GSA
Service Portfolios &
Human Capital and Training Solutions (HCaTS)
By: Nasim Lashaninejad
What are the customers options?
And How to find/choose the right vehicle?
Obtaining Service through GSA

Multiple Award Schedules
Legacy Schedules
Commercial Services

Government-Wide Schedule Blanket Purchase Agreements:
Wireless FSSI, Identity Protection Services, IT Services, Travel/Transportation/Logistics

Network Service & Telecommunication
Enterprise Infrastructure Solutions
Communication/Satellite

MAS
IDIQ
GSA-BPA
GWAC
Networx

IDIQ Contracts
BMO: Building Maintenance and Operations
HCaTS: Human Capital and Training Solutions
OASIS: One Acquisition Solution for Integrated Services
US CONTACT: Contact Center Service

IT Services
Government-Wide Acquisition Contracts: 8(a) Stars, Alliant 2, VETS 2
Networx

- Unique Ordering Procedures – DPA required
- Providers are AT&T, Verizon, CenturyLink, Level 3

--- Managed Network Services (MNS)---
- Infrastructure for Real time proactive network monitoring
- Rapid trouble shooting
- Service restoration

--- Security Service (Antivirus Management, Intrusion Detection/Prevention):---
- Complete data, voice and security solutions
- Protect agencies against security threats

--- Private Line, Toll Free, Voice, Customer Specific Design and Engineering Services---

Cost Saving: ~27%
GWAC

- Ordering Period: 10 Years (5-yr Base and a 5-yr Option)
  - Highly qualified, certified 8(a) disadvantaged SB
  - $10 Billion Ceiling
  - NAICS: 541511 Custom Computer Programming Services, 541512 Computer Systems Design Services, 541513 Computer Facilities Management Services, 541519 Other Computer Related Services
  - 100% set-aside Alliant Small Business
  - $50 Billion ceiling
  - Comprehensive IT-based solutions, Robust scope aligned with Federal Enterprise Architecture and DOD
  - NAICS: 541512 Computer Systems Design Services (scope is broader)
  - 100% Service-Disabled Veteran-Owned Small Business
  - $5 Billion ceiling
  - IT requirement with new and emerging technologies

Cost Saving: ~9%

Cost Saving: ~16%
GSA-BPA

- **FAR Part 8.405-3** Ordering Procedures (with Direct Order)
- Orders Period of Performance: 5 Years
- Commercial Requirements Only
- The need to periodically compare multiple technical approaches or prices

**Federal Strategic Sourcing Initiative BPAs:**

- Wireless/Cellular FSSI - *Mandatory Source*
- JanSan: Janitorial & Sanitation Supplies except those available on AbilityOne
- MRO: Maintenance, Repair & Operation
- **Furniture (Mandatory Source for PBS by GSA-AAS)**

**Specific IT/Professional Services:**

- Identity Protection Services (IPS) – *Mandatory Source*
- Salesforce
- Software Purchase Agreements (formerly SmartBUY)

**Travel, Transportation, Logistics:**

- Emergency Lodging

Cost Saving: ~22%
Indefinite Delivery- Indefinite Quantity (IDIQ)

- FAR Part 16.505 Ordering Procedures – DPA Required
- Ordering Period: 10 Years (5-yr Base and one 5-yr Option)
- Non-Commercial & Commercial Requirements

- Building Maintenance and Operation
- One Acquisition Solution for Integrated Services
- Human Capital and Training Solutions
- Contact Center Support Services

Cost Saving:
- ~22%
- $12,250 per Order
- ~4-15%
## Legacy Schedule – 12 Categories

- **FAR Part 8.405 Ordering Procedures** - Commercial Services Only
- **Ordering Period:** 20 Years (5-yr Base and three 5-yr Options)
- **NAICS Code base (12 Categories)**

