# Volume I - Authors: John (management including subcontracting appendix), Meghan (past performance), and Prita (technical approach and key personnel). 80 Page Limit.

1.0 Management Capability and Approach – limit 25 pages

Detailed Page Limits:

* + Executive Summary – 2 pages
	+ Scope of Services (Section C) Objectives functions – 5 pages
	+ Program management – 4 pages
	+ Risk management – 3 pages
	+ Quality management – 3 pages
	+ Performance management – 4 pages

Win Theme and Hot Buttons to address in each section:

“Company ABC understands the GSS program from both mission and operational perspectives. We currently employ a number of the key personnel with the required skills to accomplish the GSS objectives; including experience developing comprehensive program management methodologies that are adaptable to complex international contracts, such as sample and future GSS task orders.”

* This theme addresses 2 customer hot buttons:
	+ Process improvement must have smooth and fast transition
	+ Contractor personnel must become part of U.S. Embassy culture – no friction between contractor personnel and embassy staff
	+ See Storyboard for features and benefits to use

Executive Summary

Company ABC’s Approach to GSS Scope of Services

Objective 1

Objective 2

Objective 3

Objective 4

Program Management Approach

Risk Management Approach

Quality Management Approach

Performance Management Approach

2.0 Past Performance and Experience – limit 5 pages

Detailed Page Limits:

* 1 page per Profile
* Surveys and Attachment H are excluded from the page limit

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Company ABC Past Performance Contract Profile 1

|  |
| --- |
| Contract Title |
| Contract/TO Number: |  |
| Period of Performance: |  |
| Contract Value: | $ |
| Point of Contact: | Name, Title, Email, Telephone Number, Address |

**Size, Scope, and Complexity:**

**A) Business process support for visa-related operations:**

**B) Facilities in a variety of foreign locales that provide visa-support services:**

**C) Consolidated program management and oversight:**

**D) Measuring program success against predefined metrics:**

Past Performance Survey for Contract Profile 1

World Wide Presence Profile (Attachment H)

3.0 Technical Approach and Key Personnel Qualifications – limit 50 pages with resumes

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Information Technology (IT) Integration Approach

Scope of Services Objective 1

Scope of Services Objective 2

Scope of Services Objective 3

Scope of Services Objective 4

Key Personnel Resume Profile 1

**Name:**

**Key Position being Proposed:**

**Contingent Hire:** [Yes / No]

**Relevant Work Experience:**

|  |  |
| --- | --- |
| Employer and Title | Dates of Employment |
| Description of work |
| Employer and Title | Dates of Employment |
| Description of work |
| Employer and Title | Dates of Employment |
| Description of work |

**Education:**

|  |  |
| --- | --- |
| School: | Graduation Year: |
| Degree: |  |
| School: | Graduation Year: |
| Degree: |  |

**Professional Development (Achievements and Training):**

|  |  |
| --- | --- |
| Title of Course/Achievement: | Date: |
| Title of Course/Achievement: | Date: |
| Title of Course/Achievement: | Date: |

Key Personnel Resume Profile 2

**Name**:

**Key Position being Proposed:**

**Contingent Hire:** [Yes / No]

**Relevant Work Experience:**

|  |  |
| --- | --- |
| Employer and Title | Dates of Employment |
| Description of work |
| Employer and Title | Dates of Employment |
| Description of work |
| Employer and Title | Dates of Employment |
| Description of work |

**Education**:

|  |  |
| --- | --- |
| School: | Graduation Year: |
| Degree: |  |
| School: | Graduation Year: |
| Degree: |  |

**Professional Development (Achievements and Training):**

Appendix A - Subcontracting Approach - No page limit in RFP - limit 15 pages

Detailed Page Limits:

* + Security – 3 pages
	+ Service Model Integration – 3 pages
	+ Performance – 3 pages
	+ Support – 3 pages
	+ SB utilization – 3 pages

Win Theme and Hot Buttons to address in each section:

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Security

Service Model Integration

Performance and Accountability

Subcontractor Support

Small Business Utilization