

GSA Office of Small Business Utilization

Prime Contracting Desk Guide

September 2011

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Contents

Introduction	vii
The United States General Services Administration	vii
The GSA Office of Small Business Utilization	vii
Chapter 1: The Basics of GSA Small Business Prime Contracting	1
The U.S. General Services Administration Prime Contracts Program.....	1
Relevant Laws, Rules, and Regulations	1
SBA Assistance	4
Other Key Advocates.....	5
Relevant Small Business Definitions	5
Other-Than-Small Businesses	8
Different Types of Classifications.....	8
Chapter 2: Policies to Increase Small Business Contracting	9
Small Business Goaling.....	9
The GSA Office of Small Business Utilization and Small Business Goaling	10
GSA Forecast of Contracting Opportunities.....	11
Procurement Forecast of Contracting Opportunities Process.....	11
Federal Business Opportunities (FedBizOpps).....	13
Monitoring and Reporting Achievements.....	13
Small Business Set-Asides	14
SBA’s “Parity” Program	14
Non-Manufacturer Waivers	14
Non-Manufacturer Rule Reminders for Contracting Officers.....	15
The Rule of Two	15
A Small Business Analysis Record (GSA Form 2689)	15
A Sole Source Acquisition	15
Special Contracting Considerations for 8(a) Small Businesses	16
Special Contracting Considerations for HUBZone Small Businesses	16
Special Contracting Considerations for SDVOSBs	17

Chapter 3: The Fundamentals of GSA Contracting	18
U.S. General Services Administration Small Business Contracting Opportunities.....	18
GSA Procurement Vehicles	18
Other GSA Contracting Opportunities	19
The Micro-Purchase Threshold	20
The Simplified Acquisition Threshold	21
The GSA Mentor-Protégé Program.....	21
GSA Industry Days.....	21
How to Conduct Market Research.....	21
Federal Procurement Data System	28
FPDS Data Quality	29
Size Protests	29
Appeals.....	30
Chapter 4: GSA Multiple Award Schedule Contracts	31
U.S. General Services Administration Schedule Contracts	31
GSA’s Goal for its Schedules Program.....	31
Contract Time Periods.....	31
Small Business Goals and Schedule Contracting.....	31
eBuy	32
How Prices are Listed.....	32
The Role of Leasing in Schedules Contracting	32
A Governmentwide Commercial Purchase Card.....	33
GSA Sales Expectations for Contractors.....	33
Tips GSA Acquisition Staff Can Give to Vendors to Assist in Obtaining a GSA Schedule Contract	33
Chapter 5: Acquisition Planning.....	34
Overview of Acquisition Planning	34
Acquisition Planning and Market Research	35
Performance-Based Acquisitions	35
Contract Bundling	36
Prime Contractors’ Subcontracting Requirements.....	36

Chapter 6: How Government Agencies Can Use GSA Schedule	38
Contracts.....	38
Advantages of Purchasing from GSA Schedule Contracts	38
Agencies that are Authorized to Use GSA Schedules	38
<i>GSA Advantage!</i> [®]	38
The Maximum Order Threshold.....	39
Additional Discounts for Ordering Activities.....	39
“Best Value”	39
A Statement of Work	40
When it is Necessary to Include a Statement of Work with an Order.....	40
A Request for Quote	41
When an RFQ is Needed in an Order	41
Oral Presentations in RFQ Responses.....	41
Limited Source Justifications.....	41
Documentation Required for Limited Source Justifications	42
Limited Source Justification Approval.....	42
Performance Incentives in Orders against Schedule Contracts.....	42
Steps to a GSA Schedule Contract	43
Chapter 7: How Government Agencies Place Orders Against GSA Schedule Contracts.....	46
How Ordering Activities Place Orders Against GSA Schedule Contracts	46
The Ordering Procedures for Services and Products When a Statement of Work is Not Required	46
Documentation Required for Placing Orders for Services and Products When a Statement of Work is Not Required.....	47
The Ordering Procedures for Services and Products When a Statement of Work is Required.....	48
Documentation Required for Placing Orders for Services and Products When a Statement of Work is Required.....	49
Information Required in an Order	49
Including Options on Orders Placed Against Schedule Contracts.....	50
Including Items not on a GSA Schedule Contract on a Schedule Order	50
Remedies for Nonconformance.....	50
Handling Disputes	50

Terminating Orders for Cause.....	51
Terminating Orders for the Government’s Convenience	51
A Contractor Performance Evaluation	52
A Surveillance Review	53
Chapter 9: Prime Contracting Educational Resources for Small Businesses	54
U.S. General Services Administration Educational Resources for Small Businesses	54
Small Business Administration Educational Resources for Small Businesses.....	54
Appendix 1: Acronym and Abbreviation List	55
Appendix 2: Glossary of Terms	57
Appendix 3: Helpful Resources	64
Appendix 4: Sample Surveillance Review Report Format.....	65
Appendix 5: Small Business Analysis Record	67
Appendix 6: Guidelines for a Contracting Officer’s Narrative that Accompanies GSA Form 2689	68
Appendix 7: North American Industry Classification System Codes Applicable to the Women-Owned Small Business Program	69
Appendix 8: Fiscal Year 2011 Small Business Goaling Calculation Template	87
Appendix 9: Exclusions to the Small Business Goaling Report	88
Appendix 10: Small Business Programs Pull-Out Guide.....	91

List of Figures

Figure 1. Federal Procurement Objectives	vii
Figure 2. GSA OSBU’s 11 Regional Offices	viii
Figure 3. GSA Forecast of Contracting Opportunity Process	12
Figure 4. Sole Source Contracts for 8(a) SBs	16
Figure 5. Sole Source Contracts for HUBZone SBs or SDVOSBs	16
Figure 6. 2011 Thresholds.....	20
Figure 7: Central Contractor Registration—Dynamic Small Business Search.....	24
Figure 8: Central Contractor Registration—Conducting a Quick Market Search	24
Figure 9: Central Contractor Registration—Sample Quick Market Search.....	25
Figure 10: Central Contractor Registration—Sample Quick Market Search.....	25
Figure 11: GSA <i>eLibrary</i>	26
Figure 12: GSA <i>eLibrary</i> Sample Search Result	26
Figure 13: Thomas Registry Sample Search Result	27
Figure 14: Thomas Registry Sample Search Result	27
Figure 15. The GSA Multiple Awards Schedule Contracting Process.....	32
Figure 16. Acquisition Planning Process	34
Figure 17. Acquisition Planning Responsibilities.....	37
Figure 18. Steps to Obtaining a GSA Multiple Award Schedule Contract.....	43

List of Tables

Table 1. Federal Contracting for Fiscal Years 2008 and 2009.....	1
Table 2. Top 10 Federal Spenders Governmentwide for Fiscal Year 2010: Total Contracting	2
Table 3. Top 10 Federal Spenders Governmentwide for Fiscal Year 2010: Small Business Contracting.....	2
Table 4. Top 5 States (by Vendor Location): Total Contracting Dollars for Fiscal Year 2010.....	2
Table 5. Top 5 Industries (Services Sold): Total Contracting Dollars for Fiscal Year 2010.....	3
Table 6. Comparison of Small Business Contracting Goals	9
Table 7. Small Business Categories and Procurement Method Eligibilities	17

Introduction

This desk guide will assist the **U.S. General Services Administration (GSA)** acquisition workforce in understanding the policies, procedures, common practices, and challenges of GSA's Prime Contracting Program, with an emphasis on increasing small business participation.

The United States General Services Administration

GSA is the federal agency that oversees the administrative business of the U.S. federal government. GSA supplies federal purchasers with products and services from commercial vendors, provides workplaces for federal employees, and oversees the preservation of historic federal properties.

The GSA Office of Small Business Utilization

The **GSA Office of Small Business Utilization (OSBU)** promotes and facilitates programs and activities that support nationwide contracting opportunities for all categories of small business owners.

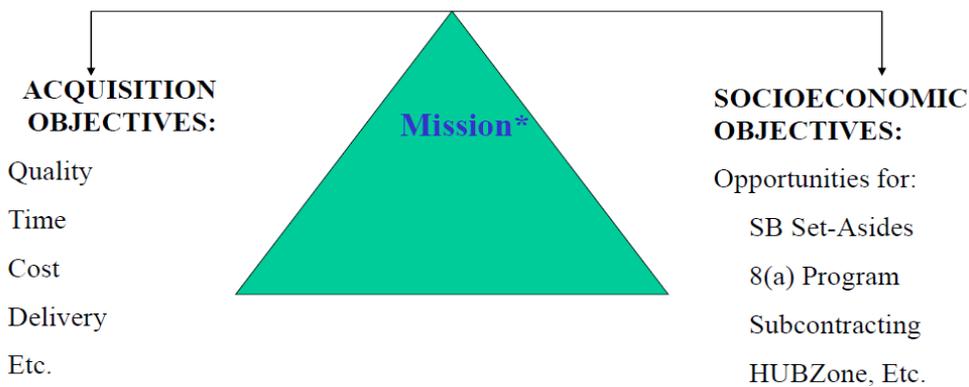


Figure 1. Federal Procurement Objectives

The federal procurement process seeks to fulfill both acquisition and socioeconomic objectives that are equally valuable though sometimes conflicting. OSBU seeks to maximize the opportunity for small businesses to participate in agency problems.

OSBU serves small businesses by accomplishing the following (for more information, visit <http://www.gsa.gov/portal/category/21015>):

- Monitoring, implementing, and protecting small business policies and regulations
- Supporting entrepreneurial opportunities
- Opening doors to new business horizons
- Helping small businesses access technological capabilities
- Highlighting resources for agencies to meet their goals

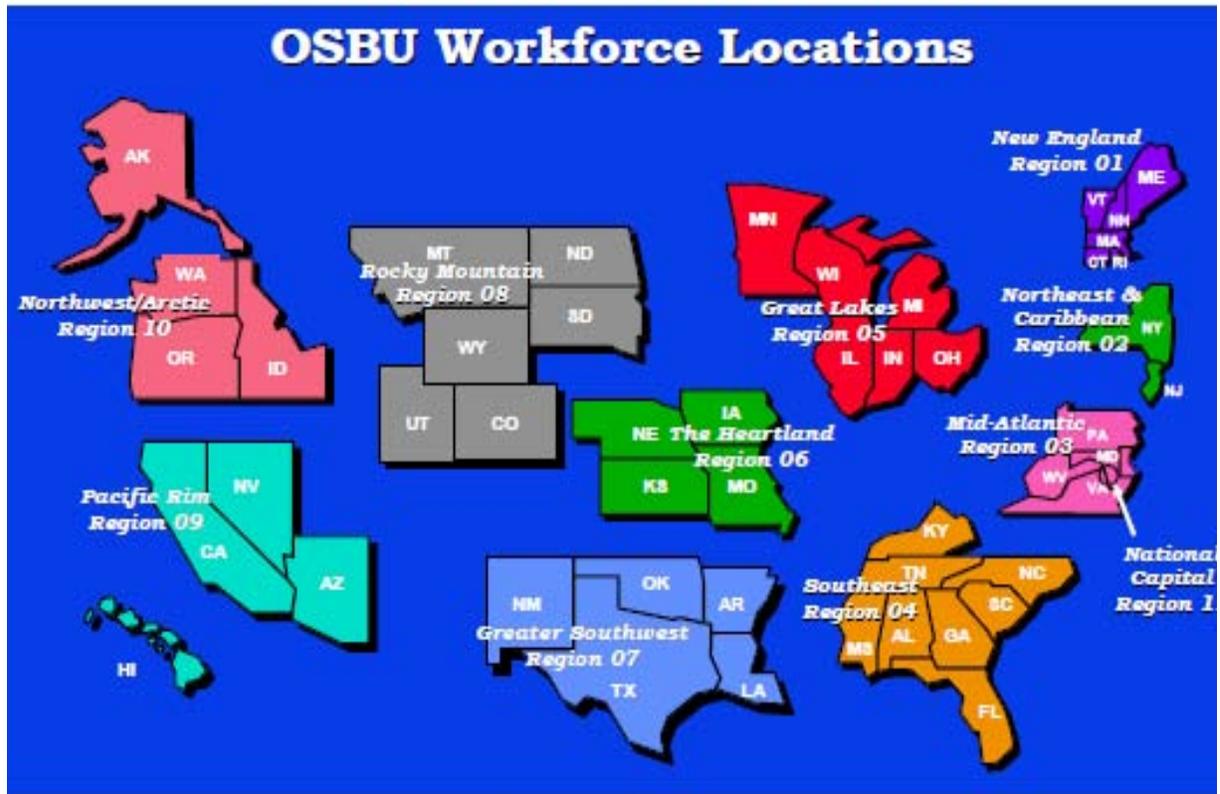


Figure 2. GSA OSBU's 11 Regional Offices

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Chapter 1: The Basics of GSA Small Business Prime Contracting

Basic Facts

- U.S. General Services Administration prime contracting is governed by numerous laws, rules, and regulations.
- There are several types of small businesses, each with different parameters for inclusion.

The U.S. General Services Administration Prime Contracts Program

The U.S. General Services Administration (GSA) Prime Contracts Program serves to strengthen the U.S. economy by increasing business opportunities for small businesses, including **women-owned small business (WOSB)**, **small disadvantaged business (SDB)** [including **8(a) business development concerns**], **Historically Underutilized Business Zone small business (HUBZone SB)**, **service-disabled veteran-owned small business (SDVOSB)**, and **veteran-owned small business (VOSB)** concerns, while increasing overall competition in the federal acquisition process.

Table 1. Federal Contracting for Fiscal Years 2008 and 2009

	2008	2009
Total contracting dollars	434 billion	453.6 billion
Total small business dollars	93.3 billion	93.7 billion
Total small business contracting actions	3.4 million	5.9 million

For current federal contracting data, visit <http://www.sba.gov/content/small-business-procurement-goaling-scorecards>.

Relevant Laws, Rules, and Regulations

The Federal Acquisition Regulation (FAR) codifies uniform policies for acquisition of supplies and services by executive agencies. FAR Part 19 contains a wealth of information on small business programs. For more information, visit <https://www.acquisition.gov/far/index.html>.

The Importance of Small Business Contracting

Small businesses play a critical role in the U.S. economy by encouraging innovation, making markets more competitive, and providing about half of all private sector U.S. jobs.¹ As a major consumer of U.S. goods and services, the U.S. government recognizes the importance of leveraging its tremendous purchasing power to benefit small businesses, and consequently the U.S. economy.

Therefore, it is the policy of the United States that small business, women owned small business, small disadvantaged business, Historically Underutilized Business Zone small business, service disabled veteran owned small business, and veteran owned small business concerns shall have the maximum practicable opportunity to participate in the performance of contracts awarded by any federal agency.

¹<http://www.sba.gov/advo/stats/sbfaq.pdf>

Table 2. Top 10 Federal Spenders Governmentwide for Fiscal Year 2010: Total Contracting

Department	Prime Contracts Awarded (Billions)
Department of Defense	\$366.9
Department of Energy	\$25.7
Department of Health & Human Services	\$19.0
General Services Administration	\$17.3
National Aeronautics and Space Administration	\$16.0
Department of Veterans Affairs	\$16.0
Department of Homeland Security	\$13.6
Department of State	\$8.1
United States Agency for International Development	\$6.5
Department of Justice	\$6.5

Source: <http://www.usaspending.gov/>

Table 3. Top 10 Federal Spenders Governmentwide for Fiscal Year 2010: Small Business Contracting

Department	Prime Contracts Awarded (Billions)
Department of Defense	\$62.0
Department of Veterans Affairs	\$6.0
Department of Homeland Security	\$4.4
Department of Health & Human Services	\$4.1
Department of Agriculture	\$3.4
National Aeronautics and Space Administration	\$2.3
General Services Administration	\$2.3
Department of the Interior	\$2.3
Department of Energy	\$1.9
Department of Justice	\$1.7

Source: <http://www.usaspending.gov/>

Table 4. Top 5 States (by Vendor Location): Total Contracting Dollars for Fiscal Year 2010

State	Prime Contracts Awarded
Virginia	\$284.5 million
Maryland	\$254.7 million
California	\$196.5 million
Colorado	\$135.5 million
Missouri	\$128.7 million

Source: <http://www.usaspending.gov/>

Table 5. Top 5 Industries (Services Sold): Total Contracting Dollars for Fiscal Year 2010

Department	Prime Contracts
Maintenance, Repair, or Alteration of Real Property—Office Buildings	\$62.0 billion
Other Professional Services	\$6.0 billion
Construction of Structures and Facilities—Office Buildings	\$4.4 billion
Custodial Janitorial Services	\$4.1 billion
Architect-Engineer Services (including landscaping, interior layout, and designing)	\$3.4 billion

Source: <http://www.usaspending.gov/>

The General Services Administration Acquisition Manual (GSAM) incorporates the U.S. General Services Administration Acquisition Regulation and internal agency acquisition policy. GSAM Part 519 contains additional information on small business programs. For more information, visit <https://www.acquisition.gov/gsam/gsam.html>.

The Code of Federal Regulations (CFR) is the codification of the general and permanent rules published in the Federal Register by the executive departments and agencies of the federal government. 13 CFR Part 125 contains information on government contracting programs, and 48 CFR Part 19 contains information about small business programs. For more information, visit <http://www.gpoaccess.gov/cfr/>.

The Small Business Act, passed in 1953, established the Small Business Administration (SBA) to “encourage” and “develop” small business growth and to aid minorities and other disadvantaged people in securing loans and learning management techniques. SBA’s responsibilities under the Small Business Act are to ensure that the governmentwide goal for participation of small business concerns be established at not less than the statutory levels annually and to report agencies’ achievements relative to the goals of the President.

The Trade Agreements Act (TAA) is the enabling statute that implements numerous multilateral and bilateral international trade agreements and other trade initiatives. The TAA is applicable to all GSA Schedules—lists of GSA-vetted contractors offering products and services to federal agencies (see Chapters 3 and 4 of this desk guide)—because the estimated dollar value of each Schedule exceeds the established TAA threshold. In accordance with the TAA, only U.S.-made or designated country end-products shall be offered and sold under Schedule contracts. For more information, visit https://www.acquisition.gov/far/current/html/Subpart%2025_1.html#wp1118780.

The Small Business Jobs Act, passed in 2010, has the following consequences for small business contracting:

- Requires all small businesses to recertify their small business status on an annual basis in the Online Representations and Certifications Application
- Includes prime contractors with a “history of unjustified, untimely payments” to subcontractors in the Federal Awardee Performance and Integrity Information System
- Requires offerors’ small business subcontracting plans to include an affirmative representation stating that they will make a “good faith effort” to acquire the goods and services “from the small business concerns used in preparing and submitting to the contracting agency the bid or proposal, in the same amount and quality used in preparing and submitting the bid or proposal”

- Reaffirms “parity” among federal small business contracting programs. When awarding contracts that are set aside for small businesses, contracting officers (COs) are free to choose among businesses owned by women and service-disabled veterans, as well as businesses participating in HUBZone and 8(a) programs
- Lowers the contract bundling threshold from \$10 million to \$2 million in an effort to maintain small business contracting opportunities

Veterans Benefit Act of 2003 (P. L. No. 108-183) provides for federal contract assistance to qualified SDVOSBs through sole source and restricted competition awards.

The Service Disabled Veteran Executive Order of 2004 directs federal agencies to develop strategies to include veterans in contracting activities.

The Vets Entrepreneurship and Small Business Development Act of 1999 provides assistance to veterans disabled during active service in the armed forces.

SBA Assistance

Procurement Center Representatives (PCRs) are SBA procurement analysts and engineers who implement the Prime Contracts Program by aiding, counseling, and assisting small businesses to ensure that they can compete fairly and equitably for federal procurement opportunities. PCRs work in major military and civilian federal buying activities.

For a list of PCRs, visit <http://www.sba.gov/content/government-contracting-field-staff-directory>.

What contracting officers need to know about PCRs

PCRs can be very involved in a contract or subcontract and accomplish the following:

- Review proposed contract actions and make recommendations to increase the number of acquisitions set aside for small businesses
- Examine the small business programs of federal contracting activities
- Review proposed small business subcontracting plans and recommend to the CO various small business goals and subcontracting options
- Recommend procurement strategies to maximize small business participation in government acquisitions as prime contractors and subcontractors
- Counsel small businesses through outreach and training in obtaining federal contracts and doing business with the federal government
- Review bundled procurements and make recommendations for strategies that will enhance small business participation in federal prime contracting opportunities
- Conduct or participate in surveillance reviews
- Coordinate during contracting activities and review procurements
- Initiate appeals (Form 70s) of CO decisions

For more information, visit http://www.sba.gov/idc/groups/public/documents/sba_homepage/sop_60026.pdf, pp. 9–13, 21–25.

SBA Area Directors provide direction and supervision for the Prime Contracts Program within their designated areas. For more information, visit

http://www.sba.gov/idc/groups/public/documents/sba_homepage/sop_60026.pdf, pp. 39–42.

The Certificate of Competency (COC) program empowers SBA to issue a written instrument called a Certificate of Competency to a government CO certifying that one or more named small business concerns possesses the responsibility to perform a specific government procurement contract. The COC program is applicable to all government acquisitions and does not extend to questions concerning regulatory requirements imposed and enforced by other federal agencies.

A CO shall, upon determining an apparent successful small business offeror to be nonresponsible, refer that small business to SBA for a possible COC, even if the next acceptable offer is also from a small business. For more information, consult FAR Part 19.601 or visit www.sba.gov/content/certificate-competency-program.

Other Key Advocates

Small Business Specialists in each agency procurement office and contract management office have the responsibility to counsel and assist small business, WOSB, SDB, HUBZone, SDVOSB, and VOSB firms on any problems they may have in understanding procurement regulations and practices, determining the appropriate buying office for their products, or acquiring pertinent data on present or future agency procurements.

Competition Advocates exist for each executive agency and for every procuring activity of each agency. They are designated by the head of each executive agency and cannot be a senior procurement executive of their agency.

Agency and procuring activity competition advocates are responsible for promoting the acquisition of commercial items; promoting full and open competition; challenging requirements that are not stated in terms of functions to be performed, performance required, or essential physical characteristics; and challenging barriers to the acquisition of commercial items and full and open competition such as unnecessarily restrictive statements of work, unnecessarily detailed specifications, and unnecessarily burdensome contract clauses. For more information, consult FAR Part 6.5.

Small Business Technical Advisors are located in the GSA national office and in GSA regional offices. They serve as technical advisors to COs and provide current guidance on the federal government's small business policies.

Technical Personnel evaluate work flow, organizational processes, and procedures, and develop enterprise-wide or large-scale technical system solutions. Technical personnel also provide leadership and establish technical responsibilities of team members.

Relevant Small Business Definitions

Business concern: A business entity that is organized for profit with a place of business located in the United States or its outlying areas, or a business entity that makes a significant contribution to the U.S. economy through payment of taxes or use of American products, materials, or labor. For more information, consult 13 CFR 121.105 or www.sba.gov/size.

Small business: A small business is defined either in terms of the average number of employees over the past 12 months or the average annual receipts over the past three years. In addition, a small business concern is organized for profit; has a place of business in the United States; operates primarily within the United States or makes a significant contribution to the U.S. economy through payment of taxes or use of American products, materials, or labor; is independently owned and operated; and is not dominant in its field on a national basis. Small businesses are self-certified. For more information, visit <http://www.sba.gov/content/what-sbas-definition-small-business-concern>.

8(a) Business Development

The 8(a) Business Development Program is an important resource for small businesses seeking business development assistance.

Named for Section 8(a) of the Small Business Act, this program was created to help small and disadvantaged businesses compete in the marketplace. It also helps these companies gain access to federal and private procurement markets.

The focus of the program is to provide business development support, including the following:

- Mentoring
- Procurement assistance
- Business counseling
- Training
- Financial assistance
- Surety bonding
- Other management and technical assistance

For more information about the 8(a) Business Development Program, including its requirements, benefits, eligibility standards, and goals, visit [13 CFR 124 \(8\[a\] Business Development/Small Disadvantaged Business Status Determinations\)](http://www.sba.gov/content/8a-business-development) or <http://www.sba.gov/content/8a-business-development>

Women-owned small business: A small business that is at least 51% owned by one or more women. For a publicly owned business, at least 51% of the stock must be owned by one or more women. Management and daily business operations must be controlled by one or more women.

WOSBs are permitted to self-certify their status or to be certified by a third party, including government entities and private certification groups. SBA can engage in program examinations to confirm eligibility of individual WOSBs. For more information, visit <http://www.sba.gov/wosb>. See Appendix 7 for North American Industry Classification System codes applicable to the WOSB Program.

Economically disadvantaged women-owned small business (EDWOSB): A small business that is at least 51% owned and controlled by one or more economically disadvantaged women. A woman is considered economically disadvantaged if she has a personal net worth of less than \$750,000, an adjusted gross yearly income averaged over the three years preceding the certification of less than \$350,000, and assets of less than \$6 million.

EDWOSBs are permitted to self-certify their status or to be certified by a third party, including government entities and private certification groups. SBA can engage in program examinations to confirm eligibility of individual EDWOSBs.

Small disadvantaged business (SDB): A small business that has received official certification from SBA or is self-certified, and is identified on the date of its representation as a certified small disadvantaged business concern in the Central Contractor Registration (CCR) database. It must be owned by one or more disadvantaged individuals—the net worth of each individual upon whom the certification is based cannot exceed \$750,000 after taking into account the applicable exclusions. Each individual's net worth, after excluding equity in the firm and in primary residence, may not exceed \$250,000.

The company must have been in business for at least two years and display reasonable success potential, and its owner(s) must be of good character. No material change in disadvantaged ownership and control must have occurred since its certification. SDBs, except for 8(a) small businesses, are self-certified. For more information, visit <http://archive.sba.gov/aboutsba/sbaprograms/sdb/index.html>.

8(a) small business: A type of SDB that is unconditionally owned and controlled by one or more socially and economically disadvantaged U.S. citizens of good character, and must demonstrate potential for success. The net worth of the 8(a) small business must not exceed \$250,000. The company must have been in business for at least two years to achieve 8(a) certification. 8(a) small businesses are certified by SBA.

