

# Q&A Sheet

## Ordering Furniture through GSA Global Supply Webinar

### June 20, 2019

Source Link: [Recorded Webinar Dated June 20, 2019](#)

#### **Q1. Is there any requirement for Fair Opportunity to compete or can we just choose an NSN regardless of quantity and total dollars?**

National Stock Numbers (NSNs) can be requisitioned at any quantity or dollar value from GSA without any need for further competition. GSA has already conducted the fair opportunity competitive procurement and ensured that all of the applicable Federal Acquisition Regulations were met when awarding the IDIQ or BPA contract that supports the direct delivery of the NSN to you when you place your order with GSA Global Supply.

See below for where GSA Global Supply is referenced in the Federal Acquisition Regulation (FAR):

- [FAR 8.002](#), Priorities for use of Government supply sources
- [FAR 8.402 \(c\)](#) - FAR Subpart 8.4 is not applicable to orders placed through the GSA Global Supply System.

#### **Q2. What is the difference between GSA Global Supply and GSA Advantage?**

[GSA Global Supply](#)<sup>™</sup> and [GSA Advantage!](#)<sup>®</sup> are both GSA online ordering websites (they even accept the same user name and password) but there is an important difference.

- [GSA Global Supply](#)<sup>™</sup> only includes National Stock Number (NSN) or part number items that are available for "requisitioning" from GSA. Per FAR 8.402 (c) FAR Subpart 8.4 is not applicable to orders placed through the GSA Global Supply System.
- [GSA Advantage!](#)<sup>®</sup> includes all of the same products on the GSA Global Supply website that are available for requisitioning, but in addition, it includes the millions of GSA Multiple Award Schedule products where FAR Subpart 8.4 does apply.

A more detailed comparison of these two ordering websites can be found online at:

<https://www.gsa.gov/acquisition/purchasing-programs/requisition-programs/gsa-global-supply/gsa-global-supply-faqs>

#### **Q3. How does GSA eBuy fit into GSA Advantage! and GSA Global Supply websites?**

GSA eBuy is the solicitation website, where Request for Information (RFIs) and Request for Quotes (RFQs) are posted for acquisitions using the GSA Multiple Award Schedule program (FAR 8.4). It is not applicable when requisitioning items from GSA Global Supply.

#### **Q4. How does Air Force Advantage! fit in when ordering furniture through Global Supply?**

GSA Global Supply products, including all furniture NSNs, are available in Air Force Advantage! in the same way they are available on GSA Advantage! Air Force Advantage! (Just like GSA Advantage!), also includes the millions of GSA Multiple Award Schedule products where FAR Subpart 8.4 does apply, in addition to the GSA Global Supply items where FAR Subpart 8.4 does not apply. See answers for Q2 and Q3 above.

**Q5. Do we still need to go through UNICOR first?**

Mandatory Sources, per FAR 8.002 Priorities for Use of Mandatory Government Sources, should still be followed. If the item cannot be found within existing inventory, excess, UNICOR or AbilityOne, Global Supply is the fifth mandatory source on the list.

**Q6. Is UNICOR one of the vendors available?**

In conducting our procurement, GSA fully complies with the requirements of FAR 8.002, Priorities for Use of Mandatory Government Sources and FAR 8.6, Acquisition from Federal Prison Industries, Inc. As a result, UNICOR items are available within the GSA Global Supply overall product offering. While we do not currently have any furniture NSNs being manufactured or supplied by UNICOR at the current time, they have been a supplier of furniture NSNs in the past and there is always potential for UNICOR to hold a furniture NSN contract with us in the future.

**Q7. Is it possible to issue a contract to GSA Global Supply?**

No. GSA Global Supply is a federal program administered by the General Services Administration. While Global Supply does work with commercial suppliers to develop its product line, it is a governmental program. There is no need to “contract” with GSA Global Supply as you can requisition/order any quantity or dollar amount of any available National Stock Number as needed from GSA.

