

# Travel Services Solutions

The Answer to All Your Travel Needs

Schedule 599

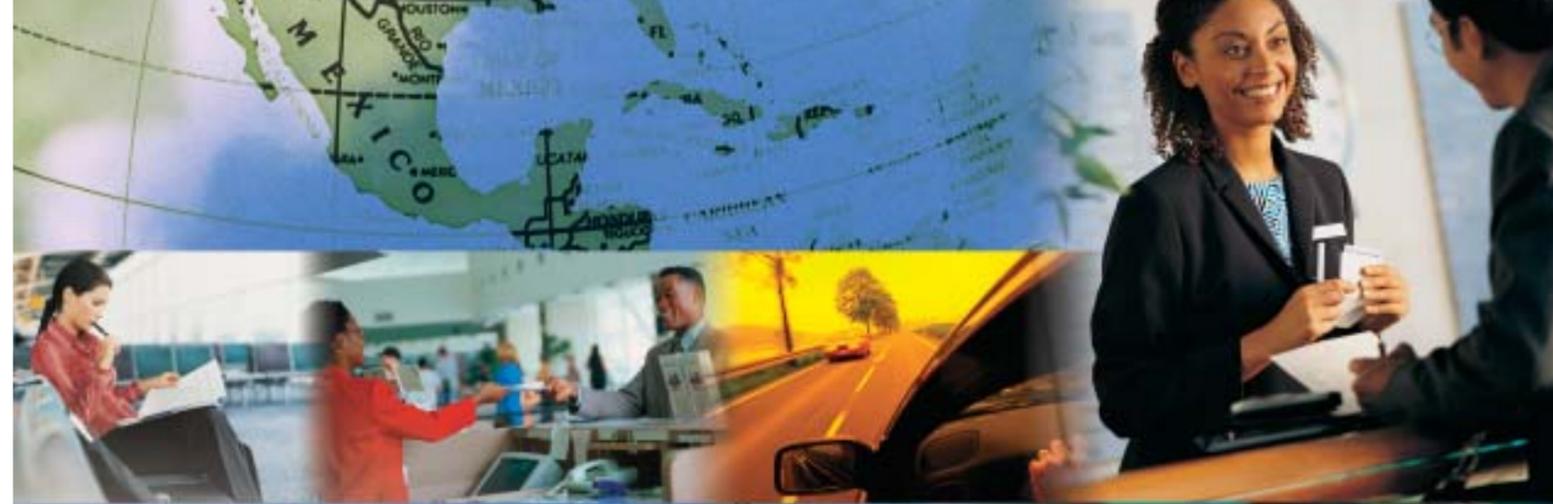


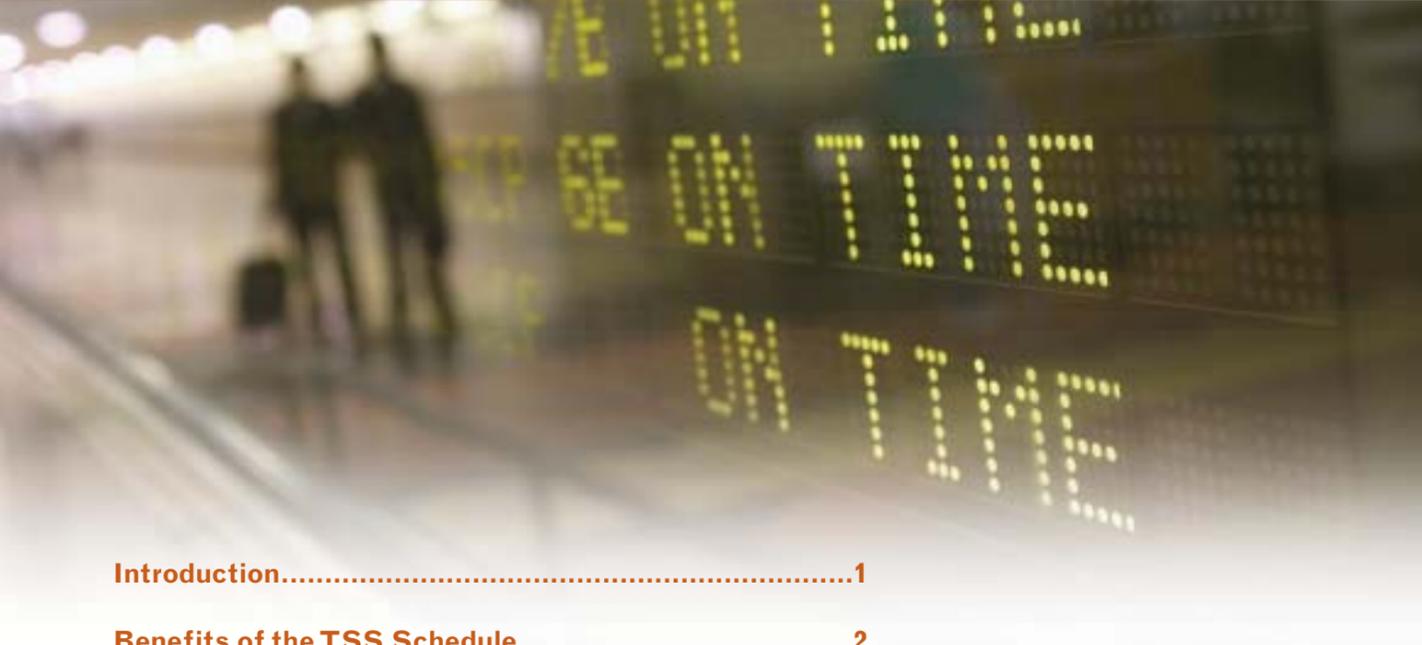
GSA/FSS/CMLS  
501 W. Felix Street  
Warehouse 9, Section F  
PO Box 6477  
Ft. Worth TX 76115-6477