The SBA 8(a) Business Development Program, named for a section of the Small Business Act, is a business development program created to help SDBs

compete in the American economy and access the federal procurement market. For more information, visit <http://www.sba.gov/content/8a-business-development>.

Alaska Native Corporation (ANC): A type of SDB that includes a Regional Corporation, Village Corporation, Urban Corporation, or Group Corporation organized under the laws of the State of Alaska in accordance with the Alaska Native Claims Settlement Act. They are not subject to the size standards that govern identification of small business concerns. For more information, visit <http://www.sba.gov/content/alaskan-owned-corporations>.

Indian tribes: A type of small business that involves any Indian tribe, band, group, pueblo, or community that is

ANC or Indian Tribe Subcontracting

Subcontracts awarded to an ANC or Indian tribe must be counted toward the subcontracting goals for small business and small disadvantaged business concerns, regardless of the size of SBA certification status of the ANC or Indian tribe.

recognized by the federal government as eligible for services from the Bureau of Indian Affairs or an Indian-owned (at least 51%) economic enterprise. They are not subject to the size standards that govern identification of small business concerns. For more information, visit <http://www.sba.gov/about-sba-info/11415>.

Historically Underutilized Business Zone small business (HUBZone): A business that is recognized on the List of Qualified HUBZone Small Business Concerns maintained by SBA. To qualify for the program, the company's principal office must be located within a designated HUBZone; it must be at least 51% owned and controlled by U.S. citizens, a community development corporation, an agricultural cooperative, or an Indian tribe; and at least 35% of its employees must reside in a HUBZone. For more information, visit <http://www.sba.gov/hubzone> or consult 13 CFR Part 126.

In order to be considered a HUBZone small business, a firm must be certified by SBA and listed in the CCR database at www.ccr.gov. Contracting Officer HUBZone Gateway contains a search engine for COs that provides the names and capabilities of certified HUBZone firms. For more information, visit http://dsbs.sba.gov/dsbs/search/dsp_searchhubzone.cfm.

Veteran-owned small business (VOSB): A small business that is at least 51% owned by a person or persons who served in the active military, naval, or air service, and was discharged or released under conditions other than dishonorable. For a publicly owned business, at least 51% of the stock must be owned by one or more veterans. Management and daily business operations must be controlled by one or more veterans. VOSBs are self-certified. For more information, visit <http://www.sba.gov/content/veterans-1>.

Service-disabled veteran-owned small business (SDVOSB): A small business that is at least 51% owned by one or more persons with a disability that was incurred or aggravated in the line of duty in the active military, naval, or air service. For a publicly owned business, at least 51% of the stock must be owned by one or more service-disabled veterans. Management and daily business operations must be controlled by one or more service-disabled veterans. However, in the case of a service-disabled veteran with permanent and severe disability, management and daily business operations may be controlled by the veteran's spouse or permanent caregiver. SDVOSBs are self-certified.

For more information, visit <http://www.sba.gov/content/service-disabled-veteran-owned-small-business-concerns-sdvosbc> and <http://www.sba.gov/content/veteran-service-disabled-veteran-owned>.

For more information on the types of small businesses, consult FAR 52.219-1(c) or <http://www.sba.gov/category/navigation-structure/contracting/contracting-officials/eligibility-size-standards>.

Other-Than-Small Businesses

Other-than-small businesses are any entities that are not classified as small businesses. This includes large businesses, state and local governments, and non-profit organizations including all AbilityOne (formerly Javits-Wagner-O'Day Program) entities as well as Federal Prison Industries, Inc. (also known as UNICOR), as these entities are not on the exceptions listed in the FAR.

Different Types of Classifications

A North American Industry Classification System (NAICS) code: A code that best describes the goods or services being acquired and the principal purpose of the procurement. A NAICS code is assigned to each solicitation for federal procurement. A subcontractor's NAICS code may differ from the code utilized in the prime contract. If more than one NAICS code applies, the CO should use the code relating to the company's largest amount of sales.

SBA size standards define whether a business entity is small and thereby eligible for government programs and preferences reserved for small business concerns. Size standards have been established for types of economic activity or industry, generally under the NAICS, and are set forth in the CFR. For more information on size standards, consult FAR Part 19.102, 13 CFR 121.101, or 13 CFR 121.102, or visit www.sba.gov/size. For specific information on SBA small business size regulations, visit <http://www.sba.gov/content/small-business-size-regulations>.

SBA Size Regulations and NAICS Codes

SBA size regulations and NAICS codes can sometimes classify small businesses differently. Some businesses qualify as small businesses under one standard and not the other, depending on the product or service being offered.

Affiliation: Business concerns are affiliates if, directly or indirectly, either one controls or has the power to control the other, or another concern controls or has the power to control both. In determining whether affiliation exists, consideration is given to all appropriate factors, including common management, common ownership, and contractual relationships. Any business entity may be found to be an affiliate, whether or not it is organized for profit or located inside the United States. Exceptions to these common affiliation rules include the following:

- *WOSB/EDWOSB Joint Ventures*—for more information, visit <http://www.sba.gov/sites/default/files/files/WOSB%20FAQs%20v%202.pdf>.
- *8(a) Joint Ventures*—8(a) firms can form joint ventures and teams to bid on contracts. This enhances the ability of 8(a) firms to perform larger prime contracts and overcome the effects of contract bundling (the combining of two or more contracts together into one large contract). For more information, consult 13 CFR 124, especially 13 CFR 124.513.
- *SDVOSB Joint Ventures*—for more information, consult FAR Part 19.14 or 13 CFR 125.8–125.13.

For more information on affiliation, consult 13 CFR 121.103.

Chapter 2: Policies to Increase Small Business Contracting

Basic Facts

- The U.S. General Services Administration (GSA) Office of Small Business Utilization is responsible for negotiating annual Small Business Program goals with the Small Business Administration.
- Acquisitions valued between the micro-purchase threshold and the simplified acquisition threshold are set aside for small business concerns.
- GSA Forecast helps vendors plan marketing efforts and alerts the marketplace of upcoming solicitations.
- FedBizOpps allows federal buyers to post, and contractors to browse, upcoming opportunities.
- The contracting officer (CO) must consider women-owned small business, 8(a), Historically Underutilized Business Zone (HUBZone) small business, and service-disabled veteran-owned small business (SDVOSB) programs before using a small business set-aside for procurements less than the simplified acquisition threshold.
- COs can award sole source contracts to HUBZone small businesses, 8(a) small businesses, and SDVOSBs.

Small Business Goaling

Each federal agency must set an annual goal for participation in its contracts by various groups in order to ensure that small businesses have the maximum practicable opportunity to provide goods and services to the federal government. Below are the governmentwide statutory goals:

- 23% of prime contracts for small businesses
- 5% of prime and subcontracts for women-owned small businesses (WOSBs)
- 5% of prime contracts for small disadvantaged businesses (SDBs)
- 3% of prime contracts for Historically Underutilized Business Zone (HUBZone) small businesses
- 3% of prime and subcontracts for service-disabled veteran-owned small businesses (SDVOSBs)

The U.S. General Services Administration's (GSA's) prime contracting goals for Fiscal Years (FY) 2010 and 2011 are listed below. For the current year's goals, visit <http://insite.gsa.gov/smallbizgoals>.

- 27% of prime contracts for SBs
- 5% of prime and subcontracts for WOSBs
- 5% of prime contracts for SDBs
- 3% of prime contracts for HUBZone small businesses
- 3% of prime and subcontracts for SDVOSBs

For regional office goals, visit <http://www.gsa.gov/regions>.

Table 6. Comparison of Small Business Contracting Goals

Category	Small Businesses	WOSBs	SDBs incl. 8(a)	HUBZone Small Businesses	SDVOSBs
Governmentwide Goals	23%	5%	5%	3%	3%
GSA Agencywide Goals (Fiscal Years 2010 and 2011)	27%	5%	5%	3%	3%

Small Business Administration processes for negotiating and establishing goals

The Small Business Administration (SBA) is responsible for ensuring that the governmentwide goal for participation of small business concerns is established annually at the statutory levels and that the reporting agencies' achievements are relative to the goals.

The process for negotiating and establishing goals is as follows:

1. SBA negotiates with agencies to establish individual agency goals that, in the aggregate, constitute governmentwide goals. SBA also negotiates a small business subcontracting goal based on recent achievement levels, and a HUBZone subcontracting goal equivalent to the required prime contracting HUBZone goal.
2. Before the beginning of the fiscal year, agencies submit their proposed goals to SBA.
3. The SBA Office of Government Contracting determines if these individual agency goals, in the aggregate, meet or exceed the governmentwide statutorily mandated goals in 15(g)(1) of the Small Business Act in each small business category.
4. SBA notifies the agencies of their final agency goals.
5. Once the goals are established, a letter is prepared for the signature of the Associate Administrator of Government Contracting (as delegated by the SBA Administrator) to each agency head accepting agency goals. The letter informs agencies that achievements will be measured against the accepted goals. SBA approves the final goals set by each federal agency and monitors each agency's actual performance against the established goals. In accordance with Office of Federal Procurement Policy (OFPP) policy letter 99-1, federal agencies shall submit their goals before the beginning of each fiscal year.

The GSA Office of Small Business Utilization and Small Business Goaling

The GSA Office of Small Business Utilization (OSBU) is responsible for negotiating annual Small Business Program goals with SBA. A memorandum requesting goals is issued in advance of the upcoming fiscal year. Establishing small business goals is a collaborative effort, and OSBU assists Regional and Central Office buying activities in setting realistic and attainable goals. OSBU reviews all goal proposals and recommends any adjustments prior to final approval.

Goal establishment guidelines are as follows:

- Base goals on Forecast of Contracting Opportunities information
- Refer to previous years' goals and achievements in formulating proposed goals and maintain or improve those levels where possible

- To increase goal consistency across the agency, the minimum subcategory goals for each Region and Central Office are the statutory minimum:
 - WOSBs—5%
 - SDBs [includes 8(a)]—5%
 - HUBZone small businesses—3%
 - SDVOSBs—3%
- Small business achievements for the Federal Acquisition Service (FAS) Office of Assisted Acquisition Services and Global Supply Services procurements made on behalf of external customer agencies are credited to those agencies and not GSA (both large and small business awards) and should be excluded from goal projections
- Small business achievements for Reimbursable Work Authorization (RWA) agreements for awards made on behalf of external customer agencies are credited to those agencies and not GSA (both large and small business awards) and should be excluded from goal projections. For more information, visit the RWA National Policy Document on GSA InSite, at http://pbsportal.pbs.gsa.gov:7777/portal/page?_pageid=82,559762&_dad=portal&_schema=PORTAL
- Provide rationale where the above guidelines are unmet

See Appendix 8 for a FY 2011 Small Business Goaling Calculation Template. See Appendix 9 for certain contracts that are excluded from the goaling base and should not be included in the goaling projections. For more information on GSA’s agencywide goals, visit <http://insite.gsa.gov/smallbizgoals>.

GSA Forecast of Contracting Opportunities

The Business Opportunity Development Reform Act of 1988 (Public Law 100-656) mandates that GSA makes its Forecast of Contracting Opportunities available each fiscal year. The GSA Forecast of Contracting Opportunities is a vital resource for assisting vendors aspiring to do business with GSA in planning their marketing efforts, and an excellent tool for GSA contracting officials to use to alert the marketplace of upcoming solicitations. Additionally, the GSA Forecast assists small businesses seeking subcontracting opportunities with GSA prime contractors. The GSA Forecast of Contracting Opportunities may be viewed at www.gsa.gov/smbusforecast.

Procurement Forecast of Contracting Opportunities Process

The GSA Office of Acquisition Policy issues a memorandum requesting forecast information in advance of the upcoming fiscal year. The FAS Acquisition Management organization coordinates with the Heads of Contracting Activities (HCAs) to request that contracting organizations work with their internal customers to identify projected procurements. Within the Public Buildings Service (PBS), each office affiliate provides upcoming procurements to the Central Office Budget and Contracts Office, which provides the information to the Office of Industry Relations, which then forwards the information to the PBS Acquisition Management Office. Each Acquisition Management organization reviews the forecast information for completeness and accuracy prior to submitting to the Office of Governmentwide Policy (OGP). The Office of Acquisition Policy works with non-Service contracting organizations to acquire their forecast information.

Forecasted procurements should include all acquisitions at or above the small purchase threshold (\$25,000) anticipated to be awarded to both large businesses and small businesses, including re-competes of existing requirements. GSA Forecast information is not exclusively for small business set-asides or opportunities for which small businesses are likely to compete.

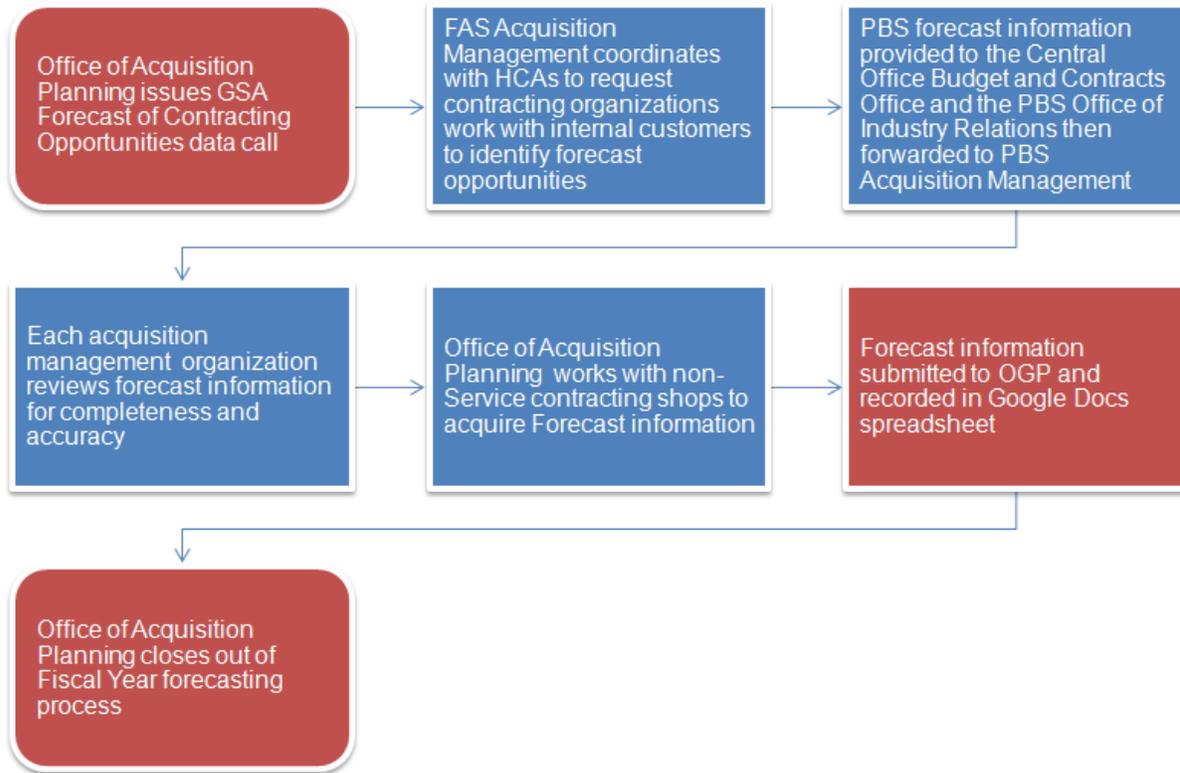


Figure 3. GSA Forecast of Contracting Opportunity Process

- Forecasted procurements should include all anticipated acquisitions to be awarded to both large and small businesses.
- The GSA Forecast of Contracting Opportunities is available at www.gsa.gov/smbusforecast.

Contracting activities use the worksheet provided by the Office of Acquisition Policy to submit GSA Forecast information. Worksheet data fields include the following:

- | | | |
|---|--|--|
| • Acquisition Strategy | • Product or Service Description | • Quarter |
| • Award Status | • Point of Contact (name, number, email address) | • Region |
| • Contract Type | • Place of Performance | • Socioeconomic and Acquisition Strategy Rationale |
| • Estimated Contract Value | • Primary North American Industry Classification System (NAICS) Code | • Socioeconomic Category |
| • Fiscal Year | • Procurement Classification Code | • Remarks |
| • GSA Organization | | |
| • Incumbent Contractor | | |
| • New Requirement or Exercise of Option | | |

There are two mass uploads of GSA Forecast information each fiscal year. Opportunities are available to update GSA Forecast information throughout the fiscal year in response to changes in projections and award status. OSBU issues reminders for quarterly revisions to GSA Forecast information (2nd quarter and 4th quarter).

Federal Business Opportunities (FedBizOpps)

FedBizOpps is an online database representing the single governmentwide point-of-entry for federal government procurement opportunities worth more than \$25,000. Government buyers can publicize their business opportunities by posting information directly to FedBizOpps. Commercial vendors seeking federal markets for their products and services can search, monitor, and retrieve opportunities solicited by the federal contracting community. For more information, visit www.fbo.gov.

Monitoring and Reporting Achievements

Public Law 93-400 requires the Office of Management and Budget, through its OFPP, to establish a system for collecting, developing, and disseminating procurement data that takes into account the needs of Congress, the Executive Branch, and the public sector.

That system is the Federal Procurement Data System (FPDS). A new section has been added to the FPDS Federal Procurement Report titled, "Report on Annual Procurement Preference Goaling Achievements." All goaling accomplishments will be publicly reported through this document. Accordingly, only data reported to the FPDS on Standard Form (SF) 279 and SF 281 may be included in a federal agency's baseline for reporting purposes.

In order for SBA to track the goals and actual achievements, each year federal agencies provide SBA with estimates of the total dollar amount of all prime contracts to be awarded that fiscal year and estimates of the total dollar amount of all subcontracts to be awarded by the agency's reporting prime contractors. Starting in FY 1998, all goaling achievements are reported through FPDS. The goals are expressed both as a dollar amount and as a percentage of the total amount to be awarded for each category.

Agencies report each award over \$25,000, including details such as the following:

- Industry
- Place of performance
- Type of contractor
- Whether the contractor meets SBA size standards
- Amount

Awards under \$25,000 are reported in a summary form that does not include specific details.

The agencies' prime contractors are those who win awards exceeding \$650,000, or \$1.5 million, in the case of construction. In addition to their regular goal reporting, they must also report on their subcontracting to small businesses by goal category. For more information, visit the Electronic Subcontracting Reporting System (eSRS) website, <http://www.esrs.gov>.

At the end of the fiscal year, the head of each agency reviews its FPDS report and, if required, submits to SBA a justification for its failure to meet specific goals, along with a plan to achieve the goals in the next fiscal year.

SBA also reports to each major federal procurement agency on their progress toward goals for that fiscal year after mid-year data becomes available. SBA prepares an annual report for the President—governmentwide and by agency—that is published in the Office of Advocacy's State of Small Business.

A Small Business Procurement Scorecard evaluation is conducted annually by SBA for every agency and includes prime awards and subcontracting achievement data. The scorecard provides a current status rating, based on actual performance, and a progress rating based on what agencies have done, and are planning to do, to improve performance. The methodology for the Scorecard is available on GSA InSite <http://insite.gsa.gov/smallbizgoals>. For more information, visit <http://www.sba.gov/content/small-business-procurement-goaling-scorecards>.

Small Business Set-Asides

Each acquisition of products or services that has an anticipated dollar value between the micro-purchase threshold and the simplified acquisition threshold is automatically reserved exclusively for small business concerns. It is not set aside if the contracting officer (CO) determines there is not a reasonable expectation of obtaining offers from two or more responsible small businesses that are competitive in terms of market prices, quality, and delivery. If the acquisition is less than the simplified acquisition threshold, the small business set-aside can be for any of the five small business programs [small business, 8(a), WOSB, HUBZone, or SDVOSB].

SBA procurement center representatives can also recommend small business set-asides, which are approved or rejected by the CO.

For more information, including about exceptions, consult FAR Part 19.502-2 or FAR Part 19.1305, or visit http://www.sba.gov/idc/groups/public/documents/sba_homepage/sop_60026.pdf, pp.9–13, 22–23.

SBA's "Parity" Program

If the award is greater than the simplified acquisition threshold, the CO of a small business program must consider the WOSB, 8(a), HUBZone, and SDVOSB programs before using a general small business set-aside. There is no order of precedence among the WOSB, 8(a), HUBZone, and SDVOSB programs. If a requirement has been accepted by SBA under the 8(a) program, it must remain in the 8(a) program unless SBA agrees to its release in accordance with 13 CFR 124, 125, and 126. If the award is below the simplified acquisition threshold, the CO can also consider a general small business set-aside along with the other small business categories.

Non-Manufacturer Waivers

The non-manufacturer rule (NMR) states that on a supply contract, a firm must assume at least 50% of the cost of manufacturing the supplies (not including the cost of materials).

The non-manufacturer waiver is an *exception* to the performance requirements, and provides that a firm that *is not* a manufacturer may qualify as a small business on a supply contract set-aside for small business if, among other things, it supplies the product of a small business made in the United States.

A manufacturer is a concern that, with its own facilities, performs the primary activities in transforming inorganic or organic substances, including the assembly of parts and components, into the end item being acquired.

A concern may qualify as a **non-manufacturer** if it meets all of the following criteria:

- Does not exceed 500 employees
- Is primarily engaged in the retail or wholesale trade and normally sells the type of item being supplied
- Will supply the end item of a small business manufacturer or processor made in the United States, or obtains a waiver of such requirement

For more information, consult 15 USC 637(a)(17), 13 CFR 121.406, or FAR Part 19.102(f)(1).

Non-Manufacturer Rule Reminders for Contracting Officers

Contracting officers applying the NMR to their acquisition strategies should consider the following:

- The NMR does not apply to service contracts; it is an exception to the manufacturing performance requirements (limitations on subcontracting) applicable to supply contracts. Service and construction contracts have different performance requirements. For more information, consult 13 CFR 125.6, FAR Part 19.102(f), and FAR Part 19.502-2(c).
- COs designate the proper NAICS code and size standard in the solicitation, selecting the NAICS code that best describes the principal purpose of the product or service being acquired. Primary consideration is given to the industry description in the NAICS, the product or service description in the solicitation and any attachments to it, the relative value and importance of the components of the procurement making up the end item being procured, and the function of the goods or services being purchased.
- COs cannot assign a wholesale or retail trade NAICS code to a procurement for supplies.
- Non-manufacturer waivers are not granted for HUBZone procurements.
- Non-manufacturer waivers cannot be granted after bids on a solicitation have been received.

For more information, visit <http://www.sba.gov/content/non-manufacturer-waivers>.

The Rule of Two

The CO shall set aside any acquisition exceeding the simplified acquisition threshold for small business participation when there is a reasonable expectation that (1) offers will be obtained from at least two responsible small business concerns offering the products of different small business concerns and (2) the award will be made at fair market prices. Total small business set-asides shall not be made unless such a reasonable expectation exists (but consult FAR Part 19.502-3 regarding partial set-asides).

Rule of Two Special Privileges

Women-owned, 8(a), Historically Underutilized Business Zone, and service-disabled veteran-owned small businesses can request in writing that the Rule of Two be invoked. Other small disadvantaged businesses do not have this ability.

A Small Business Analysis Record (GSA Form 2689)

The CO must complete a Small Business Analysis Record, also known as a GSA Form 2689, when he or she decides an acquisition expected to exceed the simplified acquisition threshold cannot be set aside for a small business. The CO must submit the form to the GSA Small Business Technical Advisor or Small Business Specialist for review.

For more information, consult Appendix 5, “Small Business Analysis Record,” and Appendix 6, “Guidelines for a Contracting Officer’s Narrative that Accompanies the GSA Form 2689.”

A Sole Source Acquisition

A sole source acquisition is a contract for the purchase of supplies or services that is entered into or proposed to be entered into by an agency after soliciting and negotiating with only one source. COs can award sole source contracts to 8(a) small businesses, HUBZone small businesses, and SDVOSBs.

For more information, consult FAR Part 19.8, FAR Part 6.3, and FAR Part 2.101.

Special Contracting Considerations for 8(a) Small Businesses

8(a) small businesses can be awarded sole source contracts up to \$4 million for goods and services and \$6.5 million for manufacturing. Each 8(a) small business may receive up to \$100 million in sole source contracts during its program participation. 8(a) small businesses may compete for procurements exceeding \$4 million (or \$6.5 million for manufacturing) that are set aside for competition only by 8(a) certified firms—which greatly reduces the field of competition.



Figure 4. Sole Source Contracts for 8(a) SBs

The value (in \$millions) of sole source contracts that can be awarded to 8(a) SBs.

Special Contracting Considerations for HUBZone Small Businesses

Contracts can be set aside for HUBZone competition when the CO has a reasonable expectation that at least two qualified HUBZone small business concerns will submit offers and that the contract will be awarded at a fair market price. Sole source contracts can be awarded to HUBZone small businesses if the CO determines that all of the following are true:

- Only one qualified HUBZone SB is responsible to perform the contract
- Two or more qualified HUBZone SBs are not likely to submit offers
- As per FAR Part 19.1306(a)(2), the sole source award limit is \$6.5 million for manufacturing and \$4 million for goods and services

Full and open competitive contracts can be awarded with a price evaluation preference. The offer of the HUBZone small business must not be 10 percent higher than the offer of an other-than-small business.

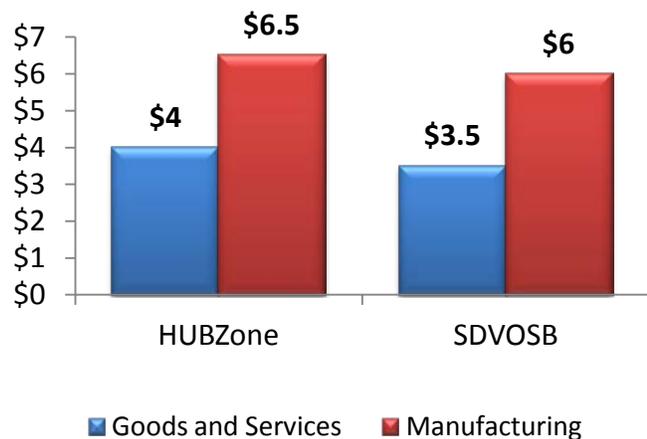


Figure 5. Sole Source Contracts for HUBZone SBs or SDVOSBs

The value (in \$millions) of sole source contracts that can be awarded to HUBZone SBs or SDVOSBs.

