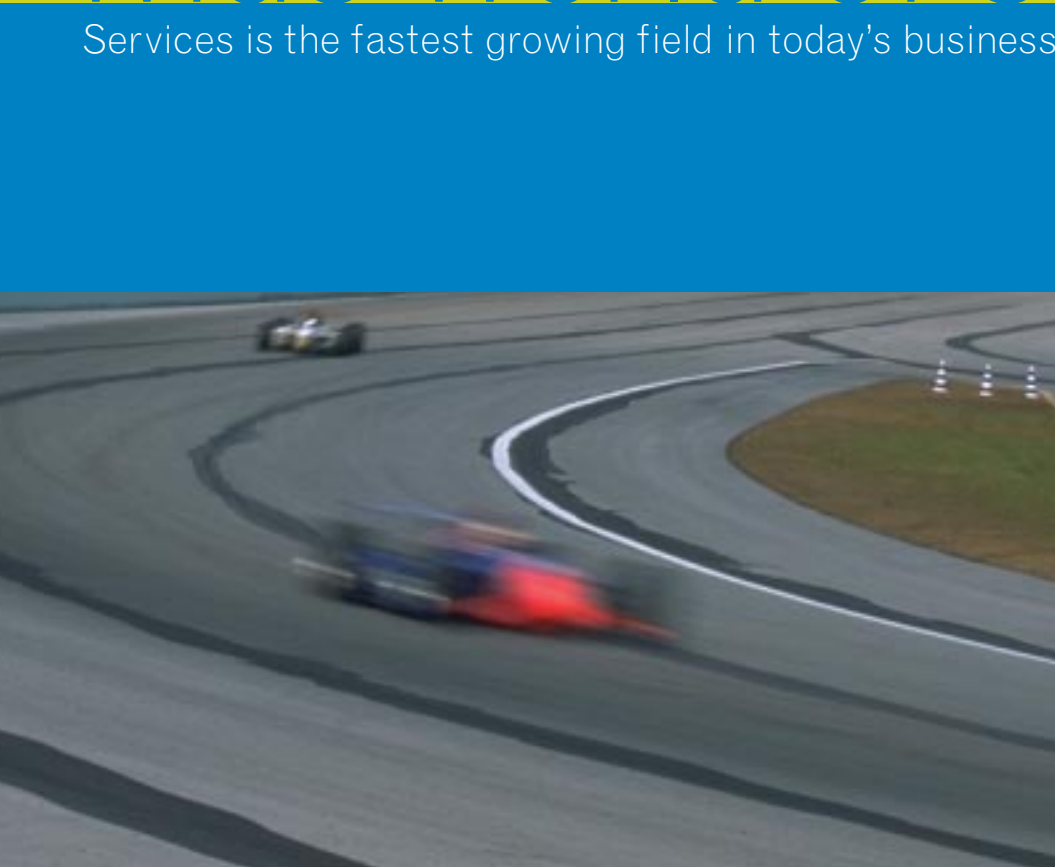


# wide world of services

Services is the fastest growing field in today's business world



- **Building Operations and Facility Management**
- **Communications**
- **Corporate**
- **Engineering**
- **Financial**
- **Furniture and Furnishings**

- **Human Resources**
- **Information Technology**
- **JWOD**
- **Law Enforcement and Security**
- **Logistics**
- **Management Consulting**

- **Office**
- **Product Support**
- **Scientific, Environmental and Medical**
- **Travel and Transportation**
- **Vehicle, Aviation and Marine**

# services we offer



## BUILDING OPERATIONS AND FACILITY MANAGEMENT SOLUTIONS

Tee up to such services as groundskeeping, elevator inspection services, energy management services, environmental services, and pest control services, along with installation, maintenance, and repair of a variety of building products for your building and facility requirements!

## COMMUNICATION SOLUTIONS

Information Technology, E-Connected Intelligent Remote Operations (EIRO), language services, marketing, media and public information services, professional film development, video processing services, web photo storage services, training, and consulting services are available to help you with all your communication needs.



## ENGINEERING SOLUTIONS

The Professional Engineering Services schedule delivers engineering expertise in thousands of technical areas and engineering disciplines.

## FINANCIAL SOLUTIONS

Accounting, analysis, assessments, asset planning, audits (financial, performance and recovery), budget analysis, charge card services, disposition, due diligence, loan servicing, marketing, management, and so many more financial solutions make this schedule MVP of the year!



