

The Integrated Award Environment (IAE) is a Presidential E-Government Initiative managed by the General Services Administration (GSA). The IAE uses innovative processes and technologies to improve systems and operations for those who award, administer, or receive Federal financial assistance (i.e., grants, loans), contracts, and intergovernmental transactions.

The IAE mission is to support a common, secure business environment which facilitates and supports cost-effective acquisition of, and payment for, goods and services; effective management of Federal acquisition and assistance awards; and consistent transparency into Federal acquisition and assistance awards.

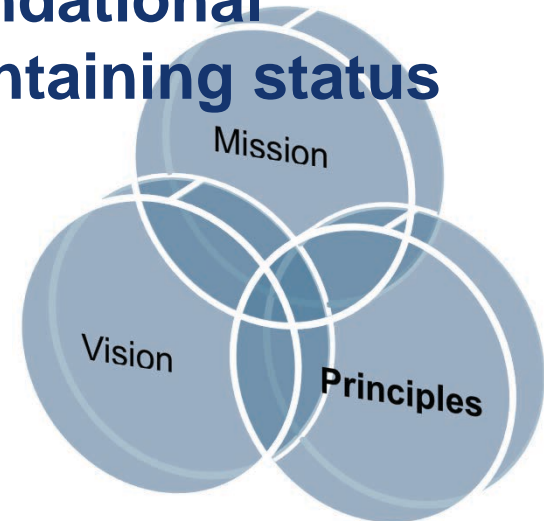


The IAE vision is to continue to evolve and integrate the existing shared portfolio of ten electronic systems used for awarding and administering Federal financial assistance (i.e., grants, loans) and contracts.

The largest and most complex of the E-Government initiatives, the IAE works on behalf of the acquisition and financial assistance communities to save money, be more efficient, reduce burdens on the communities we serve, and improve Federal award management.



- ✓ IAE must be open
- ✓ IAE must treat data as an asset
- ✓ IAE must use continuous improvement to drive innovation
- ✓ IAE must provide an effective user experience for all its stakeholders
- ✓ IAE business transactions must be time- and cost- measurable
- ✓ IAE must treat security as foundational
- ✓ IAE must build value over maintaining status quo



EVENTS

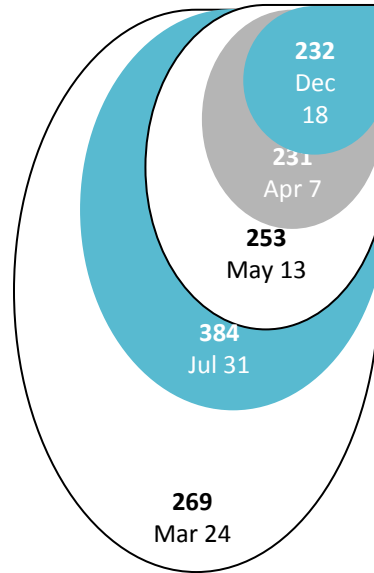
6

HELD TO DATE

2013: DECEMBER 18
 2014: APRIL 7
 MAY 13
 JULY 31
 DECEMBER 9
 2015: MARCH 24

INDUSTRY
DAYS

REACH



AUDIENCE REACH
CONTINUES TO
GROW

**1,609 TOTAL
REGISTRANTS**

AUDIENCE

9 OUT OF 10
PARTICIPANTS

FROM INDUSTRY

374 COMPANIES

How to Get Involved:

- Contact your agency change control board representative
- Email iaeoutreach@gsa.gov
- Visit www.interact.gsa.gov – Integrated Award Environment community

To Date We Have Held 19 focus groups for the current systems:

- Electronic Subcontracting Reporting System (eSRS)
- Federal Funding Accountability and Transparency Act SubAward Reporting System (FSRS)
- Catalog of Federal Domestic Assistance (CFDA)
- FedBiz Opps (FBO)

