GSA's **Making it Easier** to do Business with the Government

September 2017

Contents

Introduction

Welcome to the Fiscal Year 2017 (FY17) fourth-quarter report on Making It Easier To Do Business with the Government from the U.S. General Services Administration (GSA).

Throughout FY17, leadership remained focused on the goals of making the agency more efficient, innovative, and effective by continuing to leverage and support GSA's Making it Easier (MIE) initiative - a series of business-friendly, proactive programs providing start-ups, small businesses, and other suppliers with the tools and support they need to do business with government. A major goal of MIE is to make it faster and easier for businesses, both traditional companies and those offering emerging technologies, to get on GSA's Multiple Award Schedules (MAS).

In addition, these programs aim to ensure that:

- Companies can do business with the government with as little burden and delay as possible

- Small businesses have the tools and support they need to be successful while working with the government

- Well-designed technical interfaces allow industry and suppliers to register, update information, and interact easily with the government

- Suppliers understand the procurement process and how to seek new business with the government

This report highlights activities that occurred during the fourth quarter of FY17, such as improvements to navigating how to get on our GSA Schedules quickly, GSA's activities supporting state and local government, and our ongoing stakeholder interactions. We also showcase current initiatives that will improve access to products and services and make it easier to maneuver through our processes. Each of these areas shows how GSA continues to collaborate with our industry partners, customers, and federal end users to improve the efficiency of doing business with the government.

Making it Easier for Our Partners to Navigate Preparing a Multiple Award Schedule Offer
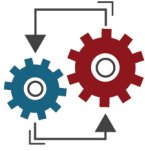
Process Change

Enhancement for Small Business

GSA is committed to providing our stakeholders with a MAS program that addresses current market forces and provides government (and the American people) with a streamlined, value-based contracting solution - one that will continue saving time and money well into the future.

Delivering best value means making sure our agency customers have direct access to qualified Schedule contractors, especially those providing new and emerging technologies. In return, we need to ensure these contractors get the opportunity to conduct business with our federal, state, local, and tribal partners, as well as educational institutions.

Over the years, our industry partners have told us that getting "on Schedule" can be very difficult, especially for a company inexperienced in federal contracting. We've taken this feedback seriously and are working to simplify the overall process of becoming a MAS contract holder.

GSA Makes It Easier To Get On Schedule With The MAS Roadmap
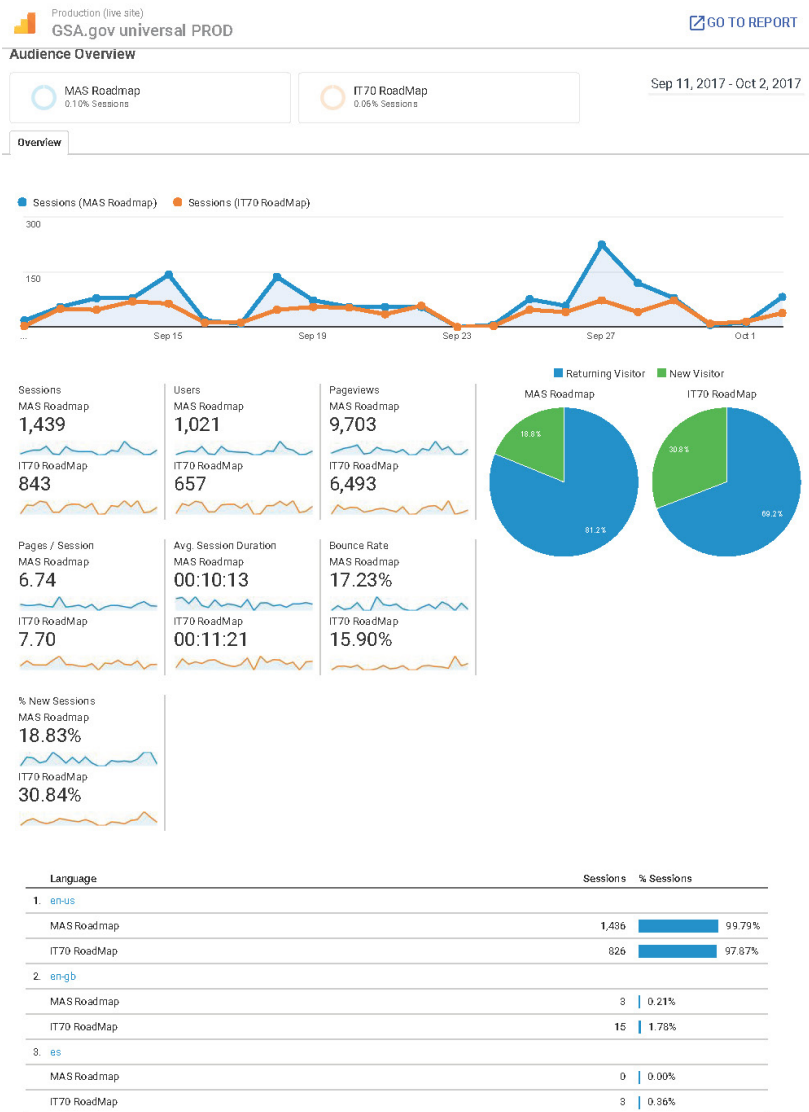
While GSA's website is full of information about the contract award process, interviews with our contractors indicated it could be more user friendly. For example, FAS pages were singled out as often being jargon-heavy, with important information hard to find. The lack of a simple explanatory process can be a barrier for new companies trying to do business with the government for the first time. But that's changing, thanks to GSA's MAS Roadmap, a new tool on our gsa.gov website that makes it easier for businesses of all sizes to get on Schedule. Taking a page from our successful IT Schedule 70 Plain Language Roadmap, the MAS Roadmap is a robust website that breaks down the process of getting on Schedule into easy to follow, step-by-step instructions.