Special Contracting Considerations for SDVOSBs

SDVOSBs can be awarded sole source contracts up to \$3.5 million for goods and services and \$6 million for manufacturing if the CO determines the SDVOSB is a responsible contractor and the contract award can be made at a fair and reasonable price. A CO may not award a contract to an SDVOSB under the following conditions:

- The requirements can be fulfilled via the Federal Prison Industries or AbilityOne (formerly Javits-Wagner-O’Day Program)
- An 8(a) participant is currently performing that requirement or SBA has accepted the requirement under the 8(a) program

Table 7. Small Business Categories and Procurement Method Eligibilities

Small Business Category	Definition	Procurement Method Eligibility	Certification	FAR Reference
Small Business	Independently owned and operated, for profit; not dominant in its field according to NAICS code	Automatically set aside for procurements \$3K–\$150K. Set aside based on “Rule of Two” if >\$150K	Self-certify www.bpn.gov	Part 19.3 Part 19.5
Woman-Owned Small Business	51% owned and controlled by one or more women	Same as small business	Self-certify www.bpn.gov	Part 19.2
Small Disadvantaged Business	51% owned and controlled by a socially and economically disadvantaged individual; includes 8(a) program participants	8(a) sole source, “parity,” or “rule of two” set-aside	Self-certify www.bpn.gov SBA-certify for 8(a) www.sba.gov	Part 19.12 Part 19.8
Historically Underutilized Business Zone (HUBZone) Small Business	51% owned and controlled by U.S. citizens, principal office located in a HUBZone, 35% of employees must live in HUBZone	Sole source, “parity,” or “rule of two” set-aside	SBA-certify www.sba.gov	Part 19.13
Service Disabled Veteran-Owned Small Business	51% owned and controlled by one or more service-disabled veterans	Sole source, “parity,” or “rule of two” set-aside	Self-certify www.bpn.gov	Part 19.14
Veteran-Owned Small Business	51% owned and controlled by one or more veterans	Same as small business	Self-certify www.bpn.gov	Part 2.101

Chapter 3: The Fundamentals of GSA Contracting

Basic Facts

- The U.S. General Services Administration offers numerous types of small business contracting opportunities.
- Multiple Award Schedule contracts are among the most popular procurement vehicles.
- Acquisitions of certain dollar amounts can trigger different contracting procedures.

U.S. General Services Administration Small Business Contracting Opportunities

Small business contractors can compete for federal contracts offered by the U.S. General Services Administration (GSA). GSA values small businesses and seeks to enhance their ability to engage federal agencies in their procurement efforts.

Small business contractors can use catalogs, pricelists, and *GSA Advantage!*[®] to make ordering agencies aware of their supplies and services offered if awarded a Multiple Award Schedule contract.

GSA Procurement Vehicles

Types of Procurement Vehicles

- Multiple Award Schedule Contracts
- GSA Blanket Purchase Agreements
- Micro-Purchases
- The Multiple Award Schedule Express
- Governmentwide Acquisition Contracts
- Multi-Agency Contracts
- Sole Source Awards
- Open Market

Multiple Award Schedule (MAS) contracts—also referred to as GSA Schedule and Federal Supply Schedule contracts—are awarded by GSA to vendors. The contracts are organized by category of products or services in lists called Schedules. Federal agencies can browse the Schedules and purchase products or services directly from the contractor, knowing that GSA has ensured that the contractor is responsible and is offering fair and reasonable prices.

MAS contracts are indefinite delivery, indefinite quantity contracts valid for five years, with three five-year options, that are available for use by federal agencies worldwide. Suppliers under MAS contracts can sell to any government agency without having separate contracts for each agency. For more information, visit www.gsa.gov/portal/content/105160; or consult GSA, *Multiple Award Schedules Desk Reference*; FAR Part 8.402; and 40 U.S.C. 501, Services for Executive Agencies.

GSA Schedules are described in detail in Chapters 4–7 of this desk guide.

GSA Blanket Purchase Agreements (BPAs) are established by customers with GSA Schedule contractors to fill repetitive needs for supplies or services. A BPA can be set up for use by field offices across the nation. Contractual terms and conditions are contained in Schedule contracts and are not to be renegotiated when establishing GSA Schedule BPAs. The dollar limit of a BPA is determined by the underlying competition conducted by the ordering

activity when establishing the BPA. Schedule BPAs generally should not exceed five years, but may do so to meet program requirements.

Multiple BPAs can be established with more than one Schedule contractor. They are appropriate when the ordering activity determines that more than one BPA is needed to meet its needs, or when the requirement is less defined. The ordering activity that established the Schedule BPA must review it at least once a year to determine the following:

- If the Schedule contract upon which the Schedule BPA was established is still in effect
- If the Schedule BPA still represents the best value
- If estimated quantities have been exceeded and additional price reductions can be obtained

For more information, consult FAR Part 8.405-3 and GSA, *Multiple Award Schedules Desk Reference*, pp. 47–53.

BPA's can also be established outside of GSA, with different rules.

Micro-purchases are orders made by federal agencies for less than the micro-purchase threshold, which, in most cases, is \$3,000. In these cases, ordering activities place the order directly with any GSA Schedule contractor that can meet their needs.

The Multiple Award Schedule Express Program is designed to streamline the process for vendors to obtain MAS contracts. The MAS Express Program is open to all business concerns—regardless of size—that meet, at a minimum, the following criteria:

- Have been in business for at least two years
- Have a minimum of \$100,000 in cumulative commercial sales over the last two years
- Have an acceptable current ratio based on the company's most current year's financial statement
- Have positive or neutral ratings on all elements of the Open Ratings Past Performance Evaluation Report
- Have successfully completed the Pathway to Success educational seminar

For a list of current schedules under the MAS Express Program, visit <https://vsc.gsa.gov/fss/MASExpProgram.cfm>.

Governmentwide Acquisition Contracts (GWACs) are pre-competed, multiple award contracts with high-quality, small business industry partners. These small business firms specialize in providing innovative information technology solutions to federal agencies worldwide. Federal agencies may access these unique contract vehicles through a delegation of procurement authority granted by the Small Business GWAC Center. For more information, visit <http://www.gsa.gov/portal/content/104874> and <http://www.gsa.gov/portal/content/104659>.

Multi-Agency Contracts: Task order or delivery order contracts established by one agency for use by government agencies to obtain a variety of supplies and services. For more information, consult FAR Part 2.101.

Sole Source Awards: Vendors can be awarded contracts without competition. For more information, consult Chapter 2, "[Policies to Increase Small Business Contracting](#)."

Other GSA Contracting Opportunities

GSA Global Supply provides requisition-based ordering for office supplies, tools, and safety and cleaning products, among other items.

The GSA Nationwide Great Seal Program, offered by GSA's Region 4 Office of Management Services, supplies customized seals to elements of the judicial branch of the federal government.

The Vehicle Buying/Leasing Program is a GSA program that is part of the Office of Vehicle Acquisition and Leasing Services and provides vehicles and fleet management services to government agencies.

AbilityOne (formerly the Javits Wagner O’Day Program) is a procurement program that seeks to increase employment opportunities for blind or severely disabled individuals.

The GSA Airline City Pair Program offers savings and flexibility for government travelers planning official travel.

GSALodging® offers accommodations that are compliant with Federal Travel Regulations and within the per diem allowance for selected high-volume travel destinations.

The GSA E-Gov Travel Program streamlines the travel-booking process for various agencies, cutting travel management costs.

The GSA Design and Construction Excellence Programs engage private sector architects and engineers to design, renovate, and construct federal buildings.

The GSA Historic Preservation Program provides technical and strategic expertise to promote the viability, reuse, and integrity of the historic buildings GSA owns, leases, or has the opportunity to acquire.

The Department of Veterans Affairs Federal Supply Schedule Service has authority delegated from GSA to procure medical supplies and services. For more information, visit <http://www1.va.gov/oamm/oa/nac/fsss/index.cfm>.

The Micro-Purchase Threshold

The micro-purchase threshold is a dollar value of acquisitions that triggers different contracting procedures. The micro-purchase threshold is \$3,000, with the following exceptions:

- \$2,000 for acquisitions of construction subject to the Davis-Bacon Act
- \$2,500 for acquisitions of services subject to the Service Contract Act
- \$15,000 for acquisitions of supplies or services inside the United States that, as determined by the head of the agency, are to be used to support a contingency operation or to facilitate defense against or recovery from nuclear, biological, chemical, or radiological attack, as described in FAR Part 13.201(g)(1), except for construction subject to the Davis-Bacon Act
- \$25,000 for acquisitions of supplies or services outside the United States that, as determined by the head of the agency, are to be used to support a contingency operation or to facilitate defense against or recovery from nuclear, biological, chemical, or radiological attack, as described in FAR Part 13.201(g)(1), except for construction subject to the Davis-Bacon Act



For more information, see [discussion of micro-purchases in “GSA Procurement Vehicles”](#) section, above, or consult FAR Part 2.101.

Figure 6. 2011 Thresholds

The Simplified Acquisition Threshold

The **simplified acquisition threshold** is a dollar amount that triggers a different set of contracting procedures. It is \$150,000, with the following exceptions:

- \$250,000 for acquisitions of supplies or services inside the United States that, as determined by the head of the agency, are to be used to support a contingency operation or to facilitate defense against or recovery from nuclear, biological, chemical, or radiological attack
- \$1 million for acquisitions of supplies or services outside the United States that, as determined by the head of the agency, are to be used to support a contingency operation or to facilitate defense against or recovery from nuclear, biological, chemical, or radiological attack

For more information, consult FAR Part 2.101.

The GSA Mentor-Protégé Program

The **GSA Mentor-Protégé Program** is a program that intends to foster long-term relationships between small businesses and GSA prime contractors and increase the overall number of small businesses that receive GSA prime contract and subcontract awards. Mentor firms and protégé firms agree to enter into an agreement with each other. Protégé firms can act as suppliers or subcontractors, or provide services.

Mentor firms are large business prime contractors that currently perform under an approved subcontracting plan, or small business prime contractors that can provide developmental assistance to enhance the capabilities of protégés to perform as contractors, subcontractors, or suppliers.

Protégé firms are small businesses, small disadvantaged businesses, veteran-owned small businesses, service-disabled veteran-owned small businesses, women-owned small businesses, or Historically Underutilized Business Zone small businesses.

For more information, visit: <http://www.gsa.gov/mentorprotege>.

GSA Industry Days

GSA personnel, contracting officers, and program officers should be accessible to small businesses in addition to Industry Days and conferences.

GSA Industry Days are GSA events that feature information sharing and discussions between GSA and members of a particular industry on the strengths of a certain issue such as a Schedule's offerings, how a Schedule can be enhanced, and how GSA can assist vendors on marketing to federal government customers.

How to Conduct Market Research

Contracting officers (COs) can conduct market research and thereby increase their contacts with capable small businesses. This affords COs an expanded pool of small businesses for which they can set aside and award work, which helps GSA observe its small business contracting goals.

For more information, consult FAR Part 10.001 (see text box on following page).

FAR—Part 10.001. Market Research

(a) Agencies must --

(1) Ensure that legitimate needs are identified and trade-offs evaluated to acquire items that meet those needs;

(2) Conduct market research appropriate to the circumstances --

(i) Before developing new requirements documents for an acquisition by that agency;

(ii) Before soliciting offers for acquisitions with an estimated value in excess of the simplified acquisition threshold;

(iii) Before soliciting offers for acquisitions with an estimated value less than the simplified acquisition threshold when adequate information is not available and the circumstances justify its cost;

(iv) Before soliciting offers for acquisitions that could lead to a bundled contract (15 U.S.C. 644(e)(2)(A));

(v) Before awarding a task or delivery order under an indefinite-delivery-indefinite-quantity (ID/IQ) contract (e.g., GWACs, MACs) for a noncommercial item in excess of the simplified acquisition threshold (10 U.S.C. 2377(c)); and

(vi) On an ongoing basis, take advantage (to the maximum extent practicable) of commercially available market research methods in order to effectively identify the capabilities of small businesses and new entrants into Federal contracting, that are available in the marketplace for meeting the requirements of the agency in furtherance of—

(A) A contingency operation or defense against or recovery from nuclear, biological, chemical or radiological attack; and

(B) Disaster relief to include debris removal, distribution of supplies, reconstruction, and other disaster or emergency relief activities. (See [26.205](#)).

(3) Use the results of market research to --

(i) Determine if sources capable of satisfying the agency's requirements exist;

(ii) Determine if commercial items or, to the extent commercial items suitable to meet the agency's needs are not available, nondevelopmental items are available that --

(A) Meet the agency's requirements;

(B) Could be modified to meet the agency's requirements; or

(C) Could meet the agency's requirements if those requirements were modified to a reasonable extent;

(iii) Determine the extent to which commercial items or nondevelopmental items could be incorporated at the component level;

(iv) Determine the practices of firms engaged in producing, distributing, and supporting commercial items, such as type of contract, terms for warranties, buyer financing, maintenance and packaging, and marking;

(v) Ensure maximum practicable use of recovered materials (see [Subpart 23.4](#)) and promote energy conservation and efficiency; and

(vi) Determine whether bundling is necessary and justified (see [7.107](#)) (15 U.S.C. 644(e)(2)(A)).

(vii) Assess the availability of electronic and information technology that meets all or part of the applicability standards issued by the Architectural and Transportation Barriers Compliance Board at 36 CFR part 1194 (see [Subpart 39.2](#)).

(b) When conducting market research, agencies should not request potential sources to submit more than the minimum information necessary.

(c) If an agency contemplates awarding a bundled contract, the agency --

(1) When performing market research, should consult with the local Small Business Administration procurement center representative (PCR). If a PCR is not assigned, see [19.402](#); and

(2) At least 30 days before release of the solicitation or 30 days prior to placing an order without a solicitation--

(i) Must notify any affected incumbent small business concerns of the Government's intention to bundle the requirement; and

(ii) Should notify any affected incumbent small business concerns of how the concerns may contact the appropriate Small Business Administration representative.

(d) See [44.402\(a\)\(2\)](#) and [52.244-6](#) (Alternate I) for the requirement for a prime contractor to perform market research in contracts in excess of \$5 million for the procurement of items other than commercial items.

Market research methods and resources to identify small businesses

There is **no order of precedence** among the women-owned small business (WOSB), 8(a), Historically Underutilized Business Zone (HUBZone) small business, and service-disabled veteran-owned small business (SDVOSB) programs.

Several market research resources are available for locating small businesses, WOSBs, small disadvantaged businesses (SDBs), certified HUBZone small businesses, and SDVOSBs.

Governmentwide market research tools:

- The Central Contractor Registration (CCR) Dynamic Small Business Search tool, www.ccr.gov. CCR is an electronic gateway of procurement information for and about small businesses provided by the Small Business Administration (SBA).
- Thomas Register lists applicable trade associations, <http://www.thomasnet.com/>.
- Dun and Bradstreet business searches, <http://www.dnb.com/>.
- Trade associations have industry websites for researching firms.
- Telephone books such as Yellow Pages, or directories dedicated to specific socioeconomic firms.
- Outreach activities provide opportunities to meet small business owners and representatives at small business trade fairs and procurement conferences.
- Local newspapers and trade magazines can be used to target socioeconomic groups.
- State and government source lists.

Contact your local SBA procurement center representative and request possible HUBZone, small disadvantaged [including 8(a) certified], WOSB, and SDVOSB sources. To find your local SBA procurement center representative, visit <http://www.sba.gov/content/government-contracting-field-staff-directory>.

Other GSA Resources:

- Use a "Sources Sought" on FedBizOpps
- GSA Acquisition Alert 2011-04, Market Research Tools for Finding Service-Disabled Veteran-Owned Small Businesses
- GSA *eLibrary*
- GSA/Office of Small Business Utilization (OSBU) and Regional OSBU Annual Small Business Procurement and Networking Conferences: "Access to Success" and the "Opening Doors" Conferences provide information for upcoming events on the GSA events page, <http://www.gsa.gov/events>
- GSA Regional Office of Small Business Representatives—see contact information for small business support
- GSA Schedules and GSA *Advantage!*[®]
- Procurement histories/files of similar acquisitions
- Procurement Technical Assistance Centers, <http://www.dla.mil/db/procurem.htm>
- VETBiz Registry, <http://www.vetbiz.gov>



Figure 7: Central Contractor Registration—Dynamic Small Business Search

Search for small businesses at <http://www.bpn.gov/ccr>.

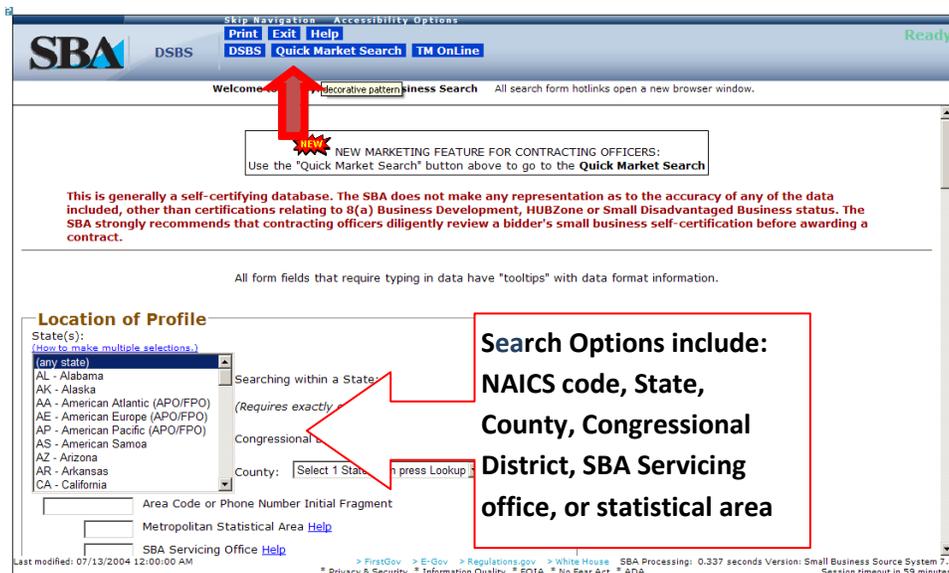


Figure 8: Central Contractor Registration—Conducting a Quick Market Search

The Quick Market Search will return an aggregate number of profiles in a randomized order for the following socioeconomic categories: women-owned, small disadvantaged, HUBZone, 8(a), service-disabled veteran-owned, and veteran-owned.

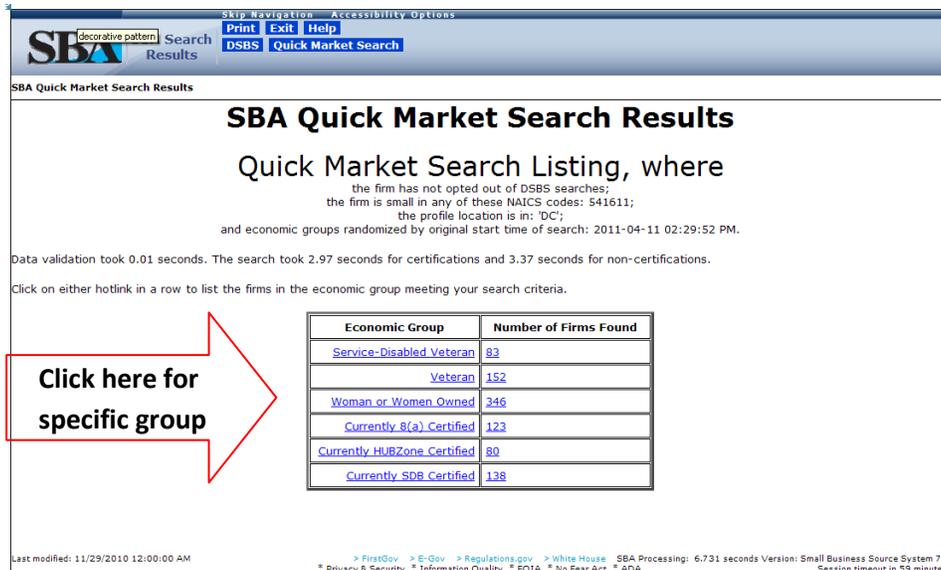


Figure 9: Central Contractor Registration—Sample Quick Market Search

A sample Quick Market Search using North American Industry Classification System (NAICS) code 541611 and location “DC.”

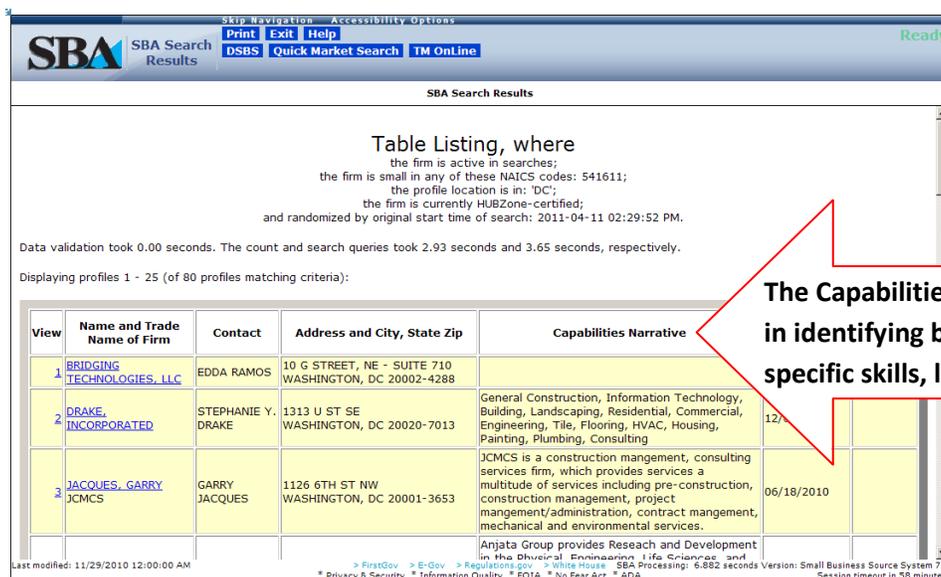


Figure 10: Central Contractor Registration—Sample Quick Market Search

The results for HUBZone certified businesses from the previous sample Quick Market Search using NAICS code 541611 and location “DC.”

GSA Schedules and GSA Advantage!®

Use GSA Schedules via www.gsa.gov/elibrary and GSA Advantage!® via <https://www.gsaadvantage.gov/> to find contractors.

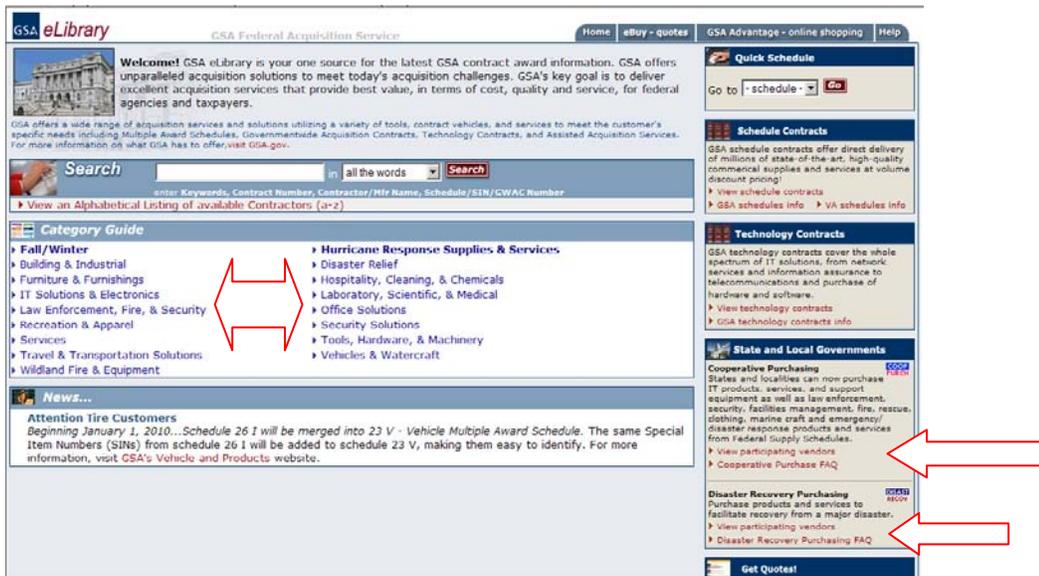


Figure 11: GSA eLibrary

Search and sort by key word, contractor/manufacturer name, contract number, special item number, or schedule number.

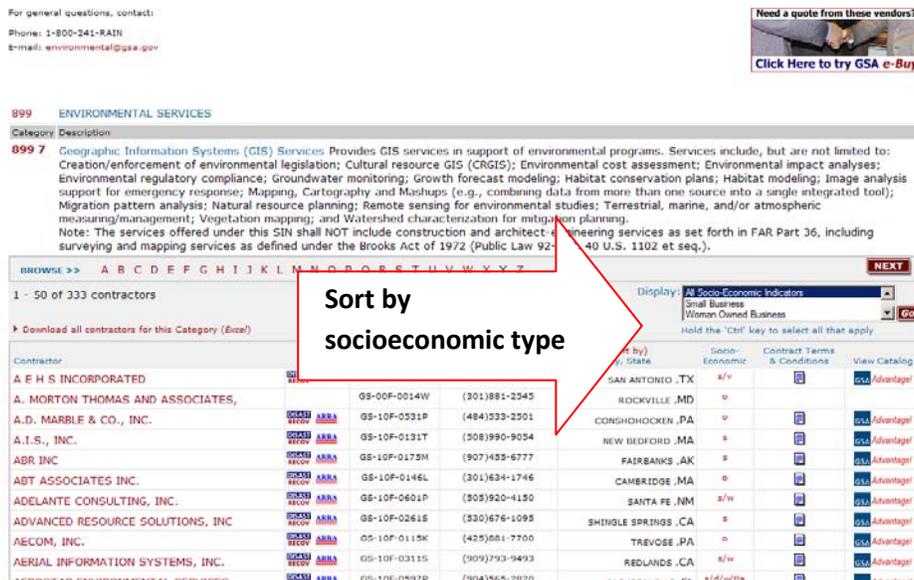


Figure 12: GSA eLibrary Sample Search Result

Additional resources for goods and services

Also visit the Thomas Registry, Yellow Pages, or Google.