- **IT Services:** Cybersecurity, Telecommunication, Healthcare IT, PKI SSP Programs, ACCS, CDM, ICAM
- **Furniture & Furnishings:** Flooring, Services, Fitness Solutions
- **Industrial Products & Services:** Maintenance/Repair Machinery
- **Travel:** Employee relocation, lodging, Travel agent
- **Security & Protection:** Marine & Harbor, Security Animals, Security Services
- **Transportation & Logistics:** Packaging, Transportation
- **Professional Services:** Business Administration, Environmental, Financial, IPS, Language, Logistic, Legal, Marketing/Public Relation, Technical & Engineering (Non-IT), Training services
- **Human Capital:** Background Investigation, Compensation & Benefits
- **Office Management:** Audio/Visual Services, Document, Media, Office Services
- **Facilities:** Maintenance/Repair Services
- **Scientific Management & Solutions:** Search, Navigation, Testing, Laboratory
- **Misc.**
How to choose the right Vehicle?
Asking the right questions….

1. Is there *Best-In-Class* vehicle available for the requirement?
2. Is the requirement *Commercial* or Non-Commercial?
3. The *scope* of the requirement falls under which vehicle? (Preponderance of the Work)
Assists in optimization of Spend Under Management (SUM)

Offers the best pricing and terms & conditions

Reflects the strongest contract management practices

Increases opportunities for small businesses & meet small business goals
Best-In-Class Solution

Why we should be using BIC Vehicles?

Favorable, pre-negotiated terms & rates; avoiding time-consuming process of new/redundant solicitation

Market research & forecasting for government-wide insights into buying behaviors are growing more robust

Migration to mature, market-proven solutions and facilitate the optimization of spend
Is using BIC solutions mandatory?

Some BIC vehicles are mandatory: IPS, Wireless Service

FY 19, agencies were responsible for funneling 37% of BIC-addressable Req

FAR 1.102, Gov’t buyers must practice “sound business judgement” to identify best-value solution

It Depends… Always consider BIC contract because they are preferred Gov’t-wide vehicles

Link to Complete List of Current BIC Vehicles on Acquisition Gateway
Thoroughly vetted contractors

Mature & market-proven

Maximize shared purchasing power

Reduce administrative costs & contract duplication

✔ **Reduce Acq Lead Time** (for HCaTS ~ 4 months)

✔ **Efficiency** (streamlined process, freeing up acq staff for high-priority mission work)

✔ **Cost Saving** (HCaTS claims ~4-15% cost reduction)

✔ **Competition** (Mature Pool of Contractor)

✔ **Meeting Small Business Goal & BIC Goal**
## Best-In-Class (BIC) Vehicles

### TIER DEFINITION

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<th>Tier</th>
<th>Defining Attributes</th>
<th>Open Market or New Contracts</th>
</tr>
</thead>
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<tr>
<td>Unmanaged</td>
<td>No / limited formal Category Management strategies</td>
<td></td>
</tr>
<tr>
<td>Tier 1</td>
<td>Agency-wide Strategies</td>
<td>NETCENTS 2</td>
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<tr>
<td></td>
<td>• Agency-level category leaders</td>
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<td></td>
<td>• Category analyses complete</td>
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<td></td>
<td>• Agency-level metrics</td>
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<tr>
<td>Tier 2</td>
<td>Cross-Agency Collaboration</td>
<td>GSA Schedule</td>
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<td></td>
<td>• Sharing data across agencies</td>
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<td></td>
<td>• Emerging use of Government-wide solutions</td>
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<td></td>
<td>• Cross-agency metrics</td>
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<tr>
<td>Tier 3</td>
<td>Adherence to Government-wide Strategies</td>
<td>OASIS</td>
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<tr>
<td></td>
<td>• Government-wide category managers</td>
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<td></td>
<td>• Consistent use of Government-wide strategies, solutions and tools</td>
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</tbody>
</table>

### Learn more about BIC Vehicles

- Tier 3
- Tier 2
- Tier 1
- Tier 0

- NETCENTS 2
- Multi-Agency Solutions
- Mandatory Agency-wide Solutions
- Spend NOT aligned to category management principles
Getting Started

**Direct Buy**
- Choose the best vehicle that fits the requirement
- Conduct acquisition processes
- Any questions, contract the Master Contract PMO team (blow links)
- *Must attend [DPA Training](#) to use IDIQ

**Assisted Acquisition Service (AAS)**
- GSA conducts acquisition processes
- GSA AAS team choose the best vehicle that fits your requirement, or conduct Open Market
- Additional AAS Fee (negotiable)
Contact
GSA – Customer Service
Director Offices

✔ We show you the right vehicle(s) to fulfill your requirement

✔ Conduct market research, if necessary: Issuing RFI under, etc.