## FURNITURE AND FURNISHINGS SOLUTIONS

Let our FURNITURE AND FURNISHINGS SCHEDULE deliver the game plan for all your comprehensive furniture management services! Interior design, project management, budget analysis, relocation, installation, maintenance, and repair services will help you furnish offices, living quarters, hospitals, auditoriums, classrooms and more!

## HUMAN RESOURCES SOLUTIONS

Teamwork is our motto! Whether you are looking for temporary help or full-service human resources and personnel expertise or equal employment consulting, analysis and investigation services, our Human Resource Solutions supplement your mission requirements!



## INFORMATION TECHNOLOGY SOLUTIONS

This schedule scores big points with every imaginable Information Technology solution.

## CORPORATE SOLUTIONS

A single storefront for all products and services makes one-stop shopping easier than ever—the Corporate Schedule simplifies purchasing!





## LAW ENFORCEMENT AND SECURITY SOLUTIONS

Stop right there! This solution set provides consulting, design, training services and guard services, as well as maintenance, installation and repair on all types of security and firefighting items.

## LOGISTIC SOLUTIONS

Score big when using LOGWORLD contractors for consulting and operational logistic services, supply and value chain management, acquisition logistics, distribution and transportation logistics, deployment and training.



## JWOD SOLUTIONS

A wide breadth of quality services when you need them and at reasonable prices — JWOD is one of the best players in town!

## OFFICE SOLUTIONS

Hit a home run with end-to-end business solutions for office and administrative needs!



## MANAGEMENT CONSULTING SOLUTIONS

This solution set is sure to fill all the bases with a suite of professional management consulting services, such as A76 Studies, Management Surveys, Training, Project Management, EIRO Consultation and many more!

## SCIENTIFIC, ENVIRONMENTAL AND MEDICAL SOLUTIONS

Environmental services, tire retreading, solvent recycling, and laboratory analysis and testing services fills the field with high technology expertise. Medical solutions are available through the Department of Veterans Affairs as well!

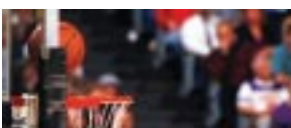


## TRAVEL AND TRANSPORTATION SOLUTIONS

Touchdown with such services as airline city pairs, employee relocation, domestic express package delivery, GSA SmartPay® travel card and travel management services!

## VEHICLE, AVIATION AND MARINE SOLUTIONS

Fleet cards, tire retread services and contracts for leasing, rental, maintenance, installation and repair of personal property, shop equipment, construction equipment, and boats will let you sit in the driver's seat! Leasing of sedans, light trucks, SUVs and vans is also available.



## PRODUCT SUPPORT SOLUTIONS

Leasing, rental, maintenance, installation, repair and other ancillary services are available for any product purchase and provide you with total solutions!

# schedules program

[fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)

The General Services Administration (GSA), Federal Supply Service (FSS) puts the best contract vehicle in play to help you do your job more effectively, meet new challenges, and build new partnerships. Our Multiple Award Schedules (MAS), governmentwide multiple-award task and delivery order contracts (MACs) and other procurement vehicles score big for delivering the right solution set for your needs! FSS provides flexible contracting vehicles to procure millions of commercial services and products. Choose from an array of quality contractors to deliver what you need—when you need it!

*Ordering services has never been so quick, easy and convenient—simply define your needs, review contractors, evaluate services and select the best value for you.\**

the multiple award  
schedule program  
is a winner



GSA Schedules offer tremendous benefits by simplifying best-value purchasing and procedures:

- Basic terms and conditions are already negotiated
- Leverages the Government's collective purchasing power to get the best quality, prices and terms
- Provides ready, simple access to over 4 million commercial services and products
- Directs focus on the requirement, not on the process to fulfill it
- Reduces the time to acquire services and products dramatically (according to a study, acquisition time was reduced from 269 to 44 days)
- Avoids the need to make individual agency contracts
- Provides the freedom to request additional pricing discounts or concessions
- Provides accessible e-purchasing and learning tools (e.g., *GSA Advantage!™*, Schedules E-Library, U-MAS Virtual Campus, and e-Buy)
- Place orders directly with Multiple Award Schedule vendors
- Satisfy full and open competition requirements when easy ordering procedures are followed
- Orders count toward satisfying socio-economic goals for the agency
- Enables the establishment of blanket purchase agreements and contractor team arrangements for even easier buying
- Yields substantial administrative savings in time, resources, and money

\* Ordering procedures for Schedules are on page 9. Ordering procedures for other procurement vehicles are available on the program website or by calling the appropriate program point of contact on page 6.