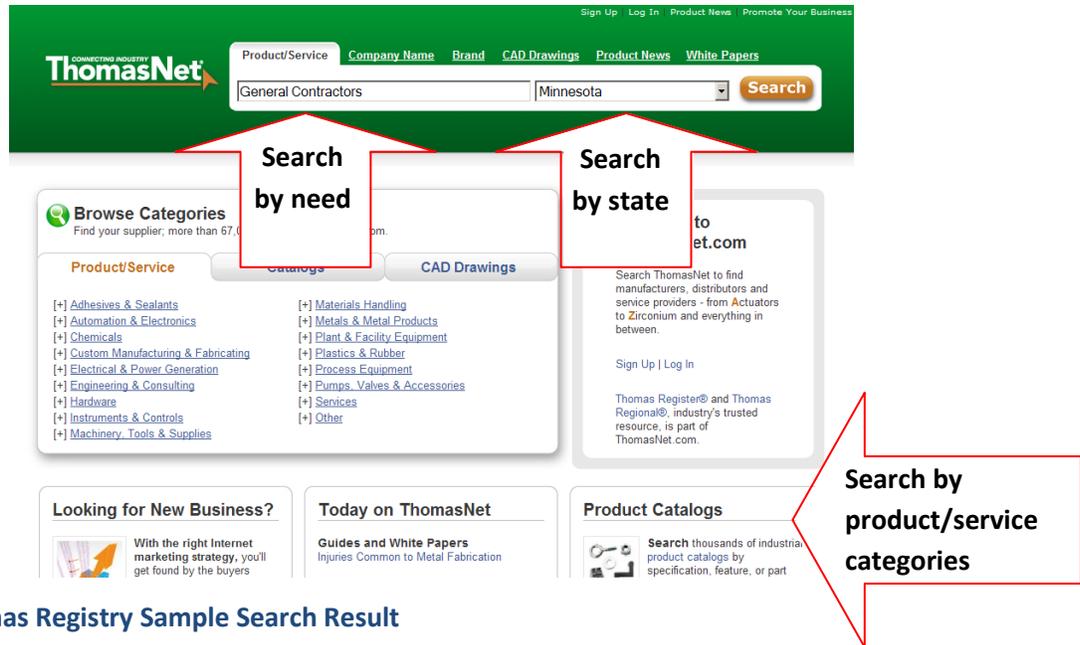


Figure 13: Thomas Registry Sample Search Result

A sample of a simple search using the Thomas Registry online tool at <http://www.thomasnet.com/>.

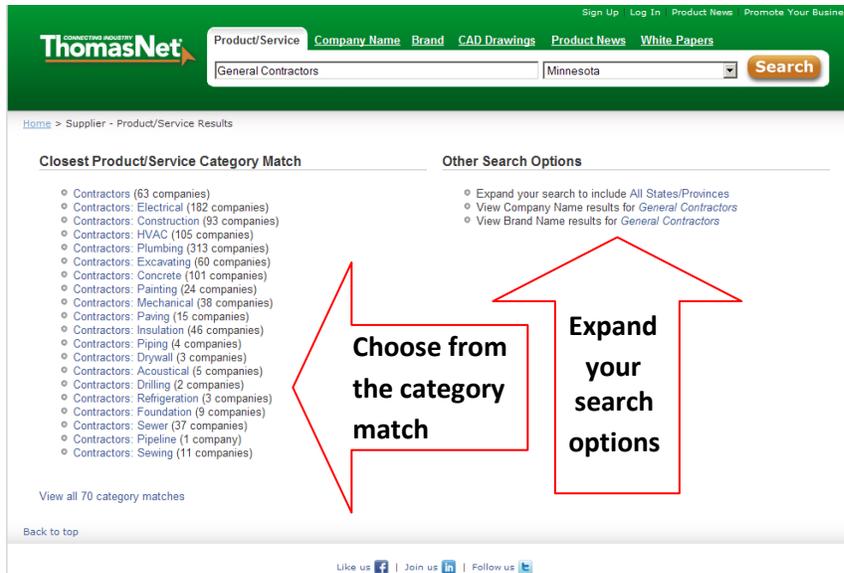


Figure 14: Thomas Registry Sample Search Result

A sample of a search for general contractors in Minnesota using the Thomas Registry online tool.

Mitigating Fraud, Waste, and Abuse

To report fraud, waste, mismanagement, or misconduct involving SBA programs or employees, call the Office of the Inspector General (OIG) Hotline at (800) 767-0385. Confidentiality may be requested. In this case, the SBA OIG will not release the reporting party's name without prior consent unless such disclosure is unavoidable during an investigation or audit.

Problems with a product or service purchased from a business or merchant can be directed to state or local government consumer affairs departments, state Attorney General's offices, or the local Better Business Bureau.

Questions regarding an SBA loan or any SBA program can be directed to the local SBA District Office or the SBA Answer Desk at 1-800-U-ASK-SBA (1-800-827-5722) or answerdesk@sba.gov.

Each contractor has a GSA point of contact assigned to assist buyers.

- When using schedules, consider small, SDVOSB, women-owned, HUBZone, and service-disabled veteran-owned small businesses as part of your selection.
- FAR 8.405-5 (b) Ordering activities may consider socioeconomic status when identifying contractor(s) for consideration or competition for award of an order or BPA.

Federal Procurement Data System

The Federal Procurement Data System (FPDS) is the real-time, relational database that serves the government acquisition community as the authoritative source of contract information. It contains summary level data that is used for policy and trend analysis. The data entered into FPDS must be certified by GSA for the previous fiscal year no later than January 5 so the FPDS can provide complete, timely, and annually validated data.

If GSA has an electronic copy of a contract, it can post the contract on a website. However, the following factors must be considered before this occurs:

- The Freedom of Information Act (FOIA) process is used to determine what information should be provided to a requestor. When a FOIA request is received, it provides a process to review and remove any information that might be proprietary, classified, sensitive, or personal in nature.
- With respect to contracts, there are several agencies that post their contract award documents in their FOIA Reading Rooms if the contract has been requested at least three times and a redacted copy is available in an electronic format. In addition, at least one agency has posted contracts online immediately because it makes purchases using published catalogs, and the prices are the same.
- COs desiring to post contracts online can establish their Request For Proposals (RFP) in such a way to *ask the offerors in their proposals* to segregate anything that the vendor feels is proprietary by keeping it in its own section or attachment of the RFP. This enables the majority of the contract to be posted online immediately. If a FOIA request is made for the remainder of the contract, review and redaction would be made simpler by looking over just the section or attachment not posted initially.

FPDS Data Quality

GSA has instituted the following internal controls to improve FPDS data quality:

- Heads of contracting activities (HCAs) shall ensure that all personnel who enter data into FPDS are properly trained.
- HCAs shall designate a single FPDS Data Coordinator to manage the verification and validation of accuracy of the contract action report and ensure that contract awards have been entered into FPDS within appropriate timeframes.
- HCAs shall develop a formal FPDS Data Quality Plan for the contracting activity, and submit the plan to the Office of the Senior Procurement Executive. At a minimum, the plans shall provide the following:
 - *Internal controls.* Plans should state that all internal policies are procedures to be implemented to ensure that all reportable contract actions are entered into FPDS as fully and accurately as possible.
 - *Data validation.* Plans should outline a review process for validating individual data elements and comparisons of contract file data to FPDS data entries on a random sample of contract actions. Plans should also address frequency of the reviews. At a minimum, random reviews shall be conducted and certified for each of the three quarters from October 1–June 30 each year.
 - *Training.* Plans should identify the type and frequency of training provided to personnel responsible for entering contract action reports into FPDS.
 - *Barriers.* Plans should identify barriers, if any, that are anticipated to impact efficient and accurate reporting on data accuracy, and state actions to overcome the barriers.
 - *Data submission.* Plans should identify data submission methods and, if applicable, the systems entering the data.
 - *Accuracy assurance.* Plans should demonstrate the organization’s progressive plan to increase data accuracy.

Size Protests

Regarding the procurement or sale of government property, GSA must accept as conclusive SBA’s determination as to whether a firm is a “small business concern.” Offerors, in a procurement setting, self-certify that they are small.

In the case of protest by another firm or interested party questioning the size status of the low offeror, the CO will forward the size protest to the Office of Government Contracting, which will then be referred to the appropriate area office.

Size protests can be filed by the following:

- Unsuccessful offeror
- GSA CO
- SBA Government Contracting Area Office
- Other government officials
- Other interested parties

There is no format for a protest. If submitting a size protest, one must identify the business and its operators and provide additional information to supplement the claim. In addition, a protest should be filed as soon as possible and include the procurement and facts that relate to the size of the business.

SBA has 10 working days after a protest has been submitted to make a formal size determination, if possible. The appropriate area office makes the initial size determination. The SBA Area Director for Government Contracting, or designee, will notify the CO, the protested concern, and the protestor that the protest has been received.

The size determination will be primarily based on the evidence presented in the protest, but SBA may use outside information in its determination. SBA will give greater weight to supported facts than unsupported allegations. SBA will base its formal size determination upon the record and state, in writing, the basis for its findings and conclusions.

If SBA determines the business is other than small, the business is no longer eligible for the procurement and cannot be awarded the contract. The business cannot reduce its size and become eligible again for this procurement. The CO can award the contract based on the size status determined by SBA. The size determination is in full effect unless an appeal is made.

SBA has compiled a list of business entities that the Office of Government Contracting has determined are other than small under specific size standards, which is available at <http://www.sba.gov/content/businesses-determined-other-small>.

For more information, visit <http://www.sba.gov/content/status-determination-after-size-protest>.

Appeals

The Office of Hearing and Appeals will review the appeal, issue a decision, and notify in writing all parties involved. This is the final decision of SBA. Interested parties may appeal area office determinations at <http://www.sba.gov/oha>.

Chapter 4: GSA Multiple Award Schedule Contracts

Basic Facts

- U.S. General Services Administration (GSA) Schedules are lists of GSA solicitations for which contractors prepare an offer; if awarded a contract, they may then offer federal agencies products and services through GSA.
- Orders placed against Schedule contracts may be credited toward the ordering activity's small business goals.
- eBuy allows federal buyers to post requirements, obtain quotes, and electronically issue orders.

U.S. General Services Administration Schedule Contracts

The U.S. General Services (GSA) Schedules program provides eligible government agencies with a simplified process for obtaining services and supplies at volume and competitive pricing.

GSA awards contracts to qualified vendors. The contracts are then organized by category of product or service in lists called Schedules for federal agencies to browse. After GSA awards the contract, ordering activities order directly from a Schedule contractor (through the *GSA Advantage!*[®] website), with the assurance that GSA has determined that the contractor is responsible, offers fair prices, and makes deliveries directly to the customer.

GSA's Goal for its Schedules Program

The fundamental goal of GSA in managing the Schedules program is to provide an array of acquisition choices that provides sufficient flexibility to satisfy customers in terms of choice, price, quality, and timeliness of delivery.

Contract Time Periods

The offering of GSA Schedules does not generally have prescribed beginning or end dates. Contract periods are continuous and contain contracts with contract periods that commence on the date of award (DOA) and expire in five years (exclusive of any option) of the DOA.

Small Business Goals and Schedule Contracting

Although the mandatory preference programs of FAR Part 19 do not apply, orders placed against Schedule contracts may be credited toward the ordering activity's small business goals.

GSA advises ordering agencies to consider including, if available, at least one small business, women-owned small business, small disadvantaged business, Historically Underutilized Business Zone small business, service-disabled veteran-owned small business (SDVOSB), or veteran-owned small business Schedule contractor when conducting an evaluation and making a best value determination before placing an order.

For orders exceeding the micro-purchase threshold, if a small business concern and an other-than-small business both offer items that satisfy agency requirements at the same delivered price, GSA advises ordering activities to give preference to the small business concern.

Ordering activities may consider socioeconomic or SDVOSB status when identifying contractors for consideration or competition for award of an order or blanket purchase agreement.

Tips GSA Acquisition Staff Can Give to Small Businesses to Increase Their Contracting Experience and Visibility

A **Contractor Team Arrangement** is an arrangement between two or more GSA Schedule contractors to work together to meet agency requirements. It permits contractors to complement each other's capabilities to compete for orders for which they may not independently qualify. For more information, consult GSA, *Multiple Award Schedules Desk Reference*, pp. 54-57.

A **Joint Venture** allows small businesses to engage in and carry out a single specific business venture for joint profit. For this purpose, multiple small businesses combine their efforts, properties, money, skills, or knowledge, but not on a continuing or permanent basis for generally conducting business. Special rules apply to 8(a) and SDVOSB joint ventures. For more information, consult FAR 19.101.

Subcontracting offers small businesses visibility and experience by working under a prime contractor on a government contract.



Figure 15. The GSA Multiple Awards Schedule Contracting Process

eBuy

eBuy, GSA's electronic request for quote (RFQ) system, allows ordering activities to post requirements, obtain quotes, and issue orders electronically. eBuy streamlines the ordering process by allowing RFQs and responses to be exchanged electronically between federal agencies and Schedule contractors. For more information, visit <https://www.ebuy.gsa.gov/>.

How Prices are Listed

Supplies offered on the Schedule are listed at fixed prices. *Services* offered on the Schedule are priced either at hourly rates or at a fixed price for performance of a specific task that GSA has determined to be fair and reasonable. Nothing prevents a contracting officer (CO) from asking for additional pricing discounts.

The Role of Leasing in Schedules Contracting

Only equipment offered on a GSA Schedule may be leased. Once the equipment has been selected, the CO needs to determine whether it should be leased or purchased. The CO should compare the leasing terms offered from the third-party leasing companies in the Schedule, as well as those offered by the Schedule equipment sellers. For more information, visit <http://www.gsa.gov/portal/content/104450#l>.

A Governmentwide Commercial Purchase Card

A **governmentwide commercial purchase card** is issued by government agencies and allows federal employees to make official purchases. Schedule contractors are required to accept the governmentwide commercial purchase card for orders up to the micro-purchase threshold and are encouraged to accept the purchase card for purchases above this threshold.

The purchase card is preferred by most agencies. Ordering activities may consider purchase card acceptance when deciding which contractor represents the best value. Ordering activities may make payments for oral or written orders using the governmentwide commercial purchase card. For more information, visit

<http://www.gsa.gov/portal/content/104616> or consult FAR Part 8.405-7.

GSA Sales Expectations for Contractors

GSA expects companies seeking to obtain a GSA Multiple Award Schedule contract to exceed \$25,000 in sales within the first two years of contract award. If sales do not meet this goal, the contract may be canceled. GSA will then expect sales to exceed \$25,000 in each successive 12-month period.

Tips to Assist Vendors in Obtaining a GSA Schedule Contract

1. Obtain a **Data Universal Numbering System (DUNS) Number**. The DUNS Number is a unique, nine-character identification number provided by Dun and Bradstreet. A DUNS Number is needed to register in the Central Contractor Registration (CCR) database. For more information, visit <http://fedgov.dnb.com/webform/displayHomePage.do;jsessionid=81407B1F03F2BDB123DD47D19158B75F>.
2. Register in the **Central Contractor Registration database** and keep CCR registration up to date. The CCR collects, validates, stores, and disseminates data in support of agency acquisition missions. Vendors must be registered in the CCR prior to the award of a Schedule contract. For more information, visit <https://www.bpn.gov/ccr>.
3. Complete the **Online Representations and Certifications Application (ORCA)**. Prospective Schedule contractors are now required to complete electronic annual representations and certifications via the ORCA website. They are also required to update the representations and certifications as necessary, at least annually, to ensure that they remain current, accurate, and complete. For more information, visit <https://orca.bpn.gov>.
4. Read the entire Schedule solicitation thoroughly and respond to all requirements.
5. Make sure that all items offered are within the scope of the Schedule solicitation.
6. Obtain an **Open Ratings Inc. Past Performance Evaluation**. Under an Open Ratings Past Performance Evaluation, Open Ratings, a Dun and Bradstreet Company, conducts an independent audit of customer references and calculates a rating based upon a statistical analysis of various performance data and survey responses. While some Schedule solicitations do contain the form to request an Open Ratings Past Performance Evaluation, vendors may submit an online request directly to Open Ratings. For more information, visit <https://prod.openratings.com/spe/order>.
7. Make sure the company is financially sound. This can be accomplished by providing two years of financial data showing that the company has done at least \$50,000 in business over the past two years, increasing the likelihood that the company will be a viable vendor for the federal government.
8. Be ready to negotiate the company's best offer.

Chapter 5: Acquisition Planning

Basic Facts

- The U.S. General Services Administration works with federal agencies to identify potential future procurement needs.
- Contracting officers conduct market research for designated small business concerns utilizing a variety of resources.
- Performance-based contracting methods ensure that required performance quality levels are achieved and that total payment is related to the degree that services performed or outcomes achieved meet contract standards.
- Contract bundling consolidates procurement requirements for goods or services previously provided into a solicitation for a single contract.
- Prime contractors awarded most federal contracts exceeding the simplified acquisition threshold must ensure that small business concerns have the maximum practicable opportunity to participate in the performance of the contract.

Overview of Acquisition Planning

An acquisition plan sets forth the acquisition strategy and defines the necessary steps to implementation. The plan should account for all necessary resources—staff, materials, equipment, and other resources—necessary to successfully fulfill the identified need. The plan must account for time and cost limitations and any and all applicable regulatory requirements, including whether the acquisition can potentially be fulfilled by an SB.

Because acquisition planning is an inherently governmental function, the acquisition plan is typically prepared by the acquiring organization's qualified personnel. Contractor support personnel generally do not directly support acquisition planning or the development of the acquisition plan, as this could lead to an organizational conflict of interest (OCI). If contractor personnel must be involved in preparing the acquisition plan, appropriate non-disclosure agreements must be obtained and the participating contractor will not be allowed to compete in areas in which they assisted in planning. Particular attention must be taken regarding a potential OCI with prospective offerors—an issue that should be explicitly addressed in the acquisition plan template.

The U.S. General Services Administration (GSA) Acquisition Planning Wizard (APW) contains the format prescribed in FAR Part 7.105, and should be used in the preparation of acquisition plans. The APW addresses all of the FAR requirements and speeds the approval process by ensuring acquisition plans meet GSA planning requirements. The APW also allows for acquisition personnel to search existing plans for guidance, including how to incorporate small businesses, and connects planners of the acquisition to

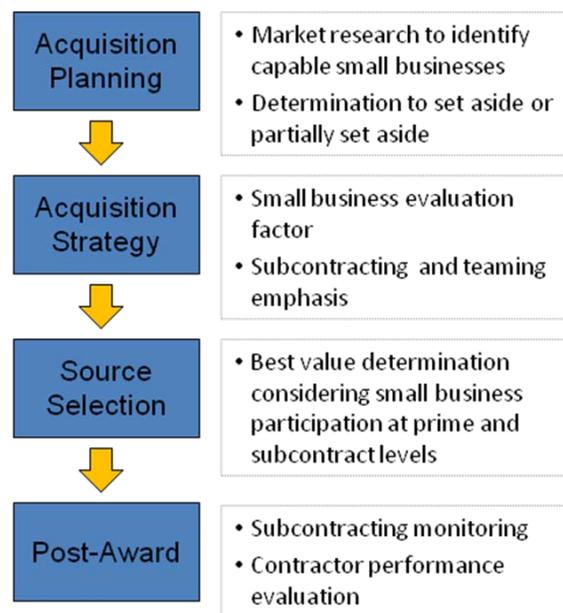


Figure 16. Acquisition Planning Process

Group Coordinators/Concurrors into Approval Workshops. The planners should include their GSA Office of Small Business Utilization representatives and may potentially need to include the Small Business Administration (SBA) as coordinators and concurrors of plans. To add participants to the application from outside agencies, please contact Michael Jackson (michaelo.jackson@gsa.gov) and copy the APW help desk inbox on your requests. For more information, visit <https://apw.gsa.gov/>.

Acquisition Planning and Market Research

Contracting officers (COs) have a host of options for conducting market research for designated small business concerns. The Center Contractor Registration (www.ccr.gov), Business Partner Network (www.bpn.gov), and SBA's Dynamic Small Business Search (http://dsbs.sba.gov/dsbs/search/dsp_dsbs.cfm) are starting points for market research, as all of the small business concerns will be present in these data systems. These data searches allow COs to research specific companies, North American Industry Classification System codes, Standard Industrial Classification codes, small business concerns, and geographic areas of service. For a list and more information regarding where to begin market research concerning small business concerns, visit the following links:

- Woman-owned small business: www.ccr.gov, www.bpn.gov, http://dsbs.sba.gov/dsbs/search/dsp_dsbs.cfm, <https://orca.bpn.gov>
- SBA 8(a) Business Development: www.ccr.gov, www.bpn.gov, http://dsbs.sba.gov/dsbs/search/dsp_dsbs.cfm, <https://orca.bpn.gov>
- Historically Underutilized Business Zone: www.ccr.gov, www.bpn.gov, http://dsbs.sba.gov/dsbs/search/dsp_dsbs.cfm, <https://orca.bpn.gov>
- Service-disabled veteran-owned small business: www.vetbiz.gov, www.ccr.gov, www.bpn.gov, http://dsbs.sba.gov/dsbs/search/dsp_dsbs.cfm, <https://orca.bpn.gov>
- Veteran-owned small business: www.vetbiz.gov, www.ccr.gov, http://dsbs.sba.gov/dsbs/search/dsp_dsbs.cfm, <https://orca.bpn.gov>

FAR Part 10.001 (48 CFR 10.001) states in part that "Agencies must conduct market research before soliciting offers for acquisitions with an estimated value in excess of the simplified acquisition threshold, before soliciting offers for acquisitions with an estimated value less than the simplified acquisition threshold, and before soliciting offers for acquisitions that could lead to a bundled contract."

GSA conducts market research to identify capable small businesses and electronically posts pre-solicitation notices and synopses at the Federal Business Opportunities (FedBizOpps) website. Small business set-aside determinations are also made during market research for solicitations. Pre-solicitation conferences called Industry Day Conferences are held with industry and eligible ordering activities to assist GSA in accurately identifying and describing potential future requirements.

Throughout this stage, GSA considers the role small business participation and subcontracting as well as teaming opportunities should have in the source selection process.

Performance-Based Acquisitions

Performance-based contracting methods are intended to ensure that required performance quality levels are achieved and that total payment is related to the degree that services performed or outcomes achieved meet contract standards. Agency requirements should be performance based, to the maximum extent practicable. For more information, consult FAR Part 37.6, or visit www.gsa.gov/centerforacquisitionexcellence.

Contract Bundling

Contract bundling (also known as consolidation) refers to consolidating two or more procurement requirements for goods or services that were previously provided or performed under separate, smaller contracts into a solicitation of offers for a single contract that is likely to be unsuitable for a small business concern due to a combination of the following factors:

- The diversity, size, or specialized nature of the elements of the performance specified
- The aggregate dollar value of the anticipated award
- The geographical dispersion of the contract performance sites

Contract bundling could significantly hinder the ability of small businesses to compete fairly for federal contract opportunities. If a procurement center representative (PCR) believes that contract bundling will reduce small business participation or render it unlikely, or is unnecessary, the PCR will take steps to increase small business prime contract participation.

Agencies are required to take additional actions with respect to “substantial bundling.” Dollar thresholds of \$7 million (U.S. Department of Defense), \$5 million (National Aeronautics and Space Administration), and \$2 million (all other agencies) trigger requirements for specific actions to maximize small business participation as subcontractors.

Section 1313 of the Small Business Jobs Act provides that an agency may not conduct an acquisition involving consolidation of contract requirements with a total value of more than \$2 million, unless the senior procurement executive or Chief Acquisition Officer for the federal agency, before carrying out the acquisition strategy, (A) conducts market research, (B) identifies any alternative contracting approaches that would involve a lesser degree of consolidation of contract requirements, (C) makes a written determination that the consolidation of contract requirements is necessary and justified, (D) identifies any negative impact the acquisition strategy has on contracting with small business concerns, and (E) certifies to the head of the federal agency that steps will be taken to include small business concerns in the acquisition strategy.

In addition, Section 1312 of the Small Business Jobs Act requires agencies to post their rationale for a bundled requirement. For more information, consult FAR Part 2.101, GSAM Part 519F, and 13 CFR Part 125.2(a)(6).

Prime Contractors’ Subcontracting Requirements

Prime contractors awarded most federal contracts exceeding the simplified acquisition threshold are responsible for ensuring that small business concerns have the maximum practicable opportunity to participate in the performance of the contract.

Large-business offerors with prospective contracts of at least \$650,000 (or \$1.5 million for construction) must submit a subcontracting plan that identifies percentage goals for subcontracts with small and disadvantaged businesses and describes how the planned goals will be achieved. GSA reviews the subcontracting plan, consults with an SBA small business technical advisor, negotiates, and approves the proposed subcontracting goals.

For more information, consult 13 CFR Part 125.2(b).

Avoid Bundling that Hinders Small Business Participation

The Small Business Act requires each federal agency to foster small business participation in all aspects of government contracting. The Act stipulates that agency acquisition planners must avoid unnecessary and unjustified contract bundling that inhibits or precludes small business participation in procurements as prime contractors. If bundling is done, complete GSA Form 2689. For more information, consult 13 CFR Part 125.2(d).

