



U.S. General Services Administration

Facilities & Construction Category - Government-wide Category Management

Framework, Goals, & Implementation

December 2016



Category Management Overview

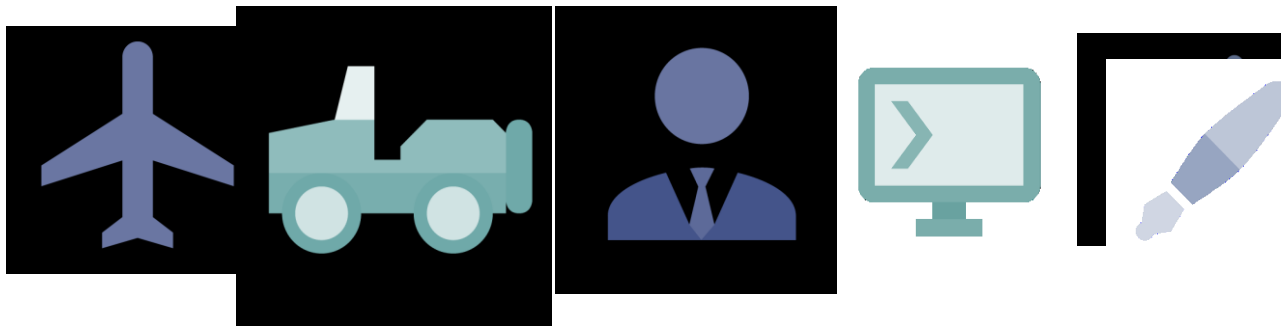
Category Management Approach

Category management is a purchasing approach that the federal government is applying to buy smarter and more like a single enterprise.

It involves:

- Identifying core categories of products and services, and managing them accordingly
- Cultivating and maximizing expertise to inform and enhance a customer's buying experience
- Developing purchasing strategies so that customers find the best value for the items they need

Category management enables us to eliminate redundancies, increase efficiency, and deliver more value and savings from the government's acquisition programs.





Category Management Overview

Category Management Goals

Category management seeks to achieve the following goals around cost savings, knowledge sharing, relationship-building, and efficiency:



Increase Cost Savings

- Increase spend under management
- Achieve volume savings
- Achieve **administrative** savings



Foster Knowledge Sharing

- Share best practices
- Grow and share expertise



Promote Efficiency

- Reduce contract duplication
- Enhance transparency
- Create better contract vehicles
- Manage data collection and analysis
- Enable better decisions



Improve Relationships

- Maximize purchasing agency relationships
- Leverage supplier relationships
- Optimize buying channels
- Manage the solution landscape



Across the Federal Government, there are 10 common categories of spend

These 10 categories account for nearly \$300B in annual spending

| | | | | |
|--------------------------------------|---|--|---|--|
| 1. IT – \$49.9B | 2. Professional Services – \$61.9B | 3. Security and Protection – \$5.5B | 4. Facilities & Construction - \$77.2B | 5. Industrial Products & Services - \$10.5B |
| 1.1 IT Software | 2.1 Business Administration Services | 3.1 Security Animals & Related Services | 4.1 Construction Related Materials | 5.1 Machinery & Components |
| 1.2 IT Hardware | 2.2 Legal Services | 3.2 Security Systems | 4.2 Construction Related Services | 5.2 Fire/Rescue/Safety/Environmental Protection Equipment |
| 1.3 IT Consulting | 2.3 Management Advisory Services (excl. R&D) | 3.3 Security Services | 4.3 Facility Related Materials | 5.3 Hardware & Tools |
| 1.4 IT Security | 2.4 Marketing and Distribution | | 4.4 Facility Related Services | 5.4 Test & Measurement Supplies |
| 1.5 IT Outsourcing | 2.5 Public Relations and Professional Communications Services | | 4.5 Facilities Purchase & Lease | 5.5 Industrial Products Install/Maintenance/Repair/Rebuild |
| 1.6 Telecommunications | 2.6 Real Estate Services | | | 5.6 Basic Materials |
| | 2.7 Trade Policy and Services | | | 5.7 Oils, Lubricants, and Waxes |
| | 2.8 Technical & Engineering Services (non-IT) | | | |
| | 2.9 Financial Services | | | |
| | 2.10 Social Services | | | |
| 6. Office Management - \$1.9B | 7. Transportation & Logistics Services - \$26.8B | 8. Travel & Lodging – \$2.7B | 9. Human Capital – \$4.1B | 10. Medical – \$36.0B |
| 6.1 Office Management Products | 7.1 Package Delivery & Packaging | 8.1 Passenger Travel | 9.1 Specialized Educational Services | 10.1 Drugs and Pharmaceutical Products |
| 6.2 Office Management Services | 7.2 Logistics Support Services | 8.2 Lodging | 9.2 Vocational Training | 10.2 Medical Equipment & Accessories & Supplies |
| 6.3 Furniture | 7.3 Transportation of Things | 8.3 Travel Agent & Miscellaneous Services | 9.3 Human Resources Services | 10.3 Healthcare Services |
| | 7.4 Motor Vehicles (non-combat) | | | |
| | 7.5 Transportation Equipment | | | |
| | 7.6 Fuels | | | |

