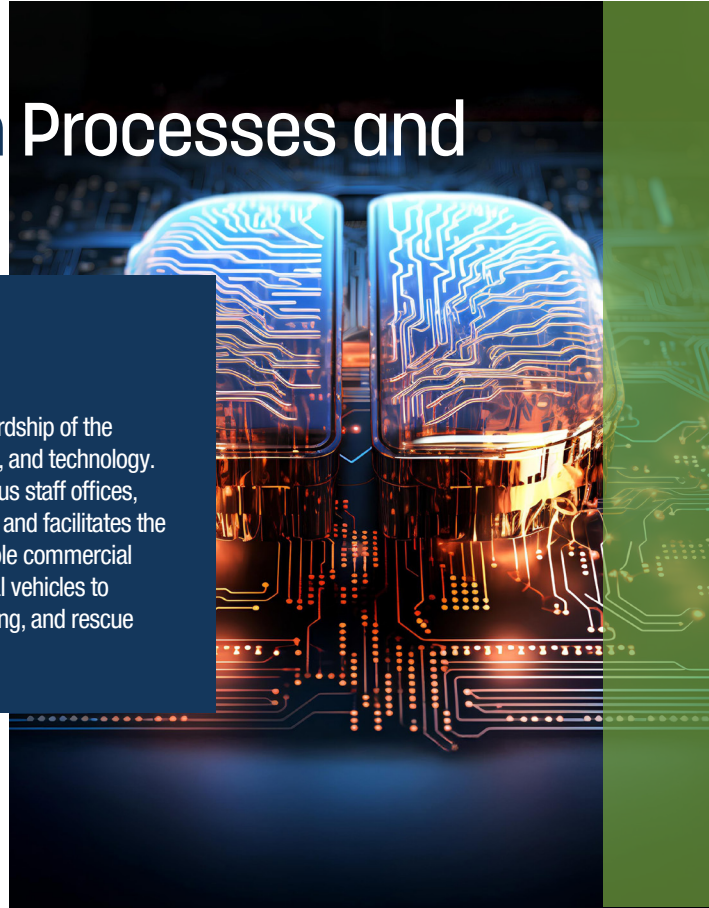


A Success Story with J3 Consulting

# Transforming IT Acquisition Processes and Management Challenges



## ABOUT THE CLIENT



**General Services Administration's (GSA)** mission is to provide stewardship of the way the government uses and provides real estate, acquisition services, and technology. Through Public Buildings Service, Federal Acquisition Service, and various staff offices, GSA provides workspace to more than 1 million federal civilian workers and facilitates the federal government's purchase of high-quality, low-cost goods and services from reliable commercial vendors. GSA helps keep the nation safe by providing tools, equipment, and non-tactical vehicles to the U.S. military. Providing state and local governments with law enforcement, firefighting, and rescue equipment, as well as disaster recovery products and services.

The IT acquisition and management challenges were the driving force behind GSA's decision to engage J3 Consulting. The project involves providing acquisition support services, including technical writing, fiscal management, and administrative support to GSA Assisted Acquisition Service Sector 5 and its military and civilian client agencies.

## SOLUTIONS

J3 Consulting implemented several key strategies to enhance the efficiency of GSA's program management and acquisition processes:

### Procurement Optimization and Acquisition Support

Strategically planning the execution of Quality Reviews early minimized the backlogs and improved management of both costs and schedules effectively. J3 deployed our Acquisition Quality Assurance (AQA) Tool, which is designed to ensure compliance with 125 FAR, DFARS, and supplemental agency regulations. By standardizing contract reviews, J3 eliminated duplicate work, reduced errors, and expedited approvals while cutting labor costs and improving efficiency. AAS services that saw almost immediate improvement include procurement activities, Acquisition Pre-Planning Support, Acquisition Package Development, and Requirement Writing and Planning were positively impacted. J3 delivered high quality Statements of Work (SOW), Statements of Objectives (SOO), and Performance Work Statements (PWS) providing the Integrated Product Teams (IPTs) with acquisition strategies to streamline the procurement process. This combination of optimization, planning, and documentation significantly reduced the risks of project delays and cost overruns while ensuring the GSA meets its operational goals.

