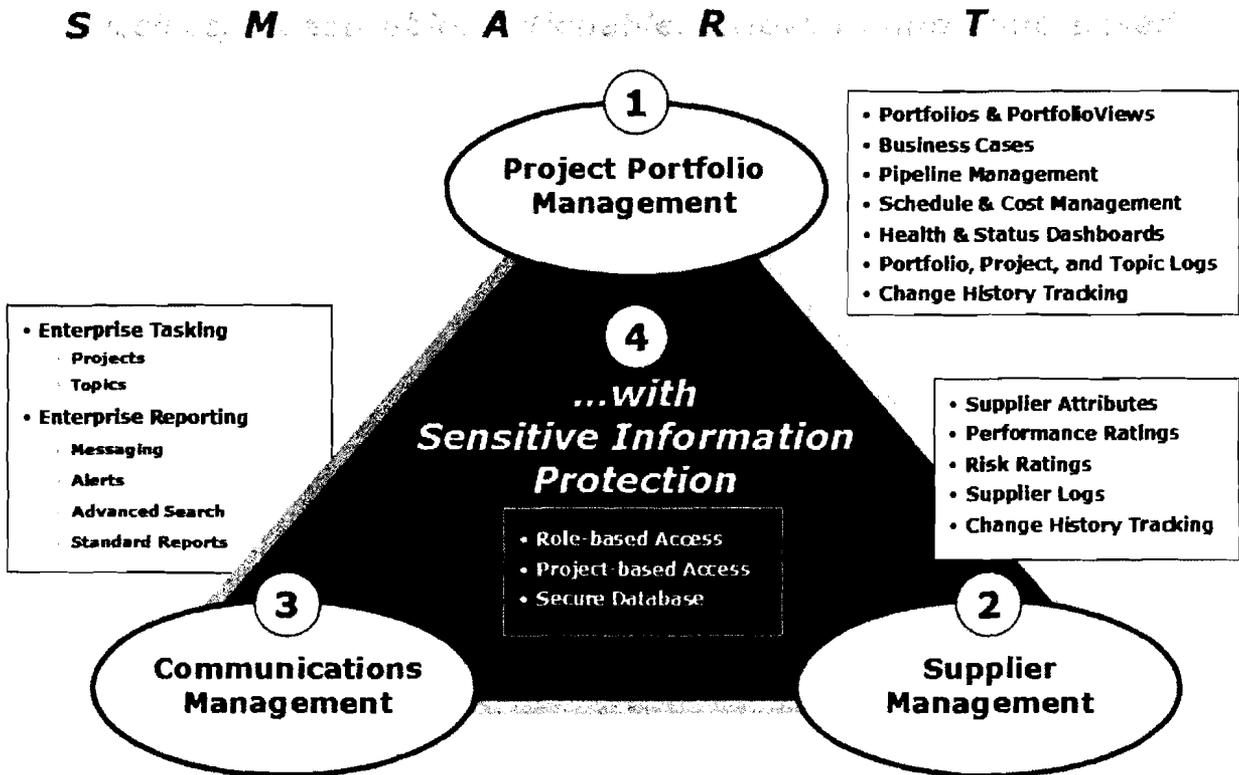


5. Best Value Incentives: Discuss any additional goods or services offered as incentives for consideration, not mentioned in the Statement of Needs, that will improve the product/services and quality of the project. (Clearly identify these tasks, service, goods, etc. on the "Best Value Incentives" form in Attachment 2).

## BEST VALUE INCENTIVES (RFP# 84)

Name of Firm/Offeror: aXseum Solutions

The aXseum Team offers the Commonwealth of Virginia a number of Best-Value Incentives as part of our overall service package. The first and most unique incentive is our use of our SMARTopics™ Portfolio and Program Management tool. SMARTopics™ is a web-based governance system that helps enterprises improve performance and manage risk by enabling: Project Portfolio Management, Supplier Portfolio Management, and Communications Management - with Sensitive Information Protection. (See Figure1-3)



**Figure 1-3. SMARTopics™ Portfolio and Program Management tool**

The aXseum Team will use SMARTopics™ as our primary Project Management tracking tool for projects awarded to us. Since this is our own tool we can provide this at no charge to the Commonwealth. Additionally, we will allow guest access into the system by Agency managers and Contracting representatives. In this way, agency staff can derive the benefits from managing projects within the SMARTopics™ framework/governance system. SMARTopics™ includes user-friendly dashboards for monitoring project health and status (see figure 1-4 below)

