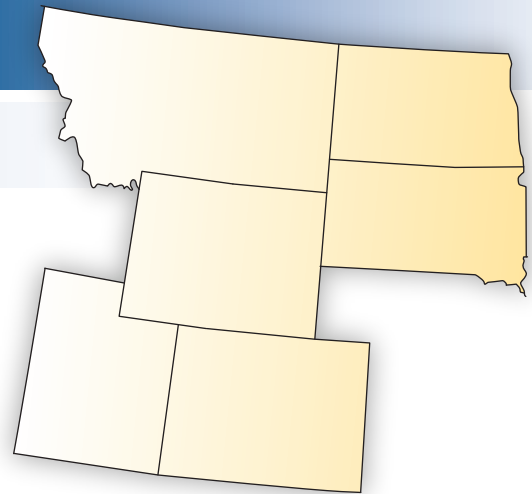


Vendor's Guide

RMR Vendor's Guide to Working with GSA



General Services Administration
Rocky Mountain Region
Leslie Plomondon - Regional Administrator



LESLIE PLOMONDON - Welcome.....	2
PENNIE ESTRADA – Biography	3
GSA HISTORY	5
Two Services under “One GSA“	7
<i>Federal Acquisition Service (FAS) Mission</i>	7
<i>Public Buildings Service (PBS) Mission</i>	7
CONTRACTS	8
MOBIS.....	8
Blanket Purchase Agreement (BPA).....	8
<i>Benefits of a BPA</i>	8
GWAC Contract	10
Solutions-Based GWACs.....	11
Specialty GWACs	13
8(a) MAIDIQ contract	14
8(a) Streamlined Technology Acquisition Resources for Services (STARS).....	14
E-TOOLS.....	16
e-Library	16
Online Representation and Certification (ORCA).....	16
FedBizOpps.....	17
Federal Procurement Data System-NG (FPDS-NG)	17
Vendor Support Center (VSC)	17
Central Contractor Registration (CCR).....	18
Past Performance Information Retrieval System (PPIRS).....	18
Telecommunications Ordering & Pricing System (TOPS)	19
Information Technology Solutions System (ITSS)	20
Industry Partners.....	20
MONTHLY & ANNUAL EVENTS.....	21
Training	21
Organizations	21
Information Technology Trade Shows/Expos	21
GSA ROCKY MOUNTAIN REGION CONTACTS.....	22
SMALL BUSINESS RELATED LINKS	23
HELPFUL WEBSITES.....	24
General Procurement Sites:.....	24
Market Research Sites:.....	24
FREQUENTLY ASKED QUESTIONS.....	25
Q. What are the advantages of Federal Supply Schedules?.....	25
Q. What is a GSA Schedule; who can get a schedule; which one should I have?.....	26
Q. What assistance can I get in completing my schedule?	27
Q. What is a Reverse Auction?.....	27
Q. Are auctions legal? I thought the FAR prohibited them.	27
Q. What is aggregation and what are its advantages?.....	28
Q. What is a GSA Federal Supply Schedule Contractor Team Arrangement?.....	28
Q. I have a GSA schedule but no one has called me.	29
Q. What are Customer Service Directors?.....	29
Q. How do I market my company to other government agencies?.....	29
Q. What can GSA do for a GSA schedule holder?	30
Q. What is Section 508 Compliance Statement?	31
ACRONYMS	32
COMMENTS.....	34



LESLIE PLOMONDON - Welcome
Rocky Mountain Region
Regional Administrator

Welcome to the General Services Administration's Rocky Mountain Region. It is my hope that you will keep this vendor booklet as a tool for your reference. Included is information that will prove valuable to you as you work to get on a GSA Schedule and do business with the federal government. We've compiled information from the two services within GSA, the Federal Acquisition Service (FAS), and the Public Buildings Service (PBS).

In addition to this vendor booklet, another important resource in Region 8 is the Small Business Utilization Center (SBUC). The SBUC is happy to provide you with counseling, information, and resources that will help you secure contracts with the federal government. We continue to receive accolades for our achievements in the area of small, minority, and woman-owned procurements. In fact, Region 8 is the only region nationwide to award an Architecture and Engineering Contract to a woman-owned business.

Please look over the enclosed materials. If the information provided does not answer all of your questions, please do not hesitate to call GSA and we will work to provide you the information you need.

Sincerely,

Leslie Plomondon



PENNIE ESTRADA – Biography
Rocky Mountain Region
Director, Small Business Utilization Center

Pennie Estrada is the Director of the Small Business Utilization Center for the General Services Administration Rocky Mountain Region. Ms. Estrada is GSA's advocate for Small and Minority Business owners, 8(a), HUBZone, Service Disabled Veteran Owned and Women Owned Small Business owners. The SBUC's mission is to promote increased access to GSA's nationwide procurement opportunities.

The GSA Small Business Utilization Center is responsible for the scope of small business programs mandated by law. Every federal agency is required by the Small Business Act of 1953, as amended by Public Law 95-507, to establish an office that reports to and advises the head of the agency on the implementation functions and duties under this Act.

In September 1991, Ms. Estrada joined the General Services Administration as a Contracting Officer where she performed the full range of contracting and contract administration required to carry out the overall acquisition of the Region and Contracts Division.

Prior to coming to work with GSA, Ms. Estrada worked for Air Force Space Command as a Price/Cost Analyst performing the full range of duties for complex sole source, competitive and source selection procurements.

Ms. Estrada holds a Bachelor of Science in Technical Management from Regis University and a Master of Arts Degree in Procurement Management from Webster College.



The Small Business Utilization Center's (SBUC) Mission

The SBUC is GSA's advocate for small, woman-owned small businesses, disadvantaged-owned small business, 8(a) business owners, service disabled veteran-owned small business, and historically underutilized business owners. Our mission is to promote increased access to GSA's nationwide procurement opportunities as required by the Small Business Act of 1953, and amended by Public Law 95-507. The Office of Small Business Utilization implements small business policies through the support of the Small Business Centers in 11 regional offices.

The SBUC's outreach activities make it possible for the small business community to meet key contracting experts and be counseled on the procurement process. These activities include:

- Workshops
- Procurement networking sessions and conferences
- Marketing strategies and techniques workshops
- Electronic commerce/electronic data interchange training sessions
- Trade shows and roundtables

Workshops make it possible for the small business community to meet key contracting experts and be counseled on the procurement process. GSA holds workshops at colleges, universities and various procurement conferences.

The GSA Rocky Mountain Region continues to support our regional philosophy of "ensuring that small, woman-owned small business owners, small disadvantaged business owners, 8(a) businesses, service disabled veteran owned small businesses, and historically underutilized business owners (HUBZone) are provided with ample opportunity to compete for a fair proportion of total regional procurement requirements" (GSA Order 8ADM 2850.1).

GSA, like all federal agencies, establishes goals for awarding contracts to businesses that are certified or qualified to be included in the following small business programs:

- Women-Owned Business Program
- HUBZone Program
- Small Disadvantaged Business Program
- Minority Business Development Program
- Section 8(a) Program
- Veteran Owned Small Business Program
- Service Disabled Veteran Owned Small Business Program

For more information visit:

Rocky Mountain Region
Small Business Utilization Center (SBUC)
www.gsa.gov/r8sbuc
Or call the SBUC Office at 303-236-7409

GSA HISTORY

GSA was established by the Federal Property and Administrative Services Act, which was passed by the 81st Congress and signed into law by President Harry Truman on July 1, 1949.

