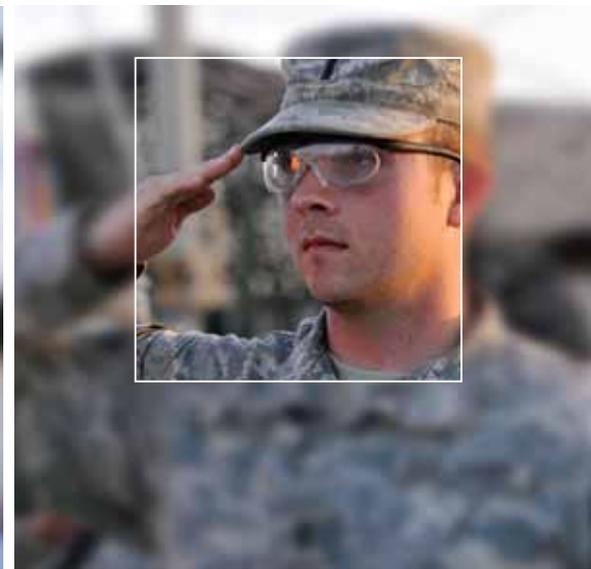




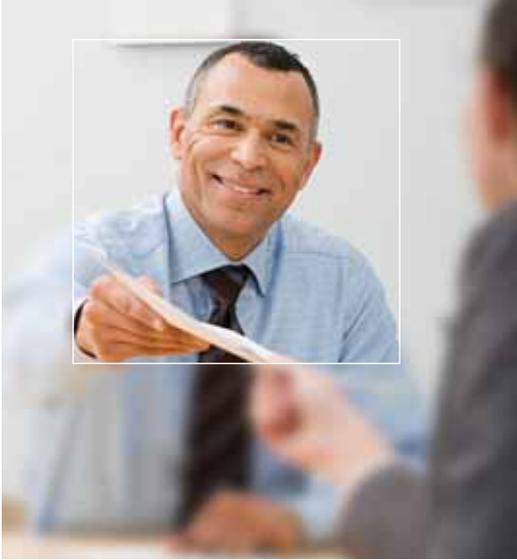
U.S. General Services Administration

Customer Focused. Solutions Driven.  
One Source Directory to GSA's Federal Acquisition Service

Third Edition







# Welcome.

The General Services Administration is committed to continuous improvement and customer service. We have made great strides in how we deliver solutions to support you and achieve more for your mission.

GSA's sole purpose is to help federal, state and local agencies acquire products and services to support mission-critical needs. This directory will increase your understanding of FAS and enhance your ability to make smart, informed purchasing decisions. Our acquisition and management solutions streamline government operations by leveraging federal spending to maximize budgets, minimize risks, and deliver best value to America's taxpayers. GSA is your "everything source for everything you need" to support your mission, anywhere in the world.

***GSA is dedicated to providing you with efficient and effective solutions that help you save money so that you can spend more on your core mission. We look forward to working with you on these and more cost-savings initiatives.***

# Table of Contents



<b>Welcome .....</b>	<b>1</b>
<b>The Purpose of this Guide.....</b>	<b>6</b>
<b>Category Offerings: What solutions does GSA offer? .....</b>	<b>8</b>
Product Solutions .....	9
Service Solutions .....	9
Integrated Technology Solutions .....	10
Assisted Acquisition Solutions .....	10
Motor Vehicle Solutions .....	11
Travel Solutions .....	12
Transportation Solutions.....	12
Federal Surplus Personal Property Donation Program.....	12
Special Initiatives .....	13
<i>Environmental Sustainability .....</i>	<i>13</i>
<i>Carbon Footprint Tool .....</i>	<i>13</i>
<i>Federal Strategic Sourcing Initiative (FSSI) .....</i>	<i>13</i>
<i>Service-Disabled Veteran-Owned Small Business Goals .....</i>	<i>13</i>
<i>HSPD-12 .....</i>	<i>13</i>
<i>GSA Telepresence<sup>SM</sup> .....</i>	<i>14</i>
<i>Wildland Fire Program .....</i>	<i>14</i>
State and Local .....	14
<i>Federal Surplus Personal Property Donation Program .....</i>	<i>14</i>
<i>Computers for Learning.....</i>	<i>14</i>
<i>Cooperative Purchasing.....</i>	<i>14</i>
<i>Disaster Recovery Purchasing .....</i>	<i>15</i>
<i>Law Enforcement and Counterdrug Program .....</i>	<i>15</i>
<i>Schedules Access for Federal Grantees During a Public Health Emergency.....</i>	<i>15</i>
<b>Delivery Methods: What are my options for making purchases from GSA? .....</b>	<b>16</b>
Buying from GSA (Requisition) .....	17
Buying from a GSA Contractor (Acquisition) .....	17
GSA Manages the Acquisition (Assisted Services).....	18
<b>Program Channels: Which procurement vehicle best meets my needs?.....</b>	<b>20</b>
GSA Global Supply™ .....	21
<i>Ordering Procedures .....</i>	<i>21</i>