Key benefits of the new roadmap include:

• Assisting new offerors in navigating the offer process using a clear, concise, plain language roadmap

• Getting companies and emerging technologies onto Schedules and into the hands of customer agencies faster

• Ensuring the receipt of offers from prepared and knowledgeable vendors

• Eliminating barriers to entry

The percentage of returning visits to the Roadmap after its launch are high. To view and learn more about the new MAS Roadmap, visit us at www.gsa.gov/masroadmap.
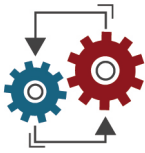
Process Change

Enhancement for Small Business

The following companies have been added to IT Schedule 70 via the Startup Springboard since the program began in April 2016:

Alpine Consulting Partners, LLC — providing computer systems design services

Cambridge Federal, LLC — a HUBZone veteran-owned small business (VOSB) providing IT and Investigations and Security (I&S) Security: providing commercial IT equipment, software, and services

Coffmatech — an economically disadvantaged minority woman owned small business (EDWOSB) providing commercial IT equipment, software, and services

Concept to Integration Technologies, LLC — a service disabled veteran-owned small business (SDVOSB) providing commercial IT equipment, software, and services

The Crevalle Group, LLC — providing commercial IT equipment, software, and services

Nala Digital Solutions, Inc. — a SDVOSB providing commercial IT equipment, software, and services

Making it Easier for Our Partners to Get on GSA Schedules Quickly

GSA's Startup Springboard Speeds Access for Small Businesses to Government

Just a few years ago you would have been hard pressed to find a tech startup with a GSA contract. But that's a thing of the past, thanks in part to GSA's innovative IT Schedule 70 Startup Springboard, which offers new and smaller IT businesses an easier and faster way to get a MAS contract.

What is the Startup Springboard?

An integral part of GSA's MIE initiative, the IT Schedule 70 Startup Springboard offers tech startups and young companies an alternative to the two-year professional experience requirement traditionally required of a company trying to get on a GSA Schedule.

With Springboard, prospective industry partners can use their executives' professional backgrounds, key personnel's project experience, and related financial documents to complete their IT Schedule 70 proposals.

Making It Easier

For years we heard from industry that the unique government requirement of two-years of corporate experience before becoming a Schedule contractor caused problems for small businesses, and were particularly challenging for startups. Vendors had previously found it very difficult to navigate the complex path to getting on the Schedule while customer agencies were not able to access the emerging technologies available in the market, particularly from startups.

