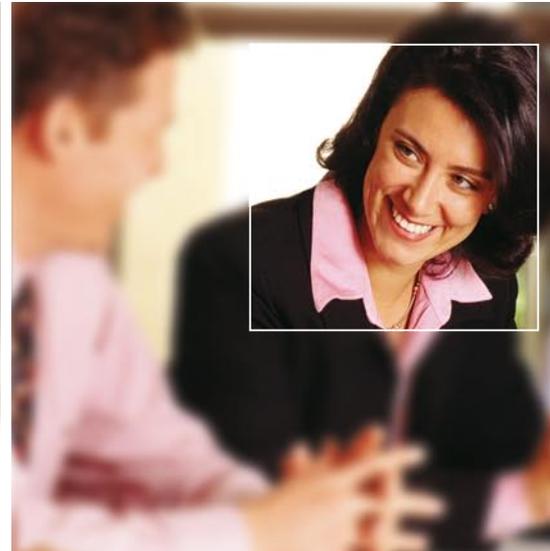




U.S. General Services Administration

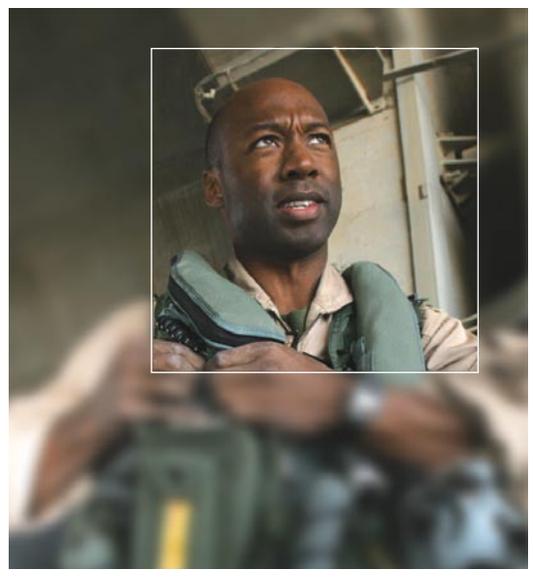
Customer Focused. Solutions Driven.

One Source Directory to GSA's Federal Acquisition Service



One Country. One Mission. One Source.





Greetings.

For more than 50 years, GSA has proudly served America by delivering millions of products and services to support our national priorities. From securing the homeland, controlling wildfires, and protecting the environment, to helping government operate more efficiently, GSA is a catalyst for nearly \$66 billion in federal spending. We also influence

the management of federal assets valued at nearly \$500 billion, including more than 8,500 government-owned or leased buildings, an interagency fleet of 200,000 vehicles, and technology programs and products ranging from laptop computers to network systems that cost more than \$100 million.

Today, GSA is evolving to meet a more demanding, ever-changing government marketplace. Responding to the President's call to improve government's performance, we consolidated the Federal Technology Service and the Federal Supply Service to form the Federal Acquisition Service. In doing so, we established a stronger GSA that offers more efficient contracting services at lower costs, while maintaining full compliance with existing procurement regulations. By listening to you—our government agencies—we've improved the way we work and, ultimately, deliver the solutions that you need to accomplish your mission.

Whether your needs are great or small, the road to acquisition begins here. Facing increased budget pressures, limited resources, and rapid technology advancements, your acquisition choices are more critical than ever. Turn to the only federal agency that can provide a continuum of innovative, quality, compliant solutions at the best-value.

Welcome to the new Federal Acquisition Service.

One Country. One Mission. One Source.

How may we help you?

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The Purpose of this Guide

This guide is designed with a focus on you, the customer—whatever your level of experience with or knowledge about the GSA Federal Acquisition Service. Our collective stewardship in government ensures that Congressional appropriations, which come from the taxpayers we ultimately serve, are honestly and carefully spent.

With this in mind, we developed the *One Source Directory* to help you navigate the government's rigorous acquisition environment and find the right solutions to meet your specific mission-critical needs. By simplifying our world, we hope to enhance your overall buying experience so you gain peace of mind in pursuit of your mission's success.



GSA pledges to put customer service first and promises to provide innovative, best-value solutions that advance the business of government.

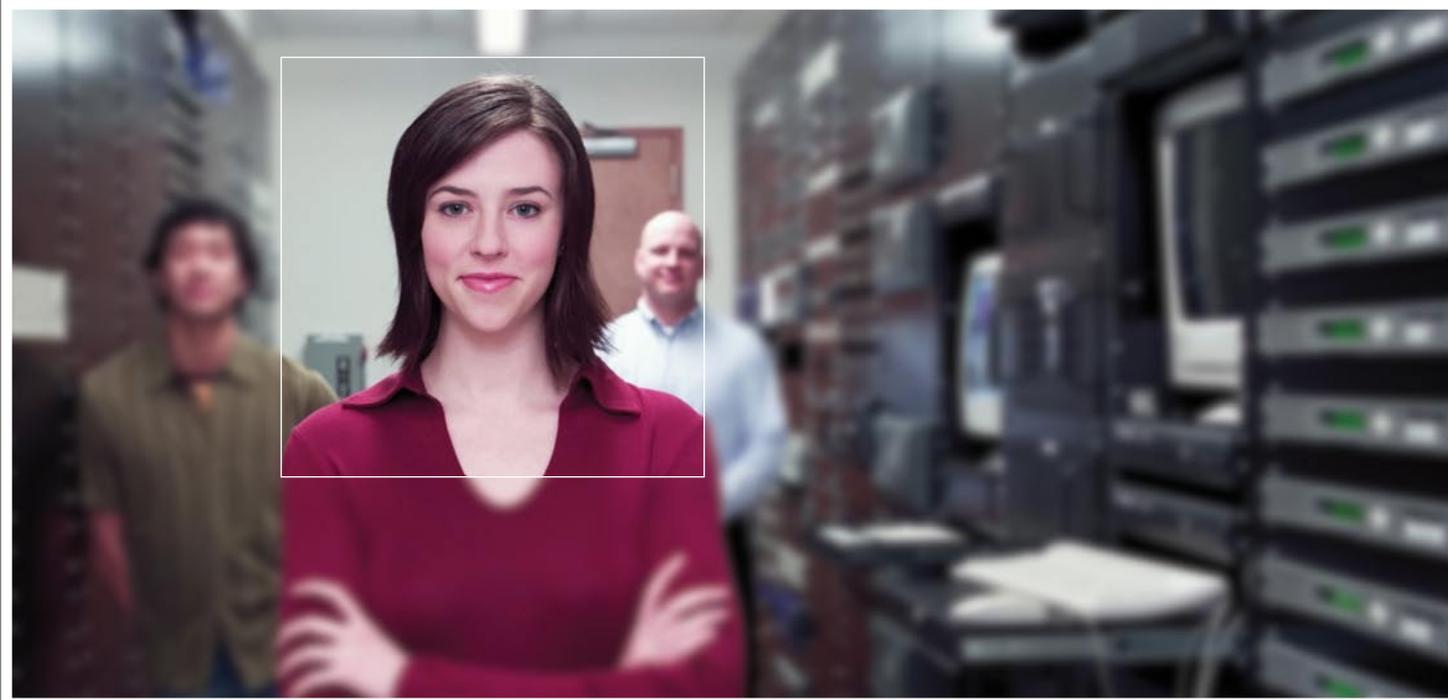
If you're a newcomer to the federal acquisition marketplace, you'll find a wealth of information about our comprehensive offering of commodities and services and how you can access our program channels to get what you need. You'll also see that we've provided detailed ordering information for our primary and most commonly-used program channels, including **GSA Global Supply** and **GSA Multiple Award Schedules**.

For the do-it-yourself customer, powerfully enhanced online resources and tools exist to help you conduct market research, purchasing and requisitioning. You can also lease and buy vehicles, and generally maintain, manage and move your government personal property. GSA's resources and expertise can help you manage your more complex acquisitions.

To help you find exactly what you need online, web links to **GSA.gov** pages and transaction sites appear beneath every detailed discussion. In addition, the appendices consolidate key points of contact, websites, acquisition terminology and other important lists into a handy desk reference.

To continue your learning beyond what's contained in this guide, be sure to consult the section on **Customer Support** for additional training opportunities and direction on how to get personalized assistance.

Whether you have a simple purchase to make or a complicated acquisition requirement to fulfill, this *One Source Directory* will point you in the right direction and will assist with accomplishing your core mission.



Category Offerings

What products, services and programs are offered by GSA?

From furniture, appliances, and office equipment to computers, information technology, network services, and personal property management, GSA offers the broadest range of solutions to meet the needs of federal agencies around the world. We manage more than 12 million pre-qualified products and services through streamlined purchasing programs that ease procurement burdens, shorten lead times, and reduce costs. Between our impressive array of supplies and services, integrated technology, travel and transportation, assisted acquisitions services and many specialized programs, we have the resources to meet the evolving needs of today's federal, state, and local agencies. At the end of the day, our mission is to support your mission and ensure your buying experience is consistently positive, efficient, and compliant—without exception.



The Federal Acquisition Service has aligned itself to reinforce a cohesive relationship with those who count on us everyday.

The Federal Acquisition Service has aligned itself to reinforce a cohesive relationship with those who count on us everyday. GSA's entire operation hinges on our ability to provide straightforward and streamlined access to the products and services to support your mission. That's why we offer a multitude of solutions to best meet your needs in the four major topic areas listed below.

Supplies and Services

GSA offers a wide selection of quality products ranging from office supplies, computer products, tools, to security and fire equipment, scientific equipment, and furniture. Our centralized approach to acquiring like items needed by multiple government agencies allows us to strategically source supplies and services with greater effectiveness and efficiency. As a result, in addition to paying lower prices, your purchases will conform to federal regulatory requirements as well as specific acquisition processes within a DoD-driven global distribution system. You can also contribute to the prudent use of federal property through reutilization, donation, or sale, thus avoiding waste and unnecessary expense. Through our three program channels—GSA Global Supply, GSA Multiple Award Schedules, and Personal Property Management—we simplify the buying process to meet your agency's unique needs. GSA has the primary responsibility for the FEDSTRIP/MILSTRIP-based automated requisitioning systems supporting military and civilian agencies as a part of the National Supply System. See Appendix D.

www.gsa.gov/gss

Integrated Technology

GSA has integrated its information technology and telecommunications initiatives. By unifying the planning and management of GSA's technology acquisition programs, we've minimized redundant IT purchasing efforts to deliver strategic value and results across government—allowing you to focus increasingly limited resources on your core mission and to improve the efficiency of your operations and effectiveness of your IT spending. This portfolio offers state-of-the-art commercial products, systems, services, and support to federal, state, and local governments through five program channels: IT Schedule 70, GWACs, Technology Contracts, Network Services, and Strategic Solutions. Together, these channels offer a diverse means to address varying requirements and buying preferences and a variety of competitive opportunities in the federal

marketplace to satisfy the full range of customers' IT needs. Because of our extensive buying power, we provide products and services at better prices than they can be obtained on the open market. And by working closely with GSA's industry partners and customers, we ensure that the array of IT and telecommunications offerings remain relevant in support of the government's broad ranging missions.

www.gsa.gov/its

Travel, Motor Vehicles and Card Services

GSA offers responsive and cost-effective services in travel and transportation to aid federal customers in shipping, hauling, and transporting the people and products essential to doing the business of government. Our solutions go well beyond getting mission-critical components from point A to point B.

We also provide card services that streamline the payment process, audit the government's worldwide transportation billings, purchase vehicles, and manage the GSA Fleet, which provides leased vehicles and commercial fuel, maintenance, and repair services. Along with offering best-value vehicle leasing and purchasing, travel arrangements, and freight management, GSA's transportation and travel consultation services, falling under Schedules 48 and 599 respectively, help you evaluate and select the best arrangements available through a shared service model that enhances service delivery and customer value.

www.gsa.gov/tmvcs

Assisted Acquisition

When partnering with GSA, you'll receive value-added, customized services designed to support all aspects of the purchasing process—from concept to completion and beyond. We offer technical expertise as well as acquisition and financial management across a broad range of creative, yet compliant, services including information technology and professional services. Because we provide common acquisition platforms for government,



Category Offerings

we have experience supporting every civilian and Department of Defense federal agency, so you benefit from our ability to provide best-in-class solutions. Ultimately, your requirements drive the solution. We use GSA Multiple Award Schedules, GWACs, Technology Contracts, and Single Award or Agency-Specific Contracts to provide access to thousands of commercial partners and an unlimited variety of products and services, and we work through Interagency Agreements (known as Memorandums of Understanding) to establish the service level expectation, schedule, and funding mechanism. As a cost-reimbursable, non-appropriated organization, our assisted acquisition services are offered on a fee-for-service basis and include hourly rates, fixed price and surcharge options.

www.gsa.gov/aas

Special Programs – Federal Community

Federal Strategic Sourcing Initiative (FSSI)

In May of 2005, Office of Management and Budget (OMB), Office of Federal Procurement Policy (OFPP) released a memorandum to all Federal Chief Acquisition, Information, and Financial Officers announcing the establishment of a Strategic Sourcing Initiative. The memo required all agencies to identify no fewer than three commodities “that could be purchased more effectively and efficiently through the application of strategic sourcing...” by October 1, 2005; develop strategic sourcing plans, goals and objectives, and performance measures; develop a governance structure; and develop communications and training strategies.

GSA, in partnership with the U.S. Department of the Treasury, launched FSSI on November 16, 2005. FSSI is co-chaired by the Treasury and GSA, and counts more than 23 federal agencies, both military and civilian, as active participants. Current FSSI commodity teams include Express and Ground Domestic Delivery Services (exGDDS), Wireless Telecommunications Expense Management Services, Information Technology (Printers and Copiers) and Office Supplies.

The primary goals of FSSI are to strategically source across federal agencies, establish mechanisms to increase total cost savings, value,

and socioeconomic participation; collaborate with industry to develop optimal solutions; share best practices; and create a strategic sourcing community of practice.

Strategic Sourcing is the collaborative and structured process of critically analyzing an organization’s spending and using this information to make business decisions about acquiring commodities and services more effectively and efficiently. It helps agencies to:

- Optimize performance
- Minimize price
- Increase achievement of socio-economic acquisition goals
- Evaluate total life cycle management costs
- Improve vendor access to business opportunities
- Increase the value of each dollar spent

Environmental – Buy Green

GSA offers a variety of environmental products and services to its federal customers to assist them in their efforts to comply with procurement responsibilities outlined in federal environmental laws and regulations.

In an effort to minimize waste, the U.S. Environmental Protection Agency (EPA) has developed a list of designated products containing specified amounts of recovered material. These products are commonly referred to as Comprehensive Procurement Guidelines (CPG) items.

The EPA, working with the U.S. Department of Energy, also established guidelines for Energy Star compliant products, which offer a range of energy efficient solutions.

When it comes to clean air and water initiatives, GSA is focused on the reduction and prevention of pollution. To help attain these environmental goals, GSA contracted for reduced pollutants in chemical items such as paints, coatings, sealants, cleaners, and degreasers.

Environmental products can be viewed and purchased from *GSA Advantage!*[®] and GSA Global Supply online purchasing systems. To narrow a

At GSA we're growing opportunities to reduce your environmental impact.

product search to a designated environmental attribute, customers are strongly encouraged to use the "Advanced Search" feature in both systems.

GSA *Advantage!*® also offers an Environmental Aisle to provide federal buyers with direct access to a variety of product offerings that contain environmental attributes. This is the latest effort to assist federal customers in making "green" purchases. At GSA we're growing opportunities to reduce your environmental impact.

www.gsa.gov/enviro

HSPD-12

GSA provides federal agencies with interoperable identity management and credentialing solutions through its HSPD-12 Secure Identification contract. In August 2004, the White House issued Homeland Security Presidential Directive 12 (HSPD-12), which required the establishment of new standards for secure and reliable identification for all federal employees and contractors.

The new standards are:

- Based on sound criteria for verifying an employee's identity
- Strongly resistant to identity fraud, tampering, counterfeiting and terrorist exploration
- Rapidly authenticated electronically

Under HSPD-12, federal agencies are required to ensure that ID's issued to its employees and contractors are compliant with the new standards.

Federal identity management and credentialing systems must be interoperable for access to federal facilities and information systems. Compliance is ensured through the use of GSA's HSPD-12 Secure Identification contract.

Additional information can be located at www.IDmanagement.gov or your local Information Technology Office (See Appendix A).

Wildland Fire Program

GSA furnishes wildfire protection equipment and supplies to U.S. Forest Service cooperating agencies through formal agreements with the U.S. Department of Agriculture, Forest Service and the U.S. Department of Interior, Bureau of Land Management. GSA currently stocks more than 250 items managed under this program, most of which are covered by very rigid Forest Service specifications.

www.gsa.gov/fireprogram

Service-Disabled Veteran-Owned Small Business Goals

The Veterans Entrepreneurship and Small Business Development Act (passed in 1999) established the government statutory goal that a minimum of 3 percent of the total value of contract awards for each fiscal year be awarded to service-disabled veteran-owned small business. The GSA Multiple Award Schedules and the VETS GWAC provides federal agencies a way to increase opportunities for veteran-owned small business to participate in acquisitions.

Computers for Learning Program

Education is a national priority. Every child should be educated to his or her full potential. The Computers for Learning (CFL) Program helps to accomplish this goal by increasing access to technology, which prepares children to contribute and compete in the 21st century. The CFL program allows government agencies to transfer excess computer equipment to schools and educational nonprofit organizations, giving special consideration to those with the greatest need. Transferring computers to schools gives students the resources to succeed and build a successful future for America.

www.gsa.gov/computersforlearning



Category Offerings

Special Programs – State and Local Community

Following the terror attack of September 11, 2001, and the catastrophic aftermath left by Hurricane Katrina, the need to respond to and recover from similar national disasters immediately and effectively has become a mission-critical focus of the federal government. In addition to its recent focus on homeland security, the government has eliminated roadblocks over the years to purchasing goods and services needed by state and local officials searching for ways to improve American lives in the communities which they serve. Today, state and local governments can participate in several major GSA purchasing programs including Wildland Fire, Disaster Recovery, Counterdrug, Cooperative Purchasing, Computers for Learning, and Federal Surplus Personal Property Donation.

www.gsa.gov

Disaster Recovery Purchasing (Section 833)

Disaster Recovery Purchasing makes GSA Multiple Award Schedules available to all state and local governments to enable them to respond and assist in the recovery from a disaster or act of terrorism, including nuclear, biological, chemical or radiological attack. This Disaster Recovery Purchasing authority is limited to GSA Multiple Award Schedule contracts and does not include any other GSA programs. Schedules eLibrary contains a list of all GSA Multiple Award Schedules subject to Disaster Recovery Purchasing. State and local government entities may use GSA Multiple Award Schedule contracts to purchase products and services in advance of a major disaster declared by the President, as well as in the aftermath of an emergency event. State and local government entities are responsible for ensuring that the products or services purchased are to be used to facilitate recovery. This is a voluntary program for Schedule contract holders and state and local governments. All GSA Multiple Award Schedule contracts are open to state and local government agencies for the specific purpose of disaster recovery only.

www.gsa.gov/disasterrecovery

Cooperative Purchasing

GSA's Cooperative Purchasing program allows state and local governments to purchase products and services from GSA's Schedule 70 as well as certain IT special item numbers on the Consolidated Schedule (00CORP). The information technology available includes automated data-processing equipment (including firmware), software, supplies, support equipment, and services. Eligible state and local entities include the 50 states, all counties, municipalities, cities, towns, and townships. Tribal governments, public authorities, school districts, colleges, and institutions of higher education are also authorized to use Schedule 70 contracts. Use of the program is voluntary for both state and local governments and vendors participating. By purchasing through these contracts, state and local customers benefit from a centralized IT and telecommunications source, leveraged pricing, additional price reductions, fair terms and conditions, ease of use, reduced procurement lead time, lower administrative costs, state and local specific research tool, maximizing IT expenditures, and best-value pricing.

www.gsa.gov/cooperativepurchasing

Wildland Fire Program

GSA furnishes wildfire protection equipment and supplies to U.S. Forest Service cooperating agencies through formal agreements with the U.S. Department of Agriculture, Forest Service and the U.S. Department of Interior, Bureau of Land Management. GSA currently stocks more than 250 items managed under this program, most of which are covered by very rigid Forest Service specifications.

www.gsa.gov/fireprogram

Law Enforcement and Counterdrug Program (Section 1122)

Section 1122 of the Fiscal Year 1994 National Defense Authorization Act established the authority for state and local governments to purchase law enforcement equipment through GSA's program channels, provided that the equipment is used in the performance of counterdrug activities.

www.gsa.gov/1122program

The government has eliminated roadblocks to purchasing goods and services needed by state and local officials searching for ways to improve American lives.