## ORDERING AND BEST VALUE DETERMINATION GUIDELINES

It is important to follow the ordering procedures set forth in FAR 8.4 and the ordering procedures for services contained on the Federal Supply Schedule web site ([fss.gsa.gov/schedules/ordering](http://fss.gsa.gov/schedules/ordering)). They require that you make a best value determination before placing Multiple Award Schedule orders above the micropurchase threshold (currently \$2,500). Here is a quick checklist to ensure you've gone through a best value determination process when following the ordering procedures for services on schedule buys.

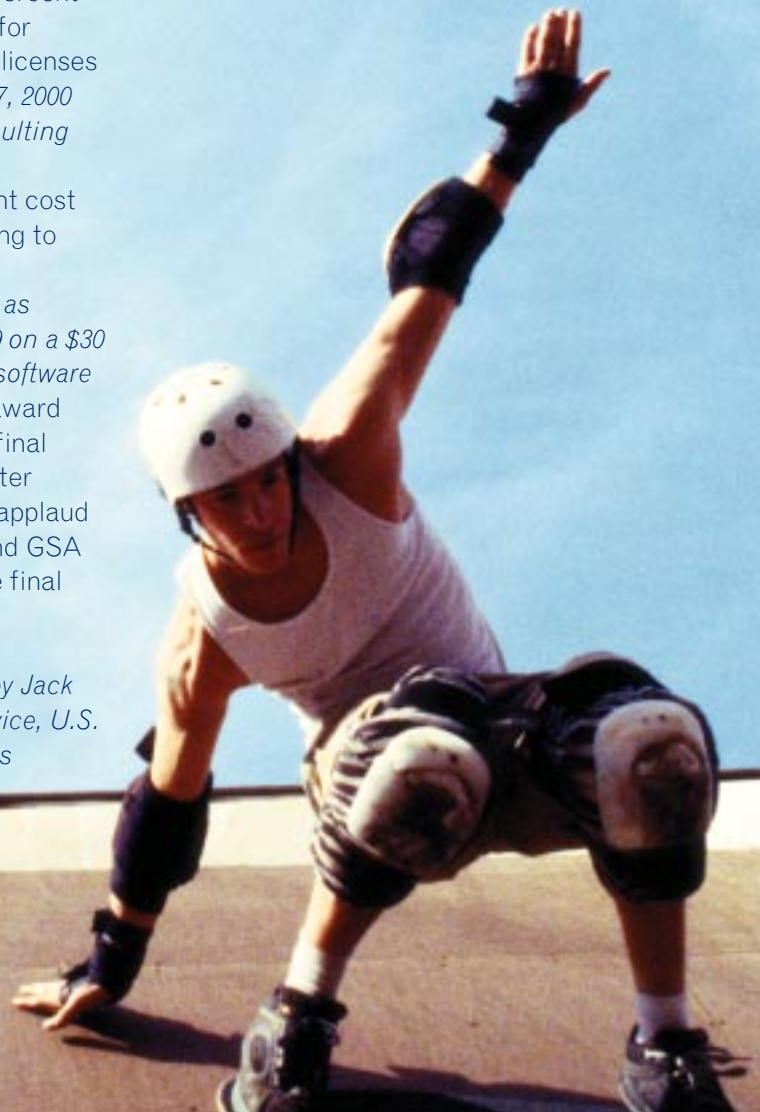
- Did you prepare a request for quote that included a statement of work that:
  - Outlined the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria and any special requirements
  - Requested contractors to submit either a firm-fixed price or a ceiling price to provide services outlined in the statement of work
  - Requested a project plan or past performance/experience information, if necessary and appropriate
  - Stated the basis to be used for selecting the contractor to receive the order
  
- Did you provide the request to at least three sources under the Federal Supply Schedule? Please list the contractors to whom the request was provided:
  
  
  
  
  
  
  
  
  
  
- Was the requirement in excess of the schedule's maximum order? If yes, did you provide the request to additional sources under the Federal Supply Schedule AND ask for a price reduction? Please list the contractor names to which the request was provided:
  
  
  
  
  
  
  
  
  
  
- Did you evaluate responses against the factors identified in the request for quote and select the contractor that represents the best value? Indicate the factors, other than price, considered in your best value decision:
  - Past performance (e.g., experience)
  - Special features of the service
  - Warranty considerations
  - Technical qualifications
  - Training
  - Service availability
  - Other: \_\_\_\_\_
  
