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## What GSA's "Get It Right" Plan Means to You

### Get It Right

On July 13, 2004, GSA launched a new plan called "Get It Right." The plan is intended to ensure that GSA contract vehicles are used appropriately – and you're sure to hear a lot about it.

The major objectives of the "Get It Right" plan are to:

- Ensure compliance with federal contracting regulations;
- Make contracting policies and procedures clear and explicit;
- Ensure the integrity of GSA's contract vehicles and services;
- Improve competition in the marketplace when GSA's contract vehicles and services are used;
- Improve transparency relating to how GSA's contract vehicles and services are used;
- Ensure that taxpayers get the best value for their tax dollars whenever GSA's contract vehicles or services are used.

The plan will involve various parts of GSA working together towards common goals. The first cornerstone of the plan is currently in place. The rewrite of FAR 8.4 became effective July 19, 2004. (See separate article in this issue on the new FAR 8.4.)

Other key components of the plan include:

### Comprehensive customer self-assessment program

The Federal Supply Service has contracted for a self-assessment program, in which users of the Schedules program self-assess their knowledge of how to use the Schedules program effectively and in compliance with the regulations. Extensive new training is planned to fill the identified gaps.

## All contracts online

Beginning with the standard terms and conditions, during the next 18 months GSA will work towards having the terms and conditions of all Schedule contracts online and accessible to all contract users. (See separate article on GSA's e-commerce systems in this issue.)

## Agency and contract reviews

A GSA team will work with agency senior procurement officials to arrange compliance reviews, identify how well customer agencies are complying with procurement fundamentals, and provide remedial training as needed. As part of this review, GSA will pay particular attention to scope of contract utilized, competition, and performance-based service buys. Contractor report cards will be expanded to include new questions related to contractors' demonstrated compliance with scope and dedicated compliance with the Trade Agreements Act.

## What does all this mean for you, the contractors?

First, it means that GSA is making substantial investments in improving management and oversight of the Schedules program. We're committed to Getting It Right – and we need you to help us get there.

Second, you need to understand that, as a Schedule or GWAC contractor, *you have the responsibility for informing the government if a service or task ordered is outside the scope of your contract.* There should never be any reason for you to perform out-of-scope work under your contract. The government has all kinds of contract

vehicles available for getting urgent work done quickly. You're not doing us – or yourselves – any favor by accepting work beyond the scope as a contract item.

Our Industrial Operations Analysts (IOAs) will begin reviewing your demonstrated compliance within the scope, as part of all contractor assistance visits. Be aware that the IOAs will be asking to understand your controls and review and to see the Statements of Work (SOWs) under which you are performing. Be prepared to answer questions concerning scope in question.

Third, you should educate all parts of your work force (including business development,

marketing, and sales force) to understand the scope of your contract. Not all revenue is good revenue. Revenue that places you under heightened scrutiny, that endangers your contract, or that forces you to defend yourself is not good revenue.

So, if an agency asks you to perform work beyond the scope of your contract, what should you do?

You have several options:

- 1) If it is a matter of adding a product or a SIN to an existing contract, ask GSA to modify your contract.
- 2) Let the agency know you will be happy to perform the work – as an open-market buy. While the agency cannot place the purchase under Schedule, it can run a separate competition, or make an appropriate sole-source determination and award to you. If the situation is critical, you can even suggest that the agency write a letter contract.

*"We're committed to Getting It Right – and we need you to help us get there."*

3) Teaming is sometimes an option: Work with another Schedule contractor, such that the other contracting entity performs the portion of the work that fits under its contract and you carry out the portion that fits under yours.

Please understand that GSA is not telling you to turn down work; we are simply informing you that if the work doesn't fit under your contract, don't do it. Do not place yourself or the agency in jeopardy. Part of being an outstanding contractor is understanding and living by the rules of the contract.

*“Many buyers are finding that e-Buy is exactly the tool they need to find needed sources and obtain quotes quickly.”*

processed through United States Postal Service should continue to use the Washington, D.C. mailing address (use the ZIP code 20406 and the building name and room number. No street address is needed).

## Enhancements to e-Buy Implemented on August 1, 2004

### Attention All e-Buy Sellers – and Buyers!

On August 1, 2004, GSA introduced new and exciting e-Buy enhancements. e-Buy

continues to grow in popularity with both buying agencies and Multiple Award Schedule contractors. Many buyers are finding that e-Buy is exactly the tool they need to find needed sources and obtain quotes quickly, while simultaneously meeting Defense Federal Acquisition Regulation Supplement (DFARS) Section 803 of the National Defense Authorization Act, as well as other acquisition requirements. These enhancements provide some of the additional capabilities buyers have requested and hopefully make e-Buy more efficient and user friendly.