Computers for Learning Program

Per Executive Order 12999—Educational Technology, GSA, to the extent permitted by law, is allowed to transfer excess computer and related peripheral equipment directly to schools and some educational nonprofit organizations. The CFL program takes care to match the specific computer needs of its participants, in order to further its mission to make modern computer technology an integral part of every classroom so that every child has the opportunity to be educated to his or her full potential.

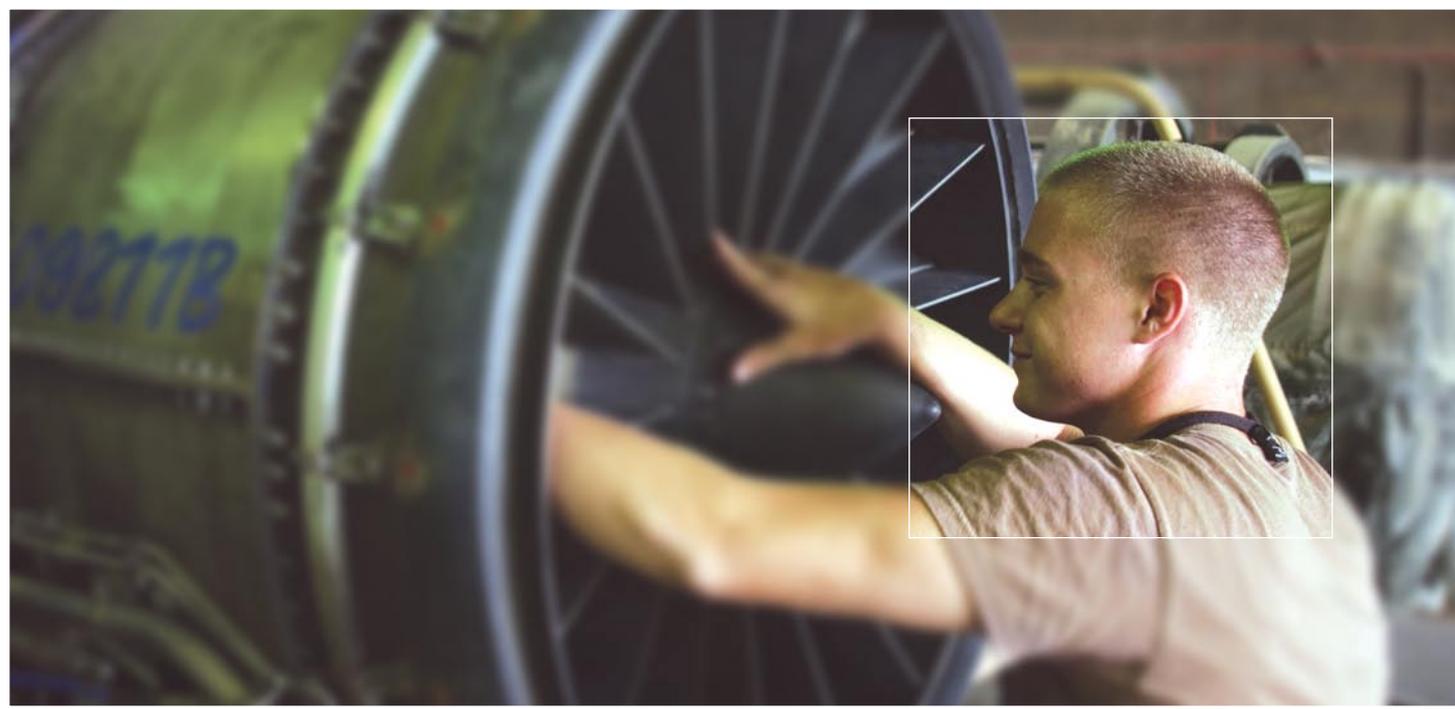
www.gsa.gov/computersforlearning

Federal Surplus Personal Property Donation Program

Title 40 of the U.S. Code enables certain non-federal organizations to obtain personal property that the federal government no longer needs. It provides for the transfer of surplus personal property to State Agencies for Surplus Property (SASP) and includes all types and categories of property except land or other real property, certain naval vessels, and records of the federal government. The following activities are eligible to receive donations of federal surplus property:

- Public agencies
- Nonprofit educational and public health activities, including programs for the homeless and impoverished
- Nonprofit and public programs for the elderly
- Public airports
- Educational activities of special interest to the Armed Services
- Other donee activities

www.gsa.gov/property



Requisition and Acquisition Methods

What are my options?

As stewards of our national interests, access to mission-critical products and services is paramount to your success. Speed, quality, and selection are equally important considerations—as is procurement expertise and know-how. In today's constantly evolving federal marketplace, however, the adage “one size fits all” doesn't apply, especially when the scope and complexity of requisitions or acquisitions can vary significantly.



Speed, quality, and selection are equally important considerations— as is procurement expertise and know-how.

Requisition

Requisition is a purchasing method that provides a convenient way for customers (primarily the Department of Defense) to order a broad range of products, supplies, and equipment directly through GSA. In addition to providing fulfillment, status, and billing support, we also offer comprehensive customer service assistance when placing orders through the requisition method.

When requisitioning products, supplies, and equipment, DoD customers may use Military Interdepartmental Purchase Requests (MIPRs), which is a funding document used to obligate funds to meet a specific need for a definitive period of time. These orders provide supplies for special projects requiring a high level of technical expertise or high dollar requirements or both. The correct document for submitting a MIPR is DD448, which must contain a valid DoDAAC and fund code and should be submitted to the GSA business unit that is responsible for the requested commodities.

Buying from a GSA Vendor

GSA enjoys a productive relationship with its vendor partners to provide government agencies with the products and services they need to accomplish their missions. Under this purchasing option, acquisitions can be unassisted (self-service) or assisted (full-service). The primary unassisted program channel for buying products and services from a GSA vendor is the GSA Multiple Award Schedules (referred to as “Schedules” or simply “MAS”). Through Schedules, GSA establishes long-term government wide contracts with vendors to provide customers with access to more than 11 million state-of-the-art, high-quality commercial supplies and services at volume discount pricing.

Here, customers place orders directly from MAS contractors or through *GSA Advantage!*[®], the organization’s online shopping and ordering system. As a result, all customers, even those in remote locations, can order the latest technology and quality supplies and services, conveniently, and at most-favored customer prices. MAS also offers the potential benefits of shorter lead-times, lower administrative costs, and reduced inventories. When using MAS, ordering activities have the opportunity to help customer agencies meet small business goals, while promoting compliance with various federal, environmental, and socioeconomic regulations.

GSA Manages the Acquisition

When GSA manages the acquisition, we combine products and key GSA resources with expert technical, financial, and contract services to provide customized, scalable support before, during, and after contracts are awarded. Our trained staff consists of certified contracting, project management, and financial management professionals located throughout the United States, Europe, and Asia. We also offer expertise in formulating and evaluating information technology and professional services acquisition and projects.

Depending on your needs, we can help you plan, direct, and manage a wide range of acquisition programs ranging from simple purchases to complex projects through the use of GWACs, Technology Contracts, GSA Multiple Award Schedules, and Single Award or Agency-Specific Contracts. We offer a variety of technical, acquisition, and project management support services on a fee-for-service basis to perform efficient and effective acquisitions, attain best-value, deliver a consistent acquisition experience, and support government wide initiatives such as strategic sourcing and eGov programs. Working through Interagency Agreements (known as Memorandums of Understanding), we establish the service level expectation, schedule, and funding mechanism. For more information on our assisted acquisition services and how we can help enhance your acquisition experience, please contact a customer service director or client support center in a region near you (see appendices in this guide).

The full-service and far-reaching nature of our capabilities allows for support on a short or long-term basis, for strategic or transactional projects. We can even provide staff on-site with you. GWACs are also available for use with a delegated authority letter.



Program Channels

Which procurement vehicle best meets my needs?

GSA offers easy-to-use delivery vehicles (referred to as “program channels”) as a means to help you secure the products, supplies, and services you need, when you need them, at best-value. We’re constantly striving to improve the way in which we bring our solutions to you, maintaining particular emphasis on streamlining the purchasing process by leveraging the Internet and eliminating conflicts and redundancies across government.

We offer a myriad of program channels—including GSA Global Supply, GSA Multiple Award Schedules, GWACs, technology contracts—to access a variety of competitive opportunities in the federal marketplace. These diverse channels are designed to address varying customer requirements and buying preferences while simplifying the federal procurement process and ensuring compliance. In addition, by negotiating large multi-user contracts and leveraging the volume of the federal market, we’re able to drive down prices of high-quality, brand name products—further enhancing your overall buying experience.



GSA offers the broadest range of acquisition and procurement solutions to meet the needs of federal agencies around the world.

GSA Global Supply

From office supplies to commercial cleaning products, tools, and computer products, GSA Global Supply provides fast, easy access to tens of thousands of established-source products for federal government agencies at the federal, state, and local levels. Depending on your needs, we can facilitate your requisition-based orders (with no need for comparison shopping) through GSA Global Supply, which provides worldwide delivery, 24/7 support, AbilityOne (formerly known as JWOD) guaranteed products, payment using GSA SmartPay® or AAC/DoDAAC, government-to-government transactions, and unrestricted spending limits. We'll also ensure your orders comply with the Federal Acquisition Regulations and other DoD, socioeconomic, and environmental policies.

www.gsa.gov/globalsupply

Ordering Procedures

When you order from GSA Global Supply you are submitting a simple requisition for product fulfillment, not conducting procurement. This means that you do not have to send your requirement to multiple sources for comparison. You can buy the product you want, when you need it. GSA Global Supply makes it easy by managing the entire requisition process from order placement to billing through order confirmation. Over 80,000 items can be requisitioned in a number of ways:

FEDSTRIP/MILSTRIP

Telephone: 1-800-525-8027

Fax: 1-888-856-7057

Web: www.GSAGlobalSupply.gsa.gov or
www.gsaadvantage.gov

Federal and Military Standard Requisitioning and Issue Procedures (FEDSTRIP/MILSTRIP) allow for automated processing of supply requisitions by the three principal supply sources for civilian and military agencies – GSA, the Department of Defense, and the Department of Veterans Affairs. The key to using FEDSTRIP/MILSTRIP is your agency's Activity Address Code (AAC) or Department of Defense Activity Address Codes (DoDAAC). FEDSTRIP and MILSTRIP can be used to: submit a requisition for supplies; check on the status of a pending requisition; change a requisition; or return to GSA items that were overstocked.

FEDSTRIP/MILSTRIP orders are submitted to GSA via mail, phone, fax, web, or via DoD's Department of Defense Automatic Address System (DAAS).

The mail, fax, phone and web address for placing FEDSTRIP/MILSTRIP orders is as follows:

U.S. General Service Administration
819 Taylor Street Room 6A00
Fort Worth, TX 76102

Fax: 1-817-574-2551

Telephone: 1-800-525-8027, Option 3

Web: www.GSAGlobalSupply.gsa.gov or
www.gsaadvantage.gov

choose FEDSTRIP/MILSTRIP

Customers are also encouraged to consult GSA, FAS's FEDSTRIP Operating Guide, which contains detailed procedures on use of the FEDSTRIP/MILSTRIP system. The guide is available from GSA's Centralized Mailing List Service (CMLS) at:

www.gsa.gov/cmls.

NOTE: Emergency Orders, including FEDSTRIP/MILSTRIP orders can be placed by telephone at:

1-800-525-8027 Option 3; and after duty by calling 1-888-282-7862 (Federal Protection Service – Denver Mega Center).

AAC and DoDAAC

GSA also allows customer agencies to pay for supplies ordered from GSA using their Activity Address Code (AAC) or Department of Defense Activity Address Code (DoDAAC). Civilian agencies can apply for an AAC and password on **GSA Advantage!®** or by having their agency contact write to:

GSA/FAS Office of Chief Information Officer
11th Floor, 2200 Crystal Drive
Arlington, VA 20406

Defense Activity Address Codes are assigned by each military service. See the DoD Activity Address Regulation (DoD 4000.25-1M) for more information.



Program Channels

Special Order Program

GSA Global Supply has a robust Special Order Program (SOP). Customer agencies can place requisitions for NSN or part numbered items with GSA Global Supply and be assured that GSA will take all the necessary steps to ensure compliance with all Federal Acquisition Regulations and Executive Orders. GSA Global Supply can purchase products on behalf of its customers, related to GSA products, including tools and hardware, office products, cleaning supplies and fire equipment. It will not purchase commodities that are the responsibility of another agency. GSA Global Supply sets up a fee for purchasing the product, based on GSA Multiple Award Schedules availability and value of the order. SOP items can be ordered from GSA Global Supply by calling the GSA Global Supply call center at 1-800-525-8027 or via FEDSTRIP/MILSTRIP. GSA Global Supply Stores or Base Stores supported by GSA Global Supply can also assist with placement of SOP orders.

AbilityOne (formerly known as JWOD)

GSA proudly supports AbilityOne (formerly known as JWOD). Products requisitioned through the GSA Global Supply program are guaranteed to be AbilityOne (JWOD) compliant.

We also offer Schedule 00JWOD. This single award schedule includes all product lines offered under the Javits-Wagner-O'Day (JWOD) program offering products that are produced by agencies associated with the National Industries for the Blind (NIB) and the National Industries for the Severely Handicapped (NISH).

Product categories include, but are not limited to the following:

- Construction Supplies
- Customized Business Products
- Business Cards
- ADP Supplies

Customers that purchase SKILCRAFT and other JWOD products motivate a workforce of over 42,000 people in their pursuit of employment and career opportunities.

GSA Multiple Award Schedules

Under our GSA Multiple Award Schedules, we establish long-term government wide contracts for you to access more than 12 million commercial supplies and services either directly from GSA Multiple Award Schedule vendors or through *GSA Advantage!*[®], our online acquisition tool. With GSA Multiple Award Schedules, you'll receive direct delivery of state-of-the-art, high-quality commercial supplies and services at volume discount pricing. No matter where you are—even if it's a remote location—you can order the latest technology and quality supplies and services conveniently and at most-favored prices. Further, due to established vendor relationships, GSA Multiple Award Schedules offer shorter procurement lead-times, lower administrative costs, and reduced inventories. When using GSA Multiple Award Schedules, your purchasing activities can also meet small business goals, while promoting compliance with various environmental and socioeconomic laws and regulations. GSA requires all schedule vendors to accept the GSA SmartPay[®] Purchase Card for payment.

Procedures used to purchase off GSA's Multiple Award Schedules vary based on:

- The dollar amount of the procurement.
- Whether the contract services are either priced at hourly rates (requiring a Statement of Work).
- Whether the contract services are supplies or fixed price services for a specific task (not requiring a Statement of Work).

www.gsa.gov/schedules

Government agencies are encouraged to establish BPAs to realize cost and efficiency savings offered through such an arrangement.

Ordering Procedures Requiring a Statement of Work

Ordering activities shall use the procedures in Federal Acquisition Regulation (FAR) 8.405-2 when ordering Schedule contract services priced at hourly rates. The applicable services will be identified in Schedule publications and contractors' Schedule price lists.

- For orders up to the micro-purchase threshold, place your order with the Schedule contractor offering the best-value.
- For orders over the micro-purchase threshold, prepare a Statement of Work (SOW), send your Request for Quote (RFQ) and SOW to three Schedule contractors, and evaluate and make a best-value selection.
- For orders over the maximum threshold (varies per schedule), prepare an SOW, send your RFQ and SOW to more than three Schedule contractors AND seek price reductions, and evaluate and make a best-value selection.

Ordering Procedures NOT Requiring a Statement of Work

Ordering activities shall use the procedures in Federal Acquisition Regulation (FAR) 8.405-1 when ordering Schedule contract supplies and fixed-price services for a specific task, where a Statement of Work (SOW) is not required—e.g., installation, maintenance, and repair.

- For orders up to the micro-purchase threshold, place your order directly with contractor for the item that best meets your needs.
- For orders over the micro-purchase threshold, review the *GSA Advantage!*[®] online electronic ordering system, or review at least three Schedule price lists, select the best-value (consider price, administrative costs, etc.), and place your order directly with the contractor.
- For orders over the maximum threshold (varies per schedule), review *GSA Advantage!*[®] price lists and seek price reductions.

Blanket Purchase Agreements

A Blanket Purchase Agreement (BPA) issued against a GSA Multiple Award Schedule is an agreement established under any GSA Schedule between a government agency and a vendor, which allows a vendor to provide supplies and services within a broad goods category at low dollar value and high volume (repetitive activity), usually for a specified term or period of time (normally not to exceed five years). A BPA simplifies the filling of recurring orders for supplies or services for both the government agency and the BPA vendor by reducing administrative time and paperwork for both partners in the contractual relationship. A BPA also leverages the government agency's buying power by taking advantage of quantity discounts offered by the vendor and established by the agreement's parameters. Government agencies are encouraged to establish BPAs to realize cost and efficiency savings offered through such an arrangement.

www.gsa.gov/schedules

Ordering Procedures Offered Per a Single BPA

Authorized government agencies may place an order directly under an established BPA when the need for a supply or service arises that falls within a maximum dollar threshold. Since a best-value selection is made when the single BPA is established, the authorized customers do not need to make a separate best-value selection for each order under the BPA.

Ordering Procedures Offered Per Multiple BPAs

For government agency orders exceeding a maximum dollar amount threshold, the ordering activity shall:

- Forward the requirement, or Statement of Work (SOW) and the evaluation criteria, to an appropriate number of BPA holders, as established in the BPA ordering procedures.
- Evaluate the responses received, make a best-value determination, and place the order with the BPA holder that represents the best-value.



Program Channels

Department of Defense Ordering

DFARS section 208.405-70 and GSA Multiple Award Schedules (Exceeding \$100,000)

For Schedule orders of supplies or services exceeding \$100,000 that use DoD funds, ordering activities and non-DoD activities placing orders on behalf of the DoD must follow the policies and procedures in the Defense Federal Acquisition Regulation Supplement (DFARS) 208.405-70. When using Schedules, DoD Contracting Officers and those authorized to place orders on behalf of the DoD must provide "fair notice" of an activity's intent to make a purchase to as many Schedule contractor holders as practicable. The ordering activity's notice must include a description of the work to be performed and the basis on which the award will be made. DFARS section 208.405-70 requires the Contracting Officer to contact as many Schedule contract holders as are capable of performing the work, as practicable, in order to ensure that at least three responses are received. Posting an RFQ on the GSA's eBuy system (www.gsa.gov/ebuy) is a simple and an effective way to provide fair notice to all contractors.

Please Note: *DFARS Section 208.405-70 applies to all orders and BPAs for supplies and services under the Schedules program that exceed \$100,000 and use DoD funds. The restrictions of Section 80 apply, regardless of whether the order is placed by DoD or by another ordering activity using DoD funds, with the exception of orders for Architect-Engineering (AandE) services, which are subject to the Brooks Act.*

DFARS Section 208.405-70 and Schedule Blanket Purchase Agreements (Exceeding \$100,000)

There is no dollar limitation for BPAs established by ordering activities with Schedule contractors under the Schedules program. Prior to establishing single or multiple BPAs, the ordering Contracting Officer must comply with the competition requirements of Section 208.405-70. When a single BPA is established, subsequent Task Orders may be placed without additional competition against the BPA. When multiple BPAs are established, the SOW, RFQ, and selection criteria for the proposed order must be provided to an appropriate number of BPA holders, as established in the BPA ordering procedures, and the order is placed with the Schedule contractor

representing the best-value. The ordering Contracting Officer must review BPAs no less than annually to determine whether the BPAs still represent the best-value.

Market Research

Market research is the cornerstone to compliance with Section 803. Contracting Officers must identify which Schedule contractors are capable of performing the required work, as well as conduct market research to verify how many Schedule contractors are interested in the opportunity and to determine how many are likely to respond. The Contracting Officer must, at a minimum, review the Schedule contracts to determine which Schedule contractors are capable of performing the required work.

For Task Orders exceeding \$100,000 placed against Schedule contracts, the Contracting Officer has two options:

- Issue the notice to as many Schedule contractors as practicable, consistent with market research appropriate to the circumstances to reasonably ensure that offers will be received from at least three GSA Multiple Award Schedules contractors who are capable of doing the work.
- Notify all Schedule contractors (for the applicable SINs) that can provide the required work by posting the RFQ on eBuy or by using another suitable mechanism to "push" the notification to Schedule contractors.

