



National Business Center AQD Electronic Servicing Environment (ESE)

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Transforming Government Procurement

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ESE Electronic
Servicing
Environment



Agenda

- ▶ Procurement Challenges
- ▶ ESE Strategy
- ▶ AQD-ESE Vision
- ▶ Creating the solution
- ▶ Demonstration
 - Process Overview
 - Program Office: Initiating a request
 - AQD Office: Providing Request specific guidance
 - Program Office and AQD: Collaborating
 - Program Office: What's the Status
 - AQD Office: Dashboards and more
- ▶ AQD-ESE Benefits
- ▶ Lessons Learned
- ▶ Q&A





Procurement Challenges:

- ▶ Difficult to collaborate easily on requirements packages as they are being generated
 - Mailboxes are overrun with data being sent back-and-forth
 - Messages easily misplaced
 - Maintaining version control as drafts are exchanged is difficult when multiple people support an action
- ▶ Program offices new to procurements may find the process cumbersome or confusing
- ▶ There is no end-to-end visibility into the procurement process





AQD-ESE Application Vision

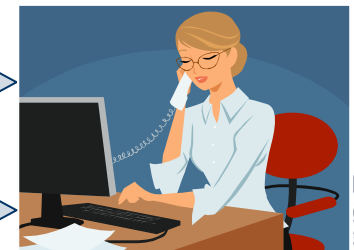
- ▶ To improve the effectiveness, efficiency, and timeliness of customer service and service delivery during in-take through to finalization of a solicitation:
 - Electronic **collaboration** environments,
 - Electronic **online access** to forms, templates, and information,
 - Electronic **monitoring of procurement status**, and
 - Electronic **business processes, triggers, and notifications** to support procurement action workflow.



Electronic In/Out-box for Work

Electronic Status & Notifications

Electronic Work Assignment





NBC ESE Strategy

AQD Concept

▶ Technology Direction

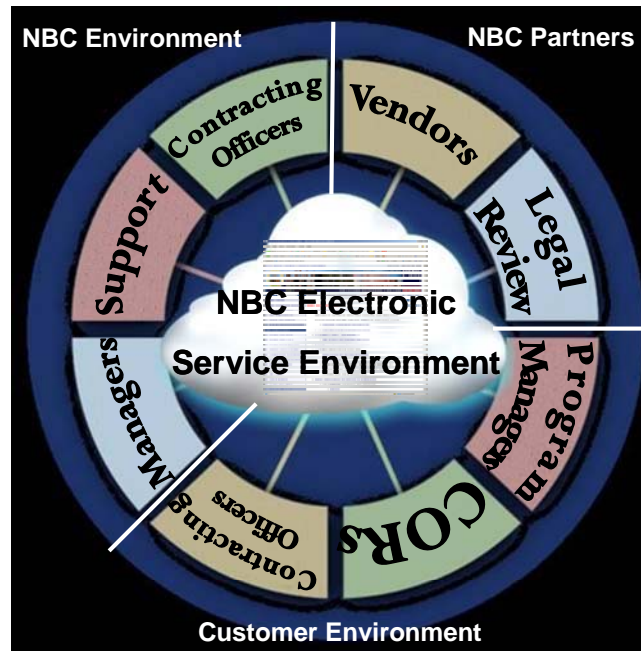
- Single web-based point of access
- Shared access and workflow

▶ Client Collaboration Pilot

- Electronic environment for customer agreement process
- Pre-solicitation phase collaboration
- Access to forms, templates, previous versions, documents
- Shared access for document preparation and reviews
- Notification of key events
- Customer access to status

Internal Collaboration

- On line quality reviews
- Automated assignments
- Access for Legal reviews
- Process monitoring



- ▶ Interconnected Portals
- ▶ Secure Web-Based Access
- ▶ Collaboration
- ▶ Internet/Extranet/Intranet
- ▶ Workflow
- ▶ Notification
- ▶ Document Management
- ▶ Integration Middleware
- ▶ Search Capability
- ▶ Role Based Information Filtering
- ▶ Reporting/Management Information
- ▶ Wireless Handheld Access





