



Professional Services Industry Symposium

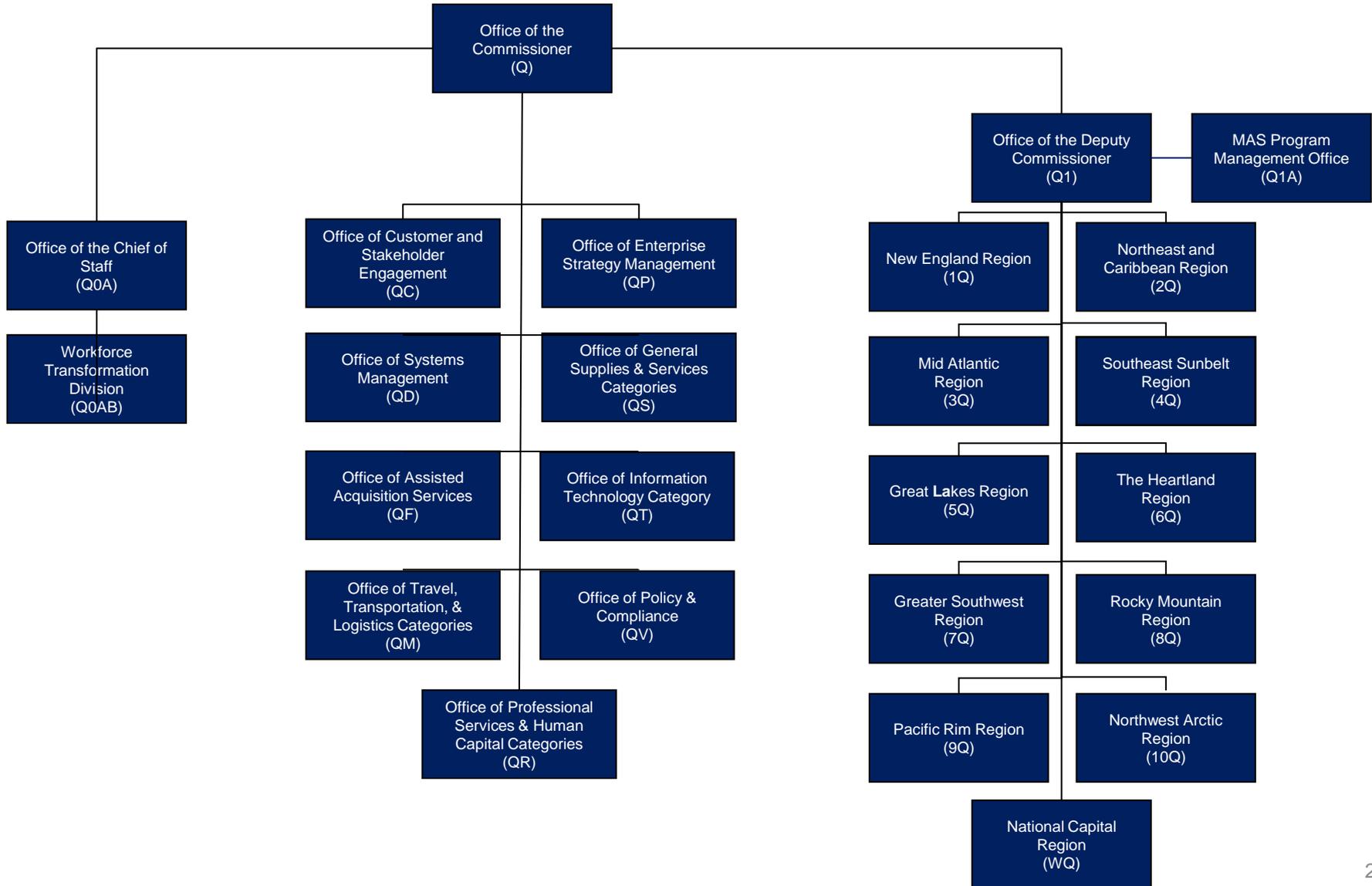
Tacoma, Washington

June 6 - 8, 2017





FAS Organizational Structure



Assistant Commissioners

Thomas Sharpe
 FAS Commissioner
 Office of the
 Commissioner
 (Q)



