



# The IAE Digest

Volume 6, Issue 3  
3<sup>rd</sup> Quarter FY19

*News and Program Updates from the Integrated Award Environment*



## From the Deputy Assistant Commissioner



And then there were seven! That's right! What recently started as ten IAE systems is now down to seven, thanks to the hard work and dedication of the staff I am so fortunate to work with every day. As you hopefully already know (and as you're going to read about in this edition of The IAE Digest), we officially retired another IAE system (WDOL.gov) this quarter and now have six more remaining to merge into beta.SAM.gov - eventually leaving us with just that one system.

For those keeping track, WDOL.gov marks the second IAE system to be transitioned into beta.SAM.gov (joining CFDA.gov) and they join PPIRS.gov, which merged into CPARS.gov earlier this fiscal year. If you do the math, that leaves us with six more systems to merge



into the beta site. Next up: FBO.gov and then SAM.gov (at which point, the “beta” moniker drops off the beta site, and we’re left with only one SAM.gov).

As I look back, the third quarter of 2019 was yet another milestone one for us in the Integrated Award Environment. When it comes to merging these systems into beta.SAM.gov, we’re really starting to hit our stride. We have a good sense of what we’re doing and where we’re going, and these strong points are translating into overall success for our program. I can’t speak highly enough of the very talented colleagues who work here on this transition mission; their dedication has me in awe. And it’s so much fun to watch this transition take place in real-time. It’s really great to know that beta.SAM.gov is up, it’s running well, people are using it, and every day it’s becoming more feature-rich and usable.

This quarter leaves me anxious to see what the future holds at IAE. We know you’ll stay tuned as well. For any general questions or suggestions about the work we’re doing at the IAE, you can always reach me at [IAEOutreach@gsa.gov](mailto:IAEOutreach@gsa.gov).

Vicky Niblett

Deputy Assistant Commissioner

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## **WDOL.gov Retired; Wage Determinations Now in beta.SAM.gov**

Wage Determinations OnLine.gov (WDOL.gov) is retired and no longer available to access for wage determination information. As of now, beta.SAM.gov is the official source for wage determination data. Everything you used to do in WDOL.gov, can now be done in beta.SAM.gov.

In beta.SAM.gov, the WDOL functionality falls under the category (what we call ‘domain’) Wage Determinations. In order to use the “Follow” button on beta.SAM.gov to “watch” specific wage determinations, you must log in.

When we migrated over the functions of WDOL, we made significant improvements, including:

- Offering the ability to search data by number, keyword, or location for exact and immediate results
- Providing easy to use search filters to quickly find the right wage determination
- Introducing the ability to search both active and inactive (archived) data at the same time
- Providing a timeline and history of changes made to a wage determination
- Creating a robust learning center with FAQ's, Video tutorials, and glossary information
- Adding capabilities such as saving searches, following and managing follows, and accessing the workspace for those who create a beta.SAM.gov user account

At this time, anybody who tries to access WDOL.gov will be redirected to beta.SAM.gov. The redirect page provides easy access to the wage determination search, Learning Center, quick start guide, and more. Users can get information and guidance about the new Wage Determination functions by visiting the Learning Center on beta.SAM.gov.

For more information about the overall evolution of beta.SAM.gov, stay tuned to IAE's Interact section or visit [GSA.gov/IAE](https://GSA.gov/IAE).

