What is the Acquisition Gateway?

Andrea Azarcon Heller
Director of Stakeholder Management Division
FAS, GSA

April 25-26, 2017
Agenda

- Category Management
  - The business challenge
  - Acquisition lifecycle and personas

- The solution: Acquisition Gateway
  - A walk through the data and tools
  - A growing successful community
  - Accessing the Gateway
What do you see here?

Hint: you can’t say “Category Management”
What is Category Management?

“…a retailing and purchasing concept in which the range of products purchased by a business organization or sold by a retailer is broken down into discrete groups of similar or related products; these groups are known as product categories.”

“It is a systematic, disciplined approach to managing a product category as a strategic business unit.”
Category management is a purchasing approach that the Federal Government is applying to buy smarter and more like a single enterprise.

It involves:
- Identifying core categories of products and services, and managing them accordingly
- Cultivating and maximizing expertise to inform and enhance a customer’s buying experience
- Developing purchasing strategies so that customers find the best value for the items they need

Category management enables us to eliminate redundancies, increase efficiency, and deliver more value and savings from the government’s acquisition programs.
The business challenge and market:
a primer of facts and numbers for Federal acquisitions

- Very complex, limited **spend under management**
- Over **3,300** different possible contract vehicles to choose from
- Complex regulations and process = **F.A.R.** (Federal Acquisition Regulations)
- Over **270 billion** in common goods spend is on the table!

- **41k** Contract Officers/Specialists + **114k** Program Managers/Analysts
- Difficult to make smart buying decisions for maximum savings
- Lack of data and tools for federal acquisitions professionals
- Challenging to see beyond your agency...
The Acquisition Gateway is the **acquisition professional’s online resource center** that aims to improve and sustain Federal agency performance by empowering agency executives, managers, and employees with access to acquisition information, data, and tools.

The Gateway envisions driving smarter acquisition by simplifying, accelerating, and improving how the Federal government selects and buys products and services.

The Gateway enables good category management that supports the Federal acquisition community through every step of the acquisition lifecycle.

The output of good category management is found on the Acquisition Gateway.
Solutions Finder, Prices Paid Portal, CALC Tool

Project Center, Document Library, eBuy Open

Community Discussion, Connections Finder
Acquisition Gateway Demonstration
Access the Acquisition Gateway = 2 choices

**Federal Government employees with PIV/CAC cards** and a PIV card reader

**Non-PIV card holders, contractors, and the General Public**
Access the Acquisition Gateway = 2 choices

Federal Government employees with PIV/CAC cards and a PIV card reader.

You will need your PIV card and an OMB Max account

1. Go to https://hallways.cap.gsa.gov
2. Click the Federal Employees Sign-in button
3. Enter your PIN when prompted

No restrictions:
- Full access to all tools and data

Non-PIV card holders, contractors, and the General Public

No PIV card needed... open to everyone!

1. Go to https://hallways.cap.gsa.gov
2. Click the Non-Federal Employees and Public Sign-in button

Key restrictions:
1) No eBuy Open
2) No Prices Paid Portal
3) No Community
4) Very limited access to all content (solutions, articles, tools, templates)
Acquisition Gateway - hallways.cap.gsa.gov

**Green Procurement Compilation**

Green Procurement Compilation

GPC is a comprehensive green purchasing resource designed for federal contracting personnel and program managers. It consolidates and organizes information from federal environmental programs in one place, saving you from visiting multiple websites.

**TechFAR Hub**

TechFAR Hub

The TechFAR Hub provides resources to apply industry best practices to the world of digital service acquisition across the federal government.

**Forecast of Contracting Opportunities**

Forecast of Contracting Opportunities

Offers forecasted contracting data by agency, contract award status, location, NAICS and Contract Value to assist Small Businesses in locating prospective business opportunities.

**ADDITIONAL RESOURCES**

**BROWSE THE LATEST ACTIVITY**

- **ENTITLEMENT COUNSELING SERVICES**
  Thursday, February 23, 2017
  How entitlement counseling is used in the Federal Government workspace.

