

American Recovery and Reinvestment Act Award Process Management Support



Case Study

Project Mission and Background

A leading global business process outsourcing company was awarded a government contract to provide call center support with 24 hour on-demand flexibility. The contract was part of a larger initiative by the Federal Communications Commission (FCC) to make a nationwide switch from analog broadcasting to an exclusive digital format. In addition to the contract performance requirements imposed by American Recovery and Reinvestment Act of 2009 (ARRA) award guidelines, our client was determined to improve their past performance on government projects and increase their ability to win future awards. This client required a group of professionals that could help close the knowledge gap between executing on contracts in their typical commercial environment and successfully delivering in a government regulated setting.

Challenges

Since the contract had been awarded under ARRA, the client needed to be able to comply with newly established regulations dictating how recipients were expected to handle and report on federal monies spent. They were also required to provide data on job creation, officer compensation, and sub-recipient/vendor data element reporting obligations. With previous government contracts executed by our client, some payments had been delayed due to unverifiable billings, leaving the executive feeling apprehensive about taking on additional government business. Required information included daily tracking of agent counts, attrition, promotions, and the number of hours for both the internal and external billing systems being used to compile this information, all of which was above and beyond the reporting required under ARRA.

Our Approach

Lewis & Fowler was engaged to provide guidance on the new government rules and work with the key client stakeholders to determine the best process to gather the required information and assemble the metrics reporting part of the contract. Lewis & Fowler also monitored the metrics during the project execution to maintain compliance, and educated the sub-recipients on their responsibilities under this new guidance. Using our vast amount of experience, government contacts, and knowledge of many of the other government regulations (FAR, CFR, DFAR, etc.), Lewis & Fowler was able to provide a clear interpretation of the new rules and outline a strategy that put our client into a position to provide accurate, timely reporting data elements. In addition, the metrics that were set-up during the project execution were able to be referenced during the billing phase to provide accurate and easily understandable back-up documentation. We also engaged and educated the client's internal auditing department to provide another layer of authentication prior to billing submission to the funding agency.

Direct Benefits

Comprehensive analysis by Lewis and Fowler's team provided the following client benefits:

Activity	Outcome	Benefit
• Established Performance Metrics	• Ability to report on progress and identify areas of concern in advance	• Eliminated unverifiable billing and provided accurate data for reporting.
• Engaged Internal Auditing Department	• Provided accurate and verifiable billing to government funding agency	• Avoided billing payment delays • Influenced Executive Team to further pursue government contracting opportunities

Summary

Lewis & Fowler assisted the client in establishing a performance baseline, thus making it simple to meet agency and other federal reporting requirements in a timely and consistent manner. The knowledge transferred helped eliminate a repeat of past mistakes and better positioned them for success with future government contracts.