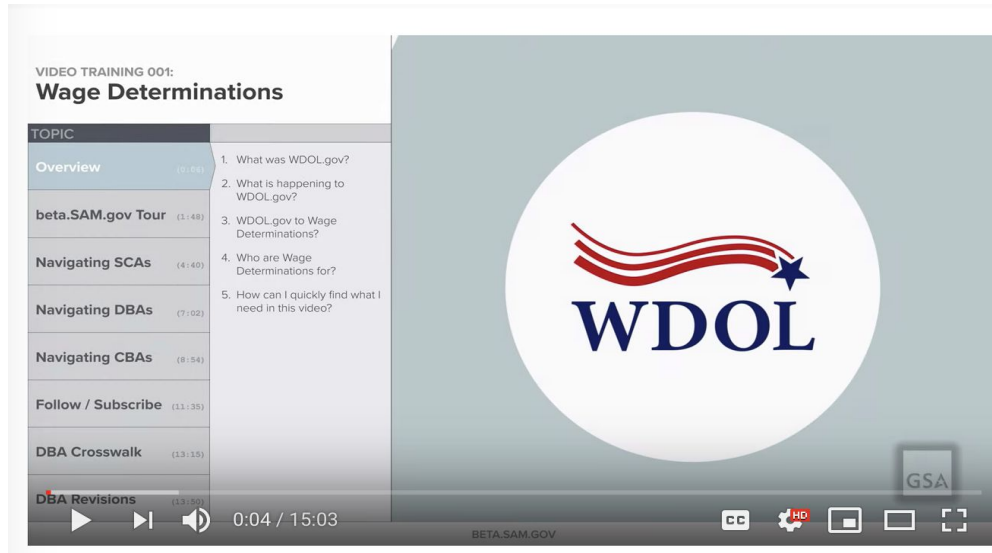
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## **New Video on WDOL Transition and beta.SAM.gov Training Available**

As mentioned above, the IAE transitioned the functionality of WDOL.gov to beta.SAM.gov. We created a new instructional video to help users and stakeholders with the transition. The video can be found both in the [learning center library](#) on beta.SAM.gov and the [GSA YouTube channel](#).

Titled *Training 001: Wage Determinations - beta.SAM.gov*, the video shows users how to navigate beta.SAM.gov in general and, more specifically, how to search wage determination data on the site.

Here is a screenshot from the beginning of the video:



Stay tuned on Interact and the learning center on beta.SAM.gov, and be sure to subscribe to the IAE playlist on GSA's YouTube Channel for more information and for more instructional videos as we continue to migrate functionality from all of our federal award systems into beta.SAM.gov – the official U.S. government system for people who make, receive, and manage federal awards.

Make sure to visit beta.Sam.gov for the latest information on system changes. Please feel free to provide feedback on how we can make the system and all instructional videos more user-friendly.

As always, you can contact the Federal Service Desk at FSD.gov for any technical issues with any of the IAE systems, including beta.SAM.gov.

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## Stakeholder Forum: Latest News from beta.SAM.gov Recap

You may have recently noticed that there is a tremendous amount of activity going on at The Integrated Award Environment these days. We are making moves, both behind the scenes and out front, that are having real-world impacts on our systems and the people who use them. In line with FAS's Federal Marketplace Strategy, we're constantly striving to provide a modern acquisition experience through innovative and user friendly systems.

On June 18, we gathered for another of our online Stakeholder Forum sessions to talk about the latest news from IAE, to touch on a bit of what the future holds, and to discuss our path toward making your interaction with our systems easy, modern, and efficient.

One of the most exciting aspects of the session was our ability to announce that WDOL.gov had officially decommissioned just a few days prior. By all accounts, the transition was a successful one. That means all of the wage determinations work you used to do on WDOL.gov can now be done on beta.SAM.gov. The transition of wage determinations functionality marks the second system (joining CDFA.gov) to move into beta.SAM.gov and the third system recently retired by The IAE (PPIRS.gov merged into CPARS.gov as well).

We also spent time discussing information that you need to know about the changes coming to the Unique Entity Identifier (ie: DUNS numbering). Similar information is available at [GSA.gov/entityid](https://www.gsa.gov/entityid).

IAE presenters also discussed how to get involved in entity registrations workshops in July. If you are interested in participating in the workshops please sign-up by emailing [newsamtesting@gsa.gov](mailto:newsamtesting@gsa.gov) with “SAM Entity Workshops” in the subject line.

With so many moving parts and so much going on to make the business of doing business with the federal government easier and better, please make sure to stay up-to-date on everything IAE on Interact, on [GSA.gov/IAE](https://www.gsa.gov/IAE), and by emailing your questions to [IAEOutreach@gsa.gov](mailto:IAEOutreach@gsa.gov).

If you missed the June 2019 Stakeholder Forum or would like to hear it again, you can view the presentation, in its entirety, [here](#).

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## Changes That Happened to CPARS.gov

Earlier this year the data from PPIRS.gov was merged into CPARS.gov, making CPARS.gov the official system for past performance information. Since then we’ve been working to enhance the user functionality and experience. CPARS.gov has significant software and site improvements that include adding new features to modernize the system. With each software release, we work to improve the user experience, improve the quality of the system, and reduce the burden for those wishing to do business with the federal government.

