



Veterans Technology Services  
Governmentwide Acquisition Contract

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# VETS GWAC



**Ordering Guide 2008**

# Small Business Governmentwide Acquisition Contracts Center

The General Services Administration (GSA), Federal Acquisition Service (FAS), Integrated Technology Services (ITS), Small Business Governmentwide Acquisition Contracts Center (the "Center") offers a portfolio of pre-competed, Information Technology (IT) solutions contracts set aside exclusively for small business firms which are the 8(a) STARS, VETS, and COMMITS NexGen (NG) GWACs.

*We make it easy for you, our federal customers, through:*

- Access to high-quality industry partners
- Pre-competed, multiple-award contracts
- Short procurement lead time
- \$5 billion program ceiling for VETS (no individual contract ceiling)
- Socioeconomic credit through FPDS-NG reporting
- Section 803 compliance
- Customer focused staff with expertise in small business technology contracts
- Scope compatibility reviews of prospective orders & modifications
- Consistent labor categories for all vendors

*How to reach us:*

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*Questions regarding these guidelines should be directed to the VETS GWAC procuring contracting officer. These guidelines may be revised to update the process of awarding and managing orders. Updates to this publication, when they occur, will be available on the web [www.gsa.gov/vetsgwac](http://www.gsa.gov/vetsgwac).*

# Who We Are

The General Services Administration (GSA), Federal Acquisition Service (FAS), Small Business Governmentwide Acquisition Contracts Center (SBGWACC), hereinafter referred to as the “Center”, has a diversified portfolio of pre-competed, multiple-award government wide acquisition contracts (GWAC) with high-quality, small business industry partners. These small business firms specialize in providing innovative, information technology (IT) services and services-based solutions to federal agencies worldwide. The Center awards and administers IT contracts for governmentwide use as an Executive Agent of the Office of Management and Budget (OMB).

The Center manages the following multiple-award, indefinite-delivery, indefinite-quantity GWACs:

## **8(a) STARS GWAC**

The 8(a) STARS (Streamlined Technology Acquisition Resources for Services) contract vehicle is an 8(a) set-aside. 8(a) STARS has a unique market niche as the contract vehicle is specifically designed for 8(a) certified vendors. The use of this contract vehicle provides federal agencies 8(a) socio-economic procurement preference credit for their purchases. The 8(a) program refers to the Small Business Administration’s 8(a) Business Development Program, named for a section of the Small Business Act. This program was created to help small disadvantaged businesses compete in the federal procurement market. For further information on the SBA’s 8(a) Program, go to <http://www.sba.gov>. For further information on the 8(a) STARS contract vehicle, visit [www.gsa.gov/8astars](http://www.gsa.gov/8astars).

## **VETS GWAC**

The VETS (Veterans Technology Services) GWAC has a unique market niche as the contract vehicle is set-aside for service-disabled veteran-owned small business (SDVOSB) IT firms. The Veterans Administration determines service-disabled veteran status. There are two functional areas covering a broad IT scope with over of 40 awardees. The use of this contract provides federal agencies SDVOSB socioeconomic credit toward their three percent statutory goal. For further information regarding SBA programs for veterans, please go to [www.sba.gov/veterans](http://www.sba.gov/veterans). For further information regarding the VETS GWAC, please review this guide and visit [www.gsa.gov/vetsgwac](http://www.gsa.gov/vetsgwac).

## **COMMITTS NG GWAC**

COMMITTS NexGen, (Commerce Information Technology Solutions-NexGen, or COMMITTS NG) is an ID/IQ GWAC, previously managed by the U.S. Commerce Department. Under the direction of the Office of Management and Budget, GSA assumed responsibility for managing COMMITTS NexGen on March 14, 2008. COMMITTS NG is a task order contract designed to offer information technology (IT) solutions to Federal customers. The program’s objectives are to:

- Deliver top quality, performance-based IT services and solutions that meet government mission requirements;
- Deliver IT services and solutions with a streamlined acquisition methodology; and
- Provide competitive IT solutions from a pool of exceptional small, disadvantaged, 8(a), women-owned, veteran-owned, service disabled veteran-owned, and HUBZone businesses.
- For further information on the COMMITTS NG contract vehicle, visit [www.gsa.gov/commits](http://www.gsa.gov/commits)

# Introduction

This ordering guide is intended to help ordering offices and industry partners use the VETS GWAC. The VETS GWAC (VETS) encompasses a broad range of IT services and services-based solutions in two Functional Areas (FAs), both including IT security.

- FA1 Systems Operations and Maintenance
- FA2 Information Systems Engineering

Additional FA information may be found in this ordering guide and at [www.gsa.gov/vetsgwac](http://www.gsa.gov/vetsgwac) in the VETS Contract Library.

VETS enables federal agencies to fulfill their IT services and services-based solutions requirements and at the same time meet or exceed socioeconomic goals through the utilization of small businesses that are SDVOSBs. Federal agencies also earn most (all but 8(a)) other applicable procurement preference credit that each awardee possesses when awarding an order to them.

Per Public Law 108-183, all federal agencies have a statutory 3% annual SDVOSB goal. Information to assist you in using the VETS GWAC is available online at [www.gsa.gov/vetsgwac](http://www.gsa.gov/vetsgwac) and includes applicable contract ceiling pricing, a copy of the contract, contract modifications, and industry partner listing. A list of contract holders by functional area can also be found in Schedules e-Library at [www.gsaelibrary.gsa.gov](http://www.gsaelibrary.gsa.gov). GSA associates may locate the contract holders in IT Solutions Shop (ITSS) <http://itss.gsa.gov>.

Authorized order terms available under this GWAC are:

- Fixed-Price Family (FAR 16.2 and 16.4)
- Time & Materials (FAR 16.6)
- Labor-Hour (FAR 16.6)
- Hybrid blends of the above three types

## Scope

All GWAC task orders shall primarily and clearly be IT services based/driven. The scope of the VETS GWAC includes IT service solutions derived from the work scope in Section C of the contract. For the current definition of IT see Federal Acquisition Regulation (FAR) 2.101 (<http://acquisition.gov/far/index.html>). In planning for and determining that services are primary in a task order, the analysis should span the entire expected life of the task order, inclusive of task order options.

The geographical scope of coverage is worldwide and organizations authorized in GSA Order ADM 4800.2E (see Appendix III) may use the VETS GWAC. Orders are not authorized in combat areas or in areas the State department has advised American citizens to avoid or depart. See Section B.10, Foreign Area Travel/Work in the Contract.

**Every task order shall be competed/subject to fair opportunity for consideration pursuant to FAR 16.505, subject to exceptions designated therein.**

For guidance regarding order duration, see "Order Duration." For guidance regarding price analysis, see "Price Analysis."

In the section of this guide captioned “Ordering from VETS”, there is a sub-section that addresses additional details about structuring orders.

## Functional Areas

There are two functional areas on the VETS GWAC. The following service NAICS codes are applicable:

541512	Computer Systems Design Services
541511	Custom Computer Programming Services
541513	Computer Facilities Management Services
541519	Other Computer Related Services
518210	Data Processing, Hosting, and Related Services
611420	Computer Training

All the above mentioned codes are applicable to both Functional Areas of the VETS GWAC. For the purposes of the VETS GWAC contract the primary NAICS Code is designated as 541512.

### Functional Area 1: Systems Operations and Maintenance

Functional Area 1 (FA1) is for operations, maintenance and security of existing information technology. See the VETS GWAC Section C for details.

When in doubt about scope, contact the VETS GWAC Procuring Contracting Officer for guidance.

### Functional Area 2: Information Systems Engineering

Functional Area 2 (FA2) is for engineering and security of information technology systems. See the VETS GWAC Section C for details.

When in doubt about scope, or simply out of an abundance of caution, contact the VETS GWAC Procuring Contracting Officer for guidance. See Scope Compatibility Reviews section.

### Multi-FA Competition

Tasks may be competed across both FAs when the expected work is balanced across both FAs. However, if expected work clearly fits in a FA, multi-FA competition is not applicable.

A scenario where an ordering contracting officer “OCO” would compete an opportunity across both FAs is when expected work is balanced between system sustainment and system engineering.

When in doubt about scope, or simply out of an abundance of caution, contact the VETS GWAC Procuring Contracting Officer for guidance.

## Ordering from VETS

### Delegation of Procurement Authority

Federal buyers who wish to use the VETS GWAC must receive VETS contract overview training and be granted a written delegation of procurement authority **prior** to issuing task orders, whereupon they will become Ordering Contracting Officers (OCOs). Written delegations are

required by GSA's Quality Assurance Plan in accordance with the Office of Management and Budget guidelines. Delegations can only be granted to warranted Contracting Officers, but all individuals (i.e. contract managers, specialists, etc.) involved with a task order are encouraged to participate in the contract overview.

No work may be performed; no debt or obligation accrued and no payment may be made except as authorized by a bona-fide written order signed by an OCO having a written VETS delegation of procurement authority.

There are various ways to receive a VETS delegation of procurement authority: 1) through a self-paced on-line course at the GSA Center for Acquisition Excellence, [www.gsa.gov/cae](http://www.gsa.gov/cae) 2) conference call with one of the VETS Procuring Contracting Officers (PCOs), or 3) on site training for large groups of potentials OCOs. Contract overview training is also available for program officials and small business specialists.

## 1. On-Line Training

An on-line training class specific to the VETS GWAC is available at the GSA Center for Acquisition Excellence. To take advantage of this readily available form of delegation, please follow these steps:

1. Access the Center for Acquisition Excellence (CAE), at [www.gsa.gov/cae](http://www.gsa.gov/cae)
2. Request a login and password (if you do not already have one)
3. Login to the Center for Acquisition Excellence
4. Click on "Learning Center"
5. Click on "Course Information and Enrollment"
6. Select "VETS Delegation of Order Authority Seminar"
7. Complete the seminar and the seminar assessment
8. Email or fax a copy of the seminar completion certificate, the Ordering Agency's Contracting Officer's (OACO) warrant, and contact information (which includes: full name, agency address, phone number, fax, and email address)

The Small Business GWAC Center will then validate the information received and issue a Memorandum of Agreement, which includes the delegation of procurement authority. Training will be provided to all personnel involved in the acquisition and a written delegation of authority to the ordering contracting official will be issued. The contracting officer's concurrence on the delegation is required.

## 2. Conference Call with the VETS Procuring Contracting Officers (PCOs)

To start the process of obtaining delegation through the VETS PCOs, each contracting officer wanting delegation must submit the following information to the Small Business GWAC Center's [delegations@gsa.gov](mailto:delegations@gsa.gov) inbox, or fax it to (816) 823-1608 (please place "VETS delegation" in the subject line).

- Agency name, bureau/command name (if any), individual(s) full name, street address, e-mail address, phone number and fax
- Names of other individuals who may be participating in the contract overview training but not seeking delegation. *We encourage all members of the procurement team to participate in the contract orientation.*
- After receipt of this information, a VETS PCO will contact the requestor(s) to set up the contract orientation.

