

**General Services Administration (GSA) SmartPay<sup>2</sup> Program Application  
For Other Than Federal Agencies**

**Definitions:**

**Applicant:** Any entity or organization, or individual thereof, authorized to use GSA sources of supply and services.

**City Pair Program:** GSA contracts for discounted air passenger transportation services (i.e., GSA contract airfares). A GSA SmartPay<sup>®</sup> travel card is required to access the City Pair Program.

**GSA SmartPay<sup>2</sup> Program:** GSA contracts for fleet, travel and purchase cards and services to eligible applicants.

**Instructions:** Please complete the application and return it to:

General Services Administration  
Federal Acquisition Service (FAS)  
ATTN: GSA SmartPay Program  
2200 Crystal Drive  
Arlington, VA 20406  
Fax: (703) 605-9843

For assistance in completing the application, contact:  
GSA SmartPay Program  
(703) 605-2836  
E-mail: varuna.singh@gsa.gov

**Eligibility:** Eligibility to use the GSA SmartPay Program and City Pair Program will be determined by the GSA Contracting Officer.

**Application:** The applicant requests the following services:

<input type="checkbox"/>	Fleet Card
<input type="checkbox"/>	Travel Card
<input type="checkbox"/>	City Pair (must have travel card to access contract)
<input type="checkbox"/>	Purchase Card

**Agreement:** The applicant agrees:

- To abide by all terms and conditions of the contract(s) in which it wishes to participate;
- That GSA has complete authority to:
  - Settle disputes arising relative to services requested by the applicant against this/these contracts and to charge back to the applicant any costs of settling disputes, including costs of litigation (transcripts, filing fees, etc.), attorney fees paid by the Government under 5 U.S.C. § 504 and administrative

- costs of conducting or supporting litigation or dispute resolution short of litigations; and
- Collect any debts incurred by the applicant under the GSA SmartPay and/or City Pair contracts by administrative offset; and
- Confess judgment on behalf of the applicant (acting by or through any attorney of the U.S. Department of Justice or any federal agency attorney authorized to act as special attorney of the U.S. Government) for debts incurred by the applicant under the GSA SmartPay and/or City Pair contracts in any court with jurisdiction to hear a collection action between GSA and the applicant.

3. To pay all costs charged back to the applicant by GSA; and

4. That if the applicant is a Tribe or Tribal Organization, it has a current Self Determination and Education Assistance Act contract, grant, cooperative agreement or funding agreement with the Department of the Interior or the Department of Health and Human Services. Provide the cover letter(s) for each Department of the Interior and Department of Health and Human Services contract, grant, cooperative agreement or funding agreement to the GSA Contracting Officer.

5. That if the applicant is other than a Tribe or Tribal Organization, it has been informed by the Government (e.g., agency Contracting Officer) that it is authorized to use GSA sources of supply. Provide the letter(s) or other appropriate documentation provided by the appropriate governmental authority to the GSA Contracting Officer.

The person signing this application has the authority to bind the applicant:

**Authorized Applicant Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City/State/Zip:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Facsimile:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Applicant Information:** Please provide a primary and alternate point of contact for your program(s). The individual(s) listed here will be responsible for

program management for the applicant. The individual(s) will also be the point(s) of contact to whom GSA will disseminate information and updates about the program(s).

City/State/Zip: \_\_\_\_\_  
 Telephone: \_\_\_\_\_  
 Facsimile: \_\_\_\_\_  
 E-mail: \_\_\_\_\_

**Fleet Card Point of Contact**

Primary Point of Contact: \_\_\_\_\_  
 \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_  
 Telephone: \_\_\_\_\_  
 Facsimile: \_\_\_\_\_  
 E-mail: \_\_\_\_\_

**Purchase Card Point of Contact**

Primary Point of Contact: \_\_\_\_\_  
 \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_  
 Telephone: \_\_\_\_\_  
 Facsimile: \_\_\_\_\_  
 E-mail: \_\_\_\_\_

Alternate Point of Contact: \_\_\_\_\_  
 \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_  
 Telephone: \_\_\_\_\_  
 Facsimile: \_\_\_\_\_  
 E-mail: \_\_\_\_\_

