



Frequently Asked Questions GSA's New Services Indefinite-Delivery Indefinite-Quantity (IDIQ) Multi-Agency Contract (MAC)

Following are a series of frequently asked questions about the development of a new multi-agency contract (MAC) 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 Services Multi-Agency Contract (MAC)?

GSA's Federal Acquisition Service (FAS) is establishing a new multi-agency contract (MAC) to support federal agencies' procurement requirements for services. This new Services MAC will be a governmentwide Best-in-Class (BIC) Indefinite-Delivery Indefinite-Quantity (IDIQ) contract that provides for a wide scope of cross-category services. This initiative 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.

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 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 MAC align with other FAS initiatives like category management, Multiple Awards Schedule (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?

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 a fair and reasonable 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.

Who is leading this effort?

Federal Acquisition Services' Office of Professional Services and Human Capital Categories.

Has GSA engaged with industry about this new contract?

From the onset, 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.

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 solicitation topics will be issued over the course of the next year to ensure industry has adequate opportunity to provide feedback before releasing the Final RFP.

When is the next industry day?

GSA will host an [Industry Day](#) on July 22, 2021. Registration is available [here](#). The Industry Day will focus on sharing information about the program's acquisition strategy updates, feedback on the recent RFI, and answers to industry questions. In addition, GSA will continue to meet with



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professional groups and trade associations representing the services business community throughout the fiscal year.

GSA will publish regular updates about the procurement on the [Professional Services Category Interact Community](#), other Interact Communities, and [SAM.gov](#).

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

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).

What will the scope of the new Services MAC be?

The Services MAC is being designed to fulfill a comprehensive suite of services-based solutions. The scope will be organized by domains, with each domain representing a grouping of related services that encompass multiple NAICS codes. An overview of the anticipated



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domains is found [here](#).

What other events or activities are planned for industry?

Details on additional industry events will continue to be updated and shared in the [Professional Services Category Interact Community](#). Please follow us to stay up to date.

Where can I get more information?

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