- **Travel Best-In-Class (BIC)**
  Thursday, February 23, 2017
  Travel Best-In-Class (BIC)

- **Green Procurement Compilation**
  Thursday, February 23, 2017

- **Guidance**
  Wednesday, February 22, 2017
  Guidance

**FIND RESOURCES BY ACQUISITION PHASE**

- Planning
- Requirements
- Solicitation
- Award
- Administration

**Activity Feed**

Training and Events Feed

**Search by acquisition phase**
A walk through the data and tools...

Conduct Market Research:
Solutions Finder, Prices Paid Portal, and CALC Tool (Contract Awarded Labor Category)

Manage your Acquisition Package:
Project Center, Document Library, eBuy Open

Join the Community:
Community Discussions, Community Finder

Discover Guidance by Category
The ten hallways

Additional Resources:
Green Procurement Compilation, TechFAR HUB, and Forecast of Contracting
A case study: Janet C Officer

What's in it for me (WIIFM)?
- A place to organize and save your acquisition
- A place for market research, pricing information, and requirements development
- A place to connect with other acquisition professionals

Profile:
- Contract Supervisor, NASA
- Usually works on Professional Services
- Cares a lot about doing it right

Challenge:
- Current contract expires in 2016 for training agency wide
- Needs a new contract for the same requirement by the end of the fiscal year (Sept. 30, 2016)
- Unsatisfied with the performance of Company XYZ and the overall acquisition vehicle
- Wants to try something new for the 2016 re-compete
Manage your Acquisition Package:

Project Center

Description: In the Project Center, you can add a variety of content from across the Gateway to your project. This includes listings and saved searches from the Solutions Finder and SOW Library, as well as uploaded documents.

Notes: Explore My Tasks and My Events to see how you can use the Project Center to manage your acquisition.

Milestones | Acquisition Details | Content | Team
---|---|---|---
1 | Not Provided | Initial Package Received | Add Milestone
2 | Not Provided | Complete Procurement Package
3 | Not Provided | Acquisition Plan

<< Back to My Projects

Sample Project

Description: In the Project Center, you can add a variety of content from across the Gateway to your project. This includes listings and saved searches from the Solutions Finder and SOW Library, as well as uploaded documents.

Identifiers

Requisition # / Purchase Request #
Solicitation #
System-assigned PIN

Contract Information

Procurement Vehicle
Current / Related Contracts
Current Contract End Date

Timeline

 champagne 12 PM (115 days)

Budget

Funder Code

## Agency Wide Training Requirement

### Project Health

- **Project Health**: N/A: No value was provided.
- **Estimated Award**: Not provided

### Identifiers

- **Requisition #/ Purchase Request #**
- **Solicitation #**
- **System-assigned PIIN**

### Timeline

- **Performance Period Start / Target Delivery Date**
- **Estimated Award Date**

### Contract Information

- **Procurement Vehicle**
- **Current / Related Contracts**
- **Current Contract End Date**

### Budget

- **Funding Code**
- **Estimated Dollar Value**
 Conduct Market Research: Solutions Finder

**Solutions Finder**

**View Welcome Message**

- **Keyword Search**

**Applied Filters**
- NASA

**My Agency**
- Dept of Defense
  - Air Force (173)
  - Army (171)
  - DHA (170)
  - Navy (173)
  - Other DoD Organization (170)

**Federal Agencies**
- DoC (164)
- DoE (163)
- DHS (181)
- Doi (163)
- Doj (164)
- Dol (163)
- DoT (164)
- Ed (163)
- EPA (163)
- GSA (164)
- HHS (171)
- HUD (163)
- IRS (163)

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**BMO: Building Maintenance and Operations FSSI (Best In Class)**

Managed By: GSA

**IDIQ**

**FSSI**

**Best In Class (BIC)**

Building Maintenance and Operations (BMO) strategic sourcing solution is a comprehensive and flexible solution covering all high-demand BMO services. It is an open market, multiple-award, indefinite delivery, indefinite quantity (MA-IDIQ), ...

