U.S. General Services Administration

Purchase Channel Ordering Guide

GSA Maintenance, Repair, & Operations (MRO) strategic sourcing solution
Updated September 2015

The following guide outlines the specifics of the GSA Maintenance, Repair, & Operations (MRO) strategic sourcing solution. The MRO solution offers better pricing; establishes contractor delivery time expectations; and provides real time order status, single invoicing, and damaged goods liability.

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1.0 Solution background

Strategic Sourcing is an acquisition approach that commercial industry has used to streamline operations and save costs by leveraging purchasing volume. The U.S. General Services Administration (GSA) was charged to manage the development of these government-wide, strategic sourcing solutions and to-date, has saved agencies more than $350 million in direct and $750 million in indirect costs (as of FY14). GSA is now aiming to implement 10 additional strategic sourcing solutions by 2017, which includes the Maintenance, Repair and Operations (MRO) solution.

1.1 Solution objective

The federal government currently spends almost $1.6 billion a year on these types of MRO supplies. In partnership with numerous federal agencies, both military and civilian, GSA has established multiple Blanket Purchase Agreements (BPAs), under the GSA Federal Supply Schedule 51V to address this spend volume. The BPAs are broken down into three distinct categories: Hardware; Tools and Tool Cabinets; and Paints, Adhesives and Sealants. Nine of the 10 contractors are small businesses meeting socioeconomic factors such as Women Owned Small Business, Service Disabled Veteran Owned Small Business, and Small Disadvantaged Business. (See Section 3.0 for contractor information)

1.2 Solution users

Federal agencies are responsible for determining participation and designating the GSA MRO solution as authorized for agency use. Mission requirements should be considered when establishing policy and providing guidance to agency purchasing agents for selecting lowest priced items.

Tribes or tribal organizations should have an authorization letter from the sponsoring/funding federal agency (U.S. Department of Interior-Bureau of Indian Affairs or U.S. Department of Health and Human Services-Indian Health Service) that designates the authorization of this GSA program. GSA and GSA contractors may request a copy of written authorization for verification (https://interact.gsa.gov/document/tribes-and-tribal-organization-desk-reference-guide)

1.3 Solution scope

A broad range of products are available through the MRO solution, including hand and power tools, hoses and valves, paints, safety equipment, and portable generators. Average prices for these products are 12 percent lower than previously offered within the federal marketplace. These BPAs are for all federal agencies to use, derived from the GSA Federal Supply Schedule 51V, for the categories of: *Hardware; Tools and Tool Cabinets;* and *Paints, Adhesives, and Sealants.*

The solution requires awarded contractors to offer sustainable options, including environmental, bio-preferred, Energy Star, and Water Sense products. These types of products include paints with bio-based content, office recycling containers and waste receptacles with minimum post-consumer content, faucets and showerheads, and Energy Star certified air conditioners and battery chargers. All contractors under the solution are AbilityOne authorized distributors and products are Trade Agreement Act Compliant. For DoD orders exceeding $150K, products are Berry Amendment compliant.

1.4 Solution benefits

MRO is a dynamic solution offering benefits to government agencies by way of better pricing, additional discounts, and convenience.

Through MRO, there is now a streamlined process to buy supplies. Hundreds of thousands of products are available for purchase at competitive prices. Consolidated contracts decrease management requirements, with part number standardization offering less product duplication.

Measuring total cost of ownership and performing pricing analysis will compress cost ranges and offer more uniform pricing and limiting pricing variance. A single item, prior to the MRO solution, could have a price variance of 30 percent or more.

1.5 Aggregate discount tier thresholds

As more spend is generated through the program, discount tiers are triggered at $12.5M, $25M, $37.5M, and $50M, and $62.5M on an aggregate spend per contractor. Discount percentages also vary depending on the contractor.

2.0 Purchasing with the MRO purchase channel

Orders can be placed under the BPAs using the GSA SmartPay2® or government purchase card through GSA Advantage!, U.S. Department of Defense EMALL or directly from the contractor via their online store, by phone, email or fax, or at brick and mortar store locations, where applicable. Payment using the purchase card will automatically trigger BPA pricing. Customers can also issue purchase orders directly to contractors if not using SmartPay2® or government-issued purchase card.

The GSA Reverse Auctions tool on eBuy also can be used to competitively bid larger orders. Ordering activity personnel may follow different processes to determine which BPA holder(s) to use, based on their goals and program objectives. Whichever ordering method is chosen, it is easy to get desired maintenance, repair, and operations supplies at a reasonable price and within a reasonable time.

2.1 Directly purchasing through BPA contractors

2.1.1 Brick and mortar store purchases from BPA contractors

Purchases can be made in contractor-managed brick and mortar stores using the GSA SmartPay2® or government purchase card. This method of payment will automatically receive the BPA negotiated pricing. Orders below the $25 minimum can be placed in-store. Fees may apply.

2.1.2 Contractor website and catalog purchases

Purchases can be made directly from the contractor's brick and mortar store and via phone/fax. Customers will automatically receive BPA pricing using their SmartPay2®or government purchase card, and orders will be shipped direct to the buyer. A list of websites and phone/fax numbers are available at http://www.gsa.gov/fssimro in Section 3.0 of this guide. Orders below the $25 minimum and those that require expedited/international shipping may incur an additional fee. Discuss these requirements when placing your order. Please note, when placing an order, buyers must provide their bureau or sub-agency name in addition to the larger agency name.

2.2 GSA Advantage

See Section 7.0 for *GSA Advantage!* screenshots.

Through gsaadvantage.gov, agencies have access to a full range of maintenance, repair, and operations supplies under the MRO purchase channel BPAs. Customers will receive BPA pricing by placing orders directly through *GSA Advantage!* using their GSA SmartPay® or government purchase card, and orders will be shipped directly to the buyer. Orders below the $25 minimum and those that require expedited/international shipping may incur an additional fee. Place these orders directly with contractor. Please note: buyers should include their bureau or sub-agency in their *Advantage!* user profile so this information is captured when an order is placed.

Buyers can access the MRO purchase channel pricing via the Strategic Sourcing block located on the www.gsaadvantage.gov homepage. Under the Products drop-down menu, offerings are listed separately under the three product categories (Hardware; Tools and Tool Cabinets; and Paints, Adhesives and Sealants). When a buyer selects a contractor under their desired product category, that contractor's MRO product catalog will be populated. An item-specific search can be completed using the “Search Within Results” field. Supplemental video training illustrating this process will be available in FY2015.

2.3 DoD EMALL

The MRO purchase channel BPA pricing also will be available through the U.S. Department of Defense’s EMALL (coming in early FY2015). Orders totaling less than $25 must be placed directly with the contractor.

2.4 Procurement tools

2.4.1 eBuy

The eBuy system is an electronic Request for Quote (RFQ)/Request for Proposal (RFP) system designed to allow government buyers to request information, find sources, and prepare RFQs/RFPs online. When an RFI, RFQ, or RFP is issued through the system, it utilizes the Multiple Award Schedule Contracts. Government buyers can use eBuy to obtain quotes or proposals for services, large quantity purchases, big ticket items, and purchases with complex requirements. It does not post 'open market'.