More than 220 participants

We heard **Data is King, and also:**

- Teaming capability in creating/publicizing opportunities
- Streamlined, consolidated reporting process
- Clear and consistent data standards; reliable data tracking
- Customizable dashboards
- Cross-system views
- Vendor-to-vendor communications establish partnerships
- Effective elastic keyword search and drill-down search
- Availability of SAM/FPDS data during pre-solicitation and award process
- Consistent hierarchy



An online IT system that serves as the centralized and mandated point of registration for entities who wish to contract with or receive financial assistance from the U.S. Government

www.sam.gov



SAM is **FREE** for entities. The Federal Service Desk is the **FREE** Help Desk which serves users of SAM (as well as eSRS, FSRS, FBO, CFDA, and FPDS)

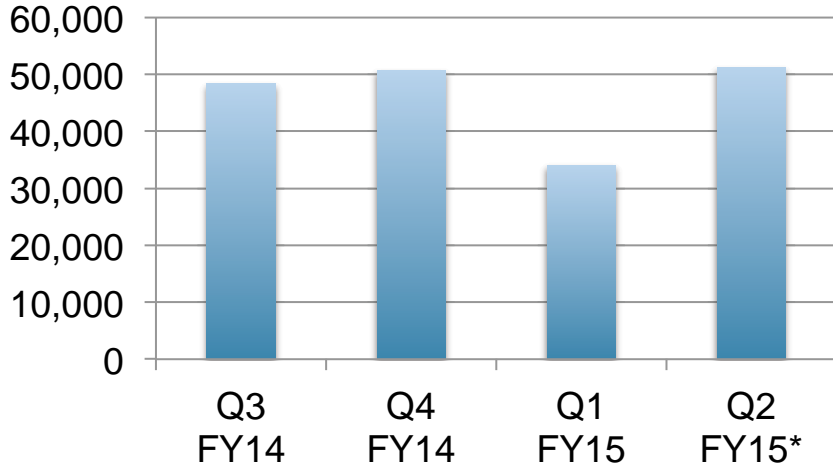
www.fsd.gov

- Register as an entity
- Register as a federal user

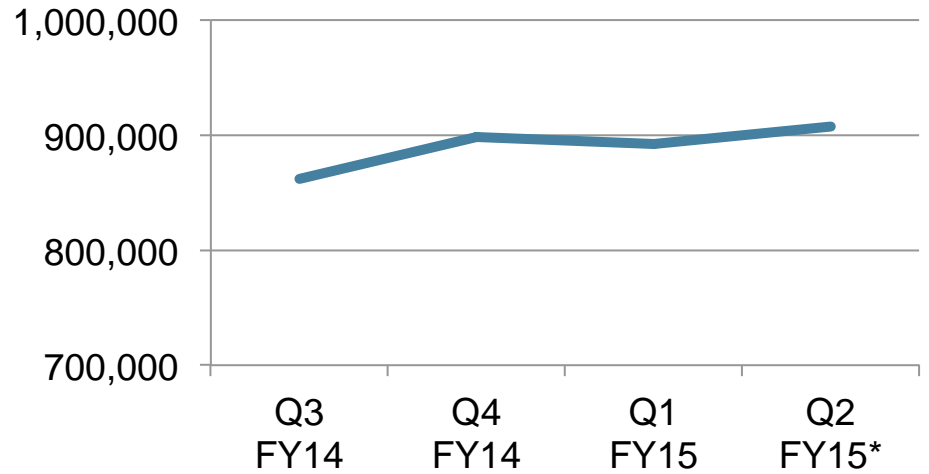
- Representations and Certifications

- Suspensions and Debarments (Exclusions)
 - Who must/should register ?
 - When should they register ?
 - How long is the registration good ?
 - Do I need to register to search ?