This contract orientation may take only 15 to 20 minutes provided the caller has internet access. Afterward, a delegation of procurement authority memorandum will be sent. Both parties must execute the delegation in writing before it is effective. It is sometimes possible for these delegations to be granted the same day as the contract overview training, although typical cycle time is about two business days.

### **3. On-Site Training for Groups of Potential OCOs & IT Program Officials**

Please contact the Center for details at (877) 327-8732 (toll free).

#### **Delegation Portability**

If you join a new federal agency, please let us know. If an OCO leaves an organization, is reassigned, or a task order is reassigned, please help us establish and identify a successor OCO. If you are the OCO, one way to accomplish this is by assigning "peers" in the GWAC Management Module in ITSS <https://web1.itss.gsa.gov> or <http://itss.gsa.gov>. Peers will be able to access any orders assigned to you under the VETS GWAC within your organization should you ever leave your current organization. The Center can assist in assigning peers in the GWAC Management Module. The Small Business GWAC Center will issue a new delegation of procurement authority to you at the new organization without requiring retraining when you provide us your new warrant.

#### **Scope Compatibility Reviews for Prospective Orders and Modifications**

The Small Business GWAC Center offers OCOs and industry partners the value-added opportunity to send in Statements of Work (SOW)/Statements of Objectives (SOO) and proposed modifications to existing orders for advance scope compatibility review for the VETS GWAC. This service is held on Tuesdays and Thursdays and is available at no cost. This quality assurance measure has been made available for those who would like assistance in determining scope fit on the VETS contract vehicle.

To get started on these courtesy reviews, a customer should review [www.gsa.gov/vetsgwac](http://www.gsa.gov/vetsgwac) "VETS Scope Reviews" and do the following:

1. For an expedited scope review, complete the [Scope Compatibility Review Request Form](#) available at [www.gsa.gov/vetsgwac](http://www.gsa.gov/vetsgwac), "VETS Scope Reviews"
2. Email the completed form along with a copy of the SOW/SOO to [SOWreview@gsa.gov](mailto:SOWreview@gsa.gov)
3. Place "SOW review for VETS GWAC" in the subject line
4. Notate within the email any specific questions that should be addressed by the Small Business GWAC Center's Contracting Officer team

What can be expected upon concluding the SOW review is a short turn-around time, determination on whether the Small Business GWAC Center deems the requirement a good fit for the VETS GWAC, and which Functional Area is appropriate based on the information that has been presented. The OCO will still be required to complete acquisition planning, work with legal and technical advisors if appropriate or required, conduct the procurement, perform due diligence, etc.

#### **Ordering Guidance**

The total estimated value of a procurement including options should be considered in developing an acquisition strategy. Tasks shall not be split to avoid threshold limitations. The basic task and any modifications must stay within scope of the order (and the contract).

Authorized order terms available under this GWAC are:

- Fixed-Price Family (FAR 16.2 and 16.4)
- Time & Materials (FAR 16.6)
- Labor-Hour (FAR 16.6)
- Hybrid blends of the above three types

If not using Fixed-Price terms, the FAR 16.601(d) requires contracting officers to document the rationale which applies to orders under VETS. Some orders may have work containing a combination of contract types, i.e., Fixed-Price, Time & Materials, and Labor-Hour terms. The ordering agency is responsible for identifying the applicable order type(s), and making the order terms clear, which should be stated in the RFQ/RFP and resulting order. See I.1, General, in the Contract.

### **Organizational Conflicts of Interests**

Incumbency on its own does not guarantee or create an Organizational Conflict of Interest. See H.12 Organizational Conflict of Interest in the contract and FAR 9.5, Organizational and Consultant Conflicts of Interest for guidance. Also to mitigate potential conflicts of interest, see H.13 Conflict of Interest Mitigation Plan which states:

- (a) Notify the PCO and OCO of a potential conflict, and;
- (b) Recommend to the Government an alternate tasking approach which would avoid the potential conflict, or
- (c) Present for approval a conflict of interest mitigation plan that will:
  1. Describe in detail the TO requirement that creates the potential conflict of interest; and
  2. Outline in detail the actions to be taken by the Industry Partner in the performance of the task to mitigate the conflict, division of subcontractor effort, and limited access to information, or other acceptable means.
- (d) The Industry Partner shall not commence work on a TO related to a potential conflict of interest until specifically notified by the PCO and OCO to proceed.
- (e) If the PCO and OCO determine that it is in the best interest of the Government to issue a TO, withstanding a conflict of interest, a request for waiver shall be submitted in accordance with FAR 9.503.

### **Performance-Based Service Acquisition (“PBSA”, a/k/a Performance Based Contracting)**

PBSA means an acquisition structured around the results to be achieved as opposed to the manner by which the work is to be performed. The Office of Federal Procurement Policy (OFPP) recommends that performance-based statements of work (SOW)/statements of objectives (SOO) be utilized, to the maximum extent practicable, when acquiring services in accordance with FAR 37.102(a) [DFARS 237.170-2]. Performance-Based SOWs are also known as Performance Work Statements (PWS).

Policy promulgated by the FY 2001 Defense Authorization Act (PL 106-398, section 821), FAR 37.102, and FAR 16.505(a), establishes PBSA as the preferred method for acquiring services. In

addition, for Defense agencies, DFARS 237.170-2 requires higher-level approval for any acquisition of services that is not performance-based. Accordingly, it is expected that most VETS GWAC orders will be performance-based.

## PWS

A PWS identifies the technical, functional and performance characteristics of the government's requirements. The PWS describes the work in terms of the purpose of the work to be performed rather than how the work is to be accomplished or the number of hours to be provided.

## SOO

A SOO is a variant of the PWS. It is a very brief document (commonly about 2 to 10 pages, depending upon complexity, although there is no maximum or minimum required length) which summarizes key agency goals and outcomes, to which contractors respond with solutions. It is different from a PWS approach in that offerors are asked to develop and propose a PWS, technical approach, performance standards/metrics and acceptable quality levels (AQLs) commonly called a Performance Requirement Summary (PRS), incentives/disincentives, a quality assurance surveillance plan (QASP) (all based upon commercial practices) and pricing. At a minimum, a SOO must contain the following information:

- Purpose
- Scope or mission
- Period and place of performance
- Background
- Performance objectives (*i.e.*, required results)
- Any operating constraints

Upon award, the SOO plus the winning offeror's Performance Requirement Summary, incentives/disincentives (if any) and pricing should be incorporated into the resulting task order. The PWS and QASP are commonly not included in the order, as inclusion of those items makes them binding upon the Government and can obligate the Government to detailed design and QA obligations that should remain the responsibility of the contractor under PBSA.

## **Describing Requirements**

Develop a requirement description in accordance with [FAR 16.505\(a\) \(2\)](#), or authorized agency regulations, including, but not limited to, the following, as applicable:

- State that the solicitation is against the VETS GWAC, and the applicable FA
- A SOW (PWS or not) or SOO
- A desired completion date
- Milestones and/or performance schedule (if not a SOO)
- Set a RFI/RFQ/RFP response time to meet agency needs & promote competition
- Evaluation factors and methodology
- Any special instructions, conditions, notices, performance measures/metrics, etc.
- The applicable Section 508 accessibility standards from 36 CFR 1194
- Request subcontractor information (amount of work proposed to be performed by the SDVOSB prime, SDVOSB subcontractors). For certain tasks, OCO's may want to require prime contractors to provide subcontractor responsibility determinations (FAR

9.103 and 9.104-1) and consent to subcontract in task orders (FAR 44.2). OCOs may require a minimum SDVOSB level of participation for an individual task order as a go-no go evaluation criterion, or comparatively assess the level of SDVOSB participation in a tradeoff evaluation.

- Strongly consider the optional free advance scope compatibility review
- Add any agency specific or additional FAR clauses needed at the task order level

## **Funding**

Funding for each order shall be at the order level, not at the contract level.

Incremental funding strategies may be used if consistent with customer agency policy. In such a situation, the total potential requirement (including price, period of performance, and performance milestones) is subject to fair opportunity to be considered. The agency should disclose that incremental funding will be used, and to what degree. The order will initially be funded up to a certain level, and additional incremental funds may be added by modifications, but each progressive modification adding funds should be tied to explicit measurable performance milestones. Modifications may not materially extend a task's competed period of performance or materially increase its competed total dollar value. The basic task and any modifications must stay within scope. Do not rely upon the basic contract's Changes clause(s) or Limitations in Funds Clauses (52.232-23) to implement incremental funding as they are not an appropriate source of authority. Agency policy will have to be communicated in the RFQ/RFP and resulting order about the OCO's authority for, and terms of, incremental funding.

## **Agency Specific Clauses and Additional Clauses**

Provisions and clauses that supplement the FAR, which are prescribed and included in authorized agency acquisition regulations and issued within an agency to satisfy the specific needs of the agency as a whole, may be added at the Task Order level so long as they are not inconsistent with the terms of this contract and do not exceed its scope. For FAR clauses incorporated by reference see I.2, 52.252-2 Clauses Incorporated by Reference.

For agency specific requirements, provisions and clauses that supplement the FAR are described as follows:

- (a) Prescribed and included in authorized agency acquisition regulations issued within an agency to satisfy the specific needs of the agency as a whole;
- (b) Prescribed and included in a regulation issued by a sub-organization of an agency to satisfy the needs of that particular sub-organization; or
- (c) Developed for use at a sub-organizational level of an agency, not meant for repetitive use, but intended to meet the needs of an individual acquisition and impractical to include in either an agency or sub organization acquisition regulation.

For further guidance regarding clause configuration for solicitations, see H.29, Agency Specific Clauses and I.1 General. Clauses included at the contract level may be reviewed at [www.gsa.gov/vetsgwac](http://www.gsa.gov/vetsgwac), VETS Contract Library. The ordering agency is responsible for identifying the applicable order type(s), so that the correct clause configuration can be determined by the offerors.

## **High Risk Work Scope Areas**

High risk work scope areas can be IT services and solutions, if established properly. When under representation of IT professional services and over representation of non-IT services and/or products can occur, and is problematic. For the current definition of IT see Federal Acquisition

Regulation (FAR) 2.101 (<http://acquisition.gov/far/index.html>). Due diligence and consultation with the Center and the OCO's legal and technical advisors are strongly advised when requirements include the following types of work:

- Business Process Re-engineering
- Cabling and Wiring
- Call Centers
- Contingency Planning
- Data Entry
- Disaster Preparedness/Recovery
- Documentation
- Enterprise Resource Planning
- Equipment Inventory and Maintenance
- Hardware/Software Maintenance
- Help Desk

### **Not Allowed on VETS GWAC**

- Renting/leasing (*it is permissible for a contractor to enter into rental or lease agreements to fulfill task order requirements, but the government will not be a party to them*)
- Blanket Purchase Agreements (BPAs)
- Cost Reimbursement Contracts/Task Orders
- Orders that are not primarily IT Service Orders.
- Orders that are primarily supplies or software/hardware maintenance

### **Security Clearance Considerations for Classified Orders**

Before issuing an RFI/RFQ/RFP for a classified order, a determination should be made as to whether or not access to anything classified will be required during the RFI/RFQ/RFP (a/k/a "solicitation") process.