Mary Davie
 Assistant Commissioner
 Office of Information
 Technology Category
 (QT)



Bob Noonan
 Assistant Commissioner
 Office of Systems
 Management
 (QD)



Tom Howder
 Assistant Commissioner
 Office of Assisted
 Acquisition Services
 (QF)



William Toth
 (Acting) Assistant
 Commissioner
 Office of Travel,
 Transportation, &
 Logistics Categories
 (QM)

Beth Folz
 (Acting) Assistant
 Commissioner
 Office of General
 Supplies & Services
 Categories
 (QS)



Tiffany Hixson
 Assistant Commissioner
 Office of Professional
 Services & Human
 Capital Categories
 (QR)



Laura Stanton
 Assistant Commissioner
 Office of Enterprise
 Strategy Management
 (QP)



Chiara McDowell
 (Acting) Assistant
 Commissioner
 Office of Policy &
 Compliance
 (QV)



Kim Brown
 Assistant Commissioner
 Office of Customer
 & Stakeholder
 Engagement
 (QC)



Regional Commissioners

Kevin Youel Page
 FAS Deputy
 Commissioner
 Office of the Deputy
 Commissioner
 (Q1)



Joe Nickerson
 New England
 Region
 (1Q)



Erville Koehler
 Southeast
 Sunbelt Region
 (4Q)



George Prochaska
 Greater
 Southwest
 Region
 (7Q)



Michelle Warren
 Northwest Arctic
 Region
 (10Q)



Jeff Lau
 (Acting)
 Northeast and
 Caribbean
 Region
 (2Q)



Anne Mesch
 (Acting)
 Great Lakes
 Region
 (5Q)



Penny Grout
 (Acting)
 Rocky Mountain
 Region
 (8Q)



Houston Taylor
 National Capital
 Region
 (WQ)



Dena McLaughlin
 Mid Atlantic
 Region
 (3Q)



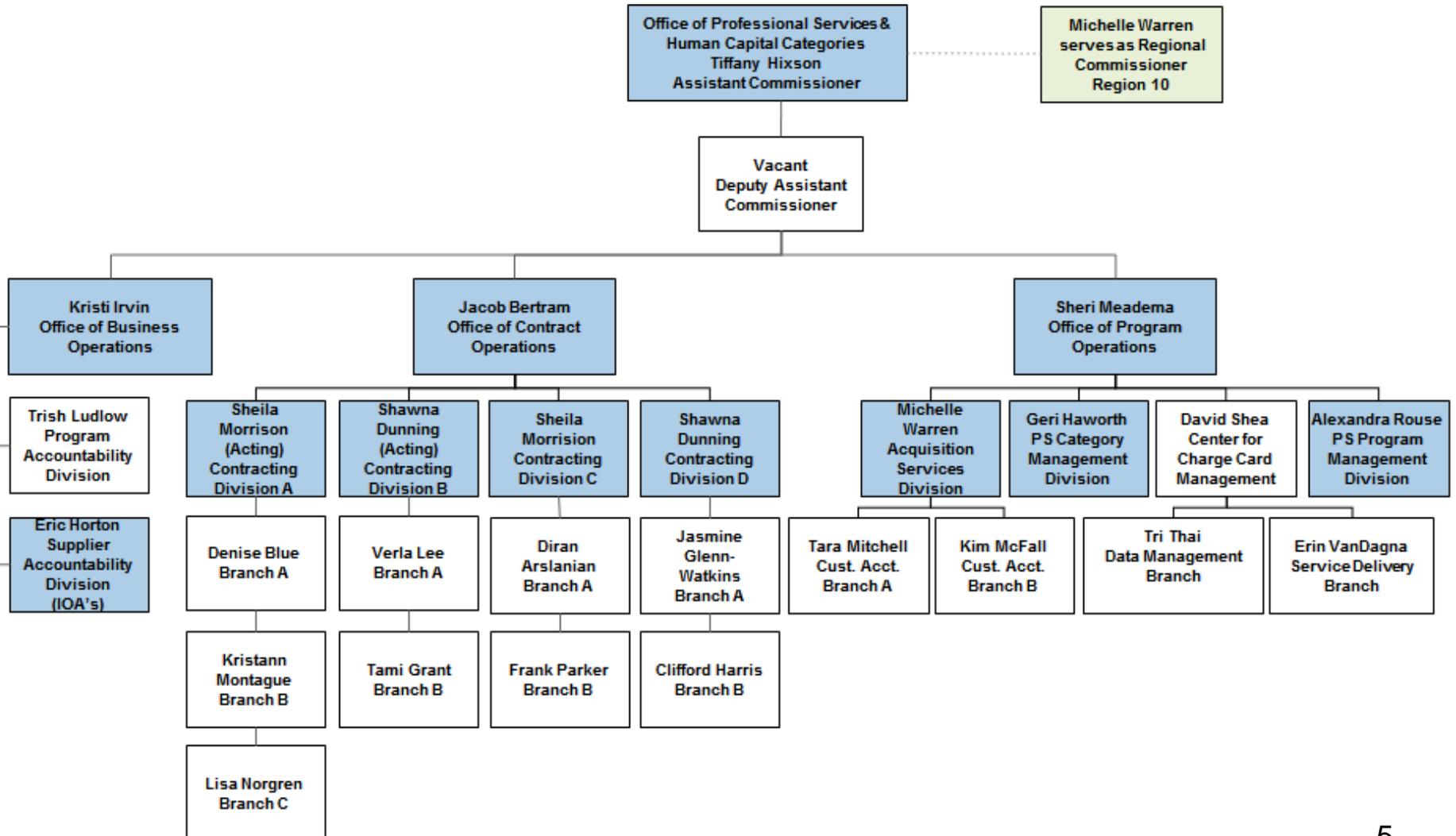
Mary Ruwwe
 The Heartland
 Region
 (6Q)