If it is in the best interest of the agency, competition can be limited to just the MRO BPA holders. When ordering activities utilize eBuy, the first screen they are presented with is 'Assign Category and Select Vendors'. At this screen, ordering activities can input 'BPA' in the search bar and run the search, and the subsequent screen will list all of the Federal Strategic Sourcing Initiative (FSSI) BPAs. At that point, the ordering activity can select the MRO Category of their choosing: Category I, Hardware; Category II, Tools and Tool Cabinets; or Category III, Paints, Adhesives and Sealants. The RFI, RFQ, or RFP will get sent to only the associated BPA holders.

The eBuy website can be found at:
https://www.gsaadvantage.gov/advantage/login/eBuyLogin.do;jsessionid=E5CC16B9B16B55485946854D38859450.F7

Training for eBuy is available at:
https://www.gsaadvantage.gov/advantage/ebuy/main/ebuy_tutorial.do

2.4.2 Reverse Auctions

Reverseauctions.gsa.gov is designed to drive down the total cost of acquisitions and increase savings to customers and taxpayers by facilitating customer requests and submission of quotes off MRO BPAs. This innovative platform lets agencies solicit commodities under the MRO solution while contractors compete one-on-one for your business by means of price bidding. Through the website, authorized ordering activity personnel submit a solicitation and contractors under the MRO BPAs will have a pre-established time schedule to submit bids that compete off of each other's submitted pricing. An award then can be made to the lowest bidder if it meets the solicitation's terms and conditions and is technically acceptable. In order to use www.reverseauctions.gsa.gov, you will need a valid GSA eBuy username and password. See the GSA Reverse Auctions buyer guide:
http://reverseauctions.gsa.gov/html/docs/buyer_guide.pdf

3.0 Contractor information

Contractor contact information is provided should you have any direct questions or wish to contact the contractor regarding their capabilities, or place an order. See next page for contractor information table.

Contractor Name	Socio-Economic Status		Ordering Information	Product Category			
			Phone and Fax	Website	Hardware	Tools and Tool Cabinets	Paints, Adhesives and Sealants
Capitol Supply, Inc. 1000 Sawgrass Corporate Parkway, Suite 452 Sunrise, FL 33323	SB	GS-23F-BA005	Phone 1 (888) 485-5001 Fax 1 (954) 485-0407	www.capitolsupply.com/gov	X		
Complete Packaging and Shipping Supplies Inc. 83 Bennington Ave. Freeport, NY 11520	SB	GS-23F-BA017	Phone 1 (800) 269-7872 Fax 1 (516) 546-0764	http://www.completesupplyusa.com	X		
Document Imaging Dimensions 205 Beaver St. Yorkville, IL 60560	WOSB	GS-23F-BA016	Phone 1 (877) 934-3462 Fax 1 (630) 553-3877	www.fssibpa.com	X		
Galaxie Defense Marketing Services 5330 Napa Street, Suite A San Diego, CA 92110	SDVOSB	GS-23F-BA006	Phone 1 (888) 711-3427 Fax 1 (619) 299-9955	www.galaxiemgmt.com	X		
MJL Enterprises LLC 2748 Sonic Drive Virginia Beach, VA 23453	SDVOSB	GS-23F-BA007	Phone 1 (888) 621-0789	www.mjl-enterprises.com	X		X
Noble Supply & Logistics 302 Weymouth Street Rockland, MA 02370	SB	GS-23F-BA008	Phone 1 (877) 999-1911	www.noblegov.com	X	X	X
Premier & Companies, Inc. 460 West 34th Street, 5th Fl. New York, NY 10001	SB	GS-23F-BA009	Phone 1 (866) 412-2472	www.premierandcompanies.com	X	X	
The Office Group, Inc. 372 C Wythe Creek Road Poquoson, VA 23662	WOSB	GS-23F-BA012	Phone 1 (888) 767-9833 Fax 1 (757) 868-0507	www.theofficestore.com	X	X	X
Wrigglesworth Enterprises, Inc. 3156 College Road Wilmington, NC 28412	WOSB	GS-23F-BA014	Phone 1 (910) 395-1904 Fax 1 (910) 395-0026	www.wesourceusa.com	X		
W.W. Grainger, Inc. 319 Wild Horse Lane Mt. Pleasant, SC 29464	Other than small	GS-23F-BA015	Phone 1 (800) 472-4643	www.grainger.com	X	X	X

3.1 Period of performance

The period of performance for contractors under BPAs resulting from this solicitation will be for a base period of one year from the date BPAs are established. There will be four one-year option periods for a total potential performance period of five years.

4.0 Ordering procedures

4.0.1 Minimum order amount

GSA Advantage! has a $25 minimum requirement to place an order under the MRO solution. Should your order be less than $25, you will receive a pop-up stating that your order is under the minimum threshold and you will need to increase your order or cancel it. If you wish to order less than $25 worth of MRO supplies, you must place your order directly with the contractor. Some MRO contractors have a $25 minimum order fee. This fee varies from contractor to contractor. See table below for per-contractor $25 minimum order fees.

Contractor name	Fee incurred under $25
Capitol Supply	$15.00
Galaxie Defense Marketing	$7.50
MJL Enterprises LLC	None
Noble Supply & Logistics	None
Premier & Companies, Inc.	$10.00
The Office Group, Inc.	None
Wrigglesworth Enterprises, Inc.	None
Complete Packaging & Shipping Supplies Inc.	$3.95
Document Imaging Dimensions	None
W.W. Grainger, Inc.	None

4.2 Effective use of manufacturer warranties

Prior to replacing existing MRO tools and equipment, investigate if there is an existing warranty associated with the equipment in need of repair or replacement. This will assist in verifying if a warranty will fund or partially fund the repair or replacement of the existing equipment prior to committing government funds to do so. If the supply or

equipment is under warranty, proceed with the warranty remittance process. If there is not an existing warranty, continue with the next step in the ordering process.

4.3 Shipping, returns, fees, and special requirements

Contractors are to provide real-time order status of all orders. Standard delivery inside Continental United States (CONUS) is five to seven business days, where applicable. All orders are considered Freight On Board (FOB) Destination, unless an expedited delivery method is requested by the purchasing agency. Contractors may provide overnight, second day or other expedited CONUS delivery for a fee. Should you require other than standard delivery, the order must be placed directly with the contractor.

International delivery and delivery to Alaska, Hawaii, Puerto Rico and U.S. Territories is available under the MRO BPAs. International and Outside Continental United States (OCONUS) is available to consolidation points, with standard shipping within five to seven business days, where applicable. Place these orders directly with the contractor to ensure your specific shipping, marking, packing, and labeling requirements are met. Fees may apply.

If ordered items are received in damaged condition, damaged goods are the contractor's responsibility and liability. Once a contractor receives notification of damaged goods, the contractor will have three business days to send replacement items. The delivery of replacement items will adhere to the delivery timeframes of the original order.

Returned (non-damaged) items must be returned in the original packaging and in sellable condition up to 30 days from the date the item was delivered. A full refund will be provided to the agency, less any applicable restocking fee, for such items within 30 days of receipt of the returned item.

Restocking fees may be assessed by the contractor in accordance with the established schedule restocking fee amount from the MAS 51V contract. However, the BPA restocking fee shall be capped at no more than 10 percent of the item cost when the contractor incurs additional cost due to customer ordering error. There shall be no restocking fee assessed when the item is returned due to unacceptable item condition or contractor error.

