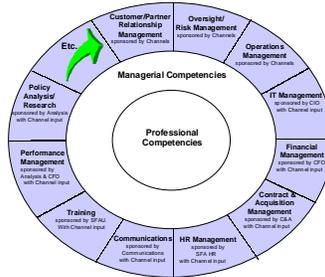




Functional Competencies *Contracting and Acquisitions*



Functional Competencies represent the knowledge, skills and abilities required to successfully perform a specific role within SFA.

Functional Competency	Definition
Active Listening	<ul style="list-style-type: none"> • Demonstrates ability to listens to and accurately capture others' expectations, ideas and concerns using active listening techniques (validation by repeating what was heard and asking follow-up questions for clarification) • Demonstrates skill in adjusting manner/style/language to fit situation and expectations
Conflict Resolution	<ul style="list-style-type: none"> • Demonstrates ability to quickly identify or isolate the root cause of issues or problems • Proactively follows up on misunderstandings and critical issues to ensure they are recognized and resolved • Demonstrates the ability to convene the appropriate stakeholders to address issues and concerns when necessary • Demonstrates understanding of conflict resolution escalation process (both formal and informal) and adheres to such process in all situations • Remains calm and focused when others are showing signs of stress
Contract Development	<ul style="list-style-type: none"> • Demonstrates skill in working with contractors/vendors to obtain products and services to meet SFA business need • Demonstrates the ability to plan, negotiate, and execute all aspects of contract development for various equipment, research and development, supplies and services contracts for major automated data processing systems at SFA • Demonstrates the ability to link contractor/vendor capability



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SFA Competency Dictionary

Functional Competency	Definition
	<p>with SFA's strategic business imperatives</p> <ul style="list-style-type: none"> • Demonstrates the ability to create and review the RFP • Demonstrates the ability to perform the evaluation of proposals • Demonstrates the ability to perform the contract award, and ensures that award is within all applicable laws and regulations
Contract Management Strategy	<ul style="list-style-type: none"> • Demonstrates the ability to develop a plan to strengthen the relationships with key contractors/vendors • Demonstrates an ability to articulate the major steps of the process for determining contracting strategies • Demonstrates the ability to develop and maintain a contract management strategy for SFA • Demonstrates an understanding of performance-based contracting and incorporates practices into the contract management strategy • Implements best in class contractor/vendor management techniques/programs to improve contract management quality • Aligns business objectives and develops sources of supply based on SFA's strategic direction
Contract Negotiation	<ul style="list-style-type: none"> • Demonstrates the ability to identify options that contribute to a mutually agreeable solution and support SFA's contract strategy and business objectives • Demonstrates the ability to present recommendations in a manner that gains acceptance and agreement • Demonstrates an understanding of SFA's viewpoint in issue resolution • Demonstrates ability to negotiate task orders, performance measures and costs • Demonstrates ability to negotiate scope/price changes, payment of invoices, resolution of disputes



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SFA Competency Dictionary

Functional Competency	Definition
Contract Performance and Evaluation	<ul style="list-style-type: none"> • Demonstrates the ability to monitor contractor/vendor and subcontractor performance, contract requirements and costs through periodic status reviews • Demonstrates the ability to establish performance objectives with contractor/vendor • Demonstrates the ability to collect and compile performance data • Demonstrates the ability to close out the contract and perform the final review • Communicates contractor/vendor feedback to external and internal audiences • Works with contractors/vendors to establish continuous improvement initiatives through cross-functional teams
Contractor/Vendor Relations	<ul style="list-style-type: none"> • Demonstrates an understanding of the contract management vision of SFA • Demonstrates the ability to apply the contract management vision to develop, sustain and improve relations with contractors/vendors in order to meet SFA's needs and objectives • Creates and maintains a list of current and past contractors/vendors and communicates this information to the organization
Facilitation	<ul style="list-style-type: none"> ▪ Demonstrates ability to coordinate and guide the exchange of information and ideas in one-on-one meetings and group working sessions designed to meet objectives ▪ Manages one-on-one interactions and group work sessions to ensure all participants feel that outcomes are fair and correct
Policy, Regulation and Legislation Awareness	<ul style="list-style-type: none"> • Demonstrates an understanding of the general policies, regulation and legislation principles, laws and jurisprudence • Interprets and applies policy, regulation and legislation knowledge appropriately to make recommendations within contracting practices • Demonstrates an understanding of contract management concepts, procedures and regulations • Ensures compliance with government contracting regulations



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SFA Competency Dictionary

Functional Competency	Definition
Contractor/Vendor Analysis	<ul style="list-style-type: none"> • Establishes criteria for contractors/vendors in terms of compatible values and business direction with SFA • Demonstrates the ability to collect data on contractor/vendor capabilities and qualitative and financial performance • Demonstrates the ability to analyze and evaluate contractor/vendor data against SFA business needs • Demonstrates the ability to synthesize results of contractor/vendor analysis to select appropriate contractor/vendor
Technology Planning	<ul style="list-style-type: none"> • Keeps informed of emerging technologies and business process innovations to analyze their potential for streamlining SFA operations • Gathers and evaluates business process and technical requirements to identify service improvement and cost reduction opportunities
Research and Analysis	<ul style="list-style-type: none"> • Demonstrates an understanding of basic research concepts, principles and methods • Demonstrates an understanding of specific information sources and methods of information gathering to make fact-based decisions • Utilizes skills in assessing and evaluating information to identify trends and potential issues • Demonstrates ability to collect and validate internal and external data and provide analytical support by drawing conclusions from the information
Office Administration	<ul style="list-style-type: none"> • Utilizes knowledge of administrative concepts and practices (answering phones, filing, scheduling, etc.) to plan, deliver and manage support services vital to running SFA's office operations
Planning and Budgeting	<ul style="list-style-type: none"> • Demonstrates an overall understanding of the planning and budgeting process • Demonstrates knowledge of the overall rules, sources of information and tools available to prepare and consolidate budgets and forecasts • Demonstrates the ability to apply planning and budgeting concepts to ensure accurate and timely reporting of business forecasts and budgets to predict revenues and spending



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SFA Competency Dictionary

Functional Competency	Definition
	actively <ul style="list-style-type: none">Analyzes and discusses budget implications
Customer Relationship Management	<ul style="list-style-type: none">Demonstrates understanding of SFA's service standards and engages in behavior to encourage customer satisfactionProactively anticipates customer needsUses tools and available information effectively to build insight into customer needs for insightful, integrated interactionsProactively seeks information and tools to better understand customer's businessEstablishes partnering relationships with new customers and builds on relationships with existing customers
	<ul style="list-style-type: none">