**Q8. Can I pay with a Purchase Order (PO)?**

When you order from Global Supply, you are ordering from GSA, a government entity, not a vendor. GSA Global Supply accepts the government purchase card and can arrange for direct billing for customers who use an Activity Address Code (AAC) or a military equivalent (DoDAAC, RUC, etc.)

**Q9. Can Non-Federal agencies (i.e. State local entities) order furniture through GSA global supply?**

Unfortunately, no. State and Local Government entities are not authorized to requisition products from GSA at this time.

**Q10. Does GSA Global Supply ensure the product meets recycled content regulations?**

GSA Global Supply is committed to “greening” its product line by continuously increasing access to sustainable product offerings. At this time more than 3,000 National Stock Numbers exist with green attributes. GSA is also partnered with DoD to meet service-specific environmental goals, to include PRIME (Plastics Removal in the Marine Environment), and green alternatives to chemicals.

All GSA Global Supply contracts established to support furniture NSNs include environmental and sustainable specifications, as required and applicable to each product line, including minimum recycled content, low volatile organic compounds (VOCs), Greenguard, and the ANSI/BIFMA e3 Furniture Sustainability Standard.

**Q11. Can you request recycled items only?**

GSA Advantage! and GSA Global Supply include a “Green Items” category on it’s menu bar that allows you to filter your view to show only NSNs that have green attributes. You will also see a variety of “green” icons that indicate which more specific green programs apply to the selected product. If you have questions about the actual recycled content of a particular NSN product, if

not listed in the description, our National Customer Service Center 800-488-3111 or [NCSCcustomer.service@gsa.gov](mailto:NCSCcustomer.service@gsa.gov) can get the answer for you.

**Q12. May an office or organization arrange to "inspect" office chairs before ordering?**

While this is not a service specifically offered through GSA Global Supply, it is common practice for our furniture industry partners to make site calls to show their product(s) and/or to arrange local showroom visits. To request options for inspecting a particular NSN product before ordering, please contact us at [furniture@gsa.gov](mailto:furniture@gsa.gov)

**Q13. How we can find pricing on the available NSN products?**

GSA Global Supply conducts procurements and prices competitively. Typically, the quoted price includes shipping costs. In a competitive and volatile marketplace, prices are subject to change. GSA makes every effort to maintain consistency between the two websites and the printed catalogs and brochures. However, the websites are updated overnight, every night, to incorporate changes directly from our contracting system. Therefore, customers should use websites ([GSA Global Supply™](#) or [GSA Advantage!®](#)) for the most up-to-the-minute pricing. Customers pay the price that is in effect on the day that they place the order.

**Q14. Where can we find lists of available NSNs for items other than furniture?**

All of the available NSN products available for ordering through Global Supply can be found on the [GSA Global Supply™](#) ordering website. Additional information and product line specific brochures for select product lines such as furniture, security containers, vibration-controlled tools, and appliances can be found on GSA's website at this link:

<https://www.gsa.gov/acquisition/purchasing-programs/requisition-programs/gsa-global-supply/national-stock-numbers-and-product-lines>

**Q15. For ergonomic seating, how can the chair dimensions be found if not provided on GSA Global Supply's website?**

We are in the process of updating these product descriptions on our ordering sites to include dimensions and weight capacities. If you require additional details about any of the NSNs, in the immediate future, please contact our National Customer Service Center 800-488-3111 or [NCSCcustomer.service@gsa.gov](mailto:NCSCcustomer.service@gsa.gov).

**Q16. Are the cell phone lockers big enough to fit current size phones?**

Yes. Each individual cell phone locker is approximately 8" wide x 9" deep. Cell phone lockers are available in 15 door, 25 Door and 36 Door options.