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## **Schedule 599, the Travel Services Solutions Schedule: Traveling Made Easier, Faster and Less Expensive**

The Travel Services Solutions (TSS) Multiple Award Schedule can make your traveling experiences more efficient while saving you money. The TSS Schedule can help you obtain and manage travel services through the use of simplified processes and fewer resources — with outstanding results. Furthermore, the solutions available under this Schedule allow you to focus on your mission-critical assignments, and not spend your valuable time fine-tuning travel plans.

As a comprehensive contracting vehicle, the TSS Schedule provides a variety of high-quality commercial travel services to support government employees' travel needs. For example, expert consulting services are available to help you migrate to eTravel or improve any aspect of the travel process to help realize cost and/or administrative savings. This Schedule includes Travel Consulting Services, Travel Agent Services, and Contractor Support Items (which are detailed in the "Summary of Services" section on page 3). Overall, the TSS Schedule provides you with expert solutions — *it's the full-service answer to all your traveling needs.*

Using the TSS Schedule not only means effortlessly finding a contractor that can address your travel and transportation needs; but, it also reassures you that you will receive the most for your budget dollar with greater flexibility in meeting your deadlines, all while maintaining control of your projects.



# Benefits of the TSS Schedule:

## Flexibility

- Contractors on Schedule have diverse areas of specialization and expertise
- Tailored solutions to meet evolving needs
- Offers a wide selection of service providers that are subject-matter experts in their respective industry fields
- Varying contract end dates to ensure coverage

## Cost and Time Savings

- Drastically reduced procurement lead times and administrative costs
- Better utilization of resources to get what you need
- Fair and reasonable pricing
- The ability to negotiate additional discounts from the GSA Schedule price
- Streamlined ordering procedures
- There is **not** a Maximum Order (MO) limitation on any GSA Multiple Award Schedule
- The MO threshold was created to notify you to ask for even greater discounts when your Schedule order exceeds the MO amount
- GSA uses its aggregate purchasing power to obtain goods and services at the best value and passes these savings on to you

## Peace of Mind

- Compliance with all applicable regulations and competition requirements, including the Competition in Contracting Act (CICA) and the Federal Acquisition Regulation (FAR), whenever easy-to-use ordering procedures are followed
- All contractors are determined to be technically qualified and financially responsible
- Task Order awards to small business concerns count towards your socioeconomic goals

## Control

- Provides a direct relationship between you, the ordering agency, and the service provider
- Offers you timely, expert attention to your agency's travel needs
- Allows requirements to be tailored within the scope of the contract



# Summary of Services

Below is a description of services available under the TSS Schedule and their respective Special Item Numbers (SINs).

## Travel Consulting Services, SIN 599-1

Under this SIN, you will find contractors that provide professional advice and/or information on travel-related matters in order to assist government agencies with meeting their travel needs for temporary-duty (TDY) travel, and/or temporary/ permanent change of station/relocation. Typical tasks include (but are not limited to): developing strategies for adoption of eTravel Service (eTS); identifying travel security needs; re-engineering business processes; developing travel policy; developing customer-satisfaction surveys, assessments and analysis; studying current travel-management processes and recommending efficiencies; analyzing travel-card data to facilitate program management; re-engineering relocation processes; testing technologies; evaluating proposals, services, contractor performance, and products; and providing trend analysis of agency travel spending to enable budget forecasting or potential cost savings.

## Travel Agent Services, SIN 599-2

Contractors under this SIN provide professional travel agents and related services (both on and off government agency sites) to assist government employees with meeting their travel needs for various types of domestic and international travel (such as invitational, TDY, conference and training attendance under both blur and trip-by-trip authorizations). Typical tasks include (but are not limited to): travel arrangements, reservation ticketing and traveler support for air, rail, lodging, car rental and international services for individuals and groups; reconciling accounts; planning services for meetings; reporting services; and providing help desk support.