The creation of the agency was based on recommendations made by the Hoover Commission (chaired by former President Herbert Hoover), which was tasked with examining ways to improve the administrative services of the federal government. The commission concluded that it would be more effective and economical for the government to consolidate four small agencies into one agency to avoid “senseless duplication, excess cost, and confusion in handling supplies...and providing space.”

In its early years, GSA performed some functions that are no longer part of its mission. In the 1950s, GSA concerned itself with the disposal of war surplus, management and storage of the government’s records, emergency preparedness, and stockpiling strategic materials that would be in short supply in time of war. GSA managed unusual operations like hemp plantations in South America and a jewel bearing plant in North Dakota, and it regulated the sale of filing cabinets to federal agencies. GSA’s numerous emergency management functions were transferred to the Federal Emergency Management Agency in 1979; the National Archives was a part of GSA until 1985; and the strategic stockpile was transferred to the Defense Department in 1988.

However, there are other numerous functions in GSA’s history, which became precursors to the administrative services which the agency performs today.

GSA established the first federal motor pool in 1954. GSA first used the term “telecommunications system” to describe telephone service in 1957 and inaugurated the FTS inter-city telephone system in the early 1960s. The Federal Procurement Regulation System was established in 1959, and the agency has played a significant part in the development of these regulations.

In 1962, an ad hoc committee on federal office space recommended to President Kennedy that a major public building program was needed to address obsolete office buildings in Washington, DC. This resulted in the construction of many of the federal office buildings that now line Independence Avenue in the nation’s capital.

The 1970s and 80s were periods of significant change within GSA. The Consumer Information Center (now known as the Federal Citizen Information Center) was created by an Executive Order in 1970. Famous for its Pueblo, Colorado distribution center, it distributes millions of consumer information brochures and answers millions of telephone calls a year from the public (their telephone number is 1-888-8PUEBLO or 1-888-878-3256).

The Federal Buildings Fund (FBF) was created in 1972 as a revolving fund to maintain, operate, and renovate federal buildings, as well as fund the construction of new federal buildings. Revenues deposited into the fund come from the rental income paid to GSA by other federal tenants.

The Automated Data and Telecommunications Service was established in 1972 and evolved into the Office of Information Resources Management ten years later. Today it is part of the Federal Acquisition Service. GSA introduced the federal government to charge cards in 1984, and today more than two million GSA cards are used by government employees for small purchases, travel, and gasoline.



GSA opened its first child care center in 1987 and today operates 111 centers for more than 7,600 children in federal facilities across the country.

In addition to its role as provider of space, goods and services, GSA also began to assume a greater policy-making role. The Office of Federal Management Policy was created in 1973. Procurement policy was centralized in the Office of Acquisition Policy in 1978, and in 1985, President Regan, through an Executive Order, directed GSA to provide government wide policy oversight and guidance for federal real property management. In 1995, all of GSA's policy functions were merged into the Office of Government wide Policy.

In the last decade GSA championed the creation of telecommuting centers, introduced all GSA employees to the Internet and intranet and in 1996, spurred the development of electronic commerce through GSA Advantage and integrated service delivery with its support for the Bureau of the Census.

GSA also embarked upon the most ambitious courthouse construction program since the 1930s, building or renovating court facilities in 160 locations.

Through its Design Excellence Program, GSA has partnered with the best private-sector architects to design the nation's most important public buildings including courthouses and such monumental federal buildings as the Ronald Reagan Building and International Trade Center.

Today, the mission of GSA is "We help federal agencies better serve the public by offering, at best value, superior workplaces, expert solutions, acquisition services and management policies." Essentially, GSA makes it possible for other federal agencies to save billions of tax dollars in their travel, rent and building maintenance, on everything they use from furniture to technology, and long distance and local telecommunications costs.

GSA acts as a catalyst for nearly \$66 billion in federal spending (more than one fourth of the government's total procurement dollars). In our policy role, GSA influences the management of federal assets valued at nearly \$500 billion. These assets include more than 8,300 government-owned or leased buildings, an interagency fleet of 170,000 vehicles, technology programs and products ranging from laptop computers to systems that cost over \$100 million, and an expert workforce of just over 14,000 associates.

Although GSA's budget leverages billions of dollars in the marketplace, it is a little-known fact that only one percent of the agency's total budget is provided through direct congressional appropriations. Therefore, the majority of GSA's operating costs must be recovered through the products and services provided.

GSA customers require a blended delivery model that integrates products and services in a means that is transparent to the customer and that allows GSA to provide end-to-end customer service. In response to the changes in the marketplace, Congress passed the General Services Administration Modernization Act in early 2005. This act called for the reorganization of GSA by combining the Federal Technology Service (FTS) and the Federal Supply Service (FSS). GSA has also recognized how changes in the marketplace necessitate the merging of FTS and FSS to improve the efficiency and effectiveness of customer service. The agency announced in mid-2005 a plan to restructure some of its primary functions to establish Federal Acquisition Service (FAS). GSA submitted a FAS plan for congressional review late 2006. At the request of Congress - namely GSA's appropriations and authorization committee in the House and



Senate - FAS updated the plan with additional details in regards to the regional structure. The revised plan was delivered to the committees on February 27, 2007.

Federal Acquisition Service (FAS) was established by the combination of Federal Technology Service (FTS) and the Federal Supply Service (FSS). The FTS-FSS merger has moved GSA from a product and service-driven organization to a customer-centric organization. It also allows GSA to better serve its clientele – federal agencies – who will then have the means to better serve the American people.

In the 21st century, GSA is focusing on adding value through anticipating new, efficient and effective ways for federal employees to do their work. The agency is committed to building on a strong record of accomplishment and using strengths and expertise to help create a government that is even more productive and responsible to its citizens.

Two Services under “One GSA“

Federal Acquisition Service (FAS) Mission

GSA Federal Acquisition Service (FAS) seeks to provide you with the products, services, and programs you need to meet your daily requirements. FAS covers a wide variety of solution sets including supply, service, procurement, technology, vehicle purchasing and leasing, travel and transportation, and personal property management. We are continuously striving to provide solutions that help you meet your environmental goals. GSA Advantage!® has thousands of products and services available to assist you in making environmental oriented procurements. These capabilities, along with our e-solutions are provided in the following pages.

Public Buildings Service (PBS) Mission

PBS strives to be the best real estate organization in the world. Each GSA office building, laboratory & courthouse is a symbol of America’s democracy and a significant public investment that contributes and maintains the vitality of its neighboring community.

PBS preserves and maintains over 400 historic properties and through the internationally recognized Design and Construction Excellence programs, PBS engages the best private sector architects, construction managers and engineers to design and build award-winning courthouses, border stations, federal office buildings, laboratories, and data processing centers. In addition, PBS commissions to the country’s most talented artists to create artwork for the new federal buildings and conserve a substantial inventory of artwork from the past.