Mandatory Responses

When fewer than three responses are received, the Contracting Officer may place the order if it did not result in more quotes provided the Contracting Officer determines in writing that no additional contractors who can fulfill the requirement could be identified despite reasonable efforts to do so. However, if the Contracting Officer cannot document that sufficient market research was conducted to identify potential Schedule contractors capable of performing the work, and sufficient Schedule contractors were notified, the RFQ must be re-issued.

GSA is constantly striving to improve the way solutions are delivered, maintaining particular emphasis on streamlining the purchasing process.

Government Wide Acquisition Contracts

Our Government Wide Acquisition Contracts (GWACs)—defined as “multiple award, indefinite delivery, indefinite quantity” contracts—are designed for specialized IT services or large-scale initiatives that require integrating IT hardware, software, and services into a total systems solution. In both cases, our GWACs program provides direct access to a pool of qualified vendors, ensuring fair opportunity and compliance, reduced costs and procurement lead-times, and improved quality and contractor performance.

Through the use of GWACs, GSA provides direct access to comprehensive services and flexible IT solutions to meet the diverse and evolving needs of government. Additionally, we assist customer agencies in laying the groundwork for successful technology acquisitions while providing a variety of program support functions including:

- Contractual and advisory assistance at the task order level
- Project management and technical support
- Education and training on the appropriate use of GWACs

Information technology hardware, software, and services may be purchased through GWACs as part of a total technology solution. Task orders placed against GWACs also may be customized to meet the full range of IT service solutions including, but not limited to, service and product integration, systems integration, systems operation and management, software engineering management, communications, information systems engineering, information systems security services, network and management telecommunications, and web-enabled solutions. GSA provides two types of GWACs to deliver a full range of IT solutions: enterprise-wide GWACs (which offer the full gamut of IT across an enterprise-wide architecture) and small business GWACs (which offer innovative technology solutions, enabling agencies to meet socioeconomic goals). All GSA GWACs offer integrated, complex solutions, a streamlined acquisition process, and a competitive environment.

www.gsa.gov/gwacs

Network Services

GSA's Network Services help customers acquire telecommunications and network services. They provide a wide range of domestic and international network solutions at competitive prices while offering superior customer service. With pre-competed, full-service contracts that are in-place and ready to use, Network Services deliver the best-value and innovation to meet your mission requirements and operational needs. These solutions include voice, video, and data services in both fixed and mobile environments. In addition, they offer a full range of managed network solutions as well as specific design and engineering services. This office is also responsible for managing current programs including Networx, FTS2001, Metropolitan Area Acquisition, CONNECTIONS and SATCOM II contracts.

www.gsa.gov/telecommunications

Travel

The wheels of government are always moving because federal agencies operate in a constant state of motion. That's why GSA's travel solutions offer direct access to destinations near and far. As part of this program, GSA participates in the City Pair Program, which provide discounted airfares to more than 4,000 destinations worldwide for federal travelers on official business. GSA awards passenger air transportation contracts yearly based on the best overall value to the government. We also partner with the lodging industry to provide federal travelers with Federal Travel Regulation compliant accommodations within per diem allowance for selected high-volume travel destinations, both within and outside the continental United States.

In addition, our Travel Services Solutions provides a variety of high-quality, commercial travel services to support government employees' travel needs. Expert consulting services are also available to help you maximize eTravel's services—a collaborative inter-agency initiative that realizes the efficiencies, cost-savings, and increased service associated with a common approach to managing civilian agency's travel—and improve any aspect of the travel process to help realize cost and/or administrative savings. This schedule includes Travel Consulting Services, Travel Agent Services, and Customer Support Items.

www.gsa.gov/travel



Program Channels

Transportation

GSA has the knowledge, expertise, and most up-to-date information to meet all of your transportation needs. Our Transportation Management Services Solution (TMSS) is the first comprehensive online freight and household goods transportation management system designed exclusively for federal and civilian agencies. This dynamic system enables GSA customers to efficiently manage the entire transportation process with access to highly competitive rates.

Our Centralized Household Goods Traffic Management Program stipulates provisions for transporting household goods, privately owned vehicles, and unaccompanied air baggage of relocating federal employees to domestic and international destinations. In addition, our Freight Management Program provides a framework for fulfilling the domestic freight shipping requirements of federal agencies, offering rate management services nationally for general commodity freight transportation.

www.gsa.gov/transportation

GSA Fleet

GSA Fleet is a full-service, professional fleet management organization providing high quality vehicles to federal customers. This comprehensive leasing program offers customers management support for the lifecycle of the vehicle. Our support encompasses vehicle acquisition, asset management, maintenance and repair, fuel accident management, short-term rentals, and vehicle remarketing. GSA Fleet relieves participating federal customer agencies of many administrative, management, and fundamental tasks. GSA Fleet also consists of a variety of non-tactical vehicles including sedans, passenger vans, trucks (light, medium, and heavy), buses, including some alternative fuel vehicles (AFVs) and limited types of special-purpose vehicles. In total, GSA Fleet includes over 200,000 vehicles, making it the largest non-tactical fleet in the federal government.

GSA also offers used vehicles for sale in an auction environment at approximately 40 locations and online. Consumers can expect to find a mix of vehicle types hard to find anywhere else, including a

wide selection of alternative fuel vehicles. Every sale is open to the public. Access to these low-mileage, well-maintained vehicles via auction comes without a registration or buyer's fee.

www.gsa.gov/gsafleet

GSA Automotive

GSA is a mandatory source for vehicles under FPMR 101-26.501 that purchases about 60,000 new non-tactical vehicles for federal executive agencies and DoD annually. As part of this program, GSA offers customers AutoChoice, an online vehicle-ordering tool for purchasing non-tactical vehicles. Through this state-of-the-art platform, you can configure vehicles and choose equipment options, view side-by-side comparisons of vehicle models from vehicle manufacturers, calculate actual vehicle prices for configured vehicles, submit vehicle orders to GSA online, and check vehicle order status. GSA's Express Desk processes vehicle orders for government agencies with urgent requirements. Agencies must justify the urgent and compelling reasons for using the Express Desk. Prices will generally be higher than the established contract prices because the vehicles are purchased from a dealership and not directly from the manufacturer. Minimal GSA surcharges apply.

GSA also offers "Non-Standard Procurements" for agencies with specialized automotive requirements, such as mobile dental units, blood banks and other needs. Additional category offerings available through GSA Automotive include Leasing of Sedans and Light Trucks, Vehicular Multiple Award Schedule, and Tires.

www.gsa.gov/automotive

GSA's charge card program provides the government with an effective and efficient tool for conducting purchase, travel, and vehicle fleet operations.

GSA SmartPay® Card Services

During the past decade GSA's charge card program—called GSA SmartPay®—has expanded with the support of the executive and legislative branches as well as the merchant community. The program provides the government with an effective and efficient tool for conducting purchase, travel, and fleet vehicle operations. Government card usage provides streamlined, best practice processes that are consistent with, and frequently lead, private industry standards. The administrative cost savings of processing charge card transactions instead of paper-based transactions drives card use and merchant acceptance. There are currently over 350 agencies or organizations participating in the GSA SmartPay® program spending more than \$26 billion annually, through over 98 million transactions utilizing nearly 3 million cards.

www.gsa.gov/smartpay

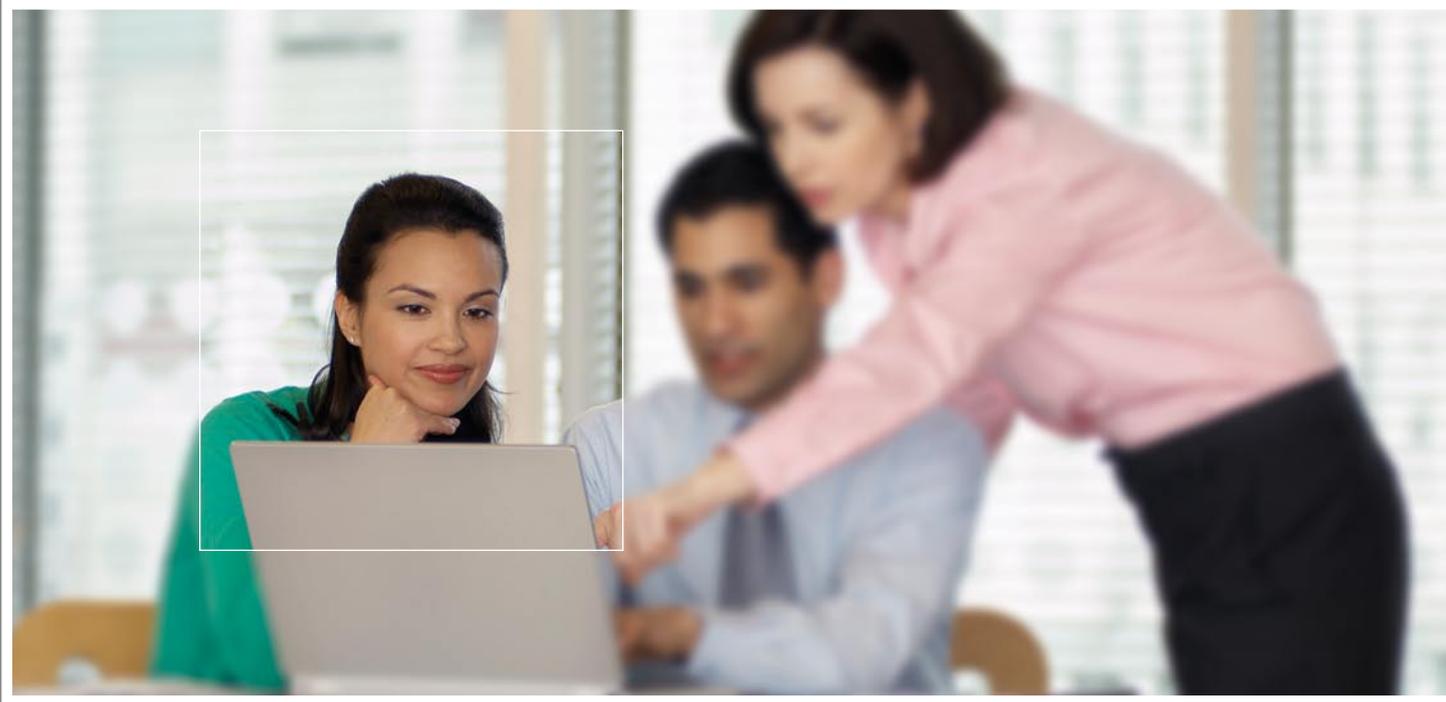
Personal Property Management

Excess personal property is any personal property that is no longer required by the holding agency for the discharge of its responsibilities. Each year, hundreds of millions of taxpayer dollars are saved by managers who acquire excess property instead of purchasing new property. Government regulations mandate that federal agencies, to the fullest extent practicable, use excess personal property as the first source of supply in meeting agency requirements (Federal Management Regulation 102-36).

GSA can help federal agencies dispose of personal property that is no longer required to perform the agency's mission. Federal personal property can be disposed in several ways throughout the disposal process:

- The holding agency declares the property "excess" and reports it to GSA for other federal agencies to search for through www.gsa.gov/gsexcess, the online system used for recording, tracking, and controlling the worldwide inventory of federal excess, surplus, and exchange and sale property.
- When excess personal property is not desired by other federal agencies, it is declared "surplus." It is then offered to the State Agencies for Surplus Property for donation.
- When surplus personal property is determined not needed through the donation process, the surplus property is made available to the public for sale through GSA Auctions® for electronic bidding or through Surplus Sales of Personal Property for non-electronic bidding.

www.gsa.gov/gsexcess



Online Resources

How can I leverage the power of the Internet?

GSA provides direct access to several interactive capabilities that facilitate doing business with GSA or finding specialized information available from GSA. Our online resources (or “eTools”) takes the paperwork out of procurement by providing an electronic process that boosts productivity and facilitates compliance with regulations and mandates—helping you streamline your procurement process and work more efficiently. GSA offers an array of online resources to help you manage your procurement transactions, place orders, learn about business opportunities, and enhance your overall buying experience.

www.gsa.gov/powerup



GSA's online resources take the paperwork out of procurement by providing an electronic process that boosts productivity and facilitates compliance.

GSAAdvantage!®

GSAAdvantage!® is the Federal Government's premier online ordering system that provides access to thousands of contractors and millions of services and products. GSAAdvantage!® offers instant online ordering; direct access to Schedules vendors; specialized grouping of products and services; market research capabilities to compare features, prices, and delivery options; FAR compliant purchasing; and anytime access provided you have an Internet connection. It also provides customers with multiple payment options, online viewing of order status, keyword search capabilities, browsing products by categories, and easy access to Mandatory AbilityOne (formerly known as JWOD) products.

www.gsaadvantage.gov

Air Force Advantage!

Air Force Advantage! is an online procurement tool specifically targeted to Air Force customers that want to purchase products and services from IT to office products to furniture easily and at best-value through GSA procurement channels. All purchases are FAR compliant and meet socioeconomic and environmental regulations, and Air Force Advantage! accepts Purchase Card and AAC/DoDAAC payment methods. All products are shipped to customers anywhere in the world, and any order shipment delivery status can be tracked through the website to ensure receipt.

www.afadvantage.gov

VA Advantage!

VA Advantage! is an online procurement tool specifically targeted to Veteran's Affairs customers that want to purchase products and services from IT to office products to furniture easily and at best-value through GSA procurement channels. All purchases are FAR compliant and meet socioeconomic and environmental regulations, and VA Advantage! accepts Purchase Card and AAC/DoDAAC payment methods. All products are shipped to customers anywhere in the world, and any order shipment delivery status can be tracked through the website to ensure receipt.

www.vaadvantage.gsa.gov

eLibrary

eLibrary serves as a comprehensive online source for GSA Multiple Award Schedules and GWAC solicitation and contract information. It allows users to search Schedules and GWAC databases by contractor's name, contract number, Special Item Number (SIN), Schedule number, or keyword for sources of supply. Its category structure makes it easy to find groups of vendors that can fulfill specific needs. eLibrary also displays GSA and VA Schedule contract award information and schedule details, provides easy access to specific contract terms and conditions, links to vendor catalogs and product lists in GSAAdvantage!®. It also shows buying information on GSA Multiple Award Schedules, GWACs, vendors, mandatory sources, Blanket Purchase Agreements, purchase cards, and price reductions.

www.gsa.gov/elibrary

eBuy

eBuy is an online Request for Quote tool for a wide range of commercial services and products that are offered by GSA. eBuy streamlines the solicitation process for complex, quantity, big-ticket requirements. It is also used for receiving quotes from GSA Multiple Award Schedules and GWAC vendors, finding sources of supply, submitting responses, and establishing and using Blanket Purchase Agreements. eBuy also creates value by providing instant access to Schedules and GWAC contractors, paperless procurement from "cradle to grave," full compliance with Section 803 of the 2002 National Defense Authorization Act, real-time RFQ management, volume discounts, electronic award notification and debriefing, and best-value practices.

www.gsa.gov/ebuy

eResolve

eResolve allows users to report a problem with a GSA Global Supply order or submit an inquiry about any of the products and services offered. Requests for assistance are processed by the GSA National Customer Service Center, a full-service center providing assistance and information to make your acquisitions simple and efficient.

www.gsa.gov/eresolve

Online Resources

GSA Global Supply

The GSA Global Supply website is an offshoot of the GSA *Advantage!*[®] site, providing 24/7 access to exclusively GSA Global Supply NSN and part numbered items. You can be assured when ordering from this online store that you are following all FAR, socioeconomic, and environmental regulations. Furthermore, all purchases from GSA Global Supply are requisition-based, meaning there is no need to secure three sources for comparative shopping as this requirement is already met by virtue of GSA Global Supply's unique procurement process. In short, this means we ensure your orders comply with the Federal Acquisition Regulations and other DoD, socioeconomic, and environmental policies.

www.GSAGlobalsupply.gsa.gov

Fleet Drive-Thru

GSA Fleet provides innovative reporting applications through its GSA Fleet Drive-thru online system.

Mileage Express

Web based mileage reporting system for GSA Fleet customers. Customers can log on the Internet and input vehicle mileages directly into the Fleet Management System database. No other data transfers or paperwork are required.

Reports Carryout

Customers are able to generate a GSA Fleet vehicle inventory report on the Internet whenever the need arises. Reports can be generated (within agency only) by customer number, in a format that can be opened in either Microsoft Word or Excel.

SpeedPay

Only accessible to DFAS (Defense Finance and Accounting Service) customers; but GSA expects to make it available to all customers soon. With SpeedPay, enter information and accounting classifications relating to vehicles that will simplify bill reconciliation and paying.

CRASH

The latest addition to GSA Fleet Drive-Thru is available to assist with tracking vehicle accident activity, past and present.

www.gsa.gov/fleetdrivethru

AutoChoice

AutoChoice is the Federal Government and DoD's online vehicle ordering tool for alternative fuel vehicles, ambulances, buses, light trucks, medium and heavy trucks, sedans, station wagons, wreckers, and carriers. In addition to AutoChoice's features, you can also:

- View GSA contract discounts
- View vehicle manufactures past performance
- Select a dealership
- View Federal Vehicle Standards

www.gsa.gov/autochoice

Transportation Management Services Solution

GSA's Transportation Management Services Solution (TMSS) is a comprehensive online freight and household goods transportation management system designed exclusively for federal civilian agencies. TMSS provides access to GSA's highly competitive transportation rates via the Freight Management Program (FMP) and Centralized Household Goods Traffic Management Program (CHAMP).

www.gsa.gov/tmss

GSAXcess[®]

GSAXcess[®] is GSA's online tool that provides customers an electronic means of reporting excess personal property to GSA, as well as searching and selecting excess personal property to be acquired. By using GSAXcess[®] customers seeking property can avoid the cost of new procurements by acquiring items that have been reported as excess by another federal agency. GSAXcess[®] is available only to federal agencies, state agencies, and authorized non-federal recipients. Agencies may search GSA's worldwide inventory through a process known as screening and may request property for transfer by selecting specific items.

www.gsa.gov/gsexcess

Branches of GSA have implemented Internet based applications to expedite and support workflow processes.

IT Solutions Shop (ITSS)

To support the missions of federal agencies in the United States, branches of GSA have implemented Internet based applications to expedite and support workflow processes. In particular, GSA has been utilizing online applications/functions designed to support its personnel, clients, and vendors.

One notable application is an e-commerce system called IT Solutions Shop (ITSS). ITSS provides an automated, convenient, and secure means for federal agencies to order and accept services and commodities from vendor partners - facilitating billions of dollars worth of transactions.

