



GSA SCHEDULES PROGRAM



imagine the possibilities

millions of products and services available

look inside for the latest schedule program offerings from gsa





practical translation

how gsa's language
schedule helps
the irs access
individuals
with disabilities

For the past 3 years, a contractor on the GSA Language Schedule has been supplying a multitude of accessibility products to aid the Internal Revenue Service (IRS) in providing United States citizens with print disabilities better access to tax forms and other supplementary materials.

In the United States, there are 22 million people with a disability of one kind or another that prevents them from being able to read ordinary print. Of these 22 million, 7.7 million cannot see print, and 14.3 million possess a learning or cognitive disability that prevents them from being able to read (See <http://www.ilru.org/healthwellness/html/census.html>).

Through their GSA contractual relationship with the IRS, this contractor has been able to work closely with the Alternative Media Center (AMC) in creating service products that eliminate barriers for those with print disabilities. Their service product offerings have been further expanded for GSA customers to include consulting specific to Section 508, Digital Talking Books (DTBs), and fully accessible web-based content known as READ™ products.

Working together with the IRS, GSA's Language Schedule contractor delivered millions of braille pages to assist disabled taxpayers. In addition they provided high-resolution tactile graphics, which is an alternative to text descriptions for pictures, charts, and graphs. They also produce accessible HTML, an electronic product involving "marked up"

semantic tags that help to provide both information access and quick navigation using Assistive Technology software.

In addition to the work done for the IRS, GSA's Language contractor has produced Digital Talking Books of the Section 508 Standards for the Access Board's website and also supplied tactile graphics of floor plans and produced braille materials for the 2003 National Book Festival held annually by the Library of Congress. First Lady, Laura Bush, attended this event as a guest speaker.

The GSA Schedule also served as a vehicle to provide the Department of Transportation (DOT) with disability-related travel documents that offered travelers with print disabilities the opportunity to review safety regulations and other important travel information. This became a crucial focal point after the tragedy of 9/11.

For more information, please contact:

Tammy Lindsley
(253) 931-7627
tam.lindsley@gsa.gov



Are Environmental Services in your Future?

Analytical Services, Incorporated (AS) is your final destination for all your environmental services needs. AS is a small business specializing in environmental, safety, health, and energy-related services. Since 1990, we have exclusively served Federal agencies with high-quality services, on time and at very competitive rates. From permitting to Environmental Management Systems to large-scale remediations AS can help!

Our GSA Environmental Services Contract No. GS-10F-0095J provides all Federal agencies with a quick and convenient means of addressing virtually all of their environmental and related needs.

Our Environmental Services contract includes four Special Item Numbers (SIN):
 SIN 899-1, Environmental Planning Services and Documentation
 SIN 899-2, Environmental Compliance Services
 SIN 899-4, Waste Management Services
 SIN 899-8, Remediation Services

Our satisfied clients include all services of the Department of Defense as well as the Departments of Energy, Interior, Transportation, and Agriculture. Find out what they already know - AS can help!



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Contract Holder
 Contract GS-10F-0095



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human resources & equal employment opportunity services



schedule 738 X

Could your agency use some help with its human resources duties? Schedule 738 X, Human Resources & Equal Employment Opportunity Services, can help with planning and recruitment, personnel actions, and pre-employment screening (low-end and high-end). In addition, Schedule 738 X can assist in pre-employment screening with activities including verification of previous employers, salary histories, education, references, professional licenses, residences, family and neighbors, or criminal records and credit history checks. All investigative activities are also conducted in compliance with the Fair Credit Report Act, (Title 15 USC), as amended.

But that's not all. The Human Resources Schedule can provide assistance with workers compensation issues, alternative dispute resolution for discrimination claims, counseling for

those who believe they have been discriminated against, and instruction and delivery of EEO courses.

For more information, please contact:

Valerie Thomas
(212) 264-2496
valerie.thomas@gsa.gov

Tony Zaza
(212) 264-3548
tony.zaza@gsa.gov



gsa's national furniture center

the #1 choice for your home and office needs

by Caroline Wenstrup and Theresa Ashton

Would you like to save time and money on high quality goods and services?