The Startup Springboard addresses our customers' emerging technology needs by getting companies and their innovative solutions onto IT Schedule 70 and into the hands of customer agencies faster, increasing acquisition and operational efficiencies, providing greater opportunities for small businesses, and saving taxpayers money.

Success Stories

As of September 2017, 13 companies, all small businesses, have been awarded IT Schedule 70 contracts under the Startup Springboard initiative. Among them is Vricon, a provider of imagery solutions to the intelligence and military communities. Vricon had its first deal within a week of getting on IT Schedule 70: a $2 million contract with the U.S. Special Operations Command (USSOCOM). And with $5 million in sales

Planet Defense, LLC — a woman owned business providing commercial IT equipment, software, and services

Resilient Solutions 21, LLC — providing commercial IT equipment, software, and services

Security Solutions Technology, LLC — a veteran owned a VIP-certified SDVOSB providing commercial IT equipment, software, and services

Spathe Systems, LLC — an 8(A), small business, and SDVOSB-certified business providing commercial IT equipment, software, and services

Tangent Technologies, Inc. — a woman owned SDVOSB providing commercial IT equipment, software, and services

TrussWorks, Inc. — providing commercial IT equipment, software, and services

Vricon, Inc. — providing commercial IT equipment, software, and services

to the government to date, the young company quickly helped us prove the Springboard really does what it was designed to do: make it easier for new and innovative companies to start working with government.

Security Solutions Technology (SST) had only been in business eight months before joining IT Schedule 70 through the Springboard program. SST provides IT and cybersecurity services and solutions to federal, state, and local government agencies and has more than $1.8 million in sales so far.

Springboard has also helped HUBZone and certified veteran-owned small businesses (VOSB) and woman-owned small businesses (WOSB) get on IT Schedule 70.

Bringing It All Together

The success of the IT Schedule 70 Startup Springboard and our other tools is a direct result of our commitment to addressing longstanding concerns of industry partners and government agencies. We're addressing our customers' emerging technology needs by getting companies—and their innovative solutions—onto IT Schedule 70 faster.

For general information about the program, visit the IT Schedule 70 Startup Springboard page.

Enhancement for Small Business

Making it Easier for State and Local Governments to Get What They Need When They Need It

GSA supports state and local governments by making it easier for them to get the support they need, when they need it.

GSA's State and Local Acquisition Vehicles and Donation Programs

Did you know that MAS isn't just for federal agencies? Buying off Schedule means big savings for state and local governments, too. During FY17, state and local governments took advantage of the buying power of the federal government and purchased more than $933.8M of products and services from GSA's MAS, saving a lot of procurement time and dollars.

In addition to offering direct access to MAS, GSA provides state and local governments (and eligible non-federal entities and schools) access to federal surplus property. We also offer local resources for MAS training and support, as well as a free suite of eTools to help streamline acquisition processes. The following table highlights some of the areas where GSA is making it easier for state and local governments to get what they need, when they need it.

Realized cost and time savings for state and local governments -- in some cases savings equate to over 1/3 of estimated budget or procurement lead time for purchases using GSA Schedules, the e-Buy Request for Quote system, and GSA local Customer Service Directors for support.

To learn more about GSA state and local acquisition and donation programs, you can visit: www.gsa.gov/stateandlocal

Cooperative Purchasing www.gsa.gov/cooperativepurchasing	Access to purchase technology and law enforcement, security products and services to support everyday needs.
Disaster Purchasing www.gsa.gov/disasterpurchasing	Access to all commercial products and services available under MAS in support of disaster preparation, response, and major disaster recovery.
1122 Program www.gsa.gov/1122program	Access to GSA, Defense Logistics Agency, and Department of Defense acquisition resources to purchase products and vehicles in support of counterdrug, homeland security, or emergency response.
Public Health Emergency (PHE) Access to GSA Federal Supply Schedules	Federal grantee access to GSA MAS in support of Federally declared PHEs.

Computers for Learning www.computersforlearning.gov	Schools and educational nonprofit organizations can acquire excess computer equipment from government agencies.
Federal Surplus Personal Property Donation Program http://www.gsa.gov/propertydonations	Eligible state and local governments and nonprofits can acquire federal surplus personal property through State Agencies for Surplus Property (SASPs).