NBC ESE Strategy

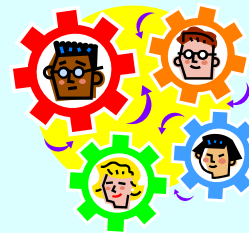
Key Service Areas & Functionality

Presentation (Portal)



- Viewable over the Internet
- Views differ based on user profile
- Views differ on personal preferences

Processes (Workflow)



- Automatic routing of data
- Automatic notification of assignments

Sample Processes

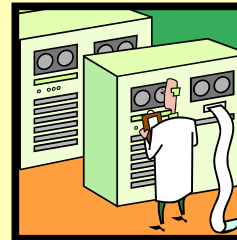
- IAA's drafted & approved
- Memo's routed and approved
- Work assigned

Security - Enterprise Access Control



- Managers view status of all projects in their group
- Contract Specialist view their work queue
- Customers view their procurement actions

Information / Content



- Document Management
- Content Management
- Databases
- Other NBC systems



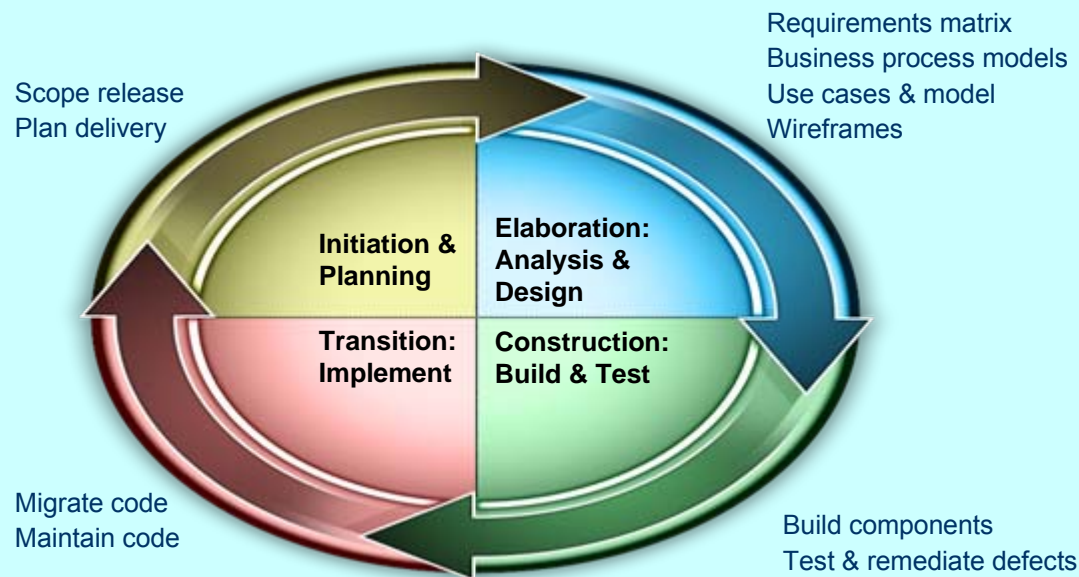


Development Methodology

- ✓ Defined Common Business Process for In-take: As-Is and To-Be
- ✓ Defined requirements
- ✓ Performed Usability testing
- ✓ Developed & evaluated prototype
- ✓ Developed & evaluated pilot
- ✓ Developed Production Release

▶ Iterative approach to development

- Functionality added incrementally
- Supports rapid development
- Code is of production quality, not throw-away!





