



The IAE Digest

News and Program Updates from the Integrated Award Environment

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2nd Quarter FY19*



From the Deputy Assistant Commissioner



As we continue integrating systems into beta.SAM.gov, it's critical we keep audiences informed about our progress. Just as important as building capabilities is making sure people know about the transitions and know how to access information they need in beta.SAM.gov.

The second quarter of 2019 saw the IAE make some major steps toward migrating WDOL.gov (which officially decommissions on June 13), FBO.gov (first quarter of FY2020), and more. We have many ways of letting people know about what's coming and what's happened, including The IAE Digest -- which comes out every quarter. We also

have a very active blog on GSA's Interact platform (just search "IAE"). My colleagues have been spending a lot of time speaking at conferences and in-person meetings. And I'm sure many readers of this space are familiar with our quarterly online Stakeholder Forum events (archived and available on Interact as well). We also use GSA social media frequently, and I hope everyone follows @USGSA and @FAS_Outreach on Twitter.

Even though we work hard to inform everyone about what's going on at the IAE, we can always do better. Please let me know about new ways we can reach interested parties, if you have networks or listserves you think could benefit from learning about the modernization process, and if you have newsletters or other outlets that can help us spread the word. For any general questions or suggestions about the work we're doing at the IAE, you can always reach me at IAEOutreach@gsa.gov.

Vicky Niblett
Deputy Assistant Commissioner

Update on the CPARS/PPIRS Merger

On January 15, 2019, the Past Performance Information Retrieval System (PPIRS.gov) was officially retired to conclude its merger with the Contract Performance Assessment Reporting System (CPARS.gov). The PPIRS name will only appear in the Federal Acquisition Regulation.

Data from PPIRS has been merged into CPARS.gov, making CPARS the official system for past performance information. This merge simplifies functions such as creating and editing performance and integrity records, changes to administering users and running reports, generating performance records, and viewing/managing performance records.

Users will now have one location and one account to perform all functionality. Federal users with a Common Access Card (CAC) or Personal Identity Verification (PIV) card or a contractor with a Public Key Infrastructure (PKI) certificate, will log in using the Accept/Login with PKI button. Federal users who don't use PKI/PIV or a contractor who doesn't have a PKI certificate will log in using their email address and a password.

Upon using CPARS.gov for the first time, users are required to reset their password to securely log on to the merged system. To help prevent unauthorized access, a one-time access code is needed when using a password to log in.

For any questions, please contact the CPARS Desk at WEBPTSMH@navy.mil.

Financial Assistance Representations & Certifications

The System for Award Management (SAM) exists to help individuals and businesses (entities) do business with the federal government. For entities seeking financial assistance (grants) or to submit a contract proposal, you must register on SAM first. Recently, the registration process in SAM has changed to decrease the burden for registrants applying for financial assistance and federal agencies.

On February 2, 2019, the System for Award Management (SAM) implemented a new process that allows financial assistance registrants to submit common federal government-wide representations and certifications. The procurement representation and certifications have not changed. For entities applying for financial assistance funding, as they initially register or complete their annual registration renewals, entities will be required to review financial assistance representations and certifications before their registration can be activated. As entities renew and re-register their accounts, the data collected will make SAM.gov the federal repository for this information. By completing the representations and certifications in SAM, the grantee application and administrative processes will be significantly streamlined, making it easier to do business with the federal government. This change is in accordance with the September 5, 2018, Office of Management and Budget (OMB) memorandum M-18-24, "Strategies to Reduce Grant Recipient Reporting Burden."

Since registration in SAM.gov is required for federal awards and must be updated annually, federal agencies will use the SAM entity registration information, including the representations and certifications, to verify recipient compliance with award requirements. This will reduce the duplicative practice of agencies requesting representations and certifications with the submission of each financial assistance application.

Quarterly System Updates - Legacy Sites

SAM Quarterly Release Improvements

During the second quarter of 2019, we made the following updates to SAM.gov (partial list):

- Improved navigation logic on the Pending Hierarchy Registration Requests page. Users managing hierarchy registration requests will return to the Pending Hierarchy Registration Requests page after approving/rejecting a request instead of starting over on the My SAM page.
- Users will now be required to create system accounts to retrieve data via web services and will continue to maintain a discrete SAM system account username/password.
- Fixed a navigation issue on the DUNS Information page. Users updating their entity registrations will now proceed to the Verify DUNS Information page immediately after selecting 'Next'.
- Fixed an issue where submitted entity registrations with a change in their Doing Business As name were not sent to IRS for validation. The application will now automatically include these entities in the outgoing IRS queue.
- Made a series of improvements to protect publicly available entity management registration data. Blocked access to daily Entity Management public extract files by direct URL call.
- Fixed a search related issue where Search Results PDF files were omitting the searched name term for entities with 'or' in their legal business name.



