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Cultivate **Knowledge**

Maximize **Value**

Achieve **Awareness**

## Contracting Basics: Contractor Assessment Process and The role of the Industrial Operations Analyst

Eric Oldendick

Industrial Operations Analyst

GSA, PSHC, Supplier Accountability Division



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## Importance of Contract Compliance

### ➤ **GSA Strategic Goal**

Establish GSA as the premier provider of efficient and effective acquisition solutions across the Federal Government

### ➤ **FAS Initiative**

Provide trusted and compliant sources of supply to our customers



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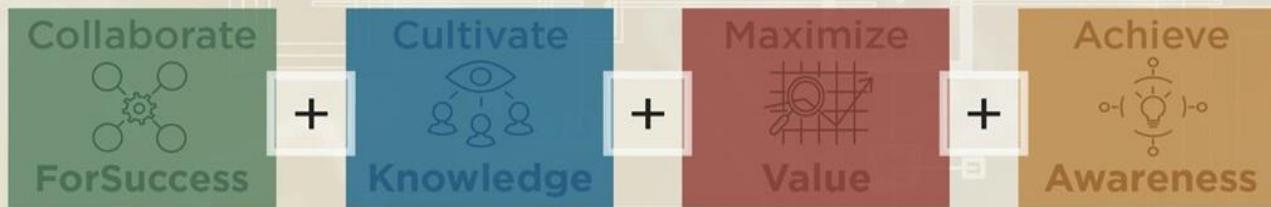


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Awareness

## Objective - To Understand:

- Contractor Assessment Focus Areas
- IOA role in within FAS





## Acquisition Team Members

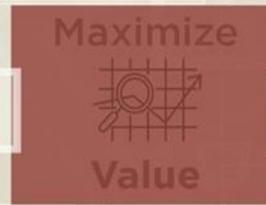
- PCO (CO) – Contracting Officer
- ACO (CS) – Contracting Specialist
- IOA – Industrial Operations Analyst



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## Who Conducts Contract Assessments?

### ➤ Industrial Operations Analyst (IOA)

- Conducts contractor compliance assessments
- Monitors sales reporting, sales adjustments and Industrial Funding Fee (IFF) remittance
- Provides general guidance and business development support
- IOA contact information may be found at:

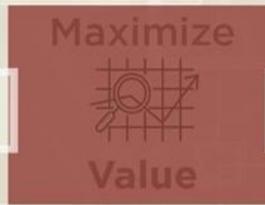
[https://vsc.gsa.gov/tools/aco\\_ioa.cfm](https://vsc.gsa.gov/tools/aco_ioa.cfm)



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# Contractor Assessments

## ➤ Objectives:

- To assess and evaluate contractor internal controls and overall compliance with GSA Schedule contract Terms & Conditions
- Completed “Virtually” or “Onsite”
- Address questions and/or concerns
- Performed for most GSA Schedule Contracts





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## Assessment Participants

### ➤ Contractor Personnel:

- GSA Contract Administrator
- Sales Reporting Representative
- Other relevant personnel responsible for contractual functions (i.e. sales, marketing, accounting, order tracking, IFF remittance, etc.)

### ➤ GSA Personnel:

- Industrial Operations Analyst (IOA)

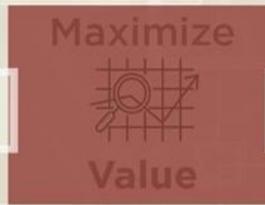




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## Assessment Preparation

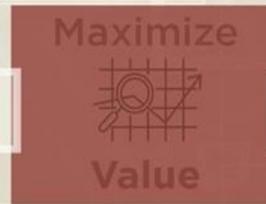
- Initial phone call or email from IOA
- Assessment confirmation email outlining requirements
- Familiarize yourself with requirements addressed in assessment confirmation email
- Provide data and/or documents timely to the IOA
- Don't hesitate to contact the IOA with any questions



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## Recommended Documentation