Defense-Centric categories not shown

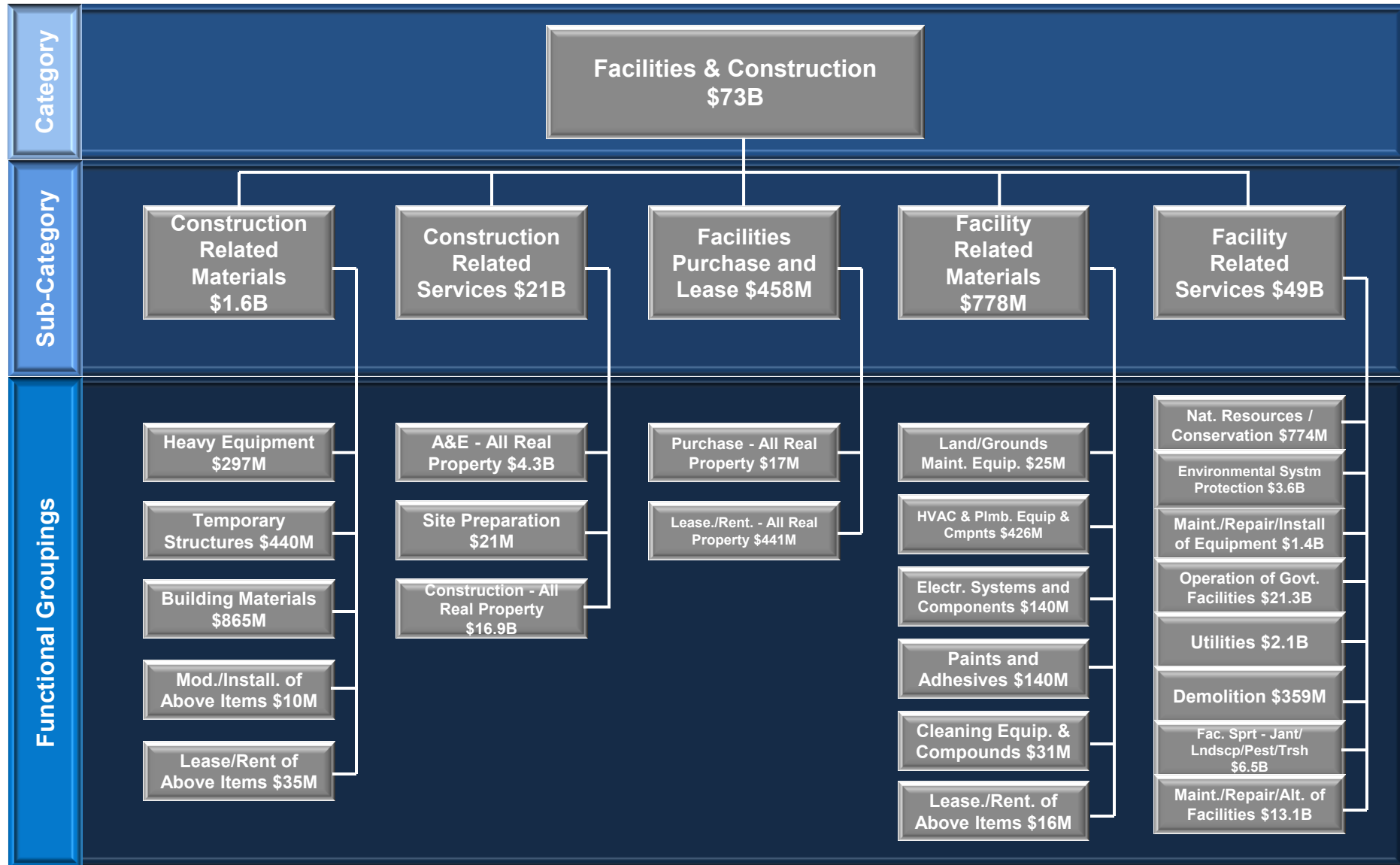
Common Government Spend Categories 1-10 (total FY 2014 spend \$275B)