If so, then GSA's National Furniture Center (NFC) is just the answer...providing the best in furniture, furnishings, and office equipment such as copiers, filing systems, and mail management services.

Our National Furniture Center, the Federal government's premier choice for these types of products and services, simplifies the acquisition process with the GSA Multiple Award Schedules (MAS) Program.

GSA's MAS Program provides a wide array of items at best value prices, offering state-of-the-art commercial products and services from pre-qualified contractors. GSA offers total solutions and one-stop shopping with endless possibilities to outfit your Federal work and living environment. Whether you are looking to rework

existing office space, house military professionals, or need security equipment to help protect America, the NFC is here to satisfy your every need!

Our National Furniture Center also offers turnkey solutions, providing you with a choice of contractors who will assist you with everything from project management and site coordination to product delivery, equipment staging, installation, and clean-up. GSA's goal is to offer the right mix of products and services that will allow you to improve Federal employees' productivity and quality of life, while at the same time keeping you focused on your agency's core mission.

GSA offers a wealth of products and services, from top quality companies, at discounted prices. The schedules listed on the right are managed by the National Furniture Center.

GSA's National Furniture Center has a knowledgeable and friendly staff waiting to help you. Whether you're moving to a new location or reconfiguring existing space, the National Furniture Center will save you time and money while modernizing your workspace.

For more information, please contact:

GSA's National Furniture Center
(703) 305-6636 or
(703) 305-7003

Schedule 36
The Office, Imaging, and
Document Solution

Schedule 58
Professional Audio/Video,
Telecommunications, and
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Schedule 71 I
Office Furniture

Schedule 71 II
Household and Quarters
Furniture

Schedule 71 II H
Packaged Furniture

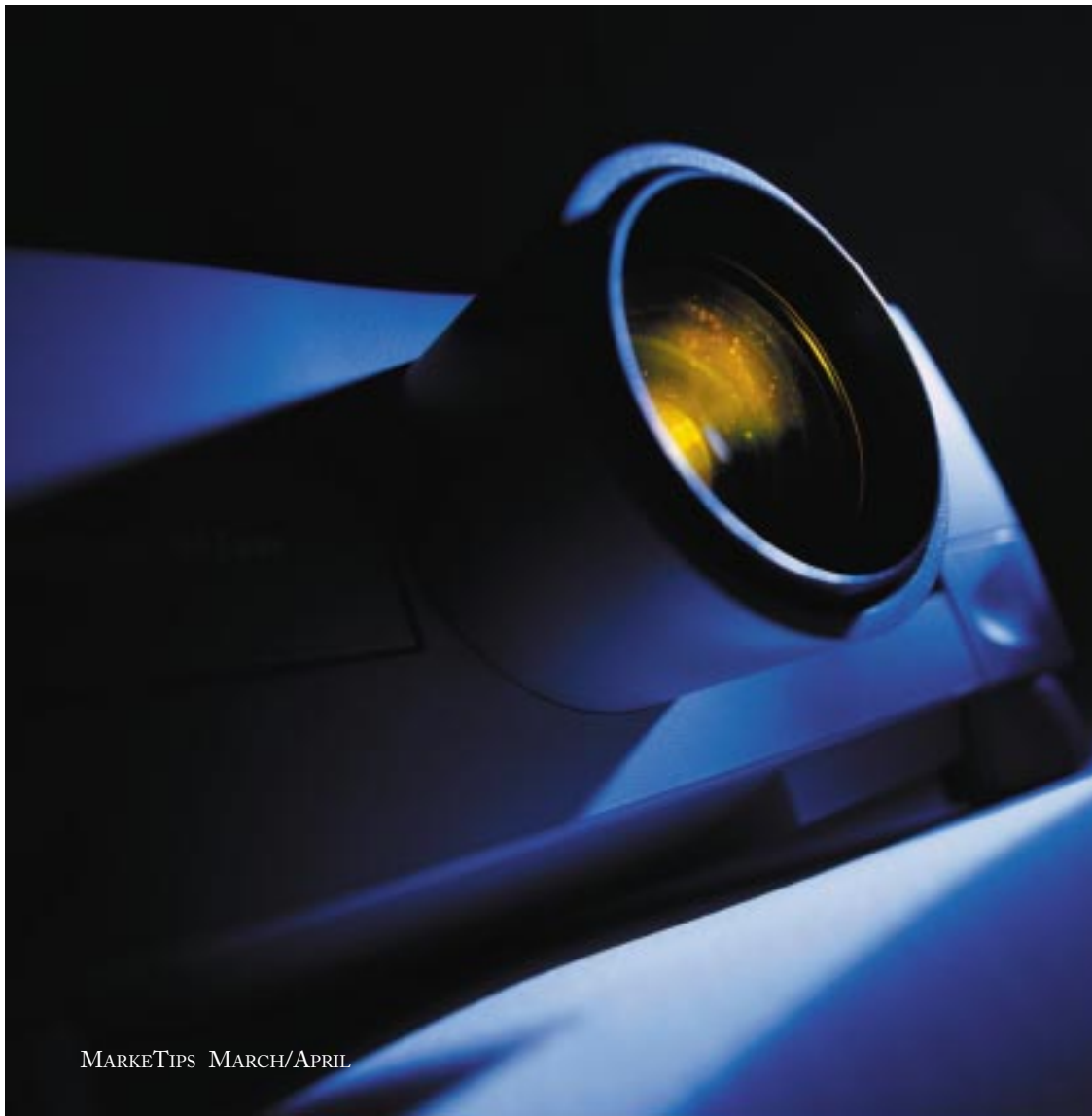
Schedule 71 II K
Comprehensive Furniture
Management Services

