The IAE Digest

News and Program Updates from the Integrated Award Environment

From the Deputy Assistant Commissioner

I think it's pretty safe to say that we at the Integrated Award Environment started off the new (fiscal) year with a bang! After a tremendous amount of work and planning, I'm happy to report that we transitioned FBO.gov into beta.SAM.gov in the first quarter of 2020. Building on the work done and experience gained in our other recent transitions, we decommissioned FBO.gov and moved all of the opportunities functions into beta.SAM.gov, marking our biggest transition to date.

As with all of our transitions, and as is common with most Agile development projects, the work is iterative. We completed the initial transition based on significant amounts of critically valuable user input that enabled us to

make the move and "turn the switch off" on FBO.gov. But we continue to refine and improve what has already been transitioned. We're currently working to add email alerts for saved searches, adding additional search parameters, and more. Those improvements will be coming soon.

The transition of FBO.gov is our biggest step yet in our ongoing work to integrate what was recently 10 IAE systems, each with a specific purpose in the acquisition lifecycle, into one, streamlined system. FBO.gov joins CFDA.gov and WDOL.gov in beta.SAM.gov, and we separately merged PPIRS.gov into CPARS.gov. Stay tuned for more information very soon on more transitions coming in the near future, including the transition of FPDS.gov's reporting tools from and, soon, legacy SAM.gov into beta.SAM.gov.

In the meantime, as you use the beta site and as you access the opportunities functions, please keep in touch with us to let us know what's working, what's not, and what can be improved. It's really easy to use the feedback tool on beta.SAM.gov (on almost every page) to provide instant feedback. Please know, we do receive and review every comment, even if we don't respond individually. You also can always contact the Federal Service Desk at FSD.gov to provide input or for questions about or help with beta.SAM.gov, the opportunities transition, or any of the IAE systems.

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

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IAE by the Numbers

Federal Service Desk
First Quarter FY 2020:

- Call volume average: **26,841**, a decrease of 14.9% from FY19 Q4
- Average speed to answer: **26 seconds**, compared to the industry standard of 60 seconds
- Average handle/talk time increased slightly to approximately **15.31** minutes, compared to **15.16** minutes in FY19 Q4
- First call resolution rate: **98.5%** which continues to exceed the industry standard of 80%

System for Award Management
First Quarter FY 2020:

- Average number of registrations activated per month:
  - New registrations: **6,268**
  - Updated registrations: **47,110**
- Average registration cycle time: **13.57 days**
- Average number of site visits: **1,145,911**
- Average number of site searches: **5,367,345**

FBO Has Transitioned to beta.SAM.gov

In early November, the legacy website FBO.gov was retired and its functionalities were migrated to beta.SAM.gov. Contract Opportunities migrated as planned, including moving more than 5.6 million pieces of data. The migration of the data was successful and the integrity of the data has been maintained. At this time, beta.SAM.gov is the authoritative source for federal business opportunities.

Anybody wanting to do business with the federal government can use beta.SAM.gov to find assistance listings and wage determinations (from previous transitions) and now can

research and manage active opportunities, post new opportunities, search, filter and save searches, follow opportunities, and use opportunities APIs.

Throughout preparations for transition, we asked users to provide feedback through our focus groups and the existing beta.SAM.gov site. We accepted volunteer testers, some of whom had never had the chance to test a new IT system, let alone a government one. We engaged and updated users for whom contract opportunities are vital, including contracting officials and the industry partners who bid on federal procurements. We also worked with our partners across the government who help us ensure that federal procurement remains transparent and competitive. Hundreds of thousands of people used FBO, with an average of 155 million hits per month! And that does not include any of the system-to-system interfaces that also transacted millions of records.

In the first two weeks after FBO transitioned, we received hundreds of pieces of feedback each day. The Federal Service Desk (FSD) fielded 170 inquiries per day at the FSD Tier 1 regarding Contract Opportunities at beta.SAM.gov. In contrast, we average 600 calls per day from users wanting to know how to register in SAM.gov. In the two months since the FBO transition, inquiries to the FSD about Contract Opportunities have returned to pre-transition volumes and new opportunities are being uploaded each week. New system features and functionalities are under development and will be incorporated into beta.SAM.gov on a continual basis.

FPDS.gov Reports to Transition to beta.SAM.gov Data Bank

By the end of the second quarter of the 2020 fiscal year, the FPDS.gov reports functions will be transitioned to the beta.SAM.gov Data Bank. The same reports and capabilities will be available after the transition.

Contract award reports will be found in beta.SAM.gov by clicking on the menu (three horizontal bars) and selecting the Data Bank. Users will highlight Contract Data on the left menu, then select the report type from static, standard, administrative, and ad hoc. Static, standard, and administrative reports will work similarly to the way they work now, while ad hoc reports will gain additional functionality from the new tool, MicroStrategy.

MicroStrategy allows for multiple improvements over the current ad hoc reporting tool:
- The maximum number of rows that can be returned in a report will increase from 30,000 to 150,000.
- The maximum number of years that can be returned will increase from 5 to 12.

- Additional data fields will be available.
- Users will be able to easily share ad hoc report parameters with others.
- There will be a Report Builder—a "wizard" to help create new ad hoc reports.

Ad hoc reports that have been run any time from January 1, 2019, to January 31, 2020, will be converted to the new ad hoc reporting tool. IAE does not expect a 100% success rate with this conversion because of differences in the two reporting tools, however, IAE does expect that a majority of the reports will convert successfully. Reports that did not convert successfully will need to be rebuilt in the new tool after migration is complete.