Alternate Point of Contact: \_\_\_\_\_  
 \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_  
 Telephone: \_\_\_\_\_  
 Facsimile: \_\_\_\_\_  
 E-mail: \_\_\_\_\_

**Travel Card Point of Contact**

Primary Point of Contact: \_\_\_\_\_  
 \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_  
 Telephone: \_\_\_\_\_  
 Facsimile: \_\_\_\_\_  
 E-mail: \_\_\_\_\_

**GSA SmartPay Point of Contact**

Name: Varuna Singh  
 Title: Business Management Specialist  
 Telephone: (703) 605-2836  
 Facsimile: (703) 605-9834  
 E-mail: [varuna.singh@gsa.gov](mailto:varuna.singh@gsa.gov)

Alternate Point of Contact: \_\_\_\_\_  
 \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_

**City Pair Point of Contact**

Name: Kristen Jeremback  
 Title: Contracting Officer  
 Telephone: (703) 605-2819  
 Facsimile: (703) 605-9935  
 E-mail: [kristen.jeremback@gsa.gov](mailto:kristen.jeremback@gsa.gov)

**GSA SmartPay2 Master Contract Terms and Conditions:**

A summary of contract terms and conditions is provided for your convenience. Full text of all contract terms and conditions are available on request or at <http://www.gsa.gov/gsa-smartpay>.

**Summary of Contractor Responsibilities:** GSA SmartPay2 contractors have the following contractual obligations that are summarized below:

Requirement	Contractor Must
➤ Program Objective	• Streamline business processes
➤ Electronic Commerce Support	• Assist agency • Provide documentation • Test systems • Perform EDI within 60 days

➤ <b>Card Program Requirements</b>	<ul style="list-style-type: none"> <li>• <b>Have card acceptance</b></li> <li>• <b>Provide operational support</b></li> <li>• <b>Provide electronic access systems</b></li> </ul>
➤ <b>Merchant Acceptance</b>	<ul style="list-style-type: none"> <li>• <b>Meet minimum acceptance</b></li> <li>• <b>Add new merchants as identified</b></li> <li>• <b>Upgrade POS terminals as identified</b></li> <li>• <b>Provide vendor brochures</b></li> </ul>
➤ <b>Program Growth</b>	<ul style="list-style-type: none"> <li>• <b>Support growth</b></li> <li>• <b>Provide commercial technology and upgrades</b></li> </ul>
➤ <b>Quality Assurance</b>	<ul style="list-style-type: none"> <li>• <b>Ensure quality</b></li> <li>• <b>Annually assess agency satisfaction</b></li> <li>• <b>Provide results</b></li> </ul>
➤ <b>Credit Bureaus</b>	<ul style="list-style-type: none"> <li>• <b>Not use for centrally billed accounts</b></li> <li>• <b>May be used for individually billed accounts in accordance with contract terms</b></li> </ul>
➤ <b>Delinquency Control</b>	<ul style="list-style-type: none"> <li>• <b>Not use for centrally billed accounts</b></li> <li>• <b>May be used for individually billed accounts in accordance with contract terms</b></li> </ul>
➤ <b>Security Requirements</b>	<ul style="list-style-type: none"> <li>• <b>Secure databases, information and systems</b></li> <li>• <b>Provide personnel and physical security (as applicable) at task order level</b></li> </ul>
➤ <b>Backup Systems</b>	<ul style="list-style-type: none"> <li>• <b>Ensure continuous operation</b></li> <li>• <b>Protect databases, information and systems</b></li> </ul>
➤ <b>Investigation Assistance</b>	<ul style="list-style-type: none"> <li>• <b>Assist in investigation</b></li> <li>• <b>Provide records</b></li> </ul>
➤ <b>Audit Assistance</b>	<ul style="list-style-type: none"> <li>• <b>Assist in audit</b></li> <li>• <b>Provide records</b></li> </ul>
➤ <b>Marketing and Advertising</b>	<ul style="list-style-type: none"> <li>• <b>Be responsible for efforts and cost</b></li> </ul>
➤ <b>Master Contract Newsletter</b>	<ul style="list-style-type: none"> <li>• <b>Provide electronic quarterly newsletter</b></li> </ul>
➤ <b>Statement Inserts</b>	<ul style="list-style-type: none"> <li>• <b>Provide insert service to agency</b></li> </ul>
➤ <b>Statement Messaging</b>	<ul style="list-style-type: none"> <li>• <b>Provide message service to agency</b></li> </ul>
➤ <b>Master Contract Training Conference</b>	<ul style="list-style-type: none"> <li>• <b>Participate in conference</b></li> <li>• <b>Participate in agency conference at task order level</b></li> </ul>
➤ <b>Release of Program Information</b>	<ul style="list-style-type: none"> <li>• <b>Not release names, addresses, or program information</b></li> </ul>
➤ <b>Account Number</b>	<ul style="list-style-type: none"> <li>• <b>Provide dedicated government-unique numbers</b></li> <li>• <b>Categorize accounts for travel card</b></li> </ul>
➤ <b>Training</b>	<ul style="list-style-type: none"> <li>• <b>Provide training materials in variety of media</b></li> <li>• <b>Provide on-site training to groups of 25 or more</b></li> <li>• <b>Assist in training</b></li> </ul>
➤ <b>Personnel</b>	<ul style="list-style-type: none"> <li>• <b>Provide dedicated task order managers</b></li> <li>• <b>Provide dedicated support personnel 24x7</b></li> </ul>
➤ <b>Start-Up Implementation Requirements</b>	<ul style="list-style-type: none"> <li>• <b>Respond to task orders from mandatory users within 10 days</b></li> <li>• <b>Be fully operational by 11/30/98</b></li> </ul>
➤ <b>Transaction Authorizations</b>	<ul style="list-style-type: none"> <li>• <b>Provide 24x7 authorization support</b></li> <li>• <b>Provide overrides to authorized personnel</b></li> <li>• <b>Monitor transactions and report abnormalities</b></li> </ul>