Release Update 15 IP

Overview

The General Services Administration (GSA) manages federal acquisition and awards processes through eight remaining websites which are being merged into one, currently called beta.SAM.gov. During the modernization effort, we are continuously releasing new code and fixes to the system.

With each software release, we work to improve the user experience, improve the quality of the website, and reduce the burden for those wishing to do business with the federal government. We do this through a combination of minor enhancements and fixing known issues. This document summarizes the customer-facing changes that were made to the beta.SAM.gov application and database in the development window culminating in the build to production on January 11, 2019.

Release Notes

Description
User Impact
Remove Annual Revenue and Number of Employees from UI and APIs: The annual revenue and number of employees are now removed from public information for users to align with the FPDS update in October.
Cancel/Uncancel Contract Opportunity: An authorized contract opportunity user can cancel and uncancel a notice. <ul style="list-style-type: none">• Uncancelling an active notice removes the cancelled label. Uncancelling an inactive notices removes the cancelled label and moves the notice to active. Cancelling an active notices adds a cancelled label.
Search Results Export: Awards Full Data Elements: Allows a user to export a full data set or selected sections of an awards search to a csv file. Entities Full Public Data Elements: A government and/or entity-associated non-government user can export entity data to a csv file with all public entity data elements from the common export component. Exclusions Full Public Data Elements: A government and/or entity associated non-government user of exclusions data can now export it to a csv file with all public exclusion data elements. Opportunities API Integration and Service Update: A consumer of opportunities data now has the ability to export large volumes of data based on searches they enter into a PDF and/or csv file. Wage Determinations Full Public Data Elements: A user of wage determination data is now able to export search results with all public data elements for the WDs in csv and PDF format.
Export to PDF: Entity Display Page: A viewer of entity information is able to export the record to a pdf, in order to have a copy of the record outside beta.SAM.gov. Exclusions Display Page:

A viewer of exclusions information is able to export the record to a pdf, in order to have a copy of the record outside beta.SAM.gov

Data Services Export Federal Hierarchy Public:

From the common search, a signed-in user can obtain federal hierarchy data through bulk export instead of having to manually pull federal hierarchy data.

Engaging Our Stakeholders



In February, IAE Deputy Assistant Commissioner Vicky Niblett presented legacy SAM.gov and modernization updates at the National 8(a) Small Business Conference in Nashville, Tennessee.

The 8(a) conference offered educational sessions, matchmaking, networking and resources for all small businesses to connect in the federal contracting arena. She also provided a status update regarding the FBO.gov website decommissioning and how to prepare for the transition. Attendees were encouraged to ask questions throughout the presentation. Most of the participants were interested in the decommissioning of the federal award websites and seemed excited with the ease of the new search functionality and the user friendly display for contracting opportunities.



On March 11, IAE Program Manager Andrew Starling presented the changes and improvements coming to beta.SAM.gov at the [2019 Association of Procurement Technical Assistance Centers \(APTAC\) Spring Training Conference](#) in Reno, Nevada.

During the presentation, Starling discussed the updated modernization overview and gave updates on such topics as:

- Recent updates to current SAM.gov
- The coming integration of login.gov into beta.SAM.gov.
- The decommissioning of Wage Determination OnLine (WDOL.gov) and FedBizOps (FBO.gov) and how to prepare for the transitions.

Starling also gave a walk-through of the beta.SAM.gov site as well as some background on data services.

The APTAC training conference provides information to the Procurement Technical Assistance Center's (PTACs) counselors about the latest government acquisition requirements and to inform the entities they support about doing business with the federal government.



The IAE's Deputy Assistant Commissioner Vicky Niblett took part in a panel discussion during [Agile Government Leadership's](#) (AGL) webinar series *AGL Live!* on March 20, 2019. [In this episode](#), leaders from various civic innovation efforts gathered to discuss how the government can learn to fail smarter and pivot quickly for better outcomes in agile environments.