DoD customers requiring specific IUID and RFID, MIL-STD-129, or agency-level restrictions specifications: we recommend the DoD contracting officers include these specifications within the delivery orders required by the requesting agency. These clauses are not mandated to the contractors by GSA. By making this an order requirement, the requesting agency can then ensure their product will be delivered by a contractor with the capabilities of fulfilling the order with the specifications desired. (See DFARS clause 252.211-7003 Item Unique Identification and Valuation and 252.211-7006 Passive Radio Frequency Identification)

4.4 Tax exemption

Purchases on behalf of the federal government are exempt from most taxes. In accordance with FAR 52.212-4, Taxes, the BPA price includes all applicable federal, state, and local taxes.

4.5 Order thresholds

4.5.1 Orders at or below the micro-purchase threshold (below $3,500)

Ordering activities may place orders at, or below, the micro-purchase threshold with any MRO contractor that can meet their agency needs. [FAR 8.405-3(c)(2)]

- It is not required to conduct a comparative price analysis
- It is not required to solicit from a specific number of schedule contractors
- Justification is not required for brand name or sole source requirements
- Ordering activities should attempt to distribute orders among BPA holders

4.5.2 Orders exceeding the micro-purchase threshold, but not exceeding the simplified acquisition threshold (above $3,500; less than $150,000)

Ordering activities shall place orders with the MRO contractor that can provide the supply that represents the best value. [FAR 8.405-3(c)(2)(ii)] Ordering activities shall:

- Provide each contractor a fair opportunity to be considered for each order
- Document circumstances for restricting consideration to less than all MRO contractors offering the required supplies and services [FAR 8.405-6(a)(1)(i)]
- Follow the justification requirements for brand name or sole source items [FAR 8.405-6]
- Conduct a comparative price analysis

4.5.3 Orders exceeding the simplified acquisition threshold (above $150,000)

Ordering activities shall place orders with the MRO contractor that can provide the supply that represents the best value. [FAR 8.405-3(c)(2)(iii)] Ordering activities shall:

- Provide the RFQ to all contractors offering the required supplies and services
- Include a description of the supplies to be delivered and the basis upon which selection will be made
- Afford all MRO BPA holders responding to the RFQ an opportunity to submit a quote
- Fairly consider all responses received and make award in accordance with RFQ selection procedures
- Document circumstances for restricting consideration to less than all MRO contractors offering the required supplies and services [FAR 8.405-6(a)(1)(i)]
- Follow the justification requirements for brand name or sole source items [FAR 8.405-6]
- Conduct a comparative price analysis

4.6 Best value

When determining best value, the ordering activity may consider factors other than price, such as:

- Past performance
- Special features of the supply required for effective program performance
- Trade-in considerations
- Probable life of the item selected, as compared with that of a similar item
- Warranty considerations
- Maintenance availability
- Delivery terms
- Environmental and energy-efficiency considerations
- AbilityOne preference
- Berry Amendment compliance
- Trade Agreement compliance
- Meeting socioeconomic goals set forth by your agency

4.7 U.S. Air Force restrictions

When procuring ball bearings and roller bearings, make special requests known to contractors during the order request process. This will ensure the proper specifications are met by the participating MRO program contractors. Please refer to DFARS clause 252.225-7016-Restriction on the Acquisition of Ball and Roller Bearings, for further information on the acquisition specifications regarding the procurement of ball and roller bearings for Air Force use.

5.0 Ordering guides

Line Cards, for information regarding the brands of MRO solution products available on the BPA for each of the awarded contractors, will be made available as soon as the information is received from contractors. They will be posted to gsa.gov/fssimro at that time. Check back for this information.

6.0 Additional information and training

Training videos about how to access MRO pricing on *GSA Advantage!* will soon be available. For a more extensive tour of the purchase channel program, GSA will soon be offering monthly live webinars. You can find times for these at https://interact.gsa.gov/gsa-training/virtual or sign-up to receive e-mail notifications at http://bit.ly/mroemail. Also check on gsa.gov/fssimro to find the videos and dates for the training, which will be available in early FY2015.

6.0.1 GSA contracting officer

The GSA contracting officer is the only person authorized to make or approve changes to any requirements of the MRO BPAs, notwithstanding any clauses contained elsewhere in these BPAs. This authority remains solely with the contracting officer.

GSA MRO Purchase Channel Contracting Officer:
Paula Hance
U.S. General Services Administration
2300 Main St.
Kansas City, MO 64108
E-mail Address: paula.schulte@gsa.gov
Phone: (816) 926-1298

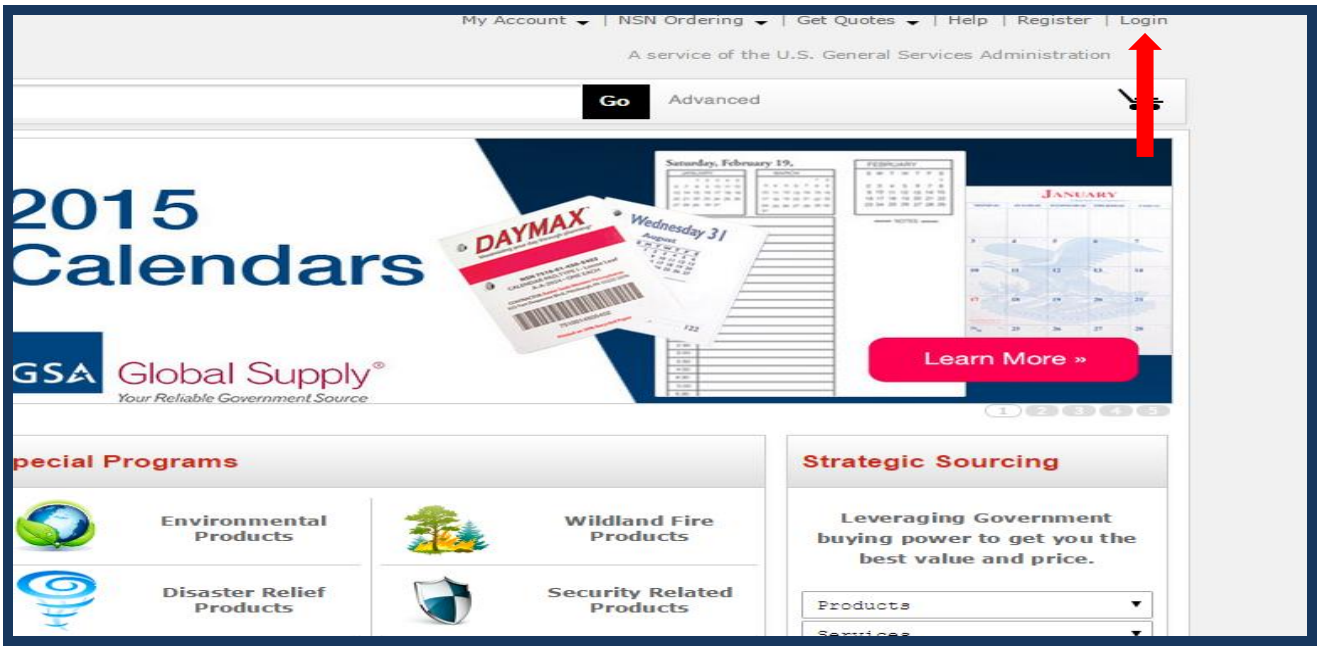
6.0.2 GSA program manager

The GSA MRO program manager will represent the contracting officer in the administration of technical matters within the scope of the BPAs. The program manager also is responsible for final inspection and acceptance of all reports and such other responsibilities as may be specified in these BPAs. The program manager is not otherwise authorized to make any representations or commitments of any kind on behalf of the contracting officer or government. The program manager does not have authority to alter the contractor's obligations or to change the BPA specifications, pricing, terms, or conditions. If, as a result of technical discussions, it is desirable to modify the BPA requirements or the Statement of Work, changes will be issued in writing and signed by the contracting officer.