>> Customer and Stakeholder Engagement <<
(Link)

WE CAN HELP!
HCaTS Overview

- OPM & GSA Partnership
- 2 Multiple-Award IDIQ Contracts (*not schedule*)

<table>
<thead>
<tr>
<th>HCaTS-U</th>
<th>HCaTS-SB</th>
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<tbody>
<tr>
<td>(Unrestricted)</td>
<td>(100% SB Set-aside)</td>
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</table>
56 Agencies as Customer; ~900 DPA Training; ~300 DPA issued

~600Mil Task Orders;

Formally adopted into the DHS strategic sourcing portfolio on October 30, 2018 as a mandatory source (up to $200Mil annual spent)
HCaTS Features
Comprehensive Single Platform across Federal Government for Acquisition of Complex Human Capital and Training Solutions (*TOTAL*)

✓ Easy to use!
✓ Maximum Flexibility at TO level with no Ceiling
✓ Maximizes SB Utilization Goals
✓ Allows ALL contract types (including Hybrid)
✓ Allows Commercial or Non-Commercial Procedures
✓ Allows for Classified/Non-Classified Services, CONUS/OCONUS
✓ No protest for In-Scope TO under $10 million!
HCaTS Scope

KSA 1
Customized Training and Development Services
- Technical/General Skills
- Management & Leadership Support
- Knowledge & Competency Training
- Career Development & Coaching

KSA 2
Customized Human Capital Strategy Services
- Talent Management
- Integrated Business Management
- Change Management
- Performance Management
- Employee Value Proposition

KSA 3
Customized Organizational Performance Improvement
- Performance Metric Improvement
- Strategic Planning & Alignment
- Facilitation & Data Analytics
- Business Process Improvement & Reengineering
- Org Assessment & Transformation

Ancillary Services + Other Direct Costs
HCA TS Scope: Examples

Dep. of Homeland Security
Discover & implement Cybersecurity protocols via National Cybersecurity Awareness;
Cybersecurity Education; Workforce Structure & Development

Centers for Disease Control
$1.2B, Managed its explosive growth in global health programs
containment of Ebola crisis & implementing Global Health Security Agenda

eSchool of Graduate Professional Military Education for U.S. Air Force
Air University: Develop warfighting ability/leadership capability for joint officer corps. Produce strategically minded joint leaders, and senior officers who can develop and execute national military strategies.

Career Development Program for Dept of Homeland Security:
Provide all labor, supervision, expertise, transportation, equipment, supplies to manage, mentor, and market the 0132 job series.
HCaTS Scope: Examples

500 individual courses; each requires:
Develop Instructor Led Training course, in-Person Survey, Provide Mentorship to Senior level
Update Curriculum to match w/ new policies

Re-design for new hiring process for EDA:
Classification & Position management
Create Performance Description and Classify
Conduct Desk Review

2020 U.S. Census Bureau Decennial Field Operations Training:
Develop and revise online and classroom training modules for various operations in support of the 2020 Census.

Revise & conduct assessment centers for promotion program;
Develop multi-day curriculum of interdependent topics to improve operational focus on Personal Readiness, Error Reduction, and Warfighter Mindset
• Has multiple disciplines

• Has significant IT components but are not IT requirements in & of themselves

• Has Ancillary Support & Other Direct Costs (ODCs)

• Needs flexibility of contract type (Cost-type, T&M, L-H, or hybrid)

• Any one or combination of all of the above
HCaTS Scope: Complex and Simple

- **HCaTS is not for Staff Augmentation!**
  - Use Consulting instead of Staffing

- **HCaTS is not for Off-the-Shelf Training!**
  - Add a customized component (survey, manage registration, tailor to your agency’s specific needs)
HCaTS Pools and NAICS

Training Solutions

611430 - Professional & Mgt Development Training
611699 - All Other Misc. Schools & Instruction
624310 - Vocational Rehabilitation Services