State and Local Technology Procurement Consulting

As federal employees, GSA's acquisition and product experts are uniquely positioned to assist states with some of their most difficult technology challenges. We're helping to create contracting strategies that reduce risks, speed delivery, and provide better service to the public. The following table addresses a few of the areas where we help save time and cycles related to state and local procurements.

The State of California cut a 1,500 page Request for Proposal (RFP) down to 10 pages which led to more competitive proposals. State social workers and families had new technology in a matter of months, not years, with the help of GSA.

Find examples of our work at modularcontracting.18f.gov. To learn more and discuss ways we can help with a technology procurement, connect with us at inquiries18f@gsa.gov.

Using modular contracting and agile delivery, we can help get tools delivered more quickly.	We're currently working with the State of California to help them implement a new Child Welfare System.
We can help state and local governments decrease the costs of legacy modernization projects.	We're currently working with the State of Alaska on a project to overhaul their legacy Medicaid Eligibility System.
We can also provide custom consulting services to support efforts to fix IT procurement.	With our guidance, multiple states have new vendor pools.

.gov Domain Names for State and Local Websites

GSA provides helpful support in the area of .gov managing and .gov domain names. This service can protect against the risk of insecure connections to state and local web services. The following table describes in detail how GSA is making it easier for our state and local Governments to get easy website support.

You can request a .gov domain at https://home.dotgov.gov.

GSA provides .gov domain name services for states, tribal governments, counties, cities and other localities in the United States.	There are approximately 5,700 .gov domains that makes a website instantly recognizable to citizens as an official source.
Public interactions with the .gov domain are as secure as possible and can ensure that modern web browsers enforce strong connection security.	The .gov domain goes the extra mile to help domain owners enforce Hypertext Transfer Protocol Secure (HTTPS) on their web services, which guarantees basic online security and privacy for citizens.
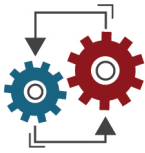
Process Change

Enhancement for Small Business

Making it Easier to Gather Industry Feedback

GSA's First Reverse Industry Training Provides GSA Lessons on Bid Decisions, Interpreting Solicitations, and Debriefings

Acquisition professionals from across GSA gathered at agency headquarters in Washington, DC on July 10, 2017, to take part in the agency's first Reverse Industry Training event.

Hosted by GSA's Office of the Procurement Ombudsman, this unique event turned the tables on traditional Industry Days: instead of GSA subject matter experts telling industry about their new programs, this was a chance for 35 industry representatives to give government their perspective on the acquisition process. More than 500 GSA personnel took part in the landmark training event, with close to 300 participating virtually.

Acting GSA Administrator Tim Horne addressed the audience and thanked industry partners for their support of GSA in developing and presenting the training content; he also thanked the GSA workforce for attending this first of a kind event. Federal Acquisition Service (FAS) Deputy Commissioner Mary Davie, speaking before the opening session, stressed the importance of "building and strengthening partnerships between government and industry." The training sessions consisted of three panels covering the acquisition process from bid/no-bid decisions and responding to requirements through final debriefings. The first panel, "To Bid or not to Bid," posed the question: "What decisions go into determining whether to bid on a requirement in the federal marketplace?"

The second session, "Reading the Tea Leaves: Interpreting Solicitation Requirements," covered Requests for Proposals (RFPs), protests, market trends, and improving acquisition of commercial items.

Panelists didn't hesitate when asked to offer suggestions on how GSA could improve the RFP process. Suggestions such as "skinnying down" proposal requirements and increasing communication with bidders during RFPs were noted.

Panelists all agreed on market trends relating mostly to speed, noting that software and cybersecurity acquisitions were often completed in 4-6 weeks. Also discussed: the emergence of short term contracts for cloud services and the growing use of iterative demonstrations during the product development cycle.

During the final session, "Debriefs: Forecast for Today - Unpredictable with a Chance of Vague," panelists voiced their support for the debriefing process.

GSA Senior Procurement Executive Jeff Koses closed out the day, providing a re-cap of the sessions, and thanking everyone who worked to bring the Reverse Industry Training event to GSA. He further emphasized similar sessions would be held again in Washington and at select GSA regional offices.

