



U.S. General Services Administration

Federal Acquisition Service

Understanding GSA's IOA Contractor Assistance Visits

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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)

- Educate contractors about their MAS contract
- Provide general business development resources
- Conduct Contractor Assistance Visits (CAVs)
- Explain MAS performance requirements
- Strategically located in major metropolitan areas



Contractor Assistance Visits (CAVs)

Objectives

- Assess the level of compliance with MAS Terms and Conditions
- 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

- 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)

Required Documentation

- GSA contract (signed SF 1449)
 - Final Proposal Revision
 - Commercial Sales Practice (CSP-1)
- All approved modifications (SF 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
 - Cost Proposal
 - Purchase Order / Task Order
 - Invoice

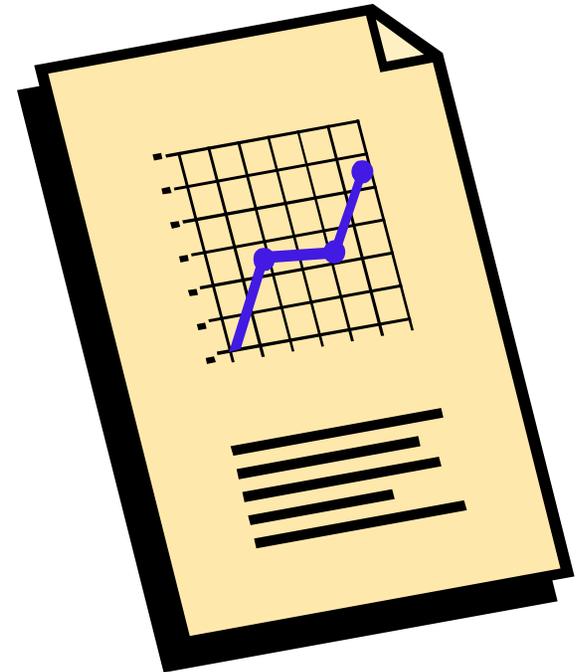
Contractor Assistance Visits (CAVs)

Topics to expect during the CAV (not exhaustive)

- Sales Reporting Tracking System
- MAS Pricing and Economic Price Adjustments
- Scope of Contract
- Environmental Attributes
- Trade Agreement Acts 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 your MAS contract 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)

IG Audit

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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