Human Capital

541611 - Administrative/General Mgt Consulting Services
541612 - Human Resources Consulting Services
541613 - Marketing Consulting Services
541618 - Other Management Consulting Services
611710 - Educational Support Services

POOL 1
Max-Order: $3.45B
Size Standard: $11M

POOL 2
Max-Order: $2.3B
Size Standard: $15M

*Always refer to HCaTS Scope (KSAs) to determine the scope
## HCaTS Competition Pools

### HCaTS-SB
- 40 Ktrs
- **38 Contractors**
  - 8(a): 7
  - VOSB: 9
  - SDVOSB: 7
  - WOSB: 17, EDWOSB: 10
- **Pool 1**

### HCaTS-U
- 49 Ktrs
- **35 Contractors**
- **Pool 1**
- **44 Contractors**
- **Pool 2**

*Min goal of 50% for SB subcontracting*

### Total:
- **153 Contracts**
- **106 Contractors**
HCaTS Proposition – Advantages:

- Best In Class (extensive vetting process)
- FAR Part 16.505 Streamlined Ordering Process applies:
  - Synopsizing or Posting Solicitation on FBO is NOT applicable!
  - No protests is allowed for in-scope task orders less than $10M
  - FAR Part 15.3 ordering procedures DO NOT apply!
  - BPAs and IDIQs are not allowed (Be creative: use Cost Type, Option CLINs)

- Maximum Flexibility for Ancillary Support (Labor, Materials, ODC)
- FAR Clauses Automatically Flow Down, Subcontracting is managed at the Master Level
  - No Need for Responsibility Determination
    (all awardees have been determined to be Responsible (FAR PART 9)!
- No restriction in CLIN or Labor Categories
  (Labor Categories can be added)
- Pricing is based on the competition at the task order level
  (competitive pricing in each pool in addition to in each socio-economic subgroups)
- Customers reach BIC goal and Small Business/Socio-economic goals
  (except for 8(a). However, by the end of FY20 HCaTS 8(a) will be added.)
Good-to-Know Resources

Use these tools as part of your Acq Planning, Developing IGCE, F&R Determination, and more:

- Discovery Tool (Find the vehicle based on KTRs Capability): [https://discovery.gsa.gov/](https://discovery.gsa.gov/)
- GSA CALC (Labor rates market research tool): [https://calc.gsa.gov/](https://calc.gsa.gov/)
- Acquisition Gateway: [https://hallways.cap.gsa.gov/](https://hallways.cap.gsa.gov/)

Learn more about GSA programs:

Legacy Schedules  HCaTS  OASIS  GSA-BPA  GWAC  Networx
HCaTS

- Customized Training and Development Services
- Customized Human Capital Strategy Services
- Customized Organizational Performance Improvement

✔ Best-In Class Status!
✔ 100% Small Business Set-aside (with total socio-economic diversity)
✔ Pricing is based on Competition at the Task Order level
✔ Allows for all Contract Types
✔ Allows for Classified/Non-classified, CONUS/OCONUS, Commercial/Non-Commercial
✔ Allows for Ancillary Support & Other Direct Costs
✔ CAF Fee of 0.75% (Fix)

More info visit: www.gsa.gov/hcats
OASIS

- Engineering and Environmental Services
- Offices of Certified Public Accountants
- Tax Preparation Services
- Payroll & Other Accounting Services
- R&D in the Social Sciences and Humanities
- R&D in Biotechnology
- R&D in the Physical, Engineering, and Life Sciences (except Biotechnology)
- R&D in Other (non-engine) Aircraft Parts, and Auxiliary Equipment
- R&D in Space Vehicles, Guided Missiles (Propulsion Units & Parts, and Auxiliary Equipment)
- R&D in Aircraft, Aircraft Engines, and Aircraft Engine Parts

Program management services
Management consulting services
Logistics services
Engineering services
Scientific services
Financial services

- Best-In Class Status!
- 100% Small Business Set-aside (with total socio-economic diversity)
- Pricing is based on Competition at the Task Order level
- Allows for all Contract Types
- Allows for Classified/Non-classified, CONUS/OCONUS
- Allows for Ancillary Support & Other Direct Costs
- Contract Access Fee: varies