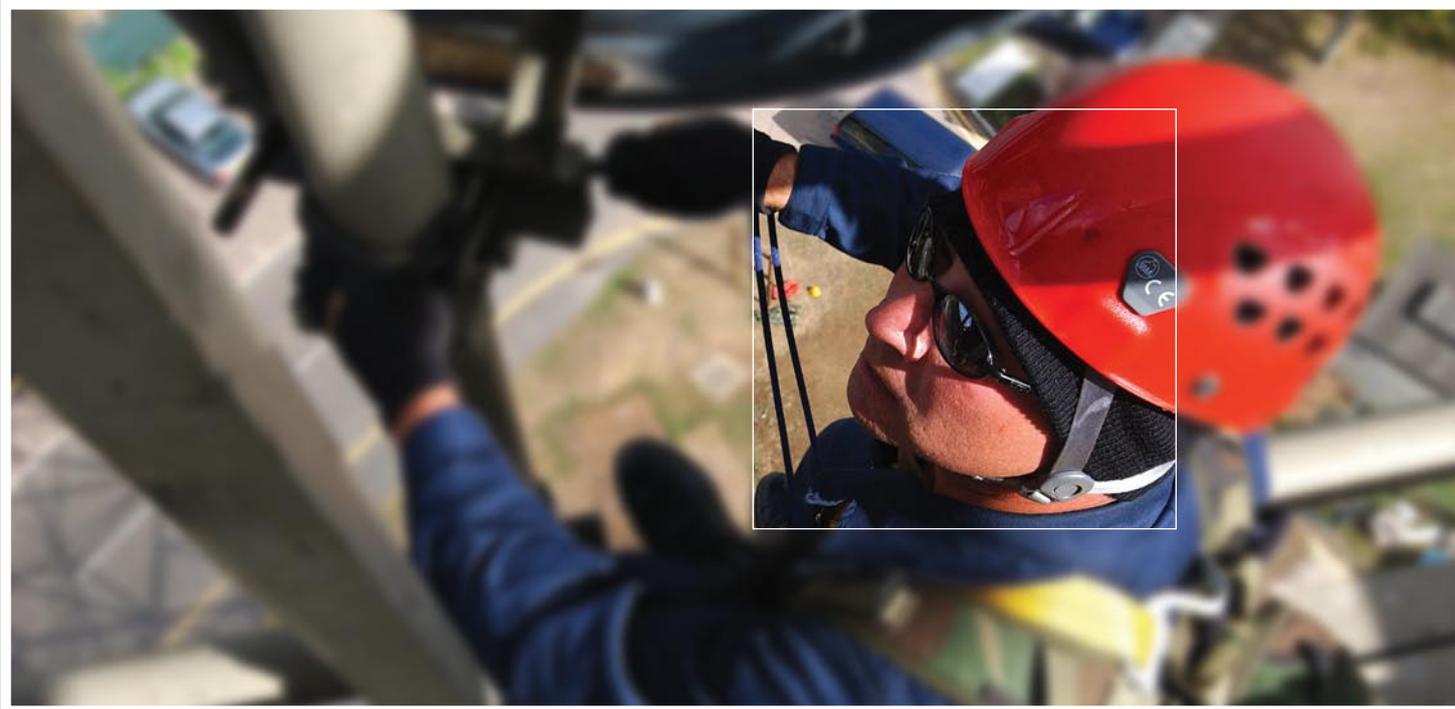
ITSS is designed to facilitate the development of delivery and purchase orders within GSA programs. ITSS provides convenient access through the Internet to a centralized work environment where orders are submitted, processed, and awarded. All information is automatically posted and made available as it is processed in the system, and individuals are notified when events requiring their attention occur. Clients, industry partners, and GSA associates are all able to work simultaneously online in this completely integrated Internet environment. ITSS includes several security and support systems to make this environment secure and easy to use.

www.gsa.gov/itss

Telecommunications Ordering & Pricing System (TOPS)

TOPS provides automated support of the GSA local telecommunications process by providing integrated online ordering and consolidated billing via the Internet. It improves agency-wide telecommunications inventory management as well as reduces costs for client agencies. The system provides customer benefits ranging from consolidated information, faster work order processing time and ability to query for current data or current status of outstanding work orders.

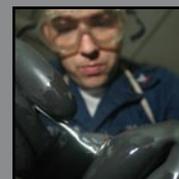
www.gsa.gov/itss (click TOPS)



Customer Support

How can I enhance my buying experience?

GSA is dedicated to providing exceptional customer service to federal agencies in support of our national priorities. From Customer Service Directors and National Account Managers to our National Customer Service Center and Centralized Mailing List Service, we take great pride in delivering the highest quality, best-value products and services that enable you to successfully accomplish your core mission.



GSA's dedication to exceptional support and training is fundamental to customer satisfaction and the entire organization's success.

Customer Service Directors

GSA offers a worldwide network of knowledgeable Customer Service Directors (CSDs). Wherever you're located, there is a CSD in your region to assist you with problem resolution and who can answer any and all questions relating to GSA and its procurement solutions. The CSDs also offer seminars on a variety of topics to educate customers on purchasing procedures and inform them of offerings and solutions available from GSA.

www.gsa.gov/csd

National Customer Service Center

Customers are encouraged to call GSA's National Customer Service Center (NCSC) at 1-800-488-3111 or DSN 465-1416 between 7:00 am to 6:00 pm Central Time with general or specific questions about GSA. Our customer service representatives are knowledgeable about GSA's offerings and can help direct you to a source that will best address your needs. The NCSC can also help verify your order's status, track shipments, resolve order discrepancies or deficiencies, and provide information on merchandise returns and exchanges as well as address billing inquiries, merchandise quality concerns, and current price quotes.

www.gsa.gov/ncsc

Centralized Mailing List Service

For your convenience, GSA offers a Centralized Mailing List Service (CMLS) that maintains copies of various GSA publications, including product catalogs, Schedules, fact sheets, and more. Just let us know which publications you are interested in and we will mail them to you free of charge.

www.gsa.gov/cmls

Training

Beyond our acquisition solutions, perhaps the most important resource we offer is our comprehensive training programs. Everyday contracting officers and program managers face a broad spectrum of challenges. Learning how to deal with them on your own can put your agency at high risk—especially when your mission requires a fast, compliant response. Our training programs are designed to help educate customers on GSA contracts

and acquisitions, government charge cards, and GSA Multiple Award Schedules, as well as our solutions for technology management, travel and transportation management, vehicle and fleet management, emergency management, and the Federal Advisory Committee Act. Below is a short list of the many training programs currently offered by GSA.

Center for Acquisition Excellence

The Center for Acquisition Excellence is available free of charge 24 hours a day, 7 days a week to provide customer agencies and vendors with online training, including GSA Multiple Award Schedules information. Some of the courses we offer include:

- **Using GSA Schedules**
These courses show students how to gain access to vendors, reduce acquisition cycle time, and purchase quality supplies and services at the best possible prices.
- **Cooperative Purchasing Program**
This program is specifically designed to assist state and local government customers in using GSA Schedule contracts for information technology products and services.
- **How to Become a Contractor—GSA Schedules Program**
This program is targeted toward vendors interested in becoming Schedule contractors. The course describes the features of the Schedules program, how to submit an offer, the contract award process, and how to successfully market supplies and services on a GSA Schedule contract.
- **Government Wide Acquisition Contracts (GWACs) Overview**
This seminar is designed to instruct participants on how to properly use GWACs to provide a total solution for their information technology requirements.

Customers can complete these online courses, which are aimed at helping to streamline the procurement process, to earn a training certificate.

www.gsa.gov/centerforacquisitionexcellence

Local Training and Seminars for Federal and Military Personnel

GSA offers local training and seminars for federal and military personnel. Topics address a wide range of acquisition solutions offered by GSA including Supply, Personal Property, Fleet Management, and Travel and Transportation programs as well as Environmental solutions and the AbilityOne (JWOD) program (NIB/NISH). GSA will also customize training seminars to meet your needs at your location, at no cost. However, lodging and transportation, if required, are the attending agency's responsibility. For seminar details and online registration, please visit our website, or contact your local regional representative.

www.gsa.gov/events

Government Charge Cards

GSA SmartPay® web-based training courses are designed to improve the efficient use of the government's charge card program. Our online training courses have been developed for purchase card program coordinators and cardholders of purchase and travel cards. Each course is free and designed to be completed within 45 minutes. These courses are segmented accordingly:

- Agency/Organization Program Coordinator (A/OPC) Training
- Federal Employee Cardholder Training

www.gsa.gov/smartpay

Technology Management

GSA also provides training for government employees to learn about cutting-edge technologies, how to manage technology projects and initiatives, how to receive the most out of an agency's GSA technology procurement, and intergovernmental strategies and practices that are increasing the effectiveness of government through technology solutions. GSA offers technology management training via myriad sources, including:

- CIO University—offers IT graduate-degree programs for federal executives

- Interagency Resources Management Conference—government's premier private interagency conference for senior executives and managers
- 508 Universe Training—central hub for GSA's Section 508 training and information resources

www.gsa.gov/technologytraining

Travel and Transportation Management

GSA has the knowledge, expertise, and most up-to-date information to put federal agencies in control of their travel and transportation needs. GSA offers courses throughout the calendar year in locations around the country for federal agencies and the Department of Defense, including:

- Advanced Temporary Duty Travel: Federal Travel Regulation (FTR)
- Approving Officials Responsibilities: Joint Federal Regulations, Volume 2
- Approving Officials Responsibilities: Federal Travel Regulation
- Relocation Allowances: FTR and JTR, Volume 2
- Temporary Duty Travel: Federal Travel Regulation (FTR)
- Temporary Duty Travel: Department of Defense JTR, Volume 2
- Transportation Management Services Solution (TMSS)—training for online freight and household goods transportation

Group specials and customized courses are available for a group formed by an agency at a site of their choice and customized to meet special needs.

www.gsa.gov/traveltransportationtraining





Appendix A

International and National Contact Information

GSA has customer service representatives working around the globe. These specialists can be found throughout the United States, Europe and Asia. For international and national contact information, including important email addresses and phone numbers, please reference this section.



National Account Managers

National Account Managers (NAMs) serve as liaisons between federal departments, agency headquarters, and GSA's customer programs. National Account Managers also evaluate GSA's effectiveness at responding to customer needs. If you need help with a policy issue of national scope or a problem that cannot be resolved at the regional level, contact GSA's Customer Accounts and Research, Customer Relationship and Management Office.

Customer Relationship and Management
Stephen Mial
Telephone: (703) 605-5655
stephen.mial@gsa.gov

Military Agency National Account Director
Ronnie Palmer
Telephone: (703) 306-6089
ronnie.palmer@gsa.gov

Civilian Agency National Account Director
Annette Super
Telephone: (703) 605-2620
annette.super@gsa.gov

National Customer Service Center

Customers are encouraged to call GSA's National Customer Service Center (NCSC) at 800-488-3111 or DSN 465-1416 between 7:00 am to 6:00 pm Central Time with general or specific questions about GSA. Our customer service representatives are knowledgeable about GSA's offerings and can help direct you to a source that will best address your needs. The NCSC can also help verify your order's status, track shipments, resolve order discrepancies or deficiencies, and provide information on merchandise returns and exchanges as well as address billing inquiries, merchandise quality concerns, and current price quotes.

Customer Assistance
Telephone: (800) 488-3111
NCSCcustomer.service@gsa.gov
www.gsa.gov/ncsc

Centralized Mailing List Service

For your convenience, GSA offers a Centralized Mailing List Service (CMLS) that maintains copies of various GSA publications, including product catalogs, Schedules, fact sheets, and more. Just let us know which publications you are interested in and we will mail them to you free of charge.

Customer Assistance
Telephone: (817) 334-5215
cmls@gsa.gov
www.gsa.gov/cmls

Business Portfolios

General Supplies and Services

GSA offers a wide selection of quality products ranging from office supplies, computer products, tools, to security and fire equipment, scientific equipment, and furniture; from financial and business services to facility maintenance.

Customer Assistance
Telephone: (703) 605-5515
www.gsa.gov/gss

Information Technology Services

The Office of Integrated Technology Services offers information technology and telecommunications solutions, from hardware and software to complex installations.

Customer Assistance
www.gsa.gov/its
Center for IT Schedule Program
Telephone: (703) 605-2700
www.gsa.gov/itcenter
Network Services
www.gsa.gov/network

Travel, Motor Vehicles and Card Services

GSA's Office of Travel, Motor Vehicles and Card Services provides compliant, responsive, and cost-effective services to aid federal customers in shipping, hauling, and transporting the people and products essential to doing the business of government.

Customer Assistance

GSA Automotive
Telephone: (703) 605-2277 (CARS)
vehicle.buying@gsa.gov
www.gsa.gov/automotive

GSA Fleet
gsa.fleet@gsa.gov
www.gsa.gov/gsafleet

Travel and Transportation
Telephone: (703) 605-5618
transportation.programs@gsa.gov
www.gsa.gov/travel
www.gsa.gov/transportation

eTravel
Telephone: (703) 872-8595
eGovTravel@gsa.gov
www.gsa.gov/etravel

GSA SmartPay® Card Services
Telephone: (703) 605-2825
www.gsa.gov/smartpay

Assisted Acquisition Services

GSA's Office of Assisted Acquisition Services provides technical, acquisition, financial, and project management services to help federal customers purchase and deploy information technology and professional services solutions.

Customer Assistance

Telephone: (703) 306-6633
patricia.green@gsa.gov
www.gsa.gov/aas

Acquisition Centers

GSA supports seven acquisition centers located throughout the United States.

Center for Facilities Maintenance and Hardware

The GSA Center for Facilities Maintenance and Hardware (CFMH) provides a variety of quality products such as hardware, tools, appliances, lawn and garden equipment, metalworking and woodworking machinery, paints, sealants, and adhesives to government customers around the world. These products can be purchased, leased, or rented to provide a short-term or long-term solution to the federal community. The CFMH also provides facilities maintenance, facilities management, and energy management services providing a total solution for maintaining or managing federal buildings while emphasizing energy savings.

Customer Assistance

Telephone: (816) 926-6760
hssmarketing@gsa.gov
www.gsa.gov/cfmh

Greater Southwest Acquisition Center

GSA's Greater Southwest Acquisition Center provides a variety of diverse products and services, including power distribution equipment, food service equipment, janitorial and cleaning supplies, law enforcement and security equipment, forklifts, and prefabricated buildings.

Customer Assistance

Telephone: (817) 574-2660
marketing.gps@gsa.gov
www.gsa.gov/generalproducts

National Furniture Center

GSA's National Furniture Center provides industry knowledge and contracting expertise for furniture and furnishings products and services, mail management, audio/visual, telecommunications and security solutions, as well as sports and recreation equipment, and trophies and signs.

Customer Assistance

Telephone: (703) 605-9300
www.gsa.gov/furniture

IT Acquisition Center

GSA's IT Acquisition Center is dedicated to providing government managers with smarter solutions to meet today's challenges of multiple priorities, increased demands, and diminishing resources. GSA has established vital information technology (IT) products and services contracts with industry leaders, which can be easily accessed through the GSA Multiple Award Schedules. Schedule 70 provides contracts with firms of all sizes, as well as nationally recognized leaders in their fields. GSA Multiple Award Schedules are designed as a comprehensive, yet flexible resource to assist government customers in achieving their goals.

Customer Assistance

Telephone: (703) 605-9300
it.center@gsa.gov
www.gsa.gov/itcenter

Office Supplies and Administrative Services Center

GSA's Office Supplies and Administrative Services Center supports civilian and military agencies with products and services to meet their office needs. In addition to providing a wide range of office supplies, this office offers training, human resources, and Equal Employment Opportunities (EEO) services.

Customer Assistance

Telephone: (212) 264-0868
smartshop@gsa.gov
www.gsa.gov/osas

Management Services Center

The Management Services Center (MSC) manages GSA Multiple Award Schedule contracts focused on professional services related to business improvement, language interpretation and translation, environmental issues, logistics, engineering, and consolidated services. The MSC has contracted with small business and 8(a) firms, as well as nationally recognized leaders in their fields.

Customer Assistance

Telephone: (800) 241-7246
www.gsa.gov/mgmtservices

Center for Services Acquisition

The Center for Services Acquisition provides professional services in the areas of finance and business to federal agencies, as well as Emergency Contracting and Strategic Sourcing Initiatives. GSA's procurement professionals design and implement Schedules that provide federal customers with direct access to industry experts. In addition to negotiating contracts under the Schedules program, the Center for Services Acquisition oversees the government's charge card program, GSA SmartPay®. We establish contracts with small business and 8(a) firms as well as nationally recognized leaders in their fields to help customers achieve their goals.

Customer Assistance

Telephone: (703) 605-2774
www.gsa.gov/servicesacquisitioncenter



Appendix A

GWAC Centers

GSA supports three GWAC centers located throughout the United States.

Enterprise GWAC Center

The Enterprise GWAC Center offers efficient, responsive, and professional support for all Information Technology (IT) acquisition needs by awarding and managing contracts that address the entire spectrum of IT, such as ANSWER (Applications 'n Support for Widely-diverse End-User Requirements), ACES (Access Certificates for Electronic Services), Alliant, ITOP II (IT Omnibus Procurement II), Millennia, and Virtual Data Center services.

Customer Assistance

Telephone: (877) 534-2208
www.gsa.gov/egc

Small Business GWAC Center

The Small Business GWAC Center manages a diversified portfolio of 8(a), Historically Under-utilized Business Zone (HUBZone), and Service-Disabled Veteran-Owned (SDVO) small business set-aside contracts for information technology solutions. These contracts 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. The Small Business GWAC Center manages three major small business set-aside contract vehicles: 8(a) STARS, HUBZone, and VETS GWACs. In addition, efforts are underway to award a new GWAC (the Alliant Small Business GWAC).

Customer Assistance

Telephone: (877) 327-8732
8a@gsa.gov
www.gsa.gov/sbgwac

GSA Global Supply

From office supplies to commercial cleaning products, tools, hardware and computer products, GSA Global Supply provides easy and flexible requisition-based ordering for tens of thousands of products and services.

Customer Assistance

Telephone: (800) 525-8027

- Option 1 – AAC or credit card orders
- Option 2 – Customer support issues
- Option 3 – FEDSTRIP/MILSTRIP orders

GSAglobalsupply@gsa.gov
www.GSAglobalsupply.gsa.gov

GSA Express! Stores

GSA Global Supply has four walk-in stores (indicated below) that carry 200 to 5,000 items. If a needed item is not on the shelf, store personnel can place a special order for the product. The stores accept the Government Purchase Card or DoDAAC/ AAC as valid forms of payment.

Alaska

GSA Global Supply Store
5250 Gibson Avenue, Bay 4
Elmendorf AFB, AK 99506-4430

California

GSA Global Supply Store
450 Golden Gate Avenue
San Francisco, CA 94102

Hawaii

GSA Global Supply Store
Building 1726
530 Kuntz Avenue
Honolulu, HI 96818

GSA Global Supply Store
Building 2069 Humphreys Road
Schofield Barracks, HI 96857

Base Supply Stores Supported by GSA Global Supply

GSA Global Supply also supports military base supply stores in Asia, Europe, the Middle East and the United States. In these stores, GSA manages the inventory for the customer. Base personnel oversee daily store operations. Authorized buyers can purchase supplies using their Government Purchase Card or direct billing through an Activity Address Code (AAC or DoDAAC).

Belgium

U.S. Army - Chievres
U.S. Army Hangar 3
Base Aerienne DeEta
7950 Chievres, Belgium
Telephone: DSN 361-5343/5175
Commercial: 32-68-27-5343

Germany

U.S. Army - Mannheim
Spinelli Barracks, Building 1536
Am Aubuckel
68259 Mannheim, Germany
Telephone: DSN 384-6809/6808
Commercial: 49-621-730-6809
Fax: DSN 384-6802
Commercial: 49-621-730-6802

U.S. Army - Stuttgart
Patch Barracks, Building 2317
Katzenbach Strasse
70569 Stuttgart/Vaihingen, Germany
Telephone: DSN 430-5548
Commercial: 49-711-680-5548
Fax: DSN 430-6645
Commercial: 49-711-680-6645

U.S. Army - Wuerzburg (New Location)
Illesheim SSSC
Storck Barracks, Bldg 6512
91471 Illesheim, Germany
Director of Logistics
Telephone: DSN 468-7919
Commercial: 011-49-09841-83-919

U.S. Army - Baumholder
Smith Barracks, Building 8716
Aulenbacher Strasse
55774 Baumholder, Germany
Telephone: DSN 485-7512
Commercial: 49-6783-6-7512

Fax: DSN 485-6366
Commercial: 49-6783-6-6366

U.S. Army - Hanau
Grossauheim Kaserne, Building 601
Depot Strasse
63457 Hanau, Germany
Telephone: DSN 322-9536/9522
Commercial: 49-6181-88-9536
Fax: DSN 322-9539
Commercial: 49-6181-88-9539

U.S. Army - Kaiserslautern
Kaiserslautern Industrial Center, Building 2264
Mannheimer Strasse 209
67657 Kaiserslautern, Germany
Telephone: DSN 483-8831/6343
Commercial: 49-631-411-8831
Fax: DSN 483-7735
Commercial: 49-631-411-7735

Guam

Defense Distribution Center - Guam and Marianas
Building 2118 - Receiving Station
Sumay Drive
Santa Rita, Guam 96915-1000
Operating Hours: 7:00 - 4:00
Monday - Friday

Japan

U.S. Air Base - Yokota
GSA Global Supply Mart
374 Supply Squadron, Building 924
M/F GSA Mart #46 Yokota AB
Honshu, Japan
Telephone: DSN 225-7589 or 225-8723
Commercial: 81-3117-55-7589 or 8723
Fax: DSN 225-2533
Commercial: 81-3117-55-2533

U.S. Naval Base - Yokosuka (Not a Walk-In Store)
GSA Global Supply Mart FiSC Yokosuka,
Building 5010
1 Chome - Hon-cho
Yokosuka - shi, Japan
Telephone: DSN 243-8202
Commercial: 81-46-816-8202
Fax: DSN 243-7617
Commercial: 81-816-46-7617

Appendix A

U.S. Army - Camp Zama, Sagami
GSA Global Supply Mart, Building 320
17th Supply Area Support Group
Camp Zama, Japan
Telephone: DSN 263-3801 or 263-4344
Commercial: 81-3117-63-4344 or 3801
Fax: DSN 263-5501

Kadena, Okinawa
GSA Global Supply Mart
18 SUP LGS, Building 792 M/F
Kadena Okinawa, Japan
Telephone: DSN 634-2224 or 634-3291
Commercial: 81-611-634-2224
Fax: DSN 634-2998
Commercial: 81-6117-32-8534

Marine Corp Base at Camp Butler
GSA Global Supply Mart
Building 5969, Unit 35001
Okinawa Ryukyu, Japan
Hours of Operation: 0800 to 1530
Monday through Friday
Telephone: DSN 645-7577
Commercial: 011-81-6117-45-7577
Fax: DSN 645-1133
Commercial: 011-81-6117-45-1133

U.S. Air Base - Misawa
GSA Global Supply Mart, Unit 5014
35 SUPS LGS, Building 1334
Misawa AB, Japan
Telephone: DSN 226-4150
Commercial 81-3117-66-4150
Fax: DSN 226-3859
Commercial: 81-3117-66-3859

Korea

U.S. Air Station - Osan
GSA Global Supply Mustang Mart
Building 837, Unit 2064 LDG 819
Osan AB
Song Tan City ROK, Korea 96278-2060
Telephone: DSN 784-6635
Commercial 82-333-661-6635
Fax: DSN 784-8165
Commercial: 82-333-661-8165

U.S. Air Base - Kunsan
GSA Wolfpack Mart
8 SUP LGSD, Unit 2025
Building 823
Kunsan AB, Korea
Telephone: DSN 782-4124
Commercial: 82-654-470-4124
Fax: DSN 782-7319
Commercial: 82-63-470-5264 or 7319

Kuwait

GSA Global Supply provides approximately 200 items to the DLA Depot in Kuwait.