We understand our customers' business and workspace needs and offer workspace solutions that leverage the breadth of our resources.

For more information please visit www.gsa.gov

CONTRACTS

The following contracts are most asked about so the following has been provided for your information. This is not inclusive of all available contracts.

MOBIS

Management, Organization & Business Improvement Service (MOBIS). The MOBIS schedule offers government contracts with companies to help you improve your management and organizational effectiveness through the use of specialized consulting, facilitation, survey and training services.

Contractors who are placed on this schedule possess a thorough knowledge of quality management theory and practice and have demonstrated that they are capable of providing expert assistance to federal activities.

This schedule is intended to provide federal agencies with a wide range of services including the following major elements of the President's Quality Award and the Baldrige Award criteria.

- Top management leadership
- Strategic planning of the implementation process
- Focus on the customer
- Employee training and recognition
- Employee empowerment and teamwork
- Measurement and analysis
- Quality assurance
- Quality and productivity improvement results

For more information on MOBIS please visit www.gsa.gov. In the search bar, type in "MOBIS".

Blanket Purchase Agreement (BPA)

A Blanket Purchase Agreement (BPA) is in essence a special supplement to an approved GSA Federal Supply Schedule. The GSA Schedule serves as the primary contract with the government with terms and prices available to all federal government agencies. A BPA supplements the GSA Schedule with terms, prices or teaming arrangements available to the government agency that signs the BPA. BPAs that we normally issue anticipate repetitive orders, other discounts and affect federal customers in the Rocky Mountain Region. More information about BPAs and contractor teaming arrangements can be found in the Federal Acquisition Regulation, sections 8.4 and 9.6.

A BPA is also a simplified method of filling anticipated repetitive needs for services and supplies. They are "charge accounts" established with schedule contractors by ordering agencies. BPAs are an easy ordering tool.

Benefits of a BPA

Contractual terms and conditions are contained in the schedule contract and do not need to be re-negotiated for Federal Supply Schedule BPAs. Therefore, as a purchasing option, BPAs eliminate

contracting and open market costs such as search for sources, need for solicitations, and synopsis requirements. There are many advantages of using Federal Supply Schedule BPAs.

- Satisfy recurring requirements
- Reduce acquisition costs through quantity discounts
- Save time by eliminating repetitive, individual purchases
- Reduce administrative effort and paperwork
- Obtain a better value by using leveraging through volume purchasing
- Streamline order procedures
- Contractor Team Arrangements
- Allows for quicker turnaround on awards

For more information visit: <http://www.gsa.gov> and search for "Blanket Purchase Agreement".

For more information on the Federal Acquisition Regulation visit: www.gsa.gov/far.



GWAC Contract

Government Wide Acquisition Contracts (GWAC) are task-order or delivery-order contracts for information technology established by one agency for government-wide use that is operated:

- (1) By an executive agent designated by the Office of Management and Budget pursuant to section 5112(e) of the Clinger-Cohen Act, 40 U.S.C. 1412(e); or
- (2) Under a delegation of procurement authority issued by the General Services Administration (GSA) prior to August 7, 1996, under authority granted GSA by the Brooks Act 40 U.S.C. 759 (repealed by Pub. L. 104-106).

The Economy Act does not apply to orders under a Government Wide Acquisition Contract.

Examples of GWAC type contracts are: GSA Schedules, 8(a) STARS, Alliant, Alliant SB, ANSWER, HUBZone, ITOP II, Millennia & Millennia Lite, VETS & ACES

For more information and for the latest copy of the GWAC Newsletter visit www.gsa.gov/gwacs

Type in the Search bar "GWAC Newsletter". Select Small Business GWAC Center Newsletter or "Small Business in Focus".

For more information please contact the GWAC Center located in the Heartland Region of General Services Administration (GSA).

Point of contact is:

U.S. General Services Administration
Federal Acquisition Service
Small Business GWAC Center
1500 E. Bannister Road, Room 1076
Kansas City, MO 64131
Toll Free: 1-877-327-8732

The Learning Center in the Center for Acquisition Excellence offers an online seminar, "Government wide Acquisition Contracts (GWACs) Overview," which contains valuable information on the proper use of GWACs to provide total solutions for IT requirements. Schedules e-Library contains online contract award information for GWACs. GWACs offer a variety of features and benefits to meet customer agencies' requirements. GSA provides both Solutions-Based GWACs and Specialty GWACs to encompass a full range of IT solutions.

Solutions-Based GWACs

Hardware, software, and services may be purchased through GWACs as part of a total technology solution. Task orders placed against GWACs may be customized to meet the full range of IT service solutions, including, but not limited to:

- Service/product integration
- Systems integration
- Systems operation and management
- Software engineering management
- Communications
- Information systems engineering
- Information systems security services
- Network/management telecommunications
- Web enabled solutions

8(a) STARS (Streamlined Technology Acquisition Resources for Services) provides a full range of IT solutions—including application development, computer facilities management services, and information assurance—through small disadvantaged 8(a) firms.

As an 8(a) set-aside, this contract vehicle provides small businesses historically left out of the procurement process with a chance to compete in the federal marketplace. GSA customers benefit by having access to a portfolio of over 200 industry partners distributed across eight areas of expertise. Federal agencies also receive 8(a) and other small business credits toward their procurement preference goals through the use of these contracts.

Alliant provides the greatest amount of flexibility possible to efficiently and effectively support the federal government's needs in its daily operations, its protection of infrastructure, the fight against terrorism, and the development and marketing of emerging technologies. Contracts awarded under Alliant have 10-year contract periods (five-year base and one five-year option) to provide all the components of integrated IT solutions.

Alliant SB is a small business set-aside GWAC designed to provide worldwide IT solutions to federal agencies, while strengthening federal contracting opportunities for small business concerns. Alliant SB will assist agencies in reaching their procurement preference goals, while providing small business concerns with opportunities to develop their businesses before moving into unrestricted acquisition environments.

ANSWER (Applications 'n Support for Widely-Diverse End User Requirements) delivers best value and innovation for such diverse projects as telemedicine, war gaming, agriculture, homeland security, nuclear energy, and social security systems. ANSWER constantly updates technology offerings with a technical refreshment provision.

Features of the ANSWER GWAC include seven geographical rate areas with ceiling prices reflecting locations; 40 hours of training for every contractor full-time equivalent; and one group manager for every 35 contractor employees.

HUBZone (Historically Underutilized Business Zone) is the first GWAC to be set aside exclusively for HUBZone certified small business firms. Contracts awarded under the HUBZone GWAC are for five-year

contract periods and provide a wide variety of technology services in four functional areas. HUBZone enables federal agencies to purchase technology services from companies located in HUBZones and, in turn, spurs economic expansion and job creation in areas of unemployment and underdevelopment. Federal agencies benefit by gaining access to pre-competed contracts with high-quality companies while meeting their 3 percent statutory procurement preference goals.

ITOP II (Information Technology Omnibus Procurement II) provides federal agencies with best value IT solutions. With three functional support areas—Information Systems Engineering (ISE), Systems Operations and Management (SOM), and Information Systems Security Support Services (ISS)—ITOP II offers the flexibility and broad range of resources to meet varied IT program demands.