If this sounds like something that would be helpful to you, don't miss out on the next training opportunity offered by GSA's Office of the Procurement Ombudsman. Please reach out to the Office of Procurement Ombudsman (OPO) at GSAOmbudsman@gsa.gov to learn more about future events.
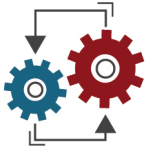
Enhancement for Small Business

Making it Easier to Find and Interact With HUBZone Businesses

New Designation Maps Make it Easier to Find HUBZone Businesses

The U.S. Small Business Administration Historically Underutilized Business Zones (HUBZone) program helps small businesses in urban and rural communities gain preferential access to federal procurement opportunities. New HUBZone maps have been released showing the latest HUBZone designations and other enhancements to assist contracting officers with locating HUBZone small businesses.

To qualify for the HUBZone program, a business must be located in a HUBZone and at least 35 percent of its employees must reside in a HUBZone. You can find the HUBZone maps here.

For more information about HUBZone small businesses and our GSA contracting goals, visit the Small Business topic webpage on the Acquisition Portal at www.gsa.gov/osbu.
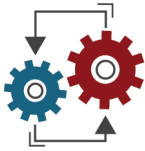
Process Change

Enhancement for Small Business

Making it Easier for Our Professional Services Partners to Connect With GSA

Professional Services/Human Capital (PSHC) Hosts New Industry Partner Briefing Series

Over the summer, GSA's Office of Professional Services and Human Capital (PSHC) Categories began hosting monthly Industry Partner Briefings as a way for to offer insights on a wide range of topics.

The free 30-45 minute live webinars include a Question and Answer section, making it easier than ever to connect directly with GSA's contracting team.

To register for upcoming briefings click here.

Process Change

Enhancement for
Small Business

GSA's SmartPay Program Makes it Easier for Agencies to Deliver Services

GSA Awards SmartPay 3 Master Contracts

Citibank, N.A. and U.S. Bank have both been awarded contracts for GSA SmartPay® 3, the next generation of the largest government charge card and payment solutions program in the world.

The GSA SmartPay 3 contracts will facilitate a potential $700 billion in charge card and related payment transactions for the government over their total period of performance through year 2031, assuming all extension options are exercised. The GSA SmartPay 3 program includes: purchase, travel, fleet, and integrated charge card services and related payment solutions which are expected to be used by approximately 560 customer agencies and organizations.

"GSA's SmartPay program provides agencies across government with payment solutions to streamline transactions, lower costs, and more-effectively deliver services to the American people," said GSA FAS Commissioner Alan Thomas. "We worked closely with our industry and agency partners in developing the next generation of the GSA SmartPay program to ensure that GSA SmartPay 3 offers federal agencies more value and efficiency in carrying out their missions."

GSA SmartPay makes it easier for the federal government to get access to a wide range of payment solutions, including "chip" enabled charge cards, virtual accounts, single-use accounts, and declining balance accounts. In Fiscal Year 2016, agencies relied upon GSA SmartPay for their purchase, travel, and fleet needs more than 91 million times around the globe for a total of approximately $28.5 billion in transactions.

Since the GSA SmartPay program began in 1998, customer agencies have earned more than $3 billion in refunds. In Fiscal Year 2016 alone, $292 million in net refunds were earned.

The current GSA SmartPay 2 contracts will expire on Nov. 29, 2018. Agencies can now begin the competition and process for awarding their task orders under the GSA SmartPay 3 contracts.

For more information about GSA SmartPay, visit the program's website at: https://smartpay.gsa.gov.

Process Change

Making it Easier for Our Customers Through Improved Contracting Initiatives

Increasing Visibility and Speed of Contract Awards Using Blockchain Technology

GSA's Information Technology Category (ITC) team has completed its proof of concept to incorporate a distributed ledger technology (blockchain) in the FASt Lane proposal review process. Blockchain allows GSA to automate many of the manual review processes, such as financial reviews and development of the pre-negotiation memorandum required to award a new IT Schedule 70 contract.

As a distributed ledger, blockchain allows all members of the network to have increased visibility into the proposal evaluation process. With blockchain, offerors will have access to information on where their proposal is in the review process at all times.

