

## **SUCCESS STORY FOR FEDSOURCE COTR TRAINING**

FedSource awarded a number of Indefinite Delivery Indefinite Quantity (IDIQ) performance-based project support contracts in Fiscal Year 2003. The new contracts have different requirements than our previous project support contracts. Multiple award IDIQ contracts require competition among all contractors for task orders, thereby providing the government with the best value based on the specific need at hand. Performance-based contracts allow the customer to identify a task in terms of what is to be done or results required, as opposed to how the task must be performed. This allows the contractor greater flexibility in providing innovative solutions that result in improved performance for the customer.

With this new approach also came a requirement for training for the FedSource Contracting Officer Technical Representatives (COTRs). FedSource St. Louis hosted three COTR training sessions within a three-month period for a total of 46 attendees.

Training focused on performance based contracting methods, competition of task orders and quality assurance. Performance-based contracts require the use of a Quality Assurance Surveillance Plan, or QASP, to monitor the contractor's performance and verify that services/deliverables have been received and meet the Government standards for quality, timeliness and quantity such that payment is authorized. Training included group exercises tailored to actual FedSource task orders to identify deliverables, performance standards, and surveillance methods used in QASPs.

The Vice President of Procurement also gave specialized training covering FedSource procedures and common COTR topics, with the assistance of the Bureau of the Public Debt Contracting Office. The sessions were very successful and gave the COTRs an opportunity to meet and interact, compare situations, and ask questions not only of each other but also of contracting personnel.