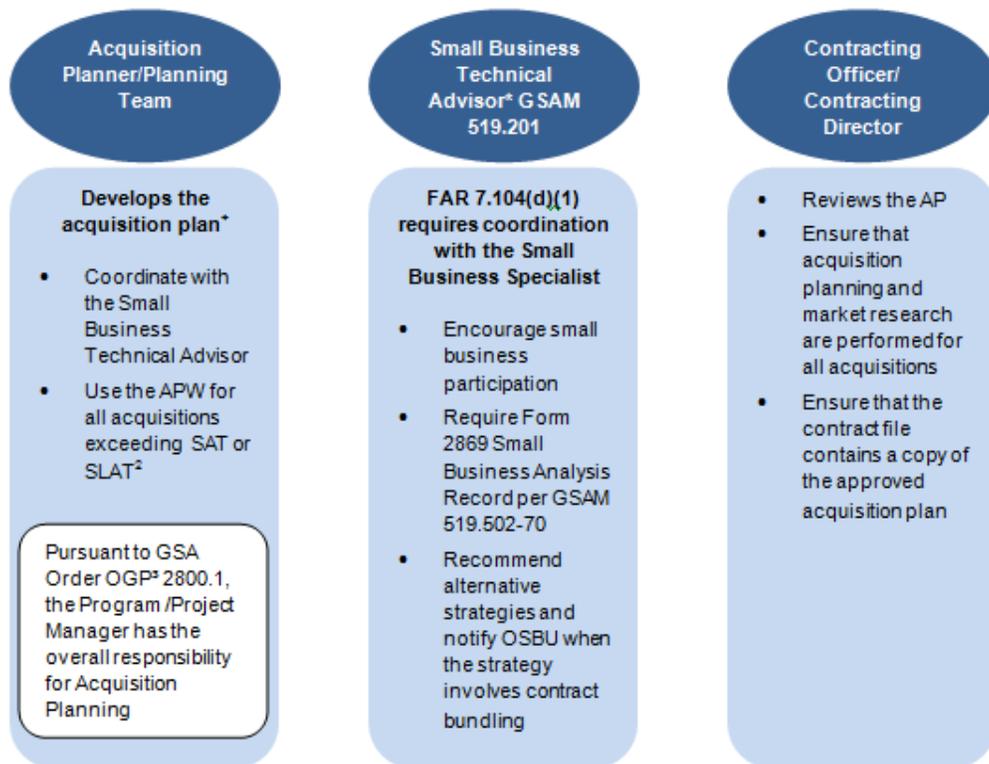


Figure 17. Acquisition Planning Responsibilities

⁺Acquisition planning and market research involved will vary depending on factors such as urgency, estimated dollar value, complexity, and past experience.

*The planner is encouraged to use the Acquisition Planning Wizard (APW) (found at <http://apw.gsa.gov>), or any successor system, for all acquisitions exceeding the Simplified Acquisition Threshold. Not later than seven calendar days after the acquisition plan is approved, if not completed in the APW, an electronic copy shall be sent to acquisitionplans@gsa.gov.

¹The Public Buildings Service (PBS) acquisition planner and team or panel may consist of the small business technical advisor, PBS Competition Advocate, contracting officer, contract specialist, Deputy Director of Policy, Office of Regional Counsel, and Chief Financial Officer/Budget Officer as appropriate.

²SAT - Simplified Acquisition Threshold, SLAT – Simplified Leasing Acquisition Threshold

³GSA Office of Governmentwide Policy

Chapter 6: How Government Agencies Can Use GSA Schedule Contracts

Basic Facts

- Federal agencies can make purchases directly from a U.S. General Services Administration (GSA) Schedule contractor.
- GSA *Advantage!*[®] is GSA's online shopping system for federal agencies.
- Ordering activities choose a GSA Schedule contractor based on "best value," which is determined by a number of considerations, in addition to price.
- GSA posts solicitations on FedBizOpps.
- Contractors submit offers in response to GSA solicitations.
- GSA determines if offers contains prices that are fair and reasonable.
- GSA awards contracts to deserving contractors.

Advantages of Purchasing from GSA Schedule Contracts

Purchasing from U.S. General Services Administration (GSA) Schedule contracts offers the following advantages over open market procurement:

- GSA has determined prices under Schedule contracts to be fair and reasonable.
- Synopses are not required for Schedule purchases.
- Schedule contracts have been awarded in compliance with all applicable laws and regulations.
- Administrative time is reduced.
- Schedule contracts offer a wide selection of state-of-the-art commercial supplies and services.

Agencies that are Authorized to Use GSA Schedules

The following agencies and activities may order against GSA Schedules:

- All federal agencies and activities in the executive, legislative, and judicial branches
- Government contractors authorized, in writing, by a federal agency pursuant to 48 CFR 51.1
- Mixed-ownership government corporations (as defined in the Government Corporation Control Act)
- State and local governments, including the government of the District of Columbia
- Other activities and organizations authorized by statute or regulation to use GSA as a source of supply

GSA Advantage![®]

GSA Advantage![®] is GSA's online shopping and ordering system that ordering agencies can use to purchase supplies and services directly from the vendor under all GSA Multiple Award Schedule, Veterans Administration Schedule, and GSA Global Supply offerings. For more information, visit <https://www.gsaadvantage.gov/>.

The Maximum Order Threshold

The maximum order (MO) threshold: The dollar value of the potential order at or above which the ordering activity must seek a price reduction. The MO threshold varies by Special Item Number. The MO threshold is not an order limitation; orders of any size can be placed.

The contractor may respond to a request for a price reduction in one of the following manners:

- Offer a new, lower price for this requirement
- Offer the lowest price available under the contract
- Decline the order within five work days

The MO threshold is listed in every Schedule contractor's pricelist and on *GSA Advantage!*[®].

Additional Discounts for Ordering Activities

Ordering activities are encouraged to seek additional discounts before placing an order. For more information, consult FAR Part 8.405-4.

Additionally, ordering activities should seek price reductions for orders exceeding the MO threshold and for Schedule blanket purchase agreements, regardless of dollar value. For more information, consult FAR Part 8.405-2(c)(3)(ii).

Ordering Activity

An ordering activity is authorized to place orders or establish blanket purchase agreements against GSA Multiple Award Schedule contracts.

"Best Value"

Ordering activities should choose the GSA Schedule contractor that provides the "best value" to meet their procurement need. FAR Part 19 does not apply to orders made using schedules under FAR Part 8 (FAR Part 8.404(a)).

However, a contracting officer (CO) may consider socioeconomic status when identifying contractors for consideration or competition (FAR Part 8.405-5(b) and Acquisition Letter V-05-12). A CO could send out a requirement to only small businesses that are listed for that particular Multiple Award Schedule. For a task order to be awarded on a best value determination, the CO may consider socioeconomic status as an evaluation factor.

The factors could be, for example:

- Technical capability
- Socioeconomic status
- Past performance
- Price

The Significance of Market Research for Ordering Activities

Market research is an essential element in acquiring commercial items and provides information to the ordering activity about what is available in the commercial marketplace. To perform effective market research, the ordering activity must collect and analyze information about the capabilities within the market to satisfy the agency's need. The results of market research will determine if Schedule contracts have items available to meet an ordering activity's needs.

Ordering activities can use *GSA Advantage!*[®] to review the terms and conditions of capable Schedule contractors and perform price comparisons. Market research may also be facilitated through the use of eBuy to distribute a Request for Information (RFI) to Schedule contractors. An RFI may produce valuable feedback from potential Schedule contractors on how best to tailor the acquisition and utilize Schedule sources.

Tips for Increasing Opportunities for Small and Disadvantaged Businesses in Source Selection Using Best Value Determination

Ordering activities may, in their best value determination, consider the Schedule contractor's socioeconomic, service disabled veteran owned small business (SDVOSB), or veteran owned small business (VOSB) status in the following scenarios:

- For orders exceeding the micro purchase threshold, an ordering activity may make socioeconomic, SDVOSB, or VOSB status a primary evaluation factor when making a best value determination. For more information, consult FAR 8.405 1(c), FAR 8.405 2(d), and FAR 8.405 5(b).
- When issuing a request for quote, it can list achieving the agency's socioeconomic, SDVOSB, or VOSB goals as one of the primary evaluation factors.
- When accepting work from a requiring activity, an ordering activity must ask for and receive confirmation in writing that the requiring activity desires to achieve one of its socioeconomic, SDVOSB, or VOSB goals, and specify which goal.

Ordering activities may determine best value by considering factors beyond price, including the following examples:

- Special features of the service or supply required for effective program performance
 - Past performance records
 - Quality of proposed solutions and cost differences
 - Trade-in considerations
 - Probable life of the item selected
 - Warranty considerations
 - Maintenance availability
 - Environmental and energy efficiency considerations
 - Delivery terms
 - Expertise of the contractor
- Socioeconomic, service-disabled veteran-owned small business, or veteran-owned small business status

A Statement of Work

Statement of work (SOW): A specific statement regarding the requirements needed in a service contract, containing the following elements (for more information, consult FAR Part 8.405-2):

- Applicable performance standards
- Background
- Deliverables or deliverable schedule
- Government Furnished Equipment and Government Furnished Information
- Location of work
- Objective
- Period of performance
- Scope
- Special requirements such as security clearances, travel, or special knowledge
- Tasks or requirements
- Work to be performed

When it is Necessary to Include a Statement of Work with an Order

An SOW is necessary when acquiring a service that does not rely on the Schedule contractor's commercial description to define the requirements. An SOW is also required when ordering activities are ordering services priced at hourly rates as established by the Schedule contracts. For more information, consult FAR Part 8.405-2.

A Request for Quote

A request for quote (RFQ) should include the following information (for more information, consult FAR Part 8.405.2[c]):

- RFQ identification number
- Issuing organization and point-of-contact
- RFQ closing date and time
- Notification that only Schedule contractors will be considered
- If applicable, the intention to award a single or multiple blanket purchase agreement
- Instructions to quoters as necessary
- Other pertinent information such as agency-specific provisions and clauses that do not conflict with Schedule contract clauses
- SOW
- Evaluation criteria

When an RFQ is Needed in an Order

For orders not requiring an SOW, an RFQ is necessary when an order contains definite specifications. Additionally, the government will not issue an RFQ if the purchase is at or below the micro-purchase threshold.

Oral Presentations in RFQ Responses

Oral presentations by quoters, as requested by the government, may substitute for, or augment, written information. These oral presentations may occur at any time in the acquisition process, and are subject to the same restrictions as written information. For more information, consult GSA, *Multiple Award Schedules Desk Reference*, pp. 44–45, or visit <http://www.dscp.dla.mil/contract/oral/oral.htm> and <http://management.energy.gov/documents/AcqGuide15pt1.pdf>.

Limited Source Justifications

An ordering activity that limits competition among sources must justify its action in the following circumstances:

- When restricting consideration to an item particular to one manufacturer
- When restricting consideration to fewer Schedule contractors than required in FAR Part 8.405-1 or FAR Part 8.405-2. Examples of justified needs include the following:
 - Only one source is capable of responding due to the unique or specialized nature of the work.
 - The new work is a logical follow-on to an original Federal Supply Schedule order.
 - An urgent and compelling need exists.
 - The ordering activity requires specific industrial mobilization, engineering, developmental, or research capability, or expert services.
 - There is an international agreement dictating limited competition.
 - Statute authorizes or requires limited competition.
 - It is in the interest of national security.
 - It is in the public interest to limit competition.

For more information, consult FAR Part 6.303.

Documentation Required for Limited Source Justifications

For orders exceeding the micro-purchase threshold but not exceeding the simplified acquisition threshold, the ordering activity CO must document the circumstances when restricting competition.

For orders exceeding the simplified acquisition threshold, the justification should, at a minimum, include the following information:

- Identification of the agency and the contracting activity, and specific identification of the document as a “Limited Source Justification”
- The nature or a description of the action being approved
- A description of the supplies or services required to meet the agency’s needs (including the estimated value)
- Identification of the justification rationale (see FAR Part 8.405-6[a] and [b]) and, if applicable, a demonstration of the proposed contractor’s unique qualifications to provide the required supply or service
- A determination by the ordering activity CO that the order represents the best value, consistent with FAR Part 8.404(d)
- A description and the results of the market research conducted among Schedule holders, or a statement detailing why market research was not conducted
- Any other facts supporting the justification
- A statement of the actions, if any, the agency may take to remove or overcome any barriers that led to the restricted consideration before any subsequent acquisition for the supplies or services is made
- The ordering activity CO’s certification that the justification is accurate and complete to the best of his or her knowledge and belief
- Evidence that any supporting data that is the responsibility of technical or requirements personnel (e.g., verifying the government’s minimum needs or requirements or other rationale for limited sources) and that form a basis for the justification have been certified as complete and accurate by the technical or requirements personnel

Limited Source Justification Approval

For proposed orders exceeding the simplified acquisition threshold but not exceeding \$650,000, the ordering activity CO’s certification that the justification is accurate and complete to the best of his or her knowledge and belief will serve as approval, unless a higher approval level is established in accordance with agency procedures. Additional approval is needed for orders exceeding \$650,000. For additional information, consult FAR Part 8.405-6(h).

Performance Incentives in Orders against Schedule Contracts

Ordering activities may consider establishing incentives when performance is critical to the agency’s mission and incentives are likely to motivate the contractor.

Steps to a GSA Schedule Contract

Step 1: Acquisition planning and market research

[See previous chapter on acquisitions planning.]

Step 2: Standing solicitations and offers

To become a GSA Schedule contractor, a vendor must first submit an offer in response to the applicable GSA Schedule solicitation. Depending on the type of schedule, vendors can submit offers in traditional paper format or electronically through eOffer. For more information, visit <http://eoffer.gsa.gov/>.

Standing solicitations are posted on FedBizOpps and are continuously updated as contract terms and conditions evolve.

Contractors must, at the time of offer submission, report information into the Federal Awardee Performance and Integrity Information System (FAPIIS) regarding criminal, civil, and administrative proceedings through which a requisite determination of fault was made.

eOffer

eOffer is the preferred method of offer submission, as it can significantly speed up the contract award process.

Step 3: Evaluation and source selection

GSA COs determine whether the offer is fair and reasonable by comparing the prices, discounts, terms, and conditions in the offer to the prices, discounts, terms, and conditions the vendor provides to its commercial customers. GSA COs then compare the discounted prices in the offer with discounts the company offers to its “most favored customer.”

Most Favored Customers

Most favored customers are the individuals or entities that get the best price, discounts, and/or concessions period—regardless of selling terms and conditions. GSA requests this information at the time of solicitation. Generally, the offeror completes the Commercial Sales Practices Format. For more information, consult GSAM Part 515.408, Figure 515.4-2.

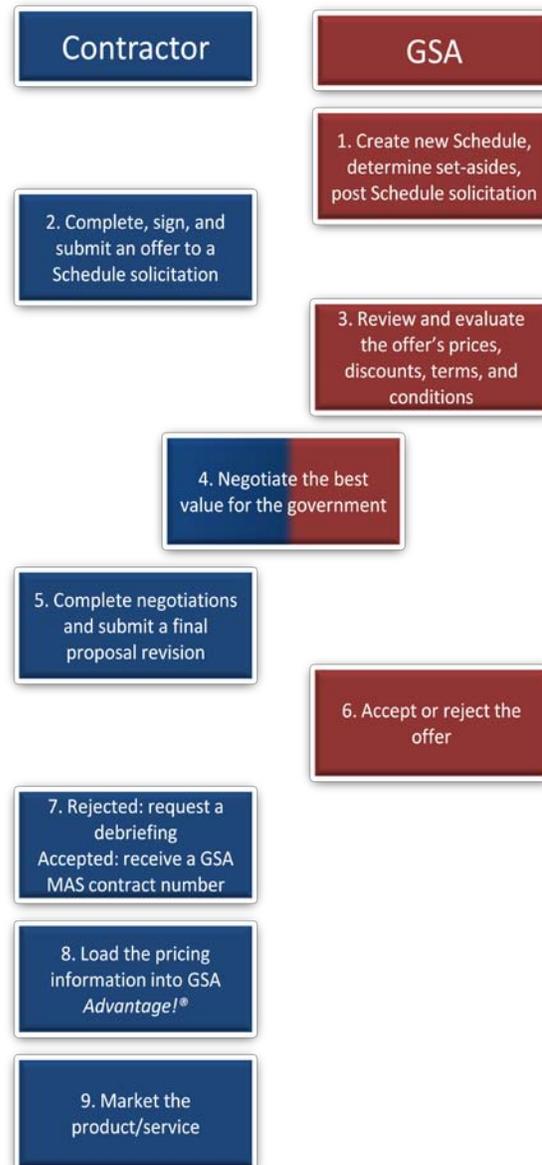


Figure 18. Steps to Obtaining a GSA Multiple Award Schedule Contract

Federal Awardee Performance and Integrity Information System

A web enabled information retrieval system that consolidates data from multiple information and past performance systems, and other sources, to give contracting officers (COs) a robust, five year view of contractor performance and integrity.

For contracts exceeding the simplified acquisition threshold, COs should take the following steps:

- Review data in FAPIIS and the Past Performance Information Retrieval System, another online hub of contractor past performance data.
- Notify the agency official responsible for initiating debarment or suspension action if the information appears appropriate for the official's consideration.
- Enter a non responsibility determination, if applicable.

For more information, visit www.ppirs.gov.

GSA COs conduct a responsibility determination that focuses on the contractor's financial resources, integrity, operational controls, technical skills, production control procedures, quality assurance measures, property control systems, technical equipment, facilities, and past performance. For more information, consult FAR Part 9.104.

Each offer is evaluated on its own merit. Offerors are provided opportunities to clarify deficiencies and are allowed to submit supplemental information.

Investigating Past Performance

The Past Performance Information Retrieval System is a web-enabled application that allows for the retrieval of contractor past performance information, and is available to all source selection officials across the entire federal government. For more information, visit www.ppirs.gov.

Step 4: Negotiations and contract award

GSA awards contracts to responsible companies offering commercial items at fair and reasonable prices that fall within the generic descriptions of the GSA Schedule solicitations.

At the conclusion of contract negotiations, the prospective Schedule contractor submits final proposal revisions. The CO either rejects the offer or determines that the prices are fair and reasonable. A company with a rejected offer may request a debriefing upon notification, within three days, to determine why GSA deemed the offer unacceptable. Multiple Award Schedule solicitations are open continuously, meaning that a company can resubmit its offer at any time as a new application, which will then go through the normal review process.

Vendors must remember that obtaining a GSA Schedule contract is not a guarantee of sales. Vendors awarded GSA Schedule contracts will need to market their supplies and services to government customers.

Step 5: Award notification, information distribution, and post-award responsibilities

GSA provides a contract number and a copy of the contract to the vendor of an acceptable offer. GSA then posts contract award information on GSA eLibrary (www.gsaelibrary.gsa.gov).

Awarded contract holders must prepare an Authorized Federal Supply Schedule Pricelist for distribution containing the products or services, prices, terms, and conditions accepted by the government and upload all pricing information to GSA Advantage![®] (<http://www.gsaadvantage.com/>). The pricelist must contain all supplies and services offered by a Schedule contractor. It should also contain the pricing and terms and conditions pertaining to each Special Item Number that is on the Schedule.

Contractors must update their information in FAPIIS on a semi-annual basis, throughout the life of the contract, by entering the required information into FAPIIS via the Central Contractor Registration database at www.ccr.gov.

Schedule contract holders have the ability to submit requests at any time to update their offerings; however, only the Schedule CO may modify the Schedule contract to terminate any or all supplies or services covered by the Schedule contract for cause. For more information, consult FAR Part 8.406-4(d).

Agencies continue involvement in the post-award phase, as they monitor subcontracting and conduct Contractor Performance Evaluations.

Ideal Characteristics of a GSA Multiple Award Schedule Offer

Every contract has different requirements and may or may not include all of the following characteristics:

- Adequate financial resources to perform the contract, or the ability to obtain them
- Compliance with the required or proposed delivery or performance of the GSA Multiple Award Schedule, taking into consideration all existing commercial and governmental business commitments
- A satisfactory performance record and a current customer base of both commercial and government customers
- A satisfactory record of integrity and business ethics
- Excellent organization, experience, accounting, and operational controls as well as technical skills, or the ability to obtain them
- Production, construction, and technical equipment and facilities, or the ability to obtain them
- Fulfillment of the solicitation requirements and presentation of fair and reasonable prices
- Current annual sales of \$25,000 or more
- Successful company ownership

Chapter 7: How Government Agencies Place Orders Against GSA Schedule Contracts

Basic Facts

- Federal agencies follow different rules for placing an order against Schedule contracts depending on the dollar amount and whether the order needs a statement of work.
- Non-contract items, called open market items, can be added to U.S. General Services Administration Schedule contract orders under certain conditions.
- Orders can be terminated for cause or for the government's convenience.

How Ordering Activities Place Orders Against GSA Schedule Contracts

Ordering activities can order directly from a U.S. General Services Administration (GSA) Schedule contractor, knowing that GSA has determined the contractor is responsible and offers fair prices, and deliveries are made directly to the customer.

Ordering activities can use any of the following options for purchasing GSA Schedule contracts:

- Online, through the *GSA Advantage!*[®] shopping and ordering system
- Orally, [except for services requiring a statement of work (SOW)] using a governmentwide commercial purchase card
- In writing, using a agency-prescribed purchase order form
- Against a blanket purchase agreement
- Utilizing eBay

For more information, consult FAR Part 8.406-1.

The Ordering Procedures for Services and Products When a Statement of Work is Not Required

For orders at or below the micro-purchase threshold:



Ordering activities should place the order directly with any GSA Schedule contractor that can meet their needs.

For orders that exceed the micro-purchase threshold, but not the maximum order (MO) threshold:

- Review contractor offerings
- Determine best value
- Place order directly

Ordering activities should review information about the supply or service on GSA *Advantage!*[®] or consult at least three GSA Schedule contractors' pricelists to determine which GSA Schedule contractor provides the best value, and then place the order with that contractor.

For orders that exceed the MO threshold or when establishing a blanket purchase agreement:

- Review contractor offerings
- Perform additional reviews
- Determine the best value
- Place order directly

Ordering activities should review information about the supply or service on GSA *Advantage!*[®] or consult at least three GSA Schedule contractors' pricelists to determine which GSA Schedule contractor provides the best value.

Ordering activities can also review additional pricelists and seek price reductions from GSA Schedule contractors. Then, the ordering activity should place the order with the contractor that can provide the best value.

Documentation Required for Placing Orders for Services and Products When a Statement of Work is Not Required

The following documentation is required for placing orders for services and products when no SOW is required:

- The Schedule contracts considered, noting the contractor from which the supply or service was purchased
- A description of the supply or service purchased
- The amount paid
- If applicable, the circumstances and rationale for limiting consideration of Schedule contractors to fewer than required in FAR Part 8.405-6

For more information, consult FAR Part 8.405-1(e) and Part 8.405-2(e).

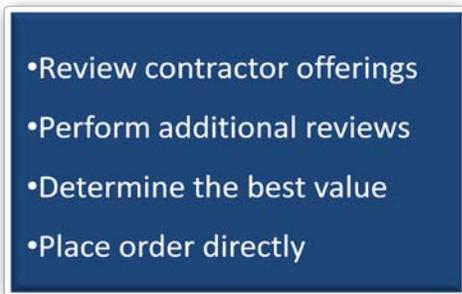
The Ordering Procedures for Services and Products When a Statement of Work is Required

For orders at or below the micro-purchase threshold:



Ordering activities should place the order directly with any GSA Schedule contractor that can meet their needs.

For orders that exceed the micro-purchase threshold, but not the MO threshold:



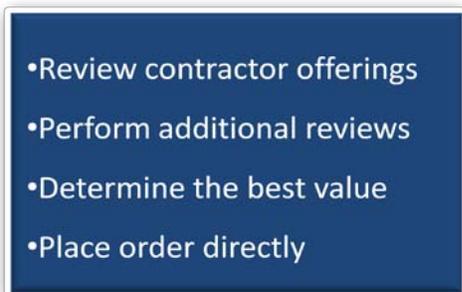
Prepare an SOW or performance work statement including the work to be performed, location of work, period of performance, deliverable schedule, applicable performance standards, and any special requirements (e.g., security clearances, travel, and special knowledge).

Send the request for quote (RFQ) (including the SOW and evaluation criteria) to at least three GSA Schedule contractors, requesting them to submit firm-fixed prices to perform the services identified in the SOW.

Evaluate the responses, make a best value determination, and place an order with a GSA Schedule contractor.

For more information, consult FAR Part 8.405-2(b).

For orders that exceed the MO threshold or when establishing a blanket purchase agreement:



Prepare an SOW or a performance work statement including the work to be performed, location of work, period of performance, deliverable schedule, applicable performance standards, and any special requirements (e.g., security clearances, travel, and special knowledge).

Send the RFQ (including the SOW and evaluation criteria) to at least three GSA Schedule contractors, requesting them to submit firm-fixed prices to perform the services identified in the SOW and seeking price reductions.

Evaluate the responses, make a best value determination, and place an order with a GSA Schedule contractor.

For more information, consult FAR Part 8.405-2(d).

Notification of Award and Feedback to Unsuccessful Quoters

After award, when using the ordering procedures for services requiring an SOW, the ordering activity must provide timely notification to unsuccessful quoters. If an unsuccessful quoter requests information on an award that was based on factors other than price alone, the ordering activity must provide a brief explanation on the basis of the award decision. For more information, consult FAR 8.405-2(d).

Documentation Required for Placing Orders for Services and Products When a Statement of Work is Required

All of the following documentation is required when placing orders for services or products when an SOW is required:

- The Schedule contracts considered, noting the contractor from which the service was purchased
- A description of the service purchased
- The amount paid
- If applicable, the circumstances and rationale for limiting consideration of Schedule contractors to fewer than required in FAR Part 8.405-6
- The evaluation methodology used in selecting the contractor to receive the order
- The rationale for any tradeoffs in making the selection
- The fair and reasonable price determination required by FAR Part 8.405-2(d)
- If applicable, the rationale for using a vehicle other than a firm-fixed price order or a performance-based order

Trade-ins

Trade-ins are permitted and can be applied directly to orders placed against GSA Schedule contracts.