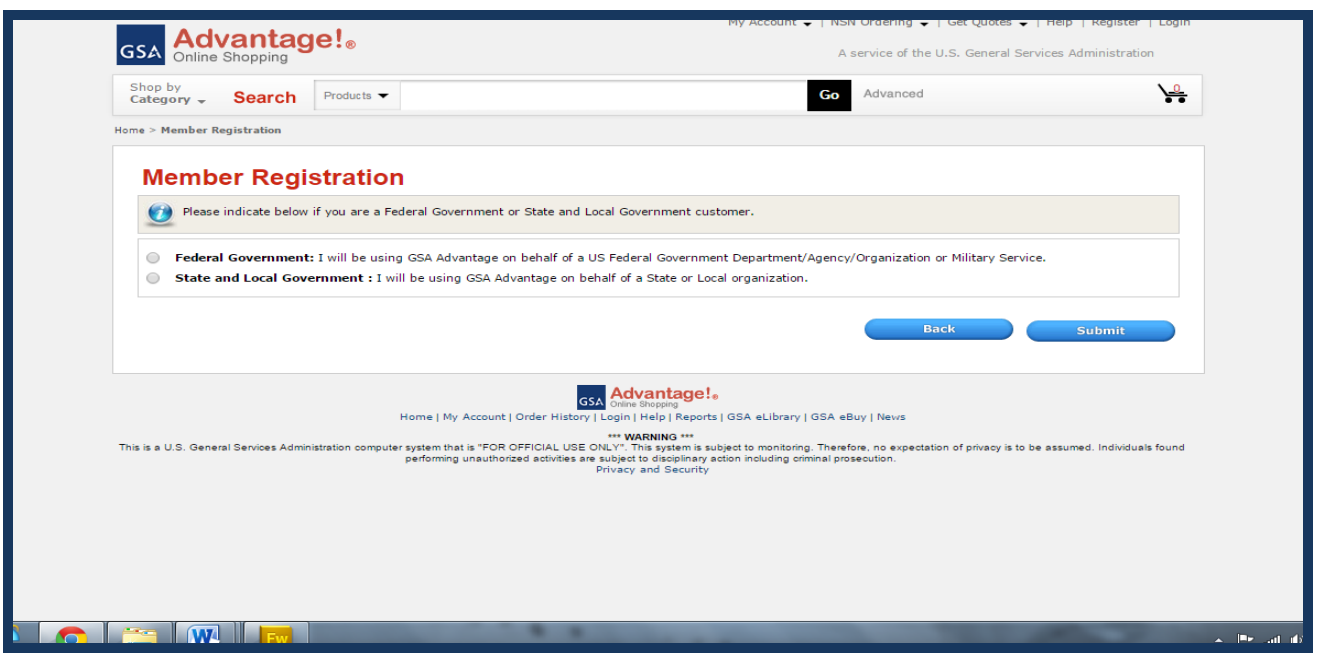
GSA MRO Purchase Channel Program Manager:
Doris Weyh
U.S. General Services Administration
2300 Main St.
Kansas City, MO 64108
E-mail Address: doris.weyh@gsa.gov
Phone: (816) 823-4144

7.0 How to order with GSA Advantage

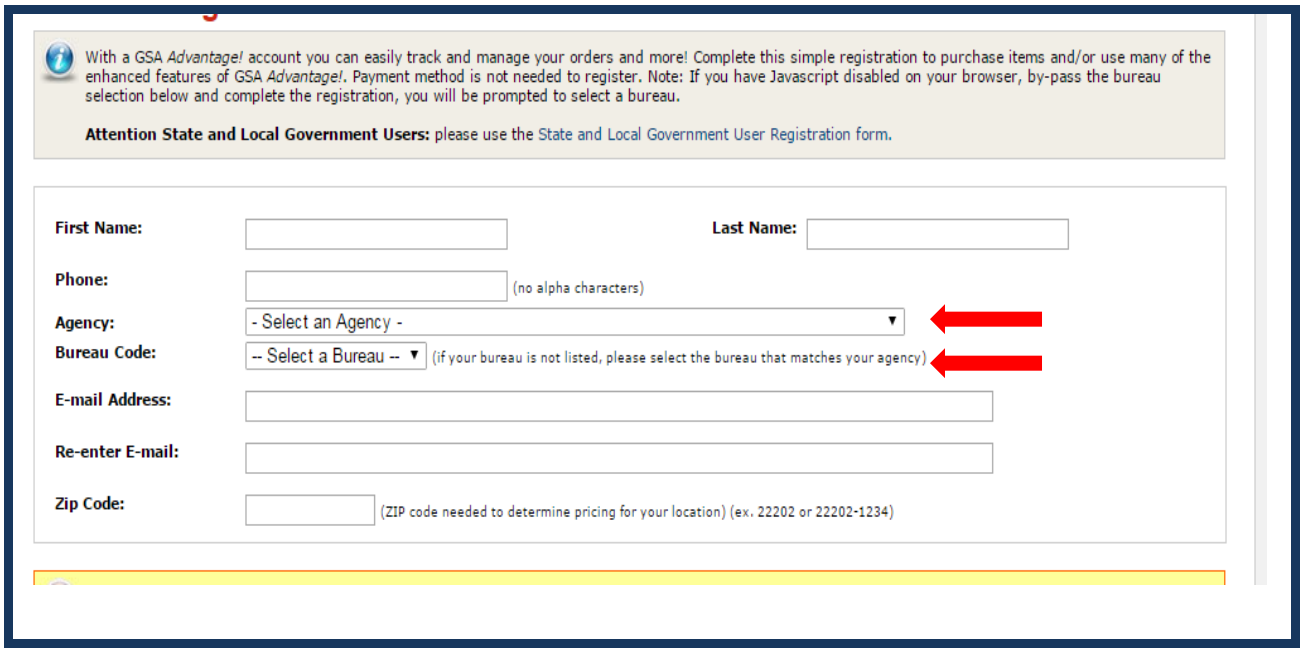
1. Log in or register at www.gsaadvantage.gov.