Blockchain also allows for smart contracts and self-executing software code. Through smart contracts, much of the manual efforts of proposal reviews can be automated, allowing our contract personnel to focus more time on the more complex steps in the process. Blockchain also allows GSA to leverage existing databases without requiring the complete replacement of older technology.

To achieve this, on July 25, 2017, ITC awarded an order under the simplified acquisition threshold for a proof of concept (PoC) to automate the FASt Lane evaluation process using blockchain. This acquisition strategy itself employed an agile acquisition and development approach and a short, six-week delivery schedule for the PoC.

Completed at the end of September, the PoC focuses on creating a blockchain based software layer over GSA's existing infrastructure that creates transparency and documents activities between companies and GSA. This layer makes the FASt Lane business process vendor neutral, and allows for controlled reduction in fixed costs associated with GSA's aging IT infrastructure.

Furthermore, the PoC includes the automation of financial reviews and other IT Schedule 70 business processes. For example, the PoC automatically approves offerors with financial ratios that exceed the average of their respective North American Industry Classification System (NAICS) code. Offeror's with lower financial ratios are flagged for further review by a financial analyst. The PoC includes automatic routing and communication for oral proposals for the cyber Special Item Number (SIN) and software license agreements. Additionally, the PoC also partially automates the creation of a draft pre-negotiation documentation.

This PoC highlights some of the potentials for blockchain to significantly alter the proposal evaluation process.

Implementing blockchain technology into GSA's FASt Lane process more effectively lowers cost, increases value for government agencies, and reduces the burden on industry. Additionally if GSA is going to serve the agencies of the future, we must have experience successfully implementing emerging technologies like blockchain.

To learn more about GSA's FASt Lane visit here or contact us at FAStLane@gsa.gov for additional information.

Process Change

GSA Updates Steps to Performance-Based Acquisition Application

Performance-Based Acquisition (PBA) can be daunting, with guides on the subject running up to 50, 75 and even 100 pages. That can make learning PBA seem even more complicated than it really is. Now, the governmentwide Professional Services category has built a new digital guide that makes the PBA process easier. This new guide is a resource that presents the PBA process in easy steps, complete with samples and examples, templates, and other resources to make PBA more collaborative, performance-oriented and team-focused.

This new digital application builds on the original Seven Steps to Performance-Based Acquisition web-enabled guide, developed in 2001 and last updated in 2009, and delivered information in layers so that users could "drill down" to the required level of detail.

The new beta version of the Steps to Performance-Based Acquisition (SPBA) application is designed for the greater acquisition community (especially program offices) and breaks down performance-based service acquisition into eight steps: the first seven cover acquisition planning through performance management, with a new eighth step for contract closeout. The application is intended to make the subject of PBA accessible to everyone, and shifts the paradigm to collaborative performance-oriented teamwork with a focus on program performance and improvement.

The enhanced SPBA application allows users to easily navigate, search, and actually interact with content. This dynamic application provides a modern design and an easy-to-use interface with smooth, effortless navigation capabilities and expanded search options for government acquisition professionals who are seeking guidance, resources and tools to support their work.

The application also provides a foundation for several potential spin-off tools such as a statement of work builder, technical evaluation tool, and

other guides and references, while also moving toward integration with existing Acquisition Gateway tools such as the Document Library, Solutions Finder, and the Contract Awarded Labor Categories (CALC) Tool.

The project team is continuing to work on updating and enhancing the content and application design and functionality to best meet the ongoing needs of users.

The Steps to Performance-Based Acquisition application is part of an ongoing effort to not only make it easier for our customers while supporting the principles of category management, but also helping the federal acquisition community buy smarter and more efficiently.
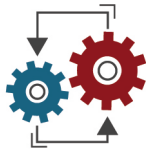
Process Change

Enhancement for Small Business

Making it Easier for Our Customers To Access the Products They Need For Mission Effectiveness

GSA Provides Agencies with State-of-the-Art Protection Services

With the increased demand for identity protection services and to meet the evolving needs of our customer agencies, GSA's Office of Professional Services and Human Capital Categories has redefined Special Item Number (SIN) 520-20 as its official Data Breach Response and Identity Protection Services (IPS) SIN on the Professional Services Schedule (PSS).

