Analysis of Service Contract Inventory for FY 2011

Bureau for Management
Office of Management Policy, Budget, and Performance
Policy Division

January 31, 2012

The United States Agency for International Development (USAID) is recognized as a central pillar in our national security strategy. Its development mission is to shape and sustain a peaceful, prosperous, just, and democratic world for the benefit of the American taxpayer and people around the world. The Agency is uniquely committed to fostering innovative development solutions for stability and progress.

In accordance with Section 743 of Division C of the Fiscal Year (FY) 2010 Consolidated Appropriations Act, P.L. 111-117, civilian agencies are required to prepare an annual inventory of their service contracts to determine whether the contractors' skills are being utilized in an appropriate manner.

As stated in the U.S. Office of Management and Budget (OMB) Memorandum of December 19, 2011 entitled, *Service Contract Inventories*, by December 30, 2012, USAID must submit a report for public disclosure on its analysis of the FY 2011 service contract inventory to determine if contract labor is being used in an appropriate and effective manner. Further, the report must state whether the mix of federal employees and contractors in the Agency is effectively balanced. At a minimum, the analysis should identify:

- The Special Interest Functions Product Service Codes (PSCs) studied by the Agency;
- The methodology used by the Agency to support its analysis (e.g. sampled contract files, conducted interviews of Agency staff working on specific contracts of interest);
- Actions taken or planned by the Agency to address any identified weakness or challenge.

The analysis provides a listing of the required service contracts with contract-related information as required in the Office of Federal Procurement Policy's (OFPP) guidance. The report is divided into four main parts:

Part 1	Summarizes the special interest functions studied, the dollars obligated to those specific PSCs in FY 2011, and the rationale for focusing on the identified functions.
Part 2	Focuses on a review of contract information, interviews, and questionnaires used by the Agency to support the analysis, the Agency findings, and actions taken or planned to provide insights into the current practices and execution of USAID service contracts.
Part 3	Examines the data generated by the questionnaires. These findings explain the use of the various PSCs and the questionnaire-specific elements.
Part 4	Outlines related Agency contract initiatives that provide increased oversight and scrutiny for contract activities ranging from Human Capital Planning, Agency Acquisition and Assistance (A&A) Planning templates to the Small Business Review.

Finally, after analyzing key factors included in the Service Contract Inventory Questionnaire, concrete conclusions are articulated to continue setting effective priorities that align with the Agency's strategic goals.

I. SPECIAL INTEREST FUNCTIONS STUDIED

During FY 2011, USAID awarded contracts in 10 of the 15 "Special Interest Functions" identified by the OMB's Office of Federal Procurement (OFPP). Of the Special Interest Function PSCs, the Agency had no contracts awarded for the following codes: B505 Cost Benefit Analyses, R406 Policy Review/Development Services, R413 Specifications Development Service, R423 Intelligence Services, or R414 Systems Engineering Services.

In FY 2011, USAID awarded a total of 1,251 contracts which were in the Special Interest Function categories. These awards each had a contract value greater than $25,000 with a total value of $406,068,069. Contract actions such as modifications, extensions, and renewals are not included in these totals.

In addition to the required PSCs assessed, the Agency evaluated three additional codes of interest; R421 Technical Assistance, R499 Other Professional Services, and R799 Other Management Support Services. These three additional codes of interest hold USAID's largest obligations with a total value of $2,735,827,228.28. Of particular interest are the program management functions that are critical to the Agency's overall mission.

Figure 1: Summary of the 13 Product Service Codes (PSC)