For more information, consult FAR Part 8.405-1(e) and FAR Part 8.405-2(e).

Information Required in an Order

Orders must include the following information in addition to any information required by the Schedule contract:

- Complete shipping and billing addresses
- Contract number, agency order number, and date
- Freight on board delivery points
- Discount terms
- Delivery time or period of performance
- Special Item Number or national stock number
- SOW, when required, or brief, complete description of each item
- Quantity
- Number of units
- Unit price
- Total price of order
- Points of inspection and acceptance
- Other pertinent data
- Marking requirements
- Level of preservation, packaging, and packing

Special Item Number

A Special Item Number represents a group of generically similar (but not identical) supplies or services that are intended to serve the same general purpose or function.

Including Options on Orders Placed Against Schedule Contracts

Options may be included on orders placed against Schedule contracts if the options are clearly stated in the requirement and are evaluated as part of the ordering activity's "best value" determination.

Including Items not on a GSA Schedule Contract on a Schedule Order

Non-contract items, called open market items, can be added to a GSA Schedule contract order only if the following circumstances are met:

- All applicable acquisition regulations pertaining to the purchase of the items not on the GSA Schedule contract have been followed (e.g., publicizing, competition requirements, acquisition of commercial items, contracting methods, and small business programs).
- The ordering activity contracting officer (CO) has determined that the prices for the items not on the GSA Schedule contract are fair and reasonable.
- The items are clearly labeled on the order as items not on the GSA Schedule contract.
- All clauses applicable to items not on the GSA Schedule contract are included in the order.

Any additional requirements included in a Schedule order must not conflict with the scope of the Schedule contract. Remember, orders must be for commercial items or services within the purview of FAR Part 12—not just within the scope of a particular Schedule contract—to remain within scope.

Remedies for Nonconformance

If a contractor delivers a supply or service that does not conform to the order requirements, the ordering activity shall take appropriate action in accordance with the inspection and acceptance clause of the contract, as supplemented by the order.

If the contractor fails to perform an order or take appropriate corrective action, the ordering activity may terminate the order for cause or modify the order to establish a new delivery date (after obtaining consideration, as appropriate). For more information, consult FAR Part 8.406-3.

Handling Disputes

For disputes over the performance of the order, the ordering activity CO may issue final decisions or refer the dispute to the Schedule CO, under the disputes clause of the Schedule contract. The ordering activity CO shall notify the Schedule CO promptly of any final decision.

For disputes over the terms and conditions of the contract, the ordering activity CO shall refer all disputes to the Schedule CO for resolution under the disputes clause of the contract and notify the Schedule contractor of the referral.

Contractors may appeal final decisions to either the Board of Contract Appeals servicing the agency that issued the final decision or the U.S. Court of Federal Claims. For more information, consult FAR Part 8.406-6.

Terminating Orders for Cause

An ordering activity CO may terminate individual orders for cause. Termination for cause shall comply with FAR Part 12.403 and may include charging the contractor with excess costs resulting from repurchase. The Schedule CO shall be notified of all instances where an ordering activity CO has terminated for cause an individual order to a Federal Supply Schedule contractor, or if fraud is suspected.

If the contractor asserts that the failure was excusable, the ordering activity CO shall follow the procedures in FAR Part 8.406-6, as appropriate. If the contractor is charged excess costs, certain scenarios, found in FAR Part 8.406-4, apply.

Only the Schedule CO may modify the contract to terminate for cause any, or all, supplies or services covered by the Schedule contract. If the Schedule CO has terminated any supplies or services covered by the Schedule contract, no further orders may be placed for those items. Orders placed prior to termination for cause shall be fulfilled by the contractor, unless terminated for the convenience of the government by the ordering activity CO.

For more information, consult FAR Part 8.406-4.

Terminating Orders for the Government's Convenience

An ordering activity CO may terminate individual orders for the government's convenience. Terminations for the government's convenience shall comply with FAR Part 12.403. Before terminating orders for the government's convenience, the ordering activity CO shall endeavor to enter into a "no cost" settlement agreement with the contractor. The government may, however, owe certain costs to the contractor under law.

Only the Schedule CO may modify the Schedule contract to terminate any, or all, supplies or services covered by the Schedule contract for the government's convenience.

For more information, consult FAR Part 8.406-5 and FAR Part 12.403.

U.S. Department of Defense Ordering Procedures

For orders of supplies or services exceeding the simplified acquisition threshold that use U.S. Department of Defense (DoD) funds, ordering activities and non-DoD activities placing orders on behalf of DoD must follow the policies and procedures in the Defense Federal Acquisition Regulation Supplement 208.405-70.

Chapter 8: Performance Reviews

Basic Facts

- Contractor Performance Evaluations allow ordering agencies to evaluate a contractor's past performance.
- The Small Business Administration conducts Surveillance Reviews—comprehensive assessments of contractors' small business programs.

A Contractor Performance Evaluation

A Contractor Performance Evaluation, in addition to being conducted for “regular” contracts, is prepared by agencies for each order that exceeds the simplified acquisition threshold placed against a Federal Supply Schedule contract or under a task order or delivery order contract awarded by another agency (i.e., governmentwide acquisition contract or multi-agency contract).

The evaluation should be prepared when the work under the contract is completed. An interim evaluation should be prepared as specified by the agencies for contracts or orders with a period of performance, including options, exceeding one year.

Relevant characteristics of the contractor's past performance, as detailed in FAR Part 42.1502, include the following:

- Record of conforming to contract requirements and standards of good workmanship
- Record of forecasting and controlling costs
- Adherence to contract schedules, including the administrative aspects of performance
- History of reasonable and cooperative behavior and commitment to customer satisfaction
- Reporting into databases
- Record of integrity and business ethics
- Business-like concern for the interest of the customer

Ordering activities shall use agency-approved feeder systems to collect and electronically submit past performance reports to the Past Performance Information Retrieval System. For more information, visit <http://www.ppirs.gov/>.

Activities shall provide contractors with completed evaluations as soon as practicable. Contractors have 30 days to submit comments, rebutting statements, or additional information.

Activities must offer a review at a level above the contracting officer for disagreements between the activity and the contractor regarding the evaluation. However, the contracting agency makes the ultimate conclusion on the evaluation.

Evaluations should be prepared for each construction contract of \$650,000 or more, and for each construction contract terminated for default, regardless of contract value. Evaluations should also be prepared for each architect-engineer services contract of \$30,000 or more, and for each architect-engineer services contract that is terminated for default, regardless of contract value.

For more information, consult FAR Part 8.406-7 and FAR Part 42.1502.

A Surveillance Review

A Surveillance Review is a comprehensive assessment of a contracting activity's small business program, conducted by Small Business Administration government contracting employees.

The review seeks to achieve the following goals:

- Assess the quality of a contracting activity's small business program.
- Evaluate the impact of a contracting activity's small business program on small businesses.
- Recommend changes to improve small business participation in the contracting activity's acquisition process.

For more information, consult Appendix 4 of this guide and the *SBA Prime Contracts Program*, pp. 30–38.

Chapter 9: Prime Contracting Educational Resources for Small Businesses

Basic Facts

- The U.S. General Services Administration (GSA) Office of Small Business Utilization assists small businesses in navigating the procurement process.
- GSA and the Small Business Administration offer a variety of other resources for small businesses pursuing government contracting opportunities.

U.S. General Services Administration Educational Resources for Small Businesses

The Center for Acquisition Excellence is an e-Learning site that provides customer agencies and vendors with online training and resources regarding U.S. General Services Administration (GSA) acquisition vehicles, policies, and guidance.

Customer Service Directors are GSA staff members who are available worldwide to answer questions related to GSA procurement methods. For more information, visit <http://www.gsa.gov/portal/content/100813>.

GSA eLibrary is the official online source for complete GSA and U.S. Department of Veterans Affairs Schedules and contract award information, as well as governmentwide acquisition contracts. It provides a centralized source for researching Schedules and includes basic ordering guidelines and complete Schedule listings. For more information, visit www.gsaelibrary.gsa.gov.

GSA Office of Small Business Utilization regional offices offer procurement opportunities, counseling, training, and education for small businesses as well as policy and other resources. The 11 offices of almost 30 employees span the nation (see Figure 2).

The Vendor Support Center offers information to help GSA Schedule and governmentwide acquisition contract contractors fulfill the contract administration requirements of their contracts.

Small Business Administration Educational Resources for Small Businesses

The Small Business Administration provides the following online and in-person educational resources:

- **The Small Business Training Network** provides online training to prospective and existing small business owners. For more information, visit <http://www.sba.gov/training/index.html>.
- Small business counseling through a variety of programs and resource partners around the country. For more information, visit <http://www.sba.gov/services/counseling/index.html>.
- **Small Business Development Centers** provide management assistance to current and prospective small business owners. For more information, visit <http://www.sba.gov/sbdc/sbdcnear.html>.
- **Small Business Administration District Offices** provide counseling, training, and business development specialists offering free and low-cost services. For more information, visit <http://www.sba.gov/localresources/index.html>.
- **Procurement Technical Assistance Centers.** For more information, visit www.dla.mil/db/procurem.htm and www.aptac-us.org.

Appendix 1: Acronym and Abbreviation List

ANC	Alaska Native Corporation
APW	Acquisition Planning Wizard
BPA	Blanket Purchase Agreement
CCR	Central Contractor Registration
CFR	Code of Federal Regulations
CO	Contracting Officer
COC	Certificate of Competency
DOA	Date of Award
DOD	U.S. Department of Defense
DUNS	Data Universal Numbering System
EDWOSB	Economically Disadvantaged Women-Owned Small Business
eSRS	Electronic Subcontracting Reporting System
FAPIIS	Federal Awardee Performance and Integrity Information System
FAR	Federal Acquisition Regulation
FAS	Federal Acquisition Service
FOIA	Freedom of Information Act
FPDS	Federal Procurement Data System
FY	Fiscal Year
GSA	U.S. General Services Administration
GSAM	General Services Administration Acquisition Manual
GWAC	Governmentwide Acquisition Contract
HCA	Head of Contracting Activity
HUBZone SB	Historically Underutilized Business Zone Small Business
MAS	Multiple Award Schedule
MO	Maximum Order
NAICS	North American Industry Classification System
NMR	Non-Manufacturer Rule
OCI	Organizational Conflict of Interest
OFPP	Office of Federal Procurement Policy

OGP	Office of Governmentwide Policy
OIG	Office of the Inspector General
ORCA	Online Representations and Certifications Application
OSBU	Office of Small Business Utilization
PBS	Public Buildings Service
PCR	Procurement Center Representative
PPIRS	Past Performance Information Retrieval System
RFI	Request for Information
RFQ	Request for Quote
RFP	Request for Proposal
RWA	Reimbursable Work Authorization
SBA	Small Business Administration
SDB	Small Disadvantaged Business
SDVOSB	Service-Disabled Veteran-Owned Small Business
SF	Standard Form
SOW	Statement of Work
TAA	Trade Agreements Act
UNICOR	Federal Prison Industries, Inc.
VOSB	Veteran-Owned Small Business
WOSB	Women-Owned Small Business

Appendix 2: Glossary of Terms

8(a) small business: A small business that is unconditionally owned and controlled by one or more socially and economically disadvantaged U.S. citizens of good character, and demonstrates potential for success.

AbilityOne (formerly Javits Wagner O'Day Program): A procurement program that seeks to increase employment opportunities for blind or severely disabled individuals.

Acquisition: The acquiring by contract with appropriated funds of supplies or services (including construction) by and for the use of the federal government through purchase or lease, whether the supplies or services are already in existence or must be created, developed, demonstrated, and evaluated.

Affiliation: Business concerns are affiliates of each other if, directly or indirectly, either one controls or has the power to control the other, or another concern controls or has the power to control both. In determining whether affiliation exists, consideration is given to all appropriate factors, including common management, common ownership, and contractual relationships. Any business entity may be found to be an affiliate, whether or not it is organized for profit or located inside the United States. Important exceptions to the general rules of affiliation apply to 8(a) and service-disabled veteran-owned joint ventures. For more information on affiliation, consult 13 CFR 121.103.

Airline City Pair Program: A GSA program that offers savings and flexibility for government travelers planning official travel.

Alaska Native Corporation (ANC): A Regional Corporation, Village Corporation, Urban Corporation, or Group Corporation organized under the laws of the state of Alaska in accordance with the Alaska Native Claims Settlement Act. They are not subject to the size standards that govern identification of small business concerns.

Authorized Federal Supply Schedule pricelist: A pricelist that contains all of the supplies and services offered by a Schedule contractor. It also contains the pricing, terms, and conditions pertaining to each Special Item Number that is on Schedule. GSA Schedule contracts require all Schedule contractors to publish a pricelist.

Business concern: A business entity organized for profit with a place of business located in the United States or its outlying areas, or a business entity that makes a significant contribution to the U.S. economy through payment of taxes and/or use of American products, materials, or labor. For more information, consult 13 CFR 121.105.

Center for Acquisition Excellence: A GSA e-Learning site that provides customer agencies and vendors with online training and resources regarding GSA acquisition vehicles, policies, and guidance.

Central Contractor Registration (CCR) database: The CCR collects, validates, stores, and disseminates data in support of agency acquisition missions. Vendors must be registered in the CCR prior to the award of a Schedule contract. For more information, visit <https://www.bpn.gov/ccr>.

Certificate of Competency (COC) program: A Small Business Administration (SBA) program that empowers SBA to issue a written instrument called a Certificate of Competency to a government contracting officer (CO) certifying that one or more named small business concerns possesses the responsibility to perform a specific government procurement contract. The COC program does not extend to questions concerning regulatory requirements imposed and enforced by other federal agencies. The COC program is applicable to all government acquisitions. A CO shall, upon determining an apparent successful small business offeror to be nonresponsible, refer that small business to SBA for a possible COC, even if the next acceptable offer is also from a small business. For more information, consult FAR Part 19.601.

Code of Federal Regulations (CFR): The codification of the general and permanent rules published in the Federal Register by the executive departments and agencies of the federal government.

Contract bundling (also known as consolidation): Consolidating two or more procurement requirements for goods or services previously provided or performed under separate smaller contracts into a solicitation of offers for a single contract. For more information, consult FAR Part 2.101 and GSAM Part 519F.

Contractor Performance Evaluations: Evaluations prepared by agencies for each order that exceeds the simplified acquisition threshold placed against a Federal Supply Schedule contract, or under a task order or delivery order contract awarded by another agency (i.e., governmentwide acquisition contract or multi-agency contract). For more information, consult FAR Part 8.406-7 and FAR Part 42.1502.

Contractor Team Arrangement: An arrangement between two or more GSA Schedule contractors to work together to meet agency requirements. It permits contractors to complement each other's capabilities to compete for orders for which they may not independently qualify.

Customer Service Directors: GSA staff members who are available worldwide to answer questions related to GSA procurement methods. For more information, visit <http://www.gsa.gov/portal/content/100813>.

Data Universal Numbering System (DUNS) Number: A unique nine-character identification number provided by Dun and Bradstreet that is needed to register in the Central Contractor Registration database. For more information, visit <http://fedgov.dnb.com/webform/displayHomePage.do;jsessionid=81407B1F03F2BDB123DD47D19158B75F>.

Design and Construction Excellence Programs: GSA programs that engage private-sector architects and engineers to design, renovate, and construct federal buildings.

eBuy: GSA's electronic RFQ system, which allows ordering activities to post requirements, obtain quotes, and issue orders electronically. For more information, visit <https://www.ebuy.gsa.gov/>.

E-Gov Travel Program: A GSA program that streamlines the travel-booking process for various agencies, cutting travel management costs.

FedBizOpps: The single governmentwide point-of-entry for federal government procurement opportunities worth more than \$25,000. Government buyers can publicize their business opportunities and commercial vendors can search, monitor, and retrieve them. For more information, visit www.fbo.gov.

Federal Acquisition Regulation (FAR): The source of codified uniform policies for acquisition of supplies and services by executive agencies. FAR Part 19 contains a wealth of information on small business programs. For more information, visit <https://www.acquisition.gov/far/index.html>.

Federal Awardee Performance and Integrity Information System (FAPIS): A web-enabled information retrieval system that consolidates data from multiple information and past performance systems, and other sources, to give contracting officers a robust, five-year view of contractor performance and integrity.

"Forecast of Contracting Opportunities": An annual public report that informs vendors of all acquisitions at or above the \$25,000 threshold anticipated to be awarded to both large and small businesses by GSA for the current fiscal year, as well as known opportunities for subsequent fiscal years. For more information, visit <http://www.gsa.gov/portal/ext/html/site/fco/category/25544/hostUri/portal> or consult FAR Part 5.101(a)(2).

General Services Administration Acquisition Manual (GSAM): A manual that incorporates the General Services Administration Acquisition Regulation and internal agency acquisition policy.

Governmentwide Acquisition Contracts: Multiple-award, indefinite delivery, indefinite quantity contracts that help agencies meet their technology requirements using a customizable, solutions-based approach. For more information, visit <http://www.gsa.gov/portal/content/104874>.

Governmentwide commercial purchase card: A card issued by government agencies that allows federal employees to make official purchases. Schedule contractors are required to accept the governmentwide commercial purchase card for orders up to the micro-purchase threshold and are encouraged to accept the purchase card for purchases above this threshold. For more information, visit <http://www.gsa.gov/portal/content/104616> or consult FAR 8.405-7.

GSA Advantage![®]: GSA's online shopping and ordering system that includes supplies and services under all of the GSA Multiple Award Schedules, U.S. Department of Veterans Affairs Schedules, and the GSA Global Supply program. For more information, visit <https://www.gsaadvantage.gov/>.

GSA Blanket Purchase Agreement (BPA): An agreement established by a customer with a GSA Schedule contractor to fill repetitive needs for supplies or services. A BPA can be set up for use by field offices across the nation.

GSA eLibrary: The official online source for complete GSA and U.S. Department of Veterans Affairs Schedules and contract award information, as well as information on governmentwide acquisition contracts. It provides a centralized source for researching Schedules and includes basic ordering guidelines and complete Schedules listings. For more information, visit www.gsaelibrary.gsa.gov.

GSA Global Supply: A GSA program that provides requisition-based ordering for office supplies, tools, and safety and cleaning products, among other items.

GSA Mentor-Protégé program: A program intended to foster long-term relationships between small businesses and GSA prime contractors and increase the overall number of small businesses that receive GSA prime contract and subcontract awards.

GSA Nationwide Great Seal Program: A program offered by GSA's Region 4 Office of Management Services that supplies customized seals to elements of the judicial branch of the federal government.

GSA Lodging[®]: A GSA program that offers accommodations that are compliant with Federal Travel Regulations and within the per diem allowance for selected high-volume travel destinations.

Historic Preservation Program: A GSA program that provides technical and strategic expertise to promote the viability, reuse, and integrity of the historic buildings GSA owns, leases, or has the opportunity to acquire.

Historically Underutilized Business Zone small business (HUBZone SB): A business recognized on the List of Qualified HUBZone Small Business Concerns maintained by the Small Business Administration. To qualify for the program, the company's principal office must be located within a designated HUBZone; it must be at least 51% owned and controlled by U.S. citizens, a community development corporation, an agricultural cooperative, or an Indian tribe; and at least 35% of its employees must reside in a HUBZone.

Indian Tribes: Any Indian tribe, band, group, pueblo, or community that is recognized by the federal government as eligible for services from the Bureau of Indian Affairs or an Indian-owned (at least 51%) economic enterprise. They are not subject to the size standards that govern identification of small business concerns.

Industry Days: GSA events that feature discussions between GSA and members of a particular industry on the strengths of a certain issue, such as a Schedule's offerings, how it can be enhanced, and how GSA can assist vendors on marketing to federal government customers.

Joint Venture: For size determination purposes, a joint venture is an association of persons or concerns with interests in any degree or proportion by way of contract, express or implied, consorting to engage in and carry out a single specific business venture for joint profit. For this purpose, they combine their efforts, property, money, skill, or knowledge, but not on a continuing or permanent basis for generally conducting business. Special rules apply to 8(a) and SDVOSB joint ventures.

Maximum order (MO) threshold: The dollar value of the potential order at or above which the ordering activity must seek a price reduction. The MO threshold varies by Special Item Number. The MO threshold is not an order limitation; orders of any size can be placed. The MO threshold is listed in every Schedule contractor's pricelist and on GSA *Advantage!*[®].

Mentor firms: Relating to the GSA Mentor-Protégé program, these must be large business prime contractors that are currently performing under an approved subcontracting plan, or small business prime contractors that can provide developmental assistance to enhance the capabilities of protégés to perform as contractors, subcontractors, or suppliers.

Micro-purchase threshold: A dollar value of acquisitions that triggers different contracting procedures. It is \$3,000, although there are exceptions. For more information, consult FAR Part 2.101.

"Most favored customer": The individuals or entities that get the best price, discounts, and/or concessions period—regardless of selling terms and conditions from an offeror. GSA requests this information at the time of solicitation. Generally, the offeror completes the "Commercial Sales Practices Format." For more information, consult GSAM Part 515.408, Figure 515.4-2.

Multi-Agency Contracts: Task order or delivery order contracts established by one agency for use by government agencies to obtain a variety of supplies and services. For more information, consult FAR Part 2.101.

Multiple Award Schedule (MAS) contracts: Lists of contracts awarded by GSA to vendors that supply different categories of products or services, at varying prices. They are also referred to as GSA Schedule and Federal Supply Schedule contracts. For more information, consult GSA, *Multiple Award Schedules Desk Reference*; FAR Part 8.402; and 40 U.S.C. 501, Services for Executive Agencies.

Multiple Award Schedule Express Program: A GSA program designed to streamline the process for vendors to obtain Multiple Award Schedule contracts. For more information, visit <https://vsc.gsa.gov/fss/MASExpProgram.cfm>.

North American Industry Classification System (NAICS) codes: Codes that best describe the goods or services being acquired and the principal purpose of the procurement, and are assigned for each solicitation for a federal procurement.

Office of Small Business Utilization (OSBU): A GSA office that promotes and facilitates programs and activities that support nationwide contracting opportunities for all categories of small business owners. OSBU facilitates outreach activities to allow the small business community to meet key contracting experts and be counseled on the procurement process.

Online Representations and Certifications Application (ORCA): This website contains electronic annual representations and certifications that prospective Schedule contractors are required to complete and update, as necessary. For more information, visit <https://orca.bpn.gov/>.

Open Ratings Inc. Past Performance Evaluation: Open Ratings, a Dun and Bradstreet Company, conducts an independent audit of customer references and calculates a rating based upon a statistical analysis of various performance data and survey responses. For more information, visit <https://prod.openratings.com/spe/order>.

Ordering activities: Activities that are authorized to place orders or establish blanket purchase agreements against GSA Multiple Award Schedule contracts.

Other-than-small business: Any entity that is not classified as a small business. This includes large businesses, state and local governments, and non-profit organizations including all AbilityOne (formerly Javits-Wagner-O'Day Program) entities as well as Federal Prison Industries, Inc. (also known as UNICOR), as these entities are not on the exceptions listed in the Federal Acquisition Regulation.

Past Performance Information Retrieval System (PPIRS): A web-enabled application that allows for the retrieval of contractor past performance information, and is available to all source selection officials across the entire federal government.

Prime contractor: A person who has entered into a prime contract with the United States.

Procurement center representatives (PCRs): Small Business Administration procurement analysts and engineers who implement the Prime Contracts Program by aiding, counseling, and assisting small businesses to ensure that they can fairly and equitably compete for federal procurement opportunities. For more information, visit http://www.sba.gov/idc/groups/public/documents/sba_homepage/sop_60026.pdf, pp. 9–13, 21–25.

Protégé firms: The protégé partner in the GSA Mentor-Protégé program. They must be small businesses, women-owned small businesses, small disadvantaged businesses, HUBZone small businesses, service-disabled veteran-owned small businesses, or veteran-owned small businesses.

Requiring agencies: Agencies needing supplies or services.

SBA Area Directors: SBA staff who provide direction and supervision for the Prime Contracts Program within their designated areas. For more information, visit http://www.sba.gov/idc/groups/public/documents/sba_homepage/sop_60026.pdf, pp. 39–42.

Service-disabled veteran: A person who served in the active military, naval, or air service; was discharged or released under conditions other than dishonorable; and has a disability that was incurred or aggravated in the line of duty.

Service-disabled veteran-owned small business: A small business at least 51% owned by one or more persons with a disability that was incurred or aggravated in the line of duty in the active military, naval, or air service. For a publicly owned business, at least 51% of the stock must be owned by one or more service-disabled veterans. Management and daily business operations must be controlled by one or more service-disabled veterans. However, in the case of a service-disabled veteran with permanent and severe disability, management and daily business operations may be controlled by the veteran's spouse or permanent caregiver.

Simplified acquisition threshold: A dollar amount that triggers a different set of contracting procedures, excluding certain exceptions. For more information, consult FAR Part 2.101.

Size Standards: These define whether a business entity is small and thereby eligible for government programs and preferences reserved for small business concerns. Size standards have been established for types of economic activity or industry, generally under the North American Industry Classification System, and are set forth in the CFR. For more information on size standards, consult FAR Part 19.102, 13 CFR 121.101, or 13 CFR 121.102, or visit www.sba.gov/size.

Small business: An independently owned and operated business concern with receipts or employees (whichever standard is applicable) under the applicable North American Industry Classification System code size standard. This business concern must not be dominant in the field of operations in which it is bidding on government contracts.

Small Business Administration (SBA): An independent agency of the federal government that aims to aid, counsel, assist, and protect the interests of small business concerns; to preserve free competitive enterprise; and to maintain and strengthen the overall economy of the United States.