An agile environment is described as a set of principles and values that encourage breaking large portions of a project into smaller functional portions that can be developed quickly. Niblett said she uses the agile method to lead the, "...modernization effort where IAE is taking the functionality of all ten systems and creating a 'one stop shop' for federal awards." Those systems include several that have already been decommissioned (CFDA.gov, PPIRS.gov) and others yet to come (SAM.gov, WDOL.gov, and FBO.gov, for example).

The panelists discussed examples of their failure and what they learned. Rob Klopp, formerly from the Social Security Administration, explained that the key to turning a failure into success is, "...{to} take a horizontal slice around the problem instead of a vertical slice around a problem and deliver a simple version of the entire business." Niblett commented on this statement by reflecting on her personal lesson learned from past failures. She said that when the IAE started development of its modernization effort, "...we were on a three-month cycle," yet soon found that "...was too long and was not realistic". In addition to the lengthy cycle, they were, "...not using IP sprints properly."

The team took a huge pivot and began to think of the systems as one. Niblett said, "the ultimate goal is to provide one system where users have the capability to search and view all public IAE federal award data." In other words, focus on consolidating the, "common functionality across all systems." The team determined the best way to accomplish this was to shorten the cycle, define requirements, and set realistic goals. Niblett decided to have six weeks of development and one of IP. Since the change, Niblett found that velocity has picked up and system users have benefited.

Additionally, Niblett emphasized the importance of communication with stakeholders. Niblett implemented quarterly meetings with all the stakeholders, beginning with the government side in a dedicated effort to help set realistic expectations. “Involving stakeholders as our users and getting their input as we go along builds trust with the government and will lead to success,” said Niblett.

Niblett concluded by giving a tip to others who work in an agile environment, “Get out and listen to what others are doing in the government and learn from others.”

Did You Know?

In January, Niblett was named as a finalist for the 20th Annual Leadership Awards by Women in Technology (WIT), the premier organization contributing to the success of professional women in the Washington, D.C.-area technology community.



This annual awards program identifies, recognizes and celebrates female professionals who are leaders in the technology field and bring a unique vision and talent to the industry.

WIT will announce the winners at the Leadership Awards Gala on May 9.

Stakeholder Forum Recap

On March 19, the IAE hosted its latest stakeholder outreach forum in our ongoing series that allows IAE to share with our users important information about our existing systems and the system we're building - beta.SAM.gov.

Office of Systems Management (parent organization for the IAE) Assistant Commissioner Judith Zawatsky began the program with remarks about OSM as-a-whole and how our work aligns with GSA's priorities and strategic goals. Zawatsky also talked about the current state and future of the eight IAE legacy systems.

IAE Deputy Assistant Commissioner Vicky Niblett followed by providing a high-level overview of beta.SAM.gov. She covered the timing and preparations needed for the upcoming transitions. She started with the upcoming decommissioning of WDOL.gov, scheduled to decommission in the third quarter of fiscal year 2019. She followed by discussing the

upcoming migration of FBO.gov, scheduled to conclude in the first quarter of fiscal year 2020. Niblett encouraged users to try out the new functionality already available today on beta.SAM.gov and to provide comments using the feedback tool.

Niblett finished with a brief overview of how login.gov will integrate into beta.SAM.gov and how the IAE is helping industry users stay up-to-date on the modernization process.

If you missed this latest stakeholder forum or would like to hear it again, you can view the presentation [here](#).

WDOL.gov Officially Decommissions on June 13

The federal website Wage Determinations OnLine.gov (WDOL.gov) will decommission on June 13, 2019. That makes three down and seven to go in our effort to combine 10, independent websites into one, streamlined system.

On June 13, and thereafter, everything you used to do in WDOL.gov, you will now do in beta.SAM.gov. The beta.SAM.gov site will become the authoritative (or official) source for wage determinations.

In beta.SAM.gov, the WDOL functionality will fall under the category (what we call 'domain') Wage Determinations. Be sure to log in first if you want to use the "Follow" button on beta.SAM.gov to "watch" specific wage determinations. You always can learn more about new WDOL functionality in the Learning Center on the site.

After decommissioning WDOL.gov, users will automatically be redirected to the page below. The redirect page assists with the transition by providing easy access to:

- Wage determination search
- Learning Center for training information
- Quickstart Guide
- WD Transitional Video



WDOL.gov has moved to
beta.Sam.gov and is now
known as Wage Determination



Go to **beta.SAM.gov**

We've provided direct links to some useful areas on beta.SAM.gov to help with your search for Wage Determination:



beta.SAM.gov is now the authoritative and single location for obtaining appropriate Service Contract Act (SCA) and Davis-Bacon Act (DBA) wage determinations for each official contract action.