Demonstration: Acquisition Process Overview

CUSTOMER ENGAGEMENT (INTAKE)

Customer initiates a procurement action; defines requirement package
AQD reviews procurement action; assigns work; defines requirement package with client; collects funding;

PRE- SOLICITATION

Customer refines package; develops evaluation plan;
AQD Create solicitation package;
Legal reviews solicitation package

SOLICITATION

AQD releases solicitation notices; completes internal reviews; announces solicitation; responds to vendor questions
Customer responds to vendor questions; receive & evaluate proposals

AWARD CONTRACT

AQD creates award documentation; finalizes contract; submits for legal review; makes award
Customer recommend vendor
Legal reviews selection and contract prior to award

ADMINISTRATION & CLOSEOUT

AQD Administers contract; closes out contract

- ▶ Intake – agreement to do business and AQD determines if support can be provided for a specific requirement, often requires refinement of requirement to make appropriate determination
- ▶ Pre-solicitation
- ▶ Solicitation
- ▶ Award Contract
- ▶ Administration and Closeout





Demonstration: Acquisition Intake Process

Step 1: Enroll Online / Login

Self-Register online

- Provide name, contact information, and email address
- Limited access granted until confirmed as a client

Step 1a: Create Account

AQD Creates Accounts for Users

- Allow multiple users to share access to request data
- Administrator manages access to account
- Accounts created by AQD

Step 2: Submit a Request

Complete online form where users enter details about the procurement

- Project title
- Agency purchasing the item or service
- Type of service / item being purchased
- Dollar value
- Agency program, technical, and financial points of contact
- Previous contract officers or AQD contacts
- Ability to upload any existing items for the requirements package

Step 3: Requirement Package Development

Refine requirements package with support of AQD personnel

- Download templates and samples
- Collaborate on requirement package documents (SOWs, IGEs, Market Research, IAA's, & PRs)
- Allow a team of people to support development of requirement package

Step 4: Submit Requirements Package

Final requirements package is submitted once finalized

- Click of a button creates a snapshot of all files that comprise package
- An auditable record of the bona fide requirements need

Step 5: Requirement Accepted

In-take of the requirement is complete

- Contracting team determines AQD can support procurement based on requirements package & capacity
- Funding team ensure funding type is appropriate and available for procurement activity
- In-take status changed to complete





Demonstration: Step 1: Enroll Online / Login



[NBC Portal Home](#) > [Electronic Servicing Environment](#)

ESE Electronic Servicing Environment



Welcome to EACS Self Registration!


Welcome to the National Business Center's (NBC) Electronic Servicing Environment (ESE). For access to specific applications such as Acquisition Services Directorate ESE (AQD-ESE) and the NBC Cloud Storefront, you must first register below. Once you have registered in ESE, you can enroll for the individual applications you wish to access.

First Name *

Last Name *

Email Address *

Phone Number *

 [Register](#)

If you need assistance, please contact the Acquisition Services Directorate at 703-964-8700 or via email at ESEHelp@aqd.nbc.gov.

To register for an account:

1. Populate the contact information on the left, and select the "Register" button.
2. You will receive an e-mail from the Electronic Access Control System (EACS) Help Desk (EACS_Support@nbc.gov) with your temporary password.
3. Follow the instructions in the email to complete your ESE registration and to enroll in the specific applications that you wish to access.

Registration Received

Your Registration has been received. A message will be sent to the email address you provided confirming your registration and assigning a temporary password.

Once you log in to AQD-ESE with your temporary password, you will be prompted to change your password and set challenge questions that will enable you to reset your password in the event that it is forgotten.

If you need assistance, please contact the Acquisition Services Directorate at 703-964-8700 or via email at ESEHelp@aqd.nbc.gov.

[Return to the Login Screen](#)

- ▶ Registration provides access to the ESE system
 - Complete basic information
 - System will present notification that registration has been received
 - Email will be sent with your username (email address) & password
 - Log in with temporary password and complete profile with challenge questions
 - Enroll in AOD

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Step 1a: Create an Account

- ▶ Created by AQD using the following
 - Agency name
 - Sub-Agency
 - Office
 - BPN/DUNS #
- ▶ Client administers account once created
- ▶ Accounts are used for creating Request Teams, allowing a group of program office users to support a single request

Member Name	Request Administrator	Read Financial Content	Read Technical Content	Edit Request Details	Write Financial Content	Write Technical Content	
gmail.com, doluser04	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Remove member from Team
gmail.com, Doluser05	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Remove member from Team
gmail.com, doluser03	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Remove member from Team
Sellappagounder, Doluser02	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Add Member to Team