Small business set-asides: Certain acquisitions that are exclusively reserved for small businesses. Except for those acquisitions set aside for very small business concerns, each acquisition of products or services that has an anticipated dollar value between the micro-purchase threshold and the simplified acquisition threshold is automatically reserved exclusively for small business concerns. For more information, including about exceptions, consult FAR Part 19.502-2; FAR Part 19.1305; and http://www.sba.gov/idc/groups/public/documents/sba_homepage/sop_60026.pdf, pp.9–13, 22–23.

Small business technical advisors: Advisors who are located in the GSA national office and in GSA regional offices. They serve as technical advisors to contracting officers and provide current guidance on the federal government’s small business policy.

Small Business Training Network: An SBA endeavor that provides online training to prospective and existing small business owners. For more information, visit <http://www.sba.gov/training/index.html>.

Small disadvantaged business: A small business that has received official certification from SBA or is self-certified, and is identified on the date of its representation as a certified small disadvantaged business concern in the Central Contractor Registration database. It must be owned by one or more disadvantaged individuals—the net worth of each individual upon whom the certification is based cannot exceed \$750,000 after taking into account the applicable exclusions. No material change in disadvantaged ownership and control must have occurred since its certification.

Sole Source Acquisition: A contract for the purchase of supplies or services that is entered into or proposed to be entered into by an agency after soliciting and negotiating with only one source.

Special Item Number: A Special Item Number represents a group of generically similar (but not identical) supplies or services that are intended to serve the same general purpose or function.

Statement of work (SOW): A specific statement regarding the requirements needed in a service contract. It should include all aspects of job requirements, performance, and assessment.

Subcontract: Any agreement (other than one involving an employer-employee relationship) entered into by a government prime contractor or subcontractor calling for supplies or services required for performance of the contract, contract modification, or subcontract.

Subcontracting plan: A material part of the contract explaining how a contractor will provide the various types of small business concerns with the maximum practicable opportunity to participate in the performance of a contract or subcontract. A subcontracting plan must be approved prior to contract award. Failure to submit an acceptable subcontracting plan makes the offeror ineligible for award. A contract may have no more than one small business subcontracting plan.

Subcontractor: A supplier, distributor, vendor, or firm that furnishes supplies or services to or for a prime contractor or another subcontractor.

Surveillance Review: A comprehensive assessment of a contracting activity’s small business program, conducted by Small Business Administration government contracting employees. For more information, visit http://www.sba.gov/idc/groups/public/documents/sba_homepage/sop_60026.pdf, pp. 30–38.

Trade Agreements Act (TAA): The enabling statute that implements numerous multilateral and bilateral international trade agreements and other trade initiatives. Because the estimated dollar value of each Schedule

exceeds the established TAA threshold, the TAA is applicable to all Schedules. In accordance with the TAA, only U.S.-made or designated country end-products shall be offered and sold under Schedule contracts. For more information, visit <https://www.acquisition.gov/far/current/html/Subpart%2025.1.html#wp1118780>.

U.S. General Services Administration (GSA): The agency that oversees the administrative business of the U.S. federal government. GSA supplies federal purchasers with products and services from commercial vendors, provides workplaces for federal employees, and oversees the preservation of historic federal properties.

Vehicle Buying/Leasing Program: A GSA program part of the Office of Vehicle Acquisition and Leasing Services that provides vehicles and fleet management services to government agencies.

Vendor Support Center: A GSA enterprise that offers information to help GSA Schedule and governmentwide acquisition contract contractors fulfill the contract administration requirements of their contracts.

Veteran: A person who served in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable.

Veteran-owned small business: A small business at least 51% owned by a person or persons who served in the active military, naval, or air service, and was discharged or released under conditions other than dishonorable. For a publicly owned business, at least 51% of the stock must be owned by one or more veterans. Management and daily business operations must be controlled by one or more veterans.

Women-owned small business: A small business at least 51% owned by one or more women. For a publicly owned business, at least 51% of the stock must be owned by one or more women. Management and daily business operations must be controlled by one or more women.

Appendix 3: Helpful Resources

- U.S. General Services Administration, Office of Small Business Utilization, *Doing Business with GSA*: www.gsa.gov/smallbizguide.
- U.S. General Services Administration, *Multiple Award Schedules Desk Reference*: <https://apps.fas.gsa.gov/cmils/viewpdf.cfm?47595D4441545E0E48554B15575D675D5342055B454448400B1F175A5F435147541E5E52421E5F40501E5F5C471F5B5E5D43675A5F435147541F4857571F0D1E0000150301030A021F405C55>.
- U.S. Small Business Administration, *Prime Contracts Program*: http://www.sba.gov/idc/groups/public/documents/sba_homepage/sop_60026.pdf.
- U.S. General Services Administration website: www.gsa.gov.
- U.S. Small Business Administration, *Opening Doors to Federal Government Contracting*: http://www.sba.gov/idc/groups/public/documents/sba_homepage/serv_pub_contracting.pdf.
- Federal Business Opportunities: www.fedbizopps.gov.
- SBA's Home Page: www.sba.gov.
- SUB-Net: <http://web.sba.gov/subnet/>.
- SBA Information on Government Contracting: www.sba.gov/GC.
- SBA Information on SDB: www.sba.gov/sdb.
- SBA Information on HUBZone SB: www.sba.gov/hubzone.
- Information on WOSB: www.sba.gov/wosb.
- Information on VOSB: www.vetbiz.gov.
- Central Contractor Registration/Dynamic Search: www.ccr.gov.
- GSA eLibrary: <http://www.gsaelibrary.gsa.gov/>.

Appendix 4: Sample Surveillance Review Report Format

Sample Surveillance Review Report Format

Small Business Administration

Surveillance Review Report

of

(Name of contracting activity)

(City and State)

1. Surveillance Team Members and Review Dates

- List the team members and their job titles (e.g., Industrial Specialist). Identify the team leader. Include the dates of the review.

2. Scope of Review

- Indicate the time period covered by the review [e.g., fiscal year (FY) 2001 through the first quarter of FY 2003], and any limitations that apply (e.g., review limited to mission support acquisitions).

3. Small Business Program Rating

- Provide the rating and rationale. Briefly discuss the overall effectiveness of the contracting activity's small business program.

4. Overview of Small Business Awards

- FY 200X, Total \$, small business (SB) %, SB set-aside %, women-owned small business (WOSB) %, small disadvantaged business (SDB) %, Historically Underutilized Zone (HUBZone) small business %, service-disabled veteran-owned small business (SDVOSB) %, and veteran-owned small business (VOSB) %
 - Goals
 - Actual
- FY 200X-1, Total \$, SB %, SB set-aside %, WOSB %, SDB %, HUBZone SB %, SDVOSB %, and VOSB %
 - Goals
 - Actual
- Provide an analysis of the contracting activity's goals and accomplishments. Discuss significant acquisition policies that affect the actual awards to small business (e.g., Small Business Competitiveness Demonstration Program). Discuss the contracting activity's plans to increase awards in any category (e.g., special initiative targeting WOSBs for SAP acquisitions).

5. Small Business Program Management

- Describe how the contracting activity's small business program is managed. Discuss the effectiveness of any advance procurement planning as it relates to small business.

6. Deficiencies and Regulatory Non-Compliance

- State how you selected your sample and how many files you reviewed. List the deficiencies you identify, by contract number, during review of the contract files. Do not discuss isolated minor deficiencies unless they are numerous, then address as an overall deficiency. Reference regulatory criteria, including agency and/or contracting activity regulations, and contract numbers, and recommend corrective action if appropriate. If there are many deficiencies, consider using subheadings (e.g., Publicizing Contract Actions, Subcontracting, Certificate of Competency/Eligibility Issues, Source Lists, etc.).

7. Small Business Program Strengths and Weaknesses

- Discuss any special initiatives the contracting activity uses (e.g., in-house training, industry outreach). Also address weaknesses identified during the review that would not be discussed elsewhere in the report.

8. General Comments

- Address significant issues that warrant the contracting activity's attention (e.g., denial of access to records, unusual assistance received during the review).

Surveillance Team Leader Date

Appendix 5: Small Business Analysis Record

SMALL BUSINESS ANALYSIS RECORD		
1. Project/Requisition Number	2. Project/Requisitioner Name	3. Office/Organization
4. Solicitation/Contract/Modification Number		5. Federal Supply Class/Service (FSC/SVC) Code
6a. Estimated Dollar Value: Base Period: \$		6b. Total Estimated Value Including Options \$
6c. Estimated Dollar Value Set Aside: \$		6d. Estimate Dollar Value Not Set Aside: \$
7. Period of Performance (including options) or Delivery Date:		
8. Contracting Officer		
a. Name (Last, First, Middle Initial)	b. Office Symbol	c. Telephone Number (Include Area Code)
9. Brief description of services or products to be procured:		
10. Synopsis Required? <input type="checkbox"/> Yes <input type="checkbox"/> No, [FAR 5.202(a)]		12. Small Business Size Standard
11. North American Industry Classification System (NAICS) Code:		Number of Employees _____ Dollars \$ _____
13. Recommendation (Check as applicable) (If all recommendations are "No," explain in Remarks)		14. Acquisition History (Select One)
a. Section 8(a) <input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> a. First Time Buy
(If Section 8(a), Select One) <input type="checkbox"/> (1) Competitive <input type="checkbox"/> (2) Sole Source		<input type="checkbox"/> b. Previous Acquisition
b. Small Business (SB) Set-Aside <input type="checkbox"/> Yes <input type="checkbox"/> No		Previous Contract Number
c. Small Business (SB) Partial Set-Aside <input type="checkbox"/> Yes <input type="checkbox"/> No		Award Date
d. Emerging Small Business (ESB) Set-Aside <input type="checkbox"/> Yes <input type="checkbox"/> No		Total Amount \$
e. HUBZone Set-Aside <input type="checkbox"/> Yes <input type="checkbox"/> No		Contractor Name
f. Veteran-Owned Small Business (VSOB) <input type="checkbox"/> Yes <input type="checkbox"/> No		Contractor Size/Type of Ownership
g. Service-Disabled Veteran-Owned Small Business <input type="checkbox"/> Yes <input type="checkbox"/> No		Previous/NAICS Code/Size Standard
h. Woman-Owned Small Business (WOSB) <input type="checkbox"/> Yes <input type="checkbox"/> No		Number of Offers from Small Business
(for (b) thru (g), Select One) <input type="checkbox"/> (1) Competitive <input type="checkbox"/> (2) Sole Source		Comments:
i. _____ % Partially Set-Aside		
15. Reason for Unrestricted Procurement		
<input type="checkbox"/> A. No reasonable expectation that offers will be obtained from at least two 8(a), HUBZone Small, Service-Disabled Veteran-Owned small or traditional small business concerns offering the products or services.		
<input type="checkbox"/> B. No reasonable expectation that award will be made at a fair market price.		
<input type="checkbox"/> C. Sole Source/Proprietary item justified in accordance with FAR Subpart 6.3 (Provide Supporting Documentation).		
<input type="checkbox"/> D. Small Business Competitiveness Demonstration (Comp Demo) Program (FAR Subpart 19.10 & GSAM 519.10)		
<input type="checkbox"/> E. Other Reasons:		
16a. Subcontracting Plan Required <input type="checkbox"/> Yes <input type="checkbox"/> No		16b. Green Contracting Considerations <input type="checkbox"/> Yes <input type="checkbox"/> No
17. Remarks		

GENERAL SERVICES ADMINISTRATION

GSA 2689 (REV. 6/2010)

Appendix 6: Guidelines for a Contracting Officer's Narrative that Accompanies GSA Form 2689

If a contracting officer (CO) makes a determination that a procurement cannot be set aside for small business concerns and/or a Historically Underutilized Business Zone (HUBZone) small business as required, the following is recommended to be submitted to the Small Business Technical Advisor, who will review and provide it to the local Small Business Administration Procurement Center Representative.

1. A fully completed U.S. General Services Administration (GSA) Form 2689, signed and dated.
2. A narrative of the CO's findings (why the procurement cannot be set aside for HUBZone, 8(a), service-disabled veteran-owned, or small business concerns as applicable). The attached narrative should reference the solicitation number at minimum, have numbered pages (continuing from the GSA Form 2689), and be signed and dated by the CO. Further, in the CO's narrative, if research is referenced, it must include the date of the research (See #4).
3. A conclusion paragraph in the CO's narrative that summarizes the finding(s). An example could be the following:

Therefore, based on the above information and attachments, and in accordance with FAR Part 19-502-2, this CO has determined that there is no reasonable expectation of receiving offers from at least two responsible business concerns (and/or HUBZone, 8(a), or service-disabled veteran-owned small business concerns, as appropriate) that are eligible for the set-aside offering the product or service of such business concern; and/or the award cannot be made at a fair market price.

This paragraph does not include a statement regarding how, for example, the CO thinks the decision will save money. The CO's decision must be in accordance with regulatory exceptions.

4. Attach to the narrative the queries, research, and documentation validating the CO's determination of not setting aside the procurement for the different types of small businesses. For example, include the Dynamic Small Business Search queries or results, FedBizOpps or the Dynamic Small Business Search Sources Sought results, previous procurement history, or emails. Include the date(s) of the research on the documents themselves. These could be made available to the public under the Freedom of Information Act (FOIA), so they need to contain as much information as possible supporting a decision.
5. If a justification was previously provided and approved for the procurement, include that approved justification with the GSA Form 2689. For example, if a sole source determination has been approved, include it with the GSA Form 2689 justification. If the Comp Demo Program (GSAM Part 519.1007 and MV-10-03) impacts the CO's ability to set aside, document that on the GSA Form 2689. It is recommended that the CO includes a copy of the current Comp Demo Letter, or other applicable regulation, with his or her research. The CO should also attach current relevant regulations, as some requests under FOIA may ask for old documents.

For more information, consult GSAM Part 519.502-70.

Appendix 7: North American Industry Classification System Codes Applicable to the Women-Owned Small Business Program

North American Industry Classification System (NAICS) codes applicable to the Women-Owned, Small Business (WOSB) Program

For NAICS codes in which WOSBs are underrepresented see pages 1 – 10.
For NAICS codes in which WOSBs are substantially underrepresented see pages 11 – 18.

1. 2213-Water, Sewage and Other systems;

221310	Water Supply and Irrigation Systems
221320	Sewage Treatment Facilities
221330	Steam and Air-Conditioning Supply

2. 2361-Residential Building Construction;

236115	New Single-Family Housing Construction (except Operative Builders)
236116	New Multifamily Housing Construction (except Operative Builders)
236117	New Housing Operative Builders
236118	Residential Remodelers

3. 2371-Utility System Construction;

237110	Water and Sewer Line and Related Structures Construction
237120	Oil and Gas Pipeline and Related Structures Construction
237130	Power and Communication Line and Related Structures Construction

4. 2381-Foundation, Structure, and Building Exterior Contractors;

238110	Poured Concrete Foundation and Structure Contractors
238120	Structural Steel and Precast Concrete Contractors
238130	Framing Contractors
238140	Masonry Contractors
238150	Glass and Glazing Contractors
238160	Roofing Contractors
238170	Siding Contractors
238190	Other Foundation, Structure, and Building Exterior Contractors

5. 2382-Building Equipment Contractors;

238210	Electrical Contractors and Other Wiring Installation Contractors
238220	Plumbing, Heating, and Air-Conditioning Contractors
238290	Other Building Equipment Contractors

6. 2383-Building Finishing Contractors;

**North American Industry Classification System (NAICS) codes applicable to
the Women-Owned, Small Business (WOSB) Program**

**For NAICS codes in which WOSBs are underrepresented see pages 1 – 10.
For NAICS codes in which WOSBs are substantially underrepresented see pages 11 – 18.**

238310	Drywall and Insulation Contractors
238320	Painting and Wall Covering Contractors
238330	Flooring Contractors
238340	Tile and Terrazzo Contractors
238350	Finish Carpentry Contractors
238390	Other Building Finishing Contractors

7. 2389-Other Specialty Trade Contractors:

238910	Site Preparation Contractors
238990	All Other Specialty Trade Contractors

8. 3149-Other Textile Product Mills:

314911	Textile Bag Mills
314912	Canvas and Related Product Mills
314991	Rope, Cordage and Twine Mills
314992	Tire Cord and Tire Fabric Mills
314999	All Other Miscellaneous Textile Product Mills

9. 3159-Apparel Accessories and Other Apparel Manufacturing:

315991	Hat, Cap and Millinery Manufacturing
315992	Glove and Mitten Manufacturing
315993	Men's and Boys' Neckwear Manufacturing
315999	Other Apparel Accessories and Other Apparel Manufacturing

10. 3219-Other Wood Product Manufacturing:

321911	Wood Window and Door Manufacturing
321912	Cut Stock, Resawing Lumber, and Planing
321918	Other Millwork (including Flooring)
321920	Wood Container and Pallet Manufacturing
321991	Manufactured Home (Mobile Home) Manufacturing
321992	Prefabricated Wood Building Manufacturing
321999	All Other Miscellaneous Wood Product Manufacturing

**North American Industry Classification System (NAICS) codes applicable to
the Women-Owned, Small Business (WOSB) Program**

For NAICS codes in which WOSBs are underrepresented see pages 1 – 10.

For NAICS codes in which WOSBs are substantially underrepresented see pages 11 – 18.

11. 3222-Converted Paper Product Manufacturing:

322211	Corrugated and Solid Fiber Box Manufacturing
322212	Folding Paperboard Box Manufacturing
322213	Setup Paperboard Box Manufacturing
322214	Fiber Can, Tube, Drum, and Similar Products Manufacturing
322215	Non-Folding Sanitary Food Container Manufacturing
322221	Coated and Laminated Packaging Paper Manufacturing
322222	Coated and Laminated Paper Manufacturing
322223	Coated Paper Bag and Pouch Manufacturing
322224	Uncoated Paper and Multiwall Bag Manufacturing
322225	Laminated Aluminum Foil Manufacturing for Flexible Packaging Uses
322226	Surface-Coated Paperboard Manufacturing
322231	Die-Cut Paper and Paperboard Office Supplies Manufacturing
322232	Envelope Manufacturing
322233	Stationery, Tablet, and Related Product Manufacturing
322291	Sanitary Paper Product Manufacturing
322299	All Other Converted Paper Product Manufacturing

12. 3321; Forging and Stamping:

332111	Iron and Steel Forging
332112	Nonferrous Forging
332114	Custom Roll Forming
332115	Crown and Closure Manufacturing
332116	Metal Stamping
332117	Powder Metallurgy Part Manufacturing

13. 3323-Architectural and Structural Metals Manufacturing:

332311	Prefabricated Metal Building and Component Manufacturing
332312	Fabricated Structural Metal Manufacturing
332313	Plate Work Manufacturing
332321	Metal Window and Door Manufacturing
332322	Sheet Metal Work Manufacturing

**North American Industry Classification System (NAICS) codes applicable to
the Women-Owned, Small Business (WOSB) Program**

For NAICS codes in which WOSBs are underrepresented see pages 1 – 10.
For NAICS codes in which WOSBs are substantially underrepresented see pages 11 – 18.

332323	Ornamental and Architectural Metal Work Manufacturing
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14. 3324-Boiler, Tank, and Shipping Container Manufacturing:

332410	Power Boiler and Heat Exchanger Manufacturing
332420	Metal Tank (Heavy Gauge) Manufacturing
332431	Metal Can Manufacturing

15. 3333-Commercial and Service Industry Machinery Manufacturing:

333311	Automatic Vending Machine Manufacturing
333312	Commercial Laundry, Drycleaning and Pressing Machine Manufacturing
333313	Office Machinery Manufacturing
333314	Optical Instrument and Lens Manufacturing
333315	Photographic and Photocopying Equipment Manufacturing
333319	Other Commercial and Service Industry Machinery Manufacturing

16. 3342-Communications Equipment Manufacturing:

334210	Telephone Apparatus Manufacturing
334220	Radio and Television Broadcasting and Wireless Communications Equipment Manufacturing
334290	Other Communications Equipment Manufacturing

17. 3345-Navigational, Measuring, Electromedical, and Control Instruments Manufacturing:

334510	Electromedical and Electrotherapeutic Apparatus Manufacturing
334511	Search, Detection, Navigation, Guidance, Aeronautical, and Nautical System and Instrument Manufacturing
334512	Automatic Environmental Control Manufacturing for Residential, Commercial and Appliance Use
334513	Instruments and Related Products Manufacturing for Measuring, Displaying, and Controlling Industrial Process Variables
334514	Totalizing Fluid Meter and Counting Device Manufacturing

**North American Industry Classification System (NAICS) codes applicable to
the Women-Owned, Small Business (WOSB) Program**

For NAICS codes in which WOSBs are underrepresented see pages 1 – 10.
For NAICS codes in which WOSBs are substantially underrepresented see pages 11 – 18.

334515	Instrument Manufacturing for Measuring and Testing Electricity and Electrical Signals
334516	Analytical Laboratory Instrument Manufacturing
334517	Irradiation Apparatus Manufacturing
334518	Watch, Clock, and Part Manufacturing
334519	Other Measuring and Controlling Device Manufacturing

18. 3346-Manufacturing and Reproducing Magnetic and Optical Media;

334611	Software Reproducing
334612	Prerecorded Compact Disc (except Software), Tape, and Record Reproducing
334613	Magnetic and Optical Recording Media Manufacturing

19. 3353-Electrical Equipment Manufacturing;

335311	Power, Distribution and Specialty Transformer Manufacturing
335312	Motor and Generator Manufacturing
335313	Switchgear and Switchboard Apparatus Manufacturing
335314	Relay and Industrial Control Manufacturing

20. 3359-Other Electrical Equipment and Component Manufacturing;

335911	Storage Battery Manufacturing
335912	Primary Battery Manufacturing
335921	Fiber Optic Cable Manufacturing
335929	Other Communication and Energy Wire Manufacturing
335931	Current-Carrying Wiring Device Manufacturing
335932	Noncurrent-Carrying Wiring Device Manufacturing
335991	Carbon and Graphite Product Manufacturing
335999	All Other Miscellaneous Electrical Equipment and Component Manufacturing

21. 3369-Other Transportation Equipment Manufacturing;

336991	Motorcycle, Bicycle and Parts Manufacturing
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**North American Industry Classification System (NAICS) codes applicable to
the Women-Owned, Small Business (WOSB) Program**

For NAICS codes in which WOSBs are underrepresented see pages 1 – 10.
For NAICS codes in which WOSBs are substantially underrepresented see pages 11 – 18.

336992	Military Armored Vehicle, Tank and Tank Component Manufacturing
336999	All Other Transportation Equipment Manufacturing

22. 4842-Specialized Freight Trucking;

484210	Used Household and Office Goods Moving
484220	Specialized Freight (except Used Goods) Trucking, Local
484230	Specialized Freight (except Used Goods) Trucking, Long-Distance

23. 4881-Support Activities for Air Transportation;

488111	Air Traffic Control
488119	Other Airport Operations
488190	Other Support Activities for Air Transportation

24. 4884-Support Activities for Road Transportation;

488410	Motor Vehicle Towing
488490	Other Support Activities for Road Transportation

25. 4885-Freight Transportation Arrangement;

488510	Freight Transportation Arrangement
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26. 5121-Motion Picture and Video Industries;

512110	Motion Picture and Video Production
512120	Motion Picture and Video Distribution
512131	Motion Picture Theaters (except Drive-Ins)
512132	Drive-In Motion Picture Theaters
512191	Teleproduction and Other Postproduction Services
512199	Other Motion Picture and Video Industries

27. 5311-Lessors of Real Estate;

531110	Lessors of Residential Buildings and Dwellings
531120	Lessors of Nonresidential Buildings (except Miniwarehouses)

**North American Industry Classification System (NAICS) codes applicable to
the Women-Owned, Small Business (WOSB) Program**

For NAICS codes in which WOSBs are underrepresented see pages 1 – 10.
For NAICS codes in which WOSBs are substantially underrepresented see pages 11 – 18.

531130	Lessors of Miniwarehouses and Self Storage Units
531190	Lessors of Other Real Estate Property

28. 5413-Architectural, Engineering, and Related Services;

541310	Architectural Services
541320	Landscape Architectural Services
541330	Engineering Services
541340	Drafting Services
541350	Building Inspection Services
541360	Geophysical Surveying and Mapping Services
541370	Surveying and Mapping (except Geophysical) Services
541380	Testing Laboratories

29. 5414-Specialized Design Services;

541410	Interior Design Services
541420	Industrial Design Services
541430	Graphic Design Services
541490	Other Specialized Design Services

30. 5415-Computer Systems Design and Related Services;

541511	Custom Computer Programming Services
541512	Computer Systems Design Services
541513	Computer Facilities Management Services
541519	Other Computer Related Services

31. 5416-Management, Scientific, and Technical Consulting Services;

541611	Administrative Management and General Management Consulting Services
541612	Human Resources Consulting Services
541613	Marketing Consulting Services
541614	Process, Physical Distribution and Logistics Consulting Services
541618	Other Management Consulting Services

**North American Industry Classification System (NAICS) codes applicable to
the Women-Owned, Small Business (WOSB) Program**

**For NAICS codes in which WOSBs are underrepresented see pages 1 – 10.
For NAICS codes in which WOSBs are substantially underrepresented see pages 11 – 18.**

541620	Environmental Consulting Services
541690	Other Scientific and Technical Consulting Services

32. 5419-Other Professional, Scientific, and Technical Services;

541910	Marketing Research and Public Opinion Polling
541921	Photography Studios, Portrait
541922	Commercial Photography
541930	Translation and Interpretation Services
541940	Veterinary Services
541990	All Other Professional, Scientific and Technical Services

33. 5611-Office Administrative Services;

561110	Office Administrative Services
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34. 5612-Facilities Support Services;

561210	Facilities Support Services
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35. 5614-Business Support Services;

561410	Document Preparation Services
561421	Telephone Answering Services
561422	Telemarketing Bureaus and Other contact Centers
561431	Private Mail Centers
561439	Other Business Service Centers (including Copy Shops)
561440	Collection Agencies
561450	Credit Bureaus
561491	Repossession Services
561492	Court Reporting and Stenotype Services
561499	All Other Business Support Services

36. 5616-Investigation and Security Services;

561611	Investigation Services
561612	Security Guards and Patrol Services
561613	Armored Car Services

**North American Industry Classification System (NAICS) codes applicable to
the Women-Owned, Small Business (WOSB) Program**

For NAICS codes in which WOSBs are underrepresented see pages 1 – 10.
For NAICS codes in which WOSBs are substantially underrepresented see pages 11 – 18.