More info visit: www.gsa.gov/oasis

Total Solution for all Professional Services
Legacy Schedule
(Professional Services)

Professional Services Schedule (PSS):

- Integrated Consulting Services
- Training Services (Simulation Training, Off-the-Shelf Training Devices/Materials)
- Acquisition Management Support
- Integrated Business Program Support Services
- DAU/FAI Certified DAWIA/FAC Acquisition Workforce Training
- Strengthening federal environmental management goals in Electronics Stewardship
- Environmental management systems
- Pollution prevention, cleanup & restoration
- HAZMAT
- Engineering, Analysis, Design
- Construction Management
- Translation & Interpretation
- Acquisition Management

More info visit GSA Professional Service Schedule (PSS)

Advertising & Marketing Solutions
Business Consulting Solutions
Environmental Solutions
Financial & Business Solutions
Language Services
Logistics Solutions
Professional engineering Solutions

- Program/Project Management
- Supply Management
- Accounting, Audits & Risk Analysis
- Data Breach Analysis
- Public Relations
- Electronic Recycling

* IFF Fee of 0.75%

All Training Services except HR-specific -- Basic Professional Services
Legacy Schedule (736)

Temporary Staff, ranging from secretaries to accounting clerks and attorneys.

✔ 100% Small Business Set-aside
✔ Min time available as short as ONE day!
✔ Max time of 240 days (120 days initial and an option to extend 120 days; 5 CFR Part 300)
✔ Various Occupations, such as:

- Administrative and clerical support
- Automatic data processing
- General services and support
- Information and arts
- Technical and professional

More info visit GSA-736 Schedule

* IFF Fee of 0.75%
Legacy Schedule (738x)

- Human Capital Management
- Administrative Support
- Social Services
- Equal Employment Opportunity (EEO)

✔ 70% Small Business Vendors
✔ Reflects OPM Human Capital Business References Model (HCBRM) Framework
✔ Highlights the HR Administrative Support
✔ Each SIN is mapped to PSC and NAICS Codes
✔ All Ancillary Services are under SIN 595-11

More info visit GSA-738x Schedule

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<tr>
<th>SIN</th>
<th>Service Description</th>
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<td>Talent Acquisition</td>
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<td>595-3</td>
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<td>595-4</td>
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<td>Compensation &amp; Benefits</td>
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<td>Separation &amp; Retirement</td>
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<td>595-7</td>
<td>Employee Relations</td>
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<td>595-8</td>
<td>Labor Relations</td>
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<td>595-9</td>
<td>Workforce Analytics &amp; Employee Record</td>
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<td>Agency Human Capital Evaluation</td>
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<td>Administrative Support Services</td>
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<td>595-21</td>
<td>Agency Human Capital Strategy, Policy &amp; Operational Planning</td>
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<td>595-22</td>
<td>Private Shared Service Center for Core HR Services</td>
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<td>595-25</td>
<td>EEO Investigations &amp; Training</td>
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<tr>
<td>595-26</td>
<td>Private Shared Service Center for Non-Core HR Service</td>
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<td>595-27</td>
<td>Pre-Employment Screening/Background Investigations</td>
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<tr>
<td>595-28</td>
<td>Social Services: EAP, Veterans Readjustment &amp; Behavioral Health Services</td>
</tr>
</tbody>
</table>

* IFF Fee of 0.75%
Legacy Schedule
(76)

- Online/hard copy periodicals, books, desk references
- Professional journal and technical publication
- Broadcast & multi-media entertainment services
- Covering news, business trends, consumer reporting and cable updates
- Mailing list, virtual library maintenance
- Advanced search linking for military, business, security, technical or intelligence applications

<table>
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<tr>
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<th>Books and Pamphlets</th>
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<tr>
<td>760-1</td>
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<td>Online Book Selling Services and Associated Items</td>
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<td>760-4</td>
<td>Lending Library Services</td>
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<td>760-5</td>
<td>Entertainment, News, and Library Media</td>
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More info visit GSA-76 Schedule

* IFF Fee of 0.75%
Thank you!