#### If access is required during the solicitation process:

All prospective contractors who may receive the RFI/RFQ/RFP must possess the appropriate facility clearance, safeguarding capability and personnel security clearance in order to access the solicitation package. This may be ascertained by requiring proof of credentialing.

#### If access is not required during the solicitation process:

Prospective contractors do not have to possess facility clearances to receive or review the RFI/RFQ/RFP.

RFIs/RFQs/RFPs and orders should specify if facility security clearance granted by a cognizant security agency (CSA) is required, and the highest required facility security clearance level. A DD254 is commonly used in solicitations to present these requirements.

RFIs/RFQs/RFPs and orders should specify if SENSITIVE COMPARTMENTED INFORMATION (having various compartments), TOP SECRET, SECRET, or CONFIDENTIAL industrial personnel security clearances (a/k/a "PCL") granted by a CSA are required. Unless the requiring activity has a bona-fide reason for precluding interim PCLs, they should be considered equivalent to non-interim PCLs. A DD254 is commonly used in solicitations to present these requirements.

RFIs/RFQs/RFPs and orders should specify if CSA cleared safeguarding is required, and if required, the highest required level. The safeguarding level should not exceed the facility security clearance level. A DD254 is commonly used in solicitations to present these requirements.

If the agency requirement is for active facility security clearance and/or current PCLs as an award prerequisite, as opposed to something that the requiring activity would allow a reasonable period of time after award to earn based upon the OCO's agency, or customer agency sponsorship at the CSA, it should be identified in the RFI/RFQ/RFP. Such requirements for clearances as a precondition for award are not unforeseen and are not uncommon. When required as a condition of award, the following sample language is suggested for the RFI/RFQ/RFP (and in the case of an RFI, it is advisory in nature only, and not intended to be a screen that is typically implemented at that juncture).

The Government considers the requirement for \_\_\_\_\_(cite the applicable clearance(s)) \_\_\_\_\_ a definitive responsibility matter, i.e., Offerors must submit proof of these credentials before order award. This proof shall be made available to the Government after the deadline for receipt of quotes/proposals within five (5) working days of the Government's request for it. Failure to submit that information within five (5) working days will be deemed a material nonconformity and result in your non-selection/offer rejection. Competitors are advised to have clearance documentation at the ready so it is available when the Government requests it.

There are four different CSAs, all of which have equal authority: The Department of Defense, the Department of Energy, the Central Intelligence Agency, and the Nuclear Regulatory Commission. Reciprocity/equivalency of clearances between the CSAs is an evolving area and is not guaranteed.

## **Subcontracting**

In accordance with the 13 CFR 125.6, a small business concern contracting for services will perform at least 50 percent of the personnel cost of the contract with its own employees. There is a special provision for SDVOSB contractors with regard to subcontracting stating that in the case of a contract for services (except construction), the Service-Disabled Veteran-Owned Small Business Concern (SDVOSBC) must perform at least 50% of the personnel cost of the contract with the concern's employees and/or on the employees of other SDVOSB concerns. OCOs may check the owner status of anticipated subcontractors. This is also in the contract in FAR Clause 52.219-14, Limitation on Subcontracting. All contract holders are responsible for managing the balance of workload being performed under their contract(s).

Contract sections G.17 and G.24 establish subcontracting tracking and reporting requirements for VETS GWAC prime contractors. As stated on page 11 of this guide under the caption "Describing Requirements", though not required to do so, OCOs may establish the amount of participation required of SDVOSBs on a given task order as a go-no go evaluation factor for order award or as a comparative evaluation factor in a tradeoff evaluation when they deem it is in the Government's interests.

It is a requirement of the VETS Industry Partners to submit semi-annual subcontracting reports to the Small Business GWAC Center. Prime contractors are responsible for performing greater than 50% of the work at the contract level per 52.219-14, and should also be expected to perform a meaningful amount on each order to prevent pass-through situations. It is a best practice to require industry partners to disclose the amount of work they intend to perform with their own resources in quotations and proposals which don't establish an SDVOSB participation evaluation factor by asking for it in requests for quotation and requests for proposal, respectively. A good rule of thumb at the order level is for the small business prime contractor to be expected to perform around 50% of the work itself. If that's not the case, contact the Center for guidance.

It is reasonable and routine that on larger tasks SDVOSB prime contractors may significantly rely upon capacity building through subcontracting with other SDVOSB firms, or other than SDVOSB firms, to provide scalability in the early stages of performance. It is reasonable to consider the total prospective life cycle of an order, including options, when evaluating how much work the prime and SDVOSB subcontractors, if any, plan to perform for a given task order. This life cycle perspective permits SDVOSB primes to use their judgment in teaming to fulfill customer requirements, and to manage the expected SDVOSB participation over the full span of an order.

Consent to subcontract pursuant to FAR 44.2 is applicable. OCOs may require subcontractor responsibility determinations of prospective subcontractors per FAR 9.103 and 9.104-1. Subcontractor approval is not required at the contract level.

**Order Duration**

Orders may be awarded during the VETS GWAC basic contract's life, which is also referred to as the contract ordering period. The contract ordering period is for a base period of five years with one, five-year option. Task order duration, provided the order is issued during the GWAC's ordering period, is not dependent upon the Center exercising the option of the underlying GWAC/basic contract. Orders may be issued for a term consistent with the customer agency's policy on task order duration with one limitation - proposed orders that may run beyond the final day of the underlying GWAC ordering period (February 2, 2007-February 1, 2012, with one, five-year option) are subject to additional duration conditions established in the GWAC. Generally this limits task orders to three years beyond the final day of the contract option ordering period, which would mean all orders would have to be substantially completed by February 1, 2020. OCOs shall confer with the Center about the particulars in these cases.

**Insurance**

Prior to the commencement of work hereunder, the Industry Partner shall furnish to the PCO and any OCO requesting it a certificate or written statement of the required insurance. See H.10, Insurance and H.11 Deductibles under Required Insurance Coverage & Cost in the Contract. Insurance clauses incorporated by reference are as follows:

FAR (48 CFR Chapter 1) Clauses Incorporated by Reference

<b>CLAUSE NO.</b>	<b>TITLE</b>	<b>DATE</b>	<b>FP</b>	<b>TM/ LH</b>
52.228-3	WORKERS' COMPENSATION INSURANCE (DEFENSE BASE ACT).	APR 1984	x	x
52.228-5	INSURANCE - WORK ON A GOVERNMENT INSTALLATION	JAN 1997	x	x
52.228-7	INSURANCE – LIABILITY TO THIRD PERSONS	MAR 1996		

**Size Rerepresentation**

Prior to exercising the GWAC level option period, contractors will be required to re-represent business size status per FAR 52.219-28, Post Award Small Business Program Re-representation.

At the GWAC level VETS GWAC industry partners will have to re-represent size status during the fifth contract year for the option. If VETS GWAC Prime Contract Holders are not small upon re-representation, their contract will be recoded in FPDS-NG as an “other than small business.” An

OCO has case law based discretion to require a strict/hard re-representation for an individual task order, but it is not required.

VETS GWAC contract holders will also be required to re-represent size upon any change in ownership in accordance with FAR 52.219-28, Post Award Small Business Program Rerepresentation.

[Federal Register Reference:](#) SBA Final Rule-11/15/2006  
FAR Interim Rule 7/5/2007

All of the prime contractors on the VETS GWAC are service-disabled veteran-owned small businesses pursuant to the Small Business Administration and FAR regulations governing size re-representation on long-term contracts. However, though not required, pursuant to case law the OCO has the discretion to require a re-representation of the prime contractor's size status as a condition of order award on a long-term contract such as the VETS GWAC. VETS GWAC primes encountering a NAICS code and size standard in a task order solicitation should look to determine if the ordering contracting officer was clear about their intention for including the NAICS code and size standard. It is commonplace for a NAICS code and size standard to be listed, and that doesn't explicitly indicate that an order level size re-representation is a solicitation requirement. If an OCO intends to require an order level size re-representation as a condition of order award, they should explicitly make that assertion in the task order solicitation. If this issue is unclear, then it needs to be clarified with the OCO. .

### **Competition Requirements-Fair Opportunity to be Considered (“Fair Opportunity”)**

The VETS contracts were awarded using a competitive SDVOSB small business set-aside process resulting in multiple awards in two functional areas (FA1 and FA2). Since VETS is a multiple-award, indefinite-delivery, indefinite-quantity contract, Fair Opportunity (refer to FAR 16.505(b)) must be given to all contractors within the functional area that most closely matches the scope of the requirement, unless an exception established in FAR 16.505 applies.

[FAR 16.505\(b\)\(1\)](#) provides that each contractor shall be given a Fair Opportunity to be considered for each order exceeding the micropurchase threshold. The method to obtain fair opportunity is at the discretion of the OCO, and it must be documented. The rationale for order award and price reasonableness of each order must also be documented.

In accordance with the National Defense Authorization Act (NDAA) of 2008 for task or delivery orders in excess of **\$5,000,000**, the contracting agency's obligation to provide “a fair opportunity to be considered” is not met unless “all contractors” are provided the following (at a minimum):

- 1) a notice of the task or delivery order that includes a clear statement of the agency's requirements
- 2) a reasonable period of time to provide a proposal in response to the notice
- 3) disclosure of the significant factors and subfactors, including cost or price, which the agency expects to consider in evaluating such proposals, and their relative importance
- 4) in the case of an award that is to be made on a best-value basis, a written statement documenting the basis for the award and the relative importance of quality and price or cost factors
- 5) an opportunity for a post-award debriefing

(Review Policy Letter issued regarding the National Defense Authorization Act of 2008 for Defense agency task orders and Civilian agency task orders at [www.gsa.gov/vetsgwac](http://www.gsa.gov/vetsgwac) in the Contract Library. )

The Government may disseminate RFI/RFQ/RFPs via e-mail, facsimile, GSA's e-Buy at [www.gsa.gov/ebuy](http://www.gsa.gov/ebuy), commercial mail carrier or other electronic means as prescribed by the OCO's agency. Synopsis in FedBizOpps is not required under indefinite-delivery contracts. The use of any one of the preceding mediums to broadcast an RFQ/RFP notice to all contract holders in the applicable FA satisfies the Fair Opportunity requirement.

Note to GSA OCOs: The VETS GWAC contracts are available in ITSS in the VETS contract family. There are two lists: VETS1 and VETS2.

The following pertains to ALL task order competitions:

- Evaluation criteria will be established in the RFQ/RFP (price will always be a criterion), pursuant to FAR 16.505. Formal source selection per FAR 15 is not required.
- Past experience may be evaluated at the prime or the subcontractor level depending on ordering agency needs. Past experience need not be restricted to the prime contractor unless absolutely necessary. Teaming is encouraged in this contract vehicle, and the overall team's credentials may be used for evaluation.
- Past performance was a criterion for basic contract award. OCOs are encouraged to use past performance as an evaluation criterion for task orders estimated to exceed \$100,000. DoD activities have a FAR deviation set forth per DAR 990O0002, issued 1-29-1999, requiring past performance to be evaluated for IT work exceeding \$1,000,000. Teaming is encouraged on this contract vehicle, and the overall team's credentials may be used for evaluation.
- Either tradeoff or low price - technically acceptable evaluations are authorized at the RFQ/RFP level, and both qualify as best-value methods.
- The OCO may use oral presentations.
- The OCO must evaluate task order quotes and offers consistent with the evaluation methodology established for the procurement.
- The OCO may evaluate quotations without discussions; therefore, each initial quote or proposal should contain the best terms.
- The prices awarded in the basic contract are ceiling rates. Competition at the task order level generally results in discounts from the ceiling rates.