561621	Security Systems Services (except Locksmiths)
561622	Locksmiths

37. 5617-Services to Buildings and Dwellings;

561710	Exterminating and Pest Control Services
561720	Janitorial Services
561730	Landscaping Services
561740	Carpet and Upholstery Cleaning Services
561790	Other Services to Buildings and Dwellings

38. 6116-Other Schools and Instruction;

611610	Fine Arts Schools
611620	Sports and Recreation Instruction
611630	Language Schools
611691	Exam Preparation and Tutoring
611692	Automobile Driving Schools
611699	All Other Miscellaneous Schools and Instruction

39. 6214-Outpatient Care Centers;

621410	Family Planning Centers
621420	Outpatient Mental Health and Substance Abuse Centers
621491	HMO Medical Centers
621492	Kidney Dialysis Centers
621493	Freestanding Ambulatory Surgical and Emergency Centers
621498	All Other Outpatient Care Centers

40. 6219-Other Ambulatory Health Care Services;

621910	Ambulance Services
621991	Blood and Organ Banks
621999	All Other Miscellaneous Ambulatory Health Care Services

41. 7115-Independent Artists, Writers, and Performers;

711510	Independent Artists, Writers, and Performers
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**North American Industry Classification System (NAICS) codes applicable to
the Women-Owned, Small Business (WOSB) Program**

For NAICS codes in which WOSBs are underrepresented see pages 1 – 10.
For NAICS codes in which WOSBs are substantially underrepresented see pages 11 – 18.

42. 7223-Special Food Services;

722310	Food Service Contractors
722320	Caterers
722330	Mobile Food Services

43. 8111-Automotive Repair and Maintenance;

811111	General Automotive Repair
811112	Automotive Exhaust System Repair
811113	Automotive Transmission Repair
811118	Other Automotive Mechanical and Electrical Repair and Maintenance
811121	Automotive Body, Paint and Interior Repair and Maintenance
811122	Automotive Glass Replacement Shops
811191	Automotive Oil Change and Lubrication Shops
811192	Car Washes
811198	All Other Automotive Repair and Maintenance

44. 8113-Commercial and Industrial Machinery and Equipment (except Automotive and Electronic) Repair and Maintenance; and

811310	Commercial and Industrial Machinery and Equipment (except Automotive and Electronic) Repair and Maintenance
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45. 8114-Personal and Household Goods Repair and Maintenance.

811411	Home and Garden Equipment Repair and Maintenance
811412	Appliance Repair and Maintenance
811420	Reupholstery and Furniture Repair
811430	Footwear and Leather Goods Repair
811490	Other Personal and Household Goods Repair and Maintenance

**North American Industry Classification System (NAICS) codes applicable to
the Women-Owned, Small Business (WOSB) Program**

For NAICS codes in which WOSBs are underrepresented see pages 1 – 10.
For NAICS codes in which WOSBs are substantially underrepresented see pages 11 – 18.

NAICS codes in which WOSBs are substantially underrepresented

1. 2372-Land Subdivision;

237210	Land Subdivision
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2. 3152-Cut and Sew Apparel Manufacturing;

315211	Men's and Boys' Cut and Sew Apparel Contractors
315212	Women's, Girls', and Infants' Cut and Sew Apparel Contractors
315221	Men's and Boys' Cut and Sew Underwear and Nightwear Manufacturing
315222	Men's and Boys' Cut and Sew Suit, Coat and Overcoat Manufacturing
315223	Men's and Boys' Cut and Sew Shirt (except Work Shirt) Manufacturing
315224	Men's and Boys' Cut and Sew Trouser, Slack and Jean Manufacturing
315225	Men's and Boys' Cut and Sew Work Clothing Manufacturing
315228	Men's and Boys' Cut and Sew Other Outerwear Manufacturing
315231	Women's and Girls' Cut and Sew Lingerie, Loungewear and Nightwear Manufacturing
315232	Women's and Girls' Cut and Sew Blouse and Shirt Manufacturing
315233	Women's and Girls' Cut and Sew Dress Manufacturing
315234	Women's and Girls' Cut and Sew Suit, Coat, Tailored Jacket and Skirt Manufacturing
315239	Women's and Girls' Cut and Sew Other Outerwear Manufacturing
315291	Infants' Cut and Sew Apparel Manufacturing
315292	Fur and Leather Apparel Manufacturing
315299	All Other Cut and Sew Apparel Manufacturing

3. 3231-Printing and Related Support Activities;

323110	Commercial Lithographic Printing
323111	Commercial Gravure Printing
323112	Commercial Flexographic Printing
323113	Commercial Screen Printing

**North American Industry Classification System (NAICS) codes applicable to
the Women-Owned, Small Business (WOSB) Program**

For NAICS codes in which WOSBs are underrepresented see pages 1 – 10.
For NAICS codes in which WOSBs are substantially underrepresented see pages 11 – 18.

323114	Quick Printing
323115	Digital Printing
323116	Manifold Business Forms Printing
323117	Books Printing
323118	Blankbook, Looseleaf Binders and Devices Manufacturing
323119	Other Commercial Printing
323121	Tradebinding and Related Work
323122	Prepress Services

4. 3259-Other Chemical Product and Preparation Manufacturing:

325910	Printing Ink Manufacturing
325920	Explosives Manufacturing
325991	Custom Compounding of Purchased Resins
325992	Photographic Film, Paper, Plate and Chemical Manufacturing
325998	All Other Miscellaneous Chemical Product and Preparation Manufacturing

5. 3328-Coating, Engraving, Heat Treating, and Allied Activities:

332811	Metal Heat Treating
332812	Metal Coating, Engraving (except Jewelry and Silverware), and Allied Services to Manufacturers
332813	Electroplating, Plating, Polishing, Anodizing and Coloring

6. 3329-Other Fabricated Metal Product Manufacturing:

332911	Industrial Valve Manufacturing
332912	Fluid Power Valve and Hose Fitting Manufacturing
332913	Plumbing Fixture Fitting and Trim Manufacturing
332919	Other Metal Valve and Pipe Fitting Manufacturing
332991	Ball and Roller Bearing Manufacturing
332992	Small Arms Ammunition Manufacturing
332993	Ammunition (except Small Arms) Manufacturing
332994	Small Arms Manufacturing
332995	Other Ordnance and Accessories Manufacturing

**North American Industry Classification System (NAICS) codes applicable to
the Women-Owned, Small Business (WOSB) Program**

For NAICS codes in which WOSBs are underrepresented see pages 1 – 10.
For NAICS codes in which WOSBs are substantially underrepresented see pages 11 – 18.

332996	Fabricated Pipe and Pipe Fitting Manufacturing
332997	Industrial Pattern Manufacturing
332998	Enameled Iron and Metal Sanitary Ware Manufacturing
332999	All Other Miscellaneous Fabricated Metal Product Manufacturing

7. 3371-Household and Institutional Furniture and Kitchen Cabinet Manufacturing:

337110	Wood Kitchen Cabinet and Counter Top Manufacturing
337121	Upholstered Household Furniture Manufacturing
337122	Nonupholstered Wood Household Furniture Manufacturing
337124	Metal Household Furniture Manufacturing
337125	Household Furniture (except Wood and Metal) Manufacturing
337127	Institutional Furniture Manufacturing
337129	Wood Television, Radio, and Sewing Machine Cabinet Manufacturing

8. 3372-Office Furniture (including Fixtures) Manufacturing:

337211	Wood Office Furniture Manufacturing
337212	Custom Architectural Woodwork and Millwork Manufacturing
337214	Office Furniture (Except Wood) Manufacturing
337215	Showcase, Partition, Shelving, and Locker Manufacturing

9. 3391-Medical Equipment and Supplies Manufacturing:

339112	Surgical and Medical Instrument Manufacturing
339113	Surgical Appliance and Supplies Manufacturing
339114	Dental Equipment and Supplies Manufacturing
339115	Ophthalmic Goods Manufacturing
339116	Dental Laboratories

10. 4841-General Freight Trucking:

484121	General Freight Trucking, Long-Distance, Truckload
484122	General Freight Trucking, Long-Distance, Less Than Truckload

11. 4889-Other Support Activities for Transportation:

488991	Packing and Crating
488999	All Other Support Activities for Transportation

**North American Industry Classification System (NAICS) codes applicable to
the Women-Owned, Small Business (WOSB) Program**

For NAICS codes in which WOSBs are underrepresented see pages 1 – 10.
For NAICS codes in which WOSBs are substantially underrepresented see pages 11 – 18.

12. 4931-Warehousing and Storage;

493110	General Warehousing and Storage
493120	Refrigerated Warehousing and Storage
493130	Farm Product Warehousing and Storage
493190	Other Warehousing and Storage

13. 5111-Newspaper, Periodical, Book, and Directory Publishers;

511110	Newspaper Publishers
511120	Periodical Publishers
511130	Book Publishers
511140	Directory and Mailing List Publishers
511191	Greeting Card Publishers
511199	All Other Publishers

14. 5112-Software Publishers;

511210	Software Publishers
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15. 5171-Wired Telecommunications Carriers;

517110	Wired Telecommunications Carriers
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16. 5172-Wireless Telecommunications Carriers (except Satellite);

517210	Wireless Telecommunications Carriers (except Satellite)
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17. 5179-Other Telecommunications;

517911	Telecommunications Resellers
517919	All Other Telecommunications

18. 5182-Data Processing, Hosting, and Related Services;

518210	Data Processing, Hosting, and Related Services
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19. 5191-Other Information Services;

519110	News Syndicates
519120	Libraries and Archives
519130	Internet Publishing and Broadcasting and Web Search Portals

**North American Industry Classification System (NAICS) codes applicable to
the Women-Owned, Small Business (WOSB) Program**

For NAICS codes in which WOSBs are underrepresented see pages 1 – 10.
For NAICS codes in which WOSBs are substantially underrepresented see pages 11 – 18.

519190	All Other Information Services
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20. 5312-Offices of Real Estate Agents and Brokers;

531210	Offices of Real Estate Agents and Brokers
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21. 5324-Commercial and Industrial Machinery and Equipment Rental and Leasing;

532411	Commercial Air, Rail, and Water Transportation Equipment Rental and Leasing
532412	Construction, Mining and Forestry Machinery and Equipment Rental and Leasing
532420	Office Machinery and Equipment Rental and Leasing
532490	Other Commercial and Industrial Machinery and Equipment Rental and Leasing

22. 5411-Legal Services;

541110	Offices of Lawyers
541191	Title Abstract and Settlement Offices
541199	All Other Legal Services

23. 5412-Accounting, Tax Preparation, Bookkeeping, and Payroll Services;

541211	Offices of Certified Public Accountants
541213	Tax Preparation Services
541214	Payroll Services
541219	Other Accounting Services

24. 5417-Scientific Research and Development Services;

541711	Research and Development in Biotechnology
541720	Research and Development in the Social Sciences and Humanities

25. 5418-Advertising, Public Relations, and Related Services;

541810	Advertising Agencies
541820	Public Relations Agencies
541830	Media Buying Agencies
541840	Media Representatives

**North American Industry Classification System (NAICS) codes applicable to
the Women-Owned, Small Business (WOSB) Program**

For NAICS codes in which WOSBs are underrepresented see pages 1 – 10.
For NAICS codes in which WOSBs are substantially underrepresented see pages 11 – 18.

541850	Display Advertising
541860	Direct Mail Advertising
541870	Advertising Material Distribution Services
541890	Other Services Related to Advertising

26. 5615-Travel Arrangement and Reservation Services;

561510	Travel Agencies
561520	Tour Operators
561591	Convention and Visitors Bureaus
561599	All Other Travel Arrangement and Reservation Services

27. 5619 - Other Support Services;

561910	Packaging and Labeling Services
561920	Convention and Trade Show Organizers ¹⁰
561990	All Other Support Services

28. 5621 - Waste Collection;

562111	Solid Waste Collection
562112	Hazardous Waste Collection
562119	Other Waste Collection

29. 5622 - Waste Treatment and Disposal;

562211	Hazardous Waste Treatment and Disposal
562212	Solid Waste Landfill
562213	Solid Waste Combustors and Incinerators
562219	Other Nonhazardous Waste Treatment and Disposal

30. 6114-Business Schools and Computer and Management Training;

611410	Business and Secretarial Schools
611420	Computer Training
611430	Professional and Management Development Training

31. 6115-Technical and Trade Schools;

611511	Cosmetology and Barber Schools
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**North American Industry Classification System (NAICS) codes applicable to
the Women-Owned, Small Business (WOSB) Program**

For NAICS codes in which WOSBs are underrepresented see pages 1 – 10.
For NAICS codes in which WOSBs are substantially underrepresented see pages 11 – 18.

611512	Flight Training
611513	Apprenticeship Training
611519	Other Technical and Trade Schools

32. 6117-Educational Support Services:

611710	Educational Support Services
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33. 6242-Community Food and Housing, and Emergency and Other Relief Services:

624210	Community Food Services
624221	Temporary Shelters
624229	Other Community Housing Services
624230	Emergency and Other Relief Services

34. 6243-Vocational Rehabilitation Services:

624310	Vocational Rehabilitation Services
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35. 7211-Traveler Accommodation:

721110	Hotels (except Casino Hotels) and Motels
721120	Casino Hotels
721191	Bed-and-Breakfast Inns
721199	All Other Traveler Accommodation

36. 8112-Electronic and Precision Equipment Repair and Maintenance:

811211	Consumer Electronics Repair and Maintenance
811212	Computer and Office Machine Repair and Maintenance
811213	Communication Equipment Repair and Maintenance
811219	Other Electronic and Precision Equipment Repair and Maintenance

37. 8129-Other Personal Services; and

812910	Pet Care (except Veterinary) Services
812921	Photofinishing Laboratories (except One-Hour)
812922	One-Hour Photofinishing
812930	Parking Lots and Garages
812990	All Other Personal Services

**North American Industry Classification System (NAICS) codes applicable to
the Women-Owned, Small Business (WOSB) Program**

**For NAICS codes in which WOSBs are underrepresented see pages 1 – 10.
For NAICS codes in which WOSBs are substantially underrepresented see pages 11 – 18.**

38. 8139-Business, Professional, Labor, Political, and Similar Organizations.

813910	Business Associations
813920	Professional Organizations
813930	Labor Unions and Similar Labor Organizations
813940	Political Organizations
813990	Other Similar Organizations (except Business, Professional, Labor, and Political Organizations)

Appendix 8: Fiscal Year 2011 Small Business Goaling Calculation Template

Proposed Small Business Program Goals
ORGANIZATION
REGION
POINT OF CONTACT

TOTAL ELIGIBLE

	DOLLARS
Federal Acquisition Service	\$0
Public Buildings Service	\$0
TOTAL GOAL	\$0

SMALL BUSINESS

	DOLLARS	PERCENTAGE
Federal Acquisition Service	\$0	0.00%
Public Buildings Service	\$0	0.00%
TOTAL GOAL	\$0	0.00%

SMALL DISADVANTAGED BUSINESS [includes SECTION 8(a)]

	DOLLARS	PERCENTAGE
Federal Acquisition Service	\$0	5.00%
Public Buildings Service	\$0	5.00%
TOTAL GOAL	\$0	5.00%

WOMEN-OWNED SMALL BUSINESS

	DOLLARS	PERCENTAGE
Federal Acquisition Service	\$0	5.00%
Public Buildings Service	\$0	5.00%
TOTAL GOAL	\$0	5.00%

HUBZone SMALL BUSINESS

	DOLLARS	PERCENTAGE
Federal Acquisition Service	\$0	3.00%
Public Buildings Service	\$0	3.00%
TOTAL GOAL	\$0	3.00%

SERVICE DISABLED VETERAN-OWNED SMALL BUSINESS

	DOLLARS	PERCENTAGE
Federal Acquisition Service	\$0	3.00%
Public Buildings Service	\$0	3.00%
TOTAL GOAL	\$0	3.00%

Appendix 9: Exclusions to the Small Business Goaling Report

The following (goaling) exclusions apply to the Small Business Goaling Report:

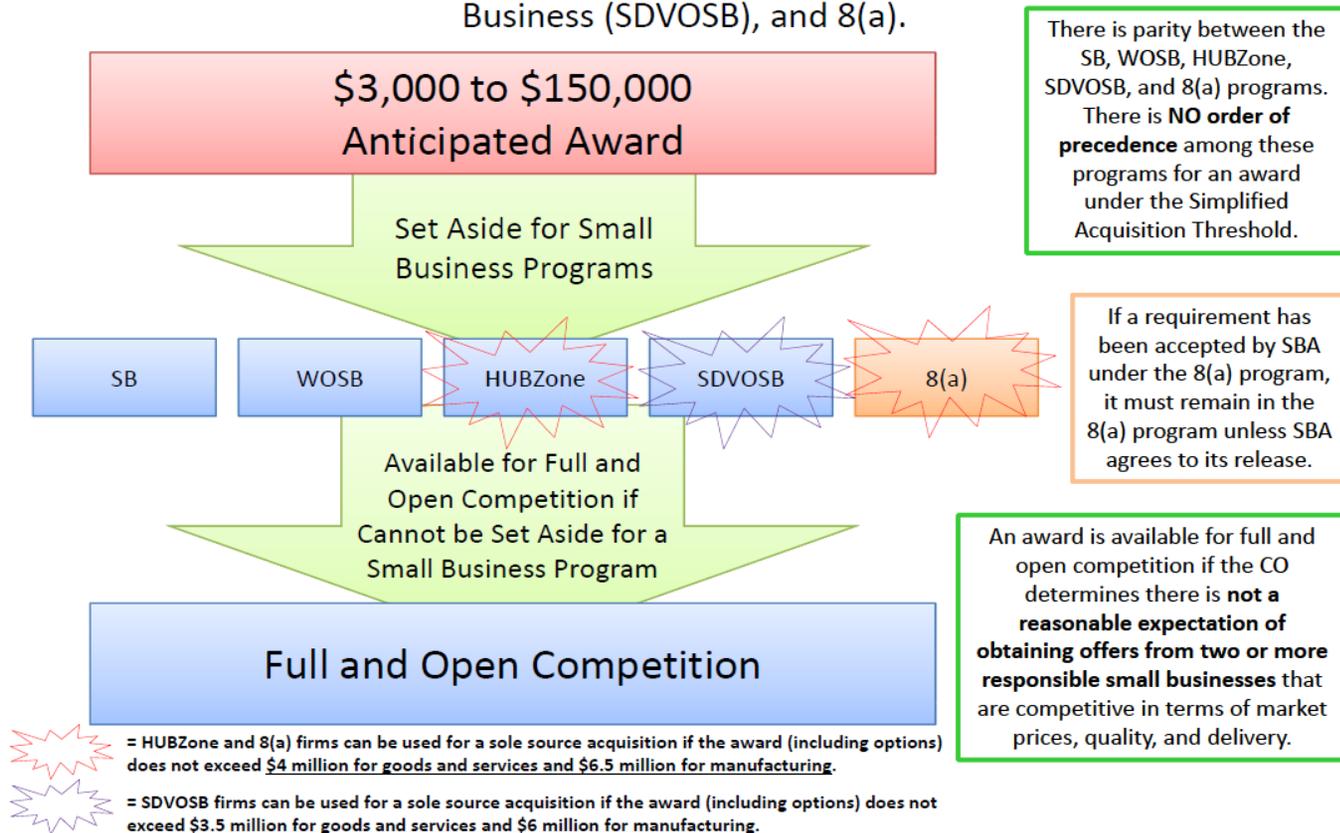
- Javits-Wagner-O'Day Program (Sheltered Workshop): Awards that have a contractor with a Central-Contractor-Registration-based Sheltered Workshop designation flag equal to "Y" are excluded.
- American Institute in Taiwan: Awards with the American Institute in Taiwan designated as the contractor for the award and determined by a Data Universal Numbering System number of 161174503.
- Contracts performed outside of the United States: Awards performed outside of the United States are designated when the country in the place of performance is NOT the United States.
- Acquisitions by agencies on behalf of foreign governments or entities or international organizations: Awards in which the contract for foreign entity is yes are excluded from the report.
- Contracts funded predominately with agency-generated sources. Accordingly, the following federal government agencies are excluded:
 - Federal Deposit Insurance Corporation, 5100
 - Postal Service, 1800
 - Bureau of Engraving and Printing, 2041
 - United States Mint, 2044
 - Office of the Comptroller of the Currency, 2046
 - Office of Thrift Supervision, 2047
 - Transportation Security Administration, 6965; 7013, (data are included when the signed date is equal to or greater than July 1, 2008)
 - Federal Aviation Administration, 6920
 - Tennessee Valley Authority, 6400
 - Administrative Office of the U.S. Courts, 1027
 - Architect of the Capitol, 0100
 - Bankruptcy Courts, 1021
 - Central Intelligence Agency, 5600
 - Congressional Budget Office, 0800
 - Court Services and Offender Supervision Agency, 9594
 - Pretrial Services Agency, 959P
 - Federal Judicial Center, 1028
 - Overseas Private Investment Corporation, 7100
 - Supreme Court of the United States, 1001
 - U.S. Courts of Appeals-Judicial Circuits, 1002
 - U.S. District and Territorial Courts, 1012

- Contracts awarded for the Defense Commissary Agency (Awards with an Other-Than-Full and Open Competition value of "RES" for Resale)
- Product Service codes for leases in the format X***
- Product Service codes for utilities S112 (electric)
- Tricare U.S. Department of Defense Activity Address Code H94002 (based on Contracting Office Code)
- Centers for Medicare & Medicaid Services non-appropriated funded contracts 00NAF (based on Contracting Office Code)

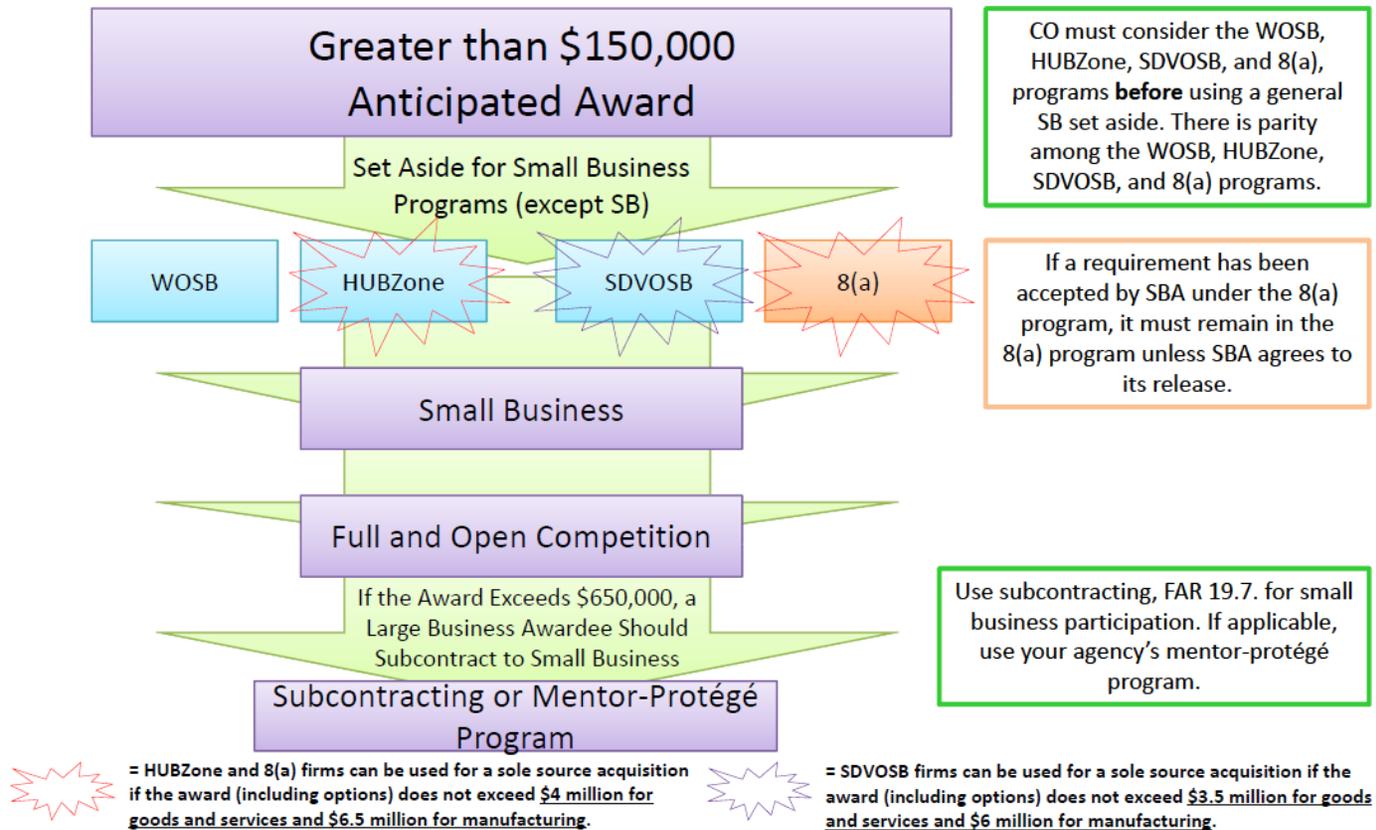
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Appendix 10: Small Business Programs Pull-Out Guide

Anticipated awards under the Simplified Acquisition Threshold (\$3,000 to \$150,000) are automatically set aside for small business programs: Small Business (SB), Women-Owned Small Business (WOSB), HUBZone, Service Disabled Veteran-Owned Small Business (SDVOSB), and 8(a).



For anticipated awards over the Simplified Acquisition Threshold (greater than \$150,000), there is an order of precedence. WOSBs, HUBZones, SDVOSBs, and 8(a)s have precedence over SBs.



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