- Have you documented your schedule buy? If yes, did you:
  - Identify the service purchased
  - Identify the schedule contractor from which the services were purchased
  - Identify the amount paid
  - For orders above the micropurchase threshold, document the evaluation of Schedule contractor's quotes that formed the basis for selecting the contractor that received the order and the rationale for any trade-offs made in making the selection
  - If other than a firm fixed price order, include the basis for the determination to use a labor-hour or time-and-materials order

# a word about price

You are the key to a best value selection! While GSA has made the determination that the labor hour for a skill category awarded on a service schedule is a fair and reasonable price, GSA has not determined that the level of effort or mix of labor proposed in response to any specific requirement represents the best value for you! When buying services that require a statement of work, you make the determination that the level of effort and mix of skills proposed for your specific effort represents the best value. This is why GSA has special ordering procedures for services that require a statement of work.

Contractors will sharpen their pencils for large orders to get the business. Effective use of the MAS program requires your engagement in the process! While GSA has determined that the price on any specific MAS is fair and reasonable, it is a proven best practice to seek out additional price discounts and/or concessions when ordering:

- “DoD buyers can receive discounts of up to 42 percent off” GSA schedule prices for maintenance and “up to 24 percent off the pricing for products” and includes a provision for buyers to receive “a 60.5 percent discount off” of use licenses *as reported by Government Computer News, February 7, 2000 on the Army’s BPA for software, maintenance and consulting services*
- “The electronic software delivery provides a significant cost savings, added to the discounts the contract is bringing to DOD beyond the low price from the General Services Administration schedule on which the BPA is based” *as reported in Federal Computer News, September 5, 1999 on a \$30 million DoD BPA for licensing, delivery and support of software*
- “From identification of potential vendors to contract award took us less than three weeks! As we announced the final award, an additional surprise awaited us as vendor after vendor – those who did not win the award – called to applaud the entire process and thank both our organization and GSA for the reduction in bid costs and the swiftness of the final decision. Our winning vendor produced an excellent, comprehensive analysis and future strategy and the relationship could not have been better” *as reported by Jack Reynolds, Former Acting Director, Debt Collection Service, U.S. Department of Education on Customer Success Stories*



Seek further price reductions when requirements warrant! Price reductions allows agencies to take advantage of the flexible and dynamic commercial market-pricing environment that is the hallmark of MAS. When you ask for price reductions, it can maximize your use of MAS by taking advantage of competitive forces, technological changes, labor conditions, supply and demand, industry sales goals, inventory reductions and more!

The ability to seek additional price reductions and concessions allows the Government to not only leverage its combined requirement to obtain favorable terms, conditions, and pricing, but to also leverage agency requirements to take advantage of quantity or spot discounts available in a fluid, commercial pricing atmosphere!

When using MAS, you are required to seek price reductions if your requirement exceeds the maximum order threshold established for that contract. The size of such an order may warrant a request for a price reduction. The Maximum Order under MAS is the dollar value threshold at which you must seek additional price reductions for your requirement. The Maximum Order varies from contract to contract and is listed on every MAS contractor's price list and in *GSA Advantage!*<sup>™</sup>. In response to your request for a price reduction, the contractor may offer a lower price, offer the current contract price or decline the order. If further price reductions are not offered, an order may still be placed if the ordering office determines that it is appropriate since GSA has determined the contract price to be fair and reasonable.



# ordering procedures

## FEDERAL SUPPLY SCHEDULES:

Stay out of the penalty box! When using schedules, be sure to follow these easy ordering procedures for services:

### **Ordering Procedures for Services (Requiring a Statement of Work)**

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering office using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

(a) When ordering services, ordering offices shall—

(1) Prepare a Request (Request for Quote or other communication tool):

(i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.

(ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering office makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-material quote may be requested. The firm-fixed price shall be based on the prices in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the

services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other direct charges related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

(iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.

(iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses.

(2) Transmit the Request to Contractors:

(i) Based upon an initial evaluation of catalogs and price lists, the ordering office should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate).

(ii) The request should be provided to three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the agency's needs. Ordering offices should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)



(b) The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance timeframes, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering office the opportunity to secure volume discounts. When establishing BPAs ordering offices shall—

(1) Inform contractors in the request (based on the agency's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.

(i) SINGLE BPA: Generally, a single BPA should be established when the ordering office can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)

(ii) MULTIPLE BPAs: When the ordering office determines multiple BPAs are needed to meet its requirements, the ordering office should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the authorized users must follow the procedures in (a)(2)(ii) above and then place the order with the Schedule contractor that represents the best value.