### **Fair Opportunity Exceptions ([FAR 16.505\(b\)\(4\)](#))**

Some acquisitions, though infrequent, may require an OCO to utilize a Fair Opportunity exception. When an exception to Fair Opportunity is warranted, the OCO must cite and substantiate one or more of the four statutory Fair Opportunity exceptions found in Federal Acquisition Regulation (FAR) 16.505. Exceptions shall be documented in accordance with [FAR 16.505\(b\)\(4\)](#). These are the **only** exceptions:

#### **1. The agency need for the supplies or services is so urgent that providing a fair opportunity would result in unacceptable delays**

Use of this exception is appropriate under circumstances similar to the authority of FAR 6.302-2 [DFAR 206.302-2, PGI 206.302-2].

**2. Only one awardee is capable of providing the supplies or services required at the level of quality required because the supplies or services ordered are unique or highly specialized**

(i) Use of this exception should be rare. Its use is appropriate when—

(A) No other contractor is capable of providing a service or services-based solution of a comparable nature; and

(B) No other type of services or services-based solution will satisfy agency requirements.

(ii) When using this exception, the *justification* should explain—

(A) What is unique or highly specialized about the service or services-based solution; and

(B) Why only the specified contractor can meet the requirement.

**3. The order must be issued on a sole-source basis in the interest of economy and efficiency as a logical follow-on to an order already issued under the contract, provided that all awardees were given a fair opportunity for the original order**

i) A follow-on order is a new procurement placed with a particular contractor to continue or augment a specific program or service. When using this exception, the *justification* should discuss why the specific requirement continues and why it is to the benefit of the Government for the particular contractor to continue this work (see FAR 16.505(b)(4)). Examples include—

(A) Award to any other source would likely result in substantial duplication of cost to the Government that is not expected to be recovered through competition;

(B) Award of the order to a different source would cause unacceptable delays in fulfilling the Government's requirements (lack of advance planning is not valid rationale); or

(C) A contractor is already at work on a site, and it would not be practical to allow another contractor to work on the same site.

(ii) When using this exception—

(A) Specify how recent the previous competitive order was and the number of times this exception has been used;

(B) Discuss why the specific requirement continues; and

(C) Discuss why it would be of benefit to the Government for the specified contractor to continue this work.

(D) Verify that the work would not be more suited to a modification to the contract instead of a follow-on task order. If the change is too large in magnitude this exception may be appropriate.

#### 4. It is necessary to place an order to satisfy a minimum guarantee

This exception is reserved to the Center.

Advance written PCO notification is requested prior to an OCO using any of these fair opportunity exceptions.

### Multi-phased Approach

A fair opportunity multi-phased approach is available for use on task order RFPs and RFQs.

#### Phase One:

1. Determine the Functional Area for the requirement. Strongly consider the free scope compatibility review offered by the Center.
2. Develop a Request for Information (RFI). The RFI should:
  - Include salient characteristics of the specific requirement (e.g. security clearance, specialized information, certifications, deliverables, response requirements) and disclose the general basis on which selections will be made
  - Instruct contractors to inform the OCO of their affirmative interest in the competition by the date shown in the RFI or they will not be included in Phase two.
  - Establish a response deadline that makes sense for phase one, understanding that the bid and proposal effort for phase one is typically minimal for the prime contractors, unless more detailed information is required than what is suggested below. The e-Buy system sets a default response time of five days, which may or may not be reasonable depending on the circumstances.
  - Transmit the RFI to the entire list of awardees in the particular FA to determine their interest in the competition, permitting them to opt-in or opt-out of phase two. We recommend using GSA's e-Buy, which will allow you to include all industry partners and provides proof that you did post it. Industry partners are responsible for monitoring e-Buy and keeping their information in it current. GSA OCOs may also use GSA ITSS and should select all of the pick lists for the respective functional area. If transmitting the RFI to both FAs, using the same e-Buy announcement information for both Functional Areas.
  - For orders estimated greater than **\$5,000,000**, be sure to review the additional requirements set forth in the NDAA of 2008 listed above.
3. Maintain a record of the RFI transmittal/e-Buy announcement and responses in the order file to document use of fair opportunity procedures. Save transmission failure notices for the record.
4. The OCO must include all awardees in the FA who have indicated interest in further consideration/opted in for phase two. The OCO should not send the RFQ/RFP to those who did not respond in the affirmative under phase one by the established due date. Document the file.

## Phase Two:

Please ensure that all VETS prime contractors who opted-in during phase one receive a copy of the RFQ/RFP in phase two. Phase 2 may be sent by e-mail, common commercial carrier or a combination. Historically, this process reduces the number of proposals by targeting those industry partners who have researched their current capabilities and availability, and provides useful acquisition planning/milestone information.

For the phase two RFQ/RFP, competitive award criteria should be established (price/cost will always be a factor per 16.505(b)(1)(ii)(E)). Past performance was a part of the criteria for award for these contracts; however, when it is useful OCOs are encouraged to consider it as a criterion. References and past performance information for specific vendors can be requested from the contract holder. Either best value/tradeoff or low price-technically acceptable evaluations are authorized at the RFQ/RFP level, with a preference for the former. FAR 16.505(b)(ii) provides great latitude in designing an appropriate streamlined evaluation scheme, and we encourage utilizing that latitude in ways which are reasonable for your requirement. FAR part 15 evaluations are not required, but if your announced evaluation structure replicates it, it increases the odds it will be seen as such. It is a best practice to disclaim a FAR part 15 evaluation in your RFQ/RFP. The OCO may require oral presentations at the order level. The OCO may evaluate quotations without discussions; and if that is planned it is recommended the RFQ/RFP advise of that and that each initial quote or proposal should contain the best terms. The OCO should select a response time consistent with the needs of the agency being paramount, with an aim to promote competition to the extent practicable.

Note: This approach is not required and an OCO may send out a solicitation initially to all prime contractors.

## **Announcement of Task Order Award**

Announcement of a Task Order Award to all competing offerors is encouraged for all orders when fair opportunity to be considered is provided. It is highly recommended that task order awards greater than **\$5,000,000** be announced by a means that shows verifiable receipt by the competing offerors, e.g., using [www.fedbizopps.gov](http://www.fedbizopps.gov), or a mail carrier (United States Postal Service or common commercial carrier) with verified delivery. Simply transmitting an award notice to all competing offerors doesn't establish their receipt of the notice, so faxing and mailing without verifiable receipt is not recommended. If using the multi-phased approach outlined in this ordering guide, the competing offerors are only those that opted into phase two.

Reliance on entry into the Federal Procurement Data System for award announcement is not recommended. See the Debriefings section for further information.

## **Cancellation of Requirement**

Cancellation of a task order opportunity or an announcement in e-Buy, etc may be necessary when:

- (1) Services are no longer required, or are significantly changed;
- (2) All offers received are at unreasonable prices, or only one offer is received and the contracting officer cannot determine the reasonableness of the price;
- (3) For other reasons, cancellation is clearly in the public's interest.

## **Price Analysis Guidelines**

The contract affords great flexibility to order Information Technology services, and also Information Technology services-based solutions. With that latitude comes the obligation to learn how those types of orders are required to be structured for price reasonableness and risk purposes by the Basic Contract's terms and conditions, and the responsibility to follow that structure at the task order level.

**Proposals, quotes and orders for Fixed-Price work shall be priced as follows:**

[This section under revision.](#)

**Proposal, quotes and orders for Labor-Hour work that are entirely drawn from the contract's pre-established labor categories should be priced as follows:**

[This section under revision.](#)

**Proposals, quotes and orders for Time and Materials work shall be priced as follows**

[This section under revision.](#)

**Proposals, quotes and orders for Labor-Hour work that includes labor categories other than those in the basic contract shall be priced as follows**

[This section under revision.](#)

## **Service Contract Act**

In accordance with Title 29 of the Code of Federal Regulations, Labor Standards for Federal Service Contract, the General Services Administration (GSA) considers the Service Contract Act (SCA) as not applicable to this contract based upon its principal purpose. If labor categories are added that are covered by the Service Contract Act at the task order level, a wage determination is required in accordance with the Service Contract Act.

## **Davis Bacon & Incidental Construction**

Regardless of contract type used in a task order, OCO's must apply Davis-Bacon (DB) wages to the incidental construction portion of any task when the value of that work exceeds the DB wage threshold identified as \$2,000 in FAR 22.403-1.

## Task Order Awards/Issuance

Task orders will ordinarily include the use of standard government forms, including:

- GSA Form 300
- Standard Form 1449
- DD Form 1155
- Other authorized agency form

Task orders may be distributed by mail, fax or e-mail. Oral orders are not authorized. In accordance with the delegation of procurement authority, one copy of the order and any subsequent modifications, along with a copy of the SOW/PWS/SOO, shall be uploaded in the GWAC Management Module in ITSS <https://web1.itss.gsa.gov> or <http://itss.gsa.gov>. In lieu of uploading to the GWAC Management Module, the documents may be faxed (Appendix I) or e-mailed to the Center at [vetsgwac@gsa.gov](mailto:vetsgwac@gsa.gov).

## Debriefings

In accordance with the National Defense Authorization Act for Fiscal Year 2008 (NDAA 2008), effective May 27, 2008 debriefings consistent with FAR 15.506, or authorized customer agency supplement, are required when timely requested for task orders greater than **\$5,000,000**. The new debriefing requirement is the impetus for the recommendation that task order awards be announced in a verifiable way, as announcement will trigger the opportunity period for requesting timely debriefings. As the FAR indicates, while untimely debriefing requests may be granted, they are not required and may be summarily rejected as untimely.

Debriefings for task orders less than **\$5,000,000** are encouraged consistent with the requirements of FAR 16.505 that predated the NDAA 2008, but are not required.

## Alternative Dispute Resolution

Alternative Dispute Resolution (ADR) procedures increase the opportunity for relatively inexpensive and expeditious resolution of issues in controversy. These procedures may be used at any time that the OCO has authority to resolve the issue in controversy. If the Contractor submits a claim, ADR procedures may be applied to all or part of the claim. The Contractor must certify its claim in accordance with FAR 33.207. When ADR procedures are used after the issuance of a Contracting Officer's final decision, the time limitations or procedural requirements for filing an appeal of the Contracting Officer's final decision are not altered.

## Order Level Protest

In accordance with NDAA 2008, no protest under **\$10,000,000** is authorized in connection with the issuance or proposed issuance of an order under a Task-Order Contract or Delivery-Order Contract, except for a protest on the grounds that the order increases the scope, period of performance, or maximum value of the Contract consistent with FAR 16.505.(a)(9) that predates NDAA 2008".

