

**GSA Federal Acquisition Service/ Network Services  
TelServ contract  
CUSTOMER USER GUIDE**

This user guide is intended to provide Government agencies with guidance in ordering services from the General Services Administration (GSA).

**1. TelServ contract Overview**

The purpose of the TelServ contract is to provide telecommunications equipment, customer premise equipment, telephone instruments, and associated labor; such as cabling, labor hours for repair or programming/reprogramming of equipment, data racks and patch cords to Federal Agencies within Region 7. The type of supplies / services provided are under TelServ include but are not limited to cabling, data racks, patch cords, station cabling, RJ-11 and RJ-45 jacks, telephone instruments, installation services, and labor hours for repair or programming/reprogramming of equipment, in Government owned and /or government leased facilities within Region 7. The advantages of this contract include but are not limited to equipment maintenance, services, and labor at fixed hourly rates for numerous items, as well as fewer time consuming procurements. In addition, the most common types of telephone instruments are available such as the Nortel and Avaya products.

**1.2 Contract Term of TelServ**

TelServ was awarded on November 24, 2009 to AmeriCom Automation. The contract term is five years with a one year base period and four one year options. However, options in the out years will not be exercised if it becomes apparent that replacing this contract will be beneficial due to changes in technology and /or pricing.

**3. ORDERING PROCESS**

Before an order is processed, the ordering agency must identify its requirements and determine if they are within scope of the TelServ contract and if the requirement is already priced on the contract. Prior to issuance of the SOW to Americom it is recommended that the Agency present the document to GSA for a final scope review. When the order is placed GSA must be notified of the salient contract facts and task order value.

The ordering agency has two options for placing orders: Direct Order/Direct Bill or GSA Assisted Services. Each subsection below will identify the required actions for each type of order along with an example.

**3.1 Authorized Contract Users**

As with all GSA Telecommunications Contracts, TelServ is available to all authorized agencies and activities as stipulated in GSA Order ADM 4800.2E as revised which is accessible at: [http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentType=GSA\\_BASIC&contentId=8128&noc=T](http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentType=GSA_BASIC&contentId=8128&noc=T).

Authorized agencies and activities can place task/delivery orders in accordance with the provisions of the TelServ contract, its internal agency policies and regulations, and by an agency Contracting Officer or designee.

There is no need to receive GSA Procuring Contracting Officer (PCO) approval to place a TelServ order as long as the Ordering Official:

- Is a warranted contracting officer within GSA's FAS; or
- Has been delegated to place orders by the ordering authority within his or her agency or organization;
- Is acting on behalf of an agency authorized to use this contract per GSA Order ADM 4800.2E as revised; and
- Abides by FAR regulations, agency regulations, etc.

If there are any questions concerning authorized user eligibility please contact the TelServ PCO listed below:

Dana Weaver, GSA Contract Specialist  
General Services Administration  
819 Taylor Street, Room 14A02  
Fort Worth, TX 76102  
Email : [Dana.Weaver@gsa.gov](mailto:Dana.Weaver@gsa.gov)  
Phone: 817-574-2323

The TelServ PCO shall be the only person authorized to make or approve any changes in the requirements of the TelServ contract, notwithstanding any provisions and/or clauses contained elsewhere in the contract, said authority shall remain solely with the TelServ PCO.

In the event the Contractor should make any changes at the direction of any person other than the TelServ PCO, such change shall be considered to have been made without authority, and no adjustment shall be made in the contract price to cover any increase in costs incurred as a result thereof.

All prices are listed as Tab 3 Pricing Tables of this guide. If a price is not included in the Pricing Tables, the Contractor shall submit a proposal to modify the contract to add the desired products and/or services or to propose quantity discounts. These modifications shall be submitted to the GSA PCO with copies sent to the TelServ Contracting Officer Technical Representative (COTR). The GSA COTR is listed below:

Russ Peery, GSA Project Manager  
General Services Administration  
819 Taylor Street, Room 14A02  
Fort Worth, TX 76102  
Email: [Richard.Peery@gsa.gov](mailto:Richard.Peery@gsa.gov)  
Phone: 817-574- 4318

### **3.2 Direct Order/Direct Bill**

Customers may interact directly with the TelServ Contractor as well as place orders directly. Under Direct Order/Direct Bill, the agency is responsible for all aspects of the acquisition and administration GSA only provides the contract vehicle. The customer agency contracting officer or designee will be subject to the FAR, rules, regulations, and conditions promulgated and enforced by that customer agency. The billing for these services is directly between the Ordering Agency and the TelServ Contractors.