PSC	Description	Contract Spending	% of Total	Count	% of Total
Special Interest Functions					
R408	Program Management/Support Services	$182,942,052.50	45.05%	127	10.15%
R497	Personal Service Contracts	$92,018,113.76	22.66%	943	75.38%
D314	ADP System Acquisition Support Services	$59,905,057.40	14.75%	82	6.55%
R425	Engineering and Technical Services	$26,710,065.23	6.58%	16	1.28%
R409	Program Review/Development Services	$18,511,034.00	4.56%	8	0.64%
R407	Program Evaluation Services	$13,276,575.47	3.27%	39	3.12%
R707	Management Services/Contract and Procurement Support	$11,253,729.81	2.77%	24	1.92%
D302	ADP Systems Development Services	$715,782.44	0.18%	4	0.32%
D307	Automated Information Systems Services	$605,558.48	0.15%	7	0.56%
D310	ADP Backup and Security Services	$130,100.63	0.03%	1	0.08%
Subtotal		$406,068,069.72	100%	1,251	100%
Largest Percentage of Obligations					
R421	Technical Assistance	$2,203,418,906.49	80.54%	255	78%
R499	Other Professional Services	$314,026,374.06	11.48%	96	17%
R799	Other Management Support Services	$218,381,947.73	7.98%	29	5%
Subtotal		$2,735,827,228.28	100%	580	100%
Grand Total		$3,141,895,298.00	100%	1,831	100%

The 13 Product Service Codes were assessed, a total of 1,831 contracts, each greater than $25,000 in value, with a combined award value total of $3,141,895,298. This subset of contracts represents 74 percent of the Agency's total service contract inventory found in Tab 1.

II. METHODOLOGY

For this analysis, a combination of methods and tools were employed, including review of contract information, interviews with USAID Contracting Officers (COs) who have the authority to administer contracts, interviews with USAID Contracting Officer Representatives (CORs) who oversee and manage the project, and a questionnaire was distributed to determine whether appropriate policies and procedures are in place to ensure that Agency contracts do not include inherently governmental functions.

Methodology for Data Collection

USAID's FY 2011 service contract inventory consisted of over 1,200 Special Interest Function contract actions. In order to develop a pool of contract actions that was manageable to conduct a meaningful analysis, the Agency examined 151 contracts from the inventory. This pool represents approximately 10 percent of USAID's total number of Special Interest Function Product Service Code (PSC) contracts.
To refine the sample population, awards funded $25,000 or below were excluded from the sampling pool. Once inventories were filtered to eliminate contract actions outside the scope of the analysis, a proportional number of each PSC was analyzed based on the relative number of contracts in each category. The result was a total of 151 contract actions.

This analysis focused on PSC categories in the inventory as follows:

1. R408 Program Management / Support Services
2. R497 Personal Services Contracts
3. D314 ADP System Acquisition Support Services
4. R407 Program Evaluation Services
5. R707 Management Services / Contract and Procurement Support
6. D302 ADP Systems Development Services
7. D307 Automated Information Systems Services
8. D310 ADP Backup and Security Services
9. R421 Technical Assistance
10. R499 Other Professional Services
11. R799 Other Management Services

PSC Category Descriptions

R408 Program Management/Support Services: Wide-ranging services and support from administrative and analytic support including support to evaluate internal controls, manage audit compliance and the tracking of audit recommendations to provide project management oversight to ensure grantee compliance in administering federally funded programs. A large portion of these projects were also for Information Technology (IT) related purchases and procurements.

R497 Personal Service Contracts: Personnel support to fulfill a range of requirements, including surge, and short term assignments. [1]

D314 ADP System Acquisition Support Services: Information Technology (IT) and Telecom-System Acquisition Support.

R407 Program Evaluation Services: Policy guidance, training evaluation, assessment services and supportive technical assistance and analysis systems into all aspects of program management.

R707 Management Services/ Contract and Procurement Support: Professional support services to the Agency in conducting federal acquisition management activities. Services covered were acquisition planning assistance, including market research and recommending procurement strategy; acquisition document development, including cost/price estimates, quality assurance surveillance plans, statements of work, synopses, solicitations, and price negotiations.

D302 ADP Systems Development Services: Technical support such as web design, e-business, network, help desk, project management, infrastructure protection, internet technology, and software development.

D307 Automated Information System Services: Technical support required from delivery of product through installation and integration, equipment acquisition, software testing and evaluation.

D310 ADP Backup and Security Services: Technical leadership and technical oversight of network cyber security, including but not limited to cyber security audits, assessments, and surveys; and review of cyber security plans, and self-assessments.

R421 Technical Assistance: Technical advice, training, construction, and commodities.

R499 Other Professional Services: Expert advice, assistance, guidance or counseling in support of Agency management, organization, and business improvement effort studied analyses and reports documenting any proposed developmental consultation or implementation efforts.