U.S. General Services Administration

This is a U.S. General Services Administration Federal Government computer system that is "FOR OFFICIAL USE ONLY." This system is subject to monitoring. Individuals found performing unauthorized activities are subject to disciplinary action including criminal prosecution.

How to Prepare for the Transition on June 13

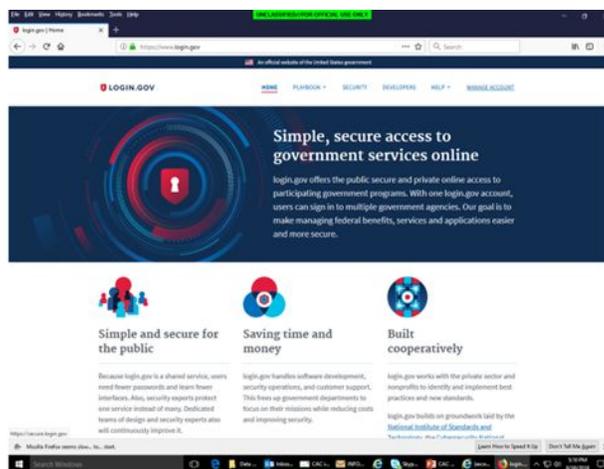
Your existing WDOL subscriptions will not migrate to beta.SAM.gov. You must know the wage determinations numbers you subscribed to in order to re-subscribe on beta.SAM.gov.

For more information on this transition and to test out wage determination right now (without waiting until mid-June), be sure to visit beta.SAM.gov.

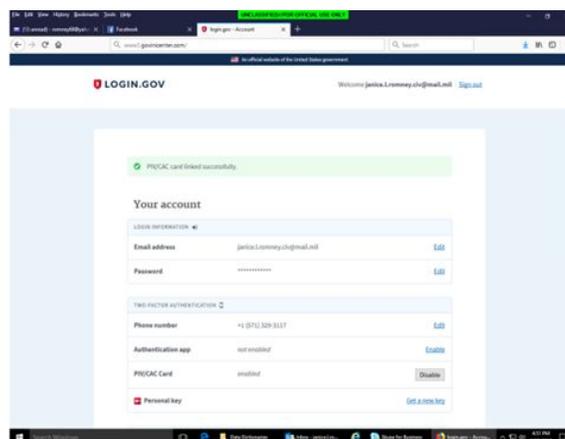
Federal Users Can Now Use Their PIV/CAC To Log In To SAM.gov

Federal users can now use their PIV/CAC to log in to SAM.gov, in lieu of the text message/phone option. In order to enable this capability, federal users must follow a five-step process, detailed below:

1. Log in to SAM.gov using your email address, password, and code that you will receive from login.gov (this is the current method of logging in).
2. Once logged in, type www.login.gov into the browser.
3. Select 'Manage account' in the top right-hand corner.



4. The profile page will come up; select enable the “PIV/CAC card” option in the two-factor authentication section.



validation services. Both RFIs received numerous responses from government agencies, industry, and other stakeholders.

The contract with EY will run through March 2024. During the transition to the new provider, the government will receive continued service from Dun & Bradstreet to maintain award reporting and data integrity. This contract is managed by GSA's Office of Systems Management.

Marci Eaton Wins Fed 100 Award

Federal Computer Week (FCW) named IAE Business Operations Program Manager Marci Eaton as one of its Fed100 Award winners in February.

Eaton was recognized for her ability to take a desired outcome and utilize resources to achieve a specific goal. Instead of waiting until 2020 to start the work on the modernization effort to bring the past performance systems (CPARS/PPIRS) into SAM.gov, she initiated a pre-modernization effort and was able to merge the functionality ahead of schedule.

According to FCW, the award honors "exceptional individuals who are transforming government and its ability to deliver on critical missions."



IAE By the Numbers

Federal Service Desk Second Quarter FY 2019:

- Call volume average: **31,871/month**, a decrease of 0.01% from FY19 Q1
- Average speed to answer: **33 seconds**
- Average handle/talk time decreased to approximately **16 minutes**, compared to 18 minutes in FY19 Q1
- First call resolution rate: **79%**

System for Award Management Second Quarter FY 2019:

- Average number of registrations activated per month:
 - New registrations: **5,715**
 - Updated registrations: **55,442**
- Average cycle time: **1.97 days**
- Average number of hits: **337,638,712**