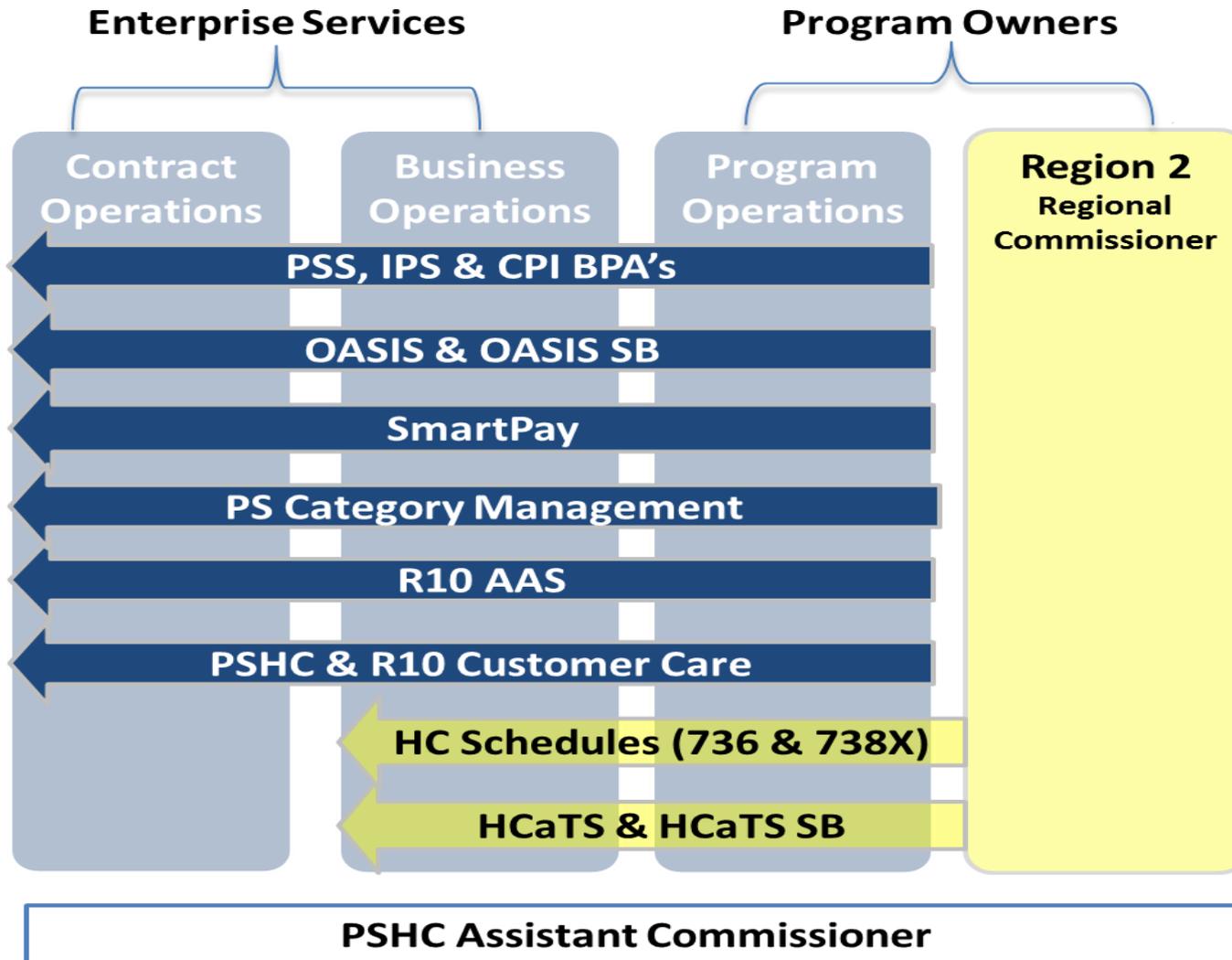
Larry Levandowski
 Pacific Rim
 Region
 (9Q)