R799 Other Professional Services: Information technology, administrative, and facilities support services.

Service Contract Inventory Questionnaire

A service contract inventory questionnaire was developed and provided to selected COs and CORs. The questionnaire and interview process were used to collect data necessary to conduct an analysis of the selected contract actions. Assessment parameters were used to determine the following:

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[1] USAID has three primary authorities to hire Personal Services Contracts in Washington D.C. and overseas. These include various "notwithstanding" authorities provided in both authorizing and appropriations legislation; an authority contained in section 636(a) (3) of the Foreign Assistance Act of 1961 (22 U.S.C. 2396) which authorizes USAID to hire Personal Services Contracts overseas; and, an authority which allows USAID to hire a small number of Personal Services Contracts in Washington.

- If contractor employees are performing inherently governmental functions under the contract, based on the definition of "inherently governmental functions" and explained in OFPP (Office Federal Procurement) Policy Letter 11-01, *Performance of Inherently Governmental and Critical functions*, or critical functions, in such a way that could affect the ability of the Agency to maintain control of its mission and operations;
- If specific safeguards and monitoring systems are in place to ensure that work being performed by contractors has not changed or expanded during performance to become an inherently governmental function;
- If there are sufficient internal resources (i.e. training) to effectively manage and oversee contracts;
- If the contractor's scope of work has changed over the period of performance;
- If the contractor is participating as a technical advisor to a source selection board or participating as a voting or non-voting member of a source evaluation board; and if the mix of Federal employees and contractors for a given program is balanced to maximize effectiveness.

III. FINDINGS

A representative number of COs and CORs were interviewed utilizing the service contract inventory questionnaire. In addition to reviewing notes and hard data collected, an analysis of the information collected in the questionnaires related to the sample contracts resulted in the following qualitative measurements. The survey questions follow below in Figure 2.

Figure 2: Questions - FY 2011 Service Contract Inventory Questionnaire

Questions	Desired Answer
Q1 – Is a CO assigned to this contract?	Yes
Q2 – Does the COR have an appointment letter?	Yes
Q3 – Is the COR's training current?	Yes
Q4 – How often does the CO/COR interact with the contractor? Daily, Weekly, Monthly = Yes	Yes
Q5 – Is the contractor making any policy decisions for the Agency?	No
Q6 – Is the contractor participating as a technical advisor to a source selection board or participating as a voting or non-voting member of a source evaluation board?	No
Q7 – Are contractor personnel integrated into the Agency staff to perform the same or similar functions as Agency staff?	No
Q8 – Are monitoring systems in place when the contractor performs "critical functions" such as regulatory and legislative analysis?	Yes
Q9 – Has the contractor's work changed over the period of performance?	No
Q10 – Is the contractor providing inherently governmental services?	No

Per the analysis, a summary of the findings follows below:

- Based on our review of 151 contracts, the Agency determined that USAID contract oversight and management are compliant with federal and Agency level statues and regulations.

- The Agency did not identify any contracts as part of this review as having activities that are closely associated with inherently governmental functions. The CO scope of work review process as well as the COR activities are considered more than adequate to ensure that the work performed by the contract has not changed or expanded during performance to become an inherently governmental function.

- USAID is not using contractor employees to perform critical functions in such a way that could affect the Agency's ability to maintain control of it missions and operations. The COs reported that contractor staff provided essential expertise. The provision of this expert function does not affect the Agency's ability to operate. Specifically, this occurs with Personal Service Contracts (R497) whose technical expertise ranges from science and technology to filling short-term surge needs. Below are further conclusions regarding Personal Service contracts;

  - The Agency has not entered into any unauthorized Personal Services contracts in violation of the provisions in FAR 37. 104. Personal Service Contracts rank second highest in terms of contract spending at $92,018,133.76.
  - A majority of the Personal Service Contracts (R497) reviewed supported services that help local partners advance peace and democracy in priority countries in crisis. These personnel were assigned in countries to provide fast, flexible, short-term assistance targeting key political transition and stabilization needs.

- There are sufficient internal Agency resources to manage and oversee contracts effectively. Data collected and analyzed confirmed that the acquisition workforce assigned to the contracts had the appropriate training, experience and expertise to understand the requirements and proper contract administration in accordance with Agency policy and procedures.

