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Shared Services Roundtable

Working with the Human Resource Transaction Services Quality Service Management Office (HR-QSMO)

What is a QSMO?

Defined in [Office of Management \(OMB\) Memo 19-16](#), QSMOs offer solutions that, over time, will standardize processes, reduce the technology footprint, and reduce Government-wide operating costs. OMB has pre-designated a lead agency as the QSMO to take responsibility for establishing and/or managing such capabilities.

Memo 19-16 outlines the following responsibilities for the QSMOs:

- **Build a marketplace**
Offer and manage a marketplace of solutions for common services, technology, integration services – including managed services – to respond to agency needs
- **Provide sustainable services**
Guide and govern the long-term sustainability of services and solutions in the marketplace
- **Collaborate with agencies on solutions**
Work with agencies on alternative strategies to help them build a business case if a marketplace for a particular solution is not yet available
- **Adaptable feedback loop**
Institute a customer engagement and feedback model that allows for continuous improvement and performance management of solutions
- **Produce efficient and effective solutions**
Drive the implementation of standards that produce efficiencies in process and scale and that are established through the collaborative governance process



GSA is the HR Transactional Services QSMO (HR-QSMO)

On April 26th, 2019, OMB pre-designated GSA as the HR-QSMO. GSA is working to **develop a marketplace** of Human Capital Solutions while **ensuring quality and alignment with the SQS cross-government strategy requirements**.

HR-QSMO Designated Services from the OPM Human Capital Business Reference Model (HCBRM)

Talent Acquisition

- Talent Acquisition Management
- Candidate Sourcing and Recruitment
- Candidate Assessment and Selection
- Applicant Screening, Reciprocity, Investigation Request
- Vetting Adjudication
- New Hire In-Processing and Onboarding

Talent Development

- Talent Development Planning
- Talent Development and Training
- Learning Administration

Employee Performance Management

- Employee Performance Management
- Recognition Management
- Performance Appraisal System Certification for SES and SL/ST

Compensation and Benefits Management

- Compensation Management
- Work Schedule and Leave Management
- Benefits Management
- Work-Life Wellness/ Employees Assistance Programming

Role of the HR-QSMO

The HR-QSMO's primary responsibility is to offer a marketplace of solutions for common technology, services, or fully managed services to respond to agency needs and that drive the implementation of standards while improving agencies' ability to focus on mission.

GSA's approach focuses on:

- **Customer-Centric Service:** Remain an honest broker for the customer, finding the right solution to meet agency needs by applying a consultative approach to solve each agency's business problems.
- **Market-Driven Strategy:** Collaborate continuously with agency customers and industry partners to evolve the federal HR marketplace.
- **Leveraged Infrastructure Model:** Leverage existing GSA support services to increase the speed to market and resource efficiency of new solutions