## Contractor Responsibilities - con't

Requirement	Contractor Must
➤ Authorization Controls	<ul style="list-style-type: none"> <li>• Provide standard commercial controls</li> </ul>
➤ Posting of Transactions	<ul style="list-style-type: none"> <li>• Post transactions within 2 business days</li> </ul>
➤ Tax Exempt Status	<ul style="list-style-type: none"> <li>• Work cooperatively to ensure tax exemption</li> <li>• Assist in tax exemption issues</li> <li>• Net billing for fleet card</li> </ul>
➤ Foreign Currency Conversion	<ul style="list-style-type: none"> <li>• Convert to US dollars</li> <li>• Identify rate</li> </ul>
➤ Program and Transaction Data	<ul style="list-style-type: none"> <li>• Provide all data and custom interface file</li> <li>• Provide an electronic access system that:               <ul style="list-style-type: none"> <li>✓ Captures agency information (key contacts, cardholders, etc.)</li> <li>✓ Provide different levels of system access or permission levels defined by agency</li> <li>✓ Performs a variety of account set-up and maintenance functions</li> <li>✓ Lets agency review and manipulate data (e.g., sort, edit, reallocate cost, split costs)</li> <li>✓ Provides standard reports</li> <li>✓ Provides ability to create ad hoc reports</li> <li>✓ Provides connectivity</li> <li>✓ Lets agency download data from the system and upload it into accounting systems with no interaction, special programming or manual entry of data</li> <li>✓ Lets agency dispute and track transactions</li> <li>✓ Is available 24x7</li> <li>✓ Automates travelers checks and convenience checks</li> </ul> </li> </ul>
➤ Program Accounts	<ul style="list-style-type: none"> <li>• Set up accounts (regular, emergency and short term)</li> <li>• Issue and renew cards</li> <li>• Provide different billing cycles</li> <li>• Provide multiple media for invoices Provide two types of invoices (itemized or EC/EDI)</li> <li>• Investigate discrepancies or disputes</li> <li>• Assist in reconciliation</li> <li>• Process, post and track payments</li> <li>• Provide statements of account</li> <li>• Process split disbursements for travel card</li> <li>• At agency's request, provide risk mitigation measures for travel card at task order level</li> <li>• Provide travelers checks</li> <li>• Provide convenience checks</li> </ul>
➤ Suspension	<ul style="list-style-type: none"> <li>• Initiate suspension within 180 days or forfeit right to suspend</li> <li>• Beginning at day 45, go through specific notification steps prior to suspending account at day 61</li> <li>• Maintain documentation</li> <li>• Automatically reinstate accounts upon payment</li> </ul>
➤ Cancellation	<ul style="list-style-type: none"> <li>• Initiate cancellation within 180 days or forfeit right to cancel</li> <li>• Beginning at day 120, go through specific notification steps prior to canceling account at day 126</li> <li>• Maintain documentation</li> <li>• May reinstate accounts upon payment</li> </ul>
➤ Reporting	<ul style="list-style-type: none"> <li>• Provide contract required and commercial reports</li> </ul>
➤ Customized Services	<ul style="list-style-type: none"> <li>• Perform customized services as negotiated</li> </ul>
➤ Transition	<ul style="list-style-type: none"> <li>• Perform cooperative, orderly and seamless transitions</li> <li>• Provide master files</li> <li>• Reconcile each account balance and settle each transaction dispute w/in 180 days</li> </ul>