<i>AAC and DODAAC</i> .....	21
<i>Special Order Program</i> .....	22
<i>AbilityOne</i> .....	22
<b>GSA Multiple Award Schedules</b> .....	22
<i>Ordering Procedures Requiring a Statement of Work</i> .....	23
<i>Ordering Procedures NOT Requiring a Statement of Work</i> .....	23
<i>Blanket Purchase Agreements (BPAs)</i> .....	23
<i>Ordering Procedures Offered Per a Single BPA</i> .....	23
<i>Ordering Procedures Offered Per Multiple BPAs</i> .....	23
<i>Department of Defense Ordering</i> .....	24
<i>Market Research</i> .....	24
<i>Mandatory Responses</i> .....	24
<b>Governmentwide Acquisition Contracts</b> .....	25
<b>Network Services Contracts</b> .....	25
<b>SmartBUY Program</b> .....	25
<b>IT Commodity Buy Program</b> .....	26
<b>Travel</b> .....	26
<b>Transportation</b> .....	26
<b>GSA Fleet</b> .....	27
Automotive .....	27
<b>GSA SmartPay® Card Services</b> .....	28
<b>Personal Property Management</b> .....	28
<b>Exchange/Sale Property</b> .....	28
<b>Online Resources: How can I leverage the power of the Internet?</b> .....	30
508 Universe Training .....	31
Agency Asset Management System .....	31
GSA <i>AutoChoice</i> <sup>SM</sup> .....	31
Carbon Footprint .....	31
Centralized Mailing List Service .....	31
Computers for Learning.....	31
eBuy .....	31
eLibrary .....	32
E-MORRIS .....	32
eOffer/eMod .....	32
eResolve .....	32
FedRooms® .....	32
GSA <i>Auctions</i> <sup>SM</sup> .....	32

GSA AutoAuctions .....	32
GSA Fleet Drive-Thru.....	32
GSA Global Supply™ .....	33
GSA SmartPay® .....	33
GSA Training Programs .....	33
GSAAvantage® .....	33
GSAXcess® .....	33
IT Solutions Shop .....	33
MySales .....	34
Per Diem Rates.....	34
Schedule Sales Query .....	34
Telecommunications Ordering and Pricing System.....	34
TransPort Integrator .....	34
Transportation Management Services Solution .....	34
Vendor Support Center.....	34
<b>Customer Support: How can I enhance my buying experience?.....</b>	<b>36</b>
Centralized Mailing List Service .....	37
Customer Service Directors .....	37
National Customer Service Center .....	37
Training .....	37
<i>Government Charge Cards .....</i>	<i>37</i>
<i>Local Training and Seminars for Federal Civilian and Military Personnel .....</i>	<i>37</i>
<i>Travel and Transportation Training .....</i>	<i>37</i>
Social Media .....	38
<i>Social Media .....</i>	<i>38</i>
<i>GSA Interact<sup>SM</sup> .....</i>	<i>38</i>
<b>Appendix A: International and National Contact Information.....</b>	<b>40</b>
Acquisition Centers.....	41
<i>Facilities Maintenance and Hardware Acquisition Center.....</i>	<i>41</i>
<i>Center for Innovative Acquisition Development.....</i>	<i>41</i>
<i>Greater Southwest Acquisition Center .....</i>	<i>41</i>
<i>Integrated Workplace Acquisition Center .....</i>	<i>41</i>
<i>IT Schedule 70 Acquisition Center .....</i>	<i>41</i>
<i>Management Services Center .....</i>	<i>41</i>
<i>Administrative Services and Office Supplies Acquisition Center .....</i>	<i>42</i>
Business Portfolios .....	42
<i>Assisted Acquisition Services .....</i>	<i>42</i>

<i>General Supplies and Services</i> .....	42
<i>Integrated Technology Services</i> .....	42
<i>Travel, Motor Vehicles and Card Services</i> .....	42
Centralized Mailing List Service .....	43
GSA Global Supply™ .....	43
GSA Global Supply™ Base Supply Stores .....	43
GSA Global Supply™ Stores .....	43
<i>Alaska</i> .....	43
<i>California</i> .....	43
<i>Hawaii</i> .....	43
GWAC Centers .....	44
<i>Enterprise GWAC Center</i> .....	44
<i>Small Business GWAC Center</i> .....	44
National Account Managers .....	44
<i>National Account Manager Branch Chief</i> .....	44
National Customer Service Center .....	44
<b>Appendix B: Regional Contact Information</b> .....	<b>46</b>
Region 1: New England.....	48
Region 2: Northeast and Caribbean .....	48
Region 3: Mid-Atlantic.....	48
Region 4: Southeast Sunbelt .....	49
Region 5: Great Lakes .....	49
Region 6: Heartland .....	49
Region 7: Greater Southwest.....	50
Region 8: Rocky Mountain .....	50
Region 9: Pacific Rim .....	50
Region 10: Northwest/Arctic .....	51
Region 11: National Capital.....	51
<b>Appendix C: Internet References</b> .....	<b>52</b>
<b>Appendix D: Federal Supply Class (FCS) Assignments</b> .....	<b>56</b>
<b>Appendix E: List of GSA Multiple Award Schedules</b> .....	<b>68</b>
<b>Appendix F: NAICS of Technology-Related Products and Services</b> .....	<b>70</b>
<b>Appendix G: List of GSA GWACs</b> .....	<b>72</b>
<b>Appendix H: List of Network and Telecommunication Services Contracts</b> .....	<b>74</b>
<b>Appendix I: Glossary of Acronyms and Terms</b> .....	<b>78</b>



## The Purpose of this Guide

This guide is designed for customers with any level of experience with GSA. Our commitment to government ensures that congressional appropriations, which ultimately come from the taxpayers, are honestly and carefully spent.

With this in mind, the *One Source Directory* was developed to help you navigate the government's rigorous acquisition environment and find the right solutions to meet your specific mission-critical needs. Our goal is to enhance your overall buying experience to help 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 are new to federal purchasing, you'll find that this guide provides a wealth of information about GSA solutions and how to access them to get what you need. Whether you have a simple purchase to make or a complicated acquisition requirement to fulfill, the *One Source Directory* will point you in the right direction and assist with accomplishing more for your core mission.