Step 2: Submit Request



- Collects specific information regarding request to support work assignment
- Asterisks indicate required fields
- Associated request with an account
- Upload any requirements package documents you have available
- Requests can be saved as drafts in progress

The screenshot shows the 'New Request' form in the AQD Electronic Servicing Environment (ESE). The page header includes the U.S. Department of the Interior logo and the NBC Quality Efficiency logo. The navigation menu has 'NEW REQUEST' highlighted. The form is titled 'New Request' and lists 'Required Fields'. Under 'Request Information', there are input fields for 'Request Title', 'Description', 'Request Type' (a dropdown menu with 'Select One'), 'Sub-type' (a dropdown menu with 'Not applicable'), 'Estimated Funding Amount' (with a '\$' symbol and 'format: 1,000,000.00'), 'Estimated Project Value' (with a '\$' symbol and 'format: 1,000,000.00'), and 'Desired Award Date' (with 'format: mm/dd/yyyy').



Step 3: Requirement Package Development Collaborate on Requirements

- ▶ Program Manager and Contracting Officer collaboration using: documentation, comments, and status indicating progress and action status
- ▶ Context specific templates and samples available by request

Current Requirements Package

Upload Required Documents Submit Completed Package

Independent Government Cost Estimate (IGCE)

FILENAME Document Title Lorem Ipsum (Checked out by Dave Johnson)

LAST EDITED Thursday, 10/30/2008, 8:35am

EDITED BY John A. Smith

DOCUMENT ACTIONS Open Read only copy

DOCUMENT STATUS Submitted Pending AQP Active

COMMENTS Lorem ipsum dolor sit amet, consectetur adipiscing elit. Quisque ligula. Duis odio metus, faucibus et, pretium ut, euismod at, eros. Aenean sed turpis. Nulla vel libero. Donec eget sem sed mauris porttitor fructibus. Suspendisse potenti. Donec vel urna. Duis ac magna. Sed id metus.

FILENAME Document Title Lorem Ipsum (Checked out by Dave Johnson)

LAST EDITED Thursday, 10/30/2008, 8:35am

EDITED BY John A. Smith

DOCUMENT ACTIONS Open Read only copy

DOCUMENT STATUS Submitted Pending AQP Active

COMMENTS Lorem ipsum dolor sit amet, consectetur adipiscing elit. Quisque ligula. Duis odio metus, faucibus et, pretium ut, euismod at, eros. Aenean sed turpis. Nulla vel libero. Donec eget sem sed mauris porttitor fructibus. Suspendisse potenti. Donec vel urna. Duis ac magna. Sed id metus. Morbi eros mauris, elementum a, pellentesque et, sagittis quis, erat. Integer nec capten. Nunc facilis. Proin imperdiet neque vulputat orci dapibus congue.

FILENAME Document Title Lorem Ipsum (Checked out by Dave Johnson)

LAST EDITED Thursday, 10/30/2008, 8:35am

EDITED BY John A. Smith

DOCUMENT ACTIONS Check out and sent to your computer Send to AQP for review Open Read only copy

Upload Required Documents Submit Completed Package

Templates Samples

SOW

Template Document Title Lorem Ipsum

Use this template

SOW

Template Document Title Lorem Ipsum

Use this template

SOW

Template Document Title Lorem Ipsum

Use this template

SOW

Template Document Title Lorem Ipsum

Use this template

STATUS

ted






Step 4: Submit Requirements Package

- ▶ When the requirements package is ready the “Submit Completed Package” button
- ▶ Submission of the package indicates that the requirement is defined and complete
- ▶ Serves as the Bona Fide need

Overview **Requirements Package** Archive History Request Details Request Team

Current Requirements Package

Independent Government Cost Estimates

FILENAME	COMMENTS	DOCUMENT STATUS
<u>Independent Government Co...</u>		 Complete
LAST EDITED		
December 10, 2009 5:27:37 PM		
MST		





Step 5: Requirement Accepted

HOME NEW REQUEST **MY REQUESTS** GUIDANCE & REFERENCE MY PROFILE

TR REQUEST 11/16 3:22:44 PM (ESE00000746)