SIN 520-20 was defined as Comprehensive Protection Solutions providing customized solutions that integrate credit monitoring services, risk assessment and mitigation services, independent risk analysis, and data breach analysis.

Redefining the SIN lets industry provide state-of-the-art identity protection services (identity monitoring and notification of Personally Identifiable Information (PII) and Protected Health Information (PHI), identity theft insurance and identity restoration services, and protection (safeguard) of the confidentiality of PII and PHI), while giving ordering agencies the ability to meet their individual requirements.

The revised SIN also allows federal agencies a total solution for securing state-of-the-art identity protection services, along with the flexibility to obtain services specific to their needs, rather than a one-size-fits-all product. It also offers the ability to easily conduct "apples-to-apples" price comparisons.

These services are currently available under Blanket Purchase Agreements (BPA) established in September 2015. Based on customer feedback (obtained through the Federal Privacy Council) and industry feedback (through a Request for Information (RFI) in Federal Business Opportunities (FBO), GSA determined that the current BPAs did not adequately meet our customers' increased demand for identity protection services and evolving requirements. This redefined SIN provides customers with the ability to easily secure identity protection services at a level that meets the demands of any suspected breach, plus the ability to take proactive measures before a breach even occurs.

Industry can now submit offers under the redefined SIN 520-20 Pre-qualified existing PSS Schedule holders are encouraged to submit the appropriate modification to be able to provide these types of services.

New firms interested in providing these services are strongly encouraged to review the revised solicitation (FCO-00CORP-0000C) and submit their offers.

As PSS secures a robust and competitive industry base under SIN 520-20, the existing IPS BPA will be sunset. GSA will notify agency customers the SIN is the preferred ordering mechanism for identity protection services. Until that time, the current IPS BPAs remain as the preferred source in accordance with OMB Memo M-16-14. The OMB memorandum will be updated to reflect SIN 520-20 as the preferred source once the industrial pool is large enough to allow for adequate competition at the task order level. This process will ensure continuous support is available.

To learn more about this and all things PSHC, join us on Interact at
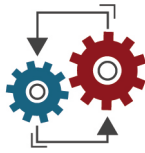
https://interact.gsa.gov/groups/professionalservicescategory.

Process Change

Enhancement for
Small Business

Making it Easier for Our Customers to Access Geospatial Services

GSA Offers New Earth Observation Solutions Special Item Number

GSA's new Earth Observation Solutions (EOS) SIN 132-41, established by the Office of IT Schedule Contract Operations, is a great example of MIE in action. The earth observation industry has experienced accelerated growth with established companies, as well as new entrants to the market through newly deployed and acquired satellites and advanced data analytics. This new EOS SIN provides a one-stop-shop as new commercial imagery providers, capabilities, and data solutions emerge in the IT market to meet the needs of federal, state, local, regional, and tribal governments. By leveraging strategic sourcing and shared services, GSA's IT Schedule 70 is in compliance with the Office of Management and Budget (OMB) guidance and offers additional opportunities for cross-government savings.

We have partnered with the National Geospatial-Intelligence Agency (NGA) through their Commercial Initiative to Buy Operationally Responsive GEOspatial INTelligence (GEOINT) (CIBORG) to leverage the schedules and contractual instruments to enable commercial purchases for geospatial earth observation data, products, and services. The National-Geospatial Intelligence Agency (NGIA) and other agencies are planning to establish a Government-wide BPA from IT Schedule 70 for commercial geospatial solutions.

Benefits of EOS

Making it easier for our customers to get what they need, when they need it is just one of the many benefits of adding this new SIN. It also:

- Addresses the federal government's growing need for EOS which unites multiple technologies including satellite imagery/communication, distribution and content management, modeling, analytics, and data products

- Enhances IT Schedule 70 offerings for increased visibility and rapid access to commercially available solutions

- Provides industry partners the opportunity to differentiate their EOS

- Meets the needs of government agencies to make strategic decisions and bring the full value and benefits of category management to government

- Delivers customer agencies the tools and expertise needed through IT Schedule 70 to shorten procurement cycles, ensure compliance, and obtain best value

EOS SIN 132-41 opened over the summer and using IT Schedule 70's FASt Lane initiative made it possible for GSA to quickly pre-position vendors in advance. To date, GSA has awarded 10 new contracts through the FASt Lane at an average time of 35 days. One vendor obtained an award under the Startup Springboard initiative and has already received $5 million in sales to date. At present there are 27 contractors under the SIN and we expect it to continue growing. Vendors may submit an offer or modification at any time to add the EOS SIN 132-41.