Detailed ordering information for GSA Global Supply™, GSA Multiple Award Schedules, and Governmentwide Acquisition Contracts (GWACs) is included and covered in detail. The pages inside also include lists and details on our powerful online resources and tools that can help you conduct market research and complete purchasing and requisitioning.

GSA's resources and expertise can help manage your more complex acquisitions too, and guide you on leasing and buying vehicles. Since GSA also offers customers a number of tools to maintain, manage, and move government personal property, details on those related programs are also covered within.

Web links to GSA.gov pages and transaction sites appear beneath every detailed description to help you find exactly what you need online. Appendices consolidate key points of contacts, websites, acquisition terminology and other important lists into a handy desk reference. Be sure to also consult the section on Customer Support for additional training opportunities and direction on how to get personalized assistance.



## Category Offerings

What solutions does GSA offer?

We offer the broadest range of solutions to support the business of government. More than 20 million prequalified products and services are available through streamlined purchasing programs. These programs ease procurement burdens, shorten lead times and reduce costs.

From furniture and office equipment to information technology and professional support services, we have an acquisition solution for your mission. GSA offers total support for any need.

Ultimately, our mission is to support your mission and ensure your buying experience is consistently positive, efficient and compliant - without exception.



The Federal Acquisition Service is committed to helping our customers achieve their missions every day.

---

The Federal Acquisition Service can meet virtually any purchasing need. Our entire operation provides easy access to solutions that support mission-critical requirements and meet federal laws, regulations and policies. The major offerings that GSA provides are listed below.

## Product Solutions

Whether your agency is supporting our troops or responding to the everyday demands of the work environment, your ability to obtain products in a fast, efficient manner is fundamental to your success. At GSA, we facilitate easy access to millions of competitively-priced commercial products to meet mission requirements. We are your permanent “membership” to the most complete superstore in the world.

Our product solutions can be purchased through GSA Global Supply™ or GSA Multiple Award Schedules and include:

- Audio, video and online subscription services.
- Construction material, tools, equipment and appliances.
- Document handling.
- Food service equipment.
- Furniture and furnishings.
- Hospitality, recreation and welfare solutions.
- IT equipment and software.
- Law enforcement, safety and security products.
- Maintenance, repair and operations supplies.
- Office supplies and equipment.
- Scientific, laboratory and medical supplies and equipment.

By negotiating large multiuser contracts and leveraging the buying power of the federal government, we drive down prices on the products you need to power the mission at hand.

[www.gsa.gov/fasproducts](http://www.gsa.gov/fasproducts)

## Service Solutions

Today’s government agencies must do more with less. We offer access to a broad range of service solutions that can maximize your operational efficiency. Our partnerships with industry and our streamlined procurement process help deliver the resources you need while fulfilling all federal regulations, policies, and laws.

Our service solutions – which are available through GSA Multiple Award Schedules, or our Governmentwide Acquisition Contracts (GWACs) and Network Services programs – cover many areas including:

- Advertising, marketing and public relations services.
- Communications networks and services.
- Document handling, audio, video and online subscription services.
- Environmental and energy services.
- Facility, maintenance, repair and operations services.
- Financial and business services.
- Food services.
- Hospitality, recreation and welfare services.
- Human resources and equal employment opportunity.
- Internet services.
- IT consulting and systems integration.
- Laboratory testing and services.
- Language, translation and interpretation services.
- Law enforcement, safety and security services.
- Logistics, warehousing and distribution services.
- Management and operational consulting services.
- Professional engineering services.



# Category Offerings

- Satellite services.
- Temporary administrative and professional staffing services.
- Training.

[www.gsa.gov/fasservices](http://www.gsa.gov/fasservices)

---

***GSA's service and product offerings can be purchased together for a total acquisition solution by utilizing multiple contractors through contractor teaming agreements and custom BPAs.***

---

## Integrated Technology Solutions

Finding the right solution to meet your technology needs can be a daunting challenge. At GSA, we help customers make smart decisions when evaluating, purchasing and implementing technology – from navigating the sea of available offerings to determining the most appropriate acquisition vehicle.

We deliver total technology solutions with a wide range of offerings that address government mandates, policies and initiatives. These offerings include:

- State-of-the-art commercial computer systems and hardware.
- Software and applications.
- Data centers and storage.
- Cloud technology.
- Consulting and systems integration.
- Internet services.
- Satellite services.
- Communications networks and services.
- Professional IT services.
- GSA Telepresence<sup>SM</sup> services.

GSA's integrated technology solutions are available through:

- GSA Multiple Award Schedule 70.
- GWACs, such as:
  - 8(a) STARS.
  - Alliant.
  - Alliant Small Business.
  - VETS.

– Network Services contracts such as:

- CONNECTIONS.
- Federal Relay Service.
- Networx Program.
- SATCOM-II.
- Telecommunications Expense Management Services.
- SmartBUY.

By partnering with other federal agencies, industry partners and entities within GSA, we help customers maximize scarce resources to increase effectiveness, minimize compliance risks, and achieve mission success for both everyday operations and extraordinary requirements.

[www.gsa.gov/technology](http://www.gsa.gov/technology)

## Assisted Acquisition Solutions

GSA's assisted acquisition solutions help customers manage the procurement process. Depending on your needs, we can help plan, direct, and manage simple purchases or complex acquisitions. GSA provides customized, scalable support before, during, and after contracts are awarded. When partnering with GSA, you receive 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.

