Welcome to
GSA Schedule 36
Records Management
Industry Day
Schedule 36 Industry Day

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NARA’s Vision Statement

Our Vision is to transform the American public's relationship with their government, with archives as a relevant and vital resource. This vision harnesses the opportunities to collaborate with other Federal agencies, the private sector, and the public to offer information—including records, data, and context—when, where, and how it is needed. We will lead the archival and information professions to ensure archives thrive in a digital world.

• Office of Chief Records Officer
  - More Specific, More Tech Focused
  - Records Integral to Agency Mission
  - Effective Governance of Assets
  - Manage Electronically
  - Transparent to User
Modernizing Records Management

- **Presidential Memorandum**

- **Managing Government Records Directive**
NARA’s Draft Strategic Plan
Strategic Goals for Electronic Records Management

• Goal 2.4 - By FY 2020, NARA will have policies and processes in place to support Federal agencies’ transition to fully-electronic recordkeeping.
• Goal 3.1 - By FY 2019, NARA will conduct inspections of records management practices at 10 percent of Federal agencies per year.
• Goal 3.2 - By December 31, 2022, NARA will, to the fullest extent possible, accept records only in electronic format and with appropriate metadata.
Federal Electronic Records Modernization Initiative

The Federal Electronic Records Modernization Initiative (FERMI) has two goals:

• To help agencies obtain electronic records management (ERM) solutions and services fitting their needs through an improved procurement process; and

• To proactively address changing trends in ERM by setting policy for new solutions and services.
FERMI Products

FERMI

Universal Requirements

GSA Schedule 36
SIN 51 600

USSM/Shared Services

ERM Business Framework

Use Cases
Universal ERM Requirements

- High-level business needs for managing electronic records
- Baseline ERM program requirements derived from existing NARA guidance
- A starting point for agencies to develop system requirements.
- Records management staff works with acquisitions and IT to tailor system requirements.
- Document contains:
  - an abstract
  - list of lifecycle requirements
  - list of transfer format requirements
  - glossary.

https://www.archives.gov/records-mgmt/policy/universalermrequirements
Federal Integrated Business Framework (FIBF) Roadmap
Federal Integrated Business Framework (FIBF) Roadmap

- Functions
- Activities
- Capability Statement
- Scenarios
Electronic Messages Use Cases

- Document the standard workflows
- Identify the roles and actions for actors
- Can be used to evaluate and demonstrate a solution's functionality
- Plan to incorporate the use cases into SIN 51 600 and host a Market Research Day
GSA Schedule 36 Updates

- GSA Schedule 36, Office Management

- Two Special Item Numbers (SIN)s for records management
  - SIN 51 504 is focused on Physical Records Management and was updated to reflect current regulations and requirements
  - SIN 51 600 includes any solutions and/or services necessary to provide a total electronic records management solution

- More information and details about the updates can be found on NARA’s Record Express and GSA Interact

Next Steps

• Market Research Day
• Social Media Use Case
• Continue working with Schedule 36 to incorporate use cases into SIN
• Continue working with USSM on including ERM requirements in shared services
ERM from an Acquisitions Perspective

Jeffrey Auser, Contracting Officer
Office of the Chief Acquisition Officer
NARA
• About the GSA Integrated Workplace Acquisition Center (IWAC)
• Multiple Award Schedule (MAS) Basics
• Schedule 36: The Office, Imaging & Document Solution
• Records Management (RM) Program
• Changes to RM Program Under Schedule 36
• Next Steps in RM Program
• GSA Schedules Purchasing Overview
• How Can We Support Your Mission?
• Questions and Answers
About GSA’s Integrated Workplace Acquisition Center

- Based in Philadelphia, PA
- IWAC manages six MAS Schedules:
  - Schedule 36 Office Solutions
  - Schedule 58 I Audio/Visual
  - Schedule 71 Furniture
  - Schedule 71 IIK Furniture Services
  - Schedule 72 Floor Coverings
  - Schedule 78 Sports & Promotional
• Also known as “Federal Supply Schedules”, “FSS”, “GSA Schedules”, or just “schedules”

• What is MAS? (Multiple Award Schedules)

• Government-wide contract vehicle for commercial products, services, and solutions