Requirements for services will be articulated in the form of a Statement of Work (SOW). The SOW is to be structured to ensure that all requirements are clear and that the contractor selection process is fair and consistent. Each SOW should address at a minimum the following:

- Summary of Required Services: Provide a brief description/summary of the services sought and when the products/services are required.
- Purpose: Provide a short discussion of the project's background which can include
  - a. Brief description of the agency organization
  - b. Scope of the requirement
  - c. Current technical environment that describes the current architecture and any services provided by current contractors.
- Requirements: Describe the work to be performed without being too restrictive to the offeror's approach. Include technical requirements and performance requirements. Describe requirements and metrics to be used to assess quality of service delivery based on contract specified performance measures or others as needed, including technical interface requirements.
- Place of Performance/Delivery (e.g., where the service or product is required)
- Period of Performance/Delivery Schedule
- Travel Requirements (e.g., number of anticipated trips and location)
- Security Requirements: Personnel and information security requirements necessary to support this SOW.
- Government Furnished Equipment and/or Information: Identify the Government-furnished equipment and information if any to be provided to the contractor.

Once the statement of work is finalized the Agency may send this request via e-mail with a suspense date as defined by the requesting customer. If the desired service and/or product are already available and priced on the contract, the Contractor will respond to the RFP/RFQ with the applicable existing CLIN(s) and pricing.

The Agency Contracting Officer/Ordering Official for each delivery/task order will be responsible for closing out the order when completed. The TelServ Contractor must work in partnership with the Government to closeout orders as soon as possible by using procedures described in FAR 4.804. Notification that a closeout of a delivery/task order is completed must be provided to the TelServ PCO immediately upon closeout. The fee DO/DB will be \$500.00 for orders under \$10,000.00 and 5% for orders over \$10,000.00.

### **3.2.1 Direct Order/Direct Bill Ordering Example**

The following is an example of the scenario for utilizing the Direct Order/Direct Bill ordering method:

Scenario: The customer Agency has a requirement for a TelServ product or service that is within scope and available on contract:

1. The Agency sends a statement of work (SOW) with information as listed on Page 3 of this document to the TelServ Contractor.
2. The TelServ Contractor will respond directly to the Agency:
  - a. That they can provide the desired services using existing contract CLINs, or
  - b. They can perform the work but not all items currently exist on contract. In this case the contractor must first submit a contract modification proposal to the GSA PCO for review and incorporation into their contract before they can propose pricing to the Agency.
3. Contractors will propose fixed price solutions to meet the SOW requirements.
4. The customer Agency is responsible for reviewing and selecting the Contractor and solution in accordance with the Agency's evaluation criteria. Once this is completed the Agency places the order.

### **3.3 GSA Assisted Ordering/Billing**

Under GSA Assisted Services, GSA may perform for a fee any or all of the following on behalf of an Agency:

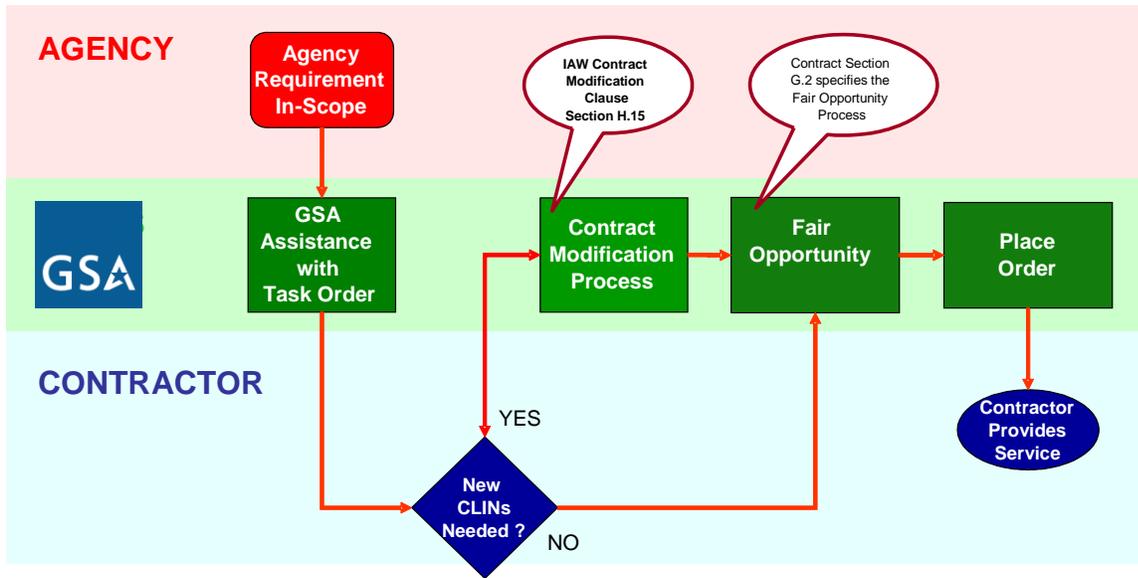
- Assist and/or develop an SOW
- Verification, obligation, and ensuring proper use of funds
- Evaluating proposals and awarding orders
- Maintaining all award documentation
- Processing order closeout

To conduct business between GSA and other Federal agencies, GSA uses reimbursement agreements. A reimbursement agreement is required for GSA Assisted Ordering/Billing. Reimbursement agreements are the primary means by which GSA receives requests from Federal agencies for acquisition services.

