Best In Class (BIC) Criteria – 7/7/2016	
1. Rigorous Requirements Definitions and Planning Processes	
1.1	Reflects input from agencies that possess spend in the category - especially the largest likely users – regarding: 1) Demand for the goods and services being considered; 2) Acquisition strategy (including contract pricing, delivery and other terms and conditions, and performance requirements); 3) Category management approach and how contract solutions will drive results consistent with the general policy principles *(https://www.whitehouse.gov/sites/default/files/omb/procurement/memo/simplifying-federal-procurement-to-improve-performance-drive-innovation-increase-savings.pdf and https://hallways.cap.gsa.gov/information/Gov-wide_CM_Guidance_V1.pdf)*; 4) Opportunities to leverage existing vehicles or practices associated with those vehicles.
1.2	Focuses on the most frequently purchased goods and services and limits product options in order to increase volume of frequently purchased goods and services.
1.3	Aligns with market capabilities and includes contractor / customer engagement on developing requirements; includes sourcing best practices throughout the planning process and life cycle of the contract.
1.4	Demonstrates a commitment to small business considerations, baselining current participation rates and seeks to maintain or increase small business participation where possible.
1.5	Advances sustainable acquisition by requiring delivery of appropriate sustainable or "green" products or services, where applicable.
2. Appropriate Pricing Strategies	
2.1	Allows for industry or requirement-appropriate discounting strategies / approaches at either the contract or order level.
2.2	If applicable, includes point of sale accommodations facilitating purchase card users receiving the lowest pricing through volume-based pricing discounts.
2.3	Requires contractors to provide prices paid information that supports comparative analytics (i.e., normalizes for quantity or delivery term variances in a standard format consistent with emerging government-wide guidance), or includes a plan to collect that information.
3. Data Driven Demand Management Strategies	
3.1	Requires standardized data elements / formats for consumption and performance analytics to enable agencies to improve their commodity management practices on an ongoing basis; allows for change to product and services offered based on this information.
4. Category and Performance Management Practices	
4.1	Includes ongoing management provisions not limited to contract administration and which align with the Category's Category Management Plan, demonstrating

		commitment to ongoing commodity and demand management based upon supply chain analysis, market information, agency spend and usage data, solution performance, change management and training, among other items.
	4.2	Requires that pricing be monitored and analyzed on a regular basis to reduce price variance. Includes reviews of fees to determine if they are still appropriate relative to volume of sales.
	4.3	Vehicle owner / program office monitors and shares vendor and solution performance on a defined schedule. At minimum, transactional data supporting these requirements should be summarized and made available to customer agencies and all oversight organizations on a quarterly basis.
	4.4	Contains a documented post-award management approach for new requirements, performance monitoring, pricing adjustment, etc.
	5. Independent Validation and Reviews By Category Teams	
	5.1	Includes structures and/or mechanisms established to allow contractor feedback that assesses modification times, terms and condition issues, and customer service.
	5.2	Includes structures and/or mechanisms established to allow customer / user feedback on contractor performance, offerings, value, and customer support.
	5.3	Allows for ongoing monitoring by independent sources outside of the solution team.