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.

Interagency Agreements (known as Memorandums of Understanding) 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](http://www.gsa.gov/aas)

## Motor Vehicle Solutions

GSA provides federal agencies with quality vehicles and fleet management services at economical rates. We leverage the government's unmatched buying power to procure vehicles annually at substantial cost savings. This enables us to provide better-than-competitive leasing rates on our worldwide fleet of more than 217,000 vehicles. GSA vehicles range from sedans and light trucks to emergency response and waste management vehicles.

GSA provides alternative fuel vehicles (AFVs) to help agencies meet environmental mandates. Our motor vehicle solutions are accessible through GSA facilities around the country or online via GSA's website. Whether you need to buy, lease, or rent on a short-term basis, our dedicated professionals keep you and your mission moving in the right direction. GSA's motor vehicles solutions are segmented into the following two groups:

### *GSA Automotive (Vehicle Acquisition)*

Available through GSA *AutoChoice*<sup>SM</sup>, GSA Multiple Award Schedule (MAS) 23 V and Automotive Express Desk, GSA Automotive provides easy access to vehicles that include:

- Alternative fuel vehicles.
- Ambulances.
- Buses
- Light, medium and heavy trucks.
- Sedans.
- Station wagons.
- Wreckers and carriers.

Plus, related accessories and equipment are available too, including:

- Aerial devices and digger derricks.
- Construction and road maintenance equipment.
- Fire trucks.
- Low-speed vehicles.
- Remanufactured engines.
- Tankers.
- Trailers.

- Trash collectors.
- Recycling vehicles.
- Tires.

### *GSA Fleet (Leasing Services)*

GSA's Fleet Management Centers and GSA Multiple Award Schedule (MAS) 751 provide access to this professional leasing program that provides full-service support for the life cycle of the vehicle.

Our offerings include:

- GSA Fleet Services card (provided with every full-serviced vehicle leased through GSA Fleet).
- GSA Fleet Drive-Thru.
- Networkcar<sup>®</sup> vehicle monitoring.
- Accident management.
- Maintenance control.
- A national safety program.
- Commercial leasing of sedans and light trucks to fill short-term needs.

GSA Fleet also offers the Short Term Rental (STR) program to customers needing additional or replacement vehicles for their fleet. The STR program can provide the right vehicles for seasonal work, special events, surge requirements, and replacement of vehicles that are out of service for maintenance or repair. With the STR program you can more readily accomplish your mission. *Note: This program may not be used for personal travel (TDY) purposes.*

Advantages of using the STR program include:

- Lowest available rates.
- Many vehicle types are available: sedans of all sizes; mini-vans; SUVs and light trucks; passenger and cargo vans; box, flat bed and stake trucks; refrigerated trucks and trailers; and single and double axel conventional tractors and trailers.
- Easy and hassle-free procurement, with just one POC, to obtain rental quotes, place orders, and process invoices.
- Fleet service cards are provided, for easy refueling of your rental vehicle.



# Category Offerings

- Rentals are tax exempt and the Government Administrative Rate Supplement (GARS) does not apply in most states.
- All rental and fuel charges are applied to your regular monthly GSA Fleet bill. The charges for a rental vehicle that is replacing a GSA Fleet vehicle are applied to the out-of-service vehicle's license plate number. Additional rental vehicles appear as a separate line item.
- No fee for additional drivers.

[www.gsa.gov/vehicles](http://www.gsa.gov/vehicles)

## Travel Solutions

GSA's Center for Travel Management provides integrated travel services that are used by more than 100 agencies and bureaus and thousands of travelers each week.

**Airline City Pair Program** is the largest managed air program in the world, featuring benefits not found in commercial programs such as:

- Last seat availability.
- No cancellation fees.
- Pricing that averages 68% off commercial fares and is locked in for a year.

**FedRooms®** provides upscale, mid-priced and multi-brand temporary lodging with more than 11,000+ properties, in 3,300 cities worldwide – at or below per diem. Emergency Lodging and Long-Term Lodging programs are also offered for extended stays up to 29 days.

**E-Gov Travel Service** provides a secure, Web-based, automated service. This consolidation of travel management provides transparency and accountability, and leverages the government's purchasing power.

**The Travel Services Solutions Schedule** provides full access to travel services such as consulting, travel agents, and customer support.

**Travel Management Information Service (MIS)** combines travel data for transparency and effective travel management. GSA Travel MIS is a data aggregation and reporting mechanism that gives customers access to more than 50 reports, tools and dashboards offering important cost-saving analyses such as airfare reporting and conference planning. These tools empower customers to utilize data to

make decisions that impact travel, travel activities and behaviors, and even meet several annual reporting requirements, including the Premium Class Travel Report and greenhouse gas (GHG) emissions calculations and reporting.

[www.gsa.gov/travel](http://www.gsa.gov/travel)

## Transportation Solutions

GSA's Center for Transportation Management provides three strategic services:

- Multimodal freight management.
- Employee Relocation Resource Center (ERRC) services.
- Domestic Delivery Service (DDS).

GSA has the knowledge, expertise, and most up-to-date information to meet all of your transportation needs. GSA's new TransPort Integrator solution is replacing the current freight capabilities in the GSA Transportation Management Services Solution (TMSS). It is an easy-to-use, Web-based application that supports the end-to-end shipment process, from order creation through delivery and proof of delivery. It also provides advanced management reporting, analytics, planning, and optimization for improved transportation management and execution.

Our Transportation Management Services Solution (TMSS) is a comprehensive, online household goods transportation management system that enables GSA customers to efficiently manage the entire transportation process at highly competitive rates.