Note: The ITOP II GWAC expired January 13, 2006; no new orders may be placed against ITOP II contracts. Ordering activities may obtain similar services under GSA Schedule 70, Information Technology, or other GWACs.

Millennia fulfills the demand for large system integration and development projects by providing IT support contracts in the areas of software engineering, communications, and systems integration.

Millennia Lite is strategically segmented into four functional areas based on the life cycle of information technology: IT capital planning, studies, and assessments; high-end information technology services; mission support services; and legacy systems migration and new enterprise systems development.

Typical projects under the Millennia Lite GWAC include, but are not limited to: biometrics; nanotechnology; capital planning and investment control; information assurance and security; critical infrastructure protection; knowledge management; systems engineering; application development; software development, Computer Aided Design, Engineering, and Management (CAD, CAE, and CAM); and business and systems analysis.

VETS (Veterans Technology Services), a service-disabled veteran-owned small business set-aside GWAC, encompasses the functional areas of systems operation and maintenance, and information systems engineering. VETS is designed to provide worldwide information technology solutions to federal agencies, while strengthening federal contracting opportunities for service-disabled veteran-owned small business concerns.

The VETS GWAC will assist agencies in meeting their 3 percent service-disabled veteran-owned small business goals, by providing pre-qualified industry partners in one easy-to-use contract vehicle. Service-disabled veteran-owned small businesses will, in turn, be provided with opportunities to compete among a smaller group of contract holders, allowing self-marketing opportunities, and a chance to develop their businesses before moving into larger acquisition environments.



Specialty GWACs

The following GWACs encompass specific areas of expertise.

ACES (Access Certificates for Electronic Services) facilitates secure electronic access to government information and services through the use of public key infrastructure/digital signature technology. The ACES website provides valuable information regarding the ACES Program. Note: The ACES GWAC expired October 31, 2005; no new orders may be placed against ACES contracts. Ordering activities may obtain compliant ACES products and services under GSA Schedule 70, Information Technology.

The shortcut to this page is www.gsa.gov/gwacs

8(a) MAIDIQ contract

The 8(a) Multiple Award Indefinite Delivery, Indefinite Quantity Contract vehicle is designed to provide a broad range of high quality Information Technology (IT) products, systems and services. Through the use of these contracts, clients have a flexible means of meeting IT needs quickly, efficiently, and cost effectively. The 8(a) contracts were designed to provide clients with highly skilled, responsible small disadvantaged contractors who possess a wide variety of expertise. In using these contracts, clients have a proven method of meeting their agency procurement preference goals.

In using the 8(a) contract vehicle, the following advantages are realized:

- Authorizes deletion of the public notice requirement when placing orders,
- Limits protests in connection with the issuance of orders except on the grounds that the order increases the scope, period, or maximum value of the contract,
- Allows for multiple awardees to have a fair opportunity to be considered for orders,
- Authorizes sole source orders up to 3 million dollars,
- Allows agencies to receive the 8(a) or other socio-economic credits.

Responsibility for the 8(a) contracts rests with the GWAC Center located in the Heartland Region of the General Services Administration.

Point of contact is:

U.S. General Services Administration
Federal Acquisition Service
Small Business GWAC Center
1500 E. Bannister Road, Room 1076
Kansas City, MO 64131
Toll Free: 1-877-327-8732

8(a) Streamlined Technology Acquisition Resources for Services (STARS)

The 8(a) Streamlined Technology Acquisition Resources for Services (STARS) GWAC is the replacement to the 8(a) FAST GWAC which expired in 2004.

The 8(a) Streamlined Technology Acquisition Resources for Services (STARS) GWAC is a small business set-aside contract for technology solutions. It is designed to promote small business utilization when purchasing technology solutions for the federal government.

- Multiple award, indefinite-delivery, indefinite-quantity contract vehicle
- Three-year base with two, two-year option periods (June 2004 - June 2011)
- Eight distinct Functional Areas (FA) designated by the North American Industry
- Classification System (NAICS)
- Directed task orders up to \$3.5 million each for federal civilian agencies are allowable pursuant to 41 U.S.C. 253(c)(5), 15 U.S.C. 637 and FAR 19.804-6

- Directed task orders up to \$3.5 million each for each Department of Defense activities are compliant with Section 803 of the 2002 National Defense Authorization Act 216.505-70(b)(2), and are allowable pursuant to 10 U.S.C. 2304(c)(5), 15 U.S.C. 637 and FAR 19.804-6
- 8(a) credit can be transferred back to client agency via Federal Procurement Data System (FPDS)
- Program Ceiling: \$15 billion
- Non-protestable (except on the grounds that the order increases the scope, period of performance, or maximum order value of the master contract)
- Order placement: Assisted Services Entities or Delegation of Procurement Authority from procuring contracting officer
- Geographic coverage: Continental United States, some worldwide

Point of contact is:

U.S. General Services Administration
Federal Acquisition Service
Small Business GWAC Center
1500 E. Bannister Road, Room 1076
Kansas City, MO 64131
Toll Free: 1-877-327-8732

E-TOOLS

Acquisition tools are generally internet based programs which aid the acquisition official in performing their responsibilities or providing career development. These tools have been implemented by various federal agencies to enhance the capability for vendors to access information, update their company's status, or for marketing. Take advantage of the following information. These are not all of the e-tools, but a good selection to assist you and to provide you more information.

e-Library

Schedules e-Library is the online source for GSA and VA Federal Supply Schedule contract award information. To access the e-Library go to www.gsaelibrary.gsa.gov

Schedules e-Library provides information on which suppliers have a contract, and what's available by using various search options; e.g., schedule contractor's name, contract number, Special Item Number (SIN), schedule number, or keywords.

This program utilizes the advances of electronic commerce while providing access 24 hours a day, seven days a week.

Other features include:

- Access to information on millions of services and products
- The latest information on schedule program changes
- Direct link to the GSA Advantage! Online shopping for E-Business
- New and improved look for easier browsing and navigation
- Ability to download Schedule information by Schedule or SIN
- More contractor websites and e-mail addresses

Schedule customers have a centralized source for researching GSA and VA Schedules 24 hours a day. Schedules e-Library contains basic ordering guidelines, complete schedule listings, and a powerful search engine. The Schedules e-Library is updated daily to provide you with the latest award information. Schedules e-Library will also link you to our premier e-commerce shopping site – GSA Advantage.

ORCA

Online Representations and Certifications Application (ORCA) is an e-Government initiative that was designed by the Integrated Acquisition Environment (IAE) to replace the paper based Representations and Certifications (Reps and Certs) process.

FedBizOpps

FedBizOpps.gov is the single government point-of-entry (GPE) for federal government procurement opportunities over \$25,000. Government buyers are able to publicize their business opportunities by posting information directly to FedBizOpps via the Internet. Through one portal – FedBizOpps (FBO) – commercial vendors seeking federal markets for their products and services can search, monitor and retrieve opportunities solicited by the entire federal contracting community. For more information visit <http://www.fedbizopps.gov>.

How can I reach the FedBizOpps Help Desk?