Overview Requirements Package Archive History Request Details Request Team

Request Status

In-take Status:

NEW TENTATIVE REQUEST IN PROGRESS REQUEST COMPLETE REQUEST APPROVED **FUNDING ACCEPTED/ INTAKE COMPLETE**

Requirements Package Document Categories:

SOW/SOO/Requirement Doc/Performance Work Statement Complete	Interagency Agreement - Part A Complete	Interagency Agreement - Part B Complete
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AQD POINT OF CONTACT FOR THIS REQUEST

Name: Test01 Level1
Office: Herndon
Phone:
Email: test01_aqd_level1@bc.doi.net

PROCUREMENT ACTION LEAD TIME (PALT)

<u>Category:</u>	2
<u>Description:</u>	Acquisitions greater than or equal to \$100K using Simplified Acquisition Procedures
<u>AQD Goal:</u>	90 - 150 days
<u>Calendar Days Elapsed:</u>	0





Additional Features and Functions

Guidance

Guidance contains online samples, templates, and process information

- Self-service for procurement resources
- Library of generic templates and samples available

Request History / Archive

Log of actions and document versions associated with each request

- History contains record of all changes made to the request, e.g., status changes
- Archive contains access to all previous versions of documents uploaded as part of requirements package
- Previous versions of documents can be viewed

Request Team

Create a team of users to support any Request

- Choose from anyone users that share an account
- Each request can leverage a different team of users

Accounts

Accounts for users

- Allow multiple users to share access to request data
- Used to set up separate funding sources as tracked in BIS and Govpay
- Essential to end-to-end synchronization of request, contract, and funding data





Guidance

- ▶ Find information on the procurement process
- ▶ Templates for procurement documents
- ▶ General Samples for various types of procurements

HOME NEW REQUEST MY REQUESTS **GUIDANCE & REFERENCE** MY PROFILE

GUIDANCE & REFERENCE

Process **Templates** Samples

Templates

<u>Document Category</u>	<u>Request Type</u>	<u>Filename</u>	<u>Description</u>	<u>Date/Time Posted</u>
SOW		AQD SOW Template v1 11-1-09.doc		2009-11-11T13:15:33.096-07:00
IGE		AQD IGE Template v1 10-15-2008.doc		2009-11-11T13:16:12.188-07:00
Acquisition Plan		AQD Formal Acquisition Plan Template v1 11-1-09.doc		2009-11-11T13:16:49.820-07:00

Privacy Policy | DOI Home | NBC Home | AQD Home | USA.gov | FOIA | GovPay





History & Archive

History: Is a log of the transactions associated with a specific request. Allowing users to see the history of actions taken on a request

Archive: Is a log of all the documents that have been uploaded to a request. Allowing users to see previous versions.

TR REQUEST 11/2 3:24:56 PM (ESE00000678)

Overview Requirements Package Templates & Samples Archive **History** Request Details Request Team Notes

