

# The Special Order Program:

## Program FAQ

### What is the GSA Global Supply™ Special Order Program?

The Special Order Program (SOP) provides comprehensive assisted-acquisition services to federal agencies for products not available through the GSA Global Supply catalog or website. We manage the entire process from planning, soliciting and evaluating offers, to awarding and administering contracts, through closeout. In addition to comprehensive acquisition management, we also provide discrepancy resolution and transportation coordination.

### What types of products can be acquired through the Special Order Program?

The Special Order Program provides streamlined access to products that include:

- Law-enforcement, safety and security products;
- Maintenance, repair and operations supplies;
- Construction materials, tools, equipment and appliances;
- Products that support wildland fire and disaster relief efforts;
- Office supplies and equipment;
- Housewares and cleaning equipment, and much more.

### Is there anything GSA Global Supply cannot buy?

GSA Global Supply will not purchase commodities that are the responsibility of another agency or GSA activity, such as vehicles, permanent real-property improvements, or programmable IT equipment. Similarly, we will not purchase services that are the responsibility of another agency or GSA activity, such as engineering or environmental analysis, design and construction, human resources, accounting or other professional services.

### Do you provide additional services?

Although we do not contract for professional services, we can provide ancillary services that are integral to the product we purchase, like installation or training. In addition to managing the entire acquisition process from start to finish, we also provide:

- Transportation coordination;
- Discrepancy resolution; and
- Single billing convenience.

If needed, we can assist your program, financial, contracting and even legal staff members in documenting the acquisition process.

### If a customer requests a product or service outside the scope of GSA Global Supply, will GSA Global Supply refer that customer to the correct source?

Yes, we will refer the customer to the appropriate source.

- Orders for professional services are referred to GSA's Assisted Acquisition Services (AAS).
- Orders for professional IT services are referred to GSA's Information Technology Services (ITS).
- Orders for furniture are referred to GSA's Integrated Workplace Acquisition Center (IWAC).
- Requests for vehicles are referred to GSA's Office of Vehicle Acquisition and Leasing Services (OVALS).

### How does a customer contact the Special Order Program?

One phone call or a single email is all it takes to begin. To contact the Special Order Program Support Center, please use either of the following:

Phone: **(855) 809-6044** (8 a.m. – 8 p.m., Eastern Time)  
Email: **SpecialOrderProgram@gsa.gov**  
Web: **www.gsa.gov/specialorderprogram**



**What documents need to accompany my Special Order Program order?**

- A complete description or Statement of Work (SOW) outlining product requirements.
- For FEDSTRIP/MILSTRIP requisitions under \$150,000, submit DD Form 1348-6.
- For FEDSTRIP/MILSTRIP requisitions over \$150,000, submit Interagency Agreement and DD Form 1348-6.

*\*A civilian MIPR equivalent must contain information substantially the same as that in a MIPR. This would include a statement of bona fide need, relevant accounting codes, Activity Address Code, and any applicable related information. A Reimbursable Work Authorization (RWA) is an acceptable civilian MIPR equivalent.*

**What is an Interagency Agreement (IA)?**

An Interagency Agreement (IA) is an agreement or ordering document between federal agencies transferring funds for the purpose of obtaining products or services. An IA accompanies the MIPR to provide additional terms and conditions of the agreement between the two agencies involved. Civilian agencies can use GSA's standard IA or propose and agency-specific equivalent.

**Are you a full-service contracting office?**

Yes. We are a full-service function within GSA Global Supply™.

We leverage our contracting experience, specialized commodity expertise, and extensive industry relationships to provide supply solutions for our customers. Often, that means we can rely on Multiple Award Schedule vendors to provide the product(s) needed. But we can, and do, use other mechanisms, including open-market solicitations when required.

**What is the Special Order Program fee?**

GSA is not an appropriated agency and must charge a modest fee for its services. For special orders, the fee is most often 5 percent of the purchase price. For complex requests, the service fee may vary, based upon the complexity of the requirements. GSA's Contracting Officer and the customer agency's representative will negotiate any fee at the start of the process.

Our fees are competitively priced, and communicated at the outset to provide peace of mind that the price quoted will not vary.

**Can the customer check status on these orders?**

Yes. Within three to five business days from receipt of an inquiry or requirement, the customer will receive the contact information for the SOP Contracting Officer with whom all future communication regarding the special order should occur.

**Typically, how long does it take to award a contract?**

We hold fast to acquisition milestones in order to be timely in awards (See Chart Below). In most cases, award times range from 45 to 60 days. The timing depends on the clarity of customer requirements.

**How fast can a customer expect delivery?**

Each acquisition is unique. Delivery time will depend on the item ordered and the locations of the customer and vendor. GSA Global Supply staff members will discuss delivery requirements early in the process to ensure an agreed upon date is contained in the RFQ.

Milestone *	Estimated Timing	Dependency
Finalize requirements	10 Days after receipt	Mutual agreement
Acquisition Plan/Issue RFQ	30 Days after final documentation	Finalize requirements
Complete Evaluation	15 Days after RFQ close	Level of customer input
Award	20 Days after RFQ close (may be longer for some high dollar items due to review requirements)	Level of customer input

*\*Illustration of typical program milestones*