- GSA MAS Contract and approved Modifications
- Current and previously approved pricelist(s) in effect for the review period
- Resumes of personnel performing “professional services”
- Sales data, IFF reporting and supporting transactional records
- Quotes, task order/purchase order documentation, invoices and supporting records for the review period



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## Areas of Focus

### IOA – Contract Compliance – Contract Challenges

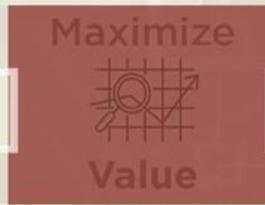
Scope of Contract Compliance	Trade Agreements Act (TAA)
Sales Reporting and Industrial Funding Fee Remittance	Basis of Award
Pricing	Prompt Payment Discounts
Minimum Sales Requirement	Labor Qualifications
Administrative Challenges	Other Compliance Challenges



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## Scope & Contract Compliance

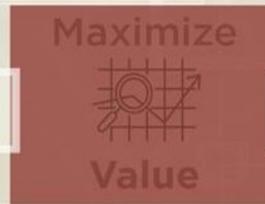
- Contract items must be within the “scope” of the Schedule and approved Special Item Numbers (SINs)
- Only products or services awarded on the GSA Schedule pricelist may be sold
- “Open Market” (non-contract) items/services must be identified as such



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## Trade Agreements Act (TAA)

- Applies to “all” GSA MAS contracts
- TAA compliant countries may be found under FAR 25.003
- Service Contractors are TAA compliant if they are headquartered in compliant countries

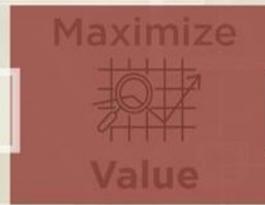




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## Sales Tracking System

- Identifies, tracks and reports GSA sales accurately and completely
- Reports all transactions within the proper period
- Separates Schedule sales from other Federal and commercial sales





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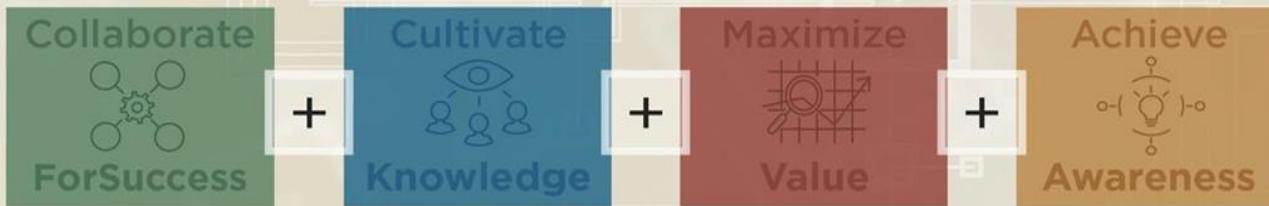
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## Sales Reporting & IFF Remittance

- IFF is inclusive to the Schedule pricelist
- The customers are assessed the IFF by using the GSA MAS contract program
- The GSA MAS program is funded by IFF





## Sales Reporting Portal (SRP)

- The FAS SRP provides a safe, secure and user friendly portal for you, our Industry Partners, to report both transactional and aggregate level data required by your FAS contracts as well as multiple payment options for remitting the fee required pursuant to your contract.