In GSA, a reimbursable agreement is formalized by the acknowledgement and signature of the customer on an Interagency Agreement (IA), with an accompanying customer funding document and GSA acceptance. GSA acceptance is required on all funding documents such as Military Interdepartmental Purchase Request (MIPR) and MIPR Acceptance. Normally, no acquisition or services may be performed by GSA until a reimbursable agreement is properly executed including funding documents.

The task order will be placed following the steps shown in the figure below, which are similar to those described for the Direct Order/Direct Bill Process.

# Process Flow GSA Assisted



### 3.3.1 GSA Assisted Ordering/Billing Example

Scenario: The customer Agency has a requirement for cabling job which is within scope of the TelServ contract and will use GSA Assisted Service.

1. The Ordering Agency will contact the GSA TelServ COTR, CO, or PM for GSA Assisted Services. Based on discussions with the Ordering Agency, the customer will prepare a Reimbursement Agreement to cover the estimated costs for the services based upon the level of assistance desired. GSA will prepare an Interagency Agreement, which will include the GSA Assisted Service fee, the estimated cost of the required products and/or services along with the customer's signature acknowledging acceptance of the terms of the agreement.

On orders that exceed \$25,000 the fee will start at 15% and up

- i. \$25,000 - \$50,000 – 15%
- ii. \$50,001 - \$100,000 – 9%
- iii. \$100,001 - \$250,000 – 5%
- iv. \$250,001 and above – 4%

- b. On orders that are less than \$25,000 the fee will be determined based on the sliding scale

- i. \$0 - \$3500 – utilize TOPS at 35%
- ii. \$3,501 - \$8,000 – 30%
- iii. \$8,001 - \$15,000 - 25%
- iv. \$15,001 - \$25,000 – 20%

2. The Agency develops a SOW (with assistance from GSA if part of Agreement) describing the required services.

3. GSA will send the SOW to the TelServ contractor to solicit a fixed price task order.
4. GSA will receive proposals from the TelServ contractor and in a collaborative effort with the Agency review the offer.
5. GSA will place the order and handle billing for the Agency.
6. Task order administration and project management
7. GSA will ensure all products and/or services are received, all invoices are paid, and will closeout the delivery/task order.

#### **4. TOPS order processing**

- TOPS will be used for micro-purchases of \$3500 or less, with our current regional surcharge.
- CLINs loaded in TOPS will be all-inclusive for individual cable runs, tie-cables, racks, phones, etc. A modification to the contract is in process to create these all-inclusive CLINs.
- All CLINs will be loaded on a Master Worksite, to be determined
- CLINs will be loaded as Category 00011 (Installation and other Non-Recurring Charges). Subcategory 00003 (Labor {Time and Materials}) will be used for hourly labor, programming, cabling, etc., and 00007 (Material) will be used for equipment.
- Because TelServ warranties goods and services for one year, the “Customer Account Display” Field in the Equipment Rate Table will be set to “Yes.” This way, PMs will be able to keep track of when items were purchased or installed by going into #11 in Field Ordering, “Customer Account Inquiry,” which will show the date the CLIN was installed.
- PMs can also use the Circuit Number Field to note installation date
- CLINs for cable runs and phones should be ordered against the telephone number.
- For services/material that do not pertain to specific telephone numbers (e.g., 25 pair tie cable into agency space), a “dummy” line can be installed on the customer’s account to order against. To avoid using the phrase “Dummy Number,” we’ll use a Product Code and description that indicates it is to be used to order off the TELSERV contract.

#### **5. CUSTOMER REPORTING REQUIREMENTS**

##### **5.1 Contractor Performance**

In conformance with the Government’s need to record and maintain information on Contractor performance during the life of these contracts the Customer agencies are to periodically evaluate the manner in which the Contractor performed in accordance with contract requirements such as: quality of service; cost efficiencies; timeliness; business relations; history of reasonable and cooperative behavior; commitment to customer satisfaction; and key personnel by using the Past Performance Information Retrieval System (PPIRS) at <http://www.ppirs.gov/default.htm>.

Information obtained as a result of the evaluations may be shared with Government agencies for their use in support of future award decisions (FAR 42.1500).

## **5.2 Customer Reports**

Customer agencies shall provide a report to the GSA Telserv Program Manager via e-mail no later than the 20<sup>th</sup> of the month including the following:

Name of Contractor  
Contract Number  
Task/Delivery Order #  
Total Dollar Amount of Order

## **5.3 Points of Contact**

### **GSA**

Dana Weaver – Contracting Officer  
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[Dana.weaver@gsa.gov](mailto:Dana.weaver@gsa.gov)

Russ Peery – Contracting Officers Technical Representative  
817-574-4318  
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### **AmeriCom**

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