You can reach the FedBizOpps Help Desk by calling 877-472-3779 or sending an email to help@fbo.gov. The Help Desk is open between 8am and 6pm EST.

Federal Procurement Data System-NG (FPDS-NG)

The Federal Procurement Data System-New Generation (FPDS-NG), part of the U.S. General Services Administration, operates and maintains the Federal Procurement Data System-New Generation. The FPDS is the central repository of statistical information on federal contracting. The system contains detailed information on contract actions over \$25,000 and summary data on procurements of less than \$25,000. The executive departments and agencies award over \$20 billion annually for goods, and services. The system can identify who brought what, from whom, for how much, when and where.

- Federal Procurement Data Systems –NG (FPDS-NG), implemented under Public Law 93-400, provides data for Congress, the Executive branch and the private sector.
- Subcontracting Data Systems implemented under Public Law 95-507.
- Foreign Trade Data System implemented under the Trade Agreements Act.
- Develops, operates and maintains websites and other information systems to support the work of the Office of Acquisition Policy.

For more information visit <https://www.fpds.gov>

Vendor Support Center (VSC)

The GSA Vendor Support Center is the online source for vendors to get information review and report sales and more.

The Vendor Support Center (VSC) maintains a staff ready to assist vendors in the preparation and submission of electronic catalog files to GSA Advantage and in the submission and reporting of sales data. The VSC also maintains a website that contains a wealth of information.

For more information on VSC visit www.gsa.gov/vendorsupportcenter

Central Contractor Registration (CCR)

The U.S. Small Business Administration, the Department of Defense, the Office of Management and Budget and the General Services Administration have taken steps to simplify the federal contracting process by creating an integrated database of small businesses that want to do business with the government.

The Contractor Registration (CCR) database is a portal for entering and searching small business sources. The CCR assists small businesses with marketing their goods and services to the federal government.

The CCR network is part of the Integrated Acquisition Environment (IAE), one of the e-government initiatives under the President's Management Agenda carries OMB's mandate for new processes to streamline federal acquisition by creating common integrated business processes for buyers and sellers in the federal marketplace.

To conduct market research and confirm eligibility for SBA's procurement preference programs, users can now go to the CCR Web site at <http://www.ccr.gov> and click on "Dynamic Small Business Search."

To be active in CCR, vendors are required to register one time and check their information at least annually. The registration is free and maintained by the vendor.

For more information, please visit the CCR Web site at <http://www.ccr.gov>

Past Performance Information Retrieval System (PPIRS)

This system is available to all source selection officials across the entire federal government. PPIRS is sponsored by the DOD E-Business Office and administered by the Naval Seal Logistics Center detachment Portsmouth. Federal PPIRS is a web-enabled application that allows the retrieval of contractor past performance information. It is also a central warehouse used to retrieve performance assessment reports received from four of the recognized federal report card collection systems which are:

- The National Institute of Health (NIH) Contractor Performance System (CPS)
- National Aeronautics and Space Administration (NASA) Past Performance Data Base (PPDB)
- The Army's Past Performance Management System (PPMS)
- The U.S. Army Corps of Engineers' Construction Contractor Appraisal Support System (CASS)
- The Contractor Performance Assessment Reporting System 9CPARS0 used by the Navy, USMC, Air Force, DLA and other defense agencies

PPIRS purpose is to assist federal acquisition officials in purchasing goods and services that represent the best value for the government.

For more information visit: www.ppirs.gov

Telecommunications Ordering & Pricing System (TOPS)

TOPS provides automated support of the GSA Federal Acquisition Service local telecommunications process by providing integrated online order and consolidated billing via the internet. It improves agency-wide telecommunications inventory management as well as reducing costs for the client agencies.

Organizational benefits:

- Eliminates unnecessary paperwork and workload
- Provides timely and better information to agency telecommunications financial and operational staffs
- Provides management control over agency telecommunications assets and expenditures
- Allows agencies to be more responsive to internal agency clients
- Increases processing speed and accuracy
- Reduces telecommunications costs

Billing benefits:

- Provides detailed and summary telecommunications billing via the internet
- Provides electronic bill payment via the Department of the Treasury OPAC System
- Provides invoice reconciliation of your telecommunications inventory
- Internet site provides
 - Customer summary bill
 - Full profile of account
 - Non-FTS2000/2001 toll usage and message unit costs
 - Order summaries

For more information visit: <https://topsover.ftsbilling.gsa.gov>

Information Technology Solutions System (ITSS)

This database is used by GSA Federal Technology Service (FTS) nationwide in managing all task orders. The Industry Partners must be registered in this database in order to receive requests for quotes from FTS.

The IT Solutions Shop (ITSS) is a web-based tool supporting the entire online procurement process in an online, real-time internet environment.

ITSS is available to anyone with internet access: no special software is needed on the individual's workshop. ITSS facilitates all activities conducted by the three parties involved in a federal IT procurement action: industry partners, federal agencies and GSA.

Industry Partners

Industry Partners are commercial vendors who may hold GSA Schedule or IDIQ contracts, or be a member of a Government-wide contract, BPA, or MAIDIQ contract such as ANSWER and Millennia, or others. Industry Partners use ITSS to:

- Submit quotes online
- Receive Purchase Orders online then deliver the products ordered or perform the requested services
- Issue requests for client acceptance of goods or services
- Submit invoices to GSA for services rendered

Before registering, please log into IT-Solutions and review the process first. This will enable you to prepare the documentation required to complete the process. More than one individual should be listed as points of contact.

Also be sure to enhance the description of your company to capture "all" key words for search.

To register call the ITSS Help Desk (877) 243-2889 or visit: <http://it-solutions.gsa.gov>

For more information, contact the Rocky Mountain Region:

U.S. General Services Administration
Federal Acquisition Service
Denver, CO 80225
Main number : 303-236-7333
Toll free : 877-387-3278

MONTHLY & ANNUAL EVENTS

GSA offers many events nationwide. For more information on events visit www.gsa.gov/events

Training

- For Small Business Utilization Center (SBUC) workshops, visit the following website: <http://www.gsa.gov/r8> then click on events
- For “How to Sell to the Government” visit www.gsa.gov
- For Small Business Administration (SBA) visit www.sba.gov for training in assisting vendors in establishing their businesses.