Check it out! Log on to *GSA Advantage!*<sup>®</sup> at [www.gsaadvantage.gov](http://www.gsaadvantage.gov) and simply click on “Enhancements are coming to GSA e-Buy, August 1, 2004” ([www.ebuy.gsa.gov](http://www.ebuy.gsa.gov)). You will see what we mean. This page operates the same as the current page, but includes some design changes. Let us know how you like it!

**Thanks for using e-Buy.**

## Change of Address for Crystal City Location

### New Address for the Federal Supply Service

As a result of the reconfiguration of major roads and traffic patterns within the Crystal City area of Arlington, Virginia, effective June 26, 2004, an address change was made for Crystal Mall Building 4, which houses the Federal Supply Service.

The new address for Crystal Mall Building 4 is:

**Federal Supply Service**  
1901 S. Bell Street  
Arlington, VA 22202

This address change affects all deliveries via parcel carriers (Federal Express, United Parcel Service, Airborne Express, etc.); all mail

## Change in Ordering Procedures in FAR 8.4

### Please Take Notice

There has been a rewrite to the Federal Acquisition Regulations (FAR) subpart 8.4, Federal Supply Schedules, incorporating policies and procedures for services and to strengthen the procedures for establishing Blanket Purchase Agreements (BPAs) under the FAR.

You are recommended to read FAR 8.4 or the Federal Register yourself listed as Federal Acquisition Change (FAC) 2001-24 at the FAR Web site ([www.arnet.gov/far/current/html/Subpart\\_8\\_4.html](http://www.arnet.gov/far/current/html/Subpart_8_4.html)). This rewrite covers all aspects of an agency's use of Schedules including the following and more:

- Definitions;
- Identification agency regulation;
- Ordering procedures:
  - o For items at or below the Maximum Order,
  - o For items over the Maximum Order,
  - o For products and services not requiring a Statement of Work (SOW),
  - o For services requiring a SOW;
- Competition;
- Post-award disclosures;
- Blanket Purchase Agreements (BPA);
- e-Buy;
- Payment.

Although it may be difficult to believe, there is a lot more to learn about FAR 8.4, and if you are a Schedule contractor, it would benefit you to read up on it.

## Change in SBA

### Small Business Regulations, Government Contracting Programs, Disabled Veteran Status and Definition

This interim final rule implements that section of the recently enacted Veterans Benefits Act (VBA) of 2003, which addresses procurement programs for small business concerns owned and controlled by service-disabled veterans. Effective with this interim final rule, a Contracting Officer may now restrict competition for a requirement to service-disabled veteran-owned

small business concerns. The interim rule defines the term "service-disabled veterans," explains when the competition may be restricted for this category, and establishes procedures for protesting the status of a service-disabled veteran owned small business concern (SDVO SBC). This rule was effective May 5, 2004.

*"There is a lot more to learn about FAR 8.4...if you are a Schedule contractor."*

## GSA's eCommerce Issues

### Electronic Modification Requests

Multiple Award Schedules (MAS) contractors can now submit modification requests electronically to existing GSA contracts. This is now available for all GSA MAS. FSS expects that this new electronic process will improve the receipt and award of contract modifications.

Contract holders can access eMod by going directly to the eOffer home page at

[eoffer.fss.gsa.gov](http://eoffer.fss.gsa.gov). An eMod tutorial is available from the eOffer homepage. The on-demand video training is also available through a link from the eOffer homepage.

To participate in the eMod process, contractors must buy a digital certificate and be registered in CCR. There is a link from the eOffer homepage to Web sites of the certificate providers. The certificates range in price from \$90 to \$119, depending on the number of certificates purchased.

Each individual accessing the eMod Web site must have a certificate, which is used to identify the individual, not the company. Once the contractor has received his or her digital certificate (approximately one to two weeks after submitting the application), he or she will be able to enter the Web site and submit the modification request.

Once the contractor submits the modification request, a document will be created that can be viewed by both parties. This document is known as the eMod Response.

