NGA Top 20 List of Acquisition Challenges with Industry

PERFORMANCE
- Overpromising capability and capacity, resulting in protracted vacancies and/or unnecessary turnover/churn in personnel (enterprise contracts)
- Recycling subpar talent and/or passing known problem employees from vendor to vendor, especially on FTE contracts
- Assigning untrained FTE staff who require months of training by NGA before they can perform the task they were expected to do on day one
- Perception that some vendors search for reasons to request extensions to delivery dates
- Invoicing NGA before a deliverable is accepted

RFI/RFP PROCESS
- Not sending helpful feedback to RFIs
- RFI responses provide marketing pitches regarding overall corporate capabilities rather than thoughtful responses to the questions posed
- Price or cost proposals are lacking in content and detail (e.g., basis of estimates not congruent with technical approach or other volumes of the proposal)
- Incomplete proposals
- Increasing number of protests strains limited government resources

MARKETING
- Guerilla marketing – tendency to haphazardly reach out to anyone within NGA, at any time, at various technical and leadership levels – creates confusion and mixed communication
- Direct marketing to NGA seniors; responding to requests by submitting proposals or white papers directly to Seniors rather than following established processes
- Sending BD people to Tech Days
- Rebranding products without prior notification to NGA, leading NGA to learn of the change at the time of contract renewals.

BUSINESS PROCESSES
- Overbearing Primes
- Not allowing Subs to innovate
- Exclusive Teaming – Industry practice that locks small businesses into teaming arrangements with a single prime. This stifles competition by binding teams together competition after competition, and limits the government's access to small business expertise except through their specific primes.
- Requesting green IC badges to support contracts, but instead using them to conduct business development with NGA and, as a result, often restricting access to limited overhead badges from subs who need them

COMMUNICATION/FEEDBACK
- Inadequate communication during contract administration (e.g., taking action on direction received from the program offices or customers that is outside the authority of the COR or Task Manager)
- Latency in reviewing and signing contractual documentation (e.g., ECPs, bi-lateral modifications, etc.)
- Delays in providing required notices under Limitation of Funds provisions (e.g., alerting the CO when 75% of available funds have been expended)