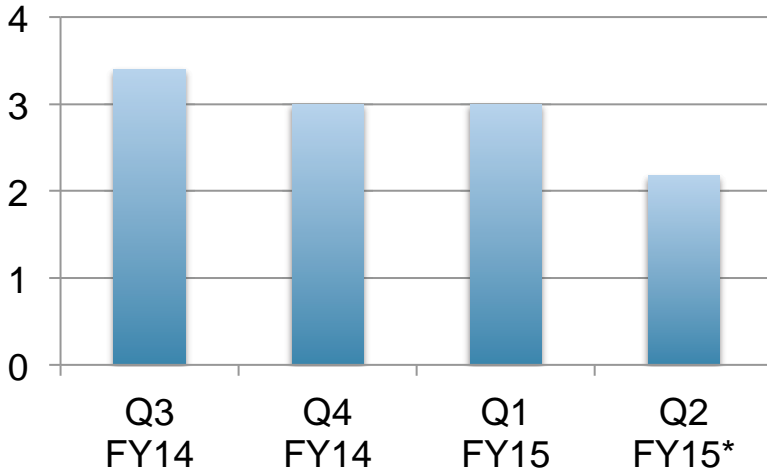
Average Number of Registrations Activated



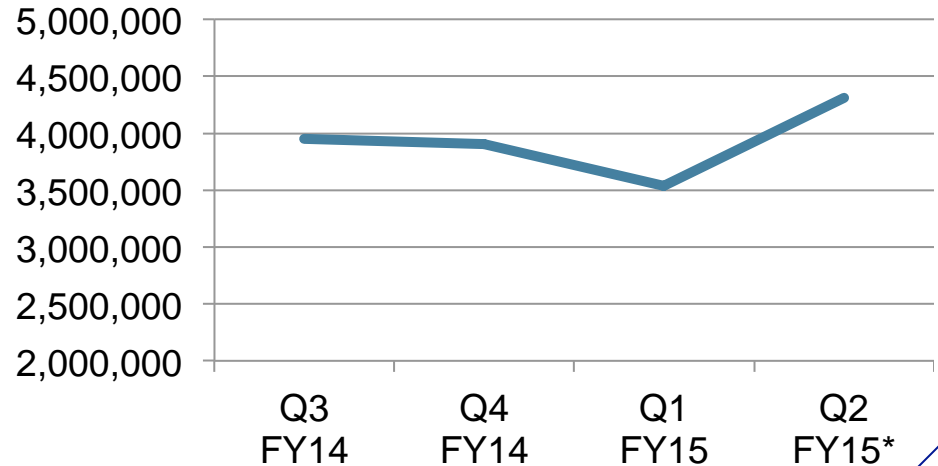
Average Number of Vists (monthly)



Average Cycle Time (days)



Average Number of Searches Performed (monthly)



*Q2 FY15 figures include data through February 2015.

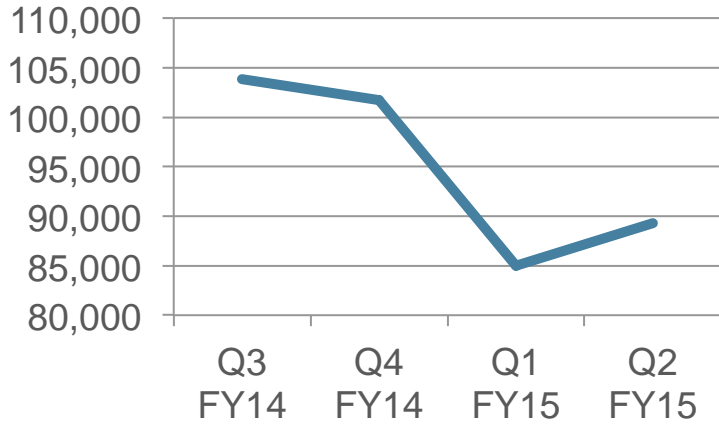
The screenshot shows the FSD.gov website interface. At the top, the logo 'fsd.gov' is displayed in orange and blue, with the text 'Federal Service Desk' and 'Start here for help on U.S. Government contracts and grants systems' below it. A search bar with the placeholder text 'Start here for help...' and a magnifying glass icon is prominent. Below the search bar, there are three navigation tabs: 'Federal Service Desk', 'Contact FSD', and 'News and Announcements'. The 'Contact FSD' tab is active, showing a table with the following content:

Federal Service Desk	Contact FSD	News and Announcements
<p>Purpose</p> <p>The purpose of the Federal Service Desk (FSD.gov) is to help visitors get the information and assistance they need for the systems (websites) that the FSD supports.</p> <p>Supported Systems</p> <p>You may contact FSD for help with:</p> <ul style="list-style-type: none"> •System for Award Management (SAM) •Catalog of Federal Domestic Assistance (CFDA) •Electronic Subcontracting Reporting System (eSRS) •Federal Business Opportunities (FBO) 	<p>Hours of Operation</p> <p>Monday - Friday 8 a.m. to 8 p.m. ET</p> <p>U.S. Calls: 866-606-8220 International Calls: 334-206-7828 DSN: 866-606-8220</p> <p>Most users phone the Federal Service Desk, sometimes triggering longer wait times. You may receive quicker service by first searching for your answer or by contacting us via the "Submit a Question" web form</p>	<p>Tell us about your Experience or Ideas</p> <p>Your opinion is valued. Provide feedback about your experience or ideas.</p>

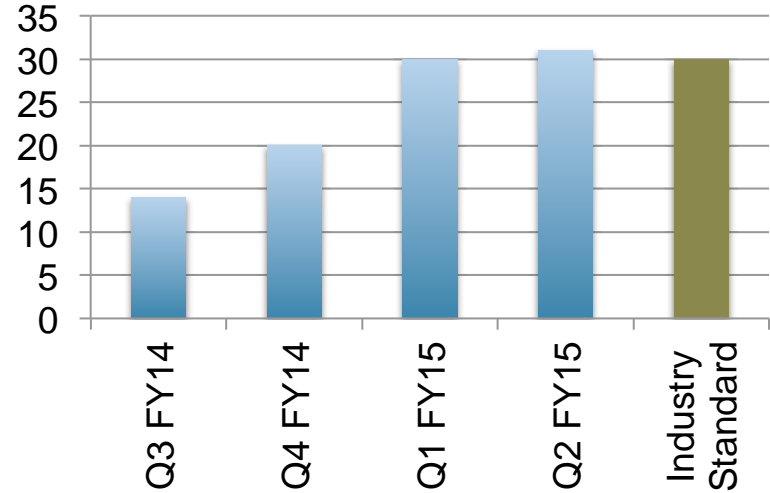
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- Live Web Chat
- Webform
- Telephone
- Call Back

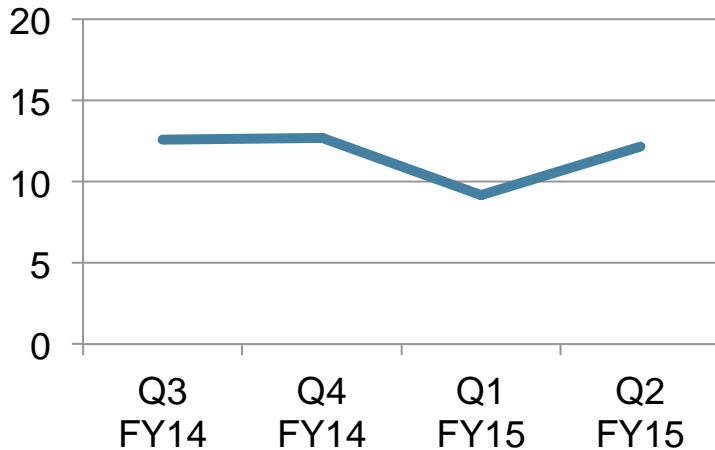
Call Volume



Average Speed to Answer (sec)



Average Handle Time (min)



First Call Resolution Rate (%)