[www.gsa.gov/transportation](http://www.gsa.gov/transportation)

## Federal Surplus Personal Property Utilization Program

GSA helps federal agencies dispose of personal property that is excess to their needs. After internal screening, GSA facilitates the transfer of excess property from one federal agency to another. GSA also helps federal agencies find and obtain this property. Property acquired from another federal agency does not require payment beyond shipping and transportation costs in most cases.

[www.gsa.gov/property](http://www.gsa.gov/property)

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

## Special Initiatives

GSA implements and manages a range of special initiatives for federal agencies and/or state and local governments.

### *Environmental Sustainability*

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

Environmental products can be viewed and purchased from *GSA Advantage!*<sup>®</sup> and GSA Global Supply<sup>™</sup> online purchasing systems. To narrow a product search to a designated environmental attribute, customers are strongly encouraged to use the “Advanced Search” feature in both systems. *GSA Advantage!*<sup>®</sup> 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/gogreen](http://www.gsa.gov/gogreen)

### *Carbon Footprint Tool*

GSA has developed its Carbon Footprint Tool to assist agencies in managing their GHGs as required by EO 13514. The tool can assist with a broad range of tasks including:

- Calculation of an agency’s GHG baseline, broken down by the different scopes.
- Seamless import of agency data from existing federal data systems.
- Both manual and batch data importing capabilities.
- A turnkey solution for capturing and analyzing Scope 3 Employee Commuter data via the Commuter Survey Tool.
- Assistance with developing GHG reduction targets.
- Compilation of a building-by-building GHG emissions inventory.
- Transfer of emissions to the Department of Energy’s GHG reporting workbook.

[www.gsa.gov/carbonfootprint](http://www.gsa.gov/carbonfootprint)

### *Federal Strategic Sourcing Initiative (FSSI)*

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.

FSSI solutions provide easy access to: procurement vehicles that offer greater discounts as volume increases, business intelligence and best practices to achieve significant savings and benefits through streamlined governmentwide spending, and increased transparency and management controls.

Current FSSI commodity solutions include Print Management, Office Supplies, Domestic Delivery Services, Wireless Telecommunications Expense Management Services, and SmartBUY Software.

[www.gsa.gov/fssi](http://www.gsa.gov/fssi)

### *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 businesses. GSA Multiple Award Schedules and the VETS GWAC provide federal agencies a way to increase opportunities for veteran-owned small businesses to participate in acquisitions.

[www.gsa.gov/sdvosb](http://www.gsa.gov/sdvosb)

### *HSPD-12*

Identity, Credential and Access Management, also known as HSPD-12, integrates the management of identity information, credentials, and secure access to buildings, networks, and information technology systems. GSA is helping to create a safer, more efficient government.

As federal agencies comply with the requirements of the HSPD-12 directive, many are rethinking and broadening their enterprise strategies for identity management to include credentialing and access management (both physical and virtual). This “big picture” view is often referred to as Identity, Credential and Access Management (ICAM).



# Category Offerings

GSA helps government meet the variety of policy requirements and addresses the need for comprehensive ICAM products, services, and consulting. As the lead agency for providing ICAM solutions, GSA strives to eliminate cost redundancies by offering inter-operable and compliant products and services.

## **HSPD-12 Compliance Assurance**

Contractors typically provide the service of issuing, verifying, and managing smart cards and certificates. These vendors must submit their products or services for review to the Federal Information Processing Standard (FIPS) 201 Evaluation Program to be added to its Approved Products List.

## **Services GSA Offers Directly**

USAccess:

GSA's USAccess program offers federal agencies a shared service that simplifies the process of procuring and maintaining an enterprise wide compliant PIV credential solution. As a leader in issuing identity credentials to civilian agencies, GSA can help customers reduce overall costs and gain internal efficiencies.

A list of the Schedule contracts relevant to identity management is available at:

[www.gsa.gov/hspd12](http://www.gsa.gov/hspd12)

## ***GSA Telepresence<sup>SM</sup>***

GSA Telepresence<sup>SM</sup> gives federal agencies an immersive, true-to-life virtual meeting experience, including life-sized displays, dedicated high-speed connections, high-definition video, and directional audio. Use GSA Telepresence<sup>SM</sup> to conserve time, save money, and reduce your environmental footprint by cutting down on travel-related carbon emissions.

Connect within seconds from Seattle to Boston to Dallas. Interact with colleagues across the country as if they were in the same room. Use state-of-the-art collaboration tools to seamlessly share digital content and review and revise documents in real time.

[www.gsa.gov/telepresence](http://www.gsa.gov/telepresence)

## ***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, the U.S. 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](http://www.gsa.gov/fireprogram)

## **STATE AND LOCAL**

### ***Federal Surplus Personal Property Donation Program***

Title 40 of the U.S. Code enables certain non-federal organizations to receive donations of federal surplus property; these include 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 and other donee activities.

[www.gsa.gov/property](http://www.gsa.gov/property)

### ***Computers for Learning***

GSA's Computers for Learning (CFL) program helps children to compete in and contribute to the 21st century by increasing access to technology under Executive Order 12999 – Educational Technology. GSA is allowed to transfer excess computer and related peripheral equipment directly to schools and some educational nonprofit organizations, giving special consideration to those with the greatest need. The CFL program takes care to match the specific computer needs of its participants, making modern computer technology an integral part of all classrooms so that every child has the opportunity to be educated to his or her full potential.