To educate the contracting community about eMod, FSS is providing information and training to contractors in a number of innovative ways. For example, all contractors can view an eMod on-demand training multi-media presentation by simply registering at [www.vodium.com/goto/gsa/digitalcertificate\\_emod.asp](http://www.vodium.com/goto/gsa/digitalcertificate_emod.asp).

In addition, after you have completed your online registration and have viewed the on-demand training for eMod, we highly encourage you to view the rebroadcast of an interactive, question-and-answer chat session that was held on July 15 and 21, 2004, respectively.

Simply revisit Vodium's Media Pod Player that you may have already accessed via the Web address above and click on one of the on-demand recorded chat sessions.

### What is eMod?

eMod is an online contract modification request tool that allows GSA Schedule contract holders to submit paperless modification requests to their existing contract(s). Contractors can conduct seven types of modification requests by using FSS' latest online acquisition tool.

They include:

- Adding SINS;
- Deleting SINS;
- Adding goods and/or services;
- Deleting Goods and/ or Services;
- Making price adjustments;
- Making economic adjustments;
- Making administrative changes.

*“MAS contractors can now submit modification requests electronically.”*

After making one of these

determinations, the modification request itself will be electronically submitted to the contracting officer from the eMod application.

eMod will make the modification process easier for Schedule holders by:

- Reducing mailing costs and delays;
- Ensuring the integrity of proprietary data;
- Instituting user-friendly screens for easy submittal(s);
- Facilitating collaboration on proposal preparation;
- Validating submittal(s) through electronic signature, making contract modification a fast retrieval.



## Second Annual Contractor Satisfaction Survey

### FY 2004

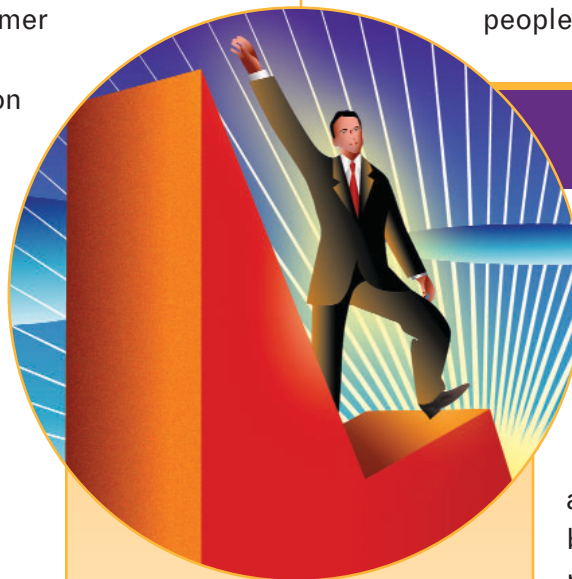
Many FSS contractors participated in the recent FY 2004 Contractor Satisfaction Survey. The overall contractors index for rating satisfaction in their relationship with FSS was 64, which is a small increase from the last year's score of 63. (The methodology used was that of the American Customer Satisfaction Index, a widely used measure of satisfaction in the government and commercial sectors.)

The survey is used to check the trend of vendor experiences, to find which aspects may have the greatest effect on level of satisfaction, and to improve processes and service.

Ratings in the 80s indicate that FSS payments are the most highly rated component. People-related components follow, with ratings in the 70s. Contractors look to FSS representatives for guidance. Training, conferences, and contractor communications are also highly effective areas. On the other hand, contractors have indicated to us by scoring in the 60s that the solicitation/ application and contractor modification

processes are sources of dissatisfaction and that we must work to improve our online systems. Questions relating to the likelihood of contract renewal or the submission of future offers scored in the 80s.

One example of payoff from the survey was a rating of 71 for the new Transportation Management Services Solution (TMSS) and a rating of 84 for the TMSS Helpdesk (in comparison to a rating of 65 in last year's rating of a previous system). This demonstrates the payoff when a new system rollout is managed effectively and supported by people interactions.



*"We at GSA believe that the more knowledgeable contractors are, the better you will perform – the more successful you will be."*

## Epilogue

### Let Us Know What You Think!

The primary reasons for this newsletter are to establish and maintain another avenue of communication between GSA, FSS, and its partnering contractors. We at GSA believe that the more knowledgeable contractors are, the better you will perform – and the more successful you will be, thereby helping ensure that GSA's mission will be served.

**Contact us at:**  
[contract.relations@gsa.gov](mailto:contract.relations@gsa.gov)

Share with us your ideas of how we can improve communication.