Check out just a few of the modernization features added to the system:

- Left side navigation
- Pending actions-to-do list

- Pending user access requests - Pending Request
- Section for important information/news on home screen
- New icons - home, print, save

Returning users will also notice that there have been some naming changes in the options.

Old Name	New Name
Submit Suggestion	Feedback
CPAR Status Report	Evaluation/Contracts Status Reports
Enter a FAPIIS Record	Initiate a FAPIIS Record
Modify a FAPIIS Record	Edit a FAPIIS Record

For more detailed information on modernization updates to CPARS.gov, view our latest [video](#).

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## IAE Speaks at Government Procurement Conference

In April, IAE’s Transition Manager Salomeh Ghorbani presented at the 29th [Government Procurement Conference](#) about the changes and improvements coming to beta.SAM.gov.

Held in Washington, DC, the Government Procurement Conference is a national conference fostering business partnerships between the federal government, its prime contractors, and small, minority, service-disabled veteran-owned, veteran-owned, HUBZone, and women-owned businesses.

During the presentation to more than 50 attendees, Ghorbani discussed the modernization effort to-date, and what’s on the horizon. She shared details about the decommissioning of Wage Determinations OnLine (WDOL.gov) and the upcoming decommissioning of FedBizOps (FBO.gov) and how users (and other stakeholders) can prepare for transitions. Ghorbani encouraged users to be sure to log in to FBO.gov in the near future because legacy users will only be able to migrate their roles if their FBO.gov account is active (no expired passwords) and they have logged in within the previous two years.

Ghorbani gave a detailed demonstration of the new website and showed how to create an account, save searches, follow opportunities, and much more.

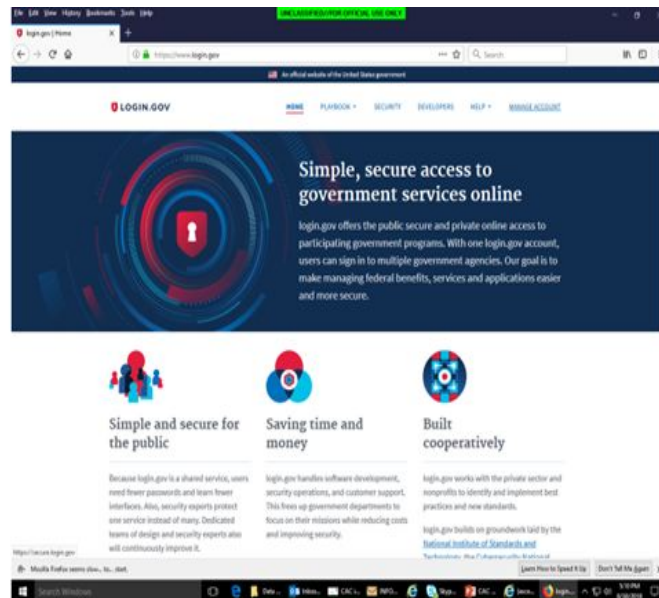
“Get engaged now by using beta.SAM.gov and sending feedback through the site or get involved by signing up for alpha testing,” said Ghorbani during the session.

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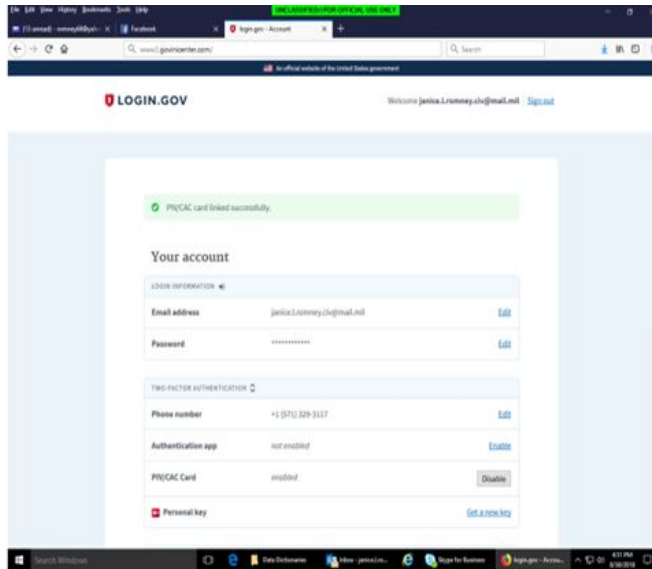
## Federal Users Can Now Use Their PIV/CAC to Log In To SAM.gov