2. Indicate if you are a Federal or State and Local Government customer.

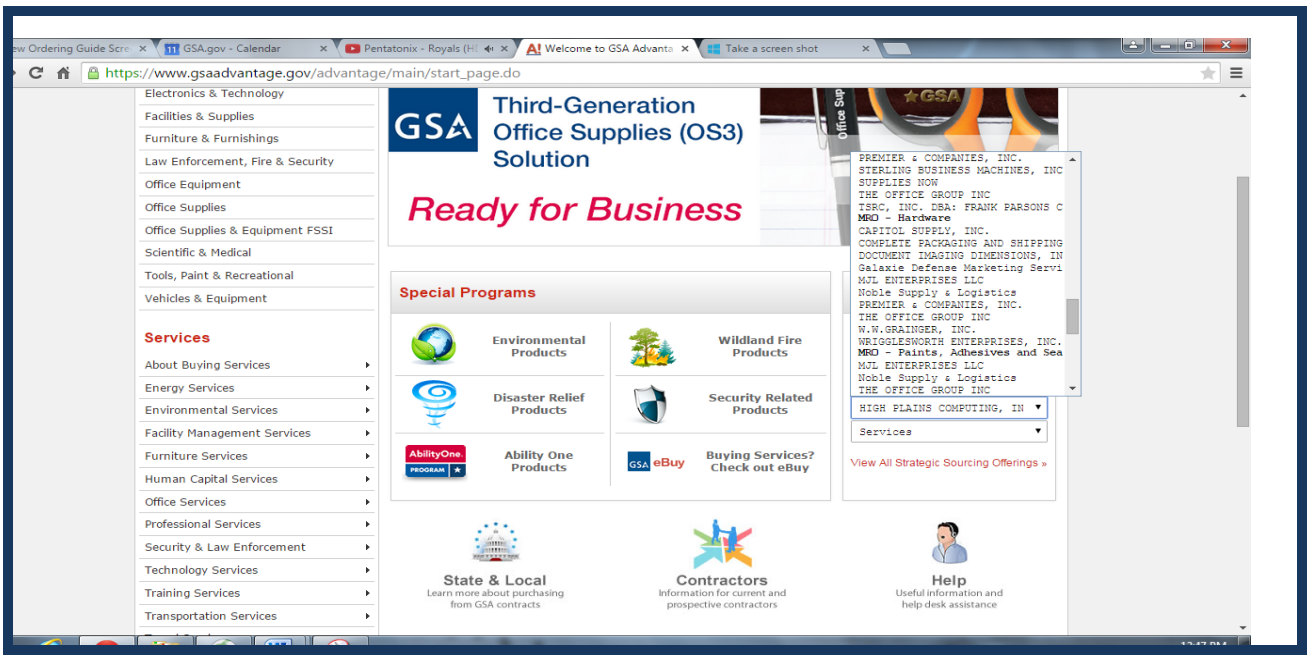


3. On the registration page, make sure your user profile includes your Agency and Sub-Agency or Bureau Code to assist with detailed data reporting. If your Bureau isn't listed, select your Agency name again.

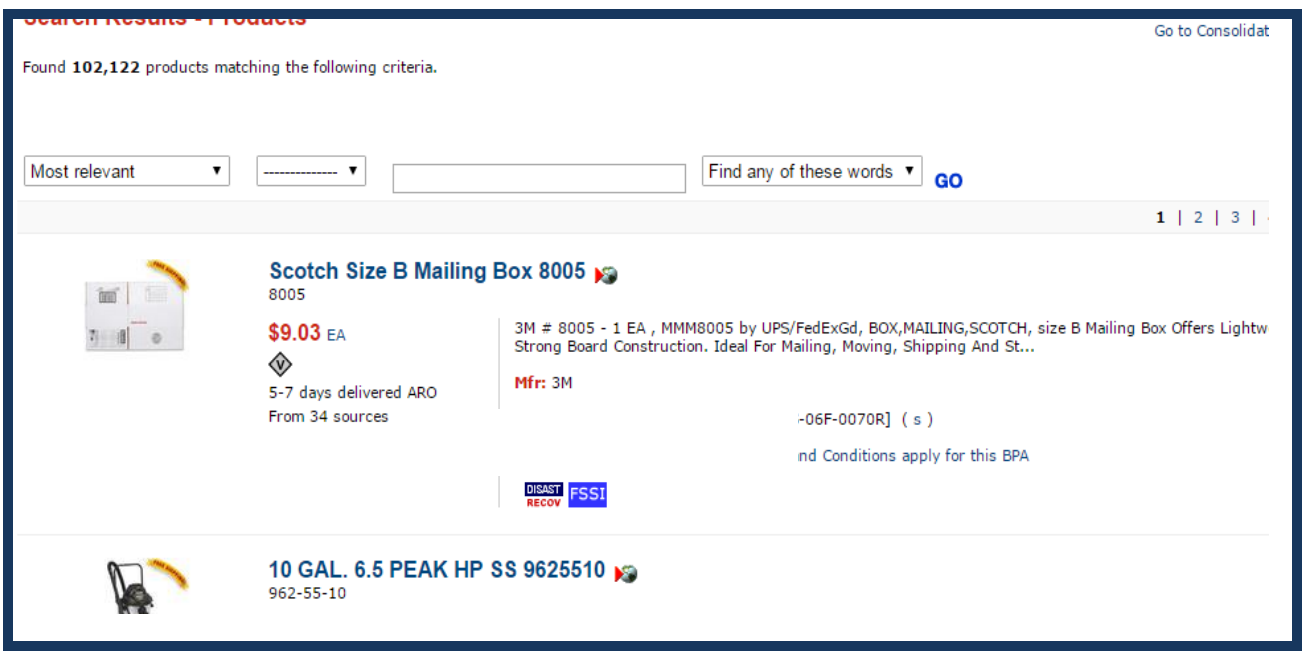


4. When you are ready to order, return to the homepage. Halfway down the page, you will two dropdown menus under the words "Strategic Sourcing." Click on "Products."

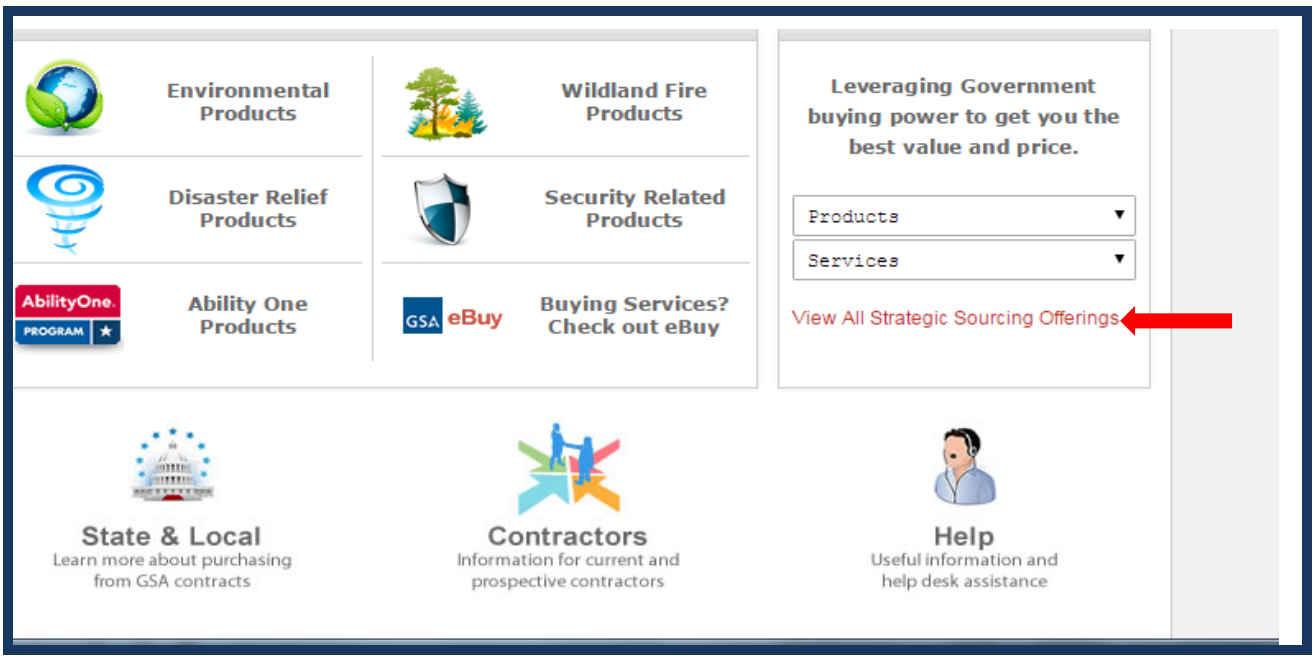
5. This will show you all of the MRO BPA Purchase Channel contractors. Click on contractor name to search their MRO BPA offerings.