[www.gsa.gov/cfl](http://www.gsa.gov/cfl)

### ***Cooperative Purchasing***

GSA's Cooperative Purchasing program allows state and local governments to purchase a variety of information technology (IT) products, software and services under contracts awarded under GSA Multiple Award Schedule 70 and the Consolidated Schedule, which contains IT Special Item Numbers (SINs).

State and local government entities may also purchase under GSA Multiple Award Schedule 84 to acquire items such as:

- Alarm and signal systems.
- Facility management systems.
- Firefighting and rescue equipment.

- Law enforcement and security equipment.
- Marine craft and related equipment.
- Special purpose clothing and related services.

Eligible state and local entities include:

- U.S. states, counties, municipalities, cities, towns and townships.
- Tribal governments.
- Public authorities.
- School districts.
- Colleges and other institutions of higher education.
- Councils of governments.
- Regional or interstate government entities.
- Legislative and judicial departments.

Use of the program is voluntary for both state and local governments, as well as for participating industry contractors. 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](http://www.gsa.gov/cooperativepurchasing)

### ***Disaster Recovery Purchasing***

Disaster Recovery Purchasing (under Section 833) makes GSA Multiple Award Schedules available to all state and local governments for the specific purpose of disaster recovery, to enable them to respond to 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 all GSA Multiple Award Schedule contracts and does not include any other GSA program channel. State and local government entities may also 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.

Purchasing is a voluntary program both for Schedule contract holders and for state and local governments. GSA eLibrary features all GSA Multiple Award Schedules with vendor lists that include indications of those electing to participate in the Disaster Recovery Purchasing program.

[www.gsa.gov/disasterrecovery](http://www.gsa.gov/disasterrecovery)

### ***Law Enforcement and Counterdrug Program***

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.

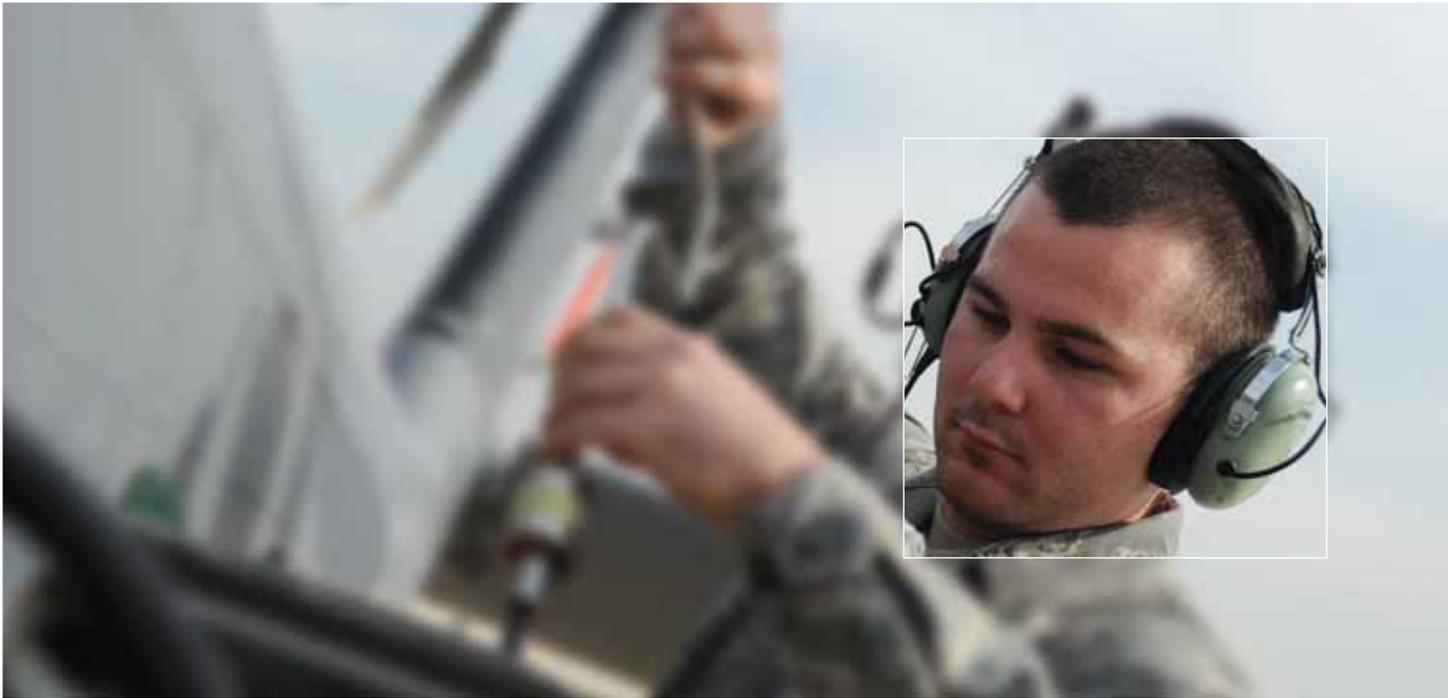
[www.gsa.gov/1122program](http://www.gsa.gov/1122program)

### ***Schedules Access for Federal Grantees During a Public Health Emergency***

State, local, territorial and tribal governments may access all GSA Multiple Award Schedules as authorized users for goods and services – when expending federal grant funds in response to Public Health Emergencies (PHE) declared by the Secretary of Health and Human Services, under section 319 of the Public Health Services Act, codified at 42 U.S.C. § 247d.

Participation in this program is voluntary for both government entities and for Schedule contractors. Eligible ordering entities have full discretion to decide if they wish to make a GSA Schedule purchase, subject to any limitations that may be established under state and local laws and procedures. Schedule contractors have the option of deciding whether they will accept orders placed by state and local government buyers.