**Q17. How can we get assistance and additional demos on how to navigate and place orders on the GSA Ordering Websites?**

GSA offers a worldwide network of knowledgeable Customer Service Directors (CSDs). CSDs provide hands-on assistance, resolve problems and answer questions. CSDs also host seminars upon request, and are a valuable source of information on all of GSA's programs. You can find contact information for your CSD at the link below:

<https://www.gsa.gov/about-us/organization/federal-acquisition-service/customer-and-stakeholder-engagement/customer-service-directors>

**Q18. Do you offer anymore demos for ordering supplies?**

GSA offers a course titled “FCL-GSA-0024 GSA Global Supply” which is 2 hours in length, offering 2 CLPs, that is not focused on furniture availability through the program, as this course was. You can look for upcoming dates for this course and other courses on a variety of GSA programs at [www.gsa.gov/events](http://www.gsa.gov/events). Also see Q14 for how you can contact your local GSA Customer Service Director (CSD) to request hands-on site navigation training or demo.

**Q19. Who places the orders for NSNs? Is it the unit who needs the items or does it have to be a contracting officer?**

Anyone with internet access can view the site, search for items and compile an order. However, only authorized federal buyers can submit the order. If you are a purchase card holder you can order any quantity or dollar value up to your purchase card limit. Agencies may also assign and authorize personnel within specific units or offices, without purchase cards, (does not have to be a contracting officer) to use the assigned AAC or DoDAAC to place orders.

**Q20. Why have fire supplies been moved out of GSA and into FedMall, when fire supplies are not specific to DOD agencies?**

While the original agreement that divided the management of consumable items between DLA and GSA was entered into in 1971, as the respective supply systems and government requirements evolve, the assignment of items can shift between DLA and GSA. While originally managed by GSA, the entire Fire Program shifted to DLA in 2014. DLA is assigned those FSCs or commodities commonly used in military operations or weapons systems support, irrespective of their use by civil agencies. While DLA managed items are not available on GSA ordering websites, civilian agencies may still requisition them from DLA on [FedMall](http://FedMall).

**Q21. If furniture products require inside delivery, installation/assembly, and trash removal, how can these services be priced by GSA Global Supply?**

Special service requests are handled on a case by case basis by contacting our National Customer Service Center 800-488-3111 or [NCSCcustomer.service@gsa.gov](mailto:NCSCcustomer.service@gsa.gov)

The NSN program is a drop ship delivery program that traditionally does not include installation services. Additionally, items ship fully assembled or with very little assembly needed, to simplify installation on the requisitioners end. However, due to the nature of furniture we understand that additional services may be necessary.

Some product lines will have pre-negotiated and awarded installation prices per NSN, whereby upon approval from the customer, GSA will simply modify your order to reflect the NSN price inclusive of installation, and no further evaluation is needed.

For other product lines, it may not have been feasible to establish a pre-negotiated installation price per NSN. In these cases, additional services would need to be negotiated. Depending on variables, such as total dollar value and delivery location:

- A GSA contracting officer may negotiate with the NSN contractor on behalf of the ordering agency, based on the contractor’s established labor pricing on the NSN contract or from the contractor’s GSA Schedule Contract, if applicable,
- or
- The ordering agency may need to arrange for a local installer. For this option, complimentary client advisory support would be available to the ordering agency by emailing us at [furniture@gsa.gov](mailto:furniture@gsa.gov)

**Q22. If installation is chosen, is disposal available of existing furniture?**

No and in fact, if you are replacing existing furniture, you should plan for disposal of the existing furniture before ordering new furniture because there are regulations governing how Federal and Military agencies can dispose of government owned property. Federal executive agencies are legally required to report excess personal property to the [GSA Personal Property Management Program](#). The Defense Logistics Agency ([DLA](#)) [Disposition Services](#) disposes of excess property for the military services.

I have not been able to get USFWS DoDAAC codes. Where do I find them?

**Q23. When using GSAAAdvantage! in the past, I have noticed that at times the Global Supply NSN price is higher than those of other Schedule vendors providing the same product. What is the advantage to using Global Supply?**

Since our transition from stocking product in warehouses to a direct vendor delivery model, that was discussed during the training, a larger Supply Transformation effort is still underway at GSA. The goal of this streamlining effort is to offer lower prices and faster delivery, worldwide. This modernization process includes our acquisition, distribution, information technology and customer service functions.