Users do not need to be signed in to beta.SAM.gov to view static reports. To view standard, administrative, or ad hoc reports, users do need to sign in to the site using a login.gov account. Users who need to create a login.gov account should use the same address they used to sign into FPDS.gov. For more information on creating a login.gov account, please see the Login.gov Quick Start Guide. A role on the site is not required except for administrative reports.

Please review this fact sheet about the transition for further information. Users are welcome to provide feedback using the feedback tool on beta.SAM.gov.

Join us for a webinar on Tuesday, February 25, 2020, for a discussion on the transition of FPDS reports to beta.SAM.gov. We will demonstrate key features of the new MicroStrategy reporting tool and take questions from attendees. Stay tuned for more information, coming soon!

SAVE THE DATE

INDUSTRY DAY:
FPDS REPORTS TRANSITION

February 25, 2020 | Tuesday | 11:00am

UEI/EVS Specifications Released

As you may be aware, GSA will be making changes to the unique entity identifier (UEI) that is used to do business with the federal government. Currently, we use the proprietary DUNS number as the UEI for doing business with the government. We are moving to a new, non-proprietary identifier that will be requested in and assigned by the System for Award Management (SAM.gov).

What is changing?

- The UEI used to do business with the government is changing.
- The process to get a UEI to do business with the government is changing.
- The definition of entity uniqueness is not changing.

In the future, we will introduce a new UEI, which will be generated by SAM.gov, as the official identifier for doing business with the government. Concurrently, we are transitioning to a new service provider, Ernst & Young, to validate entity uniqueness. By separating the government requirement for a UEI from the government requirement to validate that the entity is unique, we introduce competitiveness into entity validation services.

The new, non-proprietary identifier both requested in and generated by SAM.gov will reduce the burden of change and will make it easier to do business with the government. To learn more about the transition from DUNS to a non-proprietary UEI, visit GSA.gov/EntityID.

Many information systems outside of GSA interface with award data and information, including UEI data. To help our partners across the federal government and the public, we have published all of the UEI/EVS specifications. For an in-depth look at the UEI/EVS specifications, please visit our blog post at the Interact community here.

IAE has issued updated technical specifications for interfacing systems so your technical teams can finalize their plans to accommodate these interface changes and begin the development required to test with IAE.

Please view the IAE's EntityID Webinar which contains the history of this effort as well as questions and answers about the transition at EntityID. User questions specific to the testing of these interfaces should be directed to newsamtesting@gsa.gov. Users who have specific questions regarding the SAM-generated UEI or entity validation services should reach out to entityvalidation@gsa.gov.

Engaging Our Stakeholders

In early November, IAE representatives engaged with stakeholders in the business community to discuss the transition of FBO to beta.SAM.gov, the future SAM transition, and the changes around the new Unique Entity Identifier (UEI). Salomeh Ghorbani joined the Department of Defense (DOD) Mid-Atlantic Regional Council (MARC) Workshop to present on the ongoing and future integration of IAE systems into a unified platform. The workshop is hosted by the DOD's Office of Small Business Programs, a network of small business professionals who partner with acquisition professionals to help small businesses find opportunities to work with the DOD.

Later in November, Malissa Jones joined Ms. Ghorbani at CGI Momentum's monthly government-run user group (MUG) to discuss the FBO transition, the future UEI changes and specifications, and how these system integrations will make it easier to do business with the federal government. The MUG collaborates on a regular basis to share best practices related to the experience and development of the Momentum software platform.

Ms. Jones also provided an update on the UEI transition to state grant leads in early January.

Helpful Hints for using Contract Opportunities

Now that FBO.gov has retired and its key functionalities have been transitioned into beta.SAM.gov, all the things you used to do in FBO.gov can now be done in beta.SAM.gov. Just go to "Contract Opportunities."

As users begin to get acquainted with new and improved functionalities in beta.SAM.gov, we heard some common themes from the feedback regarding the new Contract Opportunities environment. In order to help make sure our users know how to use the new and improved functionalities of Contract Opportunities, we published a series of "Helpful Hints" in areas of common usage to our blog space at interact.gsa.gov.

The Helpful Hints blog posts include the topics of:

- How to Save Searches
- How to Use Search Filters

- [How to Track Opportunities](#)
- [How to Use the Contract Opportunities API](#)

To get the latest updates and information about IAE and our systems, be sure to [subscribe to the IAE Industry Community](#) on Interact at [interact.gsa.gov](#).

Agile and beta.SAM.gov

The [beta.SAM.gov](#) development and deployment are managed under an agile framework. Since our adoption of and transition to an agile methodology in 2014, IAE has become a leader among federal agencies for incorporating the agile process in transitioning our legacy software systems into one centralized system.

The key tenets of the agile framework have supported IAE's success during each legacy system transition. Key strategies we have deployed are delivering software updates continually and welcoming changing requirements, even late in development, to suit users' evolving needs. Agile processes deliberately harness change for the customer's advantage.

The IAE team is continually iterating on defined and new improvements and capabilities for [beta.SAM.gov](#). Every piece of feedback is important. We are actively reviewing comments coming from the feedback tool and the Federal Service Desk on a frequent, regular basis. We have operations teams working to curate feedback and to add to the agile iteration process. We continue to enhance the system based on your feedback.

Take advantage of our various feedback tools and let us know what improvements to [beta.SAM.gov](#) will help you do business with the federal government. Click the "Provide Feedback" button on [beta.SAM.gov](#), contact the FSD at [FSD.gov](#), or email the IAE team at [IAEoutreach@gsa.gov](#).