## New Services/Products, SIN 599-99

Under this SIN, contractors on Schedule may offer products and/or services as they become available in the commercial marketplace. Services must be within the scope and related to the work being performed in the Statement of Work, and it must align with regulatory requirements and government travel initiatives.

Currently under contract are hospitality management firms that can provide you with a turn-key lodging program for all short-term, long-term and meeting planning needs. Let the professionals negotiate all your lodging needs!

## Contractor Support Items, SIN 599-1000

Under this SIN, contractors may offer additional travel services that are in direct support of the services solicited under another SIN. Typical services may include: conducting/preparing studies, surveys, assessments tools, publications, and training materials and/or copies of same; providing satellite ticket printers; and delivery services (for courier or other delivery of tickets or other documents). This SIN can be used in tandem with another SIN under the TSS Schedule.

## How to Review Offerings and Prices

This brochure lists all the categories of services on the TSS Schedule, with the SINs and brief descriptions. Up-to-date vendor information can be found at the GSA Schedules e-Library ([www.gsaelibrary.gsa.gov](http://www.gsaelibrary.gsa.gov)) by performing a search by Schedule number 599. Some contractor information is available on GSA's online shopping service, GSA **Advantage!**<sup>®</sup> ([www.gsaAdvantage.gov](http://www.gsaAdvantage.gov)). Be sure you log on to [www.gsa.gov/tss](http://www.gsa.gov/tss) regularly for updates. As future needs are defined, this program will address them.



# Using GSA Schedules Is Simple



## The Multiple Award Schedule

A Multiple Award Schedule (MAS), also known as a Federal Supply Schedule and a GSA Schedule, is one of the most powerful procurement tools available to you. Essentially, a MAS is a listing of awarded contractors that can be used by all federal entities to achieve their missions. GSA awards contracts to responsible companies that offer commercial items falling within the general descriptions of the Schedules. GSA determines that prices are fair and reasonable by comparing the prices or discounts that a company offers the government with the prices or discounts that the company offers its best commercial customers. This negotiation objective is commonly known as “most favored customer” pricing.

Interested ordering agencies simply develop a Request for Quotations (RFQ) outlining the scope of work and requirements to be performed, and invite Schedule contractors to respond with proposals. Contractors’ responses are usually split into two parts: technical and price. Ordering agencies then determine which contractor is the best value (see “How to Place Your Order” on page 7).

## It’s That Easy

The MAS program mirrors commercial buying practices more than any other procurement process in the federal government. GSA provides customers access to professional services at volume discount pricing on a direct delivery basis. This means you’ll experience shorter procurement lead times, lower administrative costs, and reduced internal staff hours devoted to obtaining these services. The MAS program was designed with you, the federal customer, in mind, and it provides a vast array of commercial items and services that can be purchased quickly and easily. Not only does your agency receive fast, direct access to industry leaders in the area of travel services, but you can also obtain many other services and products through other Schedules as well.

## Cutting the Red Tape

When placing orders under a Multiple Award Schedule, you do not need to synopsise your requirements, set aside for small business, or make a separate determination of fair and reasonable pricing. GSA has already complied with these requirements and determined that prices are fair and reasonable. By utilizing the Schedules, you can avoid the stress and work normally associated with conducting your own procurement.

## It Never Hurts to Ask for Extra Savings

The price reduction clause allows contractors to offer you a price reduction on *any service at any time*. The reduction can be based on individual circumstance such as ordering a large volume of services. Agencies may negotiate price reductions, and Schedule contractors are free to offer spot discount pricing.

## Flexible Purchasing Options with Blanket Purchase Agreements

If you are dealing with repetitive buys, Blanket Purchase Agreements (BPAs) are for you. A BPA is a simplified method of filling recurring needs for services and products, while leveraging your buying power by taking advantage of quantity discounts, thereby saving administrative time and reducing paperwork. A BPA can be thought of as an “account” established by you (the customer) with a Schedule contractor. By setting up a BPA, you save time and resources. Simplify your ordering by processing a BPA once and then use it as your agency’s needs occur.

With a MAS BPA, you can order as little as you want, as much as you want, and as often as you want. You are not restricted by any dollar limitations when placing orders under a MAS BPA. Also, a BPA can be set up for your field offices across the nation to use, allowing them to participate in your BPA and place orders directly with Schedule contractors. In doing so, your entire agency reaps the benefits of additional discounts negotiated into your own BPA.

## When establishing BPAs, ordering offices shall –

1. Inform contractors in the request (based on the agency’s requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.
  - a. Single BPA: Generally, a single BPA should be established when the ordering office can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The Schedule contractor that represents the best value should be awarded the BPA.
  - b. Multiple BPAs: When the ordering office determines multiple BPAs are needed to meet its requirements, it should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the authorized users must follow the procedures above and then place the order with the Schedule contractor that represents the best value.
2. Review BPAs periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value.