PSHC Leadership



PSHC Functional Structure





FY 2018 Vision

*Become the Government professional
and human capital services marketplace.*

PSHC portfolio infrastructure fully implemented

Improve Contract Solutions

- Pursue legislative changes to support creation of a services marketplace
- Complete and implement formal business plans for each contract program (PS and HC)
- SmartPay 3 transition
- PSS
 - Implement PSS offer streamlining
 - Implement PSS NAICS restructuring
 - Use TDR data to inform acquisition strategies and intelligence
 - Improve civilian contract audit services
- OASIS
 - Complete OASIS on-ramp for financial services
 - Ensure MOU obligation targets achieved
- HCaTS
 - Begin on-ramp planning

Improve and Expand Stakeholder Support Capabilities

- Increase customer engagement and support (video training, office hours, PS and HC Hallways, other online resources including SPBC & CALC)
- Develop DISCOVERY market research tool for all portfolio contracts
- Mature supplier relationship management program

Governmentwide Professional Services CM Leadership

- Continue to enhance category hallway content and tools (CALC & Steps to Performance Based Contracting)

Key Metrics for Initiatives

- Increase usage (market and small business)
- Achieve targeted sales (all contracts)
- SmartPay 3 transition implementation (timeliness)
- PSS and HC Schedule improve key PALT metrics
- Customer satisfaction
- Supplier satisfaction
- PS Hallway usage

Risks / Barriers

- Resource availability to support increased business volume/customer needs
- Lack of a single contract writing system increases complexity for transformation of contracting function
- PSS customers have shared that broad industrial base requires RFIs to identify industry partners to meet their requirements

Q2 Governmentwide Category Progress

Professional Services

Metric

SUM (\$M)