**Fee:**
- 2% contract access fee

**Availability:**
- All DoD and Civilian Agencies

**Solution Website**

---

**City Pair Program (Best In Class)**

Managed By: GSA

**MS**

**Best In Class (BIC)**

The City Pair Program (CPP) offers fares considerably lower than comparable commercial fares, saving the federal government billions of dollars annually.

**Fee:**
- None

**Availability:**
- All DoD and Civilian Agencies

(The benefits of this service include: Fares priced on one-way routes, permitting agencies to plan multiple destinations; No advance purchase required; No minimum or maximum length stay required; Fully refundable tickets; Last seat availability; No blackout periods; Stable prices enabling travel budgeting; and Dual fares availability.)

**T&Cs**

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**Facility Reduction Program (FRP): U.S. Army Corps of Engineers (Best In Class)**

Fee:
- CEHNC does not receive appropriated funds to operate and therefore uses a cost

---

**Category Management**

Showing 168 results of 232

Reset

Share

**Page 17**
HCaTS: Human Capital and Training Solutions (Best In Class)

Managed By: OPM

The Human Capital and Training Solution (HCaTS) contract is the result of a partnership between The U.S. Office of Personnel Management (OPM) and the General Services Administration (GSA). The initiative creates the joint management of a ... View Details

USA Learning (Best In Class)

Managed By: OPM

The USA Learning Program is operated out of the Office of Personnel Management (OPM), and is a part of the HR Solutions Directorate, in the Center for Leadership Development (CLD). The Program Office offers a wide range of e-Learning ... View Details
## Conduct Market Research: Solutions Finder

<table>
<thead>
<tr>
<th>Solution Name</th>
<th>Managed By Agency</th>
<th>Description</th>
<th>Solution Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliant</td>
<td>General Services Administration</td>
<td>Building Maintenance and Operations (BMO) is a comprehensive and flexible solution covering all high-demand BMO services. It is an open market, multiple-award indefinite delivery, indefinite quantity (IDIQ) contract that provides a broad range of information technology (IT) services to government agencies.</td>
<td>Indefinite Delivery Indefinite Quantity, Federal Strategic Sourcing Initiative</td>
</tr>
<tr>
<td>BMO: Building Maintenance and Operations FSSI</td>
<td>General Services Administration</td>
<td>If you are in need of an integrated IT solution contract vehicle, GSA's Alliant GWAC is for you. Alliant's innovative contract scope maintains an &quot;Anything IT, Anything&quot; philosophy on a national basis.</td>
<td>Government-wide Acquisition Contracts</td>
</tr>
<tr>
<td>CDC Information Management Service</td>
<td>Health and Human Services</td>
<td>The CDC Information Management Services (CIMS) Contract is a multiple award, indefinite delivery, indefinite quantity (IDIQ) contract that provides a broad range of information technology (IT) services to government agencies.</td>
<td>Indefinite Delivery Indefinite Quantity</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Fee Info</th>
<th>Expiration Date</th>
<th>Point of Contact</th>
<th>Solution availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.75% [Capped at $150k per year per order over $20M for agency orders and $100K per year per order over $15.3M when agency use GSA's Assisted Acquisition Service]</td>
<td>4/2009 to 4/2014, with one five-year option from 4/2014 to 4/30/19. Task Order performance can be performed up to 4/30/24</td>
<td>Customer Support Center: <a href="mailto:ITSCC@gsa.gov">ITSCC@gsa.gov</a>; 855-482-4348; Acting Alliant POC: Jason Schmitt - 855-243-7998; <a href="mailto:jason.schmitt@gsa.gov">jason.schmitt@gsa.gov</a></td>
<td>All DoD and Civilian Agencies</td>
</tr>
<tr>
<td>2% contract access fee</td>
<td>Base contracts: March 30, 2021. Option period: March 30, 2026</td>
<td></td>
<td>All DoD and Civilian Agencies</td>
</tr>
<tr>
<td>N/A</td>
<td>Final option year expires September 2024</td>
<td></td>
<td>HHS Available HHS wide, but only with an</td>
</tr>
</tbody>
</table>
Conduct Market Research: Prices Paid Portal

