

# REI Systems' Partnership with GSA

 GSA

## Introduction

For 12 years, REI has partnered with the General Services Administration (GSA) to help advance the agency's mission in providing innovative solutions for their customers and fostering a high performing, transparent government. During this time, REI has provided services that include IT modernization, web development, data analytics, policy analysis, and program management support, while advancing modern methodologies like Agile, DevSecOps, CD/CI, Cloud, and Customer Experience at the agency.

We are proud that REI's impact helped GSA promote greater efficiency and transparency with mission-critical applications such as SAM.gov, Personnel Property Management System, Data.gov, GSA.gov, Acquisition.gov, and ITDashboard.gov. Our work also helped enable GSA's governmentwide leadership and example-setting on topics that include Data Center Optimization, Cloud First, FITARA, and Technology Business Management. Our success stories below offer more details about how our partnership fosters excellence in the business of government to help positively impact the lives of millions of Americans.



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## Programs at a Glance

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[Enterprise Content  
Application Service](#)

[Personal Property  
Management System](#)

[Data.gov](#)

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Policy Support](#)

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Management \(TBM\)](#)

## Partner Success Stories

### APPLICATION MODERNIZATION

#### SAM.gov

GSA with REI's help is integrating and modernizing the functions of 10 different systems that vendors use to interact with GSA in its government-wide acquisition role. REI combined functions from Federal Business Opportunities, Federal Procurement Data System, the Catalog of Federal Domestic Assistance, and others. The result, GSA's System for Award Management (SAM) took advantage of Agile development to pivot in addressing user feedback. We helped GSA move to a CI/CD pipeline on an AWS cloud Infrastructure as a Service, using open-source technologies, loosely coupled architecture, and API-based microservices. Our Scaled Agile Framework (SAFe) principles, human-centered design, and CMMI-compliant project reporting ensured on-time delivery of this extraordinarily complex combination of systems. The Federal Acquisition Service (FAS) has recognized REI with "Exceptional" CPAR performance ratings over multiple years for this effort.

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#### Enterprise Content Application Service

REI is currently supporting GSA Corp IT's Enterprise Content Application Service (ECAS) which is a multi-tenant web-application platform hosted in GSA ECAS II AWS Cloud environment. The ECAS II Platform provides managed cloud services to a variety of GSA tenants. The platform currently hosts applications spanning five Authority to Operate boundaries. Web applications currently hosted on the platform include GSA.gov, USA.gov, GSA Insite (GSA's Intranet), GSA's Atlassian Jira and Confluence systems (cm.usa.gov), the US Digital Registry, Go.USA.gov, and the CourtsWeb with a pipeline of other sites scheduled for migration to the platform.

Additionally, the ECAS support includes operations and maintenance, Development Modernization Enhancement support for many other additional web application systems currently hosted in a variety of GSA data centers,

Federalist platform, or in other GSA AWS cloud environments. These systems include Acquisition.gov, Section508.gov, FAI.gov, Digital Dashboard, OGP VP (IT Dashboard), Performance.gov, FPC.gov, CFO.gov, SFTool.gov, and PIC.gov.

REI also helps GSA use activity on these websites to better understand its customers – supporting mobile, analytics, and innovative architecture; continuously improving citizen experience through UI/UX design; providing standard and customizable reporting; and offering business intelligence/analytics across websites with over 600 million page views by more than 180 million users each year.

#### Personal Property Management System

REI is helping GSA's Federal Acquisition Service (FAS) modernize the Personal Property Management System (PPMS) to support oversight and disposition of assets across government. We are



helping FAS move from seven different COBOL-based predecessor systems to modern technologies and the AWS cloud, using REI's Agile Delivery Framework, including a CI/CD pipeline for efficient and secure development. The new system is already reducing inefficiencies and duplication, interfacing with accounting systems, making work easier for users (e.g., via GSA's single sign on), and improving accountability for valuable assets ranging from vehicles and furniture to computer software and cryptocurrencies. REI's work modernizing PPMS is reducing the government's cost to manage its assets and helping maximize value the government obtains from them (e.g., shorter disposal times for obsolete assets).

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## DATA AND ANALYTICS

### Data.gov

Our expertise in data management, web development, and transparency led the Office of Management and Budget and GSA to ask REI to develop Data.gov in 2011, along with a number of other data-exposure websites such as Performance.gov, and ITDashboard.gov. REI successfully collaborated with nearly every agency in the federal government to access, index, transmit and receive, capture and manage data in order to launch Data.gov and the additional websites. As a result, these are among the most successful and emulated public transparency tools in the world.

### IAE Data Bank and Analytics Dashboards

Our expertise with data aggregation, management, and presentation led GSA to ask that REI create its Data Bank as part of the IAE modernization effort, to provide visibility into federal awards and support increased accountability in the award process. Intelligent alerts will notify users of potential issues in data quality or erroneous conditions. REI's efforts enable improved management insights, data flow analysis, data accuracy, and analysis by system and interface using GSA's existing tools such as MicroStrategy's analytic platform.

## ADVISORY SERVICES

### FITARA and IT Policy Support

REI provides expert IT advice and policy support to GSA's Office of Government-wide Policy (OGP). Our team helps implement administration priorities including FITARA, IT Vendor Management PMO, and Cloud Smart efforts. GSA also offers REI's expertise to the federal CIO Council (for example, to develop a State of Federal IT Report for an incoming Presidential Administration, and the Chief Information Security Officers Handbook). REI's expertise has helped position GSA and OGP as a true government-wide resource for IT knowledge and policy – so much so that our team is relied upon by OMB for Technology Business Management pilots and the Data Center Optimization Initiative.

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## Technology Business Management (TBM)

REI provides expertise and support to GSA's TBM PMO through TBM-certified professionals who support GSA itself, as well as the federal CIO Council, and several agencies, such as USDA, DHS, and HHS OIG and the Nuclear Regulatory Commission, who have piloted TBM to identify lessons-learned. REI helped GSA establish a TBM Community of Practice, including developing shared tools, templates, industry best practices, and an overall understanding of the TBM framework. We also assist GSA with TBM training, and implementation planning across government, to maximize the value that government obtains from its IT investments. We also assist GSA with TBM training, and implementation planning across government, to maximize the value that government obtains from its IT investments.



## Partnership Achievements

GSA and REI partner team members have won independent recognition for our work together:

- **Fed 100 Award** for development of USASpending.gov
- **Fed 100 Award** for development of Data.gov
- **Fed 100 Award** for conceptualizing the "Periodic Table of Acquisition Innovation"
- **Igniting Innovation Award** finalist for Data.gov

## ABOUT REI SYSTEMS

REI Systems provides reliable, effective, and innovative technology solutions that advance federal, state, local, and nonprofit missions. Our technologists and consultants are passionate about solving complex challenges that impact millions of lives. We take a Mindful Modernization® approach in delivering our application modernization, grants management systems, government data analytics, and advisory services. Mindful Modernization is the REI Way of delivering mission impact by aligning our government customers' strategic objectives to measurable outcomes through people, processes, and technology.