Netherlands

U.S. Army - Schinnen
U.S. Army Building 73
Nutherweg 60
5365 ER Schinnen, Netherlands
Telephone: DSN 360-7384/7388
Commercial: 31-46-443-7384
Fax: DSN 360-7373
Commercial: 31-46-443-7373

United States

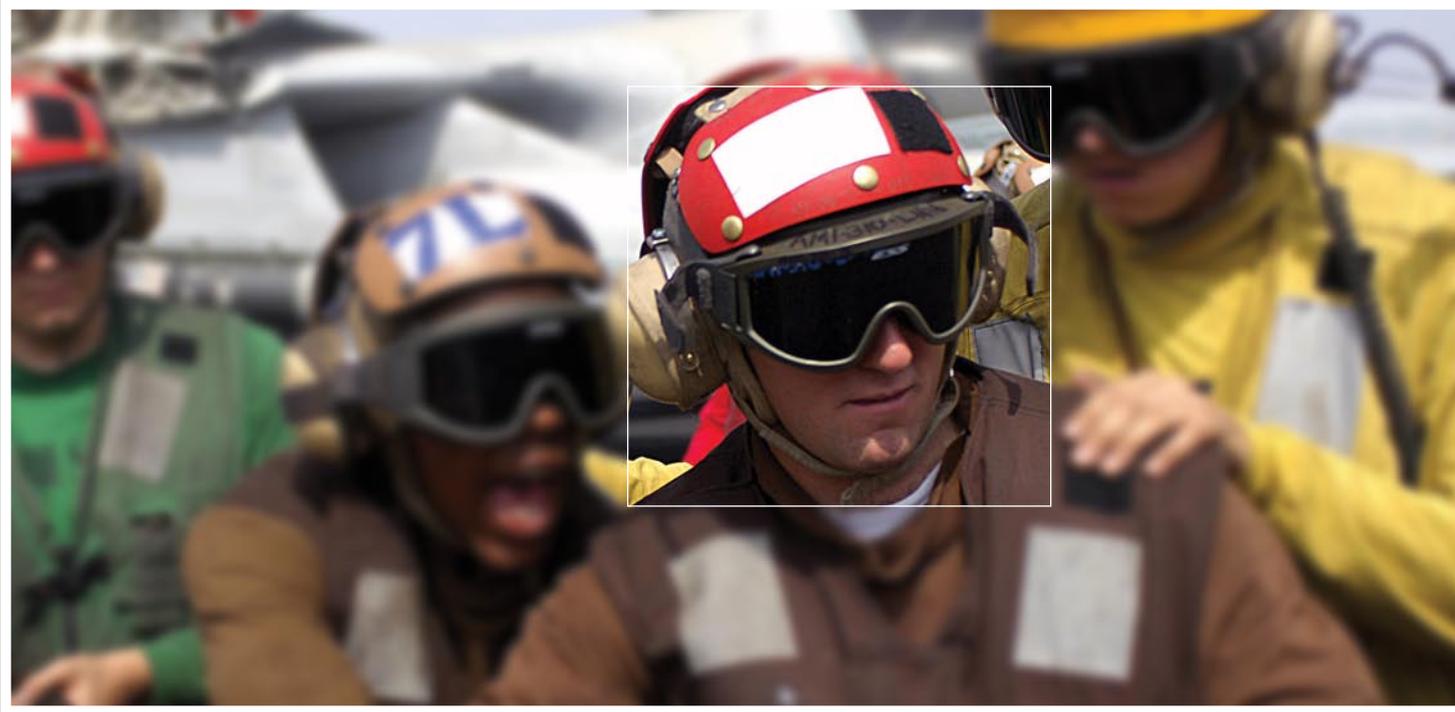
U.S. Marine Corps Base - Camp LeJeune
LeJeune First Choice
1606 Fir Street
Camp LeJeune, NC 28542-0007
Commercial: (910) 451-5163

Naval Air Depot, Jacksonville, FL
Mezzanine #5
Jacksonville, FL 32212
Commercial: (904) 542-4091
Fax: (904) 542-4884

U.S. Marine Corps Air Ground Combat Center - 29
Palms
GSA Global Supply Store
Building 1102
Twenty Nine Palms, CA 92278-8108
Commercial: (760) 830-1931
DSN: 230-1931
Fax: (760) 830-4726

Servmart - Albany, GA
Marine Corps Logistics Base
814 Radford Boulevard
Warehouse 1330
Albany, GA 31704
Telephone: (229) 639-5813



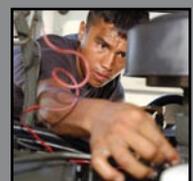


Appendix B

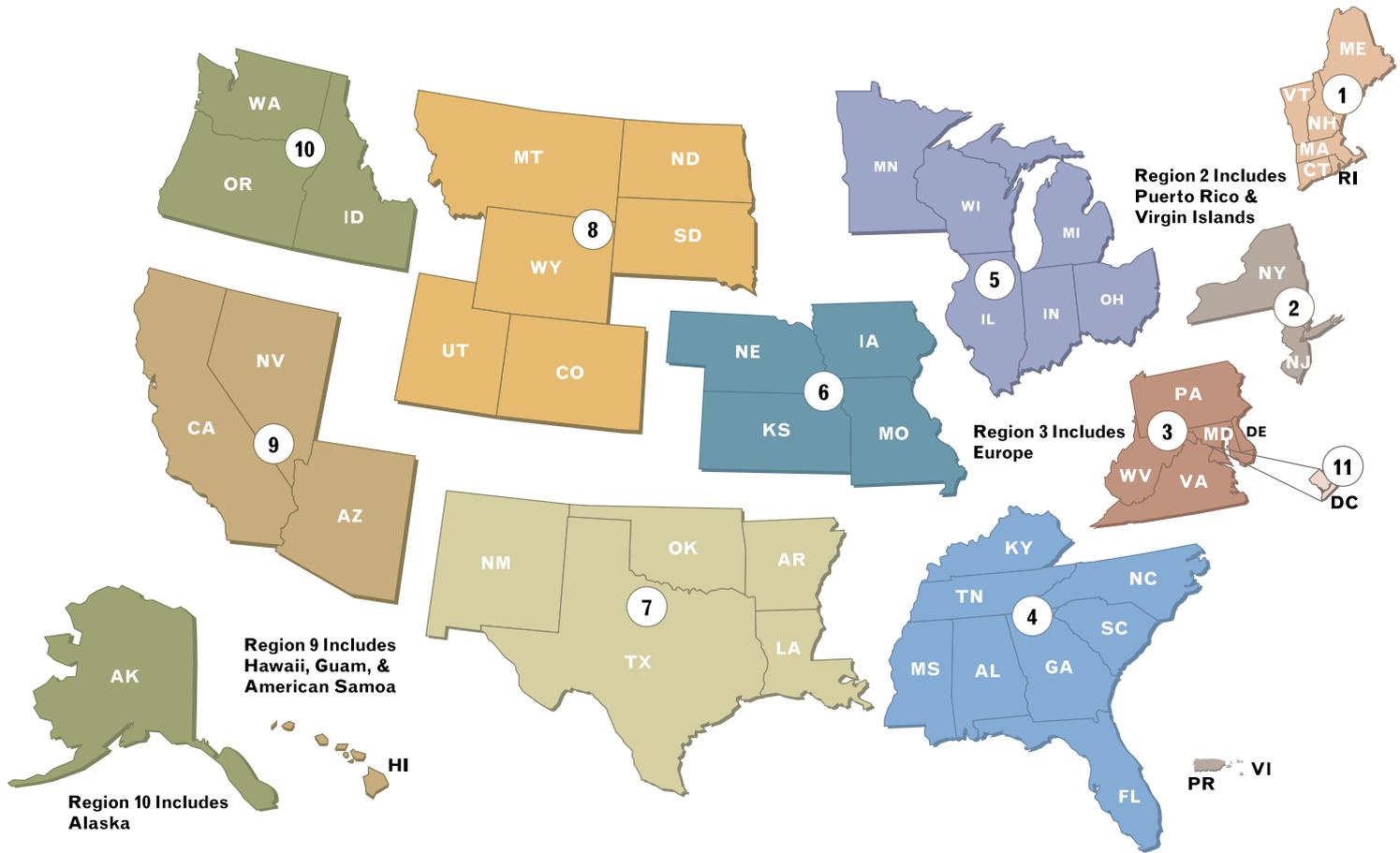
Regional Contact Information

Distributed throughout 11 regional offices and multiple field offices in major metropolitan areas, GSA's Customer Service Directors (CSDs) provide responsive customer service and offer on-site training, acquisition advice and assistance, and commodity and service delivery oversight to customers in the geographic territories and states each region serves. At a local level, they are your primary point of entry to all GSA Federal Acquisition Service Program Channels. Consult this regional directory and www.gsa.gov/csd for the most up-to-date information about the Customer Service Director in your area to get prompt, direct, personalized access to GSA in meeting your agency's requirements.

For further reference, contact information for regional Program Channel experts is also contained in this directory. To find your local Fleet Service Representative, call (866) 472-6711 or visit www.gsa.gov/fsr. Locate your nearest Area Property Officer at www.gsa.gov/apo.



To receive information about GSA in your region, please contact your regional marketing manager nearest your organization or visit www.gsa.gov/csd to find your local customer service director.



Region	Name	Phone	Email
1 2	Judy Poskanzer	(212) 264-0305	judy.poskanzer@gsa.gov
3 11	Dena McLaughlin	(215) 446-5055	dena.mclaughlin@gsa.gov
4	Kelley Holcombe	(404) 331-0652	kelley.holcombe@gsa.gov
5	Kurt Regep	(312) 886-8870	kurt.regep@gsa.gov
6	Thomas F. Brown	(816) 823-2009	thomasf.brown@gsa.gov
7 8	Cindy Yandell (Acting)	(817) 574-2479	cindy.yandell@gsa.gov
9	Bill Villarroel	(415) 522-2803	william.villarroel@gsa.gov
10	James Hamilton	(253) 931-7496	james.hamilton@gsa.gov



Appendix B

New England Region *Region 1*

Serving the states of Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont.

Judy Poskanzer **Regional Marketing Manager**

Telephone: (212) 264-0305
judy.poskanzer@gsa.gov
www.gsa.gov/r1

Customer Assistance

Telephone: (866) 504-6353 (FAS Help Desk)
www.gsa.gov/csd

Customer Relationship Management and Sales

Telephone: (617) 565-5692

Assisted Acquisition Services **Information Technology Services**

Telephone: (617) 565-5762

Network and Telecommunications Services

Telephone: (781) 377-5051

Northeast and Caribbean Region *Region 2*

Serving the states of New Jersey and New York, the Commonwealth of Puerto Rico, and the U.S. Virgin Islands.

Judy Poskanzer **Regional Marketing Manager**

Telephone: (212) 264-0305
judy.poskanzer@gsa.gov
www.gsa.gov/r2

Customer Assistance

Telephone: (212) 264-3592
R2Contact@gsa.gov
www.gsa.gov/csd

Assisted Acquisition Services **Information Technology Services**

Telephone: (212) 264-1265

Network and Telecommunications Services

Telephone: (212) 264-5054

Fleet and Personal Property Management Services

Telephone: (212) 264-3930

Mid-Atlantic Region *Region 3*

Serving the states of Delaware, Pennsylvania, West Virginia, Maryland (excluding Montgomery and Prince George's Counties served by the National Capital Region), Virginia (excluding the cities of Alexandria and Falls Church, and Arlington, Fairfax, Loudoun and Prince William Counties served by the National Capital Region), as well as overseas in Europe, Africa and the Middle East.

Dena McLaughlin **Regional Marketing Manager**

Telephone: (215) 446-5055
dena.mclaughlin@gsa.gov
www.gsa.gov/r3

Customer Assistance

www.gsa.gov/csd

Customer Service Office Europe, Africa and Middle East (CSOE)

Frankfurt, Germany
DSN 320-3557/3558
Telephone: (49) 69 7535 7850

Assisted Acquisition Services

Telephone: (215) 446-5802

Information Technology Services

Telephone: (215) 446-5830

Network and Telecommunications Services

Telephone: (215) 446-5827

Fleet Service Office

Telephone: (215) 446-5033

To receive information about GSA in your region, please contact your regional marketing manager nearest your organization or visit www.gsa.gov/csd to find your local customer service director.

Southeast Sunbelt Region

Region 4

Serving the states of Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina and Tennessee.

Kelley Holcombe Regional Marketing Manager

Telephone: (404) 331-0652
kelley.holcombe@gsa.gov
www.gsa.gov/r4

Customer Assistance

www.gsa.gov/csd

Assisted Acquisition Services

Director
Telephone: (404) 331-7838

Technical Branch
Telephone: (404) 331-1111

Acquisition Branch
Telephone: (404) 332-3335

Network and Telecommunications Services

Telephone: (404) 331-1845

Fleet Service Office

Telephone: (404) 331-5150

Personal Property

Telephone: (404) 331-0040

Great Lakes Region

Region 5

Serving the states of Illinois, Indiana, Michigan, Minnesota, Ohio and Wisconsin.

Kurt Regep Regional Marketing Manager

Telephone: (312) 886-8870
kurt.regep@gsa.gov
www.gsa.gov/r5

Customer Assistance

Telephone: (866) 333-4472
www.gsa.gov/csd

Assisted Acquisition Services

Telephone: (618) 622-5801

Network Services Division

Central Team serving Chicago metropolitan area and suburbs

Telephone: (312) 886-0507

East Team serving Indiana, Michigan and Ohio

Telephone: (313) 226-4916

West Team serving all other locations in Illinois, Minnesota and Wisconsin

Telephone: (312) 886-3806

Fleet Service Office

Telephone: (312) 886-8900

Heartland Region

Region 6

Serving the states of Iowa, Kansas, Missouri and Nebraska.

Thomas (Tom) F. Brown Regional Marketing Manager

Telephone: (816) 823-2009
thomasf.brown@gsa.gov
www.gsa.gov/heartland

Customer Assistance

Telephone: (866) 472-2273
gsa.care@gsa.gov
www.gsa.gov/csd

Assisted Acquisition Services Information Technology Services

Telephone: (816) 926-6940

Network and Telecommunications Services

Telephone: (888) 472-9711



Appendix B

Greater Southwest Region *Region 7*

Serving the states of Arkansas, Louisiana, New Mexico, Oklahoma and Texas, as well as Canada, Central America and South America.

Cindy Yandell (Acting) **Regional Marketing Manager**

Telephone: (817) 574-2479
cindy.yandell@gsa.gov
www.gsa.gov/greatersouthwest

Customer Assistance

Telephone: (817) 574-2472
www.gsa.gov/csd

Assisted Acquisition Services

Director
Telephone: (817) 574-4333

Technical Services Branch
Telephone: (210) 341-8300

Acquisition Branch
Telephone: (817) 574-4334

www.gsa.gov/r7

Information Technology Services

Telephone: (817) 978-4087
www.gsa.gov/r7itsolutions

Network and Telecommunications Services

Director
Telephone: (817) 978-3709

Northern Operations Branch
Telephone: (817) 978-3537

Southern Operations Branch
Telephone: (504) 589-4348

www.gsa.gov/r7telecom

Fleet Service Office

Telephone: (817) 574-2420

Rocky Mountain Region *Region 8*

Serving the states of Colorado, Montana, North Dakota, South Dakota, Wyoming and Utah.

Cindy Yandell (Acting) **Regional Marketing Manager**

Telephone: (817) 574-2479
cindy.yandell@gsa.gov
www.gsa.gov/r8

Customer Assistance

Telephone: (303) 236-7547
rmrcallcenter@gsa.gov
www.gsa.gov/csd

Assisted Acquisition Services **Network and Telecommunications Services**

Telephone: (877) 734-8387
fas.r08@gsa.gov

Fleet Service Office

Telephone: (303) 236-7599

Pacific Rim Region *Region 9*

Serving the states of Arizona, California, Hawaii and Nevada, as well as overseas in American Samoa, Diego Garcia and the Indian Ocean, Guam and CNMI, Japan, Korea and Saipan.

Bill Villarroel **Regional Marketing Manager**

Telephone: (415) 522-2803
william.villarroel@gsa.gov
www.gsa.gov/pacificrim

Customer Assistance

Telephone: (877) 836-4859
www.gsa.gov/r9customerservice

Customer Service Office Hawaii/Far East

Telephone: (808) 541-1776

To receive information about GSA in your region, please contact your regional marketing manager nearest your organization or visit www.gsa.gov/csd to find your local customer service director.

Assisted Acquisition Services

Southern Area Team serving Southern California

Telephone: (858) 537-2222

Hawaii Area Team serving Hawaii

Telephone: (808) 541-3140

General

Telephone: (415) 436-8202

Information Technology Services

Telephone: (415) 436-8202

Network and Telecommunications Services

Telephone: (415) 522-4536

Northwest/Arctic Region

Region 10

Serving the states of Alaska, Idaho, Oregon and Washington.

James Hamilton

Regional Marketing Manager

Telephone: (253) 931-7496

james.hamilton@gsa.gov

www.gsa.gov/r10

Customer Assistance

Telephone: (252) 931-7496

www.gsa.gov/csd

Assisted Acquisition Services

Information Technology Services

Telephone: (253) 931-7496

Network and Telecommunications Services

Telephone: (253) 931-7519

Fleet Service Office

Telephone: (253) 931-7400

National Capital Region

Region 11

Serving Washington, DC and the states of Maryland (Montgomery and Prince George's Counties not served by the Mid-Atlantic Region) and Virginia (the cities of Alexandria and Falls Church, and Arlington, Fairfax, Loudoun and Prince William Counties not served by the Mid-Atlantic Region).

