# GSA

Vol. 1 Iss. 2

Summer 2018

# MASQUARTERLY

## From the MAS PMO

I hope you've had an enjoyable summer - hard to believe how quickly the end of the fiscal year will be upon us! As I'm sure you know, we are entering what's commonly known as the government's "Buying Season." Now is the time to ensure that your Schedule contract is up-to-date, all your mass modifications are addressed, and your pricelist on *GSA Advantage!*® is complete and current. For those Schedules authorized for Order Level Materials (OLMs), make sure you take advantage of this new way to complete your solutions. For more information about OLMs, please visit the GSA Portal.

If you would like to provide feedback or topics for future MAS Quarterly Newsletters, please send your suggestions to us at maspmo@gsa.gov. Enjoy the rest of your summer, and this issue of the MAS Quarterly Newsletter!

## MAS Program Feedback - Making Your Voice Heard

The Multiple Award Schedule (MAS) is one of GSA's longest-standing contract vehicles, with minimal program changes made over the years. But even the most successful contracting vehicles may need n update to meet Commissioner Alan Thomas' goal that acquisition be "easy, efficient, and modern." We want to hear your thoughts and ideas for updating the MAS program. Make your voice heard by filling out this short survey from August 20, 2018 until September 7, 2018.

### In This Issue

# MAS

## Program Management Office

Value | Transparency | Quality | Direction

## MAS in the News

### New Multi-Factor Authentication Requirements

In June of this year, GSA identified a security vulnerability in its Vendor Support Center (VSC) application. While contractor usernames and passwords were compromised, no Personally Identifiable Information (PII) was at risk and there is no evidence of access to sensitive financial information (including payment card information) or misuse of usernames and passwords. GSA corrected the underlying vulnerability in all of its information systems and has applied stricter security measures, including more stringent password management and multi-factor authentication to VSC accounts.

These enhanced security requirements apply to eBuy, Advantage Spend Analysis Program (ASAP), Schedule Input Program (SIP), Reverse Auctions, and the 72A Reporting System accounts.

If you have any issues resetting your password, please contact the VSC Monday through Friday, 8:00 a.m. to 5:30 p.m. ET, at 877-495-4849 or at vendor.support@gsa.gov.

For tips on creating and managing a strong password, please visit: https://www.us-cert.gov/ncas/current-activity/2018/03/27/Creating-and-Managing-Strong-Passwords.

### New SAM.gov Log In Requirements

Logging into SAM.gov? You now need to use login.gov and create a new user account to use SAM.gov, GSA's System for Award Management. Going forward, you will use your login.gov username and password every time you log in to SAM.gov. Your previous SAM.gov username and password no longer work.

If you already have a login.gov account, check the email address associated with it. If your current login.gov account matches the email address associated with your SAM.gov account, you are all set.  Otherwise, you will need to create a new login.gov account the next time you log in to SAM.gov.

Visit the SAM Update for more information about these changes.

## Subcontracting - In the Know on Electronic Subcontracting Reporting System (eSRS)

As Fiscal Year 2018 draws to a close, please remember to continue reporting your small business participation through subcontracting partnerships. Agencies can now receive small business subcontracting credit for task orders issued under GSA Schedules as long as it is reported in eSRS.

Reporting subcontracting is part of your Schedules contract requirements only if you have a negotiated subcontracting plan. If you have questions, or are unable to locate your subcontracting plan, please contact either your Procurement Contracting Officer (PCO) or Administrative Contracting Officer (ACO). Please note:

- Only reports filed in eSRS give an agency subcontracting credit.

- Instructions on how to report in eSRS.gov are found on the eSRS homepage. Also, your local SBA Commercial Market Representative (CMR) can provide assistance.

Due dates for the required reports by subcontracting plan type:

| INDIVIDUAL SUBCONTRACTING PLANS | DUE DATE |
|---|---|
| Semi-Annual Individual Subcontracting Report (ISR) | April 30 and October 31 |
| Annual Summary Subcontracting Report (SSR) | October 31 |

| COMMERCIAL SUBCONTRACTING PLANS | DUE DATE |
|---|---|
| Annual Summary Subcontracting Report | October 31 |

Need refreshers and training before and after contract award? Take advantage of frequent training webinars offered by SBA for contractors.

# MAS Position Spotlight - Industrial Operations Analysts (IOAs)

The role of the Industrial Operations Analyst (IOA) is unique in the MAS program  - it's one of the few positions that has day-to-day direct contact with our MAS contractor community. They leverage that direct contact in two key areas - contract compliance and educational support.

Contract compliance is handled through the regular scheduling of Contractor Assessments. These assessments provide routine "touch points" for the IOA to review the internal compliance processes implemented by MAS contractors.

