Region 2 Industry Day
General Supplies and Services (GSS)

System Modernization &
User Experience Improvement

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Office of Systems Management (OSM)

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AGENDA

- Office of Systems Management (OSM): Who are we?

- FAS System Improvements:

  - Advantage!/ eBuy

  - 72A Decommissioning & Sales Reporting Portal (SRP)

  - FBO to beta.SAM.gov

  - beta.SAM.gov- Future State

- Give us feedback-- Ways to get your voice heard

- Questions?

Office of Systems Management: Who are we?

The Office of Systems Management (OSM) is comprised of two programs, the **Integrated Award Environment** and the **Common Acquisition Platform**. Both programs serve in product management roles in driving systems modernization of the U.S. federal government's buying and selling processes.

- **Common Acquisition Platform (CAP):**
  - Leads transformation and modernization of FAS Business Systems
  - Delivers high-quality user-centered solutions to FAS business owners to enable excellent acquisition outcomes for the benefit of federal customers. We are in the product-management business for FAS procurement-related systems.
- **Integrated Award Environment (IAE):**
  - Presidential E-Government initiative
  - Drives innovative methodologies & technology designed to improve contract awards, contract administration, federal financial assistance (grants, loans), and inter-governmental transactions
  - Manages the IAE Portfolio of Award/Financial systems used for assistance and contract awards
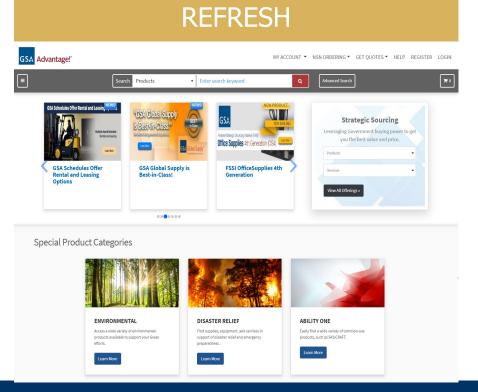
FAS System Improvements

- GSA Advantage!/eBUY

- Sales Reporting Portal (SRP) & 72A Decommissioning

- MAS Consolidation

- FBO (beta.sam.gov)
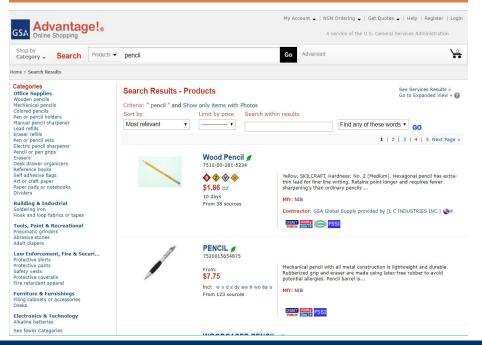
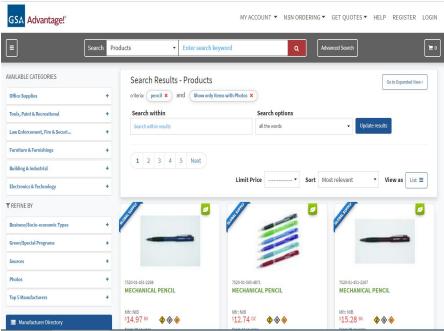- beta.SAM.gov

GSA Advantage!: Homepage

OLD SITE

REFRESH

GSA Advantage!: Search Page

OLD SITE

REFRESH

GSA Advantage!: Product Descriptions

OLD SITE

REFRESH

7

![GSA logo] eBuy: Homepage

OLD SITE

REFRESH

8

eBuy: Search Page

OLD SITE

REFRESH

9

eBuy: Prepare RFQ!

72A Decommissioning

- <u>72A Info & Status:</u>
  - The long standing legacy system that once supported MAS Sales and IFF Remittance
  - No longer active
  - All sales & IFF are currently being reported to SRP
- <u>Data Migration:</u>
  - 14,000 contracts have been completely migrated from 72A to the SRP
- <u>Three (3) phased approach used to sunset 72A:</u>
  - *Phase 1*:
    - Company notified via email and assigned a "1st Day of the Quarter" SRP transition date
  - *Phase 2*:
    - Final Reporting of sales and IFF Remittal in 72A for the quarter
  - *Phase 3*:
    - Upon completion of the last sales and IFF Payment, historical data transferred over from the 72A to the SRP. Overall variances were notified on a case by case basis via email with regard to that vendors historical migration into the SRP

Sales Reporting Portal: Vendor Feedback!

