consequences along with the associated likelihood of occurrence. In the example, 'something' refers to the combination of potential events and consequences.

Does Your Capability Matrix Actually Help You Build a Winning Team?

How do you find the right teaming partners for a specific bid? Most prime contractors conduct a gap analysis of their own capabilities and experience and then use that gap analysis to create a capability matrix to assess the experience of potential teaming partners. There are many reasons why most prime contractors have teaming partners for upcoming contracts.

Some of the reasons a prime contractor may select teaming partners include to:

- Provide capability that the prime company or team does not possess, so they help the team provide full PWS coverage.
- Have experience with a customer that is beneficial to the team.
- Contribute a past performance citation that meets recency and relevance requirements and fill a gap in the past performance volume.
- Have a unique tool or software that gives the team an advantage.
- Fulfill specific socio-economic categories that are required on the bid.
- Provide writing or technical expertise to complete the technical approach.
- Remove them as competition - sometimes it is a better option to team with a company, rather than compete against them.

Whatever the reason for adding team partners, the prime contractor still needs to know which teaming partners provide the most benefit to the team. How do you determine who will be the best teaming partner? Perform a quantitative assessment of each potential teaming partner by gathering information on their experience, contracts, and expertise. Then rate each one from the customer's perspective.

What is a Capability Matrix?

A capability matrix is a tool that helps in identifying the skills and strengths of each team member. It helps in creating a visual representation of the team's capabilities, which makes it easier for the Capture Manager to select the teaming partners while considering what this teaming is providing the team - a past performance citation, a socio-economic requirement, or one of the others reasons they would be needed on the team.

Teaming Partners Contribute to a Capability Matrix

Some or all of the teaming partners may need to provide a past performance citation for the Past Performance Volume. This is critical if you intend for subcontractors to provide stellar past performance citations to help your team; especially if they are a major subcontractor as defined by the RFP, or if you need them for complete PWS coverage.

The question is not who makes a good teaming partner, but rather: **who the best teaming partner for your team's specific needs for this bid is**. As the prime contractor, you must determine what you need from a teaming partner. The prime should complete a PWS gap analysis so they know immediately if they have gaps in the PWS coverage.

Historically, prime contractors ask potential teammates to complete a capability (meatball) chart aligning their capabilities with the Performance Work Statement (PWS) or Statement of Work (SOW). This helps the prime contractor ensure 100% coverage of the PWS/SOW and to prevent a weakness in the technical evaluation process.

When a prime contractor provides a matrix to potential teammates to indicate experience in the PWS elements, potential teammates respond with a checkmark, unless further instructions are given.

Those checkmarks can populate an impressive matrix to demonstrate the depth of the combined team capability, *but they may not help the team be a strong contender if the capability checkmarks are not representative of strong past performance citations*.

A winning team needs more than a simple capability in a technical area – the team needs strong execution on a similar contract, within a customer-determined time period, and exceptional CPARS.

The Capture Manager needs to get the best data available BEFORE selecting teammates, so they can make the best decisions for the team. Teaming decisions are made to build the best team to increase the chances of winning.

A winning team is built – it does not happen by accident. A Capture Manager needs to evaluate each potential teaming partner's strengths and weaknesses and create a plan to work together. If your team really wants to win the contract, each subcontractor needs to bring value to the team.

The Capability Matrix checkmarks must translate into recent, relevant past performance citations to support the prime contractor's position and increase the PWin. Many times, during the Proposal Development Phase, after the RFP drops, a team member decides they do not have recent, relevant, or similar past performance to cite for a specific PWS/SOW element.

They may determine that their experience does not align closely enough with the criteria, or they may decide not ask that CO to complete a form because of a performance or personal issue.

If this happens, your team may be missing an area of PWS/SOW coverage, which may put your team at a technical disadvantage. To avoid this issue, get accurate information during the Capture Phase. It is critical to know which team members can fill gaps in the PWS/SOW coverage.

This is not an area where the Capture Manager wants to see surprises surface late in the proposal process. The most successful Capture Managers uncover past performance information during the Capture Phase, while there is time to look at other options, find a better teammate, build a stronger team, and not waste precious proposal time dealing with this issue.

