

## Management Services Center News You Can Use

April 2012

We hope you are enjoying this new electronic format of the Management Services Center (MSC) quarterly newsletter. The purpose of this newsletter is to keep you current on changes to the schedules managed by the MSC and provide information to help you be successful. Please let us know if there are any topics that you would like to see addressed in upcoming newsletters.

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### ***Management Services Center Hosts “ First” Virtual Industry Day***

On 24-25 April 2012, the Northwest/Arctic Region’s Management Services Center (MSC) conducted its first “In the Cloud” Virtual Industry Day using Adobe Connect. Regional Administrator George Northcroft welcomed the participants and highlighted this approach as part of the innovative solutions that GSA works hard to provide to our customers. The event hosted over 142 participants, and included presentations, video, and Q&A. This format saved tax payer dollars, reduced the carbon footprint, and enhanced productivity by reducing travel time. The two day event ran for approximately 4.5 hrs each day and the contractors spanned across the nation’s four time zones. Over the two days, the presenters were linked into the conference from Washington DC, Georgia, California, and Washington State. When polled, 93% of the respondents indicated they prefer the Webinar over traveling to a live event and 96% indicated the video added to effectiveness of the conference. MSC Business Manager Tam Lindsley organized and led the event with assistance from GSAs CAR organization in Washington DC. Contact Tam Lindsley, 253-931-7627, or [tam.lindsley@gsa.gov](mailto:tam.lindsley@gsa.gov) for additional information.

## ***Do You Really Want Work on your MSC Schedule?***

From an agency perspective it is so frustrating to put out a task order and get zero responses. One Contracting Officer was convinced that eBuy was broken. EBuy was fine. A combination of other shortcomings such as those identified below may have caused the misconception:

- The GSA Advantage company contract file is not there or it does not open. The agency cannot see the GSA Advantage file although the company name is visible. The company name will not show up in eBuy if the GSA Advantage file is not accessible.
- The POC email address doesn't work or the person left the company and no one is getting the mail.
- The task does not match the company's skill set, so it is ignored.
- The task did not leave enough time to respond, so it is ignored.
- The task is out of scope, so it is ignored.

There are two routine fixes. First, check all of your company's GSA web related information. Does your file open up for people outside of your firewall? Is the information up to date? Does the email address actually link to a real working person? Is this checked routinely? Data links are susceptible to corruption, so check them routinely.

Second, did you provide feedback? Many agencies get zero feedback, so what are the chances they will try it again? Tell the agency briefly and politely what is wrong. Was it a complex requirement that only allowed three days to respond? Did they ask for something out of scope? (If there is a scope issue, offer them information about Federal Agency Advocates, these people can assist an agency by reviewing a task order for the best Schedule fit.) Did they mention an incumbent and convince you there wasn't a chance? Let them know because they usually don't have a clue as to why there were no responses.

Forming a relationship that is constructive, encouraging and professional is a great opportunity for future work. Just sending a single paragraph response about why you did not bid can be very helpful. Use it to your advantage, be an asset that they will remember.

## ***Simplified Acquisition Threshold***

The Simplified Acquisition Threshold (SAT) applies to all GSA Multiple Award Schedule (MAS) contracts. The SAT is simply a dollar amount, currently \$150K that, among other things, mandates that an Agency request a price reduction. Previously, the Maximum Order Threshold (MOT) was used to determine when an Agency was required to request a discount. Now the SAT, instead of the MOT is the threshold that drives an Agencies requirement to ask for a discount.

While ordering activities are encouraged to seek price reductions for any size Schedule contract order, they are **required** to seek price reductions if an order requirement or the estimated total value of orders

expected under a BPA exceeds the SAT. In response to the ordering activity's request for a price reduction, the contractor may or may not elect to offer a lower price than their Schedule contract price.

The SAT in no way limits the size of a task order on a MAS Schedule. A task order of any size may be awarded.

There are solid web pages about [Ordering Guidelines](#) and [Price Reductions](#) linked to a good general web page on [GSA Schedules](#).

If you have questions about the ordering process, contact either of your Management Services Center Federal Agency Advocates:

Maureen Duckworth, [Maureen.duckworth@gsa.gov](mailto:Maureen.duckworth@gsa.gov), (253) 931-7514

Tony Cecchi, [Anthony.cecchi@gsa.gov](mailto:Anthony.cecchi@gsa.gov), (253) 931-7258

## ***What is the Minimum and Maximum Order Threshold?***

Your contract contains a Minimum Order Threshold (\$100) and a Maximum Order Threshold (\$1M) which are discussed in the Federal Acquisition Regulation 52.216-19. This only means that you, the contractor, do not have to honor an order less than \$100 or more than \$1M. In the world of professional services it would be rare to ever see an order for less than \$100 so this is not likely to be much of an issue. If an order is very large (more than \$1M) a company should not bid on the work if they think they cannot fulfill the requirement. That is it. There is no limit on the size of the order. It could be for \$1B and could still be done in a GSA Multiple Award Schedule contract.

Minimum Order and Maximum Order are used predominantly in the ordering of supplies where there is no bidding process. A company may not want to process a request for a small part like a screw when they normally sell entire whole tanks. On the other hand, a company that sells nails may not be able to handle an order for \$2M worth of nails.

