

**AMENDMENT IN THE NATURE OF A SUBSTITUTE
TO H.R. 5887
OFFERED BY MR. COMER OF KENTUCKY**

Strike all after the enacting clause and insert the following:

1 SECTION 1. SHORT TITLE.

2 This Act may be cited as the “Government Service
3 Delivery Improvement Act”.

4 SEC. 2. FEDERAL GOVERNMENT SERVICE DELIVERY.

5 (a) AMENDMENT.—Chapter 3 of title 5, United
6 States Code, is amended by adding at the end the fol-
7 lowing:

8 “SUBCHAPTER III—FEDERAL GOVERNMENT
9 SERVICE DELIVERY

10 “§ 321. Definitions

11 “In this subchapter:

12 “(1) AGENCY.—The term ‘agency’ has the
13 meaning given that term in section 3502 of title 44.

14 “(2) DIRECTOR.—The term ‘Director’ means
15 the Director of the Office of Management and Budg-
16 et.

17 “(3) GOVERNMENT SERVICE DELIVERY.—The
18 term ‘Government service delivery’ means any action

1 by an agency related to providing a benefit or service
2 to an individual, business, or organization (such as
3 a grantee or State, local, or Tribal entity), including
4 any such action of a contractor or nonprofit organi-
5 zation acting on behalf of the agency or admin-
6 istering a federally-funded program.

7 “(4) GOVERNMENT SERVICE DELIVERY CHAN-
8 NEL.—The term ‘Government service delivery chan-
9 nel’ means the format or medium of an interaction
10 or transaction with the Federal Government (includ-
11 ing in-person, through the mail, through a digital
12 service, by telephone, through a contact center, on a
13 website, through outreach and communication, and
14 through collaboration with a third party, or through
15 other ways in which an individual or entity signifi-
16 cantly interacts with the Federal Government.

17 “(5) HIGH IMPACT SERVICE PROVIDER.—The
18 term ‘high impact service provider’ means an agency
19 program identified by the Director due to the scale
20 and impact of the public-facing services of the pro-
21 gram.

22 **“§ 322. Federal Government service delivery**

23 “(a) FEDERAL GOVERNMENT SERVICE DELIVERY
24 LEAD.—The Director shall designate or appoint a senior
25 official as the Federal Government Service Delivery Lead

1 within the Office of Management and Budget whose pri-
2 mary responsibility is to coordinate governmentwide ef-
3 forts to improve Government service delivery by agencies.
4 The individual shall have the following duties and authori-
5 ties:

6 “(1) Facilitate and coordinate governmentwide
7 efforts to improve Government service delivery pro-
8 vided by agencies, particularly with respect to high
9 impact service providers.

10 “(2) Carry out the duties and powers prescribed
11 by the Director.

12 “(3) Serve as the lead, governmentwide official
13 responsible for supporting Government service deliv-
14 ery.

15 “(4) Advise the Director concerning the im-
16 provement of Government service delivery provided
17 by agencies.

18 “(5) In consultation with each lead agency serv-
19 ice delivery official and any other agency stakeholder
20 as appropriate, develop and oversee the implementa-
21 tion of governmentwide Government service delivery
22 standards, policies, and guidelines for services and
23 programs provided by agencies, including standards,
24 policies, and guidelines to—

1 “(A) understand the needs of an indi-
2 vidual, business, or organization interacting
3 with an agency;

4 “(B) solicit and consider voluntary feed-
5 back on the Government service delivery by the
6 agency;

7 “(C) assess Government service delivery
8 processes;

9 “(D) consider the factors of ease, effi-
10 ciency, transparency, accessibility, fairness, bur-
11 den (as defined in section 3502 of title 44), and
12 duration, including wait and processing times,
13 with respect to Government service delivery;
14 and

15 “(E) encourage the adoption of commercial
16 products and services in accordance with sec-
17 tion 3307 of title 41.

18 “(6) Collect and report qualitative and quan-
19 titative information or data on Government service
20 delivery through existing reporting mechanisms.

21 “(7) Evaluate the quality of Government service
22 delivery, including through the establishment of per-
23 formance metrics developed using the standards,
24 policies, and guidelines developed pursuant to para-

1 graph (5) and the information or data collected and
2 reported pursuant to paragraph (6).

3 “(8) Engage with stakeholders to identify lead-
4 ing practices in service design and delivery that
5 would improve Government service delivery across
6 and within agencies.

7 “(9) Ensure agency service delivery initiatives,
8 including those related to the 21st Century Inte-
9 grated Digital Experience Act (15 U.S.C. 3501 note;
10 Public Law 115–336), are identified in agency con-
11 gressional budget justifications.

12 “(10) Coordinate with Office of Management
13 and Budget stakeholders, including the Adminis-
14 trator of the United States Digital Service and the
15 Administrator of the Office of Information and Reg-
16 ulatory Affairs, and other agency stakeholders, in-
17 cluding the Administrator of General Services and
18 the Director of the Office of Personnel Management,
19 on Government service delivery.

20 “(11) In collaboration with relevant agency offi-
21 cials as appropriate, ensure that websites of agen-
22 cies, including those associated with high impact
23 service providers, are consistent with the objectives
24 of this subchapter, the 21st Century Integrated Dig-
25 ital Experience Act, and any other applicable law.