A BPA cannot exceed the contractor’s Schedule contract period. You should always perform an annual review of your BPA to determine whether the BPA is still a “best value.” Agencies can locate the guidelines for establishing a BPA in the section titled “How to Place Your Order” on page 7. For your convenience, we have also included a sample BPA (see page 14). For further guidance on establishing a BPA, visit our FSS Center for Acquisition Excellence Campus at [www.gsa.gov/schedules](http://www.gsa.gov/schedules).

## Total Solutions through Contractor Teaming Arrangements

For complex tasks, Contractor Teaming Arrangements may be desirable from both government and industry perspectives. A Contractor Teaming Arrangement allows two or more GSA Schedule contractors to work together to meet your agency requirements, allowing them to compete for orders for which they may not qualify independently. Contractors on the same Schedule, or across multiple Schedules, can team up. By using Contractor Teaming Arrangements, contractors can complement each other’s unique capabilities while offering government agencies the best turnkey solutions, based on a combination of performance, cost and delivery of acquired services. You can benefit from using Contractor Teaming Arrangements by buying a total solution, rather than making separate buys from various contractors. See FAR 9.6 for more information or visit [www.gsa.gov/schedules](http://www.gsa.gov/schedules).



# Ordering Information



## Small Business Means Big Business

The GSA and the Small Business Administration (SBA) strongly support the participation of small business concerns in the Multiple Award Schedules program. To enhance small business participation, SBA policy requires agencies to include in their procurement base and goals the dollar value of orders expected to be placed against the Multiple Award Schedules, and to report accomplishments against these goals. For more details, please visit [www.sba.gov](http://www.sba.gov).

The GSA Schedules e-Library Web site contains information on business size and socioeconomic status. This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. While utilizing the information found on this Web site, you are also encouraged to consider small, 8(a), small disadvantaged, veteran-owned, service-disabled veteran-owned, HUBZone and women-owned small businesses when making a “best value” determination. To visit GSA Schedules e-Library, log on to [www.gsaelibrary.gsa.gov](http://www.gsaelibrary.gsa.gov).

## Authorized Users

Agencies and activities named below may use contracts established under GSA's Multiple Award Schedules:

- All federal agencies and activities in the executive, legislative and judicial branches
- Mixed ownership government corporations (as defined in the Government Corporation Control Act)
- The government of the District of Columbia
- Government contractors authorized in writing by a federal agency pursuant to 48 CFR 51.1
- Other activities and organizations authorized by statute or regulation to use GSA as a source of supply

## Geographic Coverage

All Multiple Award Schedules provide contractors the opportunity to offer worldwide coverage. Schedule contractors have three categories of geographic coverage to offer:

- Domestic, which covers the 48 contiguous states; Washington, D.C.; Alaska; Hawaii and Puerto Rico
- Overseas only, which covers overseas destinations other than Alaska, Hawaii and Puerto Rico
- Worldwide, which covers delivery domestically and overseas

## How to Place Your Order\*

FAR 8.405-2 sets forth the easy-to-use ordering procedures for purchasing services from the TSS Schedule.

Ordering activities shall use the procedures in Federal Acquisition Regulation (FAR) 8.405-1 when ordering Schedule contract supplies and fixed-price services for a specific task, where a statement of work is not required (e.g., installation, maintenance, and repair).

When a statement of work is required, ordering activities shall use the procedures in Federal Acquisition Regulation (FAR) 8.405-2 when ordering Schedule contract services priced at hourly rates. The applicable services will be identified in Schedule publications and contractors' Schedule price lists.

When ordering services exceeding \$100,000 using *Department of Defense (DoD) funds*, ordering activities shall follow the Defense Federal Acquisition Regulation Supplement (DFARS), which has been amended to implement Section 803 of the National Defense Authorization Act for Fiscal Year 2002 (Public Law 107-107). DoD offices and non-DoD activities placing orders on behalf of DoD should refer to DFARS 208.404-70 for additional information regarding ordering procedures and documentation requirements.

GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering office using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

Ordering offices are encouraged to conduct an evaluation of proposals to determine the best value to the government for the specific tasks required. This could involve requiring and evaluating: (1) technical proposals to determine the offerors' understanding of the stated requirements; (2) the corporate experience of the offerors; and (3) technical and/or price proposals from teams/partners to determine the best overall value for the entire scope of work projected.

For additional guidance, review the “A Word about Price” section on page 11.

\* Please check the FAR at [www.arnet.gov](http://www.arnet.gov) or, for the most up-to-date ordering procedures, log on to [www.gsa.gov/schedules-ordering](http://www.gsa.gov/schedules-ordering)

## When ordering services requiring a Statement of Work, ordering activities shall –

### A. Prepare a Request for Quotation (RFQ) that includes:

#### 1. A Statement of Work (SOW).

To the maximum extent practicable, agency requirements shall be described using performance-based statements.