For more information about SIN 132-41, its benefits, and how to order - visit GSA's EOS SIN page.

Accelerating Into FY18

GSA remains committed to identifying new and innovative ways to improve processes, policies, and tools that make it easier for our stakeholders to do business with government.

As we head into FY18, look for exciting improvements in each of these four areas of focus:

- **Improving FAS Systems** - reducing the number of our systems, making them easier to use, and modernizing the technology

- **Streamlining and Simplifying Internal and External Acquisition Processes** - continuing to streamline and simplify our processes to make it easier to do business with GSA and the federal government, encouraging even more firms, particularly small businesses, to contract with the federal government

- **Shared Services** - delivering shared services to the federal government where GSA Federal Acquisition Service (FAS) has a market-leading capability to help

- **Supply Chain Risk Management and Security** - ensuring our customers know that the products they're putting into their supply chain are always secure

Connect with us through Interact at https://interact.gsa.gov and stay tuned for news of ongoing public events and live webinars as we accelerate forward into these four new areas of focus for FY18.

Key Resource Links

Resource	How to Connect
GSA's Making it Easier Vision Key Initiatives Supporting our Vision	https://gsablogs.gsa.gov/gsablog/2017/05/17/gsas-quarterly-update-making-it-easier-to-do-business-with-us/
MAS Transformation Initiative - Landing Page	https://www.gsa.gov/portal/content/128670
Overview - GSA Schedules Program	www.gsa.gov/schedules
FAS Vendor Service Center - For Ongoing Vendor Support	https://vsc.gsa.gov/
GSA Interact and MAS Interact Page - GSA's Blog Platform Supporting Key Ongoing MAS Activity and Initiatives	https://interact.gsa.gov/ https://interact.gsa.gov/groups/multiple-award-schedules
GSA's New MAS Plain-Language Roadmap	www.gsa.gov/masroadmap
IT Schedule 70	https://www.gsa.gov/technology/technology-purchasing-programs/it-schedule-70
State and Local Resource Links	www.gsa.gov/stateandlocal www.gsa.gov/cooperativepurchasing www.gsa.gov/disasterpurchasing www.gsa.gov/1122program www.computersforlearning.gov http://www.gsa.gov/propertydonations Modularcontracting.18f.gov inquiries18f@gsa.gov https://home.dotgov.gov

Key Resource Links

Resource	How to Connect
Office of the Procurement Ombudsman	GSAOmbudsman@gsa.gov
GSA's Office of Small Business Utilization	www.gsa.gov/osbu
HubZone Maps	https://www.sba.gov/contracting/government-contracting-programs/hubzone-program/hubzone-maps
PSHC Category on GSA Interact and OMB Memo M-16-14	https://interact.gsa.gov/groups/professionalservicescategory https://www.whitehouse.gov/sites/whitehouse.gov/files/omb/memoranda/2016/m-16-14.pdf
GSA SmartPay Information	https://smartpay.gsa.gov
Steps to Performance Based Acquisition (PBA) Information	https://pba.app.cloud.gov/app/#/pba https://docs.google.com/forms/d/e/1FAIpQLSdDlvGVUOU-tJVGE5gBaox3SWo1moKgiW3735CCr1V6q8GBqg/viewform
GSA's Acquisition Gateway	https://hallways.cap.gsa.gov/login-information
GSA's FASt Lane Information and Contacts	https://www.gsa.gov/technology/technology-purchasing-programs/it-schedule-70/sell-through-it-schedule-70/making-it-easier-fast-lane or contact us at contact FAStLane@gsa.gov for additional information.
GSA's Earth Observation Solutions Special Item Number 132-41 and the National Geospatial-Intelligence Agency	https://www.gsa.gov/technology/technology-purchasing-programs/it-schedule-70/buy-from-it-schedule-70/earth-observation-solutions-special-item-number-sin-13241 https://www.nga.mil/Pages/Default.aspx