



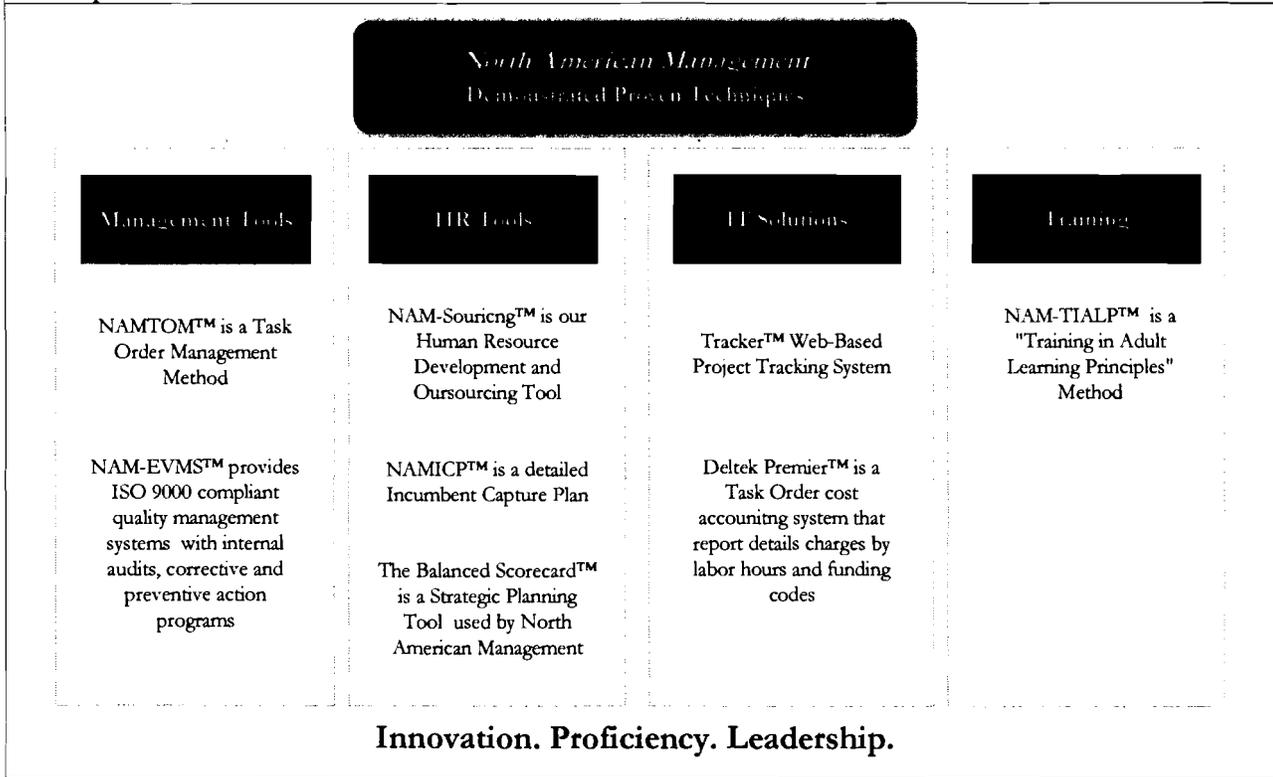
BEST VALUE INCENTIVES (RFP# 84)



NORTH AMERICAN MANAGEMENT

Incentives are designed to motivate vendors to surpass specific requirements of the solicitation while discouraging inefficiency and waste. The offerors' proposal should include additional benefits or rewards to the Commonwealth to encourage acceptance of their proposal. (Examples of incentives may include additional goods, services, warranties, rebates or royalties, gifts-in-kind, training, advertising/marketing, etc.)

North American Management will provide DGS and its customer agencies a full range of tested customized services and value-added products. The following figure demonstrates some of the proprietary products and services that the North American Management Team has developed to manage projects of this size, scope and statewide complexity, followed by a more narrative description.



- **NAMTOM™** - North American Management realizes that it will be required to respond to Task Orders in order to receive business under this contract. Our team has extensive experience in producing high quality and succinct proposals for programs tailored to meet budget constraints and within specific timetables. As part of the North American Management's time-tested systematical approach, we will implement NAM-TOMM™ our proprietary Task Order Management Method. NAM-TOMM™ will guide the TO team to a metric of excellence in customer satisfaction. Each TO proposal will include a clearly defined technical approach,



schedule, high-level work plan, proposed key personnel, and cost sensitive budget and pricing data.

- **NAM-EVMS™** - Effective project controls are central to adding value and exceeding customer expectations. North American Management will use documented processes, internal audits, corrective and preventive action programs, and training to ensure proper planning, controlled spending, and continuous process improvement while accomplishing the work in accordance with established plans.
- **NAM-Sourcing™** - As Federal, state and local governments explore opportunities to save money, they also look to the contracting community to provide services at reduced costs. North American Management's NAM-Sourcing™ tool provides qualified staff for short term government projects. The tool allows us to map the requirements of the client with the right skill sets of our vast network of employees, consultants and subcontractors, often times within a 24 hour turnaround.
- **NAMICP™** - On certain Task Order contracts, the capture of qualified incumbent staff is top priority. North American Management' NAMICP™ allows us to work closely and considerately with the incumbent contractor(s) on any Task Orders. We recognize that during the phase-in process, the incumbent companies have important program work to accomplish and contractual obligations to the Army. Our goal is to capture the best and most knowledgeable of the incumbent staff, ensuring a seamless transition on day one.
- **Tracker™** - North American Management will implement our web-enabled proprietary Project Tracking System. This system will allow Task Order Project Managers, Senior Consultants, applicable subcontractors/ consultants and support staff the ability to monitor, on a virtually real-time basis, task specific information during the performance period for each and every Task Order deliverable. Helps promote communication between clients and staff in the field.
- **Deltek Premier™** - In order to manage and control costs, North American Management will exercise cost control policies and procedures by complying with the requirements set forth in our Administrative and Finance Policies and Procedures Manual and the requirements set forth by the Federal Cost Accounting Standard Board Regulations. North American Management's Deltek Premier™ approved cost accounting system is fully capable of: estimating, budgeting, accounting, and reporting costs by individual funding sources as well as individual work items; and segregate and track all phases of cost including labor and overheads, daily subcontracting, equipment, purchases, and other commitments, obligations and expenditures, including:
 - Daily cost tracking, which will be performed in the standard Work Breakdown Structure format, with various defined levels of control
 - Principles of defining and maintaining a performance measurement baseline for comparison against the current estimate at completion and schedule
 - Analysis of cost variances for labor, material, equipment, overhead, etc., between the performance measurement baseline and the current estimate at completion
 - Updates of schedule logic, actual dates, and actual budgeting data on the schedule
 - Simultaneous managing of multiple task orders, the current approved budget and schedule, actual cost and progress incurred, and projected future budget and schedule data
 - In the instance where there may be subcontractor changes, North American Management will apply approved costs and pre-price any changes. Subcontractor changes will be recorded in advance of issuance of any changes or TOs.