Educational support is provided through multiple avenues to ensure that contractors have access to the information they need to be successful in the MAS Program. Most of the one-on-one support occurs during the Contractor Assessment process. If you have questions that you would like to discuss with your IOA, use the "IOA and ACO Locator" tool on the Vendor Support Center to find your assigned IOA.

Niki Hemness is an IOA assigned to the Information Technology Category (ITC) and one of 40+ IOAs supporting our Schedule partners nationwide

*"The IOA position is a unique combination of technical expertise and educational engagement. During our assessments we evaluate contractual compliance and provide technical support through direct interaction with the MAS contractor community. We help contractors understand their contract administrative responsibilities, make suggestions for improving their internal processes, and provide contractual educational support. This results in an objective and transparent assessment report that helps them understand their contract responsibilities and provides them with the guidance to improve their internal processes; all while fostering a positive business partnership."*

*- Niki Hemness*

# IG Audits and IOA Reviews - Do You Know the Difference?

Based on conversations we've had, many readers would like a bit more insight into the similarities - and differences - between IOA Contractor Assessments and Inspector General (IG) audits. Any confusion is not surprising as both require your participation and GSA resources including contract documents and sales data. But there are also major differences between IG audits and IOA Contractor Assessments.

GSA IOAs conduct on-site and virtual Contractor Assessments with all MAS contractors. In addition to assisting MAS contractors with any general questions or concerns about their GSA Schedule contracts, the IOAs use assessments to identify potential problems and pitfalls.  IOA reviews also assess the systems and controls contractors use to comply with selected key provisions of their GSA Schedule contract. However, the most important purpose of the Contractor Assessment is to help MAS contractors succeed in the federal marketplace. For this reason, IOAs focus on both compliance *and* education during the Contractor Assessment to ensure the MAS contractor community has the support it needs to be successful.

An IG pre-award audit is done to determine if the disclosures made by the contractor at its option renewal are current, accurate, and complete. A pre-award audit also looks at compliance requirements such as the price reduction clause, Industrial Funding Fee, employee qualifications, and GSA Schedule task order pricing.

The big takeaway is that the IOA Contractor Assessment is not an audit. The Contractor Assessment is also not a substitute for a vigorous internal compliance program - it remains the contractor's responsibility to comply with all legal and contractual obligations. Unlike an IG audit, the Contractor Assessment is not intended to be a comprehensive review of past and current compliance.  Any discussion with or information given to the IOA does not constitute a report or disclosure that is required to be made to the IG.

The table below provides a quick comparison of the differences between an IG audit and the IOA Contractor Assessment.

| IG AUDIT | IOA CONTRACTOR ASSESSMENT |
| --- | --- |
| Extensive data collection and analysis | Short assessment via samples for quick turnaround |
| Complete review of transactions | Process review and sampling of transactions |
| Pre-award or post-award | Annual, end of term, and special cases |
| Subpoena power | No subpoena power |
| Identifies contractual and system issues | Educate and review the mechanisms the contractor has in place to comply with selected terms and conditions of the contract |

# Helpful MAS Resources

## GSA and Multiple Award Schedules:

GSA Schedules: https://www.gsa.gov/gsa-schedules

Schedules News and Training: www.gsa.gov/masnews

Electronic Subcontracting Reporting System (eSRS): https://www.esrs.gov/

MAS on GSA Interact: https://interact.gsa.gov/groups/multiple-award-schedules

MAS Desk Reference: www.gsa.gov/mas-desk-reference

GSA's Blog: www.gsa.gov/blog

GSA's Vendor Support Center: vsc.gsa.gov

GSA Small Business Assistance: www.gsa.gov/acquisition/small-business

Finding Your IOA and ACO: https://vsc.gsa.gov/tools/aco_ioa.cfm

## Preparing and Submitting a MAS Offer:

Roadmap to Preparing a MAS Offer: www.gsa.gov/acquisition/purchasing-programs/gsa-schedules/industry-partners/guide

Procurement Technical Assistance Centers (Free Assistance): http://www.aptac-us.org/contracting-assistance/

GSA's Office of Small Business Utilization (OSBU): https://www.gsa.gov/acquisition/small-business

## Marketing:

eLibrary - Contract Award Information: www.gsaelibrary.gsa.gov

eBuy - Electronic Request for Quote (RFQ) / Request for Proposal (RFP) System: www.ebuy.gsa.gov

Schedules Sales Query+ (SSQ+): https://ssq.gsa.gov

FedBizOpps: www.fbo.gov

Small Business Forecasting Tool: https://hallways.cap.gsa.gov/app/#/x/forecast-of-contracting-opportunities

GSA Advantage! - Online Shopping: www.gsaadvantage.gov

**Feedback**
Share feedback or your ideas for future MAS Newsletter content with us anytime at: maspmo@gsa.gov.