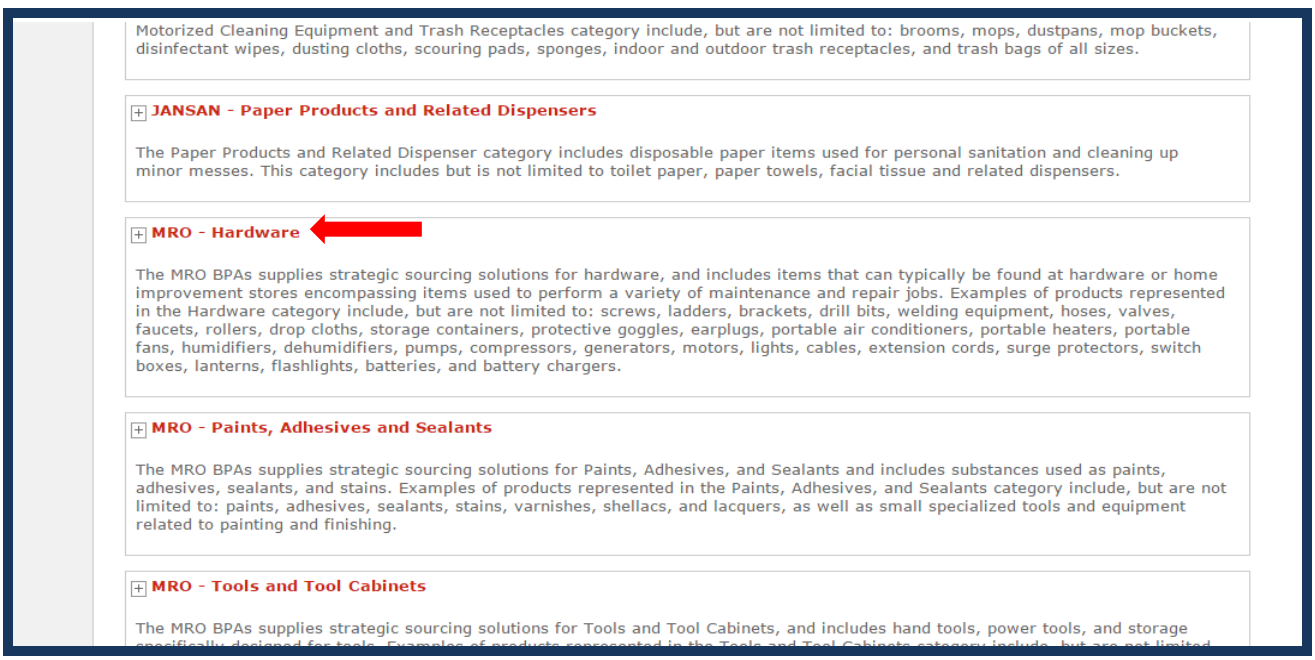
6. This will show you the product listing for each contractor.



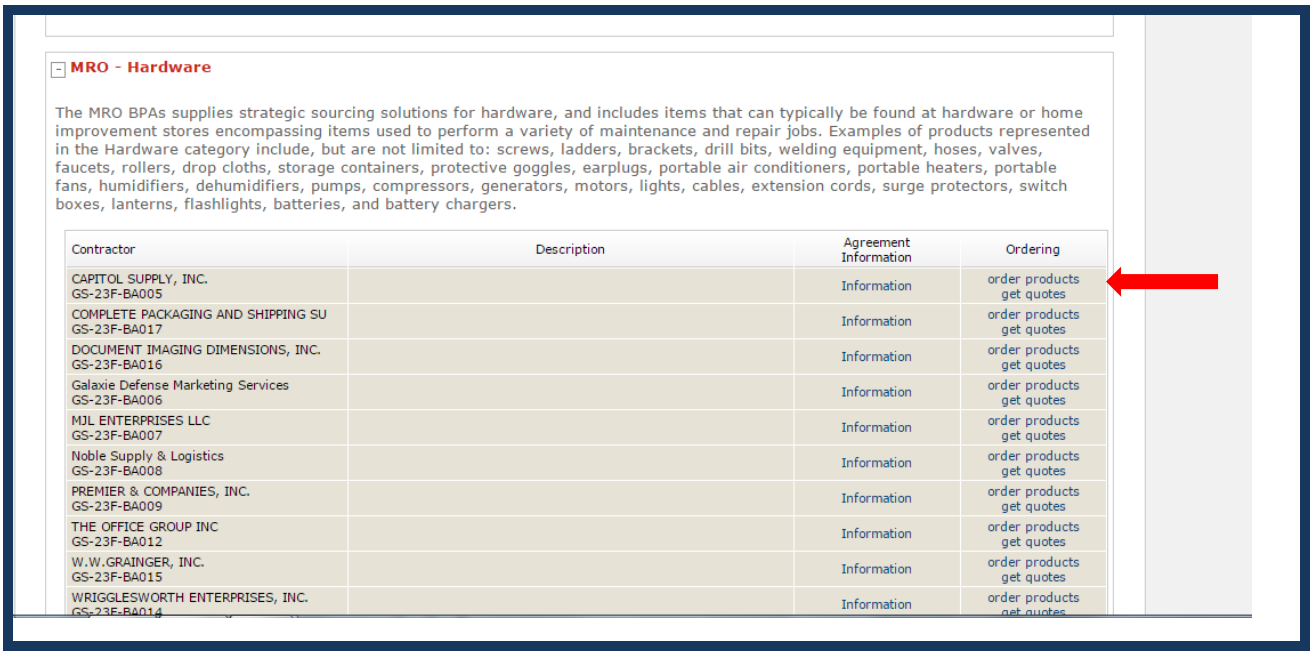
7. To search the MRO BPA products by category, click on “View All Strategic Sourcing Offerings.”



8. This screen will show you the three MRO categories to choose from. For instance, you can search for products under “MRO – Hardware.”



9. To see the BPA products offered by each contractor, click on the “Order Products” from the “Ordering” column on the far right.