The Comptroller General of the United States has jurisdiction over any protests greater than **\$10,000,000** in accordance with the NDAA 2008.

## **Ombudsman Process**

In accordance with FAR 16.505(b)(5) [and 10 U.S.C. § 2304c(3)], complaints related to matters affecting order award may be directed to the **GSA** Ombudsman. See the Ombudsman Process in the Industry Partner section.

## **Past Performance Reporting**

At completion of task order performance, the client agency is required by the FAR to complete a past performance record for the contractor. We recognize customer agencies may already have established past performance systems they routinely utilize (i.e., CPARS or PPIRS), which are acceptable. We ask that a copy of the past performance record entered into those systems be transmitted to the VETS GWAC PCO when it is completed. The Center may inquire about contractor performance from time to time by survey or telephone call.

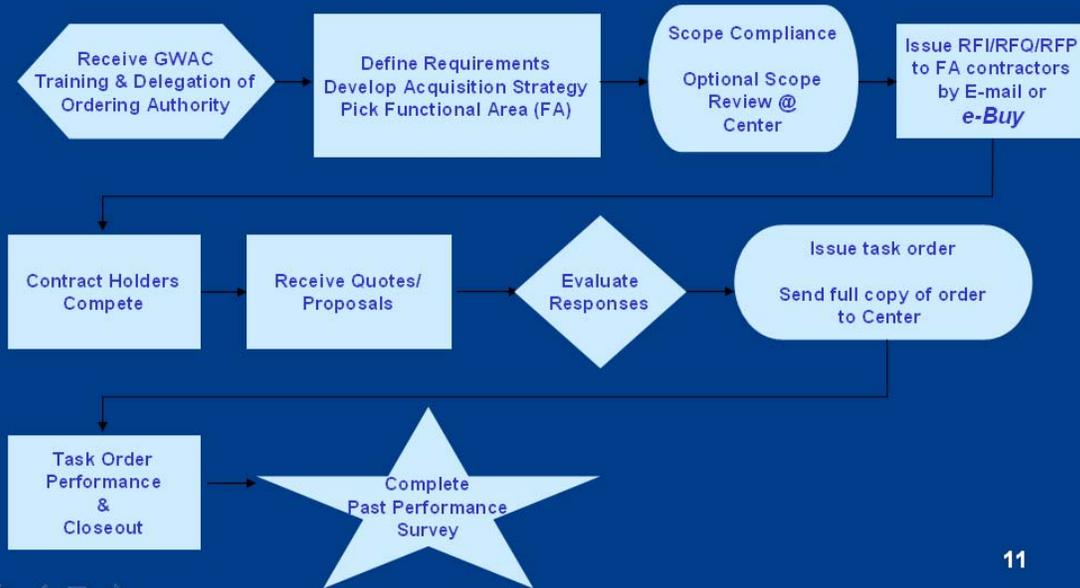
## **Order Close Out & Record Keeping**

It is the OCO's responsibility to close out orders per FAR 4.804 and 4.805 [DFAR 204.804 and 204.805]. Please provide a copy of close out modifications to the Center in accordance with the delegation of procurement authority by uploading in the GWAC Management Module in ITSS <https://web1.itss.gsa.gov>. In lieu of uploading to the GWAC Management Module, the documents may be faxed (Appendix I) or e-mailed to the Center at [vetsgwac@gsa.gov](mailto:vetsgwac@gsa.gov).

## **Processing an Order**

The process by which to award a task order can be configured to agency needs provided it is consistent with the VETS GWAC and FAR 16.505, which is quite flexible. Once a delegation of procurement authority is granted by the PCO of the VETS GWAC, the OCO follows their internal process for planning & funding the requirement, gaining any necessary approvals and documenting the order. The following flow chart is one example of the VETS GWAC Ordering process:

## Ordering from VETS



## Claiming Socioeconomic Credit in the Federal Procurement Data System

### FPDS-NG Reporting

Ordering agencies and third party assisted contracting services are required to report all orders greater than the micropurchase threshold in FPDS-NG, [www.fpds.gov](http://www.fpds.gov) in accordance with FAR 4.603. Proper reporting ensures socioeconomic credit will be received.

### **Direct Acquisition by OCO Coding**

Direct acquisition is when agency contracting officers obtain delegation of authority from the Center to utilize the VETS GWAC in support of their own agency's procurements.

It is the ordering agency's responsibility to report orders in FPDS. This is accomplished via agency specific guidelines and methods for reporting these awards (direct FPDS-NG data entry or through a feeder system). The FPDS-NG user's guide is on the Internet at <http://www.fpdsng.com/downloads/FPDS-NG%20User's%20Manual.doc>

Some of the information being reported will include:

- Contracting Office Agency ID\* (FPDS-NG user's guide 3.4.1)
- Contracting Office Agency Name (FPDS-NG user's guide 3.4.2, auto populates from the ID above)
- Contracting Office ID\* (FPDS-NG user's guide 3.4.3)
- Contracting Office Name (FPDS-NG user's guide 3.4.3, auto populates from the ID above)

FIPS 95 codes associated with the agency

The following information is an excerpt from the FPDS-NG User's Manual at Section 3.4 captioned "PURCHASER INFORMATION". When an agency is reporting its own task orders, it must fill in the contracting office agency ID and contracting office ID. The socioeconomic credit is tied to the organization when the rest of the task order information is matched up as an order against the applicable VETS GWAC contract number (referenced IDV). For DoD Agencies, the task order takes on all of the characteristics of the parent GWAC (referenced IDV). When ordering for a customer agency, fill out the contracting office agency ID and contracting office ID, and **also** fill in the funding agency ID and funding office ID for the customer agency to transfer the socioeconomic credit to the customer:

### **PURCHASER INFORMATION**

#### **CONTRACTING OFFICE AGENCY ID [A]**

FPDS-NG automatically populates this field based on the user's profile. This code cannot be changed when the document is in final status unless a modification to specifically transfer responsibility to another office is issued. This field uses FIPS 95 codes to identify contracting office agencies. [Validation Rule 4A](#)

#### **CONTRACTING OFFICE AGENCY NAME [A]**

FPDS-NG automatically populates this field based on the name associated with the Contracting Office Agency ID in FIPS 95.

#### **CONTRACTING OFFICE ID [R]**

Enter the FIPS 95 code that identifies the contracting office. [Validation Rule 4B](#)

**CONTRACTING OFFICE NAME [A]**

FPDS-NG automatically populates this field based on the name associated with the Contracting Office ID in FIPS 95.

**FUNDING AGENCY ID [R]**

Enter the code from FIPS 95 that identifies the agency providing the preponderance of the obligated funds, if funding for this transaction was provided by another agency. Otherwise, leave blank. [Validation rule 4C](#)

**FUNDING AGENCY NAME [A]**

FPDS-NG automatically populates the agency name based on the FIPS code entered in the Funding Agency ID.

**FUNDING OFFICE ID [R]**

Program/Funding Office – Do not enter a code unless it is a valid funding office code in the FPDS-NG Contracting Office/Funding Office Lookup Table for the agency. If Program/Funding Agency is DOD, then Program/Funding Office Code must have a value from the DODAAC. Otherwise, leave blank. [Validation Rule 4D](#)

**FUNDING OFFICE NAME [A]**

FPDS-NG automatically populates the office name based on the FIPS code entered in the Funding Office ID.

**FUNDED BY FOREIGN ENTITY [R]**

Check the box if a foreign government or international organization bears some of the cost of the acquisition (this includes Foreign Military Sales).

**REASON FOR INTER-AGENCY CONTRACTING [R]**

The reason for purchase must be a valid value from the [FPDS-NG data dictionary](#). If program/funding agency code is DOD and product/service code begins with 70, D3, H170, H270, H370, H970, J070, K070, L070, N070, U012, or W070, then reason for purchase must not be blank. Otherwise, leave blank. When the contracting agency or the funding agency is DOD and this procurement is for computer hardware or services, select a value for the reason certified by the funding office. [Validation Rule 4E](#).

<b>Claiming Socioeconomic Credit - Civilian Agency Coding</b>
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In addition to the above, Civilian Agencies would need to code actions against Set Aside GWACs as follows:

**EXTENT COMPETED**

Should be coded either "Competitive Delivery Order" or "Noncompetitive Delivery Order". If Fair Opportunity to be considered was provided, select "Competitive Delivery Order". If an exception to Fair Opportunity to be considered was used, then select "Noncompetitive Delivery Order".

**SOLICITATION PROCEDURES**

Will be "Negotiated Proposal/Quote" or "No Solicitation Procedures Used".

**TYPE OF SET-ASIDE**

Should be coded "No Set-Aside Used". Since the entire GWAC (referenced IDV) is set-aside, there is no requirement set aside the individual tasks.

**EVALUATED PREFERENCE**

Should be "No Preference Used".

## Assisted Contracting Services Coding

Assisted Contracting Services are when an agency chooses to use a third party to order, award and administer task orders for them. This is optional and is a determination made solely by the agency.

If the ordering agency chooses to use a third party to procure the services for them the third party will typically report the order in FPDS-NG against the proper contract vehicle. The third party will typically report information about itself and ALSO report information about the customer, which gives the agency that chose to use the third party proper socio-economic credit.

Some of the information reported by the third party about itself includes:

- Contracting Office Agency ID (FPDS-NG user's guide 3.4.1)
- Contracting Office Agency Name (FPDS-NG user's guide 3.4.2, auto populates from the ID above)
- Contracting Office ID (FPDS-NG user's guide 3.4.3)
- Contracting Office Name (FPDS-NG user's guide 3.4.3, auto populates from the ID above)

Some of the information reported by the third party about the customer includes:

- Funding Agency ID\* (FPDS-NG users' guide 3.4.5)
- Funding Agency Name (FPDS-NG user's guide 3.4.6, auto populates from the ID above)
- Funding Office ID\* (FPDS-NG user's guide 3.4.7)
- Funding Office Name (FPDS-NG User's guide 3.4.8, auto populates from the ID above)

\* These IDs are the FIPS 95 codes used by the customer

When using a third party assisted contracting service, it is useful for the customer to inform the third party of the FIPS 95 funding codes to use when reporting the Funding Agency ID and the Funding Office ID.

To guarantee the proper socio-economic credit is received, it is important for the customer to ensure that the FIPS 95 codes are as specific as desired. If the customer finds that their agency's funding IDs are not as specific as they would like, this can be updated through the FIPS update process.

In addition to the above information being reported in FPDS, it is mandatory for the agency to report the reason for purchase. Please reference section 3.4.10 of the FPDS-NG user's guide for specific information regarding this requirement.

This must be a valid value from the [FPDS-NG data dictionary](#). If program/funding agency code is DOD and product/service code begins with 70, D3, H170, H270, H370, H970, J070, K070, L070, N070, U012, or W070, then reason for purchase must not be blank. Otherwise, leave blank. When the contracting agency or the funding agency is DOD and this procurement is for computer hardware or services, select a value for the reason certified by the funding office. [Validation Rule 4E](#)

See information above regarding FPDS and Civilian Agency Coding.

