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Administrative Contracting Officer
US General Services Administration
FAS Supplier Management
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SUPPLIER MANAGEMENT

Central Office – program management, guidance and oversight

Four regional offices – Boston, Atlanta, Chicago, and San Francisco

Contract Administration by ACOs

Coordination of IOA operations

IOAs in field locations throughout the U.S.

ADMINISTRATIVE CONTRACTING OFFICERS (ACOs)

Responsibilities

Industrial Funding Fee (IFF) Administration

Issue Contractor Report Cards

Low sales cancellations with PCO concurrence

Subcontracting plan administration

Mass modifications (solicitation refreshes)

Value

Alleviating some of the PCO contract administration workload, allowing a returned focus to critical contracting actions

INDUSTRIAL OPERATIONS ANALYSTS (IOAs)

Responsibilities

Perform Contractor Assistance Visits (CAVs)

Help to educate the contractor

Value

Serving as your eyes and ears in the field, providing contractor compliance information to aid in decision-making

CONTRACTOR ASSISTANCE VISITS

IOAs conduct visits on-site with MAS and Global Supply contractors to:

Assure that contractors have a comprehensive understanding of compliance issues

Provide contractor compliance information to PCOs to aid in decision-making

Visits are documented and are sent to you via email

AREAS OF COMPLIANCE

Scope of Contract

TAA

Basis of Award

Novation and Change of Name

More...

CONTRACTOR REPORT CARD

The contractor Report Card is a snapshot of a contractor's compliance with contract requirements

Based on IOA input (Contractor Assistance Vist) and ACO assessment

5 tier rating system (ratings range from Exceptional to Serious Concerns Exist)

Issued 2 times during the contract base period

A tool to help with extension of options and other contract actions

SUPPORT FOR NEW CONTRACTORS

Utilize Welcome Letters

Offer (live) New Contractor Orientation training periodically throughout the U.S.

Refer contractors to New Contractor Orientation webcast

Refer contractors to “Steps to Success” publication and GSA *Steps* newsletters

Agenda

- **Report Card Purpose**
- **Report Card Players and Roles**
- **Administrative Report Card**

- **Report Card Ratings**
- **Questions: Category 1, Category 2, Category 3**
- **Issuance of the Report Card**

Report Card Purpose

Report Card Players and Roles

- **IOA – Industrial Operations Analyst**
 - **Perform the contractor assistance visits (CAVs).**
 - **Help educate the contractor**
- **ACO – Administrative Contracting Officer**
 - **Merge IOA and ACO input to produce Report Card**

- **Help educate the contractor on Industrial Funding Fee & Sales Reporting requirements**

Report Card Players and Roles cont'd

- **PCO – Procurement Contracting Officer**
 - **Scope of Contract**
 - **Trade Agreement Act (TAA)**
 - **Basis of Award**
 - **Novation and/or Change of Name**
- **Contractor**
 - **IOA will contact the contractor to establish a date to conduct the visit.**

- **Responsibility to review the report for accuracy and contact your ACO immediately with questions.**

Administrative Report Card

- **Based on ACO/IOA input at time of CAV**
- **5 tier rating system (Exceptional to Serious Concerns Exist)**
- **Issued 2 times during the contract base period (5 years)**
- **A tool to help with extension of options and other contract actions**

Report Card Ratings

5-tier rating system:

- **EXCEPTIONAL**
- **VERY GOOD**
- **SATISFACTORY**
- **MARGINAL**
- **SERIOUS CONCERNS EXIST**

Report Card Categories

Report Card Ratings Breakdown

Serious Concerns Exist if A single 'NO' answer for a Category 1 question

If Category 1 Answers ARE ALL YES or NA THE FOLLOWING RATINGS WILL APPLY:

- Exceptional – YES or NA to all Category 2 and 3 questions**

OR

ONE (1) NO for Category 2 and no more than one (1) NO for Category 3

Category 1 Questions

- **Scope of Contract**
- **Trade Agreement Act (TAA)**
- **Pricelist up-to-date**
- **Tracking System**
- **Sales records match GSA reported sales**
- **Dealer sales being collected and reported**
- **Contract Sales Criteria Clause met**

Issuance of the Report Card

- **Report Cards issued to contractor, ACO, and PCO after completion of CAV for midterm or expiring contracts**
- **Email Alerts contractor when the report is available**
- **Contractors receiving a report card for the First Time receive two emails**
 - **First email alerts contractor a report card was generated**
 - **Second email issues contractor a registration PIN**

Issuance of the Report Card (Cont'd)

- **Contractors in receipt of a Report Card previously will receive one email**
- **Email will direct contractor to VSC to retrieve report card**
- **Password is required**

System Generated Email

Wrap Up

- **How often are the Contractor Assistance Visits conducted**
 - **Within 3 to 5 years of contract**
- **How long will it take to receive my Report Card**
 - **If you have not received a report card 30 - 45 days after a visit, please contact your ACO**

Wrap Up (continued)

- **It is the contractor's responsibility to correct any deficiencies and address any concerns within 45 days of receiving their report card. The report card cannot be cancelled after this period. You can dispute your report card. Please contact your ACO.**
- **The contractor's are only rated from the most recent report card issued to date.**

Wrap Up (continued)

- **What happens if I get a Serious Concerns Exist, will my contract be cancelled.**
 - **The PCO will contact the ACO to see what actions the contractor has taken to address the concerns annotated on the contract. PCO's have exercised options on contracts with Serious Concerns Exist. As a GSA MAS contract holder, it is your responsibility to correct any deficiencies.**
- **An Exceptional GSA MAS contract holder is a successful GSA agency.**

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