Schedule 71 III
Special Use Furniture

Schedule 71 III E
Miscellaneous Furniture

Schedule 72 I A
Floor Coverings

Schedule 72 II
Furnishings



shipping, packaging

and

packing supplies



Schedule 81 I B, Shipping, Packaging, and Packing Supplies, has everything you need when it is time to ship or store items. Items include weather resistant boxes capable of holding up to 280 lbs., pallets, shrink-wrap, and metal drums. In addition, you can even find moving and storage services, trailer and container services, plywood cases, and gloved isolation bags that allow inspectors to safely handle suspicious packages or evidence. You'll find containers in a wide range of sizes and shapes to fit all your shipping needs.

For more information, please contact
Ralphine Holland
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ralphine.holland@gsa.gov



protecting what matters



gsa supports
homeland security

When it comes to protecting our homeland, GSA stands at the forefront of providing agencies with critical products and services to meet mission critical needs. The Department of Homeland Security has looked to GSA and its nearly 11,000 leading contractors to ensure the safety of our nation's airports, Federal facilities, and the public. GSA is proud to support homeland security requirements through its Multiple Award Schedules, Governmentwide Acquisition Contracts, and Global Supply Systems.

Using the GSA Multiple Award Schedule (MAS) and Governmentwide Acquisition Contracts (GWAC), agencies have saved time and money, all in accordance with Federal regulations. Buying on Schedule helps alleviate common administrative costs usually associated with open market buys. Tasks like searching for vendors, developing technical documents, travel, synopsising the requirement, and more are minimized when you use the GSA Schedules Program. GSA Schedule and GWAC prices are pre-negotiated, offering the best value "most favored customer" discounts. Additional price reductions may be obtained on a case-by-case basis when you use the MAS program.

When it comes to protecting and defending our citizens, look to the following quality GSA products and services:

preparedness and supporting first responders

- Furniture and Furnishing Solutions
- Human Resource Solutions
- Law Enforcement, Security, and Training Solutions
- Financial and Business Solutions
- Logistics and Travel Transportation Solutions
- Management Consulting Solutions
- Engineering Solutions
- Scientific, Environmental, and Medical Solutions
- Communication Solutions

defending against bio-terrorism

- Scientific, Environmental, and Medical Solutions
- Communication Solutions
- Furniture and Furnishing Solutions

securing america's borders and buildings

- Building Operations and Facility Management Solutions
- Office Solutions
- Law Enforcement, Security, and Training Solutions
- Furniture and Furnishing Solutions
- Communication Solutions

information technology to secure the homeland

- Information Technology Solutions
- Management Consulting Solutions
- Financial and Business Solutions
- HUBZone, 8(a) FAST, ANSWER, Millennia, Millennia Lite, ACES, Smart Card, Disaster Recovery, and Virtual Data Center Governmentwide Acquisition Contract Solutions