## **Contract Access Fee**

GSA includes a Contract Access Fee in the labor rates associated with the VETS GWAC. The fee for all orders and modifications is 0.75% (.0075) and is remitted by the contractor to GSA. The ordering activity does not have to pay GSA directly and GSA does not require the access fee be a separate line item on orders.

## **Rights Reserved by the Procuring Contracting Officer**

Only Small Business GWAC Center PCOs are authorized to modify the basic contract terms and conditions of the VETS GWAC. Only Small Business GWAC Center PCOs are authorized to delegate procurement authority. OCOs may not transfer delegation of procurement authority to a non-delegated Contracting Officer. Only a warranted OCO having written authority/delegation from the VETS GWAC PCO may make any required change to a previously issued Order and the change must be in writing.

# Industry Partner Responsibilities and Guidance

The Contractor shall provide all management, administrative, marketing, quotation, proposal, clerical and supervisory functions and actions required for effective and efficient contract administration without direct cost to the Government. Please refer to your contract for complete contract requirements.

## Subcontracting and Subcontract Reporting

All VETS GWAC prime contractors are required to submit a subcontracting report semi-annually. The reporting period runs from February through July with reports due August 31<sup>st</sup> and from August to January with reports due February 28 (or 29). These reports are reviewed by the Small Business GWAC Center staff for compliance with FAR 52.219-14, Limitations on Subcontracting. These reports are a mandatory requirement of the contract. An industry partner's failure to comply with this obligation will result in corrective action, i.e., performance improvement plan, option not exercised, and possible termination of contract.

It is the Industry Partners responsibility to verify the current format and requirements of the Subcontracting Report at [www.gsa.gov/vetsgwac](http://www.gsa.gov/vetsgwac)

Reporting period:	February 1 to July 31	Report Due:	August 31
	August 1 to January 31		February 28 (or 29)

Prime contract holders may count work subcontracted out to other SDVOSB contractors as their own work; however, this work shall be identified on the subcontracting report. Please refer to G.17 and G.24 of the contract, and also FAR 52.244-2. It is advisable to read the subcontracting information shared with OCOs elsewhere in this guide. Subcontractor approval is not required at the basic contract level.

In accordance with the 13 CFR 125.6, the SDVOSB prime (or employees from other SDVOSB companies) must perform 50 % (or more) of the applicable costs for the combined total of all task orders issued to date at six month intervals (13 CFR 124.510(c)). It is reasonable and routine that on larger tasks SDVOSB prime contractors may significantly rely upon capacity building through subcontracting with other SDVOSB firms, or other than SDVOSB firms, to provide scalability in the early stages of performance. This life cycle perspective permits SDVOSB primes to use their judgment in teaming to fulfill customer requirements, and to manage the expected SDVOSB participation over the full span of an order.

## Delegations of Procurement Authority

It is a responsibility of the prime contract holder to ensure that any OCO issuing orders against the VETS has a delegation of procurement authority for the VETS GWAC prior to acting on any orders. No work will be performed, no debt or obligation accrued and no payment will be made except as authorized by a bona-fide written order signed by an OCO possessing a duly authorized written delegation of procurement authority. If an Industry Partner is unsure if an OCO has delegation of procurement authority, please ask them to provide their written documentation and/or contact the Center for verification.

## Meetings

### Program Meetings

Industry Partners are requested to attend Program Meetings (PM) in accordance with Section G of the contract. Program Meetings are held on a biannual basis by webinar/netconference, teleconference or in person. The participants at these meetings shall include the Industry Partner Contract Manager, Small Business GWAC Center staff, and other representatives of the Government. Meetings will be scheduled in advance and announcements regarding the meetings will be sent via e-mail. If a meeting is postponed or canceled due to another event, all contract holders will be notified.

### Task Order Level Meetings

From time to time meetings will take place between ordering agency representatives and a contractor management representative. Such meetings are useful to address progress on the task(s), problems that have arisen over the past month, and other matters that are pertinent. This will be addressed in individual task orders.

## Status Reporting

Industry Partners are required to report status quarterly in accordance with Section G of the contract. The fiscal year is October 1 through September 30. Quarterly status reports shall be e-mailed to [vetsgwac@gsa.gov](mailto:vetsgwac@gsa.gov).

This report shall detail all financial, staffing and vacancies, training, marketing, and problems contract-wide by calendar quarter. The format of the report is not specified in the contract.

Reporting period:	January 1–March 31	Report Due:	April 30
	April 1–June 30		July 31
	July 1–September 30		Oct. 31
	October 1–December 31		January 31

## Sales Reporting (G.16.2.2 (a) Sales Reporting)

Industry Partners are required to report sales and remit the Contract Access Fee (CAF) of 0.75% (.0075) on the total invoiced amounts quarterly in accordance with Section G of the contract. The fiscal year is October 1 through September 30. Quarterly sales and CAF payment are due the month following the end of the quarter. Quarterly sales are reported using the GWAC Management Module in IT Solutions Shop:

**ITSS:** <https://web1.itss.gsa.gov> or <http://itss.gsa.gov>

- Register for the GWAC Management Module (see <http://itss.gsa.gov> or call the ITSS Help Desk for assistance)
- Create new order package (ITSS awarded task orders are auto-populated)
- Add modification data
- Add purchase data
  - Existing contracts only report “Invoice Total” (aka “sales”)
- Add CAF payment data (although payment is not made at this site)
  
- Complete “reassignment” action item(s)
- Make corrections/adjustments

Note: Since ITSS awarded task orders are auto-populated only purchase data is needed upon data entry.

All unit prices for line items quoted should be fully burdened (inclusive of the entire - regular hourly rate, fringe benefits, product price, any other indirect charges, profit, and the 0.75 percent CAF). When formulating each unit price, the CAF should be applied last.

### **CAF Payment** (G.16.2.2 (b) Contract Access Fee Remittance)

CAF payment for task orders is required quarterly.

Reporting period:	January 1–March 31	Report Due:	April 30
	April 1–June 30		July 31
	July 1–September 30		Oct. 31
	October 1–December 31		January 31

There are three ways to make the Contract Access Fee (CAF) payment as required by **G.16.2.2 (b) Contract Access Fee Remittance**:

1. By paper check, mail to:

General Services Administration  
Government Wide Acquisition Center- GWAC  
PO Box 970027  
St. Louis, MO 63197

Make sure the **contract number** and the **quarter being reported/paid** for are clearly marked on the check.

2. By credit card:

Industry Partner may call in the payment for processing to 816-926-5377.  
The Kansas City finance office will process the payment.  
It is a manual process and usually takes 3-5 business days before it will show up on the GWAC account.

The Industry Partner will need to provide:

Short or conversion contact number (KF0xxxZ)  
Reporting period  
Credit card number (Discover, MasterCard, or Visa)  
Card holder's name as it appears on the credit card  
Expiration date of card

3. By Automated Clearing House (ACH) method. The instructions for setting up an ACH payment are available at <http://itss.gsa.gov>, or will be sent separately on request. Be sure to keep the confirmation tracking number to use in the Sales Reporting function of ITSS.

### **Notification of Changes**

The Industry Partner shall notify the Small Business GWAC Center when relevant changes occur to their companies. The following are examples:

- Change of contract manager
- Change of contact information, i.e. (revision to [www.CCR.gov](http://www.CCR.gov) is also required.)
  - Address, Fax Number, Phone Number, Email, Website

- Change of ownership (see FAR 42.12 and 52.215-19 Notification of Ownership Changes) Section I.2 of the contract to be combined with the new 30 day size Rerepresentation requirement upon change in ownership in FAR 52.219-28)
- Change of company name (see FAR 42.12)

Contract Modifications, when appropriate, will be issued when all documentation has been received and verified. Review the VETS GWAC website [www.gsa.gov/vetsgwac](http://www.gsa.gov/vetsgwac) for accuracy of changes.

## System Monitoring and Updating

Tasks may be competed using any channel that provides fair opportunity (including e-mail). Such channels/systems as ITSS, e-Buy, agency systems, and a contractor provided e-mail account may be used. Contractors shall maintain their registrations and accounts in the various systems identified by GSA as “fair opportunity channels”, and should diligently monitor them for opportunities. The clear consequence for not monitoring the account regularly could be missed opportunities.

- **IT Solutions Shop (ITSS):** <http://itss.gsa.gov>

Tasks may be competed in IT Solutions Shop. To register, authorization letters to identify the POC that should be listed on the distribution list for IT Solutions need to be faxed to ITSS at (858) 509-8842. The authorization letter must be on company letterhead and signed by a company official identifying their POC on the contract. Contact the ITSS helpdesk or the VETS GWAC PCO if you need assistance.

Industry partners will receive notices regarding opportunities in IT Solutions in their registered e-mail address. Respond in the manner prescribed in the request.

The IT Solutions Shop will require data entry for Sales Reporting also in the GWAC Management Information System (MIS), which is a separate module. It will be used to report task orders, input modifications, and allocate CAF payments. (Information in “Sales Reporting”)

- **e-Buy:** <https://www.ebuy.gsa.gov>

Tasks may be competed in e-Buy. Registration in e-Buy is required. After registration, monitoring of e-Buy opportunities is required. Industry partners will receive notices regarding opportunities in e-Buy at their registered e-mail address. Respond in the manner prescribed in the request. To respond to opportunities in e-Buy, go to [www.ebuy.gsa.gov](http://www.ebuy.gsa.gov). Contact the e-Buy helpdesk or the VETS GWAC PCO if you need assistance.

For solicitations or announcements that are issued to both Functional Areas, contracting officers will select both functional areas, which will appear as two announcements with the same identification number.

- **Central Contractor Registration (CCR):** <http://www.ccr.gov>

All Industry Partners are required to register in the Central Contractor Registration (CCR), and its constituent parts, located on the Business Partner Network website at ([www.bpn.gov](http://www.bpn.gov)). Industry Partners will need to maintain complete **up-to-date** registrations and diligently monitor their accounts in CCR. Registrations require annual renewal.

- **Federal Procurement Data System, FPDS-NG,** <https://www.fpds.gov/>

The Federal Procurement Data System website collects data regarding Government procurements to provide a broad picture of the overall Federal acquisition process. It can be searched in many ways including contract number, company name, and task order number.

**Federal Funding Accountability and Transparency Act Portal**, [www.ffata.org](http://www.ffata.org)

This search tool may be used to find data in FPDS-NG. Various search methods can be used such as by contract number, company name, and task order number.

## **Responding to Opportunities**

VETS Prime Contractors should respond to opportunities such as opt-in/opt-outs, capabilities request, solicitations, etc. in the manner by the OCO by the time required. No extraneous information will be reviewed unless it was required in the initial request. Industry Partners are strongly encouraged to respond (positive or negative) to all requests sent to them.

## **Exit Strategy/Off Ramp**

In accordance with G. 23, Exit Strategy/Off Ramp at the Option Period and Re-representation, a Contract holder must have amassed at least \$500,000 in *eligible* orders on their contract to be eligible for the option period. If the contract holder does not achieve at least \$500,000 in orders during the base period, the Government simply will not exercise the option.