Dena McLaughlin

Regional Marketing Manager

Telephone: (215) 446-5055

dena.mclaughlin@gsa.gov

www.gsa.gov/r3

Customer Care

www.gsa.gov/csd

www.gsa.gov/ncr

Assisted Acquisition Services

Information Technology Services

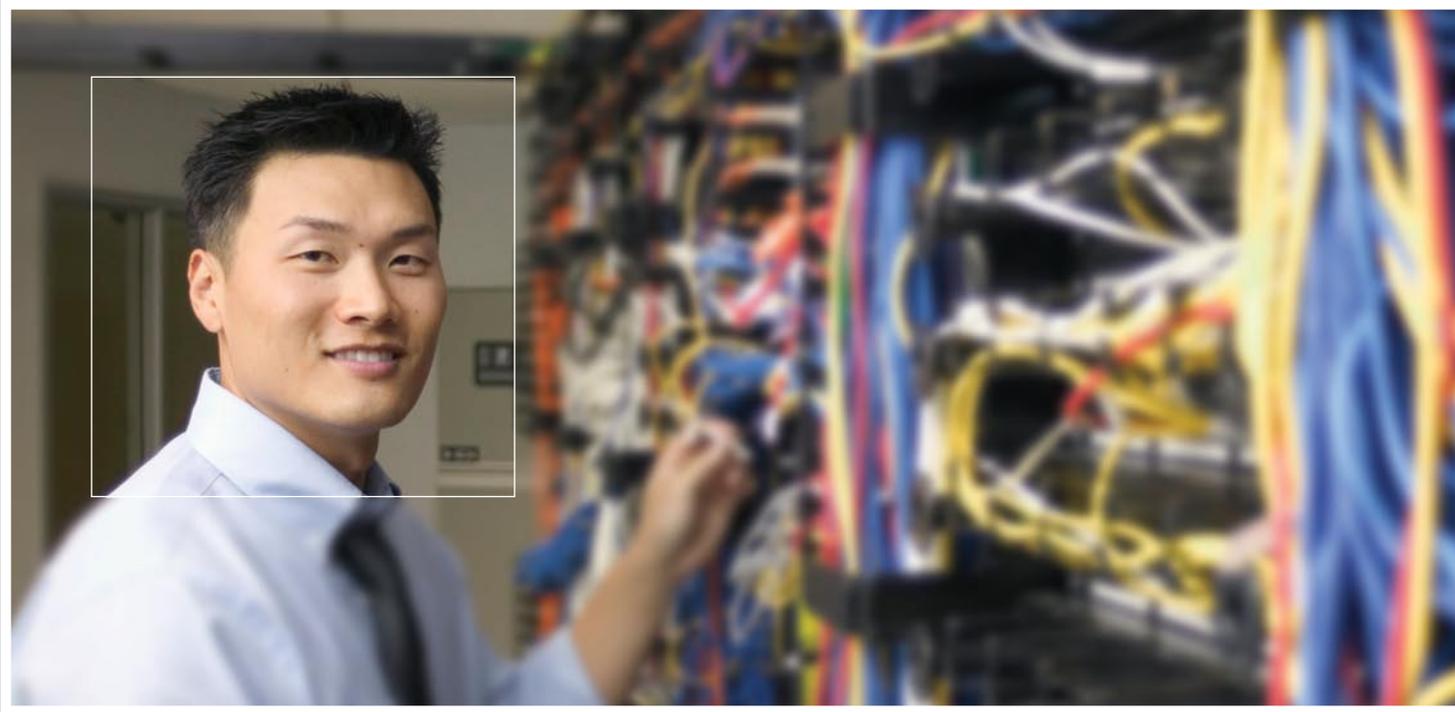
Telephone: (202) 708-8100

Network and Telecommunications Services

Telephone: (202) 708-7700

Fleet Service Office

Telephone: (703) 605-9350



Appendix C

Internet References

GSA.gov is a gateway to a world of information. The website provides a comprehensive tool for purchasing, support, research and much more. A list of Internet references is displayed in this section.



Business Portfolios, Business Lines, Programs

Assisted Acquisition Services

www.gsa.gov/aas

General Supplies and Services

www.gsa.gov/gss

GSA Global Supply
www.gsa.gov/globalsupply

GSA Multiple Award Schedules
www.gsa.gov/schedules

Personal Property Management
www.gsa.gov/property

Integrated Technology Services

www.gsa.gov/its

Government Wide Acquisition Contracts
(GWACs)
www.gsa.gov/gwacs

IT Schedule 70
www.gsa.gov/schedule70

Network Services Programs
www.gsa.gov/telecommunications

Travel, Motor Vehicles, and Card Services

www.gsa.gov/tmvcs

Accident Management Center
www.gsa.gov/accident

Alternative Fuel Vehicles
www.gsa.gov/afv

AutoChoice
www.gsa.gov/autochoice

Card Services
www.gsa.gov/smartpay

Centralized Household Goods Traffic
Management Program
www.gsa.gov/transportation

City Pair Program
www.gsa.gov/citypairsearch

Emergency Lodging Services
www.gsa.gov/travel

eTravel Services
www.gsa.gov/etravel

FedRooms
www.gsa.gov/fedrooms

Fleet Management Centers
www.gsa.gov/gsafleet

Fleet Service Representatives
www.gsa.gov/fsr

Freight Management Program
www.gsa.gov/transportation

GSA Automotive
www.gsa.gov/automotive

GSA Fleet
www.gsa.gov/gsafleet

GSA Fleet Drive-Thru
www.gsa.gov/fleetdrivethru

GSA SmartPay®
www.gsa.gov/smartpay

GSA Transportation
www.gsa.gov/transportation

GSA Travel
www.gsa.gov/travel

Transportation Audits
www.gsa.gov/transportation

Transportation, Delivery and Relocation
Solutions
www.gsa.gov/tdrs

Transportation Management Services Solution
www.gsa.gov/tmss

Travel Services Solutions
www.gsa.gov/tss

Program Channels, eResources

AirForce Advantage!

www.afadvantage.gov

AutoChoice

www.gsa.gov/autochoice

eBuy

www.ebuy.gsa.gov

eResolve

www.gsa.gov/eresolve

eTools

www.gsa.gov/powerup

Government Wide Acquisition Contracts

www.gsa.gov/gwacs

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GSAXcess®

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GSA Global Supply

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Transportation Management Services Solutions

www.gsa.gov/tmss

VA Advantage!

www.vaadvantage.gov

Customer Service

Centralized Mailing List Service

www.gsa.gov/cmls

Customer Service Directors

www.gsa.gov/csd

National Customer Service Center

www.gsa.gov/ncsc

Training

Center for Acquisition Excellence

www.gsa.gov/centerforacquisitionexcellence

Local Seminars for Government Personnel

www.gsa.gov/events

Technology Management Training

www.gsa.gov/technologytraining

Travel and Transportation Management Training

www.gsa.gov/traveltransportationtraining

Vehicle and Fleet Management Training

www.gsa.gov/vehiclefleettraining

Special Programs

1122 Counterdrug Program

www.gsa.gov/1122program

Computers for Learning Program

www.gsa.gov/computersforlearning

Cooperative Purchasing

www.gsa.gov/cooperativepurchasing

Department of Defense Customer

www.gsa.gov/dod

Disaster Recovery Purchasing (Section 833)

www.gsa.gov/disasterrecovery

Environmental – Buy Green

www.gsa.gov/enviro

Federal Surplus Personal Property Donation Program

www.gsa.gov/property

HSPD-12

www.IDmanagement.gov

Wildland Fire Program

www.gsa.gov/fireprogram

Acquisition Centers

Center for Facilities Maintenance and Hardware

www.gsa.gov/cfmh

Center for Office Supplies and Administrative Services

www.gsa.gov/osas

Furniture and Furnishings

www.gsa.gov/furniture

Greater Southwest Acquisition Center

www.gsa.gov/generalproducts

IT Acquisition Center

www.gsa.gov/itcenter

Management Services Center

www.gsa.gov/mgmtservices

Services Acquisition Center

www.gsa.gov/servicesacquisitioncenter

Government Wide Acquisition Contracts (GWACs)

8(a) STARS

www.gsa.gov/8astars

Alliant

www.gsa.gov/alliant

Alliant Small Business

www.gsa.gov/sballiant

ANSWER

www.gsa.gov/answer

HUBZone

www.gsa.gov/hubzone

ITSS

www.gsa.gov/itss

Millennia

www.gsa.gov/millennia

Millennia Lite

www.gsa.gov/millennialite

TOPS

www.gsa.gov/itss (click TOPS)

VETS GWAC

www.gsa.gov/vetsgwac



Appendix D

Federal Supply Class (FSC) Assignments

Each item in the National Supply System is assigned to a specific Source of Supply for management. GSA has been designated as the integrated material manager for 70 FSCs that are listed in Table 1. The Defense Logistics Agency manages the remaining FSCs, listed in Table 2. Source of supply is important in the routing of MILSTRIP/FEDSTRIP documents.



Table 1: General Services Administration Federal Supply Classes (FSCs)

3540	Wrapping and Packaging Machinery	7460	Visible Record Equipment
3550	Vending and Coin Operated Machines	7490	Miscellaneous Office Machines
3590	Miscellaneous Service and Trade Equipment	7510	Office Supplies
3750	Gardening Implements and Tools	7520	Office Devices and Accessories
5110	Hand Tools, Edged, Non-powered	7530	Stationery and Record Forms
5120	Hand Tools, Non-edged,	7540	Standard Forms
5130	Hand Tools, Power Driven	7710	Musical Instruments
5133	Drill Bits, Counterbores, and Countersinks: Hand and Machine	7720	Musical Instrument Parts and Accessories
5136	Taps, Dies, and Collets; Hand and Machine	7730	Phonographs, Radios, and Television Sets: Home Type
5140	Tool and Hardware Boxes	7740	Phonograph Records
5180	Sets, Kits, and Outfits of Hand Tools	7810	Athletic and Sporting Equipment
5210	Measuring Tools, Craftsmen's	7820	Games, Toys, and Wheeled Goods
5345	Disks and Stones, Abrasive	7830	Recreational and Gymnastic Equipment
5350	Abrasive Materials	7910	Floor Polishers and Vacuum Cleaning Equipment
5610	Mineral Construction Materials, Bulk	7920	Brooms, Brushes, Mops, and Sponges
5620	Building Glass, Tile, Brick, and Block	7930	Cleaning and Polishing Compounds and Preparations
5630	Pipe and Conduit, Nonmetallic	8010	Paints, Dopes, Varnishes, and Related Products
5640	Wallboard, Building Paper, and Thermal Insulation Materials	8020	Paint and Artists' Brushes
5650	Roofing and Siding Materials	8030	Preservative and Sealing Compounds
5670	Architectural and Related Metal Products	8040	Adhesives
5680	Miscellaneous Construction Materials	8105	Bags and Sacks
7105	Household Furniture	8115	Boxes, Cartons, and Crates
7110	Office Furniture	8135	Packaging and Packing Bulk Materials
7125	Cabinets, Lockers, Bins, and Shelving	8510	Perfumes, Toilet Preparations, and Powders
7195	Miscellaneous Furniture and Fixtures	8520	Toilet Soap, Shaving Preparations, and Dentifrices
7220	Floor Coverings	8530	Personal Toiletry Articles
7230	Draperies, Awnings, and Shades	8540	Toiletry Paper Products
7240	Household and Commercial Utility Containers	8710	Forage and Feed
7290	Miscellaneous Household and Commercial Furnishings and Appliances	8720	Fertilizers
7330	Kitchen Hand Tools and Utensils	8730	Seeds and Nursery Stock
7340	Cutlery and Flatware	9310	Paper and Paperboard
7350	Tableware	9905	Signs, Advertising Displays, and Identification Plates
7420	Accounting and Calculating Machines	9910	Jewelry
7430	Typewriters and Office Type Composing Machines	9915	Collectors' Items
7435	Office Information Equipment	9920	Smokers' Articles and Matches



Appendix D

Table 2: Defense Logistics Agency Federal Supply Classes (FSCs)

1005	Guns, thru 30 mm
1010	Guns, over 30 mm – 75 mm
1015	Guns, 75mm – 125 mm
1020	Guns, over 125 mm – 150 mm
1025	Guns, over 150 mm – 200 mm
1030	Guns, over 200 mm – 300 mm
1035	Guns, over 300 mm
1040	Chemical Weapons and Equipment
1045	Launchers, Torpedoes and Depth Charge
1055	Launchers, Grenade, Rocket and Pyrotechnic
1075	Degaussing and Mine Sweep Equipment
1080	Camouflage and Deception Equipment
1090	Assemblies Interchangeable Between Weapons in 2 or More Classes
1095	Miscellaneous Weapons
1210	Fire Control Directors
1220	Fire Control Computing Sights and Devices
1240	Optical Sight and Range Equipment
1250	Fire Control Stabilizing Mechanisms
1260	Fire Control Designating and Indicating Equipment
1265	Fire Control Transmitting and Receiving Equipment, Except Airborne
1270	Aircraft Gunnery Fire Control Components
1280	Aircraft Bombing Fire Control Components
1285	Fire Control Radar Equipment, Except Airborne
1287	Fire Control Sonar Equipment
1290	Miscellaneous Fire Control Equipment
1420	Guided Missile Components
1430	Guided Missile Remote Control Systems
1440	Launchers, Guided Missile
1450	Guided Missile Handling and Servicing Equipment
1460	Airframe Structural Components
1610	Aircraft Propellers
1615	Helicopter Rotor Blades, Drive Mechanisms and Components

1620	Aircraft Landing Gear Components
1630	Aircraft Wheel and Brake Systems
1650	Aircraft Hydraulic, Vacuum and De-icing System Components
1660	Aircraft Air Conditioning, Heat and Pressurizing Equipment
1670	Parachutes; Aerial Pick Up, Delivery, Recovery Systems; and Cargo Tie Down Equipment
1680	Miscellaneous Aircraft Accessories and Components
1710	Aircraft Arrest, Barrier and Barricade Equipment
1720	Aircraft Launching Equipment
1730	Aircraft Ground Servicing Equipment
1740	Airfield Specialized Trucks and Trails
1820	Space Vehicle Components
1830	Space Vehicle Remote Control Systems
1840	Space Vehicle Launchers
1850	Space Vehicle Handling and Servicing Equipment
1860	Space Survival Equipment
2010	Ship and Boat Propulsion Components
2020	Rigging and Rigging Gear
2030	Deck Machinery
2040	Marine Hardware and Hull Items
2050	Buoys
2060	Commercial Fishing Equipment
2090	Miscellaneous Ship Marine Equipment
2230	Right-of-Way Construction and Maintenance Equipment, Railroad
2240	Locomotive and Rail Car Access and Components
2250	Track Materials, Railroad
2310	Passenger Motor Vehicles
2320	Trucks and Truck Tractors, Wheeled
2330	Trailers
2340	Motorcycles, Motor Scooters, and Bicycles
2410	Tractor, Full Track, Low Speed Tractors
2420	Tractors, Wheeled
2430	Tractor, Track Laying High Speed

2510	Vehicular Cab, Body, and Frame Structural Components
2520	Vehicular Power Transmission Components
2530	Vehicular Brake, Steer Axle, Wheel and Track Components
2540	Vehicular Furniture and Accessories
2541	Weapon Systems Specific Vehicular Accessories
2590	Miscellaneous Vehicular Components
2620	Tires and Tubes, Pneumatic, Aircraft
2805	Gasoline Reciprocating Engines and Components, Except Aircraft
2810	Gasoline Reciprocating Engines and Components, Aircraft
2815	Diesel Engines and Components
2820	Steam Engine, Reciprocating, and Components
2825	Steam Turbines and Components
2830	Water Turbines and Wheels, and Components
2835	Gas Turbines, Jet Engine and Components, Except Aircraft
2840	Gas Turbines, Jet Engine and Components, Aircraft
2845	Rocket Engine and Components
2850	Gas Rotary Engine and Components
2895	Miscellaneous Engine and Components
2910	Engine Fuel Systems Components, Except Aircraft
2915	Engine Fuel Systems Components, Aircraft
2920	Engine Electrical System Components, Nonaircraft
2925	Engine Electrical Systems Components, Aircraft
2930	Engine Cooling System Components, Nonaircraft
2935	Engine Cooling System Components, Aircraft
2940	Engine Air and Oil Filters, Strainers, and Cleaners Nonaircraft
2945	Engine Air and Oil Filters, Strainers, and Cleaners, Aircraft

2950	Turbo Supercharger
2990	Miscellaneous Engine Accessories, Nonaircraft
2995	Miscellaneous Engine Accessories, Aircraft
3010	Torque Converters and Speed Changers
3020	Gears, Pulleys, Sprockets, and Transmission Chain
3030	Belting, Drive Belts, Fan Belts, and Accessories
3040	Miscellaneous Power Transmission Equipment
3110	Bearings, Antifriction, Unmounted
3120	Bearings, Plain, Unmounted
3130	Bearings, Mounted
3210	Sawmill and Planning Mill Machinery
3220	Woodworking Machines
3230	Tools and Attachments for Woodworking Machinery
3405	Saws and Filing Machine
3408	Machining Centers and Way-Type Machine
3410	Electric and Ultrasonic Erosion Machine
3411	Boring Machine
3412	Broaching Machine
3413	Drilling and Tapping Machine
3414	Gear Cutting and Finishing Machines
3415	Grinding Machine
3416	Lathes
3417	Milling Machine
3418	Planers and Shapers
3419	Machines, Tool Miscellaneous
3422	Rolling Mills and Drawing Machines
3424	Metal Heat Treat and Non-thermal Treat Equipment
3426	Metal Finishing Equipment
3431	Electric Arc Welding Equipment
3432	Electric Resistance Welding Equipment
3433	Gas Welding, Heat Cutting, and Metalizing Equipment
3436	Welding Positioners and Manipulators
3438	Miscellaneous Welding Equipment

Appendix D

Table 2: Defense Logistics Agency Federal Supply Classes (FSCs)

3439	Miscellaneous Welding, Soldering and Brazing Supplies	3670	Specialized Semiconductor, Microcircuit and Printed Circuit Board Manufacturing Machinery
3441	Bending and Forming Machinery	3680	Foundry Mach, Related Equipment and Supplies
3442	Hydraulic and Pneumatic Presses, Power Driven	3685	Specialized Metal Container Manufacturing Machinery and Related Equipment
3443	Mechanisms Presses, Power Driven	3690	Specialized Ammo and Ordnance Machinery and Related Equipment
3444	Manual Presses	3693	Industrial Assembly Machinery
3445	Punching and Shearing Machinery	3694	Clean Work Stations, Control Environment and Related Equipment
3446	Forging Machines and Hammers	3695	Miscellaneous Special Industry Machinery
3447	Wire and Metal Ribbon Form Machinery	3710	Soil Preparation Equipment
3448	Riveting Machinery	3720	Pest, Disease, and Frost Control Equipment
3449	Miscellaneous Secondary Metal Forming and Cutting Machinery	3730	Dairy, Poultry, Livestock Equipment
3450	Machinery Tools, Portable	3740	Pest, Disease, Frost Control Equipment
3455	Cutting Tools for Machinery Tools	3770	Saddlery, Harness, Whips, and Related Animal Furnishings
3456	Cutting and Forming Tools for Secondary Metalworking Machinery	3805	Earth Moving and Excavating Equipment
3460	Machine Tool Accessories	3810	Cranes and Crane-Shovels
3461	Accessories for Secondary Metalworking Machinery	3815	Crane and Crane-Shovel Attachments
3465	Production Jigs, Fixtures and Templates	3820	Mining, Rock Drilling, Earth Boring, and Related Equipment
3470	Machine Shop Sets, Kits, and Outfits	3825	Road Clearing Equipment
3510	Laundry and Dry Cleaning Equipment	3830	Truck and Tractor Attachments
3520	Shoe Repairing Equipment	3835	Petroleum Production and Distribution Equipment
3530	Industrial Sewing Machines and Mobile Textile Repair Shops	3895	Miscellaneous Construction Equipment
3605	Food Products Machinery and Equipment	3910	Conveyors
3610	Printing, Duplicating, and Bookbinding Equipment	3915	Materials Feeders
3611	Industrial Marking Machinery	3920	Materials Handling Equipment, Nonsell-propelled
3615	Pulp and Paper Industries Machinery	3930	Warehouse Trucks and Tractors, Self-propelled
3620	Rubber and Plastics Working Machinery	3940	Blocks, Tackle, Rigging, and Slings
3625	Textile Industries Machinery	3950	Winches, Hoists, Cranes, and Derricks
3630	Clay and Concrete Industries Machinery	3960	Elevators and Escalators
3635	Crystal and Glass Industries Machinery	3990	Miscellaneous Materials Handling Equipment
3640	Tobacco Manufacturing Machinery		
3645	Leather Tanning and Leather Working Machinery		
3650	Chemical and Pharmaceutical Manufacturing Machinery		
3655	Gas Generating and Dispensing Systems, Fixed or Mobile		
3660	Industrial Size Reduction Machinery		