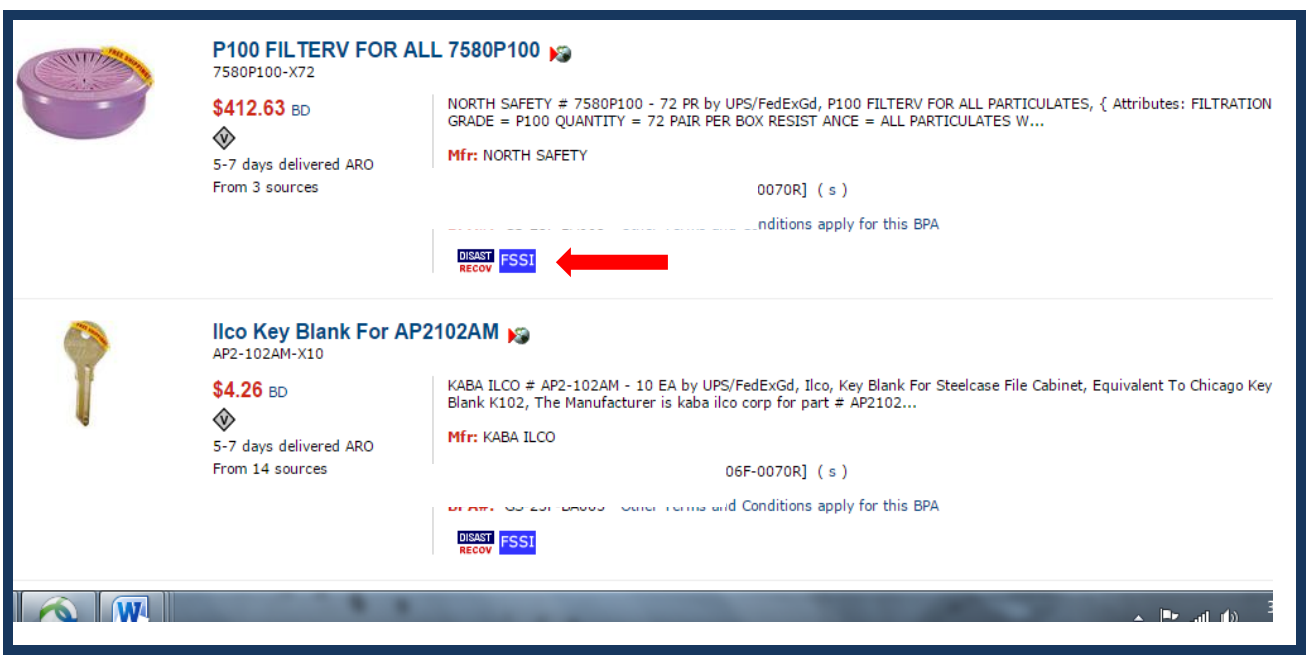


MRO - Hardware

The MRO BPAs supplies strategic sourcing solutions for hardware, and includes items that can typically be found at hardware or home improvement stores encompassing items used to perform a variety of maintenance and repair jobs. Examples of products represented in the Hardware category include, but are not limited to: screws, ladders, brackets, drill bits, welding equipment, hoses, valves, faucets, rollers, drop cloths, storage containers, protective goggles, earplugs, portable air conditioners, portable heaters, portable fans, humidifiers, dehumidifiers, pumps, compressors, generators, motors, lights, cables, extension cords, surge protectors, switch boxes, lanterns, flashlights, batteries, and battery chargers.

Contractor	Description	Agreement Information	Ordering
CAPITOL SUPPLY, INC. GS-23F-BA005		Information	order products get quotes
COMPLETE PACKAGING AND SHIPPING SU GS-23F-BA017		Information	order products get quotes
DOCUMENT IMAGING DIMENSIONS, INC. GS-23F-BA016		Information	order products get quotes
Galaxie Defense Marketing Services GS-23F-BA006		Information	order products get quotes
MJL ENTERPRISES LLC GS-23F-BA007		Information	order products get quotes
Noble Supply & Logistics GS-23F-BA008		Information	order products get quotes
PREMIER & COMPANIES, INC. GS-23F-BA009		Information	order products get quotes
THE OFFICE GROUP INC GS-23F-BA012		Information	order products get quotes
W.W.GRAINGER, INC. GS-23F-BA015		Information	order products get quotes
WRIGGLESWORTH ENTERPRISES, INC. GS-23F-BA014		Information	order products get quotes

10. Here you can see individual products and which contractors carry particular MRO items, marked with a blue FSSI icon.



P100 FILTERV FOR ALL 7580P100
7580P100-X72

$412.63 BD

5-7 days delivered ARO
From 3 sources

NORTH SAFETY # 7580P100 - 72 PR by UPS/FedExGd, P100 FILTERV FOR ALL PARTICULATES, { Attributes: FILTRATION GRADE = P100 QUANTITY = 72 PAIR PER BOX RESIST ANCE = ALL PARTICULATES W...

Mfr: NORTH SAFETY

0070R] (s)

nditions apply for this BPA

DISAST RECOV FSSI

Ilco Key Blank For AP2102AM
AP2-102AM-X10

$4.26 BD

5-7 days delivered ARO
From 14 sources

KABA ILCO # AP2-102AM - 10 EA by UPS/FedExGd, Ilco, Key Blank For Steelcase File Cabinet, Equivalent To Chicago Key Blank K102, The Manufacturer is kaba ilco corp for part # AP2102...

Mfr: KABA ILCO

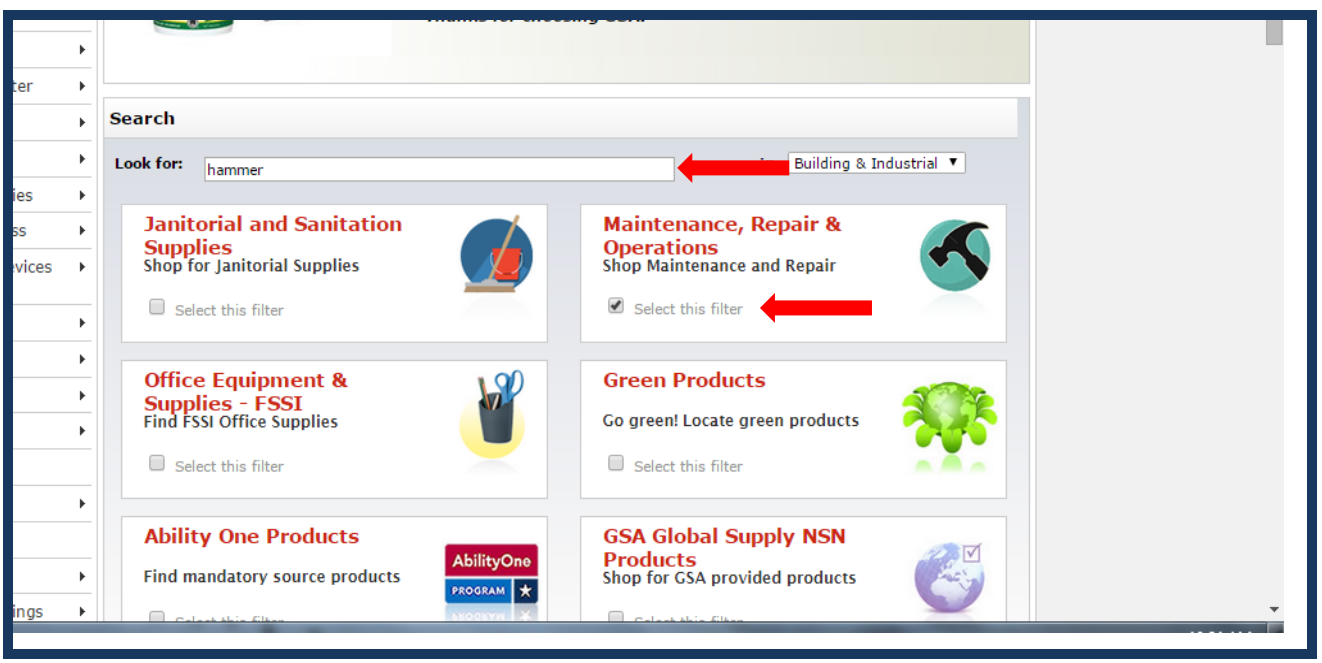
06F-0070R] (s)