<https://srp.fas.gsa.gov/#>



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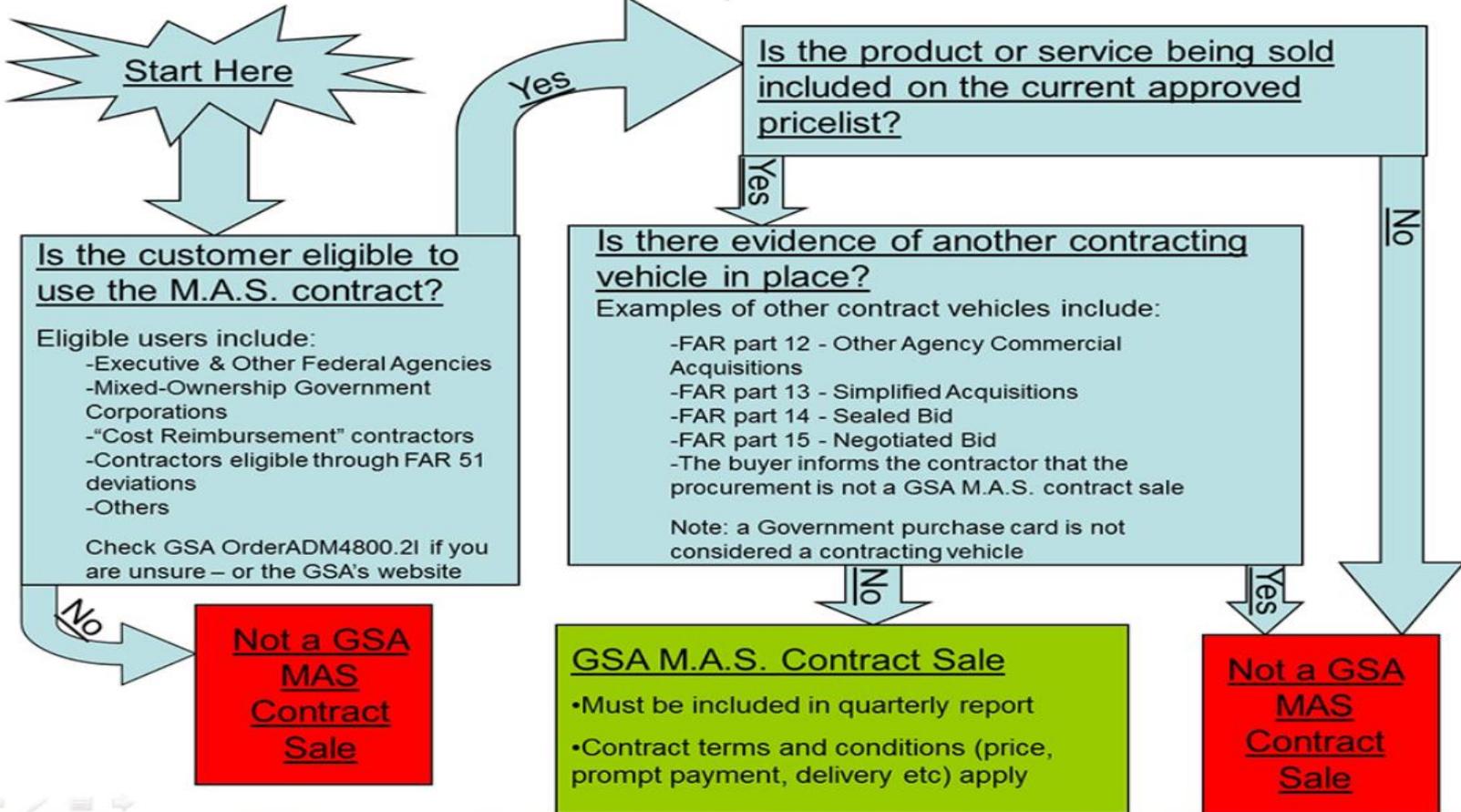
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# Is it a MAS sale or not?

Is it a sale under the GSA Multiple Award Schedule Contract?

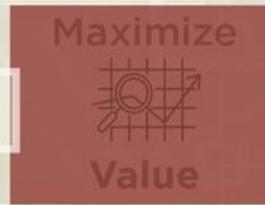




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## Basis of Award (BoA)

- Discount relationship with predicates the GSA pricing
- Must be maintained to comply with the Price Reductions clause (GSAM 552.238-75)
- BoA is not applicable if Mod. A509, Transactional Data Reporting (TDR), was accepted



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## Pricing

- Must charge at or below the GSA Schedule price
- Price Increases – Economic Price Adjustments (EPA) must be approved by your CS/CO
  - Automatic escalations
  - One-time increases





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## Prompt Payment Discounts

- Awarded prompt payment discount terms must be displayed on all MAS invoices
- Does not apply to Government Purchase Card (GPC) payments
- Terms must be included in all MAS quotations