• Standing solicitations posted on FedBizOpps

• GSA offers over 40 million supplies and services

• $50+ billion total annual spend (including VA)
MAS Basics

• Multiple Award IDIQ (5 year base, three 5 year options)
• Fixed Price with EPA
• 39 open and standing solicitations published on FedBizOpps (including 9 managed by VA)
• Each solicitation represents a “category” of products or services.
• Within each “category” there are Special Items Numbers or “SINs” that represent a smaller subset of products or services within the category.
Schedule 36: Office, Imaging & Document Solutions

• Focused on Total Solutions for Office Management

• Print Management Solutions
  – Managed Print Services; Copier/MFD Sales, Leasing, Maintenance & Consumables

• Mail Management Solutions
  – Mail Processing Products & Services; Mailroom Management

• 3D Print & Additive Manufacturing Solutions
  – 3DP/AM Products, Services and Consumables

• Document & Records Management Solutions
  – Records Management: Litigation Support: Document Production, Conversion & Destruction
• **Schedule 70**
  – IT Services; Hardware; Software; Cloud Services

• **Professional Services Schedule (PSS)**
  – Professional IT Services; Systems Design; Training; Consulting Services

• **Schedule 36**
  – Total Solution for Physical & Electronic Records Management:
    • Needs Assessment Services; Education & Training; Records Storage; IT Hardware & Equipment; Network Services;
      Litigation Support; Document Production; Document Conversion; Destruction Services; Mail Management
      Equipment & Services; Managed Print Services; Multifunctional Device Sales, Leasing, Maintenance & Consumables
  – Includes specific NARA guidance and standards within the solicitation
• Previous Structure:
  – 51 504 --- Records Management Services

• Revised Structure (effective 10/1/17):
  – 51 504 --- Physical Records Management Solutions
  – 51 600 --- Electronic Records Management Solutions

• New SIN 51 600:
  – Incorporates Universal Electronic Records Management (ERM) Requirements attachment to the solicitation
    • Vendors must complete the ERM Vendor Capability Certification to illustrate their ERM capabilities and
      their understanding of the corresponding NARA standards incorporated into SIN 51 600
    • Universal requirements will be maintained by NARA and updated in the solicitation as standards change
ERM Vendor Capability Certification

- Vendors select which of the 11 ERM elements they are capable of providing
- NARA's Universal ERM Requirements document lists specific standards associated with each of the 11 elements
- Vendor certification illustrates vendor capabilities & demonstrates an understanding of the associated standards
- Completed certification to be published on GSA eLibrary as part of Contractor T&Cs
- As the Universal ERM Requirements document is updated by NARA, GSA will incorporate the latest version via solicitation refresh and corresponding modification to existing contracts
  - Efficiently communicates changes in ERM standards to contractors and customer agencies

Vendor Certification for SIN 51600 --- Electronic Records Management Solutions

For the purposes of the Schedule 36 Solicitation (3FNJ-C1-000001-B), eleven (11) specific elements of Electronic Records Management (ERM) Services have been identified. These 11 elements are fully defined and the corresponding requirements are identified in the Universal Electronic Records Management Requirements attachment to the solicitation. These requirements have been established and are administered by the National Archives & Records Administration (NARA).

Vendors may provide any combination of the 11 elements of ERM Services; however, vendors must certify that they are capable of meeting all standards associated with the elements they propose by completing this certification. Vendors should include a completed copy of this certification in their published GSA catalog to illustrate their ERM capabilities.

[Offeror Name] [Address]

Proposed Elements of Electronic Records Management Services:
[Select all that apply]
- Element 1 - Desktop Applications
- Element 2 - Electronic Messages
- Element 3 - Social Media
- Element 4 - Cloud Services
- Element 5 - Websites
- Element 6 - Digital Media (Photo)
- Element 7 - Digital Media (Audio)
- Element 8 - Digital Media (Video)
- Element 9 - Databases
- Element 10 - Shared Drives
- Element 11 - Engineering Drawings

[Offeror Name] hereby certifies that we are capable of meeting all standards described in Solicitation -3FNJ-C1-000001-B and the Universal Electronic Records Management Requirements attachment for each of the sections of ERM Services we have proposed, as indicated above.