All SOWs shall include the work to be performed, the location of the work, the period of performance, the deliverable schedule, the applicable performance standards, and any special requirements (e.g., security clearances, travel, and special knowledge). All requirements set forth in the SOW must be within the scope of the contract.

#### 2. The evaluation criteria (e.g., project plan for performing the task, price, experience, and past performance).

A firm-fixed price order shall be requested, unless the ordering activity makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work, or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor-hour or time-and-materials quotation may be requested. The firm-fixed price of the order should also include any travel costs or other direct charges related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

Ordering activities may consider socioeconomic status when identifying contractors for consideration or competition for award of an order or a Blanket Purchase Agreement (BPA). At a minimum, ordering activities should consider small, 8(a), small disadvantaged, veteran-owned, service-disabled veteran-owned, HUBZone and women-owned small business Schedule contractors.

GSA **Advantage**<sup>®</sup> ([www.gsaadvantage.gov](http://www.gsaadvantage.gov)) and Schedules e-Library ([www.gsaelibrary.gsa.gov](http://www.gsaelibrary.gsa.gov)) contain information on small business representations of Schedule contractors.

### 3. Pricing support.

The RFQ shall include a requirement for pricing information that ties the offered prices to the Schedule contract prices and seeks additional price reductions where appropriate.

## B. Transmit the RFQ to GSA Schedule Contractors:

The RFQ may be posted to e-Buy ([www.ebuy.gsa.gov](http://www.ebuy.gsa.gov)), GSA's electronic RFQ system, or sent directly to the Schedule contractors. Also see "GSA e-Buy, an Electronic Way to Order Services" on page 10 of this brochure.

### 1. Orders at or below the micro-purchase threshold.

The ordering activity may place orders with any GSA Schedule contractor that can meet the agency's needs. The ordering activity should attempt to distribute orders among Schedule contractors.

### 2. Orders exceeding the micro-purchase threshold, but not exceeding the maximum order threshold.

The ordering activity shall provide the RFQ (including the SOW and evaluation criteria) to at least three Schedule contractors that offer services that meet the agency's needs. The ordering activity should request that contractors submit firm-fixed prices to perform the services identified in the SOW.

**Note:** Each Schedule contractor has a maximum order threshold, which will vary by SIN. The maximum order threshold represents the point at which, given the dollar value of the potential order, the ordering activity shall seek a price reduction.

### 3. Orders exceeding the maximum order threshold or when establishing a BPA.

In addition to meeting the previously mentioned requirements for orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold, the ordering activity shall—

(a.) Provide the RFQ (including the SOW and evaluation criteria) to an appropriate number of additional contractors that offer services that will meet the needs of the ordering activity. When determining the appropriate number of additional Schedule contractors, the ordering activity may consider the complexity, scope, and estimated value of the requirement, and the market search results.

(b.) Seek price reductions.

### 4. Distribution of the RFQ.

The ordering activity shall provide the RFQ (including the SOW and the evaluation criteria) to any Schedule contractor that requests a copy.

## C. Evaluate Responses and Place the Order or Establish the BPA:

1. The ordering activity shall evaluate all responses received using the evaluation criteria in the RFQ.
2. For those services priced at hourly rates, GSA has already determined that any hourly rates for services contained in the Schedule contractor's price list are fair and reasonable. However, the ordering activity is responsible for considering the level of effort and the mix of labor proposed to perform a specific task being ordered, and for determining that the total firm-fixed price or ceiling price is fair and reasonable.  
For services priced on any other basis, GSA has already determined the price to be fair and reasonable, but asking for additional discounts is a favored practice that often results in further savings.
3. The ordering activity should then place the order, or establish the BPA, with the Schedule contractor that represents the best value (see FAR 8.404(d)).
4. After award, the ordering activity should provide timely notification to unsuccessful offerors. If an unsuccessful offeror requests information on an award that was based on factors other than price alone, a brief explanation of the basis for the award shall be provided.

## Documentation

At a minimum, the ordering activity shall document—

- The Schedule contracts considered, noting the contractor from which the service was purchased
- A description of the service purchased
- The amount paid
- If applicable, the circumstances and rationale for restricting consideration of Schedule contractors to fewer than required in these ordering procedures
- The evaluation methodology used in selecting the contractor to receive the order
- The rationale for any trade-offs in making the selection
- The fair and reasonable price determination
- If applicable, the rationale for using other than a firm-fixed price order or a performance-based order

**Remember:** Ordering activities placing GSA Schedule contract orders (*particularly if governmentwide commercial purchase cards are used*), should advise Schedule contractors that they are authorized Schedule users and cite the appropriate GSA Schedule contract number on each ordering document, in order to ensure that they receive Schedule contract services at Schedule contract prices. All services ordered shall be within the scope of the GSA Schedule contract.

