



U.S. General Services Administration

Federal Acquisition Service

MAS Contractor Assistance Visits

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February 28- March 1, 2012

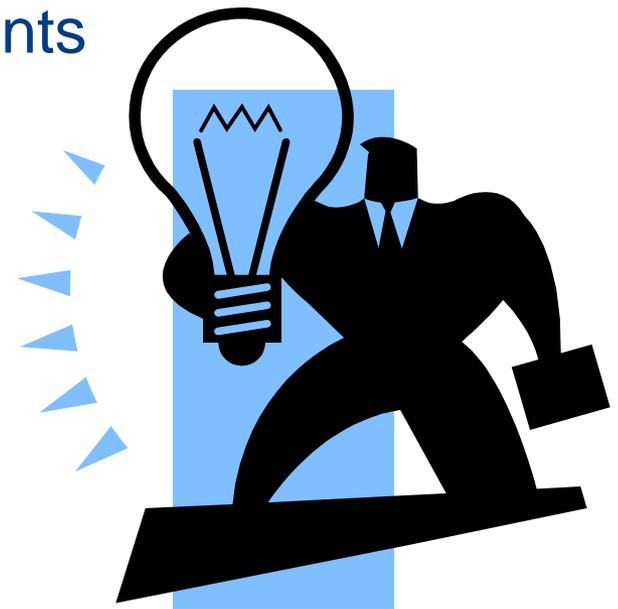
Alphabet Soup

- **SRM** – Supplier Relationship Management
- **MAS** – Multiple Award Schedules
- **IFF** – Industrial Funding Fee
- **PCO** – Procurement Contracting Officer
- **ACO** – Administrative Contracting Officer
- **IOA** – Industrial Operations Analyst
- **CAV** – Contractor Assistance Visit



Industrial Operations Analyst (IOA)

- Educate contractors about their MAS contract
- Provide general business development resources
- Conduct Contractor Assistance Visits (CAVs)
- Explain MAS performance requirements



Contractor Assistance Visits (CAVs)

Objectives

- Assess compliance
- Assist with your questions or concerns
- Identify potential problems and pitfalls
- Test your various system controls and processes

Frequency

- Generally two (2) times during each five (5) year contract term

Contractor Assistance Visits (CAVs)

Contractor Participants

- MAS Contract Administrator
- Other relevant personnel responsible for contractual functions (e.g. sales, marketing, order tracking, IFF remittance)

GSA Participants

- Industrial Operations Analyst (IOA)



Contractor Assistance Visits (CAVs)

How to Prepare

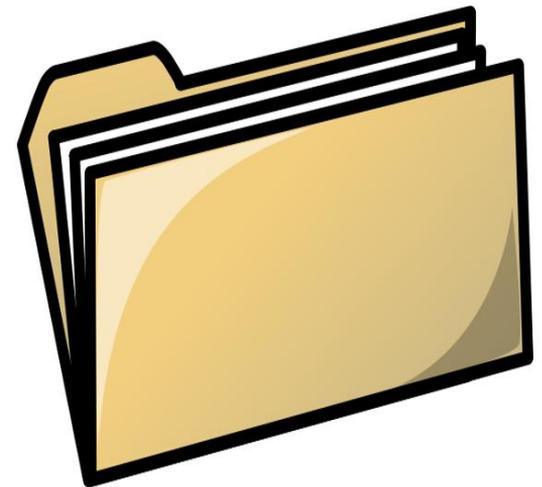
- IOA phone call or email
- Follow-up confirmation email
- Contact the IOA with any questions
- What do you need help with during the visit?



Contractor Assistance Visits (CAVs)

Required Documentation

- GSA contract (signed SF 1449)
- All approved modifications (SF 30)
- Current approved pricelist and all previously approved versions





Oh, is today our CAV...?

Contractor Assistance Visits (CAVs)

Sales Records

- The sales data that supports your reported sales for the quarters being reviewed
- Documentation you should have available:
 - RFQ/RFPs
 - Cost Proposals
 - Purchase Orders / Task Orders
 - Invoices
 - Customer Correspondence

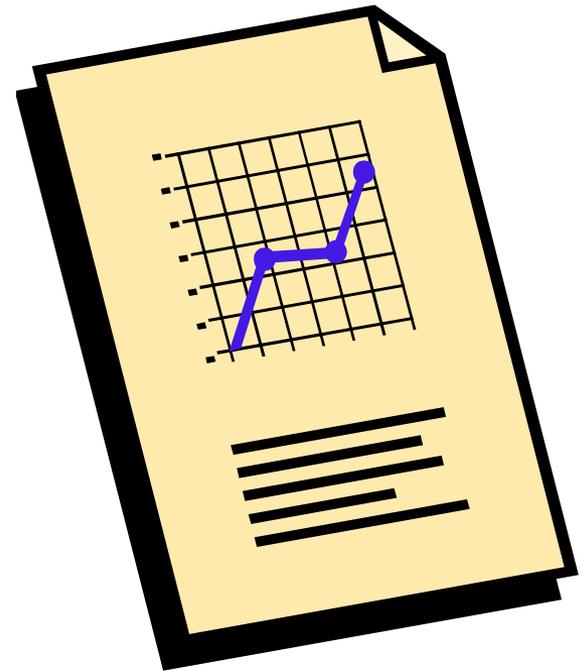
Contractor Assistance Visits (CAVs)

CAV Topics:

- Sales Tracking System
- MAS Pricing and Economic Price Adjustments
- Scope of Contract
- Environmental Attributes
- Trade Agreement Act Compliance
- Pricelist and *GSA Advantage!* ®
- Basis of Award Customer and Discount Relationship
- Administrative Accuracy

Contractor Report Card

- A rating of your current level of compliance - a “snapshot” in time
- Formal feedback to keep you informed on your level of compliance with MAS Terms and Conditions
- Generally two (2) during each five (5) year contract period



Contractor Report Card

Question Categories

- Category 1 - Critical
- Category 2 - Mandatory
- Category 3 - Above and Beyond

Ratings

- Exceptional
- Very Good
- Satisfactory
- Marginal
- Serious Concerns Exist



View a sample report card at the Vendor Support Center (vsc.gsa.gov)

Marketing

- Knowledge is Power (hint: your IOA can help with this)
- Understand the Culture
- Winning Attitude
- Best Value
- Research



The Road to Success

- The Vendor Support Center (VSC) website is your portal for a wealth of information
- The GSA iGuide
 - An interactive electronic reference tool
 - Consolidates administrative and marketing information and websites
 - Supplement to the New Contractor Orientation
 - Available on the VSC under “Publications”



“Greater value comes from mutual dependence,
rather than from superior positioning...”

- Supply Chain Management Review

Questions?

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