



U.S. General Services Administration

Federal Acquisition Service

MAS Contractor Assistance Visits

**Industrial Operations Analyst
FAS, Supplier Management**

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Alphabet Soup

- **MAS** – Multiple Award Schedules
- **IFF** – Industrial Funding Fee
- **72A** – Contractor Report of Sales
- **PCO** – Procurement Contracting Officer
- **ACO** – Administrative Contracting Officer
- **IOA** – Industrial Operations Analyst
- **CAV** – Contractor Assistance Visit

Industrial Operations Analyst (IOA)

- Conducts Contractor Assistance Visits (CAVs)
- Educates contractors about their MAS contract Terms and Conditions
- Provides general business development resources
- Explains MAS performance requirements
- Strategically located in major metropolitan areas



Contractor Assistance Visits (CAVs)

Objectives

- Assess the level of compliance with MAS Terms and Conditions
- Address questions or concerns
- Identify potential problems and pitfalls
- Test sales tracking system and processes

Contractor Assistance Visits (CAVs)

Frequency

- Generally twice during each 5-year contract term
 - Midterm (3rd Year)
 - End-of-Term (5th Year)
- New Contractor Orientation (NCO)
 - First (1st) year
 - Not a compliance review
 - Optional

Contractor Assistance Visits (CAVs)

Participants

- Your Company
 - MAS Contract Administrator
 - Other relevant personnel responsible for contractual functions (e.g. sales, marketing, order tracking, IFF remittance)
- GSA
 - Industrial Operations Analyst (IOA)



Contractor Assistance Visits (CAVs)

How to Prepare

- Initial phone call or email from IOA - followed by pre-visit confirmation email
- Familiarize yourself with the requirements addressed in pre-visit email
- Contact the IOA with any questions

Contractor Assistance Visits (CAVs)

Recommended Documentation

- GSA contract (signed Standard Form 1449)
 - Final Proposal Revision
 - Commercial Sales Practice (CSP-1)
- All approved modifications (Standard Form 30)
- Current approved pricelist and all previously approved versions

Contractor Assistance Visits (CAVs)

Sales Records

- The sales data that supports your 72A reported sales for the quarters being reviewed.
- The following supporting documentation should also be made available (as applicable):
 - RFQ/RFP
 - Proposal/Quote
 - Purchase Order/Task Order
 - Invoice

Contractor Assistance Visits (CAVs)

Topics to Expect During the CAV (Not Exhaustive)

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

Contractor Assistance Visits (CAVs)

Common Issues Identified During a CAV:

- Under-reported/Over-reported Sales
- Scope of Contract Compliance
- Price Overcharges
- Outdated GSA *Advantage!*® Pricelists/Catalogs
- Inaccurate Contact Information

Contractor Assistance Visits (CAVs)

Common Issues Identified During a CAV:

- Records Management
 - Trade Agreements Act Documentation
 - Pricelists
 - GSA Sales Records
 - Contract and Modifications
 - Purchase/Task Orders
 - Quotes/Proposals



Contractor Report Card

A rating of your current level of compliance - a “snapshot” in time

Objectives

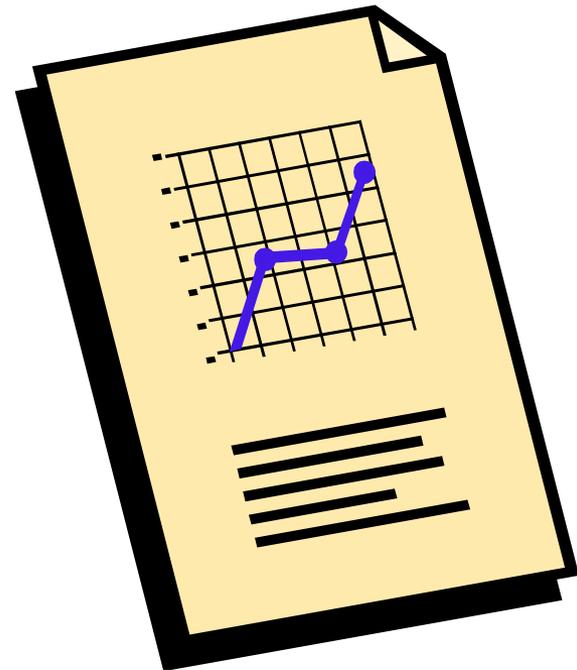
- To keep you informed on your level of compliance with your MAS contract Terms and Conditions

Frequency

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

Contractor Report Card

- Keep in mind that the report card is an educational tool, not a punitive measure
- The CAV report and report card are just two of the many factors used by your PCO to determine whether or not to exercise option periods



IG Audit vs. IOA CAV

Subpoena power	No subpoena power
Lengthy data collection and analysis	Short visit and quick turnaround
Focus on pricing issues	Review of many compliance areas
Complete review of transactions	Process review and data sampling
Pre-award or post-award	Midterm and end of term
Identify contractual issues	Identify, educate, and assist in the resolution of contractual issues

Questions?

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