- The analysis revealed that ample contractor monitoring is in place to ensure that contractor's work is performed within contract requirements and that Government requirements for support are being satisfactorily met. Moreover, through collaboration efforts, any issues encountered during contract performance are fully documented and reported to the Contracting Officer who in turn, documents the contract file with resolutions of such issues. A few specific examples of these safe guards include:

  - Daily and weekly progress reviews are held with the CO, COR, and the Contractor personnel responsible.
  - COs communicate with the CORs when monitoring and evaluating contract performance against the contract requirements.

o Ensuring requirements clearly define contract goals and establish deliverables and other reporting requirements such as methods of performance measurements standards in terms of quality, timeliness, and quantity.

Lastly, the need for enhanced guidance to re-assign the correct PSC coding of contracts was evident from the contract review. USAID is in the initial stages of determining how best to instruct Agency employees to better identify and code the type of service or product. The Agency has communicated its new strategy to OMB for establishing appropriate codes for USAID development assistance.

IV. RELATED AGENCY CONTRACT INITIATIVES

Given USAID's commitment to improving the Agency's use of contractors, there have been several support actions and initiatives already underway Agency-wide to ensure appropriate contracted functions. Key initiatives which provide increased oversight and scrutiny for contract activities have been incorporated in the Agency's Human Capital Planning and Acquisition and Assistance Planning Policy. These initiatives ensure workforce recruitment, retention, and procurement processes provide sufficient oversight of contractor performance. A brief description of the objectives of these activities is provided below.

Human Capital Planning

All human capital (HC) goals and objectives cascade from the Joint Department of State / USAID Strategic Plan and USAID's own Agency Strategic Budget / Performance Planning process. These HC goals are then integrated into USAID's Five-Year Workforce Plan, updated annually. After implementing and evaluating the HC initiatives outlined in these plans, USAID considers results and feedback to alter the Agency's strategic and budget planning processes for the following year.

Since 2008 the Agency has met its annual hiring goals by substantially increasing the size and changing the demographics of the Foreign Service. This includes the Agency's increased capabilities in recruitment, hiring, training, and staff development, further enabling the Agency to accomplish its strategic goals and objectives. The HC initiative has allowed USAID to increase direct hire staff for oversight and stewardship functions of contracts and contractor performance.

In FY 2012, USAID will continue to focus on the deployment of staff to critical priority locations overseas and on developing its newly expanded staff. In addition, USAID was selected by the Office of Personnel Management as a pilot for the new Human Resource Statistics (STAT) System of HC planning and monitoring. This system is another tool that will enable USAID to increase efficiencies in workforce planning.

Acquisition and Assistance

1) Acquisition and Assistance (A&A) Planning Templates

In an effort to streamline USAID procurement processes and best practices, a series of Agency A&A templates are provided for use by both technical officers and contracting professionals to assist in making A&A Awards. These templates streamline and standardize Agency A&A related practice, reduce procurement action lead time, and create a common reference point for A&A documents.

The templates provide a comprehensive set of standardized tools for use by technical offices and COs/AOs. These documents, which range from cost guidance to sample acquisition and assistance materials, are designed to provide a clear sense of what technical officers and others should expect to include and take into consideration in each area. The documents are grouped into three areas: General (which includes cost guidance); Acquisition; and Assistance. Ultimately, the A&A templates will not only improve procurement functions, but also strengthen USAID's capacity to ensure appropriate use of contracted functions.

2) Board for Acquisition and Assistance Review

The Board for Acquisition and Assistance review (BAAR) must review proposed A&A actions that meet specific criteria and advise COs/AOs and program/project offices on whether the actions should be restructured to enhance competition; increase transparency; expand opportunities for small organizations and all categories of small business concerns; promote creative or innovative approaches; or otherwise respond to applicable policy. The BAAR will review A&A actions that meet one or more of the following criteria for BAAR consideration and approval:

- A new Indefinite Quantity Contract (IQC) with a ceiling greater than $75 million;

- A ceiling increase of more than $35 million to an existing IQC;

- A new Leader with Associate Award (LWA) with a ceiling greater than $25 million;

- A ceiling increase of more than $25 million to and existing LWA;

- A new sole source contract greater than $15 million; or

- A limited competition contract grant or cooperative agreement greater than $75 million.