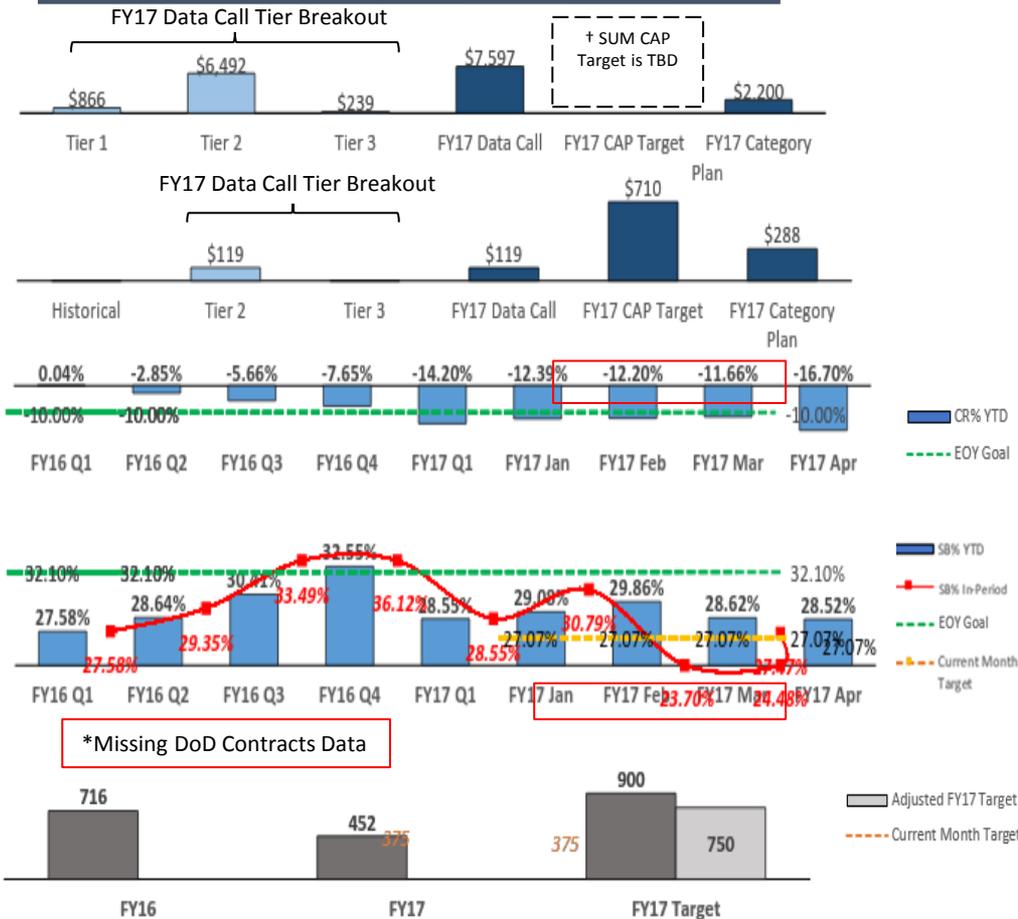
Savings (\$M)

