



SpringCM Solution Data Sheet

PAST PERFORMANCE MANAGEMENT FOR GOVERNMENT CONTRACTORS

IMPROVE WIN PROBABILITY AND REDUCE B&P COSTS WITH BETTER QUALITY PROPOSALS

The past performance of a government contractor is an important measure not only of the quality of service they provide, but a critical component of their ability to win future business. It serves to denote a contractor's competency and expertise and provide a record of customer satisfaction.

Given its importance, this critical information should be organized, nurtured and readily available across the organization in a consistent form. However, this information is usually scattered across the organization or not available in its entirety. This makes it difficult to pull together the information in the context of the proposal — and requires starting from scratch every time. This problem is compounded if the government contractor is working with subcontractors — and a lack of visibility into teammate performance and capabilities can be a significant hurdle to cross in the race to develop a winning proposal.

A lack of past performance deprives contractors of an accurate snapshot of their own qualifications and experience. As a result, they often either bid on contracts for which they are not well qualified or pass on contracts for which they may be well-suited. This creates inefficiencies, escalates costs, and leads to loss of revenue.

THE SPRINGCM PAST PERFORMANCE SOLUTION

SpringCM enables custom organization of vast amounts of past performance data in a central repository that can be quickly and precisely searched to provide the right information, when you need it, across the enterprise. Centralized past performance data eliminates the need to seek information distributed across teaming partners, desktops, shared drives and disparate content repositories. Time previously wasted on searching for and piecing together disparate data can instead be used on the development of winning proposals and task order responses.

The past performance solution also allows teaming partners to provide their competencies, expertise and other information relevant to winning government business

Past performance data serves as a measure of the quality of service of an organization and an indicator of their ability to win future business.



Accurate past performance data allows organizations to correct information that is inaccurate in government databases and via public resources.

in one central location. As expertise and competencies develop, the same central information can be enhanced and made available to all – eliminating multiple copies with varying content, while reducing B&P costs and increasing proposal quality. Workflows ensure that the right project personnel update data for timeliness and accuracy. The end result is reliable, readily available information to incorporate into the proposal and teammate selection process to enable better decisions and higher win rates.

The SpringCM past performance solution can solve a number of business development challenges:

CHALLENGE	SOLUTION
Inconsistent information and diverse formats from a variety of sources	Definable, forms based template collects and updates information with escalation procedures and timer alerts
Silos of information within various business units and assorted storage mechanisms that limit organization wide visibility	Centralized repository offers cross-organization visibility while maintaining documents in secure folder hierarchy based on custom taxonomy
Inability to find the right information due to lack of or sub-optimal search capabilities	Precise identification of past performance citation via powerful search mechanism saves time and ensures consistent content
Lack of data on past performance to match against SOW during bid analysis	Updated past performance citations that provide the right information, accessible across the enterprise
Keeping past performance citations updated	Flexible e-forms-based process enables easy updates by assigned personnel
Time consuming, cumbersome process to develop RFP specific versions of past performance information	Forms based and custom workflow approach provides targeted content for effective RFP specific responses
Repetitive data gathering that frustrates employees and reduces quality of input or ability to meet deadlines	Knowledge management capabilities enable maintenance and identification of various versions of past performance data

KEY FEATURES

Past performance capture and storage

- Standard template-based approach provides consistency of information submitted across all designated personnel
- Immediate availability of new and updated information to business development and proposal managers
- Automatic rules ensure storage of past performance data in designated folders under a custom taxonomy

Content standardization for easy re-use

- Easy forms-based approach allows context-specific queries and updates plus content consistency
- Categorization consistency for precise search
- Granular storage of data for easy re-use and customization in responses to proposals or task orders

Easy categorization and powerful search

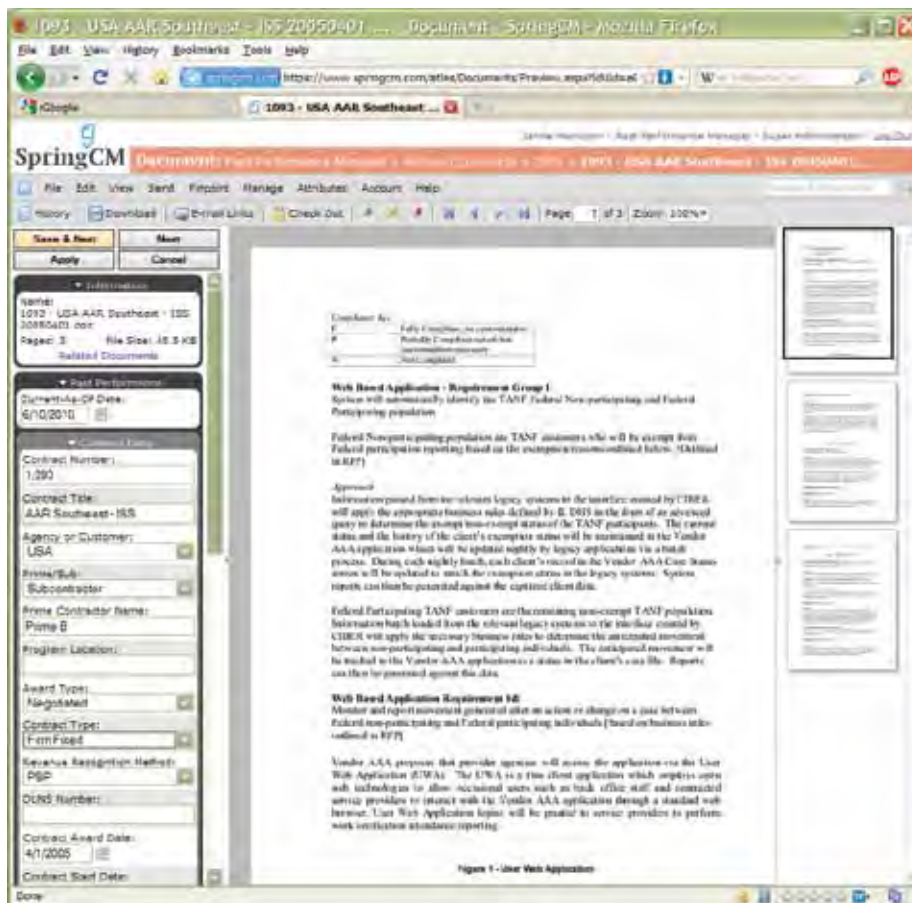
- Categorization by any attribute - contract, opportunity type, agency, task location, task category, date range, revenue range and more
- Full-document Optical Character Recognition (OCR) to search on any text or value
- Search mechanisms that include full-text, custom metadata, Boolean and keywords
- Precise identification of citations based on multiple categories including combinations
- Saved search feature quickly recalls previous searches as needed