Take time to learn more about how GSA can support your Homeland Security needs by visiting www.gsa.gov/homelandsecurity or by calling 1-866-GSA-1177. GSA has the people and contracts in place to provide you with expert solutions. You can also order our free *Protecting What Matters – Homeland Security Solutions* catalog by requesting Publication Code 5-3-00175, by phone at the number above, or by contacting:

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Contract # : GS-03F-5091C Schedule 72, Part II, Furnishings

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LOGWORLD provides industry experts who can help agencies reinvent their supply chains, acquire logistics support

for a product or system, modify its transportation network, supplement its deployment capabilities, and more.



The LOGWORLD Operations & Maintenance SIN 874-507 has completed its first year of service, and interest in this part of the schedule continues to grow. The real value of the O&M addition to the schedule is yet to be realized. Schedule contractors are working with agencies to ease the contracting process and focus on mission-critical solutions.

SIN 507 provides complete Turnkey Logistics and Operations and Maintenance Logistics Management and Support Services, or just components thereof, as needed to improve equipment and logistics performance, and reduce life cycle costs. For turnkey operations, an agency just states what needs to be done, and the contractor does the rest to get an activity up and running.

Typical Services include:

- **Logistical Support Services**
- **Supply Services**
- **Depot Maintenance**
- **Establishment & Sustainment of Deployment Logistics Operations/Sites**
- **Equipment Asset Management & Maintenance**
- **Fleet Management & Maintenance**
- **Preventative Maintenance Planning**
- **Property Management & Maintenance**
- **Strategic & Tactical Planning**
- **Mobile Utility Support Equipment Operation, Maintenance, and Repair**
- **Project Management, Integrated Facility Management, & Operations Management Support**
- **Strategic Account Management**

Consider This!

Using The LOGWORLD Schedule in conjunction with other GSA Schedules leverages the power of the Schedules program to create a total solution package, even for highly complex requirements. Call us and learn how at (253) 931-7465.



UNIVERSITY OF MASSACHUSETTS

Donahue Institute

CUSTOM BUSINESS SOLUTIONS

► **Consulting Services** (SIN 874-1)

The UMass Donahue Institute provides customized on-site consulting expertise to support managers as they strive to increase agency efficiency, reduce costs, and improve quality. Follow-up consulting and off-site telephone support also are available. The consulting services offered by the UMass Donahue Institute are designed to meet your management, organizational, and business improvement needs.

► **Survey Services** (SIN 874-3)

The UMass Donahue Institute's nationally recognized Research and Evaluation and Economic and Public Policy Research units provide an array of client focused services including the customized application of social science, program evaluation, market research, and economic research and analysis methodologies. We work closely with our clients in the design and implementation of data collection, analysis, and reporting systems with the goal of enhancing their organizational performance. Our evaluation models typically integrate quantitative and qualitative measures to document program models, track progress towards objectives, and assess overall impact.

► **Training Services** (SIN 874-4)

The UMass Donahue Institute provides an array of customizable, off-the-shelf training packages. The Institute's team of skilled professionals can modify existing courses or develop entirely new courses based on client needs. Customized courses can be designed so that they meet University of Massachusetts Continuing Education Unit (CEU) eligibility requirements. Courses can be bundled and tailored to create multi-day and multi-week training programs that target specific employee categories.

To learn more about how the UMass Donahue Institute can help your business or organization, please contact:



Laura Eve-Cowles, Ed.D.

