



# Delivered on Expectations and Created New Opportunities

NIB's Contract Management Training was a Win-Win Solution that Resolved the Federal Agency's Issue and Provided Career Opportunities for the Blind

**Government Case Studies:**  
Real Challenges, Proven Solutions,  
and Tangible Results that Bring  
About Positive Change

U.S. government organizations have been partnering with TwentyEighty Strategy Execution for over three decades. Using our project and contract management training and expert guidance, they strived to improve organizational performance and achieve important tactical, strategic and mission-critical goals. We invite you to see how they did it by reading some of our case studies. These stories showcase the real challenges that were faced by our clients and the solutions that we offered to successfully overcome them.

National Industries for the Blind (NIB), a central non-profit organization, operates under the Javits-Wagner-O'Day (JWOD) Act and the AbilityOne Program, a federal purchasing program that enables people who are blind and disabled to work and provide products and services to federal and commercial customers. Under the AbilityOne Program, Contract Management Support (CMS) services deliver contract closeout support to federal government contracting offices, which have a shortage of contract specialists.



## Challenge

NIB was awarded an Indefinite Delivery/Indefinite Quantity (IDIQ) contract for CMS closeout support services with the Department of Defense (DoD). While NIB candidates for employment with the CMS program have college or advanced degrees, none had the specialized knowledge in contract management that support services require. NIB had to move quickly to prepare their CMS employee candidates for the complexities of federal contracting processes and regulations.

While NIB candidates receive online training from the Defense Acquisition University (DAU), the federal agency that provides acquisition training to military and civilian employees, NIB recognized the need for intensive, hands-on classroom training for select candidates to deliver CMS services successfully around the country.



## Solution

After evaluating a number of training providers, NIB found that TwentyEighty Strategy Execution (formerly ESI International) was able to provide a focused, customized two-day training program unavailable elsewhere.

*"TwentyEighty Strategy Execution has really embraced working with our visually impaired candidates," said Billy Parker, Program Director of CMS training. "Seeing that kind of focused attention to the training is crucial. Working with this company has been a great benefit."*

TwentyEighty Strategy Execution was also able to work within tight training course delivery constraints, particularly after the DoD contract execution.

*"When the opportunity to provide CMS services through the AbilityOne Program came about, it took off quickly so we had very little time to adjust accordingly along the way," Parker said. "TwentyEighty Strategy Execution delivered on time, every time. When we went to do the customized training, they were able to work within a small window."*

TwentyEighty Strategy Execution developed a hands-on, customized contract management training curriculum by

incorporating actual (declassified) contracts so that NIB candidates would have real-world experience with the types of contracts they would handle once on the job. The responsibilities they needed to prepare for included:

- Research and analysis to ensure all requirements for closing contracts were complete
- Contract close-out document preparation
- Contract document destruction date determination

Customizing the training courseware for accessibility to visually impaired participants required close collaboration between TwentyEighty Strategy Execution and NIB. While NIB provided input and feedback into how training components would work for people who are blind, TwentyEighty Strategy Execution tailored content formats, tested their accessibility and delivered course materials in electronic format before the course to give participants access to the learning modules whenever they needed them.

Most importantly, TwentyEighty Strategy Execution instructors visited current and potential work sites before delivering courses to understand how successful candidates would work with their DoD clients at the client worksite.

Having firsthand knowledge of participants' workplace situations enabled instructors to convey a realistic sense of contract work to NIB candidates whose knowledge of contracts was limited to the foundational DAU online training. The hands-on practice with real contracts has set NIB candidates on viable career paths that have led to full time federal employment for five personnel.



## Results

The results of NIB's contract management training indicate that the program has and continues to achieve a positive return on investment. To date, the CMS program has delivered more than 46,000 "ready to close" contracts to 74 government contracting offices. In addition, NIB's CMS program has identified more than \$84 million remaining on DoD contracts and available for de-obligation.

Nearly 100 selected CMS candidates have received TwentyEighty Strategy Execution training, enabling them to secure employment opportunities that would have been previously unavailable to them. In the first two years of the CMS program, beyond the five employees hired by the federal government, five more have been hired to full-time careers with NIB, and another has been hired in the contracting career field by a large defense contractor as a result of their training.

*"There aren't a lot of programs that have this professional level of job opportunity for disability employment," Parker noted. "This is one of the only programs that set up candidates for a high-growth level career path. A big part of that is due to what they learned about contracts with TwentyEighty Strategy Execution."*

The benefits of partnering with TwentyEighty Strategy Execution do not stop at high quality training that closes the gap between learning and doing. Many government agencies and commercial organizations consider TwentyEighty Strategy Execution training not only a pre-qualification for the job, but an indication of the CMS program's professionalism and expertise.



## Next Steps

Government agencies' continuing needs for contract management professionals combined with a federal directive to hire more people with disabilities creates tremendous opportunities for NIB's highly trained candidates. Given the acquisition workforce size and workload, the CMS program has great growth potential. NIB's plan is to meet other needs in contract-related lines of business. Parker sees the CMS program evolving into different lines of non-inherently governmental contract management, and expects TwentyEighty Strategy Execution's role to grow with it.

**Since 1981, TwentyEighty Strategy Execution has been successfully helping government organizations improve their project and contract management through delivery of performance education that closes the strategy execution gap by strengthening peoples' capabilities to drive higher performance.**

In addition to more than 100 courses delivered to all major federal agencies, most state and local government entities, and educational institutions, we offer several certification programs through The George Washington University. As a leading provider of training services to federal, state and local governments, we have numerous government contract vehicles that make doing business with us an efficient and hassle-free experience, including GSA Schedule – MOBIS Contract No. GS-02F-0058P and Multi-agency FAI IDIQ GS-00-H-14-AA-C-0078.

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