

118TH CONGRESS
2D SESSION

S. 5077

To amend chapter 3 of title 5, United States Code, to improve Government service delivery, and build related capacity for the Federal Government, and for other purposes.

IN THE SENATE OF THE UNITED STATES

SEPTEMBER 18, 2024

Ms. HASSAN (for herself and Mr. MARSHALL) introduced the following bill; which was read twice and referred to the Committee on Homeland Security and Governmental Affairs

A BILL

To amend chapter 3 of title 5, United States Code, to improve Government service delivery, and build related capacity for the Federal Government, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Government Service
5 Delivery Improvement Act”.

1 **SEC. 2. FEDERAL GOVERNMENT SERVICE DELIVERY.**

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

5 “SUBCHAPTER III—FEDERAL GOVERNMENT
6 SERVICE DELIVERY

7 “§ 321. Definitions

8 “In this subchapter:

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

11 “(2) DIRECTOR.—The term ‘Director’ means
12 the Director of the Office of Management and Budg-
13 et.

14 “(3) GOVERNMENT SERVICE DELIVERY.—The
15 term ‘Government service delivery’ means any action
16 by an agency related to providing a benefit or service
17 to an individual, business, or organization (such as
18 a grantee or State, local, or Tribal entity), including
19 any such action of a contractor or nonprofit organi-
20 zation acting on behalf of the agency or admin-
21 istering a federally funded program.

22 “(4) GOVERNMENT SERVICE DELIVERY CHAN-
23 NEL.—The term ‘Government service delivery chan-
24 nel’ means the format or medium of an interaction
25 or transaction with the Federal Government, includ-
26 ing in-person, through the mail, through a digital

1 service, by telephone, through a contact center, on a
2 website, through outreach and communication, and
3 through collaboration with a third party, or through
4 other ways in which an individual or entity signifi-
5 cantly interacts with the Federal Government.

6 “(5) HIGH IMPACT SERVICE PROVIDER.—The
7 term ‘high impact service provider’ means an agency
8 program identified by the Director due to the scale
9 and impact of the public-facing services of the pro-
10 gram.

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

12 “(a) FEDERAL GOVERNMENT SERVICE DELIVERY
13 LEAD.—The Director shall designate or appoint a senior
14 official as the Federal Government Service Delivery Lead
15 within the Office of Management and Budget whose re-
16 sponsibility is to coordinate governmentwide efforts to im-
17 prove Government service delivery by agencies. The indi-
18 vidual shall have the following duties and authorities:

19 “(1) Facilitate and coordinate governmentwide
20 efforts to improve Government service delivery pro-
21 vided by agencies, particularly with respect to high
22 impact service providers.

23 “(2) Carry out the duties and powers prescribed
24 by the Director.

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

4 “(4) Advise the Director concerning the im-
5 provement of Government service delivery provided
6 by agencies.

7 “(5) In consultation with each lead agency serv-
8 ice delivery official and any other agency stakeholder
9 as appropriate, develop and oversee the implementa-
10 tion of governmentwide Government service delivery
11 standards, policies, and guidelines for services and
12 programs provided by agencies, including standards,
13 policies, and guidelines to—

14 “(A) understand the needs of an indi-
15 vidual, business, or organization interacting
16 with an agency;

17 “(B) solicit and consider voluntary feed-
18 back on the Government service delivery by the
19 agency;

20 “(C) assess Government service delivery
21 processes;

22 “(D) consider the factors of ease, effi-
23 ciency, transparency, accessibility, fairness, bur-
24 den (as defined in section 3502 of title 44), and
25 duration, including wait and processing times,

1 with respect to Government service delivery;
2 and

3 “(E) encourage the adoption of commercial
4 products and services in accordance with sec-
5 tion 3307 of title 41.

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

9 “(7) Evaluate the quality of Government service
10 delivery, including through the establishment of per-
11 formance metrics developed using the standards,
12 policies, and guidelines developed pursuant to para-
13 graph (5) and the information or data collected and
14 reported pursuant to paragraph (6).

15 “(8) Engage with stakeholders to identify lead-
16 ing practices in service design and delivery that
17 would improve Government service delivery across
18 and within agencies.

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

1 “(10) Coordinate with Office of Management
2 and Budget stakeholders and other agency stake-
3 holders on Government service delivery.

4 “(11) In collaboration with relevant agency offi-
5 cials as appropriate, and in coordination with rel-
6 evant Office of Management and Budget stake-
7 holders, ensure that websites of agencies, including
8 those associated with high impact service providers,
9 are consistent with the objectives of this subchapter,
10 the 21st Century Integrated Digital Experience Act,
11 and any other applicable law.