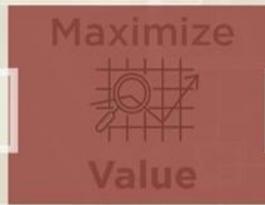




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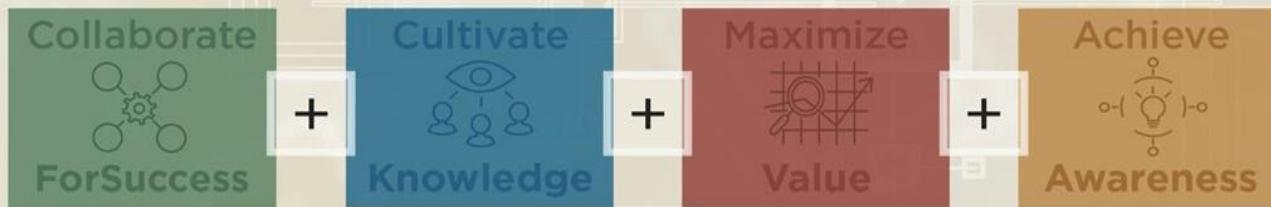
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## Labor Qualifications

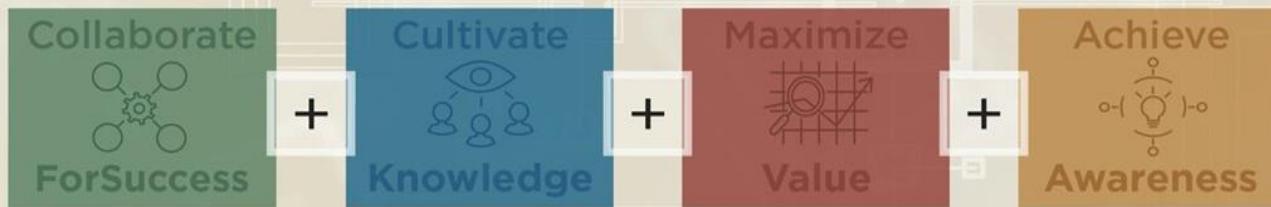
- Assessment applies only to “Professional Services” awarded with qualified labor categories:
- Advertising & Integrated Marketing Solutions
  - Environmental Services
  - Financial & Business Solutions
  - Mission Oriented Business Integrated Services
  - IT Professional Services





## Order Level Materials (OLM)

- OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against an FSS contract or BPA when the supplies and or services are not known at the time of award of the Schedule contract.
- Prices are not established in the FSS contract or BPA.
- Prices are established and acquired at the order level and the ordering activity CO is responsible for making a fair and reasonable price determination.
- Purchased under the authority of the FSS program.



## OLM Continued

- Schedules that are impacted by OLM:
- 03FAC – Facilities Maintenance and Management
  - 56 – Building, Building Materials/Industrial service, supply
  - 70 – General purpose commercial IT, equipment, software
  - 71 – Furniture
  - 84 – Total Solution for Law Enforcement, Fire, Rescue
  - 00CORP – The Professional Services Schedule
  - 738X – Human Capital Management and Admin Support

More information can be found on GSA E-Library  
[www.gsaelibrary.gsa.gov](http://www.gsaelibrary.gsa.gov)



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## A brief review of Compliance Challenges

- Under-reported/over-reported sales
- Out-of-scope orders
- TAA non-compliant products and/or services
- Pricing overcharges
- Non-compliant labor qualifications
- Outdated or missing *Advantage!*® pricelist
- Missing pricelist from *eLibrary!*®
- Inaccurate contact information
- Missing records/documentation
- Prompt Payment Discount overcharges
- Volume/quantity discount overcharges





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# Common Administrative Challenges

- Out of date pricelist
- Pricelist not published
- Digital Certificates
- Authorized Negotiators
- Mass Modifications
- Missing contract/Mod documents
- Personnel turnover