- Vendors now have an unprecedented level of transparency, single sign on, and central location to view all of their contract(s) and associated data

- Access to Web Based Training resulted in a reduction of help desk calls

- More accurate and real-time fee payment and processing

- Reduction/consolidation of reporting portals/processes for different contract programs/vehicles

- In the future, the ability to split credit card payments into multiple days or using multiple credit card for processing payments over the US Treasury threshold

- Improved System Reliability

- Automation of Manual Processes (Sale Adjustment and Closeout Process)

Sales Reporting Portal (SRP) Home Page

OLD SITE

REFRESH

Multiple Award Schedules (MAS) Consolidation

GSA

FY19	FY20

Phase 1 → **Phase 2** → **Phase 3**

Phase One

Develop the New Schedule
- Create a new solicitation for the single schedule
- Review every term and condition
- Map duplicate Special Item Numbers (SIN) across the current solicitations
- Use Category Management to better organize offerings
- Release new schedule and close existing schedules to new offers

Phase Two

Mass Modifications
- Complete mass modification for all existing contract holders (simply to update terms and conditions)
- Contracts retain current schedule contract number
- Vendors may select SINs that were previously on separate schedules

Phase Three

Multiple Contract Consolidation
- Consolidate multiple contracts into a single contract for those contractors

Multiple Award Schedules (MAS) Consolidation (continued)

- Interact (interact.gsa.gov)
  - Search: Multiple Award Schedules Group
  - Frequently Asked Questions on Interact
  - Provides Avance Notices of Mass Modification or Refreshes to the Solicitation
  - Supports a Comment Feature to ask additional questions

- Vendor Support Center (vsc.gsa.gov)
  - Updates and Information
  - Administration Section

    - You can also email: maspmo@gsa.gov

SAM.gov: Where we started...

SAM.gov: Where we are now

- Authoritative source for Assistance Listings, Wage Determinations
- Beginning November 12, 2019, Authoritative for Contract Opportunities
- Authoritative source for SAM.gov in FY20

beta.SAM.gov

As a Public User…
You should know about Contract Opportunities

As a Public user, I need to:

- Confirm what you had in FBO today:
  - What notices was I watching?
  - What did I have in my Search Agent?
  - What controlled attachments do I have access to?
  - What Interest Vendor Lists am I listed on?
- Create your beta.SAM.gov account
  - Can do this now in beta.SAM with your Business or Federal email
- No need for roles
  - The system will know you are a non-government user, and give you permission matching the legacy 'vendor' role
- Check out your workspace:
  - Before launch, your beta.SAM.gov workspace will have your profile, as well as the place to manage your following and saved searches

New Ways to Export Data

DATA SERVICES

File Extracts

Data Services › Contract Opportunities › daily › historical

File

📄 DSCC2002021906051900

Download Options ✕

Select File Type

Summaries	
⊞ .csv	📄 .pdf

Name File   Required

ContractOpportunities-20190613-011452

☑ Add to my Saved Searches

DOWNLOAD

🖫 Save Search   ⬇ Download

By   Relevance ▾   ⬇≡

Contract Opportunities

Notice ID
36C10G19Q0036

Current Response Date
Apr 5, 2019

Last Modified Date

SYNOPSIS/SOLICITATION This is a c...

- Search Results download directly from page
- Individual Notice download directly from detail page
- Full Nightly Opportunity Notice Data Export from Data Services
- Public API Exports of Notice Data
- Ability to manage large downloads
- To download any data, including public, user must be logged in
- Results download directly from page
- Individual Notice download directly from detail page

SAM.gov Modernization

LEGACY SITE DECOMMISSION STATUS

CFDA	PPIRS* (Merged with CPARS)	WDOL	Nov 2019 FBO	SAM	FPDS	FSRS	ESRS	FAPIIS	CPARS

● DECOMMISSIONED   ● IN PROGRESS   ● FUTURE

20

The future of SAM.gov

SAM.gov: Workspace

DRAFT

Thank You for Letting Us Know!