Request History Log

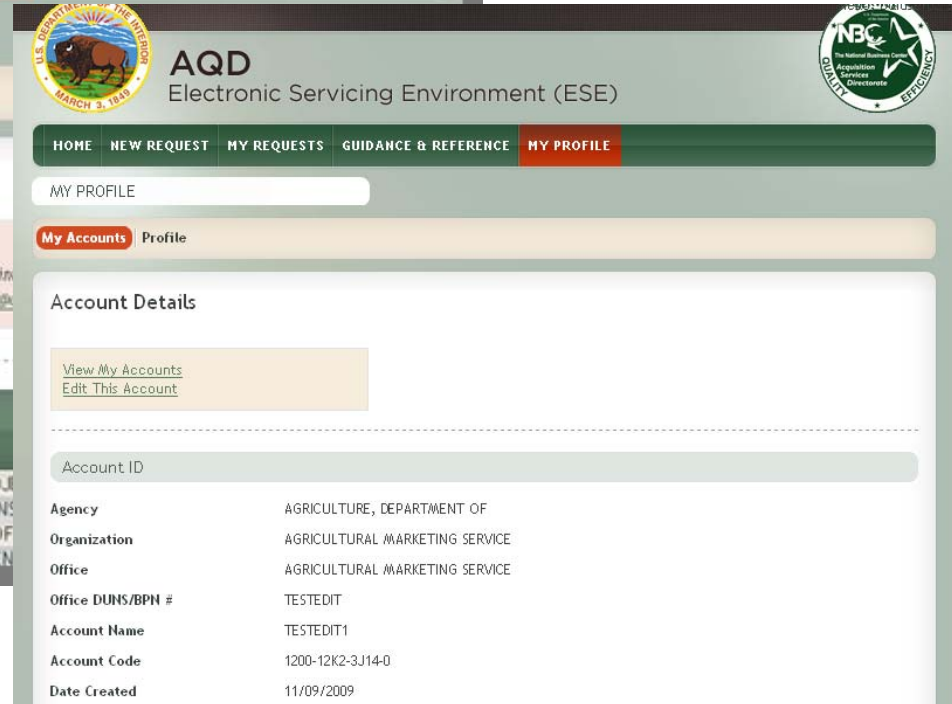
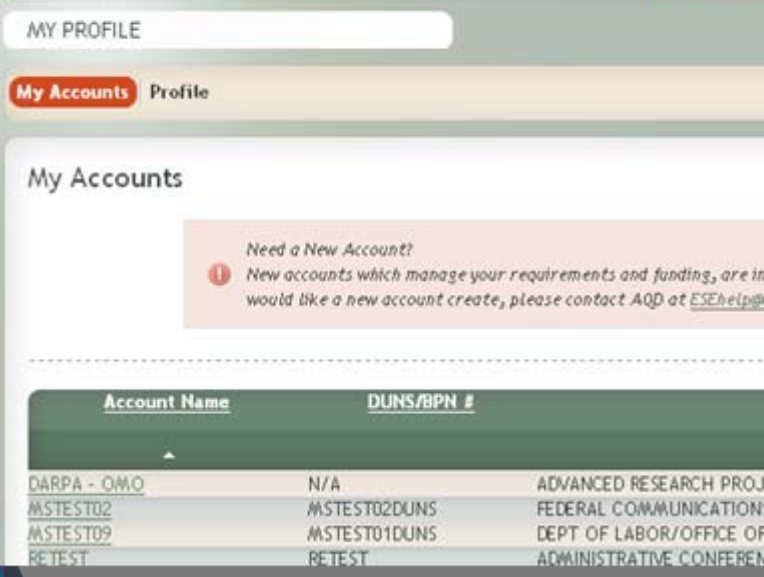
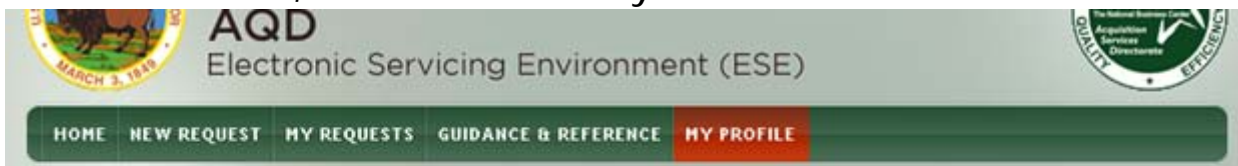
Date/Time	User	Action	Comments
11/02/2009	test01_aqd_level1 TEST_USER01	Request Status Changed From Request Approved to Funding Accepted	
11/02/2009	test01_aqd_level1 TEST_USER01	Request Assigned to test01_aqd_level1 TEST_USER01	
11/02/2009	test01_aqd_level1 TEST_USER01	Request Assigned to test01_aqd_level1 TEST_USER01	
11/02/2009	test01_aqd_level1 TEST_USER01	Request Status Changed From Requests Complete to Request Approved	
11/02/2009	test01_aqd_level1 TEST_USER01	Request Assigned to test01_aqd_level1 TEST_USER01	
11/02/2009	test01_aqd_level1 TEST_USER01	Request Status Changed From Request in Progress to Requests Complete	
11/02/2009	test01_aqd_level1 TEST_USER01	Request Assigned to test01_aqd_level1 TEST_USER01	
11/02/2009	test01_aqd_level1 TEST_USER01	Request Status Changed From Tentative to Request in Progress	
11/02/2009	test01_aqd_level1 TEST_USER01	Request Assigned to test01_aqd_level1 TEST_USER01	
11/02/2009	test01_aqd_level1 TEST_USER01	Request Assigned to test01_aqd_level1 TEST_USER01	
11/02/2009	test01_aqd_level1 TEST_USER01	Request Assigned to test01_aqd_level1 TEST_USER01	