## Contractor Responsibilities - con't

Requirement	Contractor Must
➤ Record Retention	<ul style="list-style-type: none"> <li>• Keep all transaction records</li> <li>• Provide information as requested</li> </ul>
➤ Post Contract Requirements	<ul style="list-style-type: none"> <li>• Process transactions dated prior to the expiration date</li> <li>• Continue performance of records, reports and refunds until all activity is complete (not to exceed 180 days)</li> </ul>
➤ Card Fees	<ul style="list-style-type: none"> <li>• Not charge card fees for core requirements</li> </ul>
➤ Governmentwide Shut Down	<ul style="list-style-type: none"> <li>• Not deactivate accounts unless otherwise notified</li> </ul>
➤ Liability	<ul style="list-style-type: none"> <li>• Clearly distinguish liability between centrally billed and individually billed accounts</li> </ul>

**Summary of Applicant Responsibilities:** GSA SmartPay applicants have the following responsibilities that are summarized below:

Responsibilities	Applicant Must
➤ Merchant Acceptance	<ul style="list-style-type: none"> <li>• Identify new merchants to recruit</li> <li>• Identify merchants in need of POS terminal upgrades</li> <li>• Distribute vendor brochures</li> </ul>
➤ Quality Assurance	<ul style="list-style-type: none"> <li>• Participate in contractor-initiated annual assessment of contractor performance</li> </ul>
➤ Investigation Assistance	<ul style="list-style-type: none"> <li>• Assist in investigation</li> </ul>
➤ Audit Assistance	<ul style="list-style-type: none"> <li>• Assist in audit</li> </ul>
➤ Master Contract Newsletter	<ul style="list-style-type: none"> <li>• Review quarterly newsletter</li> </ul>
➤ Statement Inserts	<ul style="list-style-type: none"> <li>• Request insert services as applicable</li> </ul>
➤ Statement Messaging	<ul style="list-style-type: none"> <li>• Request message services as applicable</li> </ul>
➤ Master Contract Training Conference	<ul style="list-style-type: none"> <li>• Participate in conference</li> </ul>
➤ Account Number	<ul style="list-style-type: none"> <li>• Request appropriate account numbering sequence based on eligibility</li> </ul>
➤ Training	<ul style="list-style-type: none"> <li>• Coordinate training activities</li> <li>• Assist in training</li> </ul>
➤ Personnel	<ul style="list-style-type: none"> <li>• Provide personnel to support program</li> </ul>
➤ Start-Up Implementation Requirements	<ul style="list-style-type: none"> <li>• Issue task orders in accordance with contract</li> </ul>
➤ Transaction Authorizations	<ul style="list-style-type: none"> <li>• Authorize overrides where appropriate</li> <li>• Monitor transactions</li> </ul>
➤ Authorization Controls	<ul style="list-style-type: none"> <li>• Make appropriate use of authorization controls</li> </ul>
➤ Program and Transaction Data	<ul style="list-style-type: none"> <li>• Identify interface requirements</li> <li>• Provide required agency information</li> <li>• Define access or permission levels</li> <li>• Manage data</li> <li>• Make appropriate use of reports</li> <li>• Dispute transactions within 60 calendar days of statement receipt</li> <li>• Make appropriate use of travelers checks and convenience checks</li> </ul>
➤ Program Accounts	<ul style="list-style-type: none"> <li>• Authorize set up of accounts (regular, emergency and short term)</li> <li>• Identify cards to renew</li> <li>• Identify billing cycles</li> <li>• Identify media for invoices</li> <li>• Assist in investigation of discrepancies or disputes</li> <li>• Assist in reconciliation</li> <li>• Make payment in accordance with contract terms and conditions and the Prompt Payment Act</li> <li>• Manage programs effectively</li> </ul>
➤ Suspension	<ul style="list-style-type: none"> <li>• Assist in resolution of suspension actions</li> </ul>
➤ Cancellation	<ul style="list-style-type: none"> <li>• Assist in resolution of cancellation actions</li> </ul>
➤ Customized Services	<ul style="list-style-type: none"> <li>• Identify customized services as needed</li> </ul>
➤ Transition	<ul style="list-style-type: none"> <li>• Assist in transitioning</li> </ul>
➤ Governmentwide Shut Down	<ul style="list-style-type: none"> <li>• Notify contractor of accounts to deactivate</li> </ul>