TOOLS
NUMBER OF RETURNED RESULTS
101,562,259

SEARCH

DATE RANGE
No time filter present

FILTER
Limit Your Search
AWARD VEHICLE
MANUFACTURER NAME
VENDOR NAME
DEPARTMENT

PRICE RANGE
No range filter present

TRANSACTIONAL DATA
Page 1 of 10 (Total 101,562,259 data records) Next ▸
Conduct Market Research:
CALC Tool (Contract Awarded Labor Category)

Search awarded ceiling rates for labor categories

CALC lets you conduct market research on professional service labor categories quickly and easily, helping you make better informed decisions. Results shown are awarded hourly rates from GSA IDIQ service schedules.

Enter your search terms below, separated by commas. (For example: Engineer, Consultant)

- Contains words
- Contains phrase
- Exact match
Conduct Market Research:
CALC Tool (Contract Awarded Labor Category)

The rates shown here are fully burdened, applicable worldwide, and representative of the current fiscal year. This data represents rates awarded at the master contract level.

### Labor Category

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Min Edu.</th>
<th>Experience</th>
<th>Price</th>
<th>Contract #</th>
<th>Vendor</th>
<th>Schedule</th>
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</thead>
<tbody>
<tr>
<td>High</td>
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<td></td>
<td></td>
<td>GS-00F</td>
<td>Advanced C4 Solutions, Inc.</td>
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</table>
Manage your Acquisition Package: Document Library

Support for Training, Acquisition, and Financial Reporting at FEDSIM (STAFF)

The contractor shall provide support services that will incorporate best practices into the management and control of FEDSIM client projects throughout their acquisition services, financial and data management, and robust training development and assistance for continuous learning. The contractor shall provide the contractor shall develop, implement, and enforce quality assurance measures, perform standardized financial tracking and invoicing review, monitor project performance, development and cost analysis. The contractor shall provide technical writing. The contractor shall provide FEDSIM with audit resolution support. All tasks, work products, and projects, are client and project specific. The contractor shall also provide FEDSIM with technical evaluation management support services at the contractor shall increase the number and quality of opportunities in FEDSIM’s business pipeline. Principle support from this TO will be provided to FEDSIM, but there may be limited exceptions.
Manage your Acquisition Package:
Document Library

Enterprise Content Management Support
IT Infrastructure and record management activity, project management. Agency-wide web/application development, operations, maintenance, enhancement, project services for ECMS program and its user communities.

Document Type: Statement of Work
Acq. Stages: Acquisition Planning
Format: Sample
Agency: Environmental

Contract Type: Unknown
Tags: Information Technology, IT Consulting, Professional Services, Business Administration Services, ECMS, Web Application, GWAC, Alliant

Document Library

- Applied Filters
- Term: technology
- Type: Requirements

Document Type
- Requirements Document
- Market Research Report
- Contracting Officer's Representative Nomination and Appointment Letter
- Quality Assurance
- Surveillance Plan
- Limited Sources Justification (8.4)
- Independent Government Cost Estimate
- Acquisition Strategy
- Sources Sought Synopsis
- Show Cause Notice
- Justifications and Approvals
- Final Proposal Revision
- Source Selection Plan (FAR Part 15)
- Stop Work Order
- Purchase Request

Download PDF Format


B) Part II - Work Requirements

1) Technical Requirements

The following tasks are identified as “fixed price” or “time and materials”:

Task 1.0 – ECMS Project Management Support (Fixed Price)
The contractor shall provide support for project management activities, including project tracking and documentation. As part of these activities, the contractor shall:

- 1.1: Participate in weekly Project Team (60 minutes each), Task Order (60 minutes each), and Error Analysis (30 minutes each) conference calls. The contractor shall have qualified staff members who are supporting ECMS activities participate in these calls.