More Accurate Capability and Past Performance Data

Do not rely on a traditional Capability Matrix or Gap Analysis to translate to past performance. Instead, use a Past Performance Evaluation Matrix that will also serve as a Gap Analysis. Here is a list of questions that can be addressed in a Past Performance Evaluation Matrix:

- Has your company been issued a contract from the government or a subcontract from a prime contractor, to perform the work of this PWS?
- Is this work active or completed within the last X years (whatever time period you anticipate in the Final RFP, or is in the Draft RFP, or in previous contract RFP) of the current solicitation date?
- If it is close to being out of the recency window, for example within 6 months of being ineligible, select a different contract and possibly a different teammate. RFPs can slip, and the RFP issue date is the date that determines recency.
- Is/was your performance such that you have *no hesitation* requesting a PPQ from your prime contractor or government CO, COTR, or COR? Will they be able to answer questions about your performance, and give you an outstanding reference?
- If you were a subcontractor, is your prime contractor on this past performance citation a competitor to your team on this solicitation? Can you be assured of a fair assessment? Are you comfortable calling/emailing them to see if they will complete the PPQ?

Every PPQ requires a call or email to the CO, COR, or COTR to provide notification that a form is forthcoming. After your potential teammates answer the questions and complete your improved capability/past performance matrix, you now perform your due diligence and research the potential teammates, their performance and their contract citations.

Make sure the Teaming Agreement spells out the required support you expect from teammates, and that if they fail to provide the support requested, their agreement can be cancelled, or workshare reduced.

This rigorous selection of teaming partners helps to ensure that you have assembled the best team for the bid. The evaluation criteria determine what the term ‘best’ means.

Your team needs to be the best team in the field, because the best team has the best chance of winning. To have the best team you need must have the strongest, most qualified, most respected, and most desired companies on your team!

How a Unique Technical Approach Can Lead the BD Team to Victory

The technical approach is a crucial component of a federal government proposal and can make or break your chances of winning a government contract. In this article, we will discuss what a technical approach is, its importance in government contracting, and how to write an effective technical approach that can help you win government contracts.

What is a Technical Approach in Government Contracting?

The technical approach is a section of a proposal that explains in detail how the proposing organization plans to carry out the work and meet the requirements of the RFP (Request for Proposal). It includes information about the proposed methodology, technical solutions, and any tools or technologies that will be used to execute the contract.

Why is the Technical Approach Important?

In order to win a government contract, a proposal must demonstrate that the proposing organization has the necessary technical capabilities and expertise to successfully perform the work required by the government agency.

The technical approach is the foundation of an RFP proposal response, and it's crucial to show that your team has all critical success factors and how they are important to the customer. Moreover, the technical approach should highlight the proposing organization's experience and qualifications across the PWS or SOW. This may include information about past projects, certifications, and expertise of the proposed team members.

How to Write an Effective Technical Approach

Here's a step-by-step guide on how to write a technical approach that can help you win government contracts. If the RFP requires that you address five technical areas of the PWS, then you go thru this process and every step for each of the five technical areas. The entire process is addressed separately for each required PWS or SOW element.

These sections may be completed by various technical personnel or Subject Matter Experts (SMEs). Be sure and provide the outline below to each author who is writing a technical section and provide instructions that they are to address every element listed.

Understanding

Show understanding of the Performance Work Statement (PWS) or Statement of Work (SOW) section with introductory statements of how this element fits into the overall contract. Detail the purpose of this contract, why it is important for the customer, and how it helps them meet their mission. Discuss the end objectives or results of the work and how the customer will use them.

Section Theme Statement

Incorporate the win theme or theme statement for this section into your understanding narrative, as it is not a stand-alone heading. Get expert advice on theme statements from **Shipley Associates**.

Detailed Approach

Provide a step-by-step guide that describes how the work will be performed. What must the successful contractor have in terms of resources, experience, etc., to complete this work? Refer to the Workflow graphic you developed, but do not repeat every detail. Give the big picture approach and allow the graphic to provide more detail.