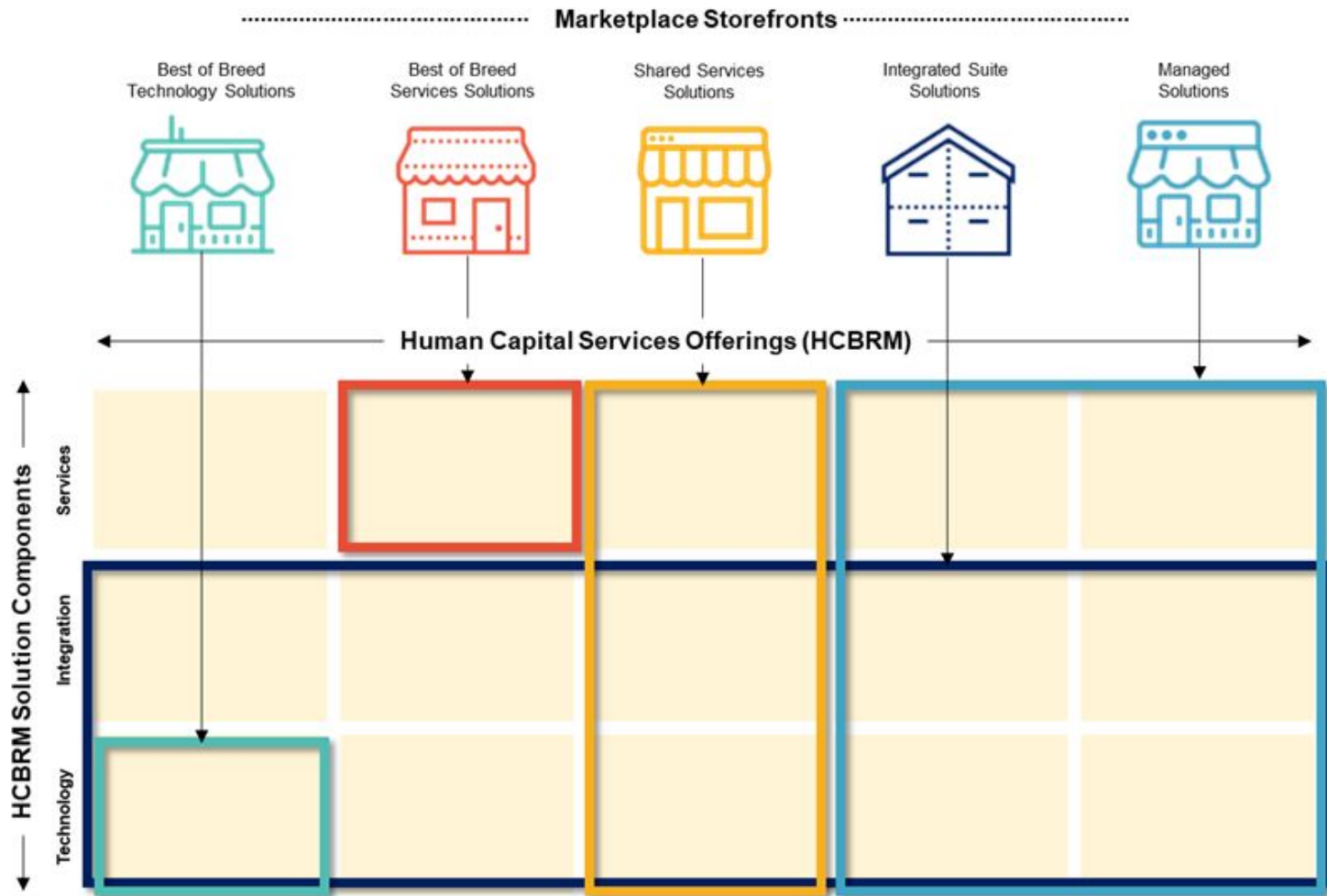


Why GSA?

- Leader in providing government-wide mission support services and resources to federal agencies.
- Proven ability to deliver government-wide solutions and shared services in diverse mission support areas including acquisition, travel, fleet management, and IT.
- Developed a close relationship with the Office of Personnel Management (OPM), a similar “central management agency”

HR-QSMO Marketplace Storefront Concept

Storefronts are differentiated by the level of technology and service integration, as well as how much of the Human Capital Business Reference Model (HCBRM) architecture they integrate horizontally



Where we are today and where we are going



We are in start-up mode for the first “Best of Breed Technology Solution” offering (NewPay)

To get from today to the future, we are...

- Engaging customer agencies to understand needs and investment plans
- Analyzing HR data trends and innovation by engaging with vendors
- Standing up the HR-QSMO organization at GSA to manage HR-QSMO processes and solutions
- Building the Marketplace with solutions aligned to customer needs through your input

We will have a robust marketplace that offers multiple solutions

Stakeholder Engagement Approach

	Stakeholder Groups		
	Agencies	Industry	Legacy Providers
What the Memo Says	M-19-16 requires agencies to develop a business case, subject to consultation and approval by the QSMO and OMB, for separate procurements related to services offered in the marketplace	M-19-16 directs the QSMO to offer and manage a marketplace of solutions for common technology, services, or fully managed services to respond to agency needs	M-19-16 requires legacy providers to propose a joint business case with the QSMO to accept any new customers, expand services to existing customers, or make investments in technology or services
Objectives	<ul style="list-style-type: none"> • Understand agencies' current state, needs, and planned investments • Help agencies identify or anticipate marketplace solutions that meet their needs • Where marketplace solutions do not exist, help agencies plot out investment strategies that converge with govt-wide strategy over time 	<ul style="list-style-type: none"> • Understand what solutions and services exist in the commercial market today, as well as how these are being purchased and consumed in both commercial and public sector market spaces • Identify key requirements and considerations as we work towards refining and operationalizing a marketplace visions 	<ul style="list-style-type: none"> • Understand what solutions and services are being provided by legacy providers today • Understand existing providers' future plans and roadmaps • Confirm whether legacy providers have sufficient support from their respective parent organizations to sustain future plans and roadmaps
Planned Next Steps	<ul style="list-style-type: none"> • Asking to start dialog with agencies concerning investments over \$1M or any investments in new systems 	<ul style="list-style-type: none"> • Informal meetings being held with industry partners now • Stay tuned for a more formal engagement process to be announced soon 	<ul style="list-style-type: none"> • Beginning engagement process with each legacy provider • Establishing semi-formal but regular check-in process to ensure situational awareness on both sides • Determining best way to guide customer agencies to existing providers as appropriate to obtain services

Why work with the HR-QSMO Marketplace?

Customer Agency View

There are several benefits to working with the HR-QSMO in the short and long term to implement HR technology and service solutions. Those benefits are:



Speed to Execution

HR Marketplace solutions are ‘federalized’ and can be implemented and/or upgraded more quickly and easily.



Value

HR Marketplace solutions can be purchased at the best possible cost, leveraging the purchasing power of the U.S. Government.



Standards Compliance

HR-QSMO works closely with OPM to design a marketplace of solutions that are in compliance with OPM standards.



Integrated HR Solutions

HR-QSMO provides standardized suites of HR solutions that can be integrated over time to provide end-to-end solutions



Shift to Higher-Value Work

The HR marketplace is designed to enable agencies to offload lower-value work, allowing Federal staff to focus on higher-value HR planning and execution.



Best-In-Breed HR Solutions

The HR marketplace provides vetted, best-in-breed HR solutions to minimize the risk of acquiring HR solutions that do not meet expectations.

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Industry Partner View

There are several benefits to working with the HR-QSMO in the short and long term to implement HR technology and service solutions. Those benefits are:



Approval as a Pre-Vetted Partner

Presence in the HR Marketplace will signal to agencies that a partner's solutions have been pre-qualified as meeting FIBF standards



Lower Cost of Sales

Driving standards adoption improves economies of scale, reduces costs associated with customization, and increases profitability



A Voice in the Conversation

HR-QSMO will facilitate a dialog in which industry partners have an opportunity to help shape the marketplace



Increased Sales Volumes

The push to channel agency purchases through the HR Marketplace means the marketplace will be the place to be



Speed to Execution

The HR Marketplace will be designed to enable agencies to purchase and implement solutions quickly and easily.

What's next?

1. Email us at QSMO_Info@gsa.gov to initiate a dialogue
2. The HR-QSMO Team will work with you to schedule an introductory meeting and discuss a path forward