Organizations

- **Western Information Technology Council (WITC)** is a non-profit educational forum – purpose is to improve cooperation, operations and delivery of services at all levels of government by promoting increased knowledge, improved management methods and more efficient use of information technology and telecommunications resources, services, and technologies. Monthly meetings are held every second Thursday of the month. Networking sessions are available with other federal agencies and industry partners. For more information visit www.witconline.org or call 303-236-7197
- **Industry Advisory Council (IAC)** consists of IT Industry Partners. IAC meets with WITC for networking and providing solutions for all levels of government. For more information about this organization, call 303-933-0411.
- **Armed Forces Communications and Electronics Association (AFCEA)** serves as a bridge between government requirements and industry capabilities, representing the top government, industry, and military professionals in the fields of information technology, communications, and intelligence. For events visit: <http://www.rockymtn-afcea.org>

Events and Trade Shows/Expos

Visit the following sites for events with dates and locations. The attendees at these expos consist of both military and civilian and all levels of government.

www.gsa.gov
www.gsa.gov/region2



GSA ROCKY MOUNTAIN REGION CONTACTS

General Management & Administration

Regional Administrator	Leslie Plomondon	(303) 236-7329
Deputy Regional Administrator	Wanda Hobart	(303) 236-8448
Small Business Utilization Center Director	Pennie Estrada	(303) 236-7409

Federal Acquisition Services

Assistant Regional Administrator (Acting)	Tim Horne	(303) 236-8000 x 2239
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* Customer Service Directors:

Colorado Springs, CO and Wyoming	Arleen Kinder	(719) 333-6390
Utah and Montana	Cheryl Ansaldi	(303) 236-7575
North Dakota and South Dakota	Christopher Cole	(303) 236-7427

Public Buildings Service

Assistant Regional Administrator	Paul Prouty	(303) 236-7245
Regional Procurement Officer	Richard Hogue	(303) 236-8000 x 5142

SMALL BUSINESS RELATED LINKS

GSA provides assistance to small businesses interested in doing business with the federal government. Links to other organizations that provide assistance to small businesses:

- **WomenBiz.gov:** the gateway for women to doing business with the federal government
- **National Association of Women Business Owners:** provides support and resources to help women grow their business and enrich their lives
- **Center for Women's Business Research:** founded as the National Foundation for Women Business Owners, is the premier source of knowledge about women owners and their enterprises worldwide
- **Woman's Business Enterprise National Council:** created in 1997 to enhance opportunities for women's business enterprises in America's major business markets
- **Center for Veterans Enterprise:** a link to the U.S. Department of Veterans Affairs' online Center for Veterans Enterprise. It provides advice and resources for veterans seeking federal assistance for their small businesses
- **Minority Business Development Agency (MBDA):** a part of the U.S. Department of Commerce, offers assistance to minority-owned businesses of any size. MBDA is committed to empowering minority business enterprises for the purpose of wealth creation in minority communities
- **National Minority Supplier Development Council:** one of the leading U.S. business membership organizations, was chartered in 1972 to increase procurement and business opportunities for minority businesses of all sizes
- **Central Contractor Registration (CCR):** a central repository containing vendor information pertinent to business and financial transactions. Within the Department of Defense, registration is required in order to receive contract awards or invoice payments. CCR, a "self-service" application where the vendor controls their own data by entering, updating and renewing their information, allows the government to keep standard and accurate data, especially financial data, on both current and potential contractors.

For additional information contact the following sites:

www.ccr.gov

www.dod.mil/bta

HELPFUL WEBSITES

General Procurement Sites:

- <http://assist.daps.dla.mil> - Acquisition Streamlining and Standardization Information System
- www.arnet.gov/far - Federal Acquisition Regulations
- www.acq.osd.mil/dpap/dfars/current/index.html - DOD FAR Supplement
- www.cadv.org -DOD Commercial Advocates
- www.ccr.gov - Central Contractor Registration
- www.dol.gov - Department of Labor
- www.dnb.com - Dun & Bradstreet
- www.dss.mil - Security Clearances
- www.expo.gsa.gov - GSA Expo
- www.fcw.com - Federal Computer Week
- www.fedbizopps.gov - FedBizOpps
- <https://www.fpds.gov> - Federal Procurement Data Report
- <http://vsc.gsa.gov/market/branding.cfm> - GSA Logo
- www.gsa.gov/cmls - Federal Acquisition Service Publications
- www.gsa.gov/centerforacquisitionexcellence - Virtual Campus
- www.gsa.gov/doingbusinesswithgsa - Doing Business with GSA
- www.gao.gov - General Accounting Office
- www.gsa.gov - GSA Home Page
- www.gsaadvantage.gsa.gov - GSA Advantage
- www.gsa.gov/elibrary - GSA Schedules E-Library
- www.gsa.gov/smartpay - Smart Card Links
- www.govexec.com - Government Executive Magazine
- www.ncmahq.org - National Contract Management Association
- www.gsa.gov/1122program - 1122 Program
- www.gsa.gov/r8sbuc - Small Business Utilization Center Rocky Mt Region
- www.safaq.hq.af.mil - Air Force Material Command
- www.sba.gov/hubzone - HUBZone Empowerment Contracting Program
- www.sba.gov - Small Businesses Administration
- www.unicor.gov - Dept of Justice, Federal Prisons Industries, Inc
- <http://vsc.gsa.gov> - Vendor Support Center
- www.womenbiz.gov - Women Owned Small Businesses

Market Research Sites:

- www.consumerreports.com - Consumer Reports
- www.doc.gov - Department of Commerce
- www.firstgov.gov - Firstgov Gateway
- <https://www.fpds.gov> - Federal Procurement Data Report
- www.sbaonline.sba.gov - Small Business Administration
- www.leadershipdirectories.com - Federal Yellow Book Leadership Directory (GSA provides this information on the Federal Yellow Book as informational only, and does not endorse or prefer this product or service).

FREQUENTLY ASKED QUESTIONS

Q. What are the advantages of Federal Supply Schedules?

Multiple Award Schedule (MAS) contracts bridge commercial buying practices, offering flexibility and a direct buying relationship with industry. Once the schedule is established, individual contractors must generate a minimum of \$25,000 sales annually to retain their contracts.

Only schedule holders are allowed to advertise in GSA's MarkeTips magazine. MarkeTips is published and distributed to the Federal community on a bi-monthly schedule during the first week of the months of January, March, May, July, September and November.

- Program similar to commercial catalog business
- Prices compete with wholesale outlets
- 100% Commercial – products, warranty, and delivery
- Volume Discount Pricing
- Single Awards for well defined requirements
- Multiple Award for varying requirements
- Easy vehicle for selling to the federal government
- Ordering activities are NOT required to synopsise orders in FEDBIZOpps when purchasing from these established contracts
- Prices have been determined fair and reasonable
- Government purchase card(s) are used
- New products may continually be introduced into the system
- Order limitations have been removed
- Ease of ordering
- Teaming Arrangements
- Blanket Purchase Agreements (BPA provisions)
- Products are exposed to a vast number of ordering activities for contract periods exceeding five years
- Shorter lead times, lower administrative cost, and reduced inventories
- An extremely effective procurement method to satisfy the government's widely diverse requirements with simple administrative processes
- Special discounts can be given to an individual ordering activity without passing it to all government ordering activities
- Orders for \$3,000 or less can be placed with any GSA Federal Supply Schedule contractor

The schedules can be utilized with either assisted services or unassisted services. For more information please visit www.gsa.gov

Q. What is a GSA Schedule; who can get a schedule; which one should I have?

What?: A Multiple Award Schedule (MAS), also known as a Federal Supply Schedule (www.gsa.gov/schedules), is a listing of contracts awarded by GSA Federal Supply Service. GSA awards contracts to multiple companies supplying comparable services and products.

GSA schedules are long-term contracts with commercial firms that provide over 4 million commercial services and products that can be ordered directly from GSA Schedule contractors or through GSA Advantage!, GSA's online shopping and ordering system.

GSA Schedules closely mirror commercial buying practices. They provide customers with millions of state-of-the-art, high quality commercial services and products at volume discount pricing on a direct-delivery basis.