## Other Direct Costs and GSA MAS

Project costs, other than labor costs, are commonly referred to as Other Direct Costs (ODCs). Under the TSS Schedule, these project costs are under SIN 599-1000, Contract Support Items. The Government Accountability Office (formerly the General Accounting Office) decision regarding the Pyxis Corporation, decision number B-282469, stated that agencies must follow applicable regulations when purchasing non-FSS items. However, use of ODCs is acceptable for Task Orders placed against GSA Multiple Award Schedules as long as the ODCs are evaluated and determined fair and reasonable by GSA. In addition, the ODCs must be made part of the contractor's GSA-approved Schedule price list. For more information regarding ODCs, visit [www.gsa.gov/schedules](http://www.gsa.gov/schedules), and then click on "Legal Corner."

## Best Value

Customers are to make the "best value" selections. "Best value" signifies a process used to select services or products to meet your needs — and it ensures good business decisions by the use of factors other than price. A good way to determine your "best value" requirements is to evaluate what is most important to your agency and organization other than price. Some factors might be:

- Administrative costs;
- Corporate experience;



- Delivery;
- Past performance;
- Technical qualifications/solutions;
- Training; and/or
- Warranty.

For further guidance, or to attend an online class at our FSS Center for Acquisition Excellence Campus, please visit our Schedules Web site at [www.gsa.gov/schedules](http://www.gsa.gov/schedules). Additional guidance can also be obtained by reviewing/using the "Ordering and Best Value Determination Guidelines" on page 16.



### GSA e-Buy, an Electronic Way to Order Services

e-Buy, a component of GSA **Advantage!**<sup>®</sup>, is an online Request for Quote (RFQ) tool designed to facilitate the request for submission of quotes for a wide range of commercial services and products that are offered by GSA Multiple Award Schedule contractors who are on GSA **Advantage!**<sup>®</sup>.

e-Buy allows you, the federal agency, to maximize their buying power by leveraging the power of the Internet to increase Schedule contractor participation, in order to obtain quotes which will result in a "best value" purchase decision. e-Buy provides agencies with a tool that will result in saving time and money.

While using the e-Buy system, buyers may prepare and post an RFQ for specific services and products for a designated period of time. Each RFQ is assigned to a GSA Multiple Award Schedule Special Item Number (SIN) category by the buyer. The category assignment determines which sellers may receive the e-mail notice to quote. Sellers are automatically listed under their awarded SIN categories. Buyers may notify all sellers listed under a particular SIN category or may choose to notify a lesser number of sellers. (FAR 8.4 and the Ordering Procedures for Services Requiring a Statement of Work stipulate that buyers must submit their respective RFQs to three or more sellers for purchases that exceed the micro-purchase threshold.) Sellers not notified may still submit a quote for an RFQ placed under their awarded SIN.

Contractors who wish to quote must do so at the e-Buy Web site. Only those contractors who have submitted their catalogs for inclusion in GSA **Advantage!**<sup>®</sup> will have an opportunity to participate in e-Buy and receive RFQs.

Once an RFQ has closed, you, the buyer, may then evaluate and accept the quote that represents the best value. You may then issue an order to any contractor whose quote was accepted. To visit GSA e-Buy, log on to [www.ebuy.gsa.gov](http://www.ebuy.gsa.gov).

### A Word About Price

Although GSA has made the determination that the price awarded on a service Schedule is a fair and reasonable price, GSA has not determined that the level of effort or mix of labor proposed in response to any specific requirement is in itself, fair and reasonable. When buying services that require a Statement of Work (SOW), only you can make a determination that the price is fair and reasonable, based on the level of effort and mix of skills proposed for your specific effort. That is why GSA has special ordering procedures for services that require an SOW.

Even as GSA has leveraged governmentwide requirements, it is our experience that, as in the commercial marketplace, contractors will sharpen their pencils for large orders to get the business. Effective use of the MAS program requires agency engagement in the process!

While GSA has determined that the price on a MAS is fair and reasonable, it is a proven best practice to seek out additional price discounts and/or concessions when ordering. The following examples highlight some of the benefits of using Schedules:

- "The Navy has signed four three-year Blanket Purchase Agreements (BPAs) that give all Defense Department agencies a 15 percent to 25 percent discount off Schedule prices for Microsoft Corp. server products," as reported in Government Computer News, August 7, 2000.
- "Buyers will receive discounts ranging from 9 percent to 40 percent off the companies' General Services

Administration Schedule pricing," as reported in Government Computer News, June 19, 2000, on the Air Force's successful negotiations for four BPAs for high-end workstation — their combined value is \$140 billion.