Accounts

- ▶ **Account** – is a logical and discrete identified used by one or more customers to submit requirements and/or funding. Customer users may be associated with one or more accounts
- ▶ **Account Administrator** – Customer user that can add or remove users for that account, as well as identify additional administrators for that account





Request Team

Accounts are a logical and discrete identifier used by one or more customers to submit requirements and/or funding.

To create a Request Team the Request owner can specify which users from the account he would like to have access to the specified request.

HOME NEW REQUEST MY REQUESTS GUIDANCE & REFERENCE MY PROFILE

TR REQUEST 11/2 3:53:43 PM (ESE00000687)

Overview Requirements Package Archive History Request Details Request Team

Member Name	Request Administrator	Read Financial Content	Read Technical Content	Edit Request Details	Write Financial Content	Write Technical Content	
gmail.com, doouser04	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Remove member from Team
gmail.com, Doouser05	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Remove member from Team
gmail.com, doouser03	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Remove member from Team
Sellappagounder, Doouser02	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Add Member to Team

✔ Save Team





AQD Specific Additional Features and Functions

Work Assignment

Assign work to various offices and AQD personnel

- Requests can be assigned and reassigned across Offices and Branches easily
- Dashboard allows for managers to view resource utilization
- Automatic notifications trigger when requests are not assigned or work has not been acknowledged

Search

Search capabilities are available to find requests for customer support

- Supports AQD in working with customers when questions arise about a specific request
- Various parameters are available for searches

