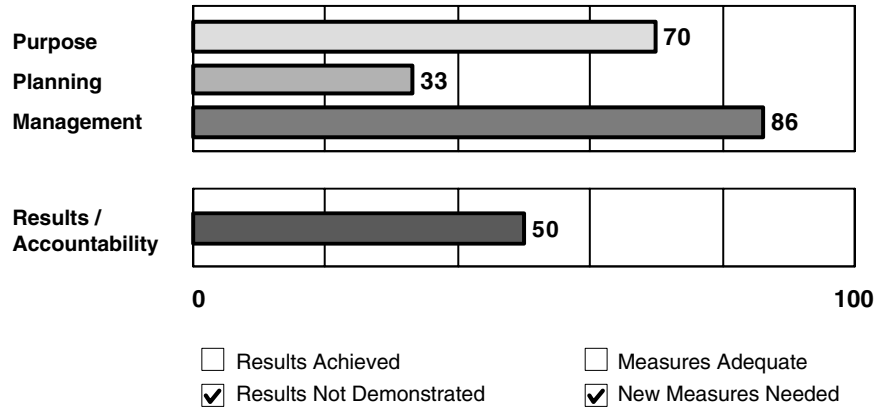


**Program: Multiple Award Schedules**

**Agency:** General Services Administration

**Bureau:** Supply and Technology Activities



**Key Performance Measures**

**Year Target Actual**

Measure	Year	Target	Actual
Long-term Measure. Measures under development			
Annual Measure: Percent of schedule contracts awarded to small and minority-owned businesses	2001	77%	78.1%
	2002	77%	78.4%
	2003	77%	
	2004	77%	
Annual Measure: Operating cost per \$100 of sales	2001	\$0.73	\$0.65
	2002	\$0.75	\$0.66
	2003	\$0.72	
	2004	\$0.69	

**Rating: Results Not Demonstrated**

**Program Type:** Direct Federal

**Program Summary:**

GSA's Multiple Awards Schedules program manages government-wide contracts that provide federal agencies with a simple ways to buy products and services at discount prices.

The assessment found that the agencies achieve time and cost savings by using established procurement contracts verses renegotiating similar contract for the same goods and services. Additional findings include:

1. The program's long-term goals are not measurable and do not allow for future assessment.
2. GSA has several solid annual performance measures, including an efficiency measure, which GSA typically meets or exceeds. However, the goals have been set very low (at or below the baseline level) for several of the measures. Also the annual goals were not linked to the achievement of long-term goals.
3. GSA monitors business performance on an on-going basis and takes corrective actions when necessary, including reassigning staff, strengthening management commitment, and realigning resources.
4. The program's one-percent administrative fee does not allow the fund to break-even. GSA has realized significant surpluses over the past several years.
5. There are redundancies in the areas of IT, sales, marketing, and contract offerings. GSA is working to address this problem.

In response to these findings, the agency will:

1. Adjust administrative fee to .75 percent and develop mechanisms for evaluating the effect of this adjustment on program.
2. Develop adequate long-term, measurable goals.
3. Develop annual goals that are ambitious, meaningful, and linked to the achievement of long-term outcome goals.
4. Improve training to help agencies achieve best value on negotiated procurements.

**Program Funding Level (in millions of dollars)**

<u>2002 Actual</u>	<u>2003 Estimate</u>	<u>2004 Estimate</u>
142	164	173