Who?: Schedule contracts are awarded to responsible companies that offer commercial services or products, at varying prices, provided that prices are determined fair and reasonable. GSA's negotiation objective is commonly known as "most favored customer" pricing. Once GSA awards the contracts, buying members order directly from the schedule contractor.

Which one?: The Contractor Guide is intended to help vendors understand how to participate in the GSA Federal Supply Service Multiple Award Schedules program. The guide is meant to provide assistance and guidance to the vendor community; however is not to serve as a vendor's only source of information.

The General Services Administration's Regional Office of Small Business Utilization Center can also assist you. The SBUC serves as GSA's "front door" to contracting opportunities. The center serving your area will help you become acquainted with GSA programs and requirements and point you to the contracting offices that buy the types of products or services you provide.

For more information visit www.gsa.gov and click on Small Business Assistance or call the SBUC Director at 303-236-7409.

In order to fully understand the process involved in "Getting on Schedule," GSA recommends that all vendors take the Center for Acquisition Excellence online, self-paced training course, "How to Become a Contractor—GSA Schedules Program." The course describes:

- Various features of the GSA Schedules Program
- How to submit an offer
- The evaluation and contract award process
- How to successfully market supplies and services
- Sources of information related to schedule contract administration



Q. What assistance can I get in completing my schedule?

If you are not in the Rocky Mountain Region six-state area, you can find the regional office nearest you by visiting the Small Business or Small Business Technical Advisers located at www.gsa.gov/sbu

Procurement Technical Assistance Centers (PTAC) can also provide assistance with completing the schedules contracts. Almost every state has a PTAC that can provide assistance with completing the schedules contracts except for Colorado and North Dakota.

You can locate the PTAC in your state by accessing <http://www.dla.mil/db/procurem.htm>

For more information visit:

U.S. General Services Administration
Rocky Mountain Region
Small Business Utilization Center (SBUC)
DFC, Building 41, Room 234
Denver, CO 80225-0006

SBUC Director: Pennie Estrada at 303-236-7409 or www.gsa.gov/r8sbuc

Q. What is a Reverse Auction?

The Reverse Buyer Auction is a web-enabled capability where the buyer initiates an auction for purchasing commodities and selects the suppliers with whom the auction will be conducted. Suppliers are selected in accordance with acquisition regulations and contract provisions.

Note: Reverse Auction is an operational pilot to implement auctioning and aggregation capabilities within the government.

Q. Are auctions legal? I thought the FAR prohibited them.

The classic prohibition to auctions as identified in the FAR was to prevent government personnel from disclosing the pricing and identity of bidders on a contract for the purpose of obtaining a lower price. The Information Technology Management Reform Act (ITMRA) authorizes the conduct of auctions to determine the lowest price. The government still must not reveal the name of the bidders. Bidders are identified as "Bidder 1" or "Supplier 1" and their true corporate identities are known only to the government and the enabler.



Q. What is aggregation and what are its advantages?

It has been estimated that 80% of government procurement is at the \$3000 level or below. There is a significant cost associated with issuing orders for the government as well as to industry to process them. Aggregation is taking many small orders and grouping them into one large order. The advantage is that the government should get the benefit of a reduced price because it is now buying in volume as opposed to one or two. There is a reduction in order processing costs for both the government and Industry.

For more information please contact:

U.S. General Services Administration
Rocky Mountain Region
Small Business Utilization Center (SBUC)
DFC, Building 41, Room 234
Denver, CO 80225-0006
www.gsa.gov/r8sbuc

Q. What is a GSA Federal Supply Schedule Contractor Team Arrangement?

A Contractor Team Arrangement allows two or more GSA Schedule contractors to work together to meet agency requirements. It permits contractors to complement each other and allows the team to compete for orders that they may not qualify for independently. Team Arrangements can apply to several services within the same schedule, or can be combined across two or more schedules. Customers benefit from a Team Arrangement by buying a total solution rather than making separate buys from various contractors.

Any Federal Supply Schedule or GWAC contractor may partner with any other Federal Supply Schedule holder on an order. If only one of the contractors supports a schedule, the order is written to them, that contractor must conduct the greater portion of the effort.

Similarly, 8(a) contractors may partner with any other contractor on an effort. They too however, must be able to execute the larger percentage of the requirement.

GSA Federal Supply Schedule contractors are responsible for crafting the GSA Federal Supply Schedule Contractor Team Arrangement. It is recommended that some sort of arrangement be codified between team members to prevent any misunderstandings later between team members. At a minimum, the documentation should clearly identify the members and their roles.

The agreement is solely between the team members and cannot conflict with the underlying terms and conditions of the GSA Federal Supply Schedule contract.

Visit the schedules e-Library (www.gsaelibrary.gsa.gov) to find schedule contractors who match the service or product criteria.

For more information visit:

Rocky Mountain Region
Small Business Utilization Center (SBUC)
www.gsa.gov/r8sbuc
SBUC Director 303-236-7409



Q. I have a GSA schedule but no one has called me.

We want you to be successful and we will assist you in every way possible. However, just as you market your commercial business, you must market your business to government customers. Establishing a marketing strategy at the outset will help you to reach your target audience.

Q. What are Customer Service Directors?

GSA offers a worldwide network of knowledgeable Customer Services Directors (CSDs). CSDs provide assistance, resolve problems and answer questions from GSA's customers. CSDs also host seminars on a variety of useful topics and are a valuable source of information on all of GSA's programs.

View the Customer Service Director servicing the area in question by visiting: www.gsa.gov/csd

Q. How do I market my company to other government agencies?

By conducting market research, you can find out which federal agencies are procuring what professional services. Gathering information about your federal target market should be your first step towards increasing federal sales.

Market research is a powerful tool to find out who is buying, what they are buying and why they are buying. Gathering information about your target federal market should be your first step toward increasing federal sales. An incredible amount of information is available on the web and through government agency home pages. For more information visit www.usa.gov

The FPDS-NG, part of the U.S. General Services Administration, operates and maintains the Federal Procurement Data System-Next Generation (FPDS-NG). The FPDS-NG is the central repository of statistical information on Federal Contracting. For more information go to <https://www.fpds.gov>

Other ways to market your company:

- Attend trade shows
- Attend GSA hosted conferences, seminars, etc.
- Network, network, and network

For more information contact the Rocky Mountain Region GSA Small Business Utilization Center (SBUC).

U.S. General Services Administration
Rocky Mountain Region SBUC Director
DFC, Building 41, Room 234
Denver, CO 80225-0006
303-236-7409 or www.gsa.gov/r8sbuc



Q. What can GSA do for a GSA schedule holder?

The GSA Marketing Partnership is a free service offered by the Office of Marketing and Business Development, and will ensure the success of FAS schedule contractors in building identification and increasing sales. At the website, you can be among the first to receive news and information and FAS program enhancements, shows, expos and various marketing opportunities. Participating in our shows will help you sell to the government, increase your customer base, and penetrate overseas federal and military markets. In addition, you can download the GSA Star Mark logo or the GSA SmartPay or GSA Advantage! logos at the partnership website. Placing these logos in your printed and online communications will promote your position of being a GSA Federal Supply Schedule holder increasing federal sales.