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

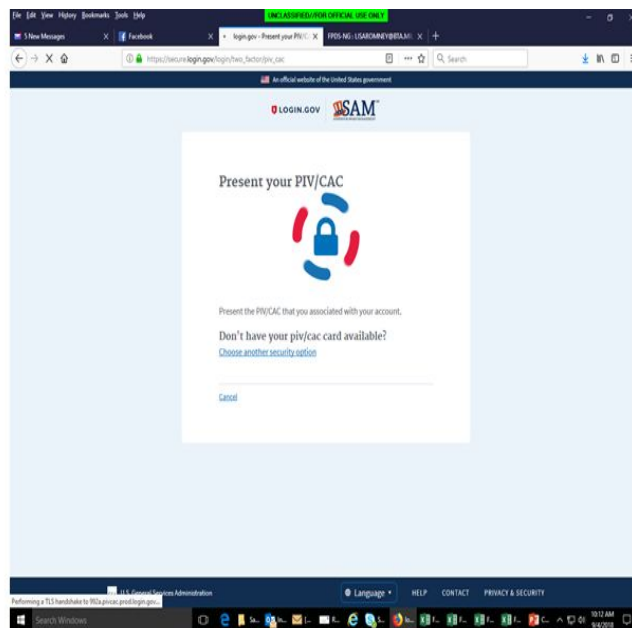
1. Log in to SAM.gov using your email address, password, and code that you will receive from login.gov (this is the current method of logging in).
2. Once logged in, type [www.login.gov](http://www.login.gov) into the browser.
3. Select ‘Manage account’ in the top right-hand corner.



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



5. Moving forward, instead of the screen for the one-time code, you will see “Present PIV/CAC Card.”



For questions or technical issues enabling the PIV/CAC credential system, please contact the Federal Service Desk at FSD.gov.



# June 2019 Product Service Codes (PSC) Changes

The General Services Administration (GSA) Integrated Award Environment (IAE) previously indicated it planned to incorporate revisions to the Product Service Codes (PSCs) on May 20, 2019; however, the planned implementation dates changed.

In late June 2019, the following PSC changes were effective:

1. PSC Title Changed: D305 - IT AND TELECOM – TELEPROCESSING, TIMESHARE, CLOUD COMPUTING, AND HIGH PERFORMANCE COMPUTING
2. New PSC added: R616 - PHYSICAL RECORDS MANAGEMENT SERVICES
3. New PSC added: R617 - ELECTRONIC RECORDS MANAGEMENT SERVICES

PSC changes were deployed across the IAE systems:

- PSC tables were updated with FPDS-NG Version 1.5.2 deployment (occurred on 06/28/19)
- Agency Contract Writing Systems can incorporate PSC changes following the FPDS-NG Version 1.5.2 deployment.
- PSC Manual (available at [FPDS.gov](https://www.fpds.gov) → Worksite → PSC Manual) was updated to reflect these changes (June 2019)
- PSC tables were updated with SAM.gov deployment (06/29/19). Entities can now select from the updated PSCs.

For more information about the PSC change process, please go to

[https://www.acquisition.gov/PSC\\_Manual](https://www.acquisition.gov/PSC_Manual) or email us at [PSC-Codes@gsa.gov](mailto:PSC-Codes@gsa.gov).

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## The IAEs Vicky Niblett Speaks at AGL Live!: “The Art of the Pivot: When Failure Works”

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, WDOL.gov) and others yet to come (SAM.gov and FBO.gov, for example).

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."

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."