- Funded LWA Leader or Associate award extension of any duration or no cost extensions cumulatively greater than 12 months.

- LWAs regardless of size if field buy-ins to the Leader Award are expected to exceed 25% of the Leader Award ceiling.

- For all LWAs awarded after December 2011, individual buy-ins greater than $500,000.

- IQC Task orders greater than $50 million, except those task orders that are predominantly for commodity procurement.

The BAAR review process has provided increased oversight to ensure proposed A&A actions meet criteria and allow for proper Agency contract standards.

3) Small Business Review

USAID's Office of Small and Disadvantaged Business Utilization (OSDBU) must concur with the acquisition strategy for all contracts awarded in Washington at or above $25,000, except those made on behalf of missions. The Operating Unit (OU) and planner for the procurement must conduct market research and provide the CO with their recommendation for the acquisition strategy, including any documentation required for compliance with OMB's *Office of Federal Procurement Policy Letter 11-01, Performance of Inherently Governmental and Critical Functions*. The CO considers the OU's recommendations, and must obtain OSDBU concurrence for actions at or above $25,000, including Institutional Support Contracts and Agreements, multiple award contracts, and orders under Government Services Administration schedule contracts.

4) Performance of Inherently Governmental and Critical Functions

During the pre-award stage as the statement of work is being developed, Operating Units, in particular the program manager (PM) and COR, must confirm that the services to be procured do not include work that must be reserved for performance by Federal employees. Additionally, they must confirm that the Agency will be able to manage the contractor consistent with its responsibility to perform all inherently governmental functions and maintain control of its mission and operations (see OMB's *Office of Federal Procurement Policy Letter 11-01, Performance of Inherently Governmental and Critical Functions and FAR 7.5*). PMs/CORs must provide documentation that procurements above the simplified acquisition threshold will comply with the requirements of the *OMB Office of Federal Procurement Policy Letter 11-01, Performance of Inherently Governmental and Critical Functions.* Accordingly, PMs/CORs must complete and submit the A&A Template on inherently governmental critical functions to the CO.

V. CONCLUSION

In conclusion, the analysis of service contracts determined that contractor labor is being utilized in an appropriate manner. The analysis also found that there are no inherently governmental functions being performed by contractor staff. Although contractor past performance was not a specific focus of this analysis, USAID is expanding efforts to ensure that program managers assess contractor performance. To ensure adequate support and resources to effectively manage contract labor, it is necessary to continually review and evaluate functions and processes in place for the Agency's daily operations and programs. In addition, proper training will continue to be provided and competency standards of the acquisition workforce will be regularly assessed to ensure a sound and knowledgeable workforce that is fully equipped to perform assigned duties.