FSS Contract # GS10F0211M, MOBIS Schedule # 874

Phone (413) 545-0001 Fax (413) 545-3420

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celebrating



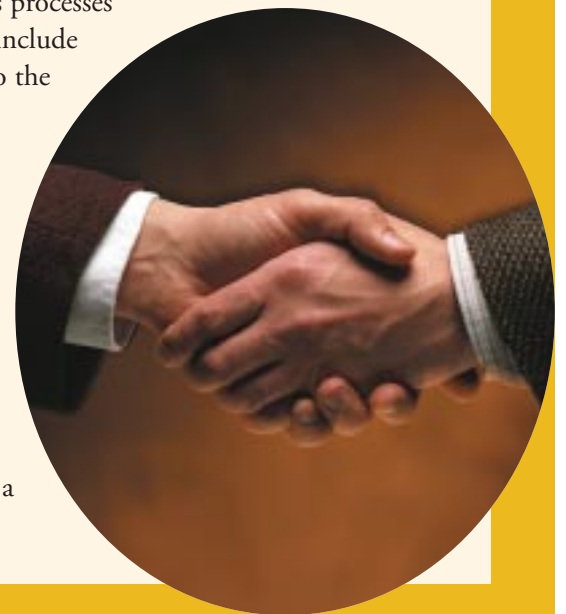
years of quality

by Jennifer Marzouk

December 2, 2003 marked the 50th Quality Partnership Council meeting for the General Services Administration's National Furniture Center. The Council was introduced in 1992 to foster a common understanding between GSA, its customers, and its industry partners through communication and education.

During the past 11 years, the Council has worked to improve business processes and value for Federal customers. Some of the Council's achievements include the development of the Packaged Furniture Program, improvements to the industrial funding fee payment process, the realignment of Schedules, and the addition of installation and other services to National Furniture Center MAS contracts.

During the meeting, GSA Administrator Steven A. Perry presented the Evergreen Award to HON Industries. The Evergreen Award, designed to recognize the efforts of GSA's corporate partners in recycling, waste reduction, and the identification of environmentally preferable products, is the National Furniture Center's highest environmental honor. The Award is an outcome of the Quality Partnership Council's commitment to recognize companies that make a conscious effort to protect the planet.





DON'T MISS THE NEXT

Quality Partnership Council Meeting

*Sponsored by the
GSA National Furniture Center*

COST: FREE

BENEFITS:

- Networking with GSA associates and industry partners
- Discussing your furniture projects with the experts

2004 QPC DATES

February 24, 1 p.m. – 4 p.m.

May 10, 1 p.m. – 4 p.m.

August 24, 1 p.m. – 4 p.m.

December 9, 1 p.m. – 4 p.m.

For more information, call Jennifer Marzouk at (703) 305-5641.

To register online, log on to fss.gsa.gov/events

blanket purchase agreements (bpa's)

your key to purchasing efficiently

by Thad Gassman

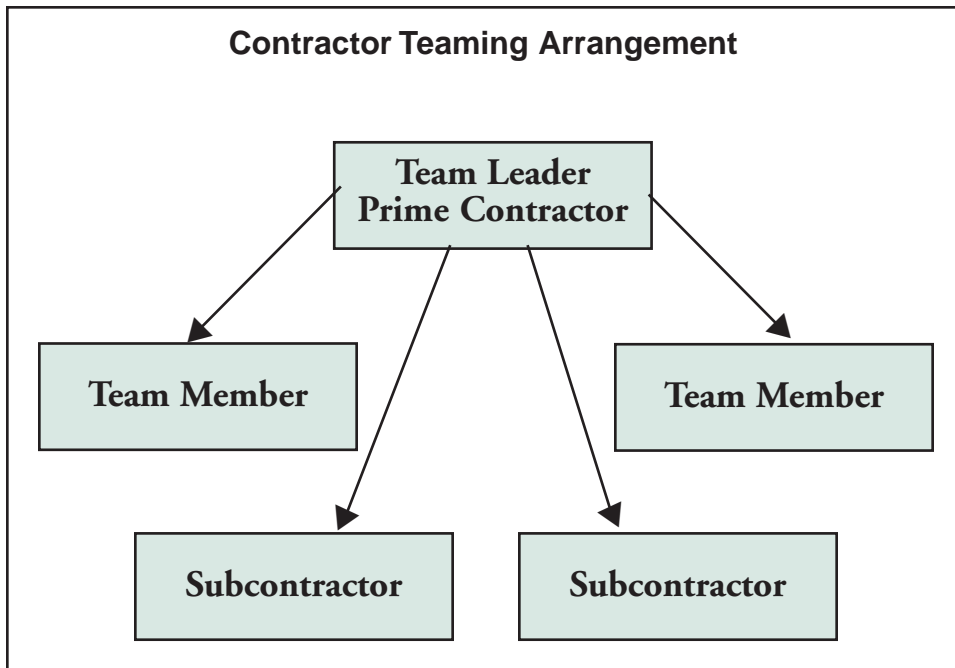
The Blanket Purchase Agreement (BPA) provides a simplified method of filling the government's anticipated repetitive needs for supplies or services by establishing accounts with qualified sources of supply. BPAs are designed to reduce administrative costs in accomplishing acquisitions by eliminating the need for individual purchase documents.