Drive Greater Value and Savings
Make it easier to acquire products and services
Reduce the Burden

FEEDBACK METHODS USED TODAY:

- **MAS PMO:**
  - Interact (interact.gsa.gov)-
    - Multiple Award Schedules Group
      - Frequently Asked Questions
      - Comment Feature (additional questions)
  - Advance Notices for Solicitations-
    - Mass Modification
    - Refreshes
  - Vendor Feedback & Support Center (vsc.gsa.gov)
    - Vendor updates and information
    - Administration Section
  - MAS Desk Reference
  - You can also email: maspmo@gsa.gov
- **SRP:**
  - Acquisition Community & Contracting Officers
  - Vendor Support Center
  - Stakeholder Feedback Usability Testing

- **GSA Advantage!:**
  - Acquisition Community (SME's)
    - Contracting Officers
  - Advantage! & eBuy Site Survey's
  - Vendor Support Center
  - Customer Help Desk (NCSC)-NCSCcustomer.service@gsa.gov
  - Customer Feedback Usability Testing
  - Federal Agency & Stakeholder Feedback
  - GSA! We are here to help!
- **IAE:**
  - Federal Service Desk
  - IAE Outreach
  - Vendor Support Center
  - Stakeholder Feedback via Agile Methods/Usability Testing
  - Customer Help Desk (NCSC)-NCSCcustomer.service@gsa.gov

Questions?

BackUp Slides

Multi-Factor Authentication
The good, the bad... and the Feedback

GSA

GOOD

○ Utilization of FISMA Guidance will increase security for MFA

○ Consolidation or Single Source and a unified solution provides users with enhanced security and a common entry process for multiple systems with one (1) username/password for multiple systems (i.e. GSA Advantage, Fleet and FAS SRP)

○ As MFA rolls out, the need for individual support per application will decrease because we are moving in the right direction for Role Based Access Control

○ MFA will eventually also provide an end user with the ability to easily manage their own devices during login without having to go to a separate portal or contact help desk

BAD

○ Some users are having trouble receiving codes leading to a potential negative overall experience

○ Implementing a Single Registration Portal requires policy and process coordination-- this effort is in the planning stages

FEEDBACK (FEDERAL USERS):

Appreciate the additional security, but make the system easier   /   Current implementation, too cumbersome for individual user

Email is not reliable method for real-time codes   /   PIV/CAC is preferable

On The Horizon

- **Multi-Factor Authentication is here!** - For more info: <u>Multi-Factor Authentication</u>
  - CyberSecurity National Action Plan
    - Mandates use of Multi-Factor Authentication (MFA) for all federal government websites
  - GSA compliance in strengthening our websites
    - Implementation of MFA and new password policies on *GSA Fleet Applications, GSA Advantage, GSA eBuy, and GSA Global Supply*
- **FAS DATA: What are the next steps?** - For more info: <u>DATA.gov</u>
  - Empower the public with better access to government information & resources
  - Provide analytics & data management capabilities for better decisions & improve service to the public

Digital Experience

- **What is Digital Experience?**
  - Vision: Provide a consistent digital experience connecting agency customers to GSA suppliers intuitively and efficiently in order to fulfill agency missions.
  - Improving online channels by applying human-centered design, user research, and agile development for the customer and supplier journeys.
- **Policy:**
  - 21st Century Integrated Digital Experience ACT Requires:
    - Assessment of all digital services, Prioritizing the highest impact for usability improvements
  - M-17-06 Policy -
    - Provides a timeline for agencies to assess our current digital footprint
    - Determine how best to modernize the digital experience for our customers

SAM.gov: Entity Registration   DRAFT

SAM beta .GOV

Requests   Messages   Workspace   Sign Out

Search   Databank   Data Services   Help

‹ Back   **Entity Registrations**   [Entity an entity ID, name, or keyword] [🔍]   **Register**   **Actions ⋮**   ⬇

[▾]   💡

Show Workspace For   ➕

Refine By   ➖

Search by Keyword ⌄

Keyword
[   ]

Search by Entity ⌄

Unique Entity ID
[   ]

CAGE/NCAGE
[   ]

‹ 1 of 1 ›   results per page [25 ▾]   Sort by [Expiration Date ▾]

Southeastern Water and Sewer Company, Inc.