- "Users of the BPAs will receive discounts of 1 percent to 10 percent off the prices for products available through the companies' General Services Administration Schedule contracts ... but volume discounts could vary widely, reaching up to 90 percent," as reported in Government Computer News, February 21, 2000, on the Air Force's \$200 million BPA for electronic records management and network services.
- "DoD buyers can receive a discount of up to 42 percent off" GSA Schedules prices for maintenance and "up to 24 percent off the pricing for products," including a provision for buyers to receive "a 60.5 percent discount" for user licenses, as reported by Government Computer News, February 7, 2000, on the Army's BPA for software, maintenance and consulting services.
- "By creating CIT-PAD, the Air Force was able to offer IT buyers a common contracting vehicle for consolidating orders and then push vendors for volume discounts through BPAs. We offer volume in exchange for better pricing. IT companies will lower prices to get our orders," as reported in Federal Computer News, August 1, 2001, on Air Force's CIT-PAD GSA Schedule BPA, which offers big price-breaks by consolidating numerous small IT orders into larger buys to win discounts from vendors.



# Resources for Additional Information

Refer to FAR 8.405-4 for further specific price reduction directions. You are encouraged to seek further price reductions as requirements may warrant. Price reductions allow agencies to take advantage of the flexible and dynamic commercial market-pricing environment that is a hallmark of the MAS program. When you ask for price reductions, it can maximize your use of a MAS by taking advantage of competitive forces, technological changes, labor conditions, supply and demand, industry sales goals, inventory reductions, and more!

The ability to seek additional price reductions and concessions allows the government to not only leverage its combined requirement to obtain favorable terms, conditions and pricing, but also to leverage agency requirements to take advantage of quantity or spot discounts available in a fluid, commercial pricing atmosphere!



While ordering activities are encouraged to seek price reductions for any size Schedule contract order, they are required to seek price reductions if the requirement exceeds the Maximum Order threshold established for that Schedule contract. The Maximum Order varies from contract to contract and is listed on every MAS contractor's price list and in GSA **Advantage!**<sup>®</sup>.

The Maximum Order threshold for the TSS Schedule is \$1 million for SINs 599-1 (Travel Consulting), 599-2 (Travel Agent Services), and 599-1000 (Contract Support Items). The Maximum Order threshold for SIN 599-99 (New Products/Services) is \$100,000.

In response to your request for a price reduction, the contractor may offer a lower price, offer the current Schedule contract price, or decline the order. If further price reductions are not offered, an order may still be placed if the ordering office determines that it is appropriate since GSA has determined the contract price to be fair and reasonable.

Remember, BPAs offer an easy-to-use, flexible purchasing option. Setting up a BPA with a GSA MAS contractor is a way to fill recurring needs while taking advantage of quantity discounts, saving administrative time and reducing paperwork. If you are interested in setting up a BPA, take a look at our suggested BPA format on page 14.

## Finding Available Contractors

For more information about the GSA MAS program and awarded contractors, you can access the Schedules e-Library at [www.gsaelibrary.gsa.gov](http://www.gsaelibrary.gsa.gov) or visit GSA's online shopping site for e-business GSA **Advantage!**<sup>®</sup> at [www.gsaAdvantage.gov](http://www.gsaAdvantage.gov).

Also, don't forget to utilize GSA e-Buy at [www.ebuy.gsa.gov](http://www.ebuy.gsa.gov) to post your RFQs to contractors who are listed on GSA **Advantage!**<sup>®</sup>.

**Acquiring travel expertise doesn't have to be time-consuming, costly or intimidating, you can obtain valuable services easily via GSA's Travel Services Solutions Schedule.**

For contract-specific and technical information, visit the TSS Schedule Web site at [www.gsa.gov/tss](http://www.gsa.gov/tss).

For general information and price lists, contact the National Customer Service Center at (800) 488-3111 or e-mail: [ncscustomer.service@gsa.gov](mailto:ncscustomer.service@gsa.gov).

## Access to Federal Supply Schedules

### To request hard copies of Schedules:

General Services Administration  
Centralized Mailing List Service  
501 W. Felix Street  
Warehouse 9, Section F  
PO Box 6477  
Ft. Worth TX 76115-6477

Phone: (817) 334-5215  
Fax: (817) 334-5561  
E-mail: [cmls@gsa.gov](mailto:cmls@gsa.gov)  
Web: [www.gsa.gov/cmls](http://www.gsa.gov/cmls)

To access Federal Supply Schedules on the Web, log on to [www.gsa.gov/schedules](http://www.gsa.gov/schedules), visit the Schedules e-Library at [www.gsaelibrary.gsa.gov](http://www.gsaelibrary.gsa.gov), or link from GSA **Advantage!**<sup>®</sup> at [www.gsaAdvantage.gov](http://www.gsaAdvantage.gov) and perform a search by Schedule Number (599), SIN, or keywords.