B PAs have traditionally been used under FAR, Part 13 Simplified Acquisition Procedures, but its use has been growing under the GSA Schedules program. All Schedule contracts contain BPA provisions, and FAR Part 8.404(4) allows the establishment of BPAs under the GSA Schedules. This article provides an example of how BPAs have been used under the GSA Service Schedules, in conjunction with Contractor Team Arrangements, to meet an agency's requirement for recurring advisory and assistance services.

BPAs afford a contractor an opportunity for additional business volume. As a result, an agency expects to receive price discounts from the established Schedule rates because of a contractor's increased opportunity to capture additional business volume. BPAs are not contracts, they are a mutual agreement between the contractor and agency, and as such, bilateral signatures must be obtained. The BPA is issued as an unfunded agreement describing the terms and conditions

relevant to its use. The BPA will specify the scope, estimated value, duration, GSA Schedule numbers, authorized ordering offices, invoicing or billing procedures, terms and conditions, discount terms, and types of orders to be placed under the BPA.

Contractor Teaming Arrangements (CTAs) are allowed under FAR Subpart 9.6 and can be used in conjunction with BPAs. CTAs are created when two or more Schedule contractors join together to provide a solution to meet your needs. CTAs allow contractors to complement each other's unique capabilities, and offer the government the best combination of performance, cost, and delivery for the product or service being acquired. This enables ordering offices to procure a total solution rather than making separate buys for each part of a requirement. Subcontractors can be used in conjunction with teaming arrangements as illustrated in the diagram on the next page.



- Team Leaders and Team Members use their GSA Schedule Rates.
- Subcontractors may be mapped to Prime Contractor's GSA Schedule Rates.

- Team Leaders and Team Members must hold a GSA Schedule
- Contractor Teams are issued one BPA
- Task Orders may include Team Leader, Team Member, and/or Subcontractor Effort
- Teams may propose that Task Orders be issued to Team Leader – or – directly to a Team Member

Some agencies have elected to establish BPAs, under the GSA Service Schedules and utilize Contractor Team Arrangements (CTAs), as an alternative to establishing their own contract. Advisory and Assistance Services (A&AS) for example, are one category of service where the efficiency and flexibility of a BPA can be realized, while taking advantage of the increased capabilities that contractor teaming arrangements provide.

Using the GSA Schedules, Blanket Purchase Agreements, and Contractor Team Arrangements are traditional but flexible approaches for acquiring services to meet an agency's needs. The approach described in this article provides great flexibility while providing the numerous advantages that prevail in using the GSA Schedules over contemporary contracting methods, such as:

- Easy Access to Commercially Available Services
- Reduced Procurement Lead-Time
- Volume Discount Pricing
- Broader Contractor Access
- Improved Competition within Commodity and Service Areas
- Pre-negotiated Rates
- All Applicable Laws and Regulations Have Been Applied, and
- Competition in Contracting Act (CICA) Requirements Have Been Met.

The FAR purports that personnel involved in the acquisition process should encourage business innovation, and to develop acquisition strategies based on sound business judgments. Innovation does not always require the introduction of something new, but sometimes involves a new method or approach. The approach described in this article combines traditional contracting methods into a flexible business arrangement capable of fulfilling an agency's recurring professional service requirements.