1 **“§ 323. Lead agency officials for Government service**
2 **delivery**

3 “(a) RESPONSIBILITY FOR GOVERNMENT SERVICE
4 DELIVERY.—The head of each agency shall be responsible
5 for the Government service delivery of the agency which
6 shall, at a minimum, include improving and enhancing
7 Government services to better achieve the mission of the
8 agency and build and maintain trust, transparency, and
9 accountability.

10 “(b) LEAD AGENCY SERVICE DELIVERY OFFI-
11 CIALS.—Not later than one year after the date of the en-
12 actment of this subchapter, the head of each agency shall
13 designate or appoint a senior official of the agency (who
14 may be the deputy head of the agency) to implement this
15 subchapter who shall have the following duties and au-
16 thorities:

17 “(1) Report directly to the head or deputy head
18 of the agency.

19 “(2) Possess sufficient operational authority to
20 effectuate implementation of Government service de-
21 livery improvements within the agency, particularly
22 with respect to high impact service providers.

23 “(3) Coordinate and execute, as appropriate,
24 under the direction of the head of the agency, and
25 in collaboration with relevant agency officials as ap-
26 propriate, efforts to improve and enhance the Gov-

1 ernment service delivery and Government service de-
2 livery channels of the agency.

3 “(4) Submit to the Federal Government Service
4 Delivery Lead an implementation plan for improving
5 agency Government service delivery.

6 “(5) Coordinate the collection and reporting of
7 the data and information required pursuant to sec-
8 tion 322 and use such data and information to im-
9 prove Government service delivery.

10 “(6) Facilitate collaboration among and be-
11 tween offices, and components within the agency and
12 with other agencies as appropriate, in coordination
13 with the Federal Government Service Delivery Lead,
14 to improve and enhance Government service delivery.

15 “(7) Assist with the implementation by the
16 agency of the 21st Century Integrated Digital Expe-
17 rience Act (15 U.S.C. 3501 note; Public Law 115–
18 336).

19 “(8) Assist in the incorporation of the Govern-
20 ment service delivery requirements established under
21 this subchapter in agency plans (such as strategic
22 plans or annual performance plans).

23 **“§ 324. Rule of construction**

24 “Nothing in this subchapter may be construed to di-
25 minish or reduce the authority of agency Chief Informa-

1 tion Officers for information resources management pro-
2 vided in section 11315 of title 40 or those authorities to
3 manage information resources to accomplish agency mis-
4 sions as established in section 3502 of title 44.”.

5 (b) CLERICAL AMENDMENT.—The table of sections
6 for chapter 3 of title 5, United States Code, is amended
7 by adding at the end the following:

“SUBCHAPTER III—FEDERAL GOVERNMENT SERVICE DELIVERY

“321. Definitions.

“322. Federal Government service delivery.

“323. Lead agency officials for Government service delivery.

“324. Rule of construction”.

8 (c) GAO REPORT.—Not later than 2 years after the
9 date of the enactment of this Act, the Comptroller General
10 of the United States shall submit to the relevant congres-
11 sional committees a report that includes the following:

12 (1) An assessment of the implementation and
13 effectiveness of subchapter III of chapter 3 of title
14 5, United States Code, as added by subsection (a).

15 (2) Specific recommendations to further the im-
16 plementation and effectiveness of such subchapter.

17 (d) AGENCY REPORT.—Not later than 1 year after
18 the date of the enactment of this Act, the Director of the
19 Office of Management and Budget, in coordination with
20 the Federal Government Service Delivery Lead, shall sub-
21 mit to the relevant congressional committees a report that
22 includes the following:

1 (1) An assessment on the implementation and
2 effectiveness of subchapter III of chapter 3 of title
3 5, United States Code, as added by subsection (a).

4 (2) Specific recommendations to further the im-
5 plementation and effectiveness of such subchapter.

6 (3) A summary and assessment of the useful-
7 ness of the metrics such subchapter requires the
8 Federal Government Service Delivery Lead to estab-
9 lish and report for the purpose of assessing the qual-
10 ity of Government service delivery provided by agen-
11 cies, including metrics to assess the efforts of high
12 impact service providers in improving services.

13 (e) NO NEW FUNDS AUTHORIZED.—No new funds
14 are authorized to be appropriated by this Act or any
15 amendment made by this Act and the head of each agency
16 shall comply with this Act and any amendment made by
17 this Act using existing funds.

18 (f) DEFINITIONS.—In this section:

19 (1) AGENCY.—The term “agency” means each
20 agency listed in section 3502 of title 44, United
21 States Code.

22 (2) GOVERNMENT SERVICE DELIVERY; HIGH IM-
23 PACT SERVICE PROVIDER.—The terms “Government
24 service delivery” and “high impact service provider”
25 have the meaning given those terms in section 321

1 of title 5, United States Code, as added by sub-
2 section (a).

3 (3) RELEVANT CONGRESSIONAL COMMIT-
4 TEES.—The term “relevant congressional commit-
5 tees” means the Committee on Oversight and Ac-
6 countability of the House of Representatives and the
7 Committee on Homeland Security and Governmental
8 Affairs of the Senate.