[www.gsa.gov/stateandlocal](http://www.gsa.gov/stateandlocal)



## Delivery Methods

What are my options for making purchases from GSA?

As guardians 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 government marketplace, however, the adage "one size fits all" doesn't apply, especially when the scope and complexity of your purchasing requirements can vary significantly. GSA segments its delivery methods (defined by the type of purchasing options to suit a unique requirement or buying preference) into the three categories identified in the next two pages.



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

---

### **Buying from GSA (Requisition)**

Requisition provides a convenient way for civilian agencies and the Department of Defense (DOD) to order a broad range of products, supplies and equipment directly through GSA. In addition to providing fulfillment, status and billing support, orders that are requisitioned include comprehensive customer service assistance.

GSA's primary delivery method for requisitioning products is GSA Global Supply™, which provides easy and flexible ordering for approximately 400,000 products. When ordering from GSA Global Supply™ you are submitting a simple requisition for product fulfillment – not conducting procurement – so you don't have to contact multiple sources for "fair and competitive" comparison shopping.

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.

Other GSA requisitioning vehicles include GSA's E-Gov Travel Service, FedRooms®, Emergency Lodging Services and GSA Fleet.

### **Buying from a GSA Contractor (Acquisition)**

Through acquisition, customers realize shorter procurement cycle times, gain direct access to qualified contractors already under contract, and enjoy flexible terms and conditions, as well as the ability to negotiate additional discounts to established GSA ceiling prices. The primary program vehicle used for buying from a GSA contractor is the GSA Multiple Award Schedules (referred to as "Schedules" or simply "MAS").

Through Schedules, GSA establishes long-term governmentwide contracts with contractors to provide customers with access to more than 17 million state-of-the-art, high-quality commercial products and services, at volume discount pricing. Customers can place orders directly with Schedule contractors or through GSA*Advantage*®, the organization's online shopping and ordering system.

MAS also offer 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. Agencies can also use GSA's GWACs (with a delegated authority letter) and Network Services contracts to acquire technology services and products through GSA.



# Delivery Methods

## **GSA Manages the Acquisition (Assisted Services)**

Assisted services involve managing the procurement process on behalf of the customer on a fee-for-service basis. Depending on your needs, GSA can help plan, direct and manage the procurement process – from simple purchases to complex acquisitions – and provide customized, scalable support before, during and after contracts are awarded. When GSA manages the acquisition, we combine products and key GSA resources with technical, financial, project management and certified contract 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.

Working through Interagency Agreements (known as Memorandums of Understanding), GSA establishes the service level expectation, schedule and funding mechanism. The delivery methods for accessing GSA's assisted services include:

- FEDSIM – An end-to-end value-added solution to implement large-scale federal IT initiatives, including project, acquisition and financial management support.
- GSA Automotive – Support with purchasing new vehicles.

- GSA Global Supply™ Special Order Program – Allows customers to place requisitions for National Stock Number or part numbered items.
- Furniture Special Order Program – Customers can utilize an inside delivery service for having purchase orders delivered to their sites.
- GSA's Integrated Workplace Acquisition Center – Specializes in the worldwide procurement of a variety of household and office furniture, dormitory furnishings, mail management and security equipment, and sports and recreation products, as well as furniture-related services, including turnkey project management and personalized services fine-tuned for each customer's specific requirements. GWACs are also available for use with a delegated authority letter.

For more information on GSA's assisted services and how we can help enhance your acquisition experience, please contact a GSA 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 allow for support on a short- or long-term basis, for strategic or transactional projects; we can even provide staff on-site with you.





## Program Channels

Which procurement vehicle best meets my needs?

Agencies can easily access GSA's program channels to secure products, supplies, and services that meet mission-critical needs. GSA streamlines the purchasing process by leveraging the Internet and eliminating overlap. These channels address the far-reaching scope of the federal marketplace. In addition, by negotiating large multiuser 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 hundreds of thousands of products for federal government agencies at the federal, state, and local levels. Depending on your needs, we can facilitate your requisition-based orders through GSA Global Supply™, which provides:

- Worldwide delivery.
- 24/7 support.
- AbilityOne guaranteed products.
- Payment using GSA SmartPay® purchase card or AAC/DODAAC.
- Government-to-government transactions and unrestricted spending limits.
- Compliance with federal acquisition regulations and other DOD, socioeconomic and environmental policies.

[www.gsa.gov/globalsupply](http://www.gsa.gov/globalsupply)

### **Ordering Procedures**

When you order from GSA Global Supply™, you are submitting a simple requisition for product fulfillment, not conducting a 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. Items can be requisitioned in a number of ways:

FEDSTRIP/MILSTRIP  
Telephone: (800) 525-8027  
Fax: (888) 856-7057  
Web: [www.GSAglobalsupply.gsa.gov](http://www.GSAglobalsupply.gsa.gov) or  
[www.gsaadvantage.gov](http://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, Department of Defense and 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, or 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:

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

Fax: (817) 574-2551  
Telephone: (800) 525-8027, Option 3  
Web: [www.GSAglobalsupply.gsa.gov](http://www.GSAglobalsupply.gsa.gov) or  
[www.gsaadvantage.gov](http://www.gsaadvantage.gov), choose  
FEDSTRIP/MILSTRIP

NOTE: Emergency Orders, including FEDSTRIP/MILSTRIP orders, can be placed via telephone at (800) 525-8027, Option 3, or after duty by calling (888) 282-7862 (Federal Protection Service – Denver Mega Center).