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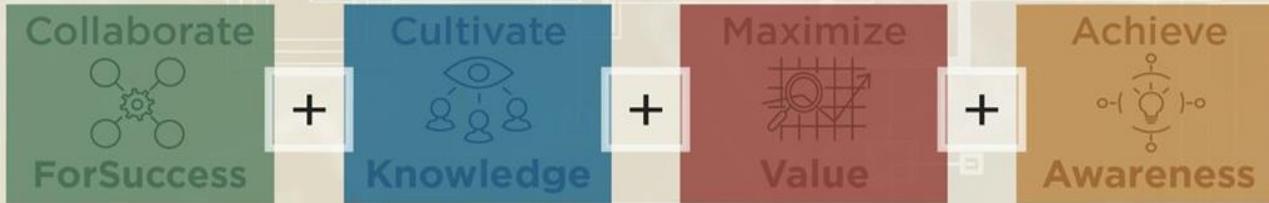


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## What happens to assessment findings?

- IOA observations and findings of areas of non-compliance are integral to the closeout meeting
- Contractor should provide timeline for root cause analysis and proposed corrective action to the IOA
- IOA completes the “Assessment Report”
- Report provided to the contractor and the GSA CO/CS
- IOA will work with the contractor to monitor resolution of monetary areas of non-compliance (IFF, pricing overcharges, etc.)
- IOA will refer other areas of non-compliance to the GSA CO for review and follow-up
- **Desired Outcome:** A trusted and compliant MAS contract, and as necessary resolution of areas of non-compliance through identification of root causes and implementation of corrective actions to prevent future occurrence



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**Search**  in all the words Search

enter **Keywords, Contract Number, Contractor/Mfr Name, Schedule/SIN/GWAC Number, NAICS**

▶ [Contractor Directory \(a-z\)](#) ▶ [Cross-Schedule Search](#)

- Category Guide**
- ▶ **Fall/Winter Supplies & Services**
  - ▶ Disaster Relief
  - ▶ Hospitality, Cleaning, & Chemicals
  - ▶ Laboratory, Scientific, & Medical
  - ▶ Office Solutions
  - ▶ Security Solutions
  - ▶ Tools, Hardware, & Machinery
  - ▶ Vehicles & Watercraft
- ▶ Building & Industrial
  - ▶ Furniture & Furnishings
  - ▶ IT Solutions & Electronics
  - ▶ Law Enforcement, Fire, & Security
  - ▶ Recreation & Apparel
  - ▶ Services
  - ▶ Travel & Transportation Solutions
  - ▶ Wildland Fire & Equipment

**News...**

**Important Security enhancement for GSA Advantage**

**Announcing the new Human Capital and Training Solutions (HCaTS) Program contracts.** HCaTS provide reliable, flexible, fast and efficient ways to obtain best value customized solutions for human capital management and training requirements. Additional information can be found on the [HCaTS webpage](#)

**Get Quotes**

GSA eBuy is an easy-to-use electronic Request for Quotation (RFQ) system designed to facilitate the request for submission of quotations.

With eBuy, getting quotes is just a click away!

[go to eBuy >>](#)

- Additional Information**
- Customers**
- Training Opportunities
  - FPDS-NG
  - EPLS
  - GSA Strategic Sourcing BPAs
  - Acquisition Gateway
- Contractors**
- FedBizOps
  - Schedules Sales Query
  - Vendor Support (VSC)

**Quick Search**

Go to

- Schedule Contracts**
- GSA schedule contracts offer direct delivery of millions of state-of-the-art, high-quality commercial supplies and services at volume discount pricing!
- ▶ View schedule contracts
  - ▶ GSA schedules info
  - ▶ VA schedules info
  - ▶ NAICS schedule/SIN crosswalk
  - ▶ PSC schedule/SIN crosswalk