d Conditions apply for this BPA

DISAST RECOV FSSI

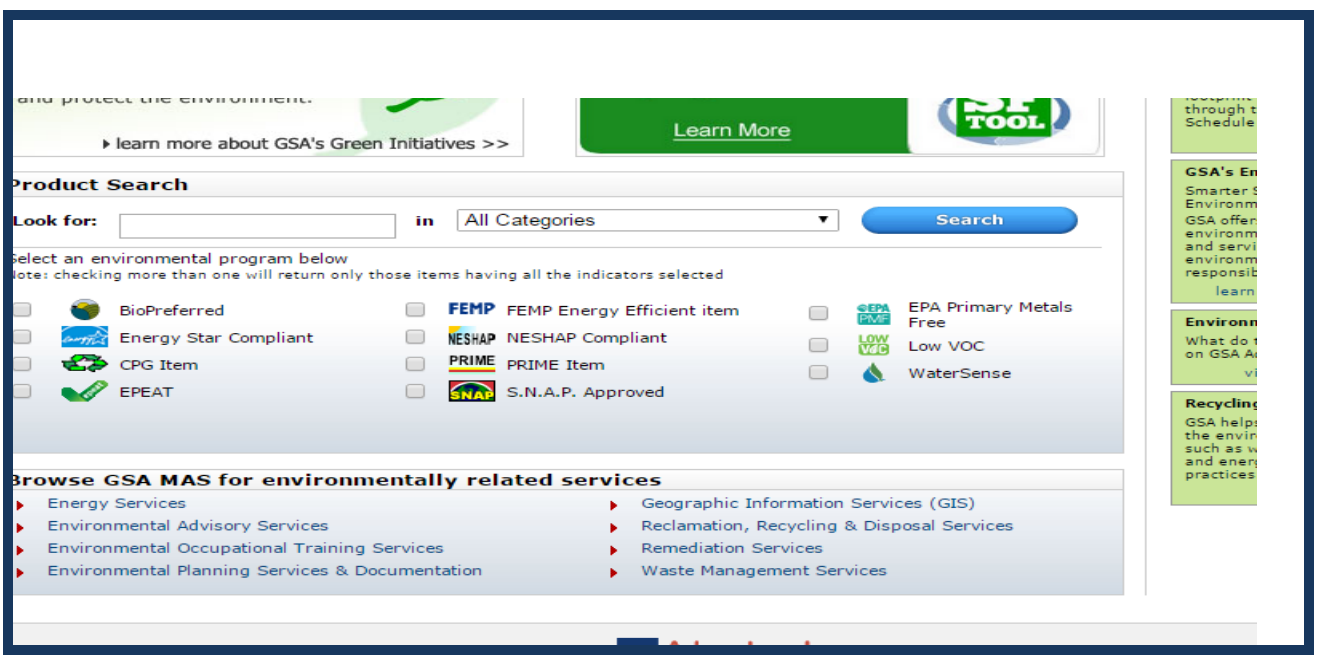
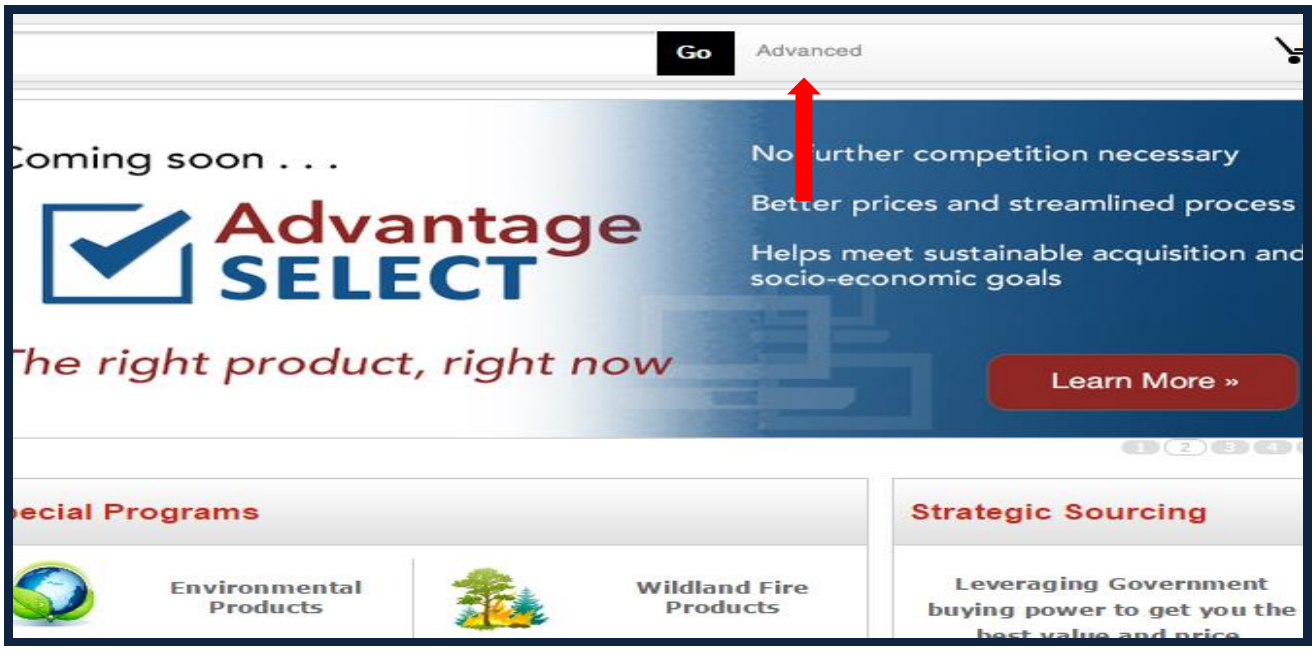
11. Another way to search for MRO products is by clicking “Building and Industrial” and “Tools, Paint & Recreation” on the left side of the homepage.

12. Search by product, for example, a hammer, and select the Maintenance, Repair & Operations filter.



13. Here you can see individual products and which contractors carry particular MRO items, marked with a blue FSSI icon. Make your selection, check out, or continue shopping!

14. If you're looking for environmentally friendly products, MRO sustainable options are available in CPG, BioPreferred, Water Sense, and Energy Star. Look for the appropriate icons on select MRO products. See the key for all *GSA Advantage!* symbols at https://www.gsaadvantage.gov/advantage/information/page.do?keyName=SYMBOLS#fssi



15. To define your search even more, click “Advanced” on the homepage.