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## Quarterly System Updates - Legacy Sites

### FPDS Quarterly Release Improvements

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

- "Treasury Account Symbol" (TAS) fields are no longer required and can be disabled. The following data elements are disabled for data entry on all V1.5 Award, IDV, OT, and NASA contract screens:
  - Treasury Account Symbol Agency Identifier ('6SC')
  - Main Account Code ('6SG')
  - Sub Account Code ('6SH')
  - Initiative ('6SI')
- The "Description of Requirement" data element was an open free text field with a maximum of 4,000 alpha-numeric characters. The size of this field invited copying and pasting of sizeable portions of a performance work statement or statement of work rather than thoughtfully

including just a brief description of what is being procured. To increase the quality of data in the "Description of Requirement" field, the following validation rule was established - 6M20: The maximum length of "Description of Requirement" must be no more than 250 characters.

- The 2018 NDAA Section 886 requires that DoD collect the data in FPDS necessary to determine the length of time between initial issuance of a solicitation and the date an award was made. FPDS currently collects the solicitation number; but not the date the solicitation was issued. The "Solicitation Date" was applied for DoD only on June 28, 2018. This same requirement will now be applied to Civilian Agencies.

For more information about these updates and future updates, visit [https://www.fpds.gov/wiki/index.php/V1.5\\_SP\\_4.0](https://www.fpds.gov/wiki/index.php/V1.5_SP_4.0)



## Release Notes

Description
<p><b>User Impact</b></p> <p><b>REST API Replacement</b></p> <p><b>Exclusions Search Web Service:</b> Users can obtain exclusions data via modernized APIs.</p> <ul style="list-style-type: none"> <li>• Legacy SAM.gov public system users can now utilize modern APIs for exclusions data in beta.SAM.gov, so they can prepare for the transition well in advance of the legacy system deprecation.</li> </ul> <p><b>Entity Management Web Service Public/Legacy SAM API</b> Users can obtain entity data via modernized APIs.</p> <ul style="list-style-type: none"> <li>• Legacy SAM.gov public system users can now utilize modern APIs for entities in beta.SAM.gov. so they can prepare for the transition well in advance of the legacy system deprecation.</li> </ul> <p><b>Trigger Notification of Updates</b></p> <p><b>Followed Entities :</b></p>

- A user following an entity in beta.sam.gov will be notified when a change occurs to an entities record.

### **Refactor/Build for Bulk Exports**

#### **Exclusions API:**

- Exclusions data can now be downloaded in bulk, based on search parameters input by users for up to 100k records in csv format.

#### **Entities API:**

- Allows a user to bulk export entity registration data based on the search parameters, up to 100,000 records in csv format and does not limit the data columns. This is an improvement over the legacy SAM.gov which only allows for exports of 5,000 records and limits the columns.

### **Downloads History Page Filters - Large File Results**

Users can now filter against previous large downloads in their download page instead of having to download again using the specific search parameters.

### **Export to PDF**

#### **Entity Display Page**

Users can download PDF versions of the entity registration record so they can have a copy of the record outside beta.SAM.gov.

#### **Exclusions Display Page**

User can download a copy of the exclusion record to a PDF so they can have a copy of the record outside beta.SAM.gov.

#### **Awards Display Page**

A user of awards data can download details of a single record from the contract data display page to PDF and/or csv.

### **Add Legacy FPDS Fast Path Data Elements to Awards Data**

Contract data updated to align with FPDS and changes from the 2019 National Defense Authorization Act.

### Standard Export Service Common Component

Consolidated bulk export components from legacy applications.

- A consumer of award data can export data based on their search parameters.

### Opps Contracting Office Address

The Office Address displayed on Contract Opportunity notices is based off the Office associated to the notice.

### Opps Display - Notice Status on Display Page

Users will know the status of the contract opportunity they are looking at without the need to navigate to the history section.

- Population of the opportunity's status within the opportunity display page. This occurs on both the authenticated page and public page.



### IAE By the Numbers

## Federal Service Desk

### Third Quarter FY 2019:

- Call volume average: 31,651 calls per month, a decrease of 2.62% from FY19 Q2.
- Average speed to answer was 34 seconds, compared to the industry standard of 60 seconds.
- Average handle/talk time decreased to 15:26 minutes, compared to 16:21 minutes in Q2.

- First call resolution rate increased to 82.7 percent and continues to exceed the industry standard of 80%.

## System for Award Management

### Third Quarter FY 2019:

- Average number of registrations activated per month:
  - New registrations: 5,911
  - Updated registrations: 57,341
- Average cycle time: 2.03 days
- Average number of hits: 319,805,756