# Project Portfolio Management

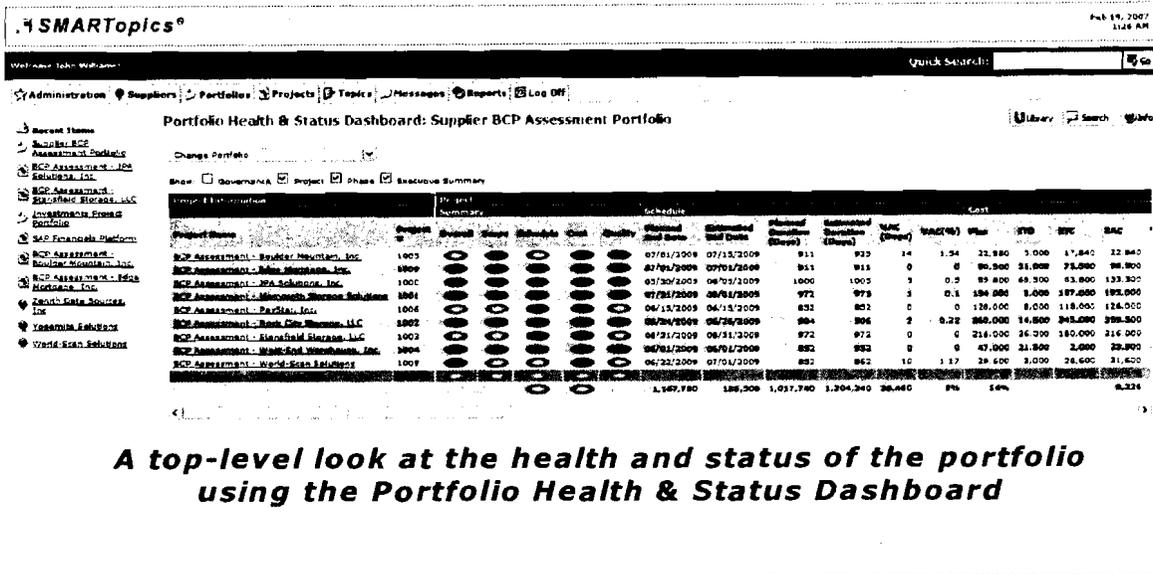


Figure 1-4. SMARTTopics™ Dashboard

SMARTTopics™ benefits include the following:

- **Promoting accountability** by serving as the "System of Record" for project-based work
- **Improving productivity** by streamlining communication of tasking, progress, plans, and issues
- **Increasing transparency** by providing access to unfiltered communications and reports
- **Reducing risk** by ensuring that critical issues don't "fall in the cracks" and sensitive information doesn't leave the enterprise
- **Driving performance** by providing e-mail alerts of assignments and actions coming due
- **Retaining knowledge** by storing the information and change history

All SMARTTopics™ information/data will be available to agency staff for the length of the project. At project close-out the aXseum Team will provide the agency with static version of the tool (data in read only format) to ensure that the agency has a complete historical record of the project.

The aXseum Team will provide the Commonwealth (at no cost) our "Continuous Program Management Improvement" program. This program helps our customers stay abreast of the most recent trends and research in the field of Program and Project Management. Using the subject-matter expertise of our senior management team at both aXseum and Definitive we will provide continuous updates to Commonwealth agency and office managers.

Our Subject Matter Experts (SME's) in Program Management will distribute to Commonwealth managers regular SME Mails that alert them on new methodologies and trends that may be of interest to them. Working with agency managers, the aXseum Team will develop a Distribution List of Agency managers who will benefit from knowing the latest in advances in the field. Wherever possible we will provide an analysis of the information so that agency managers can see what benefit the information will have on their organization.

*Paragraph 5*

As part of our focus on customer service, the aXseum Team will provide the Commonwealth a semi-annual Customer Feedback Survey. The survey will be used to gather feedback from the Commonwealth's contracting office as well as all program offices/agencies supported by the aXseum Team during the preceding six month period. The results of the survey will be analyzed by the President of both aXseum and Definitive. If problems are identified in the Feedback Survey, the aXseum Team will develop a Corrective Action Plan to address the problems and present the plan to the Commonwealth.