Contract Reduction

Small Business

Gateway Purposeful Visits

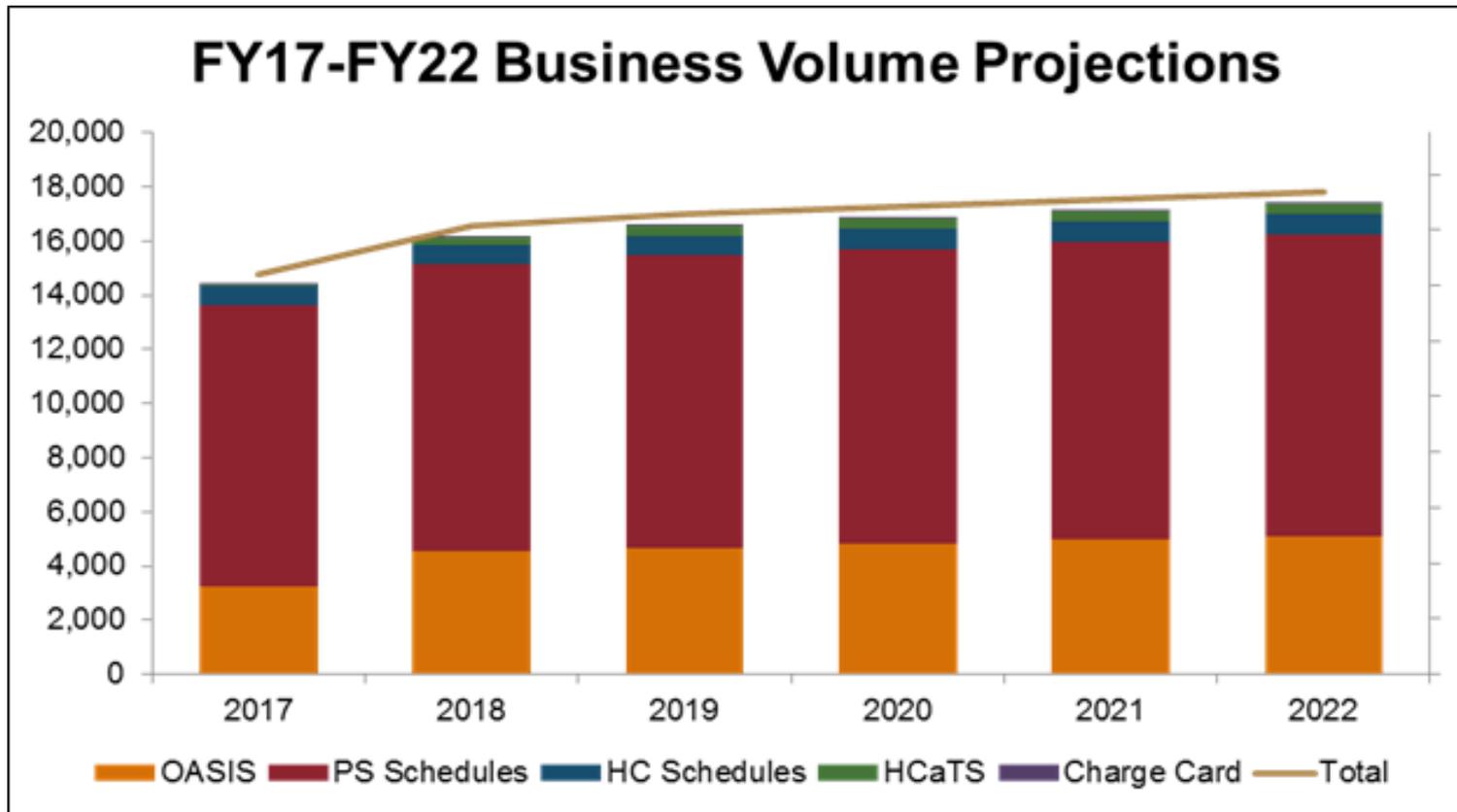
Professional Services Performance



Status of Category Initiatives

Initiative	Milestones
Evaluate GSA OASIS and PSS IPS BPA/SIN as BIC	●
On-ramp to GSA OASIS Pool 2	●
Award GSA SmartPay 3	●
Develop category management strategy for one subcategory	●
Streamline GSA PSS solicitation	●
Complete Civilian strategy for Civilian services contract audit	●
Implement SRM program	●
Continue AG digital tool and 'good practices' content development	●

GW Usage 25.15%
(FY 2016 was 24.30%)



This Afternoon's Program

Time	Track 1	Track 2	Track 3	Track 4	Track 5
1:00 p.m. - 2:00 p.m.	Transactional Data Reporting - What it means & Why is it important to You?				
2:00 p.m. - 2:15 p.m.	Break				
2:15 p.m. - 3:15 p.m.	Navigating An Audit of Your PSS Contract	Category Management Professional Services Overview	The Streamlined PSS Solicitation: Steps to Making it Easier	Small Business Utilization and Subcontracting Requirements	Industrial Operations Analysts (IOA): Keeping Your GSA Multiple Award Schedule Contract Compliant
3:15 p.m. - 4:15 p.m.	Civilian Contract Audit Services	GSA Assisted Acquisition Service	How to Market to the Federal Government	Professional Services Schedule Initiatives Enhancing Efficiency	Introduction to the Acquisition Gateway and the Professional Services Hallway
4:15 p.m. - 5:15 p.m.	Best in Class Contracts	Managing Your Professional Services Schedule (PSS) Contract	What's new in MAS? A discussion of the Making it Easy (MIE) Initiative and a discussion with the FAS PMO Acting Program Manager	Supplier Relationship Management	