Workload Dashboard

Manage contracting workload across teams

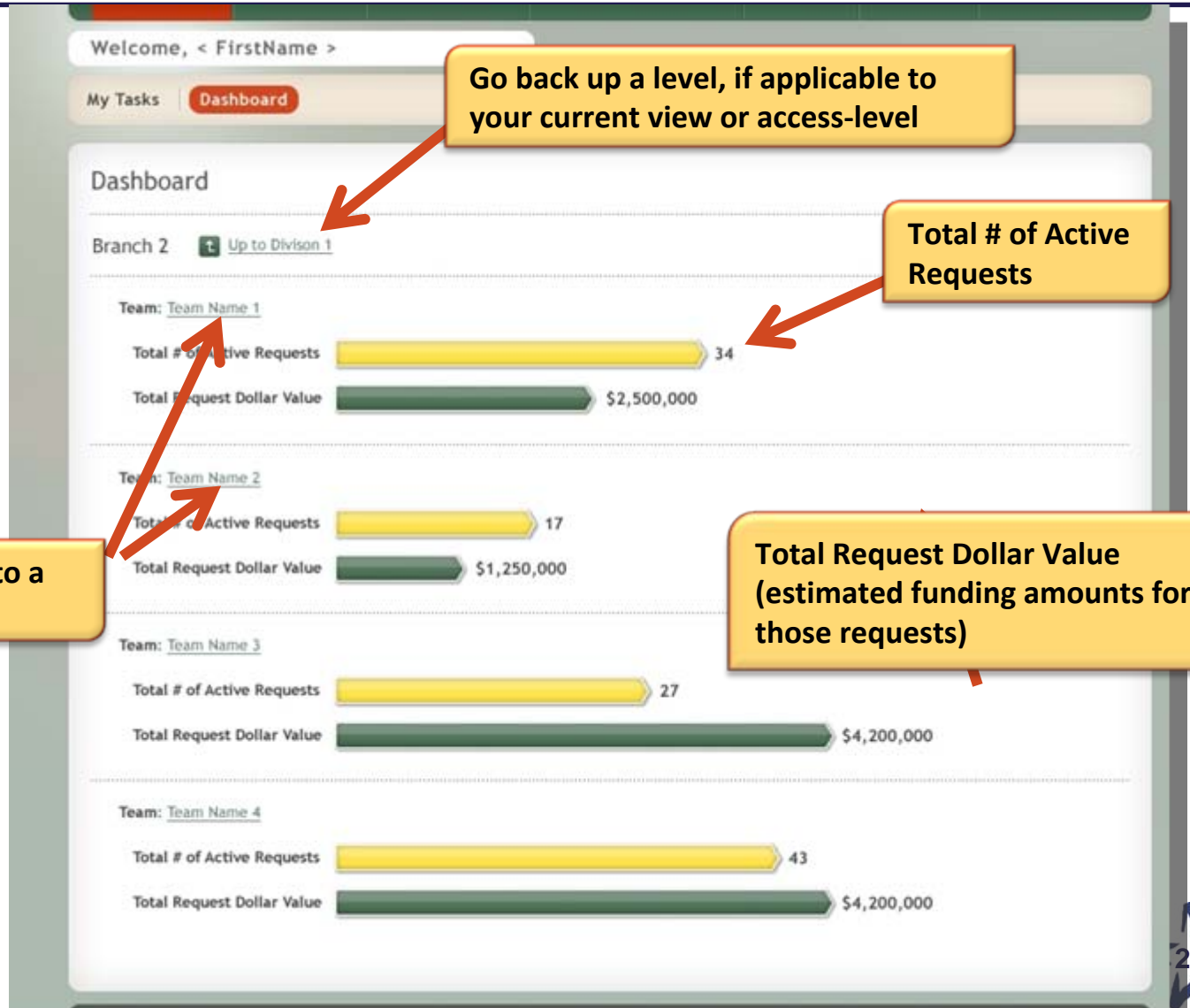
- Allows Division chiefs, Branch chiefs, and Team leads to view the workload the organization
- Access restricted to only data pertinent to the user in the organization structure
- Shows number of transactions and contract dollar amounts by individual to help manage workload





Workload Dashboard

Dashboards: are based on organizational hierarchy in AQD. Viewing privileges are based on which division, branch, and team you are a part of.





AQD-ESE Benefits

- ▶ Provides transparency into the process for users
- ▶ Get off the email treadmill
- ▶ Use the solution to capture and retrieve documents, relieve the burden on inboxes, and stop using e-mail for discussion threads
- ▶ Keep a central repository of working documents
- ▶ Assists in managing the Intake process and workflow for AQD and customers
- ▶ Improves workload management
- ▶ Supports level setting expectations





Q&A





AQD-ESE Request Statuses



Status	Description
New	This is a newly submitted request. While some discussion between the client and AQD Customer Support Organization may have occurred, the request has not yet been routed an AQD Division / Branch Chief.
Tentative	The request needs additional discussion/clarification from client before AQD determines to proceed with requirement. A Contracting Officer, Contract Specialist, or Team Lead has not yet been assigned.
Request in Progress	AQD has agreed to work on the request and assigned a Contracting Officer / Contract Specialist. Package Refinement occurs while requests are in this status. Once the Contracting Officer / Contract Specialist has indicated that all required documents have a status of "complete," the Customer will formally submit their package.
Request Complete	The Contracting Officer / Contract Specialist has determined that all documents are acceptable for processing and that the request is ready for formal approval and funding acceptance. The AQD Funding Team begins the formal funding acceptance process.
Request Approved	The AQD Division / Branch Chief has formally approved the requirements package.
Funding Accepted / Intake Complete	The AQD Funding Team has formally accepted funding. AQD-ESE takes a snapshot of the final, approved intake package. Documents (other than the IA-Part A and funding documents) are available for editing and further refinement after the intake process is complete.