[Offeror (To be signed only by authorized principal, with authority to bind the undersigned contractor)]

Name (Printed) ________________ Title ________________ Date ________________

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Solicitation Note for SINs 51 504 & 51 600:

NOTE: Under this SIN, contractors are permitted to quote the appropriate combination of physical/electronic records management products, services and ancillary items from any other Schedule 36 SIN in order to provide a total solution; however the terms and conditions of the SIN under which the items are awarded must be applied.

Example:

Contractor A can respond to an RFQ for an ERM solution under SIN 51 600 with a combination of ERM items awarded under SIN 51 600; storage services from SIN 51 504; document conversion services under 51 506 and destruction services under 51 507.

- Sales in the total amount of the order should be reported under SIN 51 600
- The terms and conditions of the SINs under which the items were awarded must be applied
Next Steps

• Industry partners participating in the Schedule 36 RM program:
  • Current Sch 36 contract holders can submit a modification request to add SIN 51 600 and/or restructure their current RM offerings
    • IWACenter average cycle time in FY17 to award MAS modifications - 6 days
  • Contractors without a Sch 36 contract can submit a new contract proposal
    • IWACenter average cycle time in FY17 to award new MAS contracts - 100 days

• GSA & NARA plan to host an ERM contractor demo day in 2018 to give contractors under SIN 51 600 a chance to demonstrate their ERM capabilities

• GSA will continue to engage with industry partners and customer agencies to solicit feedback and continue to improve the Schedule 36 RM program
GSA Schedules Buying
**MAS Orders and BPAs**

- Orders for Supplies – Delivery Order
  - Single/Stand Alone Requirements
- Orders for Services – Task Order
  - Single/Stand Alone Requirements
  - Task Order Options
- Orders for recurring supplies or services – Blanket Purchase Agreement (BPA)
  - Should have a reasonable expectation that you will be ordering on a recurring basis.
  - Provide contractors with an estimated dollar amount to achieve additional discounting.
  - Orders are not guaranteed.
Contractor Teaming Arrangements (CTAs)

- Allows for a total schedule solution
- Each Team Member must have a Schedule contract
- Each Team Member has privity of contract (and can interface) with Government
- Each member is responsible for their respective duties in a teaming agreement
- Ordered and invoiced at each Team Member’s Schedule rate
On Nov. 2, 2011, an interim rule was issued that provides agencies with the ability to set aside orders and Blanket Purchase Agreements (BPAs) issued under Multiple Award Schedules (MAS) program.

Before this rule, agencies were prohibited from setting aside orders and BPAs under the MAS program.

Set-Asides are not required at any dollar value under schedules

Contracting Officer can set requirements aside for small businesses at their discretion

Small Business Goals
In contrast to FAR Part 15, “Contracting by Negotiation”, Schedule orders do not require:

- Conducting a formal “negotiated procurement” (Source Selection Evaluation Board (SSEB))
- Issuing a “solicitation” for thirty days (or any other pre-determined time)
- Conducting a “competition” by seeking contractors outside the Schedules program
- Synopsizing the requirement on FedBizOpps, unless it’s a limited sources acquisition over the SAT
- Conducting “discussions”
- Conducting formal debriefings or establishing a competitive range
- Using FAR Subpart 15.3 concepts and procedures
Benefits of the MAS Program

• Pre-Negotiated Pricing (Fair and Reasonable)
• Responsibility Determination
• Streamlines the ordering process
• Provides flexible ordering options
• Ordering activity receives socioeconomic credit
• Pre-established clauses
• Saves time and resources
GSA Resources

- GSA e-Library https://www.gsaelibrary.gsa.gov/ElibMain/home.do
- Electronic Request for Quotes System www.ebuy.gsa.gov
- www.gsa.gov/schedules
- www.gsa.gov/schedulesolicitations
- www.gsa.gov/events
- interact.gsa.gov (Look under “Community” then “Groups”)
- Blanket Purchase Agreements www.gsa.gov/bpa
Feedback from Customer Session

- What did we learn during the customer session?

- How to best support our customers?

- What is most important to RM customers?

- Market Research Day/Vendor Showcase
Questions?
Email recordsmanagement@gsa.gov for more information or to schedule a follow-up meeting to further discuss the process for submitting a new contract proposal or modification to add the new SIN to your existing contract.