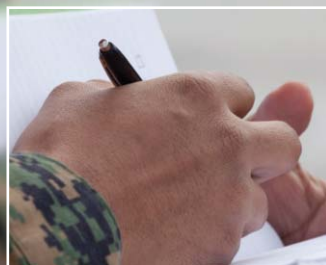


# Special Order Program



# The Special Order Program:



## Ready to Meet Your Agency's Most Complex Needs

When you order from GSA Global Supply™, you'll experience easy requisitioning of in-demand products guaranteed to be in compliance with federal regulations.

However, at times, your requirements might require more than what appears in our catalogs or on our website. Or you're crunched for time or need help navigating the ever-changing procurement process. For those times, your most complex, mission-critical requirements can be met using GSA Global Supply's Special Order Program (SOP).

Our program provides you with customized, start-to-finish acquisition and project-management service, from planning, soliciting and evaluating offers, to awarding and administering contracts through close-out.

Whether you're supporting troops on the front line or responding to daily demands in today's fast-paced work environment, one aspect is constant: The ability to obtain products in a timely, efficient manner is fundamental to your success.

With GSA Global Supply's Special Order Program, you have access to millions of competitively priced products to meet your mission requirements. Plus, you can rest assured our comprehensive acquisition-management service complies with the Federal Acquisition Regulation (FAR) and other applicable federal policies, laws and regulations, such as environmental orders, AbilityOne mandates and trade agreements.

Our Special Order Program offers streamlined access to:

- Law-enforcement, safety and security products;
- Maintenance, repair and operations supplies;
- Construction materials, tools, equipment and appliances;
- Products that support wildland-firefighting and disaster-relief efforts;
- Office supplies and equipment;
- Housewares and cleaning equipment;
- And much more.\*

Although we do not contract for professional services, we can provide ancillary services that are integral to the product we purchase, like installation or training.

Our certified contract-, project- and financial-management professionals will expertly navigate the range of procurement vehicles to help you obtain the products you need most – delivered to you anywhere in the world.

*\*GSA Global Supply will not purchase commodities that are the responsibility of another agency or GSA activity, such as vehicles, permanent real-property improvements or programmable IT equipment. Likewise, we will not purchase services that are the responsibility of another agency or GSA activity.*

# The Special Order Program:



## Making It Easy to Get Support for Your Mission

### We Help You Focus on Your Mission, Instead of Mission Support

At GSA Global Supply™, we realize each customer is unique, and so is each acquisition. We are poised to expertly handle the entire acquisition process, allowing you to focus on your mission. Our certified contracting professionals offer acquisition management services that completely support the pre-solicitation, pre-award, award and post-award phases of a project.

- Pre-solicitation: market research, acquisition planning and documentation, statement of work (SOW) development assistance, determination of shipping options (CONUS and OCONUS)
- Pre-award: request for proposal (RFP)/request for quotation (RFQ) development and execution, proposal evaluation, award-recommendation preparation
- Award
- Post-award: contract administration and management, quality assurance and surveillance, funds management, problem resolution, and closeout

In addition to start-to-finish support, we also provide:

- Transportation coordination;
- Discrepancy resolution; and
- Single-billing convenience.

### At Our Core, We Are Strategic Partners

As acquisition professionals, we understand and respect the everyday challenges you face while meeting the supply needs of your agency. That's why we are prepared to assist you with developing the most effective acquisition-management solution for your mission. Plus, when you use the Special Order Program, you benefit from GSA Global Supply's:

- Six decades of contracting experience;
- Specialized commodity expertise through strategically located centers of expertise; and
- Extensive industry relationships.

### One Global Network: Putting the World Within Reach

As the name "GSA Global Supply" implies, we have worldwide experience. Whether your location is Ann Arbor, Anchorage or Afghanistan, we have the resources – including contracting expertise, global presence, strategic relationships and organizational alliances – to enable us to deliver exceptional service. GSA Global Supply has built a reputation for delivering outstanding supply solutions coupled with a commitment to the highest standards of ethics and execution.

# The Special Order Program:



## Getting Started

Our Special Order Program satisfies requirements involving a high level of technical expertise, significant cost, or both.

Our service simplifies the entire process from proposal preparation through contract award at competitive rates. In most cases, our fee will be five percent of the purchase price. However, the fee can vary based upon the complexity of the requirements.

Key documents for initiating an acquisition through the SOP include:

- A complete description or Statement of Work (SOW) outlining product requirements.
- A valid funding document, such as a DD1348-6 or a Military Interdepartmental Purchase Request (MIPR). A Reimbursable Work Authorization (RWA) is an acceptable civilian equivalent to the MIPR.
- An Interagency Agreement (IA) must accompany any MIPR or a requisition over \$150,000.

### For More Information

If you want to learn more or have questions, please contact GSA Global Supply's Special Order Program Support Center at:

Phone: **(855) 809-6044** (7:30 a.m. – 8 p.m., Eastern Time)  
Email: **SpecialOrderProgram@gsa.gov**  
Web: **www.gsa.gov/specialorderprogram**

### The Special Order Program Difference

The Special Order Program provides a complete full-service acquisition management service to help you acquire the products you need most. We simplify the entire acquisition process, from proposal preparation through contract award, allowing you to keep your focus on your mission.

The Special Order Program is backed by the strength and scale of GSA Global Supply — a trusted government source for over six decades. GSA Global Supply offers supply chain solutions, guaranteed regulatory compliance, order status verification, varied ordering mechanisms, billing support, transportation management, and comprehensive customer service.

From left: U.S. Army photo by Sgt. Shejal Pulvarti; U.S. Navy photo by Mass Communication Specialist 1st Class Geronimo Aquino; U.S. Air Force photo, photographer unknown; U.S. Marine Corps photo by Lance Cpl. Tammy Hine/defenseimagery.mil



For more information on the Special Order Program, scan this code.

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Order catalogs at [gsa.gov/cms](http://gsa.gov/cms)