## **High Risk Work Scope Areas**

High risk work scope areas can be IT services and solutions, if established properly. When under representation of IT professional services and over representation of non-IT services and/or products can occur, and is problematic. For the current definition of IT see [Federal Acquisition Regulation \(FAR\) 2.101](#). Due diligence and consultation with the Center and the OCO's legal and technical advisors are strongly advised when requirements include the following types of work:

- Business Process Re-engineering
- Cabling and Wiring
- Call Centers
- Contingency Planning
- Data Entry
- Disaster Preparedness/Recovery
- Documentation
- Enterprise Resource Planning
- Equipment Inventory and Maintenance
- Hardware/Software Maintenance
- Help Desk

All task orders shall be for IT services and solutions.

Construct quotes and proposals consistent with the contract, including B.4.4, Ceiling Handling Rates for FP, T&M and L-H Task Orders. All options shall be priced. FOB Destination shipping is expected unless otherwise specifically permitted by the RFQ/RFP. Section 508 compliance assurances shall be included in quotes/proposals upon request.

## **Not Allowed on VETS GWAC**

- Renting (*it is ok for a contractor to enter into rental agreements to fulfill task order requirements, but the government will not be a party to them*)
- Leasing (*it is ok for a contractor to enter into leases, but the government will not be a party to them*)
- Blanket Purchase Agreements (BPAs)
- Cost Reimbursement Contracts/Task Orders
- Orders that are not primarily IT Service Orders.
- Orders that are primarily supplies or software/hardware maintenance

Orders or RFQs/RFPs that are not primarily IT Service Orders shall be referred to the PCO of the VETS GWAC for review.

## Past Performance

Please monitor your organization's status in the various Federal past performance record systems, such as the Past Performance Information Retrieval Systems "PPIRS" ([www.ppirs.gov](http://www.ppirs.gov)). Contractors may often provide input into those records.

## Ombudsman Process

In accordance with FAR 16.5 disputes related to matters affecting order award may be directed to the GSA Ombudsman. The Office of the Ombudsman:

General Services Administration  
 Special Assistant for Contracting Integrity, Office of Acquisition Policy (MV)  
 1800 F STREET, NW – ROOM 4031  
 WASHINGTON, DC 20405-0002  
 PHONE: (202) 501-4770, FAX: (202) 501-1986

# Roles and Responsibilities

GSA is designated by OMB to issue the GWACs under our purview, and with that designation rests oversight. In addition to reviewing task order scope and addressing any scope incompatibility, GSA reports the following to the OMB from time to time: statistics on fair opportunity ordering, the number of tasks that include performance-based statements of work, task order types, competitive participation for orders, exceptions to the fair opportunity process, order award values, and socio-economic breakdown. Typical responsibilities for PCOs, requiring activities and OCOs are shown below.

## VETS GWAC PCOs

- Reside in the Center
- Have exclusive, non-delegable rights to modify basic contract terms and conditions
- Provide advice and guidance to ordering/requiring activities, OCOs and contractors regarding scope and acquisition regulations
- Help ordering/requiring activities understand how VETS can be used to meet IT requirements
- Conduct Meetings with VETS prime contractors
- Review Subcontract Reporting and Quarterly Status Reporting

## REQUIRING ACTIVITY

- Defines order requirements
- Prepares SOW/SOO for order RFQs/RFPs
- Funds requirements
- Ensures IT capital planning when appropriate
- Assists OCO with quote/proposal evaluation
- Assists OCO with performance monitoring and appraisal

### **OCOs (with delegations of procurement authority for VETS)**

- Serve as the default COR/COTR for orders (may re-delegate this in writing)
- Place order(s) per terms of delegation of procurement authority
- May not modify the basic VETS contracts
- Maintain focus on individual orders
- Provide fair opportunity to prime contractors
- Manage order administration
- Enter task order supporting data in **IT Solutions Shop (ITSS)** <http://itss.gsa.gov>
- Oversee and execute in-scope order modifications
- Resolve order disputes
- Ensure FPDS-NG Reporting is completed
- Ensure all task orders are forwarded to the Center in a timely manner
- Ensure past performance is completed in accordance with agency procedures
- Ensure all task orders are predominantly IT Services
- Perform order close out

Only a warranted contracting officer having order authority (OCO) may make any required change to a previously issued order and the change must be in writing. For further information, contact Center personnel at [vetsgwac@gsa.gov](mailto:vetsgwac@gsa.gov) or call toll free at (877) 327-8732.

# Appendix I-Resources

## Small Business Governmentwide Acquisition Contracts Center Resources

U.S. General Services Administration  
Small Business GWAC Center  
1500 East Bannister Road, Room 1076  
Kansas City, MO 64131  
Toll free: 1-877-327-8732  
Fax: 816-823-1608  
[www.gsa.gov/vetsgwac](http://www.gsa.gov/vetsgwac)  
E-mail: [vetsgwac@gsa.gov](mailto:vetsgwac@gsa.gov)

Matt Verhulst  
Director, Contract Division  
**816-926-1366**  
[matthew.verhulst@gsa.gov](mailto:matthew.verhulst@gsa.gov)

Janna Babcock  
VETS Procuring Contracting Officer  
**816-823-5320**  
[janna.babcock@gsa.gov](mailto:janna.babcock@gsa.gov)

For a comprehensive list of the entire Small Business GWAC Center, go to [www.gsa.gov/sbgwac](http://www.gsa.gov/sbgwac).

# Appendix II-Veteran-Owned Business Resources

**United States Department of Veterans Affairs**

[www.va.gov](http://www.va.gov), [www.vetbiz.gov](http://www.vetbiz.gov)

**Small Business Administration, Office of Veterans Business Development:**

<http://www.sba.gov/aboutsba/sbaprograms/ovbd/index.html>,

<http://www.sba.gov/vets/>

**Small Business Administration, Veterans Business Development: Officers**

<http://www.sba.gov/aboutsba/sbaprograms/reservists/businessdev/index.html>

**Small Business Administration, Veterans Business Outreach Program** HYPERLINK

[http://www.sba.gov/aboutsba/sbaprograms/ovbd/OVBD\\_VBOP.html](http://www.sba.gov/aboutsba/sbaprograms/ovbd/OVBD_VBOP.html)

**Small Business Administration, Address:**

U.S. Small Business Administration

409 3<sup>rd</sup> Street S.W.

Washington, DC 20416

Voice: (202) 205-6773

FAX: (202) 205-7292

# Appendix III-Applicable Documents, Websites and E-mail Addresses

Small Business Government-Wide Acquisition Contracts Center, VETS GWAC:  
[www.gsa.gov/vetsgwac](http://www.gsa.gov/vetsgwac)  
E-mail: [vetsgwac@gsa.gov](mailto:vetsgwac@gsa.gov)

**Information Technology Solutions Shop (ITSS):** <http://itss.gsa.gov>

## **GSA Order ADM 4800.2E**

This Order provides definitions and listings of agencies and other activities authorized to use GSA sources of supply and services. It also provides definitive guidelines concerning eligibility requirements. See the VETS GWAC Contract Library at [www.gsa.gov/vetsgwac](http://www.gsa.gov/vetsgwac)

## **Federal Acquisition Regulations**

<http://acquisition.gov/comp/far/index.html>

## **Frequently Asked Questions about the Service-Disabled Veteran-Owned Small Business Contracting Program**

<http://www.sba.gov/GC/FAQs-mar2005.pdf>

## **GSAM-General Services Administration Acquisition Manual**

<http://acquisition.gov/comp/gsam/gsam.html>

## **Small Business Administration-VETS**

<http://www.sba.gov/vets/>

## **Local Resources at SBA**

<http://www.sba.gov/localresources/index.html>

## **Executive Order 13360, Small Business Administration**

<http://www.sba.gov/GC/disabled-vets-executive-order.pdf>

## **Section 508 Accessibility Standards**

[www.access-board.gov](http://www.access-board.gov), <http://www.section508.gov/>

**e-Buy** [www.ebuy.gsa.gov](http://www.ebuy.gsa.gov)

**e-Library** [www.gsaelibrary.gsa.gov](http://www.gsaelibrary.gsa.gov)

**Vet Biz** <http://www.vetbiz.gov>

# Appendix IV-Glossary

<b>Center</b>	The Small Business GWAC Center
<b>CO</b>	Contracting Officer
<b>COR</b>	Contracting Officer's Representative
<b>CSC</b>	Client Support Center. FTS Client Support Centers are located throughout the United States, which are separated into Geographic Regions; see Appendix II.
<b>e-Buy</b>	An electronic Request for Quote (RFQ) / Request for Proposal (RFP) system designed to allow Federal buyers to request information, find sources, and prepare RFQs/RFPs online
<b>e-Library</b>	On-line research tool for buyer and seller to find information about GSA GWACs
<b>FA</b>	Functional Area , See Appendix V
<b>Fair Opportunity</b>	Fair Opportunity to compete will normally be provided to all Contract holders in the applicable Functional Area pool on all RFQ/RFP/Orders exceeding \$3,000.00, unless one or more of the four statutory Fair Opportunity exceptions found in Federal Acquisition Regulation (FAR) 16.505 applies. The Fair Opportunity process complies with Section 803 of the National Defense Authorization Act..
<b>FAR</b>	Federal Acquisition Regulations
<b>FFATA</b>	Federal Funding and Accountability Transparency Act, <a href="http://www.ffata.org">www.ffata.org</a>
<b>FPDS</b>	Federal Procurement Data System, <a href="http://www.fpds.gov">www.fpds.gov</a>
<b>GSA</b>	General Services Administration
<b>GWAC</b>	Governmentwide Acquisition Contract in accordance with FAR 2.101 is a task-order or delivery-order contract for information technology established by one agency for Governmentwide use that is operated— (1) By an executive agent designated by the Office of Management and Budget pursuant to 40 U.S.C. 11302(e); or (2) Under a delegation of procurement authority issued by the

General Services Administration (GSA) prior to August 7, 1996, under authority granted GSA by former section 40 U.S.C. 759, repealed by Pub. L. 104-106. The Economy Act does not apply to orders under a Governmentwide acquisition contract.