## Applicant Responsibilities - con't

Responsibilities	Applicant Must
➤ Liability	<ul style="list-style-type: none"> <li>• Accept liability in accordance with master contract terms and conditions (see Web site)</li> </ul>
➤ Industrial Funding Fee (IFF)	<ul style="list-style-type: none"> <li>• Be responsible for IFF in accordance with contract terms and conditions (included in the price paid/refund received)</li> </ul>
➤ Task Orders	<ul style="list-style-type: none"> <li>• Provide fair consideration of all vendors that meet your needs</li> <li>• Issue task orders for a minimum of 2 years for initial order</li> <li>• Follow ordering procedures</li> <li>• Electronically submit task orders to the maximum extent practicable</li> </ul>
➤ Performance Measures	<ul style="list-style-type: none"> <li>• Evaluate contractor performance quarterly and submit to GSA</li> </ul>

### GSA City Pair Contract Terms and Conditions:

A summary of contract terms and conditions is provided for your convenience. Full text of all contract terms and conditions are available on request or at <http://wwwgsa.gov/citipairs>.

**Summary of Contractor Responsibilities:** GSA City Pair contractors have the following contractual obligations that are summarized below:

Requirement	Contractor Must
➤ City Pair Program	<ul style="list-style-type: none"> <li>• Provide transportation services with the following benefits               <ul style="list-style-type: none"> <li>✓ No advance purchase required</li> <li>✓ No minimum/maximum length of stay required</li> <li>✓ Tickets are fully refundable</li> <li>✓ No charge for cancellations or changes</li> <li>✓ Last seat availability</li> <li>✓ No blackout periods</li> </ul> </li> </ul>

**Summary of Applicant Responsibilities:** GSA City Pair applicants have the following responsibilities that are summarized below:

Responsibilities	Applicant Must
➤ City Pair Program	<ul style="list-style-type: none"> <li>• Use for official travel only</li> <li>• Abide by contract terms and conditions (see Web site)</li> </ul>
➤ Discount Fares by Contract Carriers	<ul style="list-style-type: none"> <li>• Use contract fares and contract carriers except:               <ul style="list-style-type: none"> <li>✓ Space or scheduled flights are not available</li> <li>✓ Flight schedule is inconsistent with explicit policies to travel during normal working hours</li> <li>✓ A non-contract carrier offers a lower fare to the general public and you can meet any restrictions of the lower fare EXCEPT when the contract carrier offers a comparable fare</li> <li>✓ Rail service is available and such service is cost effective</li> </ul> </li> </ul>