4010	Chain and Wire Rope
4020	Fiber Rope, Cordage, and Twine
4030	Fittings for Rope, Cable, and Chain
4110	Refrigeration Equipment
4120	Air Conditioning Equipment
4130	Refrigeration and Air Conditioning Components
4140	Fans, Air Circulators, and Blower Equipment
4150	Vortex Tubes and Other Related Cooling Tubes
4210	Fire Fighting Equipment
4220	Marine Lifesaving and Diving Equipment
4230	Decontaminating and Impregnating Equipment
4235	Hazardous Material Spill Containment Cleanup Equipment and Material
4240	Safety and Rescue Equipment
4250	Recycling and Reclamation Equipment
4310	Compressors and Vacuum Pumps
4320	Power and Hand Pumps
4330	Centrifugals, Separators, and Pressure and Vacuum Filters
4410	Industrial Boilers
4420	Heat Exchange and Steam Condensers
4430	Industrial Furnaces, Kilns, Lehrs, and Ovens
4440	Driers, Dehydrators, and Anhydrators
4460	Air Purification Equipment
4510	Plumbing Fixtures and Accessories
4520	Space Heating Equipment and Domestic Water Heaters
4530	Fuel Burning Equipment Units
4540	Miscellaneous Plumbing, Heating, and Sanitation Equipment
4610	Water Purification Equipment
4620	Water Distillation Equipment, Marine and Industrial Treatment Equipment
4630	Sewage Treatment Equipment
4710	Pipe and Tube
4720	Hose and Tubing, Flexible
4730	Fittings and Specialties: Hose, Pipe, and Tube

4810	Valves, Powered
4820	Valves, Nonpowered
4910	Motor Vehicle Maintenance and Rep Shop Specialized Equipment
4920	Aircraft Maintenance and Rep Ship Specialized Equipment
4921	Torpedoes Maintenance, Rep, and Checkout Specialized Equipment
4923	Depth Charges and Underwater Mines Maintenance, Rep and Checkout
4925	Ammo Maintenance, Rep and Checkout Specialized Equipment
4927	Rocket Maintenance, Rep and Checkout Specialized Equipment
4930	Lubrication and Fuel Dispensing Equipment
4931	Fire Control Maintenance and Rep Shop Specialized Equipment
4933	Weapons Maintenance and Rep Ship Specialized Equipment
4935	Guided Missile Maintenance, Rep and Checkout Specialized Equipment
4940	Miscellaneous Maintenance and Rep Shop Specialized Equipment
4960	Space Vehicle Maintenance, Rep and Checkout Specialized Equipment
4970	Multiple Guided Weapons, Specialized Maintenance and Repair Ship Equipment
5220	Inspection Gage and Precision Layout Tools
5280	Sets, Kits and Outfits of Measuring Tools
5305	Screws
5306	Bolts
5307	Studs
5310	Nuts and Washers
5315	Nails, Keys, and Pins
5320	Rivets
5325	Fastening Devices
5330	Packing and Gasket Materials
5331	O-Rings
5335	Metal Screening
5340	Miscellaneous Hardware
5341	Brackets

Appendix D

Table 2: Defense Logistics Agency Federal Supply Classes (FSCs)

5342	Hardware, Weapon System	5841	Radar Equipment, Airborne
5355	Knobs and Pointers	5845	Underwater Sound Equipment
5360	Coil, Flat, and Wire Springs	5850	Visible and Invisible Light Communications Equipment
5365	Rings, Shims, and Spacers	5855	Night Vision Equipment, Emitted and Reflected Radiation
5410	Prefabricated and Portable Buildings	5860	Simulated Coherent Radiation Devices, Components, and Accessories
5411	Rigid Wall Shelters	5865	Elect Countermeasures, Counter Countermeasures and Quick Reaction Capability Equipment
5419	Collective Modular Support System	5895	Miscellaneous Communication Equipment
5420	Bridges, Fixed and Floating	5905	Resistors
5430	Storage Tanks	5910	Capacitors
5440	Scaffolding Equipment and Concrete Forms	5915	Filters and Networks
5445	Prefabricated Tower Structures	5920	Fuses and Lightning Arresters
5450	Miscellaneous Prefabricated Structures	5925	Circuit Breakers
5510	Lumber and Related Basic Wood Materials	5930	Switches
5520	Millwork	5935	Connectors, Electrical
5530	Plywood and Veneer	5940	Lugs, Terminals, and Terminal Strips
5660	Fencing, Fences, and Gates	5945	Relays, Contractors, and Solenoids
5675	Non-Wood Construction, Lumber and Related Material	5950	Coils and Transformers
5805	Telephone and Telegraph Equipment	5955	Piezoelectric Crystals
5810	Communications Security Equipment and Components	5960	Electron Tubes and Associated Hardware
5811	Other Cryptologic Equipment and Components	5961	Semiconductor Devices and Associated Hardware
5815	Teletype and Facsimile Equipment	5962	Microelectronic Circuit Devices
5820	Radio and TV Communications Equipment, Except Airborne	5963	Electronic Modules
5821	Radio and TV Communications Equipment, Airborne	5965	Headsets, Handsets, Microphones and Speakers
5825	Radio and Navigation Equipment, Except Airborne	5970	Electrical Insulators and Insulating Materials
5826	Radio and Navigation Equipment, Airborne	5975	Electrical Hardware and Supplies
5830	Intercom and PA Systems, Except Airborne	5977	Electrical Contact Brushes and Electrodes
5831	Telecommunications and PA Systems, Airborne	5980	Optoelectronic Devices and Associated Hardware
5835	Sound Recording and Reproducing Equipment	5985	Antennas, Waveguides, and Related Equipment
5836	Video Recording and Reproducing Equipment	5990	Synchros and Resolvers
5840	Radar Equipment, Except Airborne	5995	Cable, Cord, and Wire Assemblies: Communication Equipment
		5996	Amplifiers

5998	Electrical, Electronic Assemblies; Boards, Cards, Associated Hardware
5999	Miscellaneous Electrical and Electronic Components
6005	Couplers, Splitter, Mixers
6006	Attenuators
6007	Fiber Optic Filters
6008	Optical Multiplexers/Demultiplexers
6010	Fiber Optic Conductors
6015	Fiber Optic Cables
6020	Fiber Optic Cable Assemblies, Harnesses
6021	Fiber Optic Switches
6025	Fiber Optic Transmitters
6026	Fiber Optic Receivers
6029	Optical Repeaters
6030	Fiber Optic Devices
6032	Fiber Optic Light Sources and Photo Detectors
6033	Fiber Optic Photo Detectors
6034	Fiber Optic Modulators/Demodulator
6035	Fiber Optic Light Transfer/Image Transfer Devices
6040	Fiber Optic Sensors
6050	Fiber Optic Passive Devices
6060	Fiber Optic Interconnectors
6070	Fiber Optic Accessories and Supplies
6080	Fiber Optic Kits and Sets
6099	Miscellaneous Fiber Optic Components
6105	Motor, Electrical
6110	Electrical Control Equipment
6115	Generators and Generator Sets, Electrical
6116	Fuel Cell Power Units, Components and Accessories
6117	Solar Electrical Power Systems
6120	Transformers: Distribution and Power Station
6125	Converters, Electrical, Rotating
6130	Converters, Electrical, Nonrotating
6135	Batteries, Nonrechargeable
6140	Batteries, Rechargeable
6145	Wire and Cable, Electrical

6150	Miscellaneous Electric Power and Distribution Equipment
6160	Miscellaneous Battery Retaining Fixtures and Liners
6210	Indoor and Outdoor Electric Lighting Fixtures
6220	Electric Vehicular Lights and Fixtures
6230	Electric Portable and Hand Lighting Equipment
6240	Electric Lamps
6250	Ballistics, Lampholders, and Starters
6260	Nonelectrical Lighting Fixtures
6310	Traffic and Transit Signal Systems
6320	Shipboard Alarm and Signal Systems
6330	Railroad Signal and Warning Devices
6340	Aircraft Alarm and Signal Systems
6350	Miscellaneous Alarm and Signal Systems
6505	Drugs, Biologicals, and Official Reagents
6508	Medicated Cosmetics and Toiletries
6510	Surgical Dressing Materials
6515	Medical and Surgical Instruments, Equipment, and Supplies
6520	Dental Instruments, Equipment, and Supplies
6525	X-Ray Equipment and Supplies: Medical, Dental Veterinary
6530	Hospital Furniture, Equipment, Utensils, and Supplies
6532	Hospital and Surgical Clothing and Related Special Purpose Items
6540	Opticians Instruments, Equipment, and Supplies
6545	Medical Sets, Kits, and Outfits
6550	In-Vitro Diagnostic Substances, Reagents, Test Kits and Sets
6605	Navigational Instruments
6610	Flight Instruments
6615	Auto Pilot Mechanisms and Airborne Gyro Components
6620	Engine Instruments
6625	Electrical and Electronic Properties Measuring, Test Instruments
6630	Chemical Analysis Instruments

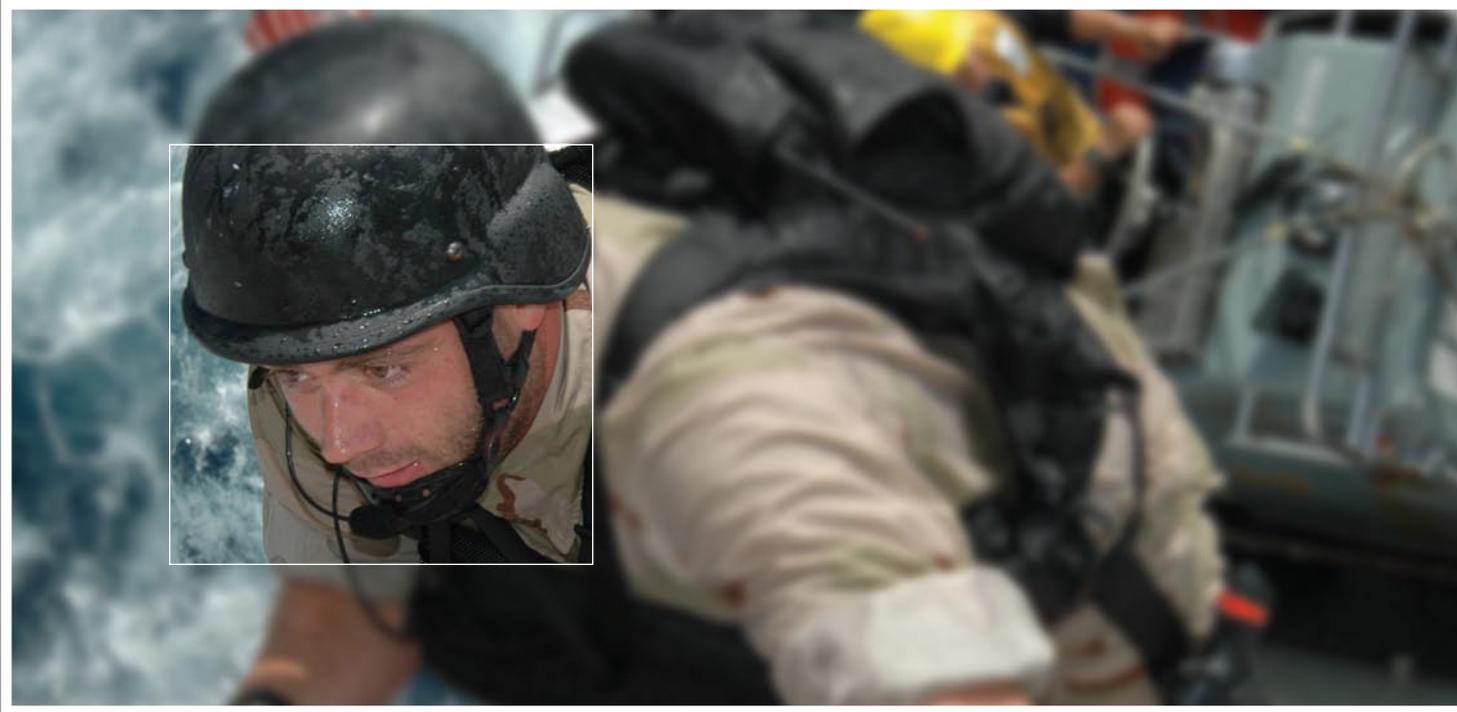
Appendix D

Table 2: Defense Logistics Agency Federal Supply Classes (FSCs)

6635	Physical Properties Testing Equipment	7022	ADP Central Processing Unit, Hybrid
6636	Environmental Chambers and Related Equipment	7025	ADP Input/Output and Storage Devices
6640	Laboratory Equipment and Supplies	7030	ADP Software
6645	Time Measuring Instruments	7035	ADP Supplies and Equipment
6650	Optical Instruments, Test Equipment, Components and Accessories	7040	Punched Card Equipment
6655	Geophysical and Astronomical Instruments	7042	Mini and Micro Computer Control Devices
6660	Meteorological Instruments and Apparatus	7045	ADP Supplies
6665	Hazard-Detecting Instruments and Apparatus	7050	ADP Components
6670	Scales and Balances	7210	Household Furnishings
6675	Drafting, Surveying, and Mapping Instruments	7310	Food Cooking, Baking, and Serving Equipment
6680	Liquid and Gas Flow, Liquid Level, and Mechanical Motion	7320	Kitchen Equipment and Appliances
6685	Pressure, Temp, and Humidity Measurement and Control Instruments	7360	Sets, Kits, and Outfits: Food Preparation and Serving
6695	Combination and Miscellaneous Instrument	7450	Office Type Sound Recording and Reproducing Machinery
6710	Cameras, Motion Picture	7610	Books and Pamphlets
6720	Camera, Still Picture	7630	Newspapers and Periodicals
6730	Photo Projection Equipment	7640	Maps, Atlases, Charts, CDs, DVDs, and Globes
6740	Photo Developing and Finishing Equipment	7650	Drawings and Specifications
6750	Photographic Supplies	7660	Sheet and Book Music
6760	Phone Equipment and Accessories	7670	Microfilm, Processed
6770	Film, Processed	7690	Miscellaneous Printed Matter
6780	Phone Sets, Kits, and Outfits	7735	Parts and Accessories Phonographs, Radios, and Television Set: Home Type
6810	Chemicals	8110	Drums and Cans
6820	Dyes	8120	Commercial and Industrial Gas Cylinders
6830	Gases: Compressed and Liquefied	8125	Bottles and Jars
6840	Pest Control Agents and Disinfectants	8130	Reels and Spools
6850	Miscellaneous Chemical Specialties	8140	Ammo and Nuclear Ordnance Boxes, Packages and Specialized Containers
6910	Training Aids	8145	Special Ship and Storage Containers
6920	Armament Training Devices	8305	Textile Fabrics
6930	Operation Training Devices	8310	Yarn and Thread
6940	Communications Training Devices	8315	Notions and Apparel Findings
7010	ADPE Systems Configuration	8320	Padding and Stuffing Materials
7020	ADP Central Processing Unit, Analog	8325	Fur Materials
7021	ADP Central Processing Unit, Digital	8330	Leather
		8335	Shoe Findings and Soling Materials
		8340	Tents and Tarpaulins
		8345	Flags and Pennants

8405	Outerwear, Men's
8410	Outerwear, Women's
8415	Clothing, Special Purpose
8420	Underwear and Nightwear, Men's
8425	Underwear and Nightwear, Women's
8430	Footwear, Men's
8435	Footwear, Women's
8440	Hosiery, Handwear, and Clothing Accessories, Men's
8445	Hosiery, Handwear, and Clothing Accessories, Women's
8450	Children's and Infants Apparel and Accessories
8455	Badges and Insignia
8460	Luggage
8465	Individual Equipment
8470	Armor, Personal
8475	Spec Flight Clothing and Accessories
8810	Live Animals, Raised for Food
8820	Live Animals, Not for Food
8905	Meat, Poultry, and Fish
8910	Dairy Foods and Eggs
8915	Fruits and Vegetables
8920	Bakery and Cereal Products
8925	Sugar, Confectionery, and Nuts
8930	Jams, Jellies, and Preserves
8935	Soups and Bouillons
8940	Special Dietary Foods and Food Specialty Preparations
8945	Food Oils and Fats
8950	Condiments and Related Products
8955	Coffee, Tea, and Cocoa
8960	Beverages, Nonalcoholic
8965	Beverages, Alcoholic
8970	Composite Food Packages
8975	Tobacco Products
9110	Fuels, Solid
9130	Liquid Propulsion and Fuels, Petroleum Base
9140	Fuel Oils
9150	Oils and Greases: Cutting
9160	Miscellaneous Waxes, Oils, and Fats

9320	Rubber Fabricated Materials
9330	Plastics Fabricated Materials
9340	Glass Fabricated Materials
9350	Refractories and Fire Surfacing Materials
9390	Miscellaneous Fabricated Nonmetallic Materials
9410	Crude Grades of Plant Materials
9420	Fibers: Vegetable, Animal and Synthetic
9430	Miscellaneous Crude Animal Products, Inedible
9440	Miscellaneous Crude Agricultural and Forest Products
9450	Nonmetallic Scrap, Except Textile
9505	Wire, Nonelectrical, Iron and Steel
9510	Bars and Rods, Iron and Steel
9515	Plate, Sheet, and Strip: Iron and Steel
9520	Structural Shapes, Iron and Steel
9525	Wire, Nonelectrical, Nonferrous Base Metal
9530	Bars and Rods, Nonferrous Base Metal
9535	Plate, Sheet, Strip, Foil: Nonferrous Base Metal
9540	Structural Shapes, Nonferrous Base Metal
9545	Plate, Sheet, Strip, Foil, and Wires Precious Metal
9610	Ores
9620	Minerals, Natural and Synthetic
9630	Additive Metal Materials
9640	Iron and Steel Primary and Semi-finished Products
9650	Nonferrous Base Metal Refinery and Intermediate Forms
9660	Precious Metals Primary Forms
9670	Iron and Steel Scrap
9680	Nonferrous Metal Scrap
9925	Ecclesiastical Equipment, Furnishings, and Supplies
9930	Memorials; Cemeterial and Mortuary Equipment and Supplies
9999	Miscellaneous Items



Appendix E

List of GSA Multiple Award Schedules

Through Multiple Award Schedules, GSA establishes long-term government wide contracts with commercial firms, also referred to as vendor partners, to provide access to over 11 million commercial supplies and services.

An alphabetical listing of Schedules can be found in this section or online at www.gsa.gov/elibrary.



