



**Frequently Asked Questions  
GSA's New Services  
Indefinite-Delivery Indefinite-Quantity (IDIQ)  
Updated March 4, 2021**

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*Following are a series of frequently asked questions about the development of a new best-in-class (BIC) multi-agency contract (MAC) contract program to support federal agencies' procurement requirements for services. The answers are as of the date noted above. These responses will be updated as the acquisition strategy evolves.*

**What is the new Best-in-Class Multi-Agency Contract for services?**

GSA's Federal Acquisition Service (FAS) is establishing a broader and more flexible next generation services best-in-class (BIC) multi-agency contract (MAC) to improve how agencies buy services. The new best-in-class multi-agency contract is one of several efforts under the umbrella of the Services Marketplace - a collective of contract offerings and initiatives designed to improve services acquisition across the federal government. The effort is being led by FAS' Office of Professional Services and Human Capital Categories.

**Why does the government need a new services contract?**

The governmentwide services market has changed:

- 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 now 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. Not task orders, 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.



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**How does the new Services contract align with other FAS initiatives like category management, MAS consolidation, commercial platforms, etc?**

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

**What else is driving this opportunity for change?**

New procurement authorities given to GSA provide a unique opportunity to create a new services MAC that is broader and better addresses federal agencies' services needs today. This year GSA begin the work to develop a services contract program that achieves four goals:

1. It delivers a simpler buying experience through a contract program that allows for both commercial and noncommercial services, supporting commodities, all contract pricing types, and primarily uses GSA's new authority to leverage competition at the task order level to establish price.
2. It reduces friction in the procurement process through vetted open enrollment based on agencies needs, thoughtful selection and fair opportunity standards, enhanced systems, and innovative practices.
3. It meets best-in-class contract requirements, and improves government oversight and management of spend, contract and subcontract performance, and small business participation.
4. It positions the federal government to reduce contract duplication and to achieve significant burden reduction for both government and industry.

**Has GSA engaged with industry about this new contract?**

GSA began industry engagement in January 2021 leveraging industry associations to gather feedback on acquisition strategy concepts. A series of requests for information, industry days, and draft RFPs will be issued during 2021 to ensure industry has adequate opportunity to provide feedback.

The first [request for information](#) (RFI) was issued on March 2, 2021. GSA will host an [Industry Day](#) on April 1, 2021. The Industry Day will focus on sharing information about the program's acquisition planning work and answering questions about the plans for the new contract program.



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GSA will publish regular updates about the procurement on the [Professional Services Category Interact Community](#), other Interact Communities, and [beta.SAM.gov](#). In addition, GSA will continue to meet with professional groups and trade associations representing the services business community throughout the fiscal year.

**What is the Services Marketplace and how does it differ from this new services BIC MAC?**

In FY 2021, GSA is beginning a new initiative - [the Services Marketplace](#) - to holistically approach how we are supporting the federal acquisition community's procurement needs for services.

GSA supports billions in services spend annually and recognizes the needs of our federal customers have become increasingly complex. In support of our Federal Marketplace initiative overall goals, the Services Marketplace will:

- Rationalize, align, and expand our GWAC, MAC, and MAS service contract offerings.
- Improve our market research and buying tools for federal acquisition professionals. And,
- Improve the data and reporting systems used in support of these acquisition programs.

As FAS begins to build the government's Services Marketplace, both our federal agency customers and industry will provide feedback and input into its work to:

- Establish the next generation small business IT GWAC Polaris.
- Establish a next generation services MAC.
- Improve our MAS service offerings as part of its consolidation. And,
- Improve the digital experience for both the federal acquisition workforce and industry when using our contract management tools and resources.

**What is the timeline for the new Services IDIQ?**

The goal for the new Services IDIQ is to complete an acquisition strategy that achieves the outlined objectives for this new contract program by fiscal year end 2021 and issue the solicitation in early FY 2022, with awards and contract use beginning in early FY 2023. GSA anticipates at least 2 more RFIs in the May-July timeframe to provide more detail and gather additional industry input.

**When will the RFI Close?**

The first RFI closes on March 17, 2021. You can respond to it [here](#).



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**When is the industry day?**

The first Industry Day will be April 1, 2021. Registration is available [here](#). Details on additional industry events will be shared in the [Professional Services Category Interact Community](#). Please follow us to stay up to date.

**What will the scope of BIC MAC be?**

BIC MAC will have a flexible scope, that will primarily focus on Professional Services, Human Capital, and Logistics services to start. We are exploring what additional scope areas should be considered and welcome feedback on that topic in the current RFI.

**Where can I get more information?**

Updates will be provided on FAS's [Professional Services Interact](#) site. Questions related to the contract should be emailed to [PSHC-dev@gsa.gov](mailto:PSHC-dev@gsa.gov)