Each category is managed by a cross-agency Category Leadership Team led by an OMB assigned Category Executive

| Category | Agency | Category Executive |
|--|----------------|--|
| IT Category | GSA | Mary Davie, FAS Assistant Commissioner for Integrated Technology Services |
| Professional Services Category | GSA | Tiffany Hixson, FAS Regional Commissioner |
| Security and Protection Category | DHS | Jaclyn Smith, Strategic Sourcing Program Office |
| Facilities and Construction Category | GSA | Mary Ruwwe, FAS Regional Commissioner |
| Industrial Products and Services Category | GSA | George Prochaska, FAS Regional Commissioner |
| Office Management Category | GSA | Greg Hammond, FAS Regional Commissioner |
| Transportation and Logistics Category | DOD | Lisa Roberts, Acting Deputy Assistant Secretary of Defense for Transportation Policy |
| Travel and Lodging Category | GSA | Timothy Burke FAS Director of Travel and Transportation Services |
| Human Capital Products and Services Category | OPM | Rob Briede, Acting Training Management Assistance Program Manager |
| Medical Products and Services Category | DOD/VHA | Jonathan Woodson, Assistant Secretary of Defense (Health Affairs), David Shulkin, Under Secretary for Health, Veterans Health Administration |

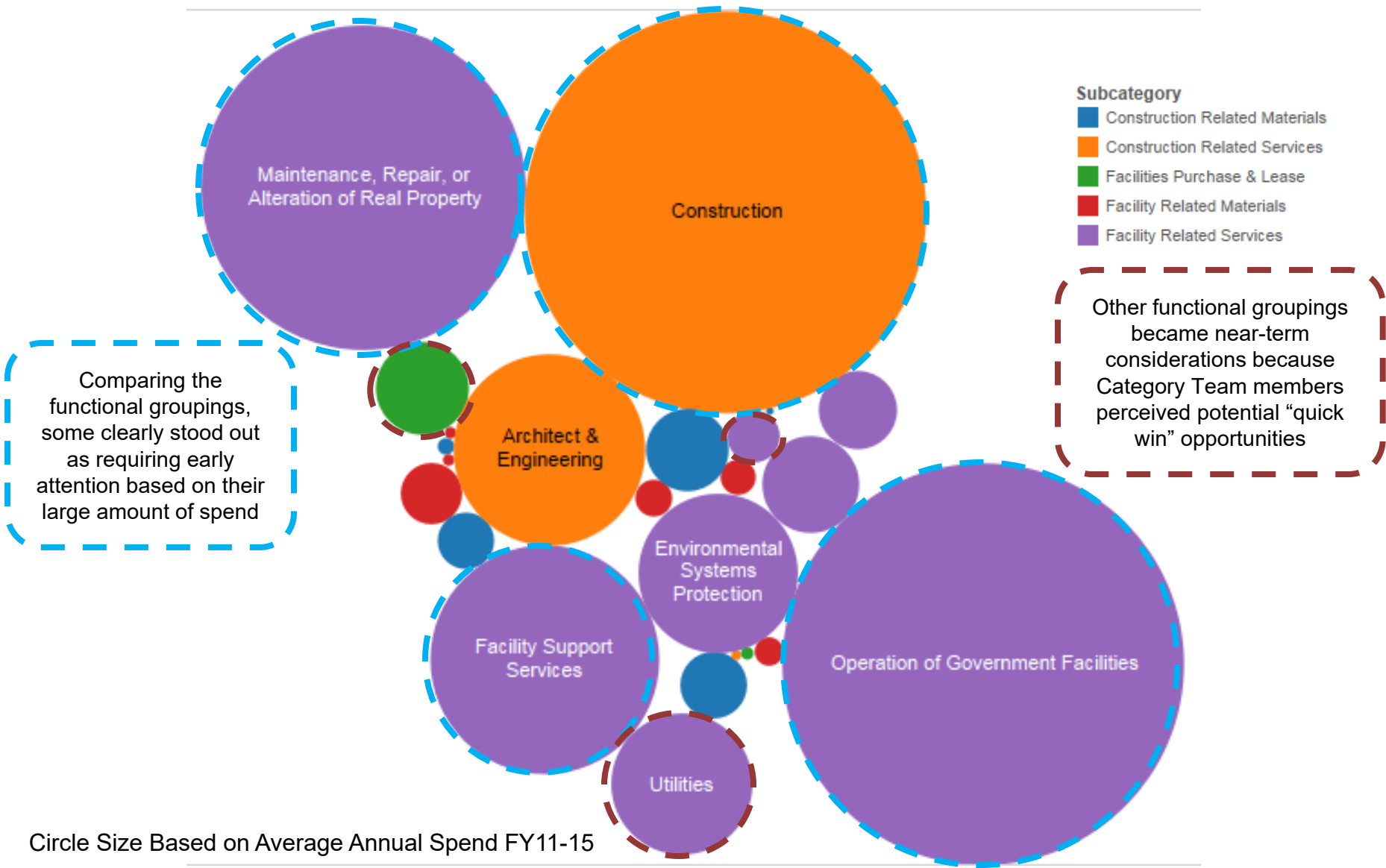
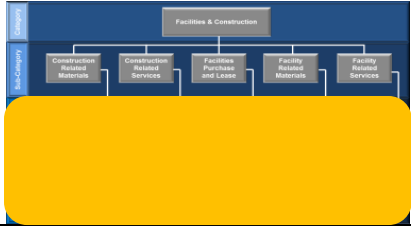
Facilities & Construction Category Composition Breakdown by Classification Level (FY15 Spend Totals)