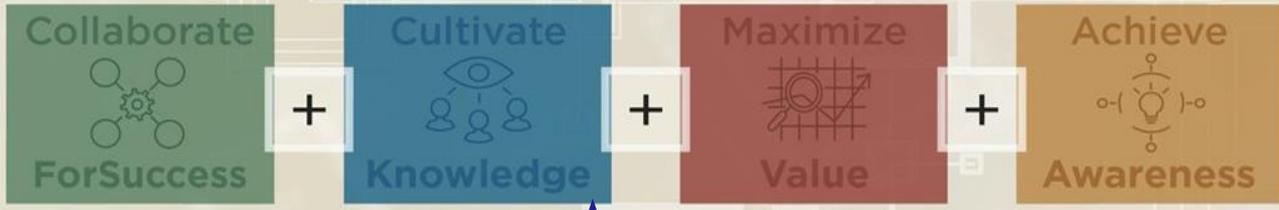
- Technology Contracts**
- GSA technology contracts cover the whole spectrum of IT solutions, from network services and information assurance to telecommunications and purchase of hardware and software.
- ▶ View technology contracts
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- State and Local Governments**
- Cooperative Purchasing**
- Purchase IT products, services, and support equipment from Federal Supply Schedules.
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## FAS Sales Reporting

Important changes are coming to FAS sales reporting  
Certain schedules will be moving from 72A to a pilot program to report sales...

[Learn More >>](#)

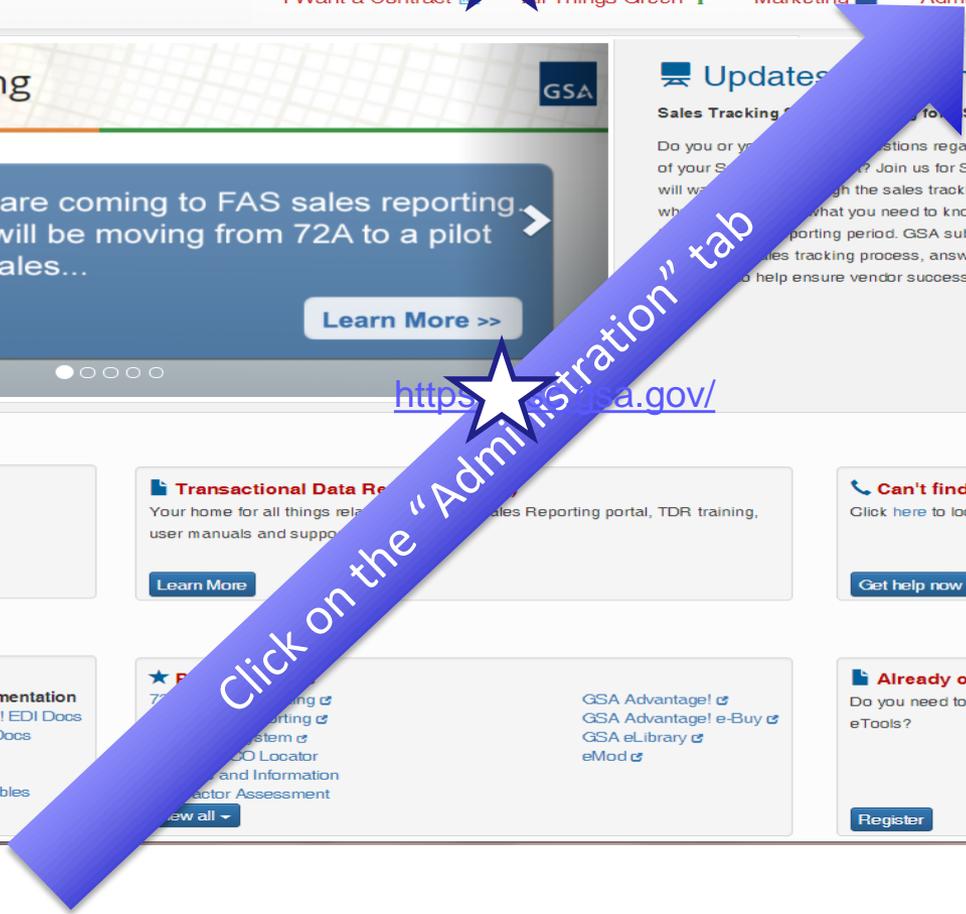
## Updates & Information

**Sales Tracking Updates for GSA Schedule Vendors**

Do you or your company have questions regarding the sales tracking system requirements of your Schedule contract? Join us for Sales Tracking Systems Training. This session will walk you through the sales tracking requirements of their contract - explaining what you need to know, and how to successfully track sales during the reporting period. GSA subject matter experts will guide vendors through the sales tracking process, answer questions, and provide real-world examples to help ensure vendor success.