Technical Workflow Graphic

Use a flowchart method to diagram the technical workflow for each PWS or SOW element. Include how work comes into the department, how work is assigned to various employees or groups, tools, reference documents, directives, processes, procedures, approvals, quality control checks, reworks, and anything else that will annotate how work is performed.

The graphic should break down complex technical tasks into a visual that can be easily understood by technical and nontechnical personnel. Include technical experts to provide inputs to the workflow, review the draft workflow, then revisions to workflow, until all agree that it accurately reflects the work process.

Innovations, Initiatives, or Improvements

Explain any innovations used in your approach and how they benefit the customer. They can easily be incorporated into your Features/Benefits chart for quick identification.

Tools, Methodologies, Skills, Techniques, Documents, & Processes

Explain the tools, methodologies, etc. that you will use to execute this task or PWS section. List brand name of software, existing customer systems and software, industry best practices, like Engineering V Model, ITIL, SCRUM, PMP, etc. Include interface with internal and external customers and groups since they are also defined in terms of function.

Interfaces

Identify internal and external interfaces to complete this PWS work. Also, identify vendor and departmental interfaces. Internal interfaces include within the contract organizational structure and with the prime contractor, and with the supported government staff. External interfaces can include interfaces with other companies executing other contracts for the same customer or agency, and interfaces between various agency directorates or departments and even other government agencies.

Features and Corresponding Benefits, Strengths, Discriminators

Develop a table format for features and benefits to use throughout the proposal. List the Feature of your approach and a corresponding Benefit of that feature.

Note, a Benefit must save time, save money, or offer a wanted capability not previously available to the customer. Determine your team strengths during capture strategy development, and include those in the graphic also.

Much of knowing which features and benefits to highlight as discriminators comes from interfacing with customers during Official Government Industry Days.

Read our recent blog post to see how to take advantage of this opportunity and find out **What You Can Learn from an Official Government Industry Day.**

Discriminators

A discriminator is a feature of your proposal or solution that differ from a competitor's offer - usually a competitor cannot provide the same feature. To be a discriminator, the feature must be important or wanted by the customer. Team discriminators and rationale can be included in the Features & Benefits, and Strengths table.

Quality Control

Detail what quality control methods will be applied to this PWS element. Detail roles and responsibilities of the quality control team and how contract employees will support quality control objectives. Also include how quality is measured and reported for the PWS element.

Risk Identification and Mitigation

Use a proven risk identification and mitigation process to identify and record actual or potential risks and describe how they will be mitigated or avoided. The **Risk Management Guide for DoD Acquisition** provides a great synopsis of risk management. Use a standard 5 x 5 Risk Matrix to assess and categorize potential risks and be sure to list mitigation or avoidance strategies for each risk.

Proof Points

Use an experience example, proof point, or golden nugget to show how well you performed this same work on another contract. The details should include:

- Customer, Name, and Location
- Agency
- Contract Name
- Years on Contract
- Success story from contract performance
- The similarity to the current PWS element

Summary

The technical approach is a crucial component of a government proposal and must showcase your team's capabilities and expertise to win a contract. By following the step-by-step guide provided in this article, you can write an effective technical approach that highlights your strengths and discriminators and sets you apart from the competition.

Efficiencies/Strengths	Advantages/Benefits	Goal Supported
ABC XXX supports Directorates and Divisions. Our deep experience in CUSTOMER NAME XXX support includes inventory regulations, policies, internal procedures, and ability to manage unserviceable, deteriorated, and obsolete XXX.	ABC is the only company with XX (name specific experiences such as IT, Service Center, Systems Engineering…) experience. We have trained XXX personnel to support all Divisions and are able to cross-level XXX personnel to meet diverse testing requirements and safety regulations. We designed our training and management processes to efficiently support all Divisions.	#2 Culture of Quality & Safety
XX Support Request, XX SharePoint Workflow introduced by ABC XXX Team.	Standardized approach for requests to be serviced from all ECTD divisions to haul, ship, or receive ammunition. Provides schedule view, long-term planning, historical metrics, and transparency of day-to-day XXX dispatch operations to all customers including Government Test Engineers and XXX test teams.	#1 Automation
Innovation	**Advantages/Benefits**	**Goal Supported**
Develop barcoding system for XXX asset visibility. This capability was requested by the XX office.	Uses technology to create system enabling real-time updates via mobile and wired-in devices during XXX life cycle. Allows for transparency through test phases.	#1 Automation