Tab 1: USAID Service Contract Inventory Summary

USAID Service Contract Inventory Summary

Special Interest Functions		Obligations	% Total Obligations	Contract Type Analysis (as % of PSC Obligations)				Competition Analysis (as % of PSC Obligations)				Time of Obligation Analysis (as % of PSC Obligations)			
				Fixed Price	Cost	Time & Materials/ Labor Hours	Other	Competed	Not Competed	Not Available for Competition	Blank	Q1	Q2	Q3	Q4
B505	COST BENEFIT ANALYSIS	$0.00	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
D302	ADP SYSTEMS DEVELOPMENT SERVICES	$715,782.44	0.02%	16.00%	0.00%	0.00%	84.00%	6.99%	93.01%	0.00%	0.00%	0.00%	49.73%	0.00%	50.27%
D307	AUTOMATED INFORMATION SYSTEM SVCS	$605,558.48	0.01%	21.73%	0.00%	78.27%	0.00%	92.57%	7.43%	0.00%	0.00%	8.88%	8.36%	16.18%	66.58%
D310	ADP BACKUP AND SECURITY SERVICES	$130,100.63	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
D314	ADP ACQUISITION SUP SVCS	$59,905,057.40	1.42%	71.17%	0.00%	10.40%	18.43%	59.37%	36.62%	4.01%	0.00%	5.82%	12.39%	23.07%	58.72%
R406	POLICY REVIEW/DEVELOPMENT SERVICES	$1,823,580.00	0.04%	3.17%	50.22%	46.61%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
R407	PROGRAM EVALUATION SERVICES	$13,276,575.47	0.31%	32.09%	46.70%	21.22%	0.00%	93.34%	6.66%	0.00%	0.00%	8.93%	13.61%	7.74%	69.72%
R408	PROGRAM MANAGEMENT/SUPPORT SERVICES	$182,942,052.50	4.34%	13.44%	69.49%	16.64%	0.44%	92.22%	7.44%	0.34%	0.00%	12.72%	7.30%	23.64%	56.34%
R409	PROGRAM REVIEW/DEVELOPMENT SERVICES	$18,511,034.00	0.44%	0.32%	99.46%	0.22%	0.00%	99.41%	0.59%	0.00%	0.00%	0.00%	55.47%	2.73%	41.81%
R413	SPECIFICATIONS DEVELOPMENT SERVICES	$0.00	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
R414	SYSTEMS ENGINEERING SERVICES	$0.00	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
R423	INTELLIGENCE SERVICES	$0.00	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
R425	ENGINEERING AND TECHNICAL SERVICES	$26,710,065.23	0.63%	6.42%	65.54%	28.04%	0.00%	98.80%	1.20%	0.00%	0.00%	5.62%	5.46%	47.41%	41.51%
R497	PERSONAL SERVICES CONTRACTS	$92,018,113.76	2.18%	24.52%	30.26%	44.57%	0.65%	79.71%	19.76%	0.53%	0.00%	15.71%	23.04%	20.63%	40.62%
R707	MGT SVCS/CONTRACT & PROCUREMENT SUP	$11,253,729.81	0.27%	13.77%	70.29%	15.95%	0.00%	91.37%	0.00%	8.63%	0.00%	9.98%	6.98%	47.00%	36.04%
Biggest Percentage of Obligations															
R421	TECHNICAL ASSISTANCE	$2,203,418,906.49	52.24%	5.93%	81.02%	12.03%	1.02%	90.27%	9.40%	0.33%	0.00%	19.60%	20.22%	20.07%	40.11%
R499	OTHER PROFESSIONAL SERVICES	$314,026,374.06	7.45%	8.18%	73.17%	18.14%	0.51%	94.17%	5.55%	0.28%	0.00%	28.62%	17.81%	15.67%	37.90%
R799	OTHER MANAGEMENT SUPPORT SERVICES	$218,381,947.73	5.18%	3.81%	82.57%	13.62%	0.00%	99.64%	0.23%	0.12%	0.00%	9.99%	76.56%	6.37%	7.08%
R408	PROGRAM MANAGEMENT/SUPPORT SERVICES	see above													
Q201	GENERAL HEALTH CARE SERVICES	$172,279,392.56	4.08%	1.28%	96.74%	0.00%	1.97%	100.00%	0.00%	0.00%	0.00%	6.68%	58.62%	3.52%	31.17%
C123	ELECTRIC POWER GENERATION (EPG)	$103,428,663.00	2.45%	19.74%	80.26%	0.00%	0.00%	30.50%	69.50%	0.00%	0.00%	22.77%	5.44%	0.00%	71.79%
R497	PERSONAL SERVICES CONTRACTS	see above													
V115	VESSEL FREIGHT	$81,946,088.29	1.94%	100.00%	0.00%	0.00%	0.00%	99.33%	0.67%	0.00%	0.00%	23.88%	25.48%	12.29%	38.35%
AD23	SERVICES (ADVANCED)	$180,613,782.57	4.28%	0.14%	99.86%	0.00%	0.00%	99.98%	0.02%	0.00%	0.00%	53.67%	0.08%	0.00%	46.25%
AN42	R&D-HEALTH SVCS-A RES/EXPL DEV	$63,630,022.73	1.51%	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	57.77%	3.23%	3.62%	35.38%

Total Service Contracts Obligation Amount   **$4,217,785,501.05**

* For Further information pertaining to Service Contract Inventory Product Service Codes please go to: https://www.acquisition.gov/service_product_codes.pdf

* For Service Contract Actions click here (EXCEL File)