



## FACT SHEET GSA's New Services Multi-Agency Contract (MAC)

GSA's Office of Professional Services and Human Capital Categories is in the process of developing a new services multi-agency contract (MAC) to support federal agencies' procurement requirements for services. This new MAC will be a best-in-class governmentwide contract that provides for a wide scope of cross-category services.

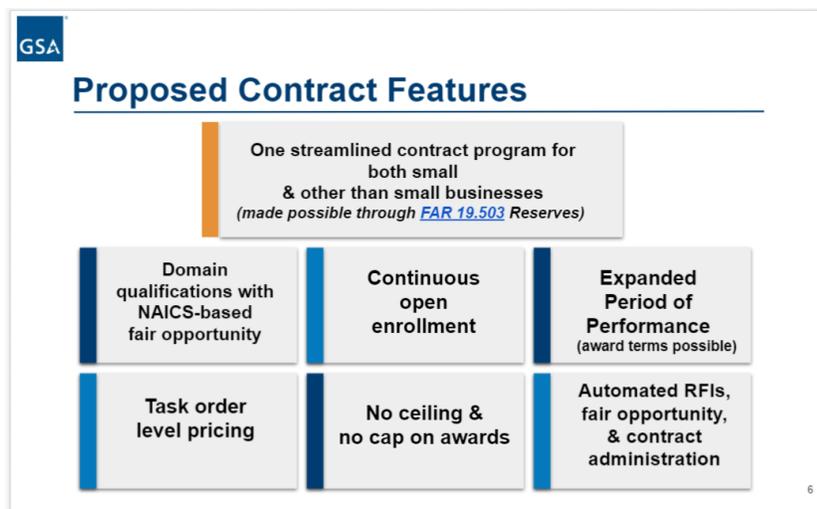
### The Opportunity for Change

Federal agency requirements have become increasingly more complex with many services procurements having elements of several categories of spend. Mission requirements are frequently evolving due to changing threats, policies, and the public's emerging needs for federal agency support. As a result, agencies need and expect GSA to provide easy access to flexible contracts that can change over time and, most importantly, have well qualified contractors that understand their missions.

Industry is managing far too many contracts, to include those awarded by GSA, driving up acquisition costs that are passed on to federal agency programs. One example of this duplication -- for 80% of spend in the professional services category -- less than 1,000 contractors are managing nearly 11,000 contracts. Given the historical constraints of federal procurement law, current GWACs and MACs have left many highly qualified contractors - both traditional and new to the federal market - with limited access to most best in class contracts driving many agencies to create duplicative contracts to access their core industrial base.

The OASIS ordering period ending in 2024 provides us an opportunity to build on its success and make essential improvements. In addition, new procurement authorities given to GSA provide us with a unique opportunity to create a new services MAC that is broader and better addresses federal agencies' services needs today.

### Contract Features



The new **Services MAC** will seek to include features such as enhanced competition at the task order level through implementation of Section 876 of the National Defense Authorization Act for FY19, more robust small business participation, a continuously open solicitation and increased use of technology to automate the ordering process. The future contract will provide Federal agencies a comprehensive suite of services-based solutions, both commercial and non-commercial, through different scope areas known as "Domains". The Services

MAC will also allow for fixed price, cost-reimbursement, time and materials, labor-hour or a hybrid blend of these task order types.

This new MAC will be a governmentwide Best-in-Class (BIC) contract that provides for a wide scope of cross-category services.

Contract features being explored through market research are focused on creating a contract that can:

- Deliver a simpler buying experience that allows for both commercial and noncommercial services, supports all contract types, and promotes robust competition at the task order level to establish price.
- Reduce friction in the procurement process through vetted open enrollment of well qualified contractors, thoughtful selection and fair opportunity standards, enhanced systems, and innovative practices.
- Improve government oversight and management of spend, contract and subcontract performance, and small business participation.
- Position the federal government to reduce unnecessary contract duplication in order to achieve significant burden reduction for both government and industry.

### Customer and Industry Input

The goal has been to establish a contract based on data driven decisions and an in-depth analysis of federal services spend. This analysis includes feedback on the strategy from key stakeholders, including government agencies and industry partners.

Customer agencies' needs will serve as the foundation for our acquisition strategy, the contract's scope, and the fair opportunity construct for the program; while industry will provide GSA with feedback and input on their needs through focus groups, listening sessions, industry days, and input from industry associations.

### Federal Marketplace and Category Management Alignment

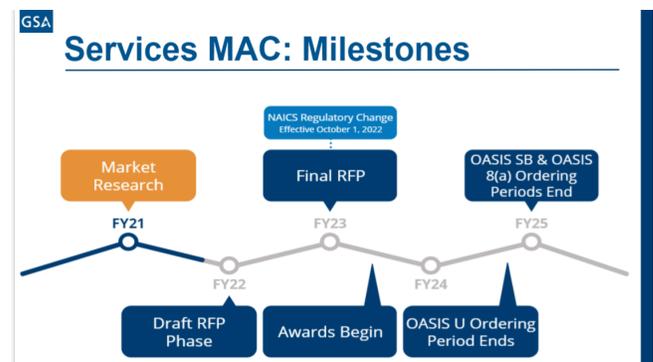
This new contract program supports GSA's current [Federal Marketplace](#) initiative and governmentwide category management principles, which aim to modernize and simplify the buying and selling experience, enabling better mission-driven acquisitions across government.

### Services Marketplace Initiative

GSA's category management, recent OASIS on-ramps, and assisted acquisition services work has highlighted best practices, as well as what can be improved in our governmentwide services contracts. With these lessons learned in mind, began a new Federal Marketplace initiative - the Services Marketplace - to holistically approach how GSA is supporting the federal acquisition community's procurement needs for services.

### High-Level Milestones

GSA will continue to perform market research and plans to share a series of draft solicitation topics throughout FY 2022. The final solicitation is targeted for issuance in early FY 2023 to leverage a regulatory change that authorizes the assignment of more than one NAICS code for multiple-award contracts. The change is effective



for solicitations issued after [October 1, 2022](#) (Final Rule FAR case 2014-002).

Updates as well as FAQ's and a fact sheet about Services MAC are provided on FAS's [Professional Services Interact](#) site. There is a dedicated NEW SERVICES IDIQ RESOURCES section on the right hand side of that site. Questions related to the contract should be emailed to [PSHC-dev@gsa.gov](mailto:PSHC-dev@gsa.gov)