<b>IDIQ</b>	Indefinite-Delivery Indefinite-Quantity (see also FAR Part 16)
<b>IT</b>	Information Technology, see FAR 2.101 for definition
<b>ITSS</b>	IT Solutions Shop-web location for sales reporting and GSA ordering, <a href="https://web1.itss.gsa.gov">https://web1.itss.gsa.gov</a> , <a href="http://www.itss.gsa.gov">www.itss.gsa.gov</a>
<b>NAICS</b>	<p>North American Industrial Classification System The following NAICS codes are applicable to the VETS GWAC:</p> <ul style="list-style-type: none"><li>541512 Computer Systems Design Services</li><li>541511 Custom Computer Programming Services</li><li>541513 Computer Facilities Management Services</li><li>541519 Other Computer Related Services</li><li>518210 Data Processing, Hosting, and Related Services</li><li>611420 Computer Training</li></ul> <p>All the above mentioned codes are applicable to both Functional Areas of the VETS GWAC. For the purposes of the VETS GWAC contract the primary NAICS Code is designated as 541512.</p>
<b>NDAA 2008</b>	The National Defense Authorization Act of 2008
<b>OCO</b>	Ordering Contracting Officer
<b>ODC</b>	<p>Other Direct Cost, See B.4.4 in contract.</p> <ol style="list-style-type: none"><li>1. Supplies (this includes equipment, software and other tangible items (shall be fully definitized up front in each order))</li><li>2. Travel (it is permitted to set up a budgetary line item for this in an order with FP, T&amp;M, and L-H terms, and for the controls of the FTR, JTR and JFTR [applicable travel regulations are to be identified in the order] to govern reimbursement)</li><li>3. Incidental Construction (shall be fully definitized up front in each order)</li><li>4. Other Direct Costs (this includes materially DIFFERENT skill categories (shall be fully definitized up front in each order))</li></ol>
<b>PCO</b>	Procuring Contracting Officer
<b>RFQ/RFP/RFI</b>	Request for Quote, Request for Proposal, Request for Information
<b>SBGWAC</b>	Small Business Governmentwide Acquisition Contracts Center
<b>Service-</b>	With the respect to disability or death, that such disability was

<b>Connected</b>	incurred or aggravated, in line of duty in the active military, naval, or air service
<b>Service-Disabled Veteran</b>	A veteran, as defined in 38 U.S.C 101(2), with a disability that is service-connected, as defined in 38 U.S.C. 101(16) 38 U.S.C. 1010(2). The term “veteran” means a person who served in the active military, naval, or air service, and who was discharged or released there from under conditions other than dishonorable, as defined in 38 U.S.C. 101(16). The term “service-connected” means, with respect to disability or death, that such disability was incurred or aggravated, in line of duty in the active military, naval, or air service
<b>Service-Disabled Veteran-Owned Small Business (SDVOSB)</b>	Must be at least 51 percent owned by one or more service-disabled veterans or in the case of publicly owned by one or more service-disabled veterans and must be managed by a service-disabled veteran
<b>Veteran</b>	A person who served in the active military, naval, or air service, and who was discharged or released there from under conditions other than dishonorable
<b>VETS</b>	A SDVOSB set-aside GWAC also known as the VETS GWAC that was awarded by the Small Business GWAC Center, see <a href="http://www.gsa.gov/vetsgwac">www.gsa.gov/vetsgwac</a> .
<b>VETS GWAC</b>	A SDVOSB set-aside GWAC also known as VETS awarded by the Small Business GWAC Center, see <a href="http://www.gsa.gov/vetsgwac">www.gsa.gov/vetsgwac</a> .

# Appendix V-Work Scope Elements

(Also See Section C of the Contract, [www.gsa.gov/vetsgwac](http://www.gsa.gov/vetsgwac), in the VETS Contract Library)

## **Functional Area 1-SYSTEMS OPERATIONS AND MAINTENANCE**

Functional Area 1 (FA1) is for operations, maintenance and security of existing information technology. See the VETS GWAC Section C for further details.

1. Anti-Virus Management Service
  - i) Intrusion Detection and Prevention Service
  - ii) Virus Detection, Elimination, and Prevention
2. Biometrics
  - i) Smart Card Technologies
3. Chief Knowledge Officer (CKO) Support
  - i) Informatics
  - ii) Knowledge Management
4. Computer Security Awareness, and Training
  - i) Computer Security Incident Response
  - ii) Computer Security Planning
  - iii) Security Policy Compliance
5. Configuration Management and Licensing
6. Database Design and Administration and Data Storage Management
  - i) Database Design
7. Disaster Recovery, Continuity of Operations, and Contingency Planning
  - i) Critical Infrastructure Protection
  - ii) Hot-site and Cold-site Support Services
  - iii) Incident Response Service
  - iv) System Recovery Support Services
8. E-Business Planning and Support
9. Electronic Commerce (EC) and Electronic Data Interchange Support
10. Emerging Technologies
  - i) IT Research and Development
  - ii) Nanotechnology
11. Hardware and Software Maintenance and /or Licensing
  - i) Software/Hardware Maintenance and /or Licensing

12. Independent Verification and Validation
13. Independent Verification and Validation (Security)
  - i) Certification of Sensitive Systems
  - ii) Mainframe Automated Information Security Support
  - iii) Security for Small Systems, Telecommunications, and Client Service
14. Information Architecture Analysis and Web Object Indexing
15. Information Management Life Cycle Planning/Support
  - i) Information Management Support
16. Integration Support
17. Internet System Architecture and Webmaster Support
  - i) Website Development and Support
18. Mainframe/Data Processing System Support
19. Managed E-Authentication Service
20. Managed Firewall Service
21. Media/Training Center/Video Teleconferencing Support
22. Network Support (including Interdepartmental Data Network (IDN), Local Area Networks (LAN), Wide Area Networks (WAN), Internet access, etc.)
  - i) Connectivity and IT infrastructure Support (including Data Networks, Interdepartmental Data Network (IDN), Local Area Networks (LAN), Wide Area Networks (WAN), Storage Area Networks (SAN))
23. Office Automation Support/Help Desk Support
24. Performance Measures and Metrics Planning
25. Privacy Data Protection
26. Public Key Infrastructure (PKI)
  - i) Crypto Systems
  - ii) Digital Signature Technology
27. Seat Management
  - i) Systems Operations
28. Section 508 Compliance Assistance
29. Secure Managed Email Service (SMEMS)

30. Security Certification and Accreditation

31. Supply Chain Management (Logistics)

32. Systems Management Support

- i) Information Systems Support

33. Systems Vulnerability Analysis/Assessment and Risk Assessment

- i) Quantitative Risk Analysis of Large Sensitive Systems
- ii) Vulnerability Scanning Service

34. Technical Support

- i) Computer Center Technical Support

35. Telemedicine

36. Test and Evaluation Support

37. Training, Training Development, and Training Center Support (including Computer Based Training)

- i) Distance Learning
- ii) Training Requirements Analysis and Planning

38. Virtual Data Center

- i) Data Warehousing

39. Vulnerability Scanning Service

## **Functional Area 2-INFORMATION SYSTEMS ENGINEERING**

Functional Area 2 (FA2) is for engineering and security of information technology systems. See the VETS GWAC Section C for further details.

1. Anti-Virus Management Service

- i) Intrusion Detection and Prevention Service
- ii) Virus Detection, Elimination, and Prevention

2. Automated Workflow System Development and Integration

3. Biometrics

- i) Smart Card Technologies

4. Business Process Reengineering (BPR)

- i) Benchmarking/Operational Capability Demonstrations
- ii) Change Management

5. Chief Information Officer (CIO) Support

- i) Enterprise Resource Systems Management
- ii) Enterprise Resource Systems Planning
- iii) Information Assurance Activities

- iv) Information Operations
  - v) Inter/Intra-Agency Enterprise Resource Planning
6. Computer Security Awareness, and Training
- i) Computer Security Incident Response
  - ii) Computer Security Planning
  - iii) Security Policy Compliance
7. Customer Relationship Management
8. Disaster Recovery, Continuity of Operations, and Contingency Planning
- i) Critical Infrastructure Protection
  - ii) Hot-site and Cold-site Support Services
  - iii) Incident Response Service
  - iv) System Recovery Support Services
9. Global Information Systems
10. Hardware and Software Maintenance and /or Licensing
- i) Software/Hardware Maintenance and /or Licensing
11. Independent Verification and Validation (Security)
- i) Certification of Sensitive Systems
  - ii) Mainframe Automated Information Security Support
  - iii) Security for Small Systems, Telecommunications, and Client Service
12. Information Technology Architecture (ITA) Support
13. Information Technology (IT) Strategic Planning, Program Assessment, and Studies
- i) Feasibility Studies
  - ii) Information Technology (IT) Strategic Planning and Mission Need Analysis
  - iii) Information Technology Organizational Development
  - iv) Information Technology Program Analysis, Assessments and Studies
  - v) Information Technology Research and Development
14. Infrastructure Quality Assurance
15. Instructional Design, and Modeling & Simulation
16. Managed E-Authentication Service
17. Managed Firewall Service
18. Privacy Data Protection
19. Public Key Infrastructure (PKI)
- i) Crypto Systems
  - ii) Digital Signature Technology

20. SCE/CMM/CMMI Analyses and Implementation Support

21. Secure Managed Email Service (SMEMS)

22. Security Certification and Accreditation

23. Software Life Cycle Management (SLCM)

- i) Cost Benefit Analysis, Cost Effectiveness Analysis
- ii) Risk Analysis and Assessment
- iii) Stakeholder Analysis
- iv) Total Cost of Ownership Studies

24. Software Engineering (SWE)

- i) Software Quality Assurance

25. System and Software Design, Development, Engineering, and Integration

- i) Software Development
- ii) System Design Alternative Studies
- iii) Software Distribution, Licensing, Maintenance

26. Systems Vulnerability Analysis/Assessment and Risk Assessment

- i) Quantitative Risk Analysis of Large Sensitive Systems
- ii) Vulnerability Scanning Service

This list is not all encompassing for all IT services that may be on the VETS GWAC throughout its life. When in doubt about scope, or simply out of an abundance of caution, contact the VETS GWAC Procuring Contracting Officer for guidance. See Scope Compatibility Review section.

# Appendix VI-Scope Compatibility Review Request

In order to expedite your request for a scope review, please attach 1) this completed form, using additional pages as necessary, along with 2) the work statement and 3) a detailed government estimate (if any) to an email addressed to [SOWreview@gsa.gov](mailto:SOWreview@gsa.gov).

Project Name \_\_\_\_\_

Project Number \_\_\_\_\_

Agency \_\_\_\_\_

Contracting Officer

Name \_\_\_\_\_

Phone Number \_\_\_\_\_

E-mail \_\_\_\_\_

Program Contact

Name \_\_\_\_\_

Phone Number \_\_\_\_\_

E-mail \_\_\_\_\_

Estimated Task Order Amount  
Inclusive of Options

\$ \_\_\_\_\_

(Attach detailed Government estimate, if any)

Best fit NAICS code for Project \_\_\_\_\_

Estimated Solicitation Date \_\_\_\_\_

Desired Award Date \_\_\_\_\_

Estimated Period of Performance \_\_\_\_\_

Acquisition History \_\_\_\_\_

Desired IT Services GWAC (select one): 8(a) STARS  VETS  COMMITS NG

Functional Area Selection \_\_\_\_\_

Proposed Order Type: (check all that apply) FP  T&M  Labor-Hour  \*Cost

\*Cost contract terms are applicable to Commits NextGen only

Provide the Estimated Task % that is:

\*IT Services \_\_\_\_\_% Services but non-IT \_\_\_\_\_% Product \_\_\_\_\_% Travel \_\_\_\_\_%

\*Please utilize the definition provided in FAR 2.101 for "Information Technology" when determining the IT Services percentage.

(Please review the Scope Compatibility Review Section at [www.gsa.gov/vetsgwac](http://www.gsa.gov/vetsgwac) for form and VETS GWAC Ordering Guide revisions periodically.)