Functional Grouping Size Comparison –

Such a large, diverse category requires targeting of potential high-impact segments



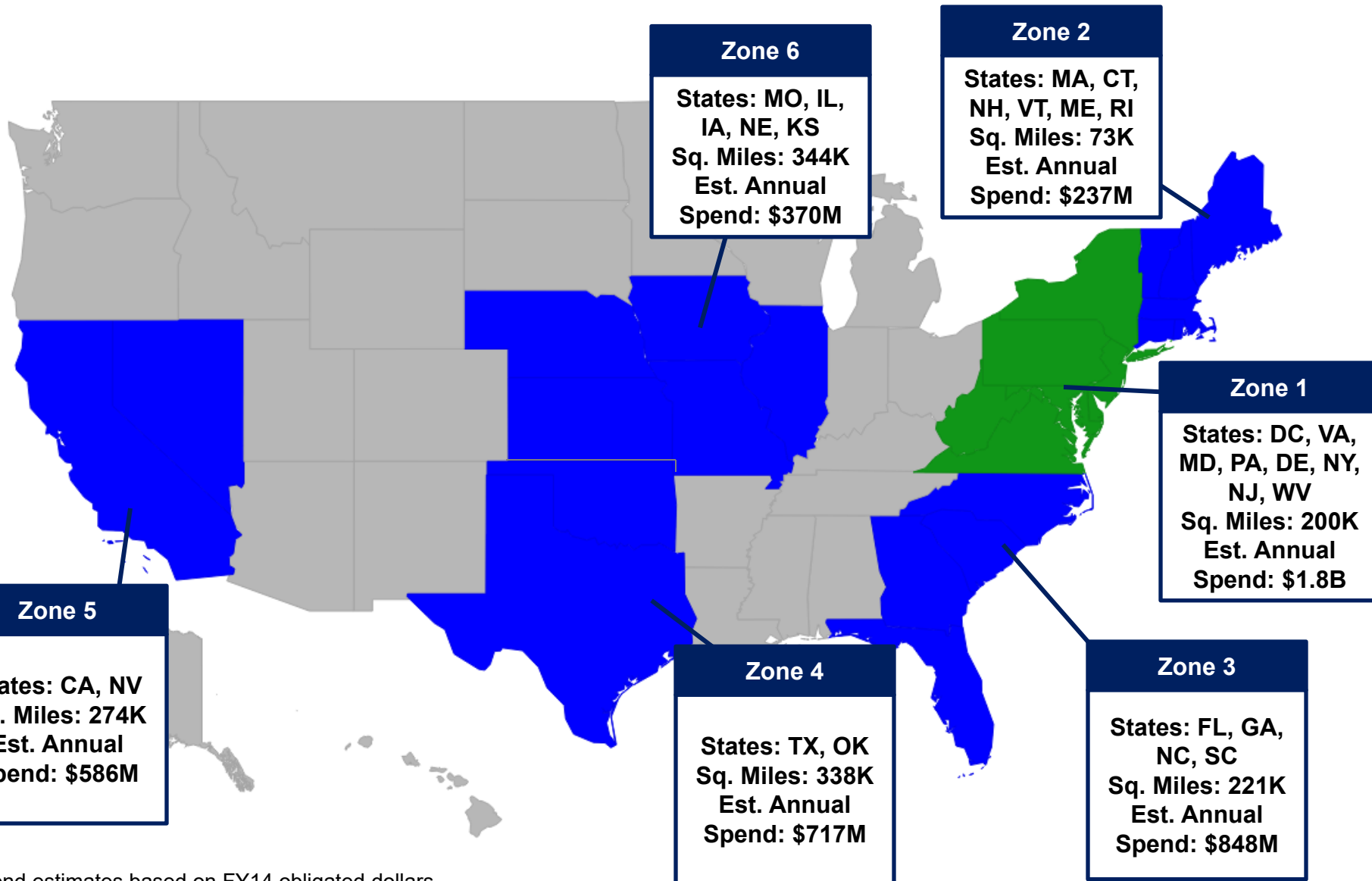


BMO and BMO SB Scope

| Operations and Maintenance | Facility Support Services |
|---|-------------------------------------|
| HVAC Maintenance | Janitorial |
| Plumbing and Pipefitting | Landscaping/Grounds Maintenance |
| Elevator Maintenance | Pest Control |
| Electrical Maintenance | Waste Management Recycling Services |
| Fire Alarm System Maintenance Repair | |
| Fire Suppression (Water-Based) System Preventative Maintenance and Repair | |
| Roofing Services | |
| Building Management Services | |
| Architectural and Framework Building Maintenance Services | |
| Commissioning Services | |
| Elevator Inspection Services | |
| Other Facility Management Related Services | |