Schedule Name	Schedule Number
Advertising and Integrated Marketing Solutions (AIMS)	541
Buildings and Building Materials/Industrial Services and Supplies	56
Clinical Analyzers, Laboratory, Cost-per-test	66 III
Comprehensive Furniture Management Services (CFMS)	71 II K
Consolidated Schedule (Formerly Corporate Contracts Schedule)	00CORP
Dental Equipment and Supplies	65 II C
Environmental Services	899
Facilities Maintenance and Management	03FAC
Financial and Business Solutions (FABS)	520
Floor Coverings	72 I A
Food Service, Hospitality, Cleaning Equipment and Supplies, Chemicals and Services	73
Furnishings	72 II
General Purpose Commercial Information Technology Equipment, Software and Services	70
Hardware Superstore	51 V
Household and Quarters Furniture	71 II
Human Resources and Equal Employment Opportunity Services	738 X
Invitro Diagnostics, Reagents, Test Kits and Test Sets	65 VII
Language Services	738 II
Leasing of Automobiles and Light Trucks	751
Logistics Worldwide (LOGWORLD)	874 V
Medical Equipment and Supplies	65 II A
Medical Laboratory Testing and Analysis Services	621 II
Miscellaneous Furniture	71 III E
Mission Oriented Business Integrated Services (MOBIS)	874
National Industries for the Blind and NISH* Products and Services	00JWOD
Office Furniture	71 I
Office Products/Supplies and Services and New Products/Technology	75
Packaged Furniture	71 II H
Patient Mobility Devices	65 II F

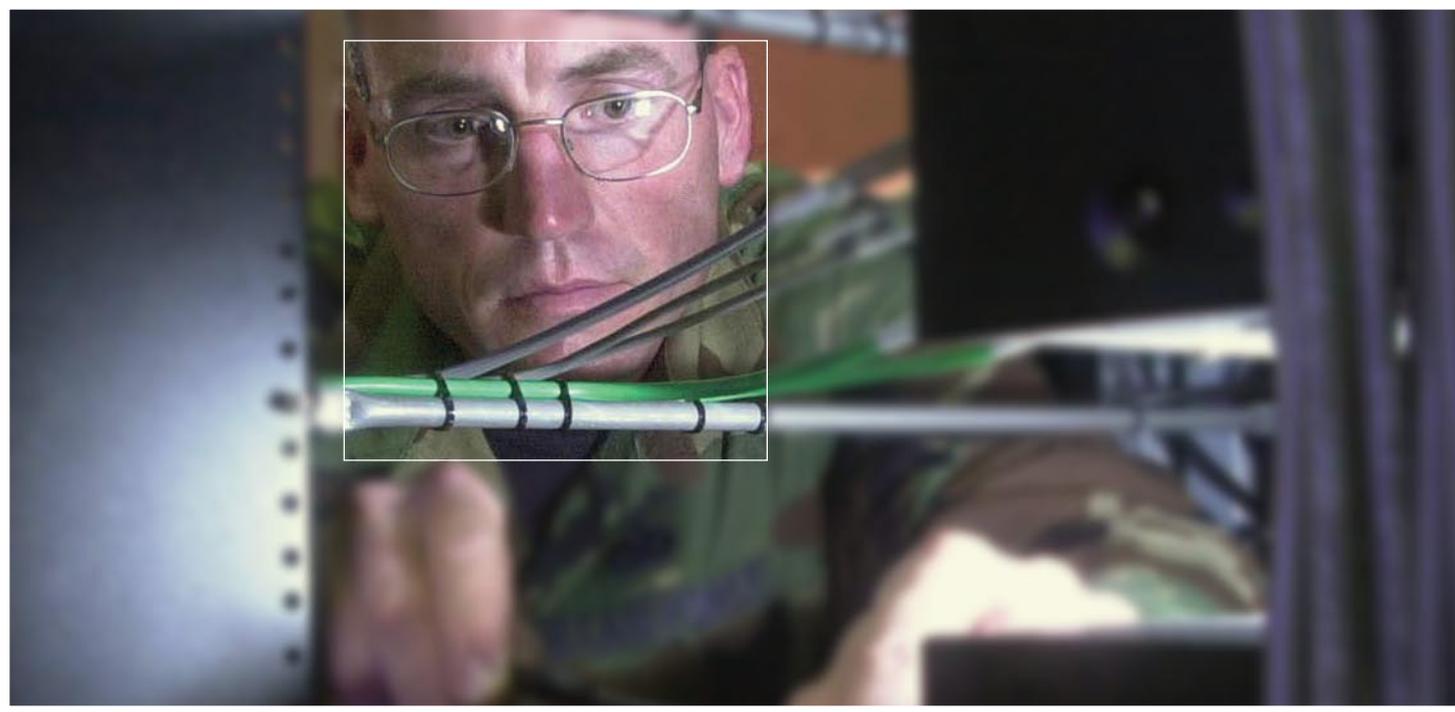
* Creating Employment Opportunities for People with Severe Disabilities



Appendix E

Schedule Name	Schedule Number
Pharmaceuticals and Drugs	65 I B
Photographic Equipment - Cameras, Photographic Printers and Related Supplies and Services (Digital and Film-based)	67
Professional and Allied Healthcare Staffing Services	621 I
Professional Audio/Video, Telecommunications, and Security Solutions	58 I
Professional Engineering Services	871
Publication Media	76
Scientific Equipment and Services	66
Shipping, Packaging and Packing Supplies	81 I B
Special Use Furniture	71 III
Sports, Promotional, Outdoor, Recreation, Trophies and Signs (SPORTS)	78
Temporary Administrative and Professional Staffing (TAPS)	736
The Office, Imaging and Document Solution	36
Tires, Pneumatic (New), For Passenger, Light Truck, Medium Truck, and Bus, and Retread Services	26 I
Total Solutions for Law Enforcement, Security, Facilities Management, Fire, Rescue, Clothing, Marine Craft and Emergency/Disaster Response	84
Training Aids and Devices, Instructor-led Training; Course Development; Test Administration	69
Transportation, Delivery and Relocation Solutions	48
Travel Services Solutions	599
Vehicular Multiple Award Schedule (VMAS)	23 V
X-Ray Equipment and Supplies	65 V A





Appendix F

List of GSA GWACs

Hardware, software, and services may be purchased through Government Wide Acquisition Contracts (GWACs) as part of a total technology solution. Task orders placed against GWACs may be customized to meet the full range of IT service solutions including, but not limited to, service and product integration, systems integration, systems operation and management, software engineering management, communications, information systems engineering, information systems security services, network and management telecommunications, and web-enabled solutions.

www.gsa.gov/gwacs



8(a) STARS

8(a) STARS (Streamlined Technology Acquisition Resources for Service) provides a full range of IT solutions—including application development, computer facilities management services, and information assurance—through small disadvantaged 8(a) firms. As an 8(a) set-aside, this contract vehicle provides small businesses historically left out of the procurement process with a chance to compete in the federal marketplace. GSA customers benefit by having access to a portfolio of more than 400 award-winning industry partners distributed across eight areas of expertise. Federal agencies also receive 8(a) and other small business credits toward their procurement preference goals through the use of these contracts.

www.gsa.gov/8astars

Alliant (PENDING AWARD)

Alliant will provide the greatest amount of flexibility possible to efficiently and effectively support the federal government's needs in its daily operations, its protection of infrastructure, the fight against terrorism, and the development and marketing of emerging technologies. Contracts awarded under Alliant will have ten-year contract periods (five-year base and one five-year option) to provide integrated IT solutions.

www.gsa.gov/alliant

Alliant SB (PENDING AWARD)

Alliant SB, a small business set-aside GWAC, is designed to provide worldwide information technology solutions to federal agencies, while strengthening federal contracting opportunities for small business concerns. Alliant SB will assist agencies in reaching their procurement preference goals, while providing small business concerns with opportunities to develop their businesses before moving into unrestricted acquisition environments.

www.gsa.gov/sballiant

ANSWER

ANSWER (Applications 'n Support for Widely-Diverse End User Requirements) delivers best-value and innovation for such diverse projects as telemedicine, war gaming, agriculture, homeland security, nuclear energy, and social security systems. ANSWER constantly updates technology offerings with a technical refreshment provision. Features of the ANSWER GWAC include seven geographical rate areas with ceiling prices reflecting locations; 40 hours of training for every contractor full-time equivalent; and one group manager for every 35 contractor employees.

www.gsa.gov/answer

COMMITTS NexGen

The COMMITTS NexGen contract is a Government-Wide Acquisition Contract (GWAC) designed to offer information technology (IT) solutions to Federal customers. COMMITTS NexGen is designed to deliver top-quality, performance-based IT services and solutions that meet government mission requirements using a streamlined acquisition methodology. COMMITTS NexGen provides customers with competitive IT solutions from a pool of exceptional small businesses including disadvantaged, 8(a), women-owned, veteran-owned, service-disabled veteran-owned, and HUBZone businesses.

www.gsa.gov/commits

Millennia

Millennia fulfills the demand for large system integration and development projects by providing IT support contracts in the areas of software engineering, communications, and systems integration.

www.gsa.gov/millennia



Appendix F

Millennia Lite

Millennia Lite is strategically segmented into four functional areas based on the life cycle of information technology:

- IT capital planning, studies, and assessments
- High-end information technology services
- Mission support services
- Legacy systems migration and new enterprise systems development

Typical projects under the Millennia Lite GWAC include, but are not limited to: biometrics, nanotechnology, capital planning and investment control, information assurance and security, critical infrastructure protection, knowledge management, systems engineering, application development, software development (Computer Aided Design, Engineering, and Management), and business and systems analysis.

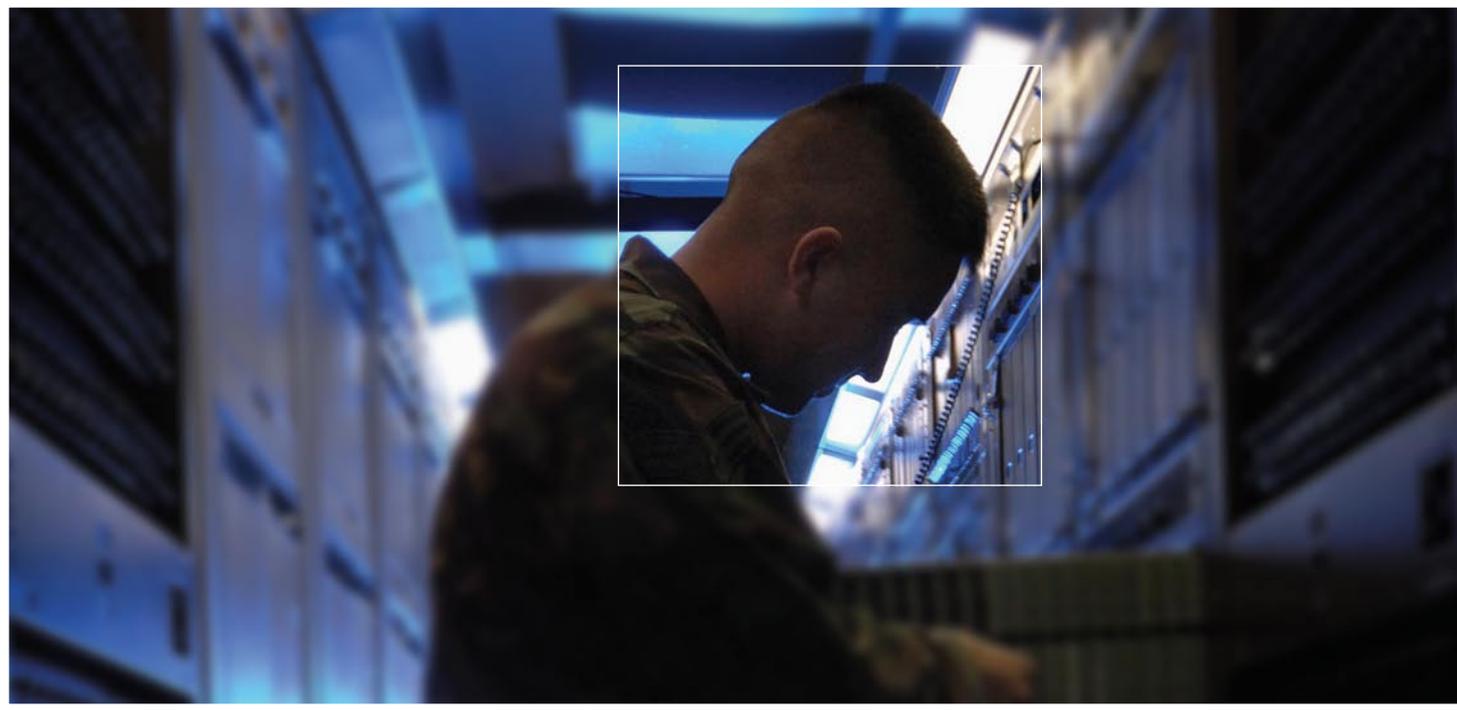
www.gsa.gov/millennialite

VETS GWAC

VETS (Veterans Technology Services), a service-disabled veteran-owned small business set-aside GWAC, is designed to provide worldwide information technology solutions to federal agencies while strengthening federal contracting opportunities for service-disabled veteran-owned small business concerns. The VETS GWAC will assist agencies in meeting their 3 percent service-disabled veteran-owned small business goals by providing pre-qualified industry partners with a single easy-to-use contract vehicle. Service-disabled veteran-owned small businesses will, in turn, be provided with opportunities to compete amongst a smaller group of contract holders, allowing self-marketing opportunities and a chance to develop their businesses before moving into larger acquisition environments.

www.gsa.gov/vetsgwac





Appendix G

List of Network Services Programs

GSA's Network Services help customers acquire telecommunications and network services. They provide a wide range of domestic and international network solutions at competitive prices while offering superior customer service. With pre-competed, full-service contracts that are in-place and ready to use, Network Services deliver the best-value and innovation to meet your mission requirements and operational needs. These solutions include voice, video, and data services in both fixed and mobile environments. In addition, they offer a full range of managed network solutions as well as specific design and engineering services. Network Services is also responsible for managing current programs including Networx, FTS2001, Metropolitan Area Acquisition, CONNECTIONS and SATCOM-II contracts.



Networkx Program

Networkx Program provides comprehensive, best-value telecommunications and networking services and technical solutions to all federal agencies. The Networkx program serves as the primary replacement for the expiring FTS2001 and FTS2001 Crossover contracts and federal wireless contracts. Networkx is designed to support a government wide enterprise architecture. It provides a framework that supports cross-agency collaboration, transformation, and government wide technology improvement. Networkx maximizes the use of government resources by providing a common procurement infrastructure and a performance based approach that embraces commercial technical and interface standards. Networkx requires that service providers offer the most current security features and services to ensure a secure government operating environment. The Networkx program consists of two acquisitions—Networkx Universal and Networkx Enterprise. Both Networkx Universal and Enterprise are broadly scoped acquisitions with a comprehensive suite of services. Networkx includes current services as well as those that anticipate the future needs of customers.

www.gsa.gov/networkx

Satellite Services-II (SATCOM-II)

Satellite Services-II (SATCOM-II) provides an expanded range of end-to-end satellite solutions for government agencies. SATCOM-II offers agency customers unique opportunities—a special small business set-aside component for satellite professional support services and an innovative way to stay ahead of the technology curve. The set-aside helps agencies better involve America's outstanding small businesses in serving citizens, and a new modification process keeps SATCOM-II current with new technologies and services as they become commercially available. SATCOM-II offers competitive pricing throughout the life of the contract, as well as flexible ordering and billing. SATCOM-II contracts are five-year multiple award IDIQ Fixed Price contracts.

www.gsa.gov/satcom-II

CONNECTIONS

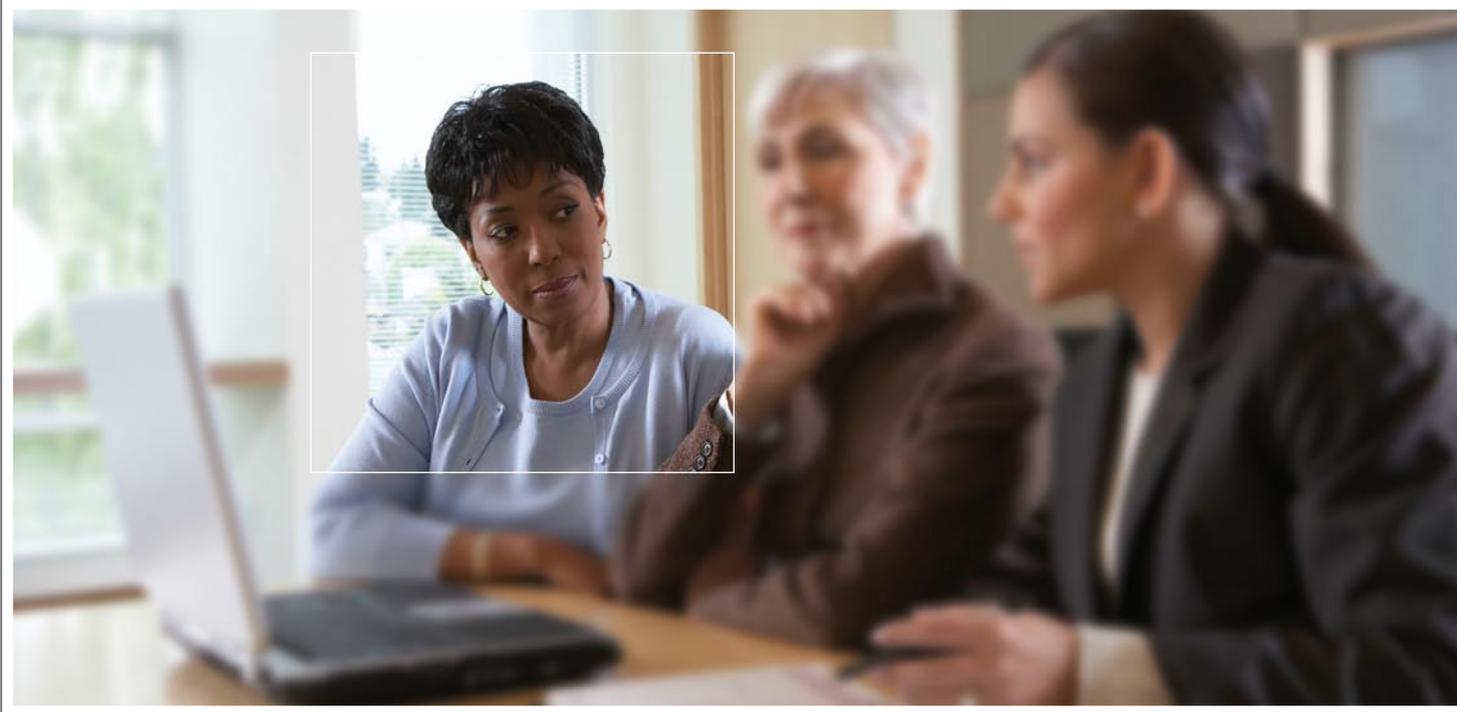
Awarded in January 2003, CONNECTIONS is an 8-year (3 base years + 5 one-year options) government wide, multiple award, and indefinite-delivery indefinite-quantity contract. It's a one-stop shop for any office building, campus, or base environment to deliver any level of demand for equipment (e.g. Routers, Switches), support services (e.g. Project Managers, Web Architects), or customized solutions (e.g. Systems Integration, Operations Support). More than half of the awardees are small businesses.

www.gsa.gov/connections

Federal Relay Service (FRS)

Federal Relay Service (FRS) is a federal government service, which enables federal employees who are deaf, hard-of-hearing, deaf/blind, or have speech disabilities equal communication access. Using FRS, federal employees may conduct official duties. The FRS also allows the general public to conduct business with the federal government and its agencies. Calls are relayed using specially trained Communications Assistants (CA). The CA simply acts as a transparent conduit for the transmittal of information. The FRS is accessible domestically (50 states as well as Puerto Rico, the Virgin Islands, Guam, and the District of Columbia) 24 hours a day, 7 days a week, 365 days a year (including federal holidays). There are no restrictions on the number, length, or type of calls.

www.gsa.gov/frs



Appendix H

Glossary of Acronyms and Terms

The adjacent page contains a comprehensive listing of acronyms used throughout the *One Source Directory*. Given the frequent use of acronyms throughout the business world, especially in the government sector, it's easy to confuse titles and abbreviations. Please reference this glossary resource to clarify any uncertainty.



AAC Activity Address Code

AAMS Agency Asset Management System

AAS Assisted Acquisition Services

ACES Access Certificates for User Requirements

AFV Alternative-Fueled Vehicle

A/OPC Agency/Organization Program Coordinator

ANSWER Applications 'n Support for Widely-Diverse End User Requirements

APO Area Property Office

BPA Blanket Purchase Agreement

CFL Computers for Learning

CFMH Center for Facilities Maintenance and Hardware

CHAMP Centralized Household Goods Traffic Management Program

CIO Chief Information Officer

CMLS Centralized Mailing List Service

COOP Continuity of Operations

CRASH Collision Repair Accident and System History

CSD Customer Service Director

CSOE Customer Service Office Europe

DAAS Department of Defense Automatic Address System

DFARS Defense Federal Acquisition Regulation Supplement

DFAS Defense Finance and Accounting Service

DoD Department of Defense

DoDAAC Department of Defense Activity Address Code

DOJ Department of Justice

DSN Defense Switched Network

EADS Energy Asset Disposal System

EEO Equal Employment Opportunities

exGIDDS Express and Ground Domestic Delivery Services

FAR Federal Acquisition Regulation

FAS Federal Acquisition Service

FEDSTRIP/MILSTRIP Federal and Military Standard Requisitioning and Issue Procedures

FMP Freight Management Program

FPMR Federal Property Management Regulation

FSR Fleet Service Representative

FSSI Federal Strategic Sourcing Initiative

FTR Federal Travel Regulation

GSA General Services Administration

GSS General Supplies and Services

GWAC Government Wide Acquisition Contract

HSPD-12 Homeland Security Presidential Directive 12

HUBZone Historically Underutilized Business Zone

ITOP II Information Technology Omnibus Procurement II

ITS Integrated Technology Services

ITSS IT Solutions Shop

JWOD Javits-Wagner-O'Day

MAS Multiple Award Schedules

MSC Management Services Center

NAM National Account Managers

NCSC National Customer Service Center

NIB/NISH National Industries for the Blind and Severely Handicapped

NSN National Stock Number

OFPP Office of Federal Procurement

OMB Office of Management and Budget

RFQ Request for Quote

SASP State Agencies For Surplus Property

SDVO Service-Disabled Veteran Owned

SIN Specialty Item Number

SOP Special Order Program

SOW Statement of Work

STARS Streamlined Technology Acquisition Resources for Services

TDRS Travel Delivery Relocation Solutions

TMSS Transportation Management Services Solution

TMVCS Travel, Motor Vehicles and Card Services

TOPS Telecommunications Ordering and Pricing System

TSS Travel Services Solutions

VA Department of Veterans Affairs





U.S. General Services Administration

One Country. One Mission. One Source.

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