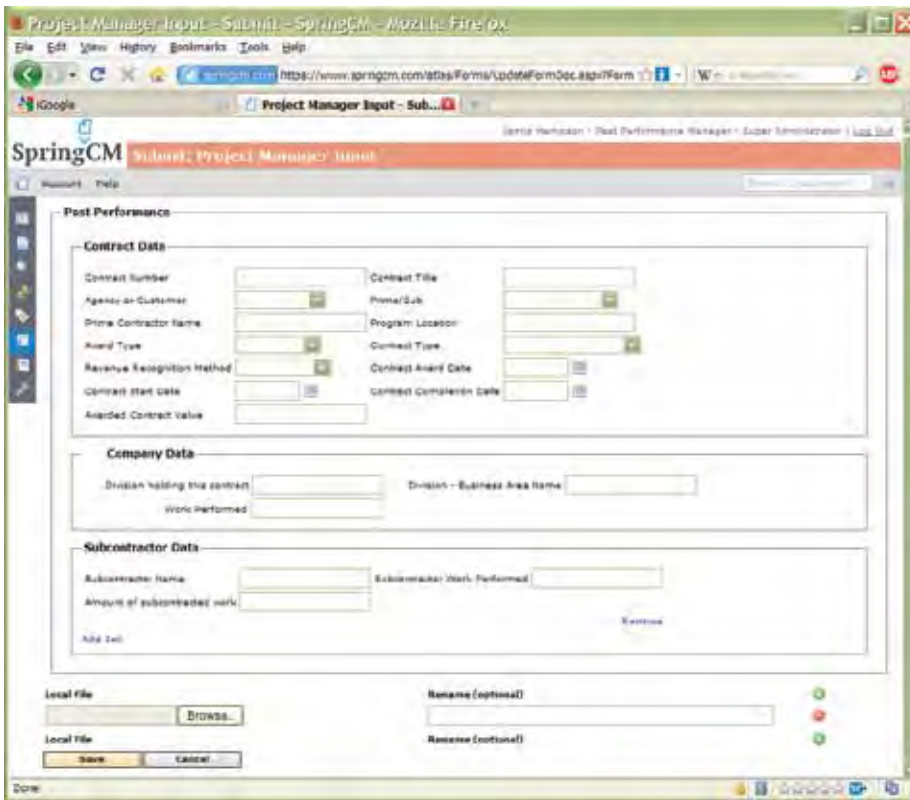
Past performance updates and maintenance

- Integrated workflow that enables event or time based updates
- Flexible rules and forms-based approach for easy updates, including escalation procedures
- Timely updates via direct input from program managers on pertinent sections only
- Streamlined process-oriented approach that eliminates confusion, increases accuracy
- Optional review and approval cycles to ensure consistency across the organization

To bid or not to bid?

With accurate past performance information, organizations can focus bid efforts on contracts best suited to their expertise.





LEADERS RELY ON SPRINGCM

ACS, Inc. State & Local (a Xerox Company)
 Avon
 Base Technologies
 Blue Cross, Blue Shield of South Carolina
 BTAS, Inc.
 Comcast
 Cox Communications
 CSC
 JB&A, Inc.
 L-3 Communications
 Management Concepts
 Merlin International
 ResCare
 Siemens
 Tenacity Solutions
 UIC Technology Services
 USIS
 Virginia Correctional Enterprises

Robust security

- Role-based robust security model ensures need-to-know to past performance data
- Customized reports on past performance can illuminate trends in won/lost contracts, partner arrangements, core services competencies and other metrics

Reporting capabilities

- Summary reporting based on any citation attribute or characteristic
- Easy report customization

The SpringCM past performance solution for government contractors is powered by the most versatile content management and workflow platform to ensure lower risk and costs. Based on the proven Software as a Service (SaaS) delivery model, the platform combines 25 different technologies so organizations can quickly deploy content-intensive and collaborative applications and realize value while minimizing total cost of ownership.



ABOUT SPRINGCM:

SpringCM is the recognized market leader in enterprise-class cloud platforms for managing content and business processes. SpringCM's affordable, rapidly deployable solutions enable government and commercial organizations to address their most critical Enterprise Content Management (ECM) and Business Process Management (BPM) challenges. Solutions come with built-in security management for FISMA "moderate" and have a Type II SAS-70 certification. SpringCM is ready to support agency pilots and applications, whatever your budget.

For more information, please email sales@springcm.com or call 877.362.7273.

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