- 1.2: Provide written notes, project tracking reports and additional documentation on a weekly, monthly or annual basis, as listed in the “Deliverables” section.
Welcome
GSAs eBuy-Open, is a web platform that provides access to all electronic Requests for Quote (RFQ)/Proposal (RFP) submitted through the GSA eBuy system from FY14 forward. A variety of features are available to analyze the data. Click here for more information.

Filtering:
- Status
- Term
- Action

Text Search by RFQ ID, RFQ Description, or Title

Top Agencies:
- Department of the Air Force: 43888
- Department of Veterans Affairs: 36682
- Department of the Navy: 35730
- Department of the Army: 27070
- Department of Defense (Office of the Secretary of Defense): 15086

RFQ Data:
- RFOID: Expand RFQ1173156
- Buyer Agency: Department of the Air Force
- Issue Date: 2017-02-25
- Close Date: 2017-03-10
- Title: Trailer for Hauling ATV/UTVs
- SIN: 023 LS
- Schedule: K

- RFOID: Expand RFQ1173154
- Buyer Agency: Department of the Air Force
- Issue Date: 2017-02-25
- Close Date: 2017-03-06
- Title: Garmin InReach or similar
- SIN: 66 514, 192 33A, 20 316, 75 200, ...
- Schedule: N

- RFOID: Expand RFQ1173153
- Buyer Agency: Department of Health and Human Services
- Issue Date: 2017-02-25
- Close Date: 2017-03-08
- Title: NOMAD PRO II PORTABLE X-RAY, CASE
- SIN: 0-38A
- Schedule: M

- RFOID: Expand RFQ1173151
- Buyer Agency: Department of the Navy
- Issue Date: 2017-02-25
- Close Date: 2017-03-02
- Title: Spectrum Analyzer Perpetual License
- SIN: 027 2
- Schedule: K

- RFOID: Expand RFQ1173150
- Buyer Agency: National Aeronautics and Space Administration
- Issue Date: 2017-02-25
- Close Date: 2017-02-28
- Title: Power System Main Frame and Module
- SIN: 602 17
- Schedule: N

- RFOID: Expand RFQ1173149
- Buyer Agency: Department of the Army
- Issue Date: 2017-02-25
- Close Date: 2017-03-04
- Title: AV System for Contingency Command Center
- SIN: 132 8
- Schedule: N

- RFOID: Expand RFQ1172992
- Buyer Agency: General Services Administration
- Issue Date: 2017-02-25
- Close Date: 2017-03-24
- Title: 17-RENTBILL-001
- SIN: 520 15
- Schedule: K

- RFOID: Expand RFQ1173146
- Buyer Agency: Department of Defense (Office of...
- Issue Date: 2017-02-24
- Close Date: 2017-03-01
- Title: Dewall Tools
- SIN: 105 002
- Schedule: N

- RFOID: Expand RFQ1173145
- Buyer Agency: Department of Agriculture
- Issue Date: 2017-02-24
- Close Date: 2017-03-13
- Title: Helpdesk Support and PC Maintenance
- SIN: C1 FA3
- Schedule: M

- RFOID: Expand RFQ1173142
- Buyer Agency: Department of the Treasury
- Issue Date: 2017-02-24
- Close Date: 2017-03-01
- Title: Lease and Maintenance Multi...
- SIN: 51 500
- Schedule: K

Page 1 of 5 (Total 241,849 RFQs)
## Manage your Acquisition Package:

### eBuy Open

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<tr>
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<td><a href="https://www.ebuy.gsa.gov/ebuyopen/banana/download/ebuy_upload/2017021173145!%20008%20-%2008%20%201449.pdf">link</a></td>
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<tr>
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<td></td>
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<td>BuyerAgency</td>
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<td>Department of Agriculture</td>
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<td></td>
<td><a href="mailto:chantrell.nettes@nfc.usda.gov">chantrell.nettes@nfc.usda.gov</a></td>
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<tr>
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<td></td>
<td>2017-03-13</td>
</tr>
<tr>
<td>Description</td>
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<td>The United States Department of Agriculture (USDA) requirements</td>
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<tr>
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<td>specified in the attached Performance</td>
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<tr>
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<td></td>
<td>The period of performance:</td>
</tr>
<tr>
<td>Description</td>
<td></td>
<td>Base Period: 4/1/2020 - 3/31/2021; Option Period 03: 4/1/2020 -</td>
</tr>
<tr>
<td>Description</td>
<td></td>
<td>3/31/2021; Option Period 03: 4/1/2020 - 3/31/2021; Option Period</td>
</tr>
<tr>
<td>Description</td>
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<tr>
<td>SINName</td>
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<td>Computer Facilities Management Services</td>
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<tr>
<td>Status</td>
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<tr>
<td>Title</td>
<td></td>
<td>Helpdesk Support and PC Maintenance</td>
</tr>
</tbody>
</table>

### 1. Performance Work Statement (PWS) Overview

The United States Department of Agriculture (USDA) Office of the Chief Financial Officer (OCFO), National Finance Center (NFC) is seeking to obtain Contractor support for OCFO users for a wide-range of information technology services. While the goal is for equivalent service for OCFO staff (Government and Contractor) regardless of location, the Contractor should propose a model solution that provides a reasonable balance between level of support and other associated costs, based on industry best practices. The Contractor shall have considerable responsibility for the operational strength and performance of the OCFO Information Technology (IT) portfolio as it relates to Desktop Support and PC Maintenance (DSPCM). The Government intends to apply performance-based standards wherever possible for work performed under this task order.

The OCFO DSPCM is part of OCFO’s comprehensive initiative to continue the consolidation of its IT infrastructure services for better effectiveness, efficiency, and management control. OCFO is pursuing a Contract Task Order (referred to as a Task Order or TO) from this point forward to replace current DSPCM. The DSPCM operates under the Office Services Branch (OSB), the OB provides operations support, hardware and software maintenance, systems administration, service desk operations and security of the DSPCM infrastructure. The OSB is comprised of Federal and contractor personnel currently operating in a 7x24x365/366 environment. The OSB is responsible for performing Level I, II, and III Information Technology Management and Support Services.

The Contractor shall interact with other functional areas within OCFO and Third Party Contractors regarding the resolution of issues and/or provision of these services in the course of supporting this requirement.

### 1.1. Place of Performance

OCFO’s primary Business Operations Center (BOC) is located in New Orleans, Louisiana (LA). Additional facilities are maintained at the Primary Computing Facility (PCF) in Denver, Colorado (CO), the Backup Computing Facility (BCF) in Saint Louis, Missouri (MO), and an Alternate Work Site (AWS) in Bossier City, LA. The OCFO also has a Customer Support Office (CSO) and training facility in Washington, D.C.

Unless otherwise specified or required due to situations such as Continuity of Operations Plan (COOP), the work shall be performed at the New Orleans facilities. During a COOP event, the
Welcome

GSA's eBuy-Open is a web platform that provides access to all electronic Requests for Quote (RFQ) /Proposal (RFP) submitted through the GSA eBuy system from FY14 forward. A variety of data filtering, formatting and reporting features are available to analyze the data. Click here for more information.

Search term: financial training
Join the Community:
Community Discussions

Have something to share?
Post a question or discussion topic in one of the community groups!
Join the Community: Connections Finder

Search for a user by name, title, agency, location, email and more

Advanced Search

Name
Agency
Email
Categories
Certifications

Job Title
Office/Bureau
Knowledge/Experience
Solutions

Select Categories
Enter Knowledge
Enter Solution
Join the Community: Connections Finder

Andrew Breychak
Agency: General Services Administration (GSA, Ctr)
Office: FAS
Washington, DC
Contact: andrew.breychak@gsa.gov
202-251-3738

Categories of Interest:
- Category Management
- Information Technology
- Professional Services

Acquisition Solutions of Interest

Knowledge / Experience
Project Management, Marketing, Product Development

Certifications

Not seeing any posts?
This user currently has no posts.
Acquisition Gateway is a growing community

Nearly **12,000** registered professionals and growing…

**Bulk Buying Laptops and Desktops Makes Federal Dollars Go Further**

"The bulk buying event offered an average of 15.6% savings from previous ceiling. According to U.S. Holocaust Memorial Museum Director of Procurement James T. Brady, the new pricing allowed the museum to buy an extra 25 laptops and 30 desktop computers — a savings against the old pricing of $74,345."

