



FEMA

W-08065

September 19, 2008

MEMORANDUM FOR: Write Your Own (WYO) Principal Coordinators
and the NFIP Servicing Agent

FROM: WYO Clearinghouse

SUBJECT: 2008 Bureau & Statistical Agent Contract Award

As required by the Department of Homeland Security as of 2006, the Federal Emergency Management Agency (FEMA) modified the criteria for selection in awarding the 2008 Bureau & Statistical Agent (BSA) contract. These changes were implemented to ensure that all businesses were provided opportunities to secure FEMA contracts.

Please see the attached pages for details of the 2008 BSA contract distribution.

You may wish to share this information with your staff.

Attachment

cc: Vendors, IBHS, FIPNC, Government Technical Representative

Suggested Routing: Claims, Underwriting

NFIP SERVICE BULLETIN

In 2006, a requirement from the Department of Homeland Security (DHS) was put into motion that would change the way the 2008 Bureau & Statistical Agent (BSA) contract would be awarded. This past year has been spent taking the necessary steps to re-compete the BSA contract in order to comply with the DHS requirement. The BSA contract was broken into four pieces – the BSA, Information Technology (IT), Call Center, and Training. The Call Center, Training, and IT portions were all required to be set aside for small businesses. DHS wants to ensure that all businesses, including small, are given opportunities for contracts within FEMA.

- The **Bureau and Statistical Agent (BSA)** contract was awarded to the iService team; the contract effective date was August 22. The iService team is led by Optimal Solutions and Technologies as the prime contractor, who will provide the leadership for the sub-contractors, which consist of DRT Strategies, URS, AmeriClaim, and Torrent Technologies. OST is a Small Business Administration certified 8(a) company, focused on project excellence and is one of 400 companies worldwide externally appraised at CMMI Level 3. They consider their clients as partners—working side-by-side at strategic, tactical, and operational levels. OST's mission is to deliver cost-effective and mission-critical management and technology-based services and solutions that help their clients improve their businesses.
- The **Information Technology (IT)** contract was awarded to Optimal Solutions and Technologies (OST) in June 2008. OST has previously worked with FEMA-NFIP on the NextGen project, which over the past 5 years has updated and modernized the NFIP systems. OST was required to build the business process knowledge for the new NFIP Bureau foundation. They created and defined requirements, added the necessary resources to improve comprehensive program plans, and continued growing stakeholder support through the pilot program facilitation.
- The **Call Center** contract was awarded to the Schatz Publishing Group, LLC, who has teamed up with Lionel Henderson Company (LHC) to fill the Call Center requirements. Schatz Publishing is a professional publishing firm with a proven record in all phases of publishing. Founded in 1991 with the launch of a small

trade magazine, Schatz Publishing is a robust business, publishing national magazines and publications for commercial organizations as well as various local, state, and federal government agencies. The company's internal processes are focused on consistency and accuracy, which has now been teamed with the knowledge and background of the Lionel Henderson Company. LHC is currently providing call center services to the NFIP Direct Servicing Agent, so the company has the depth and historical knowledge needed for this new contract.

- The **Training services** contract was awarded to GeoLearning in September; they have teamed with H2O Partners. This team will be responsible for the agent, lender, and adjuster training at the conclusion of the 90-day transition period, which begins September 22. GeoLearning is the leading provider of Managed Learning Services and on-demand performance and learning platforms. Their on-demand learning and performance management products and services leverage the power of the Internet to accelerate the critical business processes, centrally manage human capital and knowledge acquisition, and dramatically increase capacity. H2O Partners has a leadership team with excellent credentials and experience in the full range of disaster work, both natural and man-caused, and assists clients with disaster response and recovery. This teaming brings experienced NFIP employees to fill the requirements of this contract with the intention to use technological advances to continue the success of the NFIP training courses.

FEMA is excited to provide these services to our stakeholders via its dedicated contractors. In support of this re-organization, FEMA has established a Risk Insurance Program Management Office (RIO-PMO) to coordinate and ensure our contractors provide the highest quality services and products. If you have any questions or concerns regarding these contracts, please direct your emails to FEMA-NFIP-PMO@dhs.gov.