That said, GSA offers multiple buying programs and options to meet a variety of agency needs. If you are a purchase card holder or contracting officer and your requirement is under the micro-purchase threshold, it may very well be more efficient and cost effective to simply purchase the lower priced item, when identified as such, through the schedules program using your purchase card.

However, any quantity or dollar value, even above the Simplified Acquisition Threshold (SAT), can be ordered through GSA Global Supply without the need to dedicate acquisition time and resources to perform a competition, for which if cost was measured, might outweigh the price differential, that may or may not exist for every product.

**Q24. For orders shipping to US Virgin Islands and other US OCONUS locations, would you use the same contact for customer service?**

Our National Customer Service Center is available at 800-488-3111 from Sunday at 9 p.m. ET until Friday at 9:30 p.m. ET or via email at [NCSCcustomer.service@gsa.gov](mailto:NCSCcustomer.service@gsa.gov) to assist all customers, both CONUS and OCONUS.

GSA offers a worldwide network of knowledgeable Customer Service Directors (CSDs) to provide personal assistance. You can find contact information for your location's CSD at this link: <https://www.gsa.gov/about-us/organization/federal-acquisition-service/customer-and-stakeholder-engagement/customer-service-directors>

GSA also has staff in forward deployed environments to ensure that you also have the on-site support when you need it. For the most up to date contact information, please visit [www.gsa.gov/globalsupplyoconus](http://www.gsa.gov/globalsupplyoconus).

**Q25. When researching for GSA Global Supply items, there are multiple MFR part numbers that start with TL1-. I understand these are not NSNs, but can they also be purchased with MILSTRIP or the AAC to minimize our purchase card usage?**

Yes, while not available for furniture products, GSA Global Supply has partnered with leading commercial vendors for certain categories of products, one of which is tools, in order to offer hundreds of thousands of additional items in the category. Since it would be impractical and costly to assign NSNs to each product—some of which are short-lived—GSA attaches a prefix

to a commercial part number. For example, TL1 is the prefix for tools. Customers can order part-numbered items via phone, fax, or online. MILSTRIP users can also order part-numbered items by using the identifier AOB for domestic shipment and AO2 for overseas destinations. DoDAAC is accepted for these as well.

**Q26. Is there an option to lease furniture instead of buying it?**

Leasing is not available under GSA Global Supply. However, there are contractors available under [Schedule 71 SIN 711 96](#) that offer Leased Office Furniture (FAR Subpart 8.4 would apply). In addition to contact information, each contractor's Terms & Conditions/Price List is attached at the link provided. You can also find a helpful leasing article and lease calculator tool on the [Acquisition Gateway](#). Once logged in, navigate to Office Management, Office Management Leasing and Rentals. In order to use the calculator, you will need the lease rate factor and estimated residual value. If you need assistance, understanding the tool and locating this information, please email us at [furniture@gsa.gov](mailto:furniture@gsa.gov).

**Q27. You mentioned construction as an option with assisted acquisition. For interior remodeling projects that may involve changes in space configuration are there limits to what can be done?**

We offer furniture layout and design on [Schedule 71 II K](#). For space renovations you can contact [GSA PBS](#) or your facilities team if you are located on a military base.

**Q28. Do we need to compete among vendors on GSA Advantage?**

When ordering an NSN from GSA Advantage, competition is not required, as you are requisitioning from GSA. Purchasing an NSN is a government-to-government transaction. GSA has already conducted an acquisition in accordance with FAR following all competition requirements to award a single award contract to provide products meeting the salient characteristics of the NSNs.

**Q29. What is the site where we can view the Furniture NSN brochures?**

For furniture NSN brochures go to [gsa.gov/furniturensn](http://gsa.gov/furniturensn)

**Q30. Are warranty repairs done onsite or do they require shipping to a repair site?**

Every vendor has a warranty policy and all issues are handled accordingly. To submit a warranty claim, contact [NCSCcustomer.service@gsa.gov](mailto:NCSCcustomer.service@gsa.gov)