12 **“§ 323. Lead agency officials for Government service**
13 **delivery**

14 “(a) RESPONSIBILITY FOR GOVERNMENT SERVICE
15 DELIVERY.—The head of each agency shall be responsible
16 for the Government service delivery of the agency which
17 shall, at a minimum, include improving and enhancing
18 Government services to better achieve the mission of the
19 agency and build and maintain trust, transparency, and
20 accountability.

21 “(b) LEAD AGENCY SERVICE DELIVERY OFFI-
22 CIALS.—Not later than one year after the date of the en-
23 actment of this subchapter, the head of each agency shall
24 designate or appoint a senior official of the agency (who
25 may be the deputy head of the agency) to implement this

1 subchapter who shall have the following duties and au-
2 thorities:

3 “(1) Report directly to the head or deputy head
4 of the agency.

5 “(2) Possess sufficient operational authority to
6 effectuate implementation of Government service de-
7 livery improvements within the agency, particularly
8 with respect to high impact service providers.

9 “(3) Coordinate and execute, as appropriate,
10 under the direction of the head of the agency, and
11 in collaboration with relevant agency officials as ap-
12 propriate, efforts to improve and enhance the Gov-
13 ernment service delivery and Government service de-
14 livery channels of the agency.

15 “(4) At the direction of the Federal Govern-
16 ment Service Delivery Lead, submit an implementa-
17 tion plan for improving agency Government service
18 delivery.

19 “(5) Coordinate the collection and reporting of
20 the data and information required pursuant to sec-
21 tion 322 and use such data and information to im-
22 prove Government service delivery.

23 “(6) Facilitate collaboration among and be-
24 tween offices, and components within the agency and
25 with other agencies as appropriate, in coordination

1 with the Federal Government Service Delivery Lead,
2 to improve and enhance Government service delivery.

3 “(7) Assist with the implementation by the
4 agency of the 21st Century Integrated Digital Expe-
5 rience Act (15 U.S.C. 3501 note; Public Law 115–
6 336).

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

11 **“§ 324. Rule of construction**

12 “Nothing in this subchapter may be construed to di-
13 minish or reduce the authority of agency Chief Informa-
14 tion Officers for information resources management pro-
15 vided in section 11315 of title 40 or those authorities to
16 manage information resources to accomplish agency mis-
17 sions as established in section 3502 of title 44.”

18 (b) CLERICAL AMENDMENT.—The table of sections
19 for chapter 3 of title 5, United States Code, is amended
20 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”.

21 (c) GAO REPORT.—Not later than 2 years after the
22 date of the enactment of this Act, the Comptroller General

1 of the United States shall submit to the relevant congress-
2 sional committees a report that includes the following:

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

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

8 (d) AGENCY REPORT.—Not later than 1 year after
9 the date of the enactment of this Act, the Director of the
10 Office of Management and Budget, in coordination with
11 the Federal Government Service Delivery Lead, shall sub-
12 mit to the relevant congressional committees a report that
13 includes the following:

14 (1) An assessment on the implementation and
15 effectiveness of subchapter III of chapter 3 of title
16 5, United States Code, as added by subsection (a).

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

19 (3) A summary and assessment of the useful-
20 ness of the metrics such subchapter requires the
21 Federal Government Service Delivery Lead to estab-
22 lish and report for the purpose of assessing the qual-
23 ity of Government service delivery provided by agen-
24 cies, including metrics to assess the efforts of high
25 impact service providers in improving services.

1 (e) NO NEW FUNDS AUTHORIZED.—No new funds
2 are authorized to be appropriated by this Act or any
3 amendment made by this Act and the head of each agency
4 shall comply with this Act and any amendment made by
5 this Act using existing funds.

6 (f) DEFINITIONS.—In this section:

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

10 (2) GOVERNMENT SERVICE DELIVERY; HIGH IM-
11 PACT SERVICE PROVIDER.—The terms “Government
12 service delivery” and “high impact service provider”
13 have the meaning given those terms in section 321
14 of title 5, United States Code, as added by sub-
15 section (a).

16 (3) RELEVANT CONGRESSIONAL COMMIT-
17 TEES.—The term “relevant congressional commit-
18 tees” means the Committee on Oversight and Ac-
19 countability of the House of Representatives and the
20 Committee on Homeland Security and Governmental
21 Affairs of the Senate.

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