Although GSA cannot promote any individual company, we can promote the schedule program. The following are ways that GSA is willing to assist you in your marketing endeavors:

1. Business Line Account Managers - The GSA, Services Acquisition Center has organized its Customer Service, Marketing and Business Division into account manager roles.
2. Customer Visits - GSA can talk or visit with your customers or potential customers and explain the schedules process.
3. Brochures and Pamphlets - Your company may use the copy from the brochures and pamphlets that GSA has created to help you explain the schedules program to your customers or potential customers. Two documents you may want to investigate and utilize are:
 - a. The Multiple Award Schedules Program Owner's Manual
 - b. The official GSA-produced promotional copy of the applicable schedule. This will detail the offerings of the particular schedule you have a contract under.

The three schedules titles handled by the Services Acquisition Center are:

- i. Financial and Business Solutions: *Your Guide to the Best in Financial Services*
- ii. Marketing, Media and Public Information Services: *Simplifying the Art of Communication*
- iii. Professional Engineering Services: *Taking your projects from conception to completion...and beyond*

There are numerous publications read by government employees everyday. The following are publications that offer great opportunities to market your products and services to a particular market. Find the appropriate ones for your industry and consider advertising.

This is a small sampling of publications (although not endorsed by GSA):

- | | |
|------------------------|--|
| ▪ Military Times | www.militarycity.com |
| ▪ Armed Forces Journal | www.afji.com |
| ▪ Government Executive | www.governmentexecutive.com |
| ▪ MWR Today | www.imca.com |



You can also market your products and services to potential customers by supplying advertisements to MarkeTips, a bimonthly publication for GSA customers. Advertisements are free for schedule contract holders. Please visit www.gsa.gov/marketips

For GSA logos visit <http://vsc.gsa.gov>, go to FAS Marketing Efforts and click on Brand Logo Guidance.

U.S. General Services Administration
Rocky Mountain Region
Federal Acquisition Service
Denver, CO 80225
Customer Service Director
303-236-7547 or visit www.gsa.gov/r8

Q. What is Section 508 Compliance Statement?

On August 7, 1998, President Bill Clinton signed into law the Rehabilitation Act Amendments of 1998 which covers access to federally funded programs and services. The law strengthens section 508 of the Rehabilitation Act and requires access to electronic and information technology provided by the federal government. The law applies to all federal agencies when they develop, procure, maintain, or use electronic and information technology. Federal agencies must ensure that this technology is accessible to employees and members of the public with disabilities to the extent it does not pose an “undue burden,” Section 508 speaks to various means for disseminating information, including computers, software, and electronic office equipment. It applies to, but is not solely focused on federal pages on the Internet. It does not apply to web pages of private industry.

The board is responsible for developing accessibility standards for such technology for incorporation into regulations that govern federal procurement practices. The net result will be that federal agencies will have to purchase electronic and information technology that is accessible except where it would cause an “undue burden.” The law also provides a complaint process under which complaints concerning access to technology will be investigated by the responsible federal agency.

All task/delivery/purchase orders that are signed on or after June 21, 2001 must have the following statement on, or made a part of the Bill of Material/Statement of Work, and the resulting quote to be awarded must have indication of compliance with Section 508 (as in the paragraph 2 below). Failure of either of these will result in the order not being signed and the project will be returned to the ITRIATM. Therefore, future RFQ’s must incorporate the statement provided below, and the quote must comply if the order is signed on June 21 or after.

All Electronic and Information Technology (EIT) procured through this Statement of Work/Bill of Materials and any resulting contract, task order, delivery order or purchase order must meet the applicable accessibility standards at 36 CFR 114, unless an agency exception to this requirement exists. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973 as amended.

The contractor shall indicate for each line item in the schedule whether each product or service is compliant or noncompliant with the accessibility standards at 36 CFR 1194. Further, the proposal must indicate where full details of compliance can be found (e.g., vendor’s website or other exact location).

For more information please visit www.section508.gov

ACRONYMS

ARA	Assistant Regional Administrator
ATF	Alcohol, Tobacco and Firearms
BOM	Bill of Material
BOR	Bureau of Reclamation
BPA	Blanket Purchase Agreement
BPS	Bits Per Second
CCR	Central Contractor Registration
CIA	Central Intelligence Agency
CMLS	Centralized Mailing List Service
CO	Contracting Officer
COTR	Contracting Officer's Technical Representative
CRM	Customer Relationship Management
CS	Contracting Specialist
DIA	Defense Intelligence Agency
DISA	Defense Information Systems Agency
DLA	Defense Logistics Agency
DOA	Date of Award
DOD	Department of Defense
DOI	Department of Interior
DOJ	Department of Justice
EDI	Electronic Data Interchange
EOP	Executive Office of the President
EPA	Economic Price Adjustment
EPA	Environmental Protection Agency
EPS	Electronic Posting System
ERP	Enterprise Resource Planning
FAS	Federal Acquisition Service
FBI	Federal Bureau of Investigation
FedBizOpps	Federal Business Opportunities
FSC	Federal Supply Class
FSS	Federal Supply Schedules
GAO	Government Accounting Office
GPO	Government Printing Office
GSA	General Services Administration
GSAR	General Services Administration Acquisition Regulation
GWAC	Government Wide Acquisition Contracts
HHS	Health and Human Services
HUD	Department of Housing and Urban Development
IDIQ	Indefinite Delivery Indefinite Quantity Contracts
IFF	Industrial Funding Fee
INP	Introduction of New Products
IRS	Internal Revenue Service
IT FUND	Information Technology Fund
ITM	Information Technology Manager
ITSS	Information Technology Solutions System
KBPS	Kilobits Per Second

LAN	Local Area Network
MAN	Metropolitan Area Network
MAS	Multiple Award Schedule Contracts
MO	Maximum Order
MOU	Memorandum of Understanding
MSHA	Mine Safety and Health Administration
OMB	Office of Management and Budget
ORCA	On-line Representations and Certifications
PBS	Public Buildings Service
PBX	Private Bank Exchange
PKI	Public Key Infrastructure
PTAC	Procurement Technical Assistance Center
SAN	Storage Area Network
SAS	Single Award Schedule
SBA	Small Business Administration
SBDC	Small Business Development Center
SBSA	Small Business Set-Aside
SBTA	Small Business Technical Advisor
SBUC	Small Business Utilization Center
SCM	Supply Chain Management
SIN	Special Item Number
SLA	Service Level Agreement
SOP	Special Order Program
SOW	Statement of Work
U-MAS	University-Multiple Award Schedules Virtual Campus
USDA	US Department of Agriculture
VA	Veteran's Administration
WAN	Wide Area Network
WAPA	Western Area Power Administration
WITC	Western Information Technology Council



COMMENTS

1. What did you like most about this brochure?

2. What did you like the least?

3. What did you learn from this information?

4. What would you like to know more about that you did not find here?

5. Are there other ways in which GSA could help you?

Name: _____

Company: _____

Phone: _____

email: _____

(Forward to GSA Regional Administrator, P.O. Box 25006, Denver, CO 80225-0006)