**HHS CIO BPAs**

The HHS Vendor Management Office contacted the Gateway team. It has nine (9) BPAs it wants to make the HHS workforce aware of and wanted to publicize them via Solutions Finder.

**FHFA Saves Over 20% and Cuts Administrative Lead Time By Over 50% with BMO Contract**

Using BMO, FHFA cut procurement administrative lead time (PALT) by over 50% by avoiding an open-market buy and separate justifications, and saved over 20% compared to their IGCE.

Send us your success stories: hallways_site_manager@gsa.gov
How the Gateway is developed...

1. **COLLECTED FEEDBACK**
   - Collected feedback on the current homepage from users and other stakeholders through workshops, surveys, and one-on-one sessions.

2. **CREATED, TESTED, & ITERATED**
   - Created several versions of the homepage.
   - Tested each version with users.
   - Iterated based on feedback.

3. **DEVELOPED**
   - Presented final design to stakeholder groups and developed the redesign.

---

**Agile SCRUM**

The data and tools are constantly evolving based on your feedback!

Every 2 weeks new updates are published to the Gateway.

The Acquisition Gateway homepage redesign is a great example of how your feedback and human-centered design approach builds value.
On demand help...

hallways_site_manager@gsa.gov
Answered by the National Customer Service Center and escalated as required

- Video overview of the Acquisition Gateway
- Help with login (video with instructions)
- Self-serve tutorials for apps
Future state: what is coming in the Gateway....

- **Hallway and Community Redesign**
  - Submit ideas & feedback using the "Give Feedback" button on the bottom of the homepage. Drawings & wireframes are encouraged!
    hallways_contribute@gsa.gov

- **Keyword Search**
  - You’ll be able to search through documents and receive top results
  - *This is separate from tag search*

- **Best In Class (BIC) – already here!**
  - Sort by BIC in Solutions Finder and BIC will default to the top

- **Project Center – already here!**
  - A "My Work" section that contains all the milestones and tasks assigned to you
The Acquisition Gateway Ambassador Network is a Change Agent Network developed to expedite the government’s transition to category management. Change agents will support transformation at their agencies.

Please contact Craig.Chavez@gsa.gov

Value:
Gateway Ambassadors build and sustain the momentum of change efforts by disseminating messaging, providing feedback on change activities, and reducing stakeholder fears and resistance to the change.

Time Commitment:
One single hour-long meeting per month
2-4 hours of direct assistance with communication development and delivery, research, and feedback collection.

Gateway Ambassadors’ Primary Functions
- Disseminating messages through local communication channels
- Sharing feedback with FAS to enhance and improve both category management change management efforts and Acquisition Gateway adoption efforts
- Addressing the concerns of their local workforce

Ideal Gateway Ambassador Characteristics
- Respected and admired among peers
- Relatable and regarded as confidants
- Willing to donate time and resources to the category management initiative
- Typically middle-management and below, as this fosters trust from the workforce
- Representatives from across the organization
Acquisition Gateway University

Spring Session

When? April 24th - May 5th (10 one-hour sessions, over 2 weeks)

What is it? Daily webinars, one hour in length, focused on a variety of acquisition topics. Each session offers 1 Continuous Learning Point.

What classes are being offered? A deep dive into the IT Category; the Acquisition Lifecycle; Real Contracting Officers / Real Project Managers of the Federal Government; Human Centered Design and more!

How do I register? - Register here!
Where do we go from here...

1. Log in and explore at https://hallways.cap.gsa.gov
2. Connect and contribute ideas, join conversations, and share best practice samples and templates
3. Share it with your acquisition co-workers
4. Join usability testing to help drive new features

We are listening! Please email hallways_site_manager@gsa.gov
Questions?