(2) Review BPAs Periodically: Such reviews shall be conducted at least annually. The purpose of the review is to

determine whether the BPA still represents the best value. (See FAR 8.404)

(c) The ordering office should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.

(d) When the ordering office's requirement involves both products as well as executive, administrative and/or professional, services, the ordering office should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)

(e) The ordering office, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For agency requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

#### BASIC ORDERING AGREEMENT (BOA) AND MULTIPLE AWARD TASK AND DELIVERY ORDER CONTRACT (MACS):

Ordering procedures for BOAS and MACs are contained in each program and are available on the program website or by calling the appropriate program point of contact on pages 11-12.



# who to call

FOR ORDERING OR ADDITIONAL INFORMATION, PLEASE CONTACT:

**General Products Center**  
(fss.gsa.gov/genprod) .....(817) 978-2514

- Guard Services
- Pest Control Services
- Security Services
- Solvent Recycling Services
- Temporary Help Services
- Product Support Services

**Hardware SuperStore**  
(fss.gsa.gov/superstore) ..... (816) 823-1281

- Beautification Center
- PACCWorld (Preparation and Application of Chemical Compounds)
- Elevator Inspection Services
- Product Support Services

**Information Technology Acquisition Center**  
(fss.gsa.gov/it) .....(703) 305-3038

- Information Technology Services
- Product Support Services

**Management Services Center**  
(fss.gsa.gov/mgmtservices) .....(253) 931-7900

- Environmental Services
- Energy Management Services
- Language Services
- Logistics Worldwide (LOGWORLD)
- Management, Organizational and Business Improvement Services (MOBIS)

**National Furniture Center**  
(fss.gsa.gov/furniture) .....(703) 305-5839

- Comprehensive Furniture Project Management
- Product Support Services

**Office and Scientific Equipment Center**  
(fss.gsa.gov/ofcequip and fss.gsa.gov/scientific) ..... (703) 305-3044

- Document and Records Management Services
- Film Development Services
- Laboratory Services
- Mail Management Services
- Professional Film and Videotape Processing Services
- Website Photo Storage Services
- Product Support Services



Office Supplies and Administrative Services Acquisition Center  
(fss.gsa.gov/ofcsol) ..... (212) 264-0868  
Human Resources and EEO Services  
Lending Library Services  
Packaging Services  
Training Aids & Devices, Instructor Led Training, Course Development and Test Administration

Office of Transportation and Property Management  
Airline City Pairs. (fss.gsa.gov/citypairs) ..... (703) 305-5745  
Domestic Express Delivery Services. (fss.gsa.gov/services/express) ..... (703) 305-5745  
Governmentwide Employee Relocation Services (fss.gsa.gov/services/relo) .. (703) 305-5745  
Prepayment Transportation Audits (fss.gsa.gov/transaudits) ..... (202) 501-3000  
Travel Management Centers (fss.gsa.gov/travel/tmc) ..... (703) 305-5745

#### GSA Automotive

Commercial Leasing of Automobiles and Light Trucks Services ..... (703) 308-CARS  
(fss.gsa.gov/vehicles/buying)  
Tire Retread Services (fss.gsa.gov/vehicles/buying) ..... (703) 308-CARS

#### Services Acquisition Center

(fss.gsa.gov/services) ..... (703) 305-6658  
Financial and Business Solutions  
GSA SmartPay<sup>®</sup>  
Marketing, Media and Public Information Services  
Professional Engineering Services

#### JWOD Services

(http://www.jwod.gov)  
National Industries for the Blind ..... (703) 998-0770  
NISH (serving people with a wide range of disabilities) . . . . . (703) 560-6800

#### Department of Veterans Affairs National Acquisition Center

(http://www.va.gov/oa&mm/nac) ..... (708) 786-5180  
Medical Professional Services . . . . . (708) 786-5232  
Medical Equipment and Supplies . . . . . (708) 786-5247  
Clinical Analyzers, Laboratory Cost-Per-Test. . . . . (708) 786-5247

*To contact your Customer Service Representative, please call the  
National Customer Service Center at 1-800-488-3111.*



For more details get **GSA's Wide World of Services Catalog** available now.



Contact the **GSA Centralized Mailing List Service (CMLS)** at:  
**(817) 334-5215 • (817) 334-5561 (fax)**  
**GSA/FSS/CMLS • P.O. Box 6477 • Forth Worth, TX 76115**