BMO Current and Future Zones



* Spend estimates based on FY14 obligated dollars



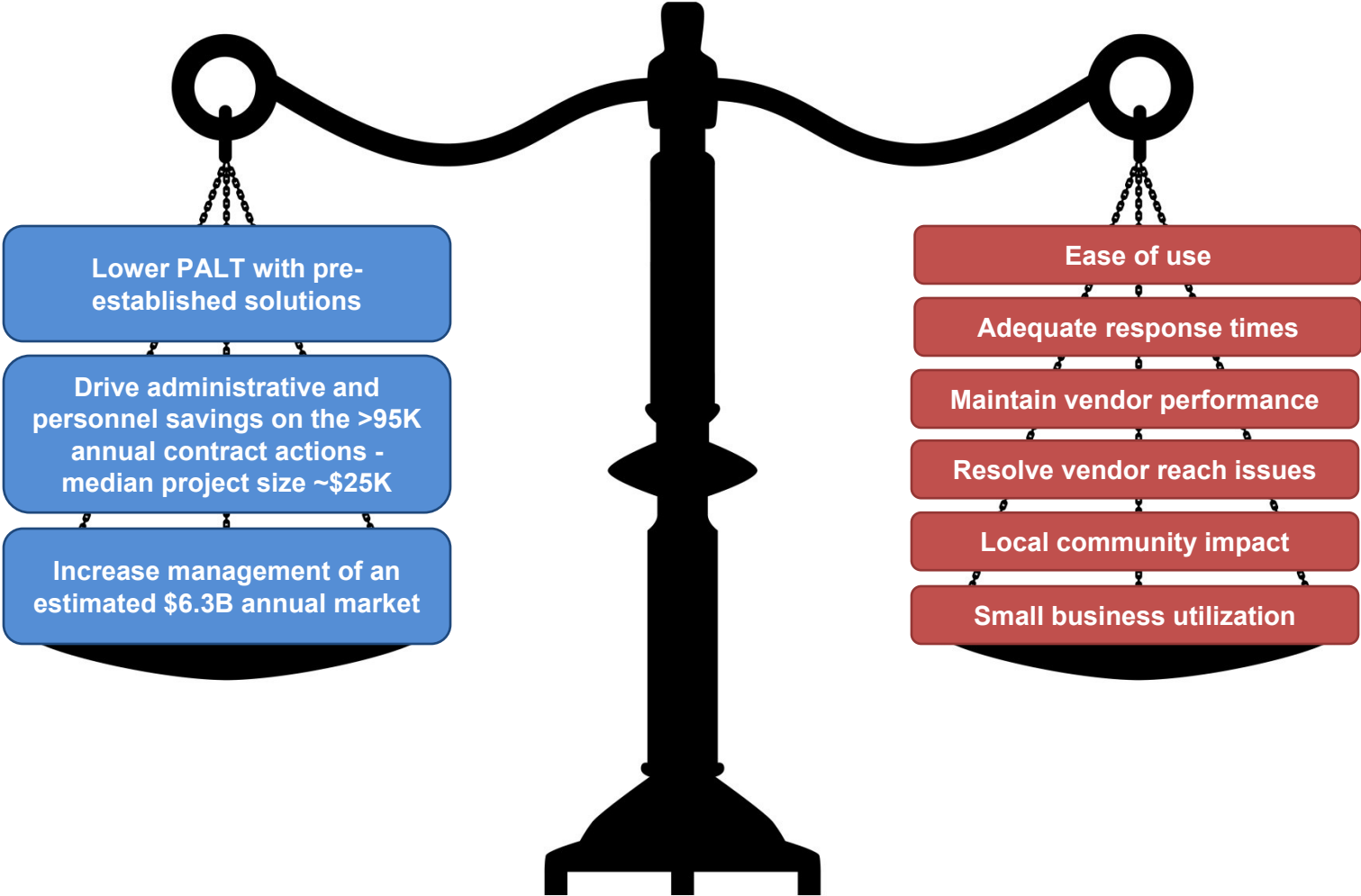
BMO Ordering: Delegation of Procurement Authority (DPA)

- To issue orders, you must have a DPA
 - Issued by GSA after completing mandatory BMO training
- DPAs are issued to individuals, not agencies at large
- DPAs are not re-delegable and non-transferrable
- Agency CO issued a DPA is designated as an Ordering Contracting Officer (OCO)
- Only OCOs award, administer, and modify orders
- Visit the BMO website, www.gsa.gov/bmo, to register for DPA training or find more information on the Acquisition Gateway at hallways.cap.gsa.gov



Repair & Renovation JOC/SABER/Line Item-type contracts could substantially benefit from reductions in duplication, streamlined acquisition, and increases in spend under management

However, agency team members made very clear that any R&R solution in the JOC/SABER/Line Item market must balance the many potential benefits of enhanced category management with the ability to meet the numerous challenges, factors, and stipulations that their current vehicles address





What Best-in-Class (BIC) Means:

1. Rigorous Requirements Definitions and Planning Processes

- Reflects input from agencies - especially the largest likely users
- Focuses on the most frequently purchased goods and services
- Aligns with market capabilities
- Demonstrates a commitment to small business considerations
- Advances sustainable acquisition

2. Appropriate Pricing Strategies

- Allows for industry or requirement-appropriate discounting strategies
- If applicable, includes point of sale accommodations
- Requires contractors to provide prices paid information that supports comparative analytics

3. Data-driven Demand Management Strategies

- Requires standardized data elements / formats for consumption and performance analytics to enable agencies to improve their commodity management practices on an ongoing basis

4. Category and Performance Management Practices

- Includes ongoing management provisions which align with the Category's Category Management Plan
- Requires that pricing be monitored and analyzed on a regular basis
- Vehicle owner / program office monitors and shares vendor and solution performance
- Contains a documented post-award management approach

5. Independent Validation and Reviews by Category Teams

- Includes structures and/or mechanisms established to allow contractor feedback
- Includes structures and/or mechanisms established to allow customer / user feedback
- Allows for ongoing monitoring by independent sources outside of the solution team

* The sub-criteria listing above is an abbreviated summary of the full list. Sub-criteria may vary by Category.



