

CASE STUDY

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The U.S. Department of Justice: Program and Management Support

Challenge:

The U.S. Department of Justice – Office of Justice Programs (DOJ-OJP) needed reliable contractors to support its Bureaus and Offices in various program and management activities. Previous companies had difficulty finding suitably qualified, security-cleared staff within the short timeframes required by DOJ. The agency needed contractors that were professional, committed to the overall mission of the agency, and could seamlessly work with the DOJ workforce. DOJ also required immediate assistance to eliminate the backlog of grants to be closed-out in the grants management system.

Solution:

Federal Management Systems (FMS Inc.) designed a recruiting and staffing solution specifically for DOJ. The FMS Program Management Office took advantage of the company's unique position of having pools of cleared personnel "floating" on existing contracts or awaiting placement on various contracts. The FMS solution gave DOJ quick access to qualified personnel who were cleared at the Secret Level or higher. With their clearance already in hand, our staff had a greater chance of receiving the DOJ-specific clearance within a relatively short period. FMS also realized that many potential contracting staff lost valuable time waiting to be cleared by the Agency. As such, we ensured that all of our candidates for positions at DOJ complete a pre-screening questionnaire to evaluate their "clearability." FMS responded to all of DOJ's requests for contract staff and quickly provided staff that exceeded the qualification and skills requirement for the position. As an added benefit, during periods of interruptions in building services at DOJ, our staff were able to work from our PMO which is within walking distance from DOJ.

Results:

FMS' first task order at DOJ was to take care of the grant close-out backlog in the Bureau of Justice Assistance (BJA). The FMS team worked diligently to complete all of the grants close-out work within one year. Furthermore, the FMS presence at DOJ has grown steadily from initially supporting one Bureau (BJA) to supporting over ten Bureaus and Offices. Our personnel have received several certificates of appreciation, certificates of special recognition, and letters of commendation for outstanding performance from DOJ's Branch Chiefs, Administrators, Directors, and the Assistant Attorney General.

The following comments from the DOJ contracting officials highlight our outstanding performance in recruiting and staffing for DOJ and our superior customer service:

"Employees that were hired through FMS have proven to be outstanding employees and have shown impeccable work ethics."

"Upon request, FMS has expeditiously provided resumes to backfill any open positions. There were no delays."

"All contact with FMS has been pleasant and informative. Responses to inquiries exceeded government expectations."