Minimum Order and Maximum Order are commonly misunderstood terms. If you have any questions about them or need a reference, your Federal Agency Advocates are available for your email or calls on the subject:

Tony Cecchi, [Anthony.cecchi@gsa.gov](mailto:Anthony.cecchi@gsa.gov), (253) 931-7258

Maureen Duckworth, [Maureen.duckworth@gsa.gov](mailto:Maureen.duckworth@gsa.gov), (253) 931-7514

It is important that federal agencies are not discouraged from using Schedules by a misunderstanding of the terms. Please be encouraged to share this POC information with anyone who has concerns about these thresholds.

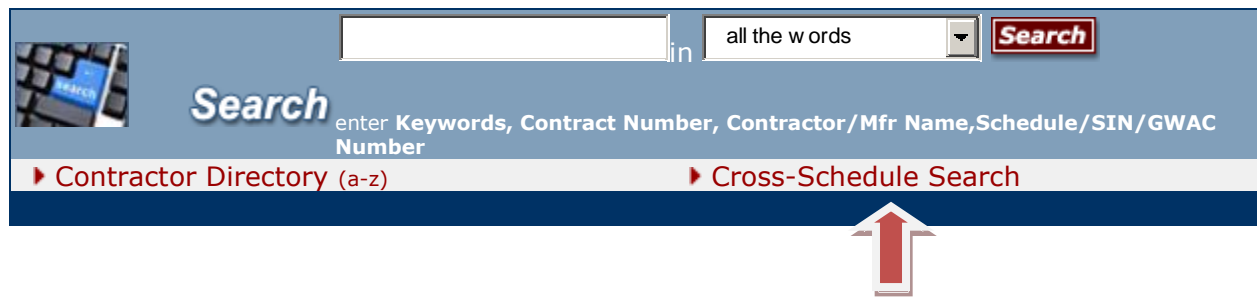
If you have questions about the ordering process, contact either of your Management Services Center Federal Agency Advocates.

## ***Did You Know?***

### **➡ *Elibrary Search Tool 'Cross Schedule Search'***

The Cross-Schedule Search tool provides the ability to identify "total solution" providers for complex multi-schedule requirements. This search will only return those contractors with contract coverage under *all* of the selected schedules/SINs.

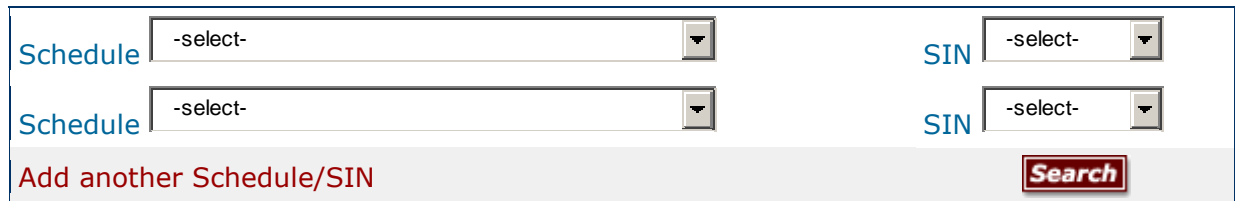
On the main page, Elibrary.gsa.gov, select Cross-Schedule Search:



The screenshot shows the top navigation bar of the Elibrary website. It features a search input field with a dropdown menu set to "all the words" and a "Search" button. Below the search bar, there are two main navigation options: "Contractor Directory (a-z)" and "Cross-Schedule Search". A large red arrow points upwards to the "Cross-Schedule Search" option.

If you are a contractor that has multiple schedules, then this new tool can be beneficial to your success. It's a way for government to find a vendor that can provide the total solution and crosses over on several schedules.

**Instructions:** Select the appropriate schedules/SINs to limit the search.



The screenshot shows the search filter section. It contains two rows of dropdown menus. The first row has a "Schedule" dropdown and a "SIN" dropdown. The second row has another "Schedule" dropdown and another "SIN" dropdown. Below these dropdowns is a link that says "Add another Schedule/SIN" and a "Search" button.

GSA is improving its searching capability and we would like to share it with you, especially if you can provide a total solution.

Just another way to show that GSA is listening to our customers!

You can also use this tool to narrow or find potential partners for teaming arrangements.

## ***Schedule Solicitation Updates and Refreshes***

Solicitation refreshes will now occur semi annually January and July. Please be flexible with the dates.

It is important that you understand the changes and the reason for the refresh. The changes are usually in the first couple of pages of the solicitation. When a refresh is posted, this becomes your new contract.

By registering with FedBizOpps, you will automatically be notified when the new refresh is posted.

If you are unsure about the latest refresh, please contact the business manager for the applicable schedule.

- Tam Lindsley (Language - 738II and MOBIS - 874) [tam.lindsley@gsa.gov](mailto:tam.lindsley@gsa.gov) or 253 931-7627
- Staci Oetting (Consolidated – 00CORP and Environmental - 899 ) [staci.oetting@gsa.gov](mailto:staci.oetting@gsa.gov) or 253 931-7611
- Barry Nelson (PES - 871 and LogWorld – 874V) [barry.nelson@gsa.gov](mailto:barry.nelson@gsa.gov) or 253 931-7268