Acquisition Gateway Will Enable Category Management

Acquisition Gateway

Hi, Ryan Williams

About Us

Help

Sign Out

ACQUISITION GATEWAY

Our vision is to be the acquisition professional's desktop, providing the resources, tools, and community needed to create successful acquisitions.

HALLWAYS

Select an Acquisition Category to browse resources and articles

Facilities & Construction

Human Capital

Industrial Products & Services

Information Technology

Office Management

Professional Services

Security & Protection

Transportation & Logistics Services

Travel & Lodging

PROJECT CENTER

Create an integrated project to manage your acquisition research, documents, and timelines

0 Projects

0 Tasks

0 Events

Add Project

Project Center allows users to pull in resources from Gateway apps to build their acquisition. Feel free to create a sample project to learn about its features.

Create Sample Project

SOLUTIONS FINDER

Find acquisition vehicles, contracts, and shared services from across the Federal Government

My Agency

GSA

Category

- Select -

Subcategory

- Select -

View

157 Solutions available

Reset

RESOURCES

Statement of Work Library

eBuy Open

Prices Paid Portal

Green Procurement Compilation

TechFAR Hub

Small Business Forecast

COMMUNITY

Browse & participate in acquisition discussions

Human Capital Monthly Newsletter (September)

Human Capital

September 9, 2016

We're The Best (In Class)

Facilities and Construction

September 7, 2016

TOMORROW Office Hours Sept. 8th: Selecting Labor Categories and Evaluating Requirements

Professional Services

September 7, 2016

NEW INFO

TRAINING & EVENTS

Introducing Green ✓

A new tool to further drive sustainable purchasing and strengthen...

Physical Access Control Systems - New Knowledge and Skills Needed

XPART ARTICLE: The implementation of HSPD-12 has brought a...

The Trends and Spend of Smart Card and Biometric Security Devices - White Paper

The Trends and Spend of Smart Card and Biometric Security De...

Hardening the Perimeter: The Role of the Guard Booth, Security Solutions and Best Practices - White

LEARN.

CONNECT.

ACT.

The Acquisition Gateway is intended to be the desktop for the Federal acquisition workforce.

13



Acquisition Gateway Overview

Acquisition Gateway Features

- **Hallways** - Contain information and tools specific to each category management category or sub-category
- **Project Center** - A personal location in the Gateway where users can save statements of work, community posts, and other information relevant to their acquisitions
- **Solutions Finder** - Search tool to allow federal buyers to locate “best-fit” contract vehicles across federal agencies
- **“My Community”** - A series of forums on specific acquisition topics, allowing users to ask questions of experts and participate in discussions with cross-agency peers
- **Document Library** - Users can share documents like statements of work in a centralized location and have the ability to “upvote” their favorites





Engage with us!

The Acquisition Gateway is the best way for federal agencies and their vendors to be involved in the F&C Category

1st time: Access the Gateway in <5 minutes

Step 1

- Go to <https://max.gov>
- Why? The Acquisition Gateway is a secure site

Step 2

- First time users? = click on upper right [Register Now] button

Step 3

- Fill out the form; click [Continue]
- Read the user agreement and non-disclosure; check “I Agree”

Step 4

- Wait for email from @max.gov
- Click on link to reset your max.gov password

Step 5

- Go to <https://hallways.cap.gsa.gov>; select [Federal Employees Sign-in]
- Click on with “PIV or CAC card”; click [Login]

Step 6

- Login with Max.gov credential to associate with your PIV or CAC card
- Click [Continue]; you can now access the Acquisition Gateway!

2nd time: Access the Gateway in <15 seconds

Step 1

- Go to <https://hallways.cap.gsa.gov>; select [Federal Employees Sign-in]
- Click on with “PIV or CAC card”; click [Login]



Point of Contact for Questions and Feedback

If you have any questions or feedback you would like to share, please use the following contact information:

Mary Ruwwe, GSA

Facilities and Construction Government-wide Category Manager

email: mary.ruwwe@gsa.gov

phone: (816) 823-1700

Tim Benoit, GSA

email: tim.benoit@gsa.gov

phone: (816) 926-5548

Eric Stonner, GSA

email: eric.stonner@gsa.gov

phone: (816) 823-2130