[view all](#)

<https://vsc.gsa.gov/>



**Vendor ToolBox**  
Get Started  
Research - Analyze - Decide  
[ToolBox Brochure](#)

**Transactional Data Reporting**  
Your home for all things related to the Sales Reporting portal, TDR training, user manuals and support.  
[Learn More](#)

**Can't find what you're looking for? We're here to help**  
Click here to locate the right person to talk to.  
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**Already on Schedule?**  
Do you need to register your contract to use GSA Advantage!, eBay or one of our eTools?  
[Register](#)

<https://vsc.gsa.gov/>

## Marketing ✕

### Getting on GSA Advantage!

- [GSA Advantage! !\[\]\(8ad829ebc770aeb8c34e7123d70b7292\_img.jpg\)](#)
- [Getting on GSA Advantage!](#)
- [Options for Getting on GSA Advantage!](#)
- [Check your file status](#)
- [GSA Advantage! PO Portal !\[\]\(6ba273409907cfb1360f5c2e863ae656\_img.jpg\)](#)
- [What is a price list and why do I need one?](#)
- [GSA Advantage! Hints/Tips](#)
- [Part Numbers on GSA Advantage!](#)
- [SIP to FPT Transition Training](#)

### Exposure and Bidding

- [GSA Advantage! !\[\]\(c36ec4ba6ba0f6ab040afecf02fd4b62\_img.jpg\)](#)
- [Use of the GSA Logo !\[\]\(a1f77e0a9b1475b7eede899dcd05bbd6\_img.jpg\)](#)
- [GSA eLibrary !\[\]\(b53be11c76b246eb2d35ee51d3740b1c\_img.jpg\)](#)
- [Contract Price list](#)
- [GSA eBuy !\[\]\(3e5768eabb21d13b281abfcba54448ac\_img.jpg\)](#)
- [GSA Reverse Auctions !\[\]\(6d97b9b280b5982bbc8b79a7ca5cb17e\_img.jpg\)](#)
- [Federal Business Opportunities \(FBO\) !\[\]\(9517fa467df21f783cfc0af43e812296\_img.jpg\)](#)

### Market Research

- [Customer Profiles](#)
- [Best Value !\[\]\(5034e6630b5ce098d8e6be402364fe93\_img.jpg\)](#)
- [Marketing Matters GSA Interact Group !\[\]\(b3bb894d059f35af22ce3ef95e7b940d\_img.jpg\)](#)
- [Schedule Sales Query \(SSQ\) !\[\]\(61f5140f88a2df042ad92dd79c397e35\_img.jpg\)](#)
- [Who Can Purchase from my MAS Contract?](#)
- [Largest MAS Customers](#)
- [GSA eLibrary !\[\]\(cc865f860751bc00cd75c81422633773\_img.jpg\)](#)
- [ASAP !\[\]\(0151a1d33cf6c92bf14106241999a753\_img.jpg\)](#)
- [GSA Advantage! Archive Sales !\[\]\(b39aa4e2c3d9adcc5e2bc9f0834c2c0d\_img.jpg\)](#)
- [Federal Procurement Data System \(FPDS\) !\[\]\(346b8eef8a071f195977ff773af3178a\_img.jpg\)](#)
- [USASpending.gov !\[\]\(b86d1d93331f4b9f7b7793e3f809ccf7\_img.jpg\)](#)
- [Forecast of Contracting Opportunities !\[\]\(d7ee338386d14c17f50dddad97c57f4a\_img.jpg\)](#)
- [Procurement Technical Assistance Centers \(PTAC\) !\[\]\(6716826b81ce6bdbb10036b34c169536\_img.jpg\)](#)
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## Professional Services & Human Capital Category (PSHC)

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