| Features   | Benefits  |
|--|---|
| <b>Program Management Support</b>                | <ul style="list-style-type: none"> <li>▶ Efficient cost management maintaining high standards.</li> <li>▶ Expertise and advisory services for GSA decision makers.</li> </ul>   |
| <b>Strategic pre-planning and forecasting</b>    | <ul style="list-style-type: none"> <li>▶ Prevents backlogs and keeps the program on schedule.</li> <li>▶ Identifies risks and enables mitigation ahead of manifestation.</li> </ul>                                   |
| <b>Detailed documentation processes and SOPs</b> | <ul style="list-style-type: none"> <li>▶ Clear understanding of requirements across stakeholders</li> <li>▶ Enables IPTs in developing effective acquisition strategies to improve procurement efficiency.</li> </ul> |

### Data-Driven Process Automation and Organizational Effectiveness

J3 earned an exceptional rating in the "Innovation" category for their groundbreaking work in designing and implementing a cutting-edge metrics dashboard to deliver data-driven solutions for GSA's procurement operations. Through Procurement Data Analysis and Dashboard Development, J3 has revolutionized how procurement data is managed and communicated at GSA. The team revamped outdated Excel spreadsheets, introducing automated tracking tools and dashboards that utilize advanced Excel data modeling techniques and VBA scripts. These tools provide real-time work status updates to J3 and Government employees, significantly improving visibility into key processes such as the Acquisition Review Boards (ARB) and Contract Review Boards (CRB).

| Features                                      | Benefits   |
|---|--|
| <b>Dashboard Automation</b>                   | <ul style="list-style-type: none"> <li>▶ Automation of data tracking and reporting improves efficiency and reduces manual workload</li> <li>▶ Real-time data availability enhances decision-making and operational transparency</li> </ul> |
| <b>Strategic pre-planning and forecasting</b> | <ul style="list-style-type: none"> <li>▶ Introduction of new performance metrics, like workload and approval ratings, leads to enhanced organizational effectiveness and continuous improvement.</li> </ul>                                |

### Administrative and Strategic Program Management

A wide range of day-to-day operational tasks were managed including responding to inquiries, preparing reports, proofreading documents, managing files, and coordinating meetings, logistics and arranging activities. This allowed key personnel to focus on higher-priority tasks. Program and Project Management, Procurement Strategic Planning, and the development of Performance Metrics/Key Performance Indicators (KPIs) were also implemented. J3 collaborated with GSA to coordinate, forecast, and analyze management functions, thereby ensuring the effective execution of GSA's procurement strategies.

Furthermore, J3 has successfully overseen complex projects by providing Procurement Communication Support and fostering clear, consistent communication with GSA leadership. This has been demonstrated through weekly meetings, updates on progress, and the successful introduction of new tools such as the Quality Review checklist and workload tracking system.

| Features                              | Benefits   |
|---------------------------------------|--|
| <b>Daily Operations Support</b>       | <ul style="list-style-type: none"> <li>▶ Administrative support ensures day-to-day tasks are managed efficiently, freeing up resources for strategic priorities</li> </ul>   |
| <b>Experienced PM Support</b>         | <ul style="list-style-type: none"> <li>▶ Strategic program and project management support provides clear coordination, planning, and tracking of GSA's procurement activities, improving long-term outcomes</li> </ul> |
| <b>Continuous Process Improvement</b> | <ul style="list-style-type: none"> <li>▶ Process improvements and effective communication foster regulatory compliance, streamlined workflows, and optimized performance across procurement projects</li> </ul>        |

**J3 Consulting's performance and responsiveness have been outstanding throughout this period of performance. On multiple occasions, the team has adapted to changing requirements as the Government's needs have been refined, often anticipating our needs and responding with a selection of well thought out reports or processes that allowed for smooth transitions where there had been ambiguity."** Alberto Munoz, Contract Officer, GSA/FAS/AAS



## RESULTS & IMPACT



### Improved compliance transparency

1

#### Efficiency

Optimization of meetings and processes reduced the risks of project delays and cost overruns

2

#### Quality

Commitment to maintaining high standards was evident in quality reviews for fiscal years 2022 and 2023

3

#### Time Management

Impeccable time management and adherence to critical deadlines



### Agile compliance checks reduced audit findings by 25%

4

#### Cost Control

The team demonstrated exceptional cost control by efficiently managing **resources**

5

#### Innovation

The development of a cutting-edge metrics dashboard revolutionized how pre-award and post-award metrics are monitored

### J3's ACQUISITION SERVICES CAPABILITIES

- ▶ Review and assess historical IPT documentation
- ▶ Coordinate with the Acquisition Review Board
- ▶ Develop Standard Operating Procedures (SOP)
- ▶ Contract Closeout
- ▶ Technical Writing
- ▶ Acquisition Planning Documentation
- ▶ Acquisition Compliance oversight

### GET IN TOUCH

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