

**Suspend the Rules and Pass the Bill, H.R. 5887, With an Amendment**

**(The amendment strikes all after the enacting clause and inserts a new text)**

118<sup>TH</sup> CONGRESS  
2<sup>D</sup> SESSION

# H. R. 5887

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.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.

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## IN THE HOUSE OF REPRESENTATIVES

OCTOBER 3, 2023

Mr. KHANNA (for himself, Mr. TIMMONS, Mr. DONALDS, and Mr. LOUDERMILK) introduced the following bill

OCTOBER 25, 2023

Referred to the Committee on Oversight and Accountability

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## 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.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”.

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

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

10 “SUBCHAPTER III—FEDERAL GOVERNMENT  
11 SERVICE DELIVERY

12 “§ 321. Definitions

13 “In this subchapter:

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

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

19 “(3) GOVERNMENT SERVICE DELIVERY.—The  
20 term ‘Government service delivery’ means any action  
21 by an agency related to providing a benefit or service  
22 to an individual, business, or organization (such as  
23 a grantee or State, local, or Tribal entity), including  
24 any such action of a contractor or nonprofit organi-

1 zation acting on behalf of the agency or admin-  
2 istering a federally-funded program.

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

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

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

19 “(a) FEDERAL GOVERNMENT SERVICE DELIVERY  
20 LEAD.—The Director shall designate or appoint a senior  
21 official as the Federal Government Service Delivery Lead  
22 within the Office of Management and Budget whose pri-  
23 mary responsibility is to coordinate governmentwide ef-  
24 forts to improve Government service delivery by agencies.

1 The individual shall have the following duties and authori-  
2 ties:

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

7 “(2) Carry out the duties and powers prescribed  
8 by the Director.

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

12 “(4) Advise the Director concerning the im-  
13 provement of Government service delivery provided  
14 by agencies.

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

22 “(A) understand the needs of an indi-  
23 vidual, business, or organization interacting  
24 with an agency;

1           “(B) solicit and consider voluntary feed-  
2           back on the Government service delivery by the  
3           agency;

4           “(C) assess Government service delivery  
5           processes;

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

12          “(E) encourage the adoption of commercial  
13          products and services in accordance with sec-  
14          tion 3307 of title 41.

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

18          “(7) Evaluate the quality of Government service  
19          delivery, including through the establishment of per-  
20          formance metrics developed using the standards,  
21          policies, and guidelines developed pursuant to para-  
22          graph (5) and the information or data collected and  
23          reported pursuant to paragraph (6).

24          “(8) Engage with stakeholders to identify lead-  
25          ing practices in service design and delivery that

1 would improve Government service delivery across  
2 and within agencies.

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

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

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

22 **“§ 323. Lead agency officials for Government service**  
23 **delivery**

24 “(a) RESPONSIBILITY FOR GOVERNMENT SERVICE  
25 DELIVERY.—The head of each agency shall be responsible

1 for the Government service delivery of the agency which  
2 shall, at a minimum, include improving and enhancing  
3 Government services to better achieve the mission of the  
4 agency and build and maintain trust, transparency, and  
5 accountability.

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

13 “(1) Report directly to the head or deputy head  
14 of the agency.

15 “(2) Possess sufficient operational authority to  
16 effectuate implementation of Government service de-  
17 livery improvements within the agency, particularly  
18 with respect to high impact service providers.

19 “(3) Coordinate and execute, as appropriate,  
20 under the direction of the head of the agency, and  
21 in collaboration with relevant agency officials as ap-  
22 propriate, efforts to improve and enhance the Gov-  
23 ernment service delivery and Government service de-  
24 livery channels of the agency.

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

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

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

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

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

21       **“§ 324. Rule of construction**

22          “Nothing in this subchapter may be construed to di-  
23          minish or reduce the authority of agency Chief Informa-  
24          tion Officers for information resources management pro-  
25          vided in section 11315 of title 40 or those authorities to



1 manage information resources to accomplish agency mis-  
2 sions as established in section 3502 of title 44.”.

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

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

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

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

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