Unique Entity ID: 123456789
CAGE/NCAGE: 1P234

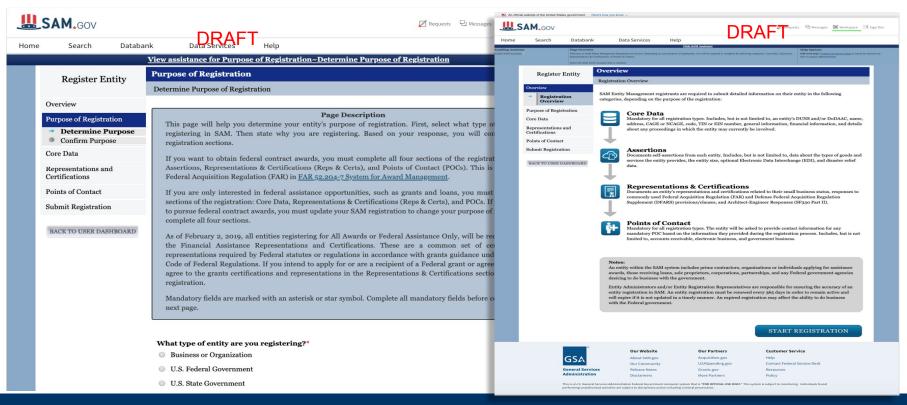Purpose of Registration: **Federal Assistance Awards**

33235 Cedar Lake Apt. 937
Columbia, MD 21061 United States

Status   Expiration Date
🔵 Draft   None

Notarized Letter ?   ⋮

Southern Water and Sewer Company, Inc.

Unique Entity ID: 012345678
CAGE/NCAGE: 0T123

Purpose of Registration: **Federal Assistance Awards & IGT**

12345 Santa Maria Blvd
Jefferson, MS 33829 United States

Status   Expiration Date
🔴 Expired   Feb 20, 2018

Notarized Letter ✔   ⋮

Supreme Traffic Studies, Inc.

Unique Entity ID: 234567891
CAGE/NCAGE: 0R123

Purpose of Registration: **All Awards**

⚠ Address Update Available
3333 Grant Street
Treleven, SD 60660 United States

Status   Expiration Date
🔵 Submitted   Feb 20, 2019

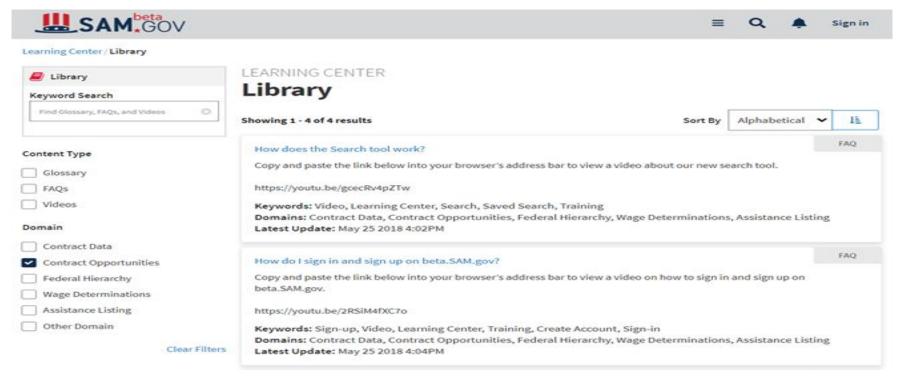Notarized Letter ✔   TIN ✔   CAGE ●●●   ⋮

SAM.gov

Consolidated Learning Center

Federal Marketplace Strategy

GSA

Marketplace

Create a seamless, people-centric buying and selling experience that enables better mission-driven acquisitions across government

Easy. Efficient. Modern.

Policy

Explore legislation and policy reform to support agility, transparency, and competition

Process

Optimize GSA's internal organizational elements and how they deliver solutions and services

Technology

Provide a modern acquisition experience through innovative and user-friendly systems

Workforce Readiness Equip FAS staff with the tools and expertise needed to serve a true broker role in the Marketplace

Marketplace Experience Apply Human Centered Design principles to co-develop the ideal state with users from all stakeholders groups

FMP: Four Cornerstone Initiatives

MAS Transformation
(Consolidation of Schedules)

Commercial Platforms

Contract Acquisition Lifecycle Management System

Catalog Management

*Easy.
Efficient.
Modern.*