

Why Contractor Assistance Visits are so much more pleasant than doctors visits.

Allen Chang,
Industrial Operations Analyst (IOA)
Management Services Center's Industry Days
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What's an Industrial Operations Analyst?

- We're the ones that provide assistance to you throughout the lifetime of your contract
- We do this through our Contractor Assistance Visits

The IOA's Role

- Teach healthy contract choices;
 - Interpret Certain Contract Clauses
 - Prevent Future Issues
- Identify and contractual Abnormalities;
- Assess your contractual issues in a timely manner,
 - 1-4 hour Visits
 - Refer you to specialists when necessary

How do you choose an IOA?

You can't.

We choose you.

Types of Visits

- New Contractor Orientation
 - Within First Year
- Mid-Term
- End-Term

Contractor Assistance Visit

- “What did I do wrong?”
- “Do I have to be there?”

Preparation

- Whole GSA Contract
 - Mods
 - Pricelists
- BPAs, Teaming Agreements
- Source of Supply Documents (TAA)
- Sales Data
- Sample of Orders
- Make a List of Questions

Sales Reporting

- How good is your tracking system?
- Trade Agreements Act (TAA)
- Environmental Icons in GSA Advantage
- Scope Of Contract
- Using The Right Pricing?

Contractor Report Card

- Not Punitive
- A Progress Report
- Five Grades
- Range from Exceptional to Serious Concerns

An apple a day...won't keep an IOA away.

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