For more information about BPAs, CTAs, or the GSA Multiple Award Schedule program, please visit www.gsa.gov/schedules. Online training is available at www.gsa.gov/umas. GSA has several acquisition e-tools you can access to help place your order through MAS; Just log on to www.gsaadvantage.gov. Additionally, GSA will come to you to provide free training on a variety of topics relative to GSA product and service offerings. Call (703) 305-6566, or e-mail MASHelpdesk@gsa.gov for training inquiries, or for any other questions about GSA contracts.

Schedules Best Practices – Marine Corps System Command

Federal agencies around the world are using the GSA Schedules program to solve their mission critical acquisition requirements. Stay tuned to this section of Marketips for Schedules Best Practices, or visit www.gsa.gov/schedulesbestpractices.

In February 2002, the Marine Corps System Command (MCSC) established the Commercial Enterprise Omnibus support services (CEOss) program - a \$3 billion, indefinite-delivery/indefinite quantity business model. This business model involved having the functional requirements for the agency's traditional A&AS consolidated across four operating domains.

Each domain has multiple contractors, performing under competitively awarded BPAs, who provide wide-ranging professional services accomplished through strategic teaming arrangements.

The MCSC began by first reviewing and defining their customer requirements. They required a wide-array of professional services to provide management, administration, and technical support for critical combat systems. The MCSC grouped these requirements under four functional operating domains. These domains essentially encapsulated the requirements of the customer. The illustration below shows the alignment of Schedules under each domain, as well as the

Marine Corps Systems Command Functional Domains

Customer Requirements

Provide A&AS for the following product groups:

- Combat Equipment Support Systems
- Transportation/Engineering Systems
- Armor and Fire Support
- Infantry Weapons Systems
- Battle Management & Air Defense
- Information Systems & Infrastructure

Functional Operating Domains

These requirements can be consolidated and met through the following functional service areas:

- Specialty Engineering
- Engineering & Scientific
- Business & Analytical
- Acquisition, Logistics, and Administrative

Specialty Engineering Domain

Applicable GSA Schedules

- 874 – MOBIS
- 871 – PES
- 899 – Environmental Services
- 70 – IT Services & Support
- 873 – Lab Testing & Analysis

Recommended - 5 Prime Awards

Business & Analytical Domain

Applicable GSA Schedules

- 874 – MOBIS
- 520 – Financial/Business
- 69 – Training Services

Recommended - 3 Prime Awards

Engineering & Scientific Domain

Applicable GSA Schedules

- 874 – MOBIS
- 871 – PES
- 70 – IT Services & Support

Recommended - 8 Prime Awards

Acquisition, Logistics & Administration Domain

Applicable GSA Schedules

- 874 – MOBIS
- 874 V – LOGWORLD

Recommended - 6 Prime Awards

number of BPAs awarded based on the agency's estimated business volume.

After a thorough review of the requirements, and establishing the functional domains, the next step taken was to identify and align the appropriate GSA Schedules under each domain. Each domain encompasses a variety of support requirements that reflect the scope of services offered under the Multiple Award Schedules. An estimate of the work requirements for each domain should be determined based upon historical workload history. You should award sufficient BPA's to multiple, technically qualified contractors based on your estimated business volume. The illustration on the previous page shows the alignment of Schedules under each domain, as well as the number of BPA awarded based on the agency's estimated business volume.

Under this business arrangement, vendors generally may only have one prime award across all four domains. BPA's will form

the basis for prime vendor awards within the domains; however, there will be no limitations of the number of teammates or participation in subcontracting relationships. As an example, a vendor could have a prime award in the Engineering and Scientific domain, as well as hold team member positions in any of the other three, or even in the same domain under which they are a prime. Once the business arrangement is established, Request For Quotes are issued to contractors in those domains that reflect the customer's technical and business requirements. Task orders are awarded to the contractor that represents the best value to meet the government's needs.

In recognition for the innovative use of GSA Schedules, the Marine Corps Systems Command was awarded the Coalition for Government Procurement Award in 2003.

To learn more about innovative ways to take advantage of the GSA Schedules program, visit us on-line at www.gsa.gov/schedules.



schedule 75 – a tool for the environment

recycling — taking the extra step

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For more information, please contact:

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