The Simple Way to Convey Strengths in a Federal Government Proposal

Before you start writing a proposal, it's important to understand the evaluation criteria. Most federal government agencies use a standardized evaluation process, which typically includes technical capability, management capability, past performance, and price. By understanding these criteria, you can tailor your proposal to address each one effectively.

When reading the evaluation criteria for federal GovCon Requests for Proposal (RFPs), Proposal Managers review Section M to see exactly how evaluators will score their response to the RFP. Here is an excerpt from an actual US Army RFP:

"Each sub-factor will be evaluated to determine the degree to which the proposed approach associated with each sub-factor meets, exceeds, or does not meet the minimum performance or capability requirements through an assessment of the **strengths, weaknesses, deficiencies** and **risks** of the proposal."

It is probably self-explanatory that strengths are good, and that weaknesses, deficiencies, and risks are not so good. This post will discuss how to convey your strengths and ensure your team is viewed as low-risk.

These tactics will help you score higher in the evaluation process and get closer to your goal of winning the contract.

Ensure Your Solution is Rated Low-Risk

Evaluators review submitted proposals in accordance with the Section L – Instructions to Offerors, Section M – Evaluation Criteria, and Section C – Performance Work Statement (PWS) / Statement of Work (SOW). After reviewing a factor or sub-factor, they compile a list of strengths, weaknesses, deficiencies, and risks, for the proposal they are evaluating.

The goal of all offerors or bidders is for their proposal to have multiple strengths, no weaknesses or deficiencies, and be deemed **low risk**. Here are more details from the RFP on how evaluators assess and define risk.

COMBINED TECHNICAL/RISK RATINGS	
Rating	**Description**
Outstanding	Proposal indicates an exceptional approach and understand of the requirements and contains multiple strengths, and risk of unsuccessful performance is low.
Good	Proposal indicates a thorough approach and understanding of the requirements and contains at least one strength, and risk of unsuccessful performance is low to moderate.
Acceptable	Proposal meets requirements and indicates an adequate approach and understanding of the requirements. Strengths and weaknesses are offsetting or will have little or no impact on contract performance. Risk of unsuccessful performance is no worse than moderate.
Marginal	Proposal has not demonstrated an adequate approach and understanding of the requirements, and/or risk unsuccessful performance is high.
Unacceptable	Proposal does not meet requirements of the solicitation, and thus, contains one or more deficiencies, and/or risk of unsuccessful performance is unacceptable. Proposal is not awardable.

Make sure your capture team carefully reviews all proposed solutions and identifies any risk that is created by your proposed approach. The way to ensure the evaluators view you as low-risk is to identify potential risks and corresponding mitigation or avoidance procedures to ensure the risk does not impact mission success. See the previously posted blog, 'What is Risk Management and What Do I Need to Know?'

Emphasize Your Team Strengths

One strategy for many GovCons, is to specifically call out solutions in their proposal as a strength. It has long been a best practice to highlight solutions, innovations, initiatives, or other strategies that evaluators would deem as strengths for your team. Proposal Managers and Writers can use the word 'strength' throughout the proposal to make it easier for evaluators to recognize those solutions and hopefully add these to their list of strengths.

You can portray strengths in the proposal in a graphic or in the narrative text. An easy way to portray team strengths is in a table highlighting efficiencies and advantages.

The sample table shown below lists strengths, efficiencies, and innovations in the first column, and the associated advantage or benefit to the customer in the center column. This table can easily be included as part of the technical and management approaches. It makes a good end of approach section where you are reminding the evaluator of key items they just read in the approach.

