



**Quarterly Industry Meeting
September 17, 2013 (Revised as of 4/16/14)**

Q&A

Dual Contracts

1. Does GSA have an estimated timeframe for when the Dual contracts guidance will be issued?

We are currently in the draft process and plan to provide updates as they are available.

2. Is it GSA's position that the same CO would be assigned to those contractors who are seeking their 2nd, dual contract?

While the current guidance for how to manage dual contracts is still in draft format, it is the intent that a GSA Contractor would maintain the same CO for their second contract. As the guidance is finalized, we will provide more information to our schedule contractors.

End User License Agreements (EULAs)

3. What does EULA stand for?

End User License Agreement, also known as Terms of Service. For more information, refer to the "Approved Agreements" section on our website: <http://www.gsa.gov/portal/category/100515>

4. Can you please provide the website URL for the approved EULA?

For more information, refer to the "Approved Agreements" section on our website: <http://www.gsa.gov/portal/category/100515>

5. Is there a central repository for approved EULAs so that a dealer can see if it is necessary to submit a EULA for approval? Have discovered several instances in which an approved EULA exists but no one seems to know about this, neither the CO nor the GSA Legal Department.

There is an updated list of approved EULAs on the IT Schedule 70 website, in our Document Library. Located here: <http://www.gsa.gov/portal/category/100923>. This list is updated on a monthly basis.



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Process

6. Can a small business [which does] not have an open market item on schedule use a partner's or distributor's GSA contract number and provide pricing and get credit for that sale towards the minimum requirement of 25,000 annually

No; schedule contractors only get credit for sales against their own schedule contract. Please reference the Sales Clause (I-FSS-639).

For additional information, FAR 8.402(f) provides guidance for procurement of open market items.

7. If we do not have a labor category published in our pricelist, may we still bid for an opportunity needing that labor category?

You must add the labor category to your schedule contract through a contract modification at the schedule level PRIOR TO bidding on any opportunity at the order level. Alternatively, you may follow the rules for Open Market Buys (FAR 8.402(f)).

8. Manufacturers do not provide letters of supply to small businesses, so what are we to do to be authorized to place the items on schedule?

Based on our experience, Manufacturers have provided letters of supply to small businesses as well as other resellers, though it is at the Manufacturer's discretion. Depending on the Manufacturer, they may have additional requirements for a vendor being a "certified reseller", etc... Review the terms and conditions of your authorized channel distribution agreement(s).

9. What percentage of those companies with no sales were small businesses? What percentage of those companies who had sales were small businesses?

About 85% of all active IT Schedule contractors are small businesses. In FY13, 90% of the 1129 contractors identified as "No Sales" contracts were small businesses.



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10. Where can we find instructions for requesting a modification for adding labor categories in our pricelist or for pricing adjustments?

Follow the guidance under GSAM 552.243-72 – Modification Clause. For guidance on price adjustments, please consult I-FSS-969 or GSAM 552.216-70.

For specific instructions on submitting your mod requests through eOffer/eMod, you may consult the user guide here: http://eoffer.gsa.gov/eoffer_docs/Guide_Links.html

11. We could not get our Contracting Officer (CO) to respond to our email and/or voicemail inquiries. We also requested for a meeting to discuss the requirements to add SIN to our existing contract but did not get a response from the CO so far. Are there any other ways for us to get an audience with our Contracting Officer?

If you are calling your CO and get no response, please follow-up with an e-mail to your CO. Also, you may contact our new IT Customer Service Center (ITCSC). They are available Monday through Friday, 24 hours a day.

ITCSC Contact Info:

(855) ITaid4U (855-482-4348)

ITCSC@gsa.gov

Solicitation

12. Can you expand on the "full catalog offerings" language on the refresh? What is the intention there?

GSA is seeking full catalog offerings so that Schedule Contractors can provide a complete solution – not simply a partial solution – to meet the Agency's needs.



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13. What are the plans to move to Level 3 credit card processing? I've heard that GSA is going to start requiring this for Sch 70 contracts.

Currently, we have various levels of credit card processing, embedded in various Federal Strategic Sourcing Initiative (FSSI) Blanket Purchase Agreements (BPAs). GSA is analyzing the feasibility of Level 3 credit card processing as a requirement for the schedule, as well as the task order level.

14. As it relates to the elimination of NAICS series 4000, would this take effect immediately upon release of the Refresh or would it be phased in as GSA Schedules are renewed?

Yes; the elimination of the NAICS series 4000 was effective with IT Schedule 70 Solicitation Refresh 32, on September 25, 2013.

15. How does the elimination of NAICS series 4000 affect contractors who are non-manufacturers with less than 500 employees?

Companies with contracts under that particular NAICS series will have to be re-classified under a different NAICS, which represents the preponderance of the work offered. At that time, the CO will evaluate and determine the appropriate socioeconomic status under the new NAICS code.

Marketing and Outreach

16. [During the presentation you] referenced an "open market stance". Can you provide more details on what that means re IT 70? Anything to do with Open Market Items?

Open Market Items are non-schedule items. There are distinct regulations for schedule and non-schedule ("open market") items. Please reference FAR 8.402 (f).

17. Why are Army Contracting Officials reluctant to issue contracts with GSA?

Some agencies may have their own contracting vehicles, and must provide additional justification before purchasing off of GSA Schedules. In addition, individual contracting offices may have additional requirements and procurement guidelines their Contracting Officers must adhere to.



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18. Where does a vendor go to "chat" on line with GSA in the future?

On IT Schedule 70's main webpage (www.gsa.gov/schedule70), there is a "Chat Now!" button on the top left corner of the screen. This will launch a separate window for entering your contact information and initiating the chat with our support team.

19. We are accessing GSA procurement information via eBuy. Could you please suggest us other portals we can use?

Besides eBuy (<https://www.ebuy.gsa.gov>), you may also find opportunities on the FedBizOpps.gov website (<https://www.fbo.gov/>). In addition, opportunities may be posted on the individual customer agency websites.

Finally, the Vendor Support Center (vsc.gsa.gov) has a current list of training and informational sessions, which include sessions on marketing to the federal government.

20. Is there other training available for vendors?

There are many resources for additional vendor training. Please check the following sites, as training is added throughout the year.

GSA Events: <http://www.gsa.gov/portal/event/getEvents/>

IT Schedule 70 Training and Events: <http://www.gsa.gov/portal/category/100915>

Interact: <https://www.interact.gsa.gov> (site may require joining a vendor community)

Vendor Support Center: <https://vsc.gsa.gov/>

GSA's YouTube Channel: <http://www.youtube.com/user/usgsa>