## Where to Get Contracting Assistance

Phone: (703) 605-5616  
E-mail: [onthego@gsa.gov](mailto:onthego@gsa.gov)

Or contact the Multiple Award Schedules Help Desk via e-mail at [mashelpdesk@gsa.gov](mailto:mashelpdesk@gsa.gov).



**BEST VALUE  
BLANKET PURCHASE AGREEMENT  
FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act \_\_\_\_ (Agency) \_\_\_\_ and \_\_\_\_ (Contractor) \_\_\_\_ enter into a cooperative blanket purchase agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) \_\_\_\_\_.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: the search for sources; the development of technical documents and solicitations; and the evaluation of bids and offers. Contractor Team Arrangements are permitted with Federal Supply Schedule contractors in accordance with Federal Acquisition Regulation (FAR) Subpart 9.6.

This BPA will further decrease costs, reduce paperwork and save time by eliminating the need for repetitive, individual purchases from the Schedule contract. The end result is to create a purchasing mechanism for the **government that works better and costs less.**

Signatures:

_____	_____	_____	_____
AGENCY	DATE	CONTRACTOR	DATE

**(CUSTOMER NAME)  
BLANKET PURCHASE AGREEMENT**

Pursuant to GSA Federal Supply Schedule Contract Number(s) \_\_\_\_\_, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH \_\_\_\_ (Ordering Agency) \_\_\_\_:

- (1) The following contract services/products can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

<u>ITEM (Special Item Number or Type of Service)</u>	<u>SPECIAL BPA DISCOUNT/PRICE</u>
_____	_____
_____	_____

- (2) Delivery:

<u>DESTINATION</u>	<u>DELIVERY SCHEDULE/DATES</u>
_____	_____
_____	_____

- (3) The government estimates, but does not guarantee, that the volume of purchases through this agreement will be \_\_\_\_\_.
- (4) This BPA does not obligate any funds.
- (5) This BPA expires on \_\_\_\_\_ or at the end of the contract period, whichever is earlier.

- (6) The following office(s) is hereby authorized to place orders under this BPA:

<u>OFFICE</u>	<u>POINT OF CONTACT</u>
_____	_____
_____	_____

- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, paper, or oral communications.
- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:
  - (a) Name of Contractor;
  - (b) Contract Number;
  - (c) BPA Number;
  - (d) Model Number or National Stock Number (NSN);
  - (e) Task/Delivery Order Number;
  - (f) Date of Purchase;
  - (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
  - (h) Date of Shipment.
- (9) The requirements of a proper invoice are as specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the task/delivery order transmission issued against this BPA.
- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

**\*IMPORTANT – The Federal Supply Schedules Program permits contractors to offer price reductions in accordance with commercial practice. Contractor Team Arrangements are permitted with Federal Supply Schedule contractors in accordance with FAR Subpart 9.6.**

## MULTIPLE AWARD SCHEDULE Ordering and Best Value Determination Guidelines

It is important to follow the ordering procedures set forth in FAR 8.4. They require that you make a best value determination before placing Multiple Award Schedule orders above the micro-purchase threshold (currently \$2,500). Here is a quick checklist to ensure you've gone through a best value determination process when following the ordering procedures for services on schedule buys.

### Did you prepare a request for quote, including a statement of work, that:

- Outlined the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria and any special requirements
- Requested contractors to submit either a firm-fixed price or a ceiling price to provide services outlined in the statement of work
- Requested a project plan or past performance/experience information, if necessary and appropriate
- Stated the Basis to be used for selecting the contractor to receive the order

**Did you provide the request to at least three sources under the Federal Supply Schedule?** Please list the names of the contractors to whom the request was provided:

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**Was the requirement in excess of the schedule's maximum order? If yes, did you provide the request to additional sources under the Federal Supply Schedule AND ask for a price reduction?** Please list the names of the contractors to whom the request was provided:

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**Did you evaluate responses against the factors identified in the request for quote and select the contractor that represents the best value? Indicate which of the non-price factors below were considered in your best value decision:**

- |  |   |
|--|---|
| <input type="checkbox"/> Past performance (e.g., experience) | <input type="checkbox"/> Training             |
| <input type="checkbox"/> Special features of the service     | <input type="checkbox"/> Service availability |
| <input type="checkbox"/> Warranty considerations             | <input type="checkbox"/> Other: _____         |
| <input type="checkbox"/> Technical qualifications            |   |

### Have you documented your schedule buy? If yes, did you:

- Identify the service purchased
- Identify the schedule contractor from which the services were purchased
- Identify the amount paid
- Document the evaluation of schedule contractors' quotes that formed the basis for selecting the contractor that received the order and the rationale for any trade-offs used in making the selection (if above the micro-purchase threshold)
- Include the basis for the determination to use a labor-hour or time-and-materials order (if other than a firm-fixed price order)