In this example, each strength and benefit map to the Contract Goal supported in the right column. Read more about developing Contract Goals in the 4th blog of this series, '*How to Turn your Incumbentitis into a Winning Proposal Strategy*.

List your team's strengths in the proposal in a summary at the end of each sub-factor or section. This means a list of strengths is the last item that the evaluator reads or reviews before moving to another section. Take this idea a step further, and make this a bulleted list using checkmarks for the bullets.

The idea behind this technique is that evaluators are checking items off on an evaluation form. When we see checks, we subconsciously think – CHECK, which is very close to the idea of checking items as done or complete. This is a positive action, and a checkmark bullet at the beginning of each sentence provides a good visual that is easy for the Evaluator to locate.

Efficiencies and Strengths	Advantages/Benefits	Goal Supported
Acme developed many maintenance procedures currently used on ITSS I, which we will also use on ITSS II.	Decreased equipment downtime ad reduction in number of major repairs. Improved safety and qualify as timely, routine maintenance repairs circumvent fewer large-scale repairs.	#4 Process Improvement #1 Automation
Innovation	**Advantages/Benefits**	**Goal Supported**
Checklist for urgent and non-urgent repairs flowchart - Facility POCs validate repairs are made by Base Ops contractor	Saves rework, time, and money.	#5 Cost Control #1 Process Improvement

Example Strengths List

The Example listing below provides a sample introduction paragraph and strengths list. In the example, ACME is a placeholder for the Prime Contractor Name, USG is the customer's name, Agency is the Government Agency name, and ITSS II is the contract name.

The XXX Team approach includes Customer Name insight at all levels and ensures mission success across all PWS elements. The XXX Team is the lowest risk and most capable team and provides several advantages for USG.

Evaluators have even been known to pull strengths for inclusion in their award adjudication justification notes.

Whichever way you choose to portray your team's strengths of your federal government proposal, make sure that the strengths are:

- **Easy to read** - set apart from rest of the narrative by using bullets, bold font, or way to denote this different than most of the text on the page.
- **Easy to understand** with simple language the customer uses - bulleted pointed allow you to start the lines with strong verbs or descriptive text.
- **Easy to locate** when the evaluator searches for them when compiling their list of strengths, weaknesses, deficiencies, and assigning a risk rating.
- **Consistent** - keep each 'strength' section in the same format and evaluators will expect to see that in each sub-section of your proposal.

Example Strength list in proposal.

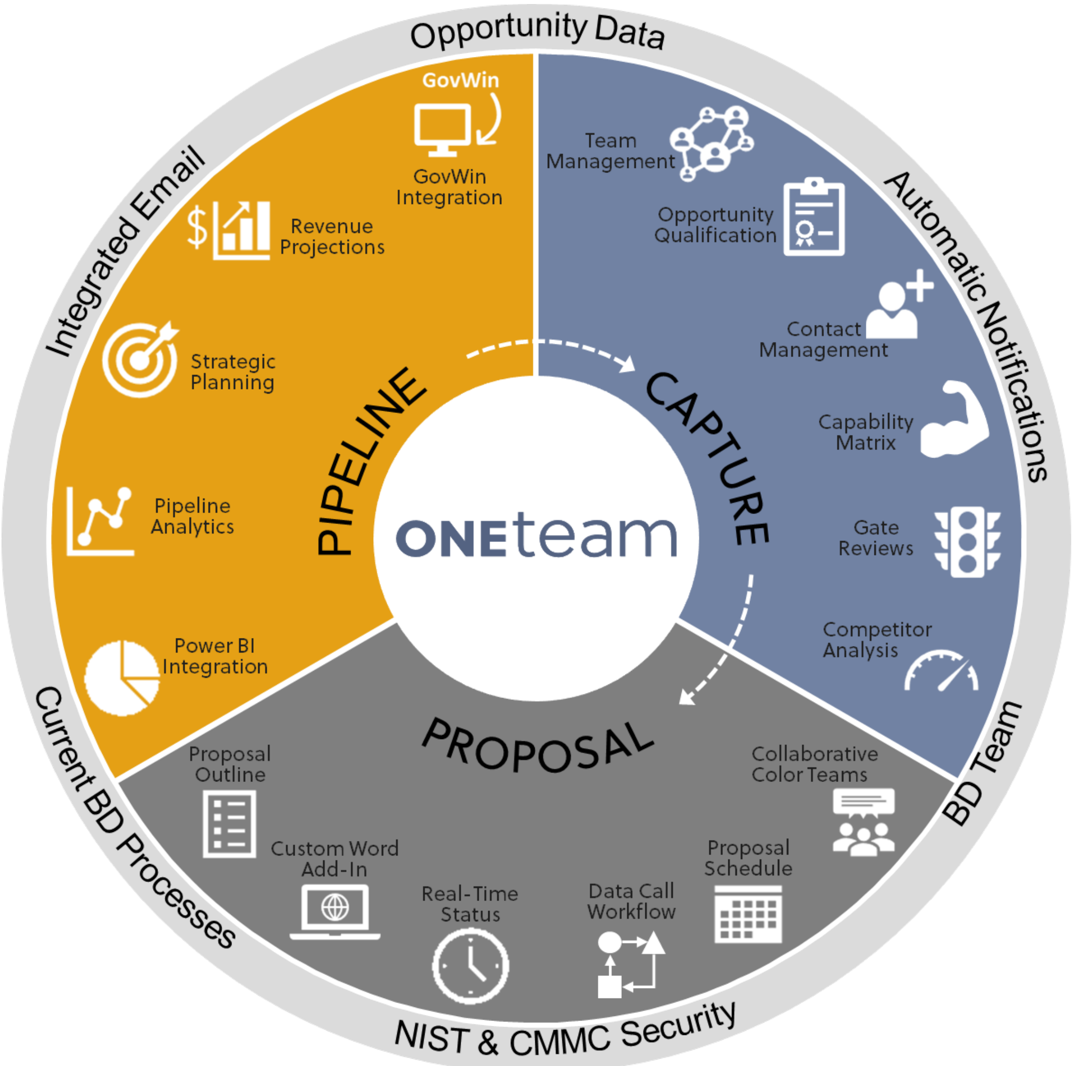
- ✓ Capable and USG-experienced current Prime contractor. 4 years of hands-on experience with proven processes in use at USG today as the ITSS I Prime contractor and major subcontractor of IASS. We currently provide support to all USG staff sections and Directorates.
- ✓ Proven USG performance. 100% of ITSS I Contractor Performance Assessment Reporting System (CPARS) were rated EXCEPTIONAL.
- ✓ We take care of our employees. We have USG retention rate of 98%. We are a 7-time XXX award winner.
- ✓ Technically superior and proven Program Manager (PM) and Program Management Office (PMO). James Thornton, the ITSS I and proposed ITSS II PM, has 27 years of management experience including relevant USG and T&E experience. PMO personnel have 17 combined years of USG support, and a deep knowledge of agency systems, processes, and requirements.
- ✓ Minimal risk transition with a 99%+ capture rate over 3 transitions. We have USG Phase-In experience, a proven Transition team, and over 96% of the incumbent workforce committed to transition to ITSS II.
- ✓ Fiscally stable with mature systems and processes. PRIME NAME is financially stable and secure. We have a $13.4 M line of credit and a low-risk Dun and Bradstreet rating. PRIME NAME has grown 450% since we were awarded ITSS I. We have robust HR, Financial, Security, IT/IM systems.
- ✓ We have a TS facility clearance and manage all personnel clearances.

More about OneTeam

OneTeam is a complete, secure, cloud-native collaboration platform for GovCons to track, qualify, capture, propose and win more contracts.

OneTeam was designed and developed by a federal government contractor to Integrate, automate, and streamline the Entire BD Lifecycle with fewer resources.

OneTeam has so many benefits for the entire BD team. We have innovative features that integrate the whole BD lifecycle, and provide unique tools, dashboards, and a custom Word Add-In for a truly integrated BD process!



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