### **AAC and DODAAC**

Agencies can also pay for products 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 *GSAAdvantage!*® or by having their agency contact write to:

GSA/FAS Office of Chief Information Officer  
2200 Crystal Drive, 11th Floor  
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's™ Special Order Program (SOP) allows customers to place requisitions for NSN or part numbered items with GSA Global Supply™ and be in total compliance with all applicable regulations.

GSA Global Supply™ can purchase products on behalf of its customers including:

- Tools and hardware.
- Office products.
- Cleaning supplies.
- Fire equipment.

GSA does 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 by calling the GSA Global Supply™ call center at (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*

GSA proudly supports AbilityOne. As such, products requisitioned through the GSA Global Supply™ program are guaranteed to be AbilityOne-compliant. We also offer Schedule 00JWOD, a single award Schedule that includes all product lines offered under the Javits-Wagner-O'Day (AbilityOne) 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 available from AbilityOne include, but are not limited to:

- Construction supplies.
- Customized business products.
- Business cards.
- ADP supplies.

Customers that purchase SKILCRAFT® and other AbilityOne products motivate a workforce of more than 42,000 people in their pursuit of employment and career opportunities.

## **GSA Multiple Award Schedules**

The GSA Schedules program provides eligible ordering activities with a simplified process for obtaining supplies and services. With numerous Schedules in place, the program offers tremendous choices and flexibility to GSA's customers, by providing easy access to more than 20 million commercial products and services to any location.

Simply put, a Schedule is a listing of companies that supply comparable commercial supplies and services, through contracts awarded by GSA. The Schedule contracts are Indefinite Delivery/Indefinite Quantity (IDIQ) contracts awarded to responsible companies that offer commercial supplies or services at fair and

reasonable prices. Procedures used to purchase from GSA's Schedules vary, based upon the dollar amount of the procurement, but GSA requires all Schedule contractors to accept the GSA SmartPay® Purchase Card for payment.

After GSA awards the contracts, eligible ordering activities worldwide can easily order from Schedule contractors and deliveries are made directly to the customer. (Refer to "Eligibility to Use GSA Sources of Supply and Services".) By using *GSA Advantage!*®, our online acquisition tool, direct delivery of state-of-the-art, high-quality commercial products and services – at volume discount pricing – is at your fingertips.

Also, when using GSA Schedules, your purchasing activities can meet small business goals, and are assured to be in compliance with various environmental and socioeconomic laws and regulations.

[www.gsa.gov/schedules](http://www.gsa.gov/schedules)

Government agencies are encouraged to establish BPAs in an effort to cut red tape and save money.

### ***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 the 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 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 a SOW, send your RFQ and SOW to more than three Schedule contractors, AND seek price reductions. Evaluate and then 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 SOW is not required, e.g., installation, maintenance and repair.

- For orders up to the micro-purchase threshold, place your order directly with the contractor for the item that best meets your needs.
- For orders over the micro-purchase threshold, review the *GSA Advantage!*<sup>®</sup> 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!*<sup>®</sup> price lists and seek price reductions.

### ***Blanket Purchase Agreements (BPAs)***

A Schedule BPA is established by an ordering activity with a Schedule contract to fill repetitive needs for supplies or services (refer to FAR 8.405-3). BPAs leverage an ordering activity's buying power in taking advantage of quantity discounts, saving administrative time and reducing paperwork. BPAs may be established with one or more Schedule contractors. However, consistent with FAR 8.405-3, ordering activities must give preference to establishing multiple-award BPAs rather than awarding a single BPA.

BPAs are considered to be issued using full and open competition when using the procedures in FAR Subpart 8.4 (refer to FAR 6.102(d)(3)) at [www.acquisition.gov/far/index.html](http://www.acquisition.gov/far/index.html). Ordering activities shall not seek competition outside of the Schedules or synopsise the requirement.

BPAs are an excellent method for an ordering activity to fulfill recurring requirements, including establishing a BPA rather than an agency IDIQ contract. BPAs can be used for simple recurring requirements or complex services requirements, such as buying systems engineering support. Schedule BPAs have been used for complex service requirements exceeding \$1 billion annually.

[www.gsa.gov/schedules](http://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 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 exceeding \$100,000 using 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. Posting an RFQ on the GSA’s eBuy system ([www.gsa.gov/ebuy](http://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 under the Schedules program for supplies and services 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 (A&E) 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 must be provided to an appropriate number of BPA holders, as established in the BPA ordering procedures. The order is placed with the Schedule contractor representing the best value and reviewed annually to ensure best value remains present.

## *Market Research*

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 MAS contractors who are capable of doing the work.
- Notify all Schedule contractors for the applicable Special Item Numbers (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 still place the order. However, sufficient market research must have been conducted to document that a sufficient number of Schedule contractors capable of performing the work were notified and did not respond. If this documentation is not made, 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.

### **Governmentwide Acquisition Contracts**

Our Governmentwide Acquisition Contracts (GWACs) are designed for specialized IT services or large-scale initiatives for integrating IT hardware, software and services into a total systems solution. The GWAC program simplifies access to a pool of qualified contractors, offering integrated complex solutions within a competitive environment, via a streamlined acquisition process.

GSA's Alliant and Alliant Small Business GWACs are the most comprehensive and flexible contracts in the federal marketplace. Both allow all contract types (firm fixed price, cost, time and material, and labor hour) to be issued under them. The only difference is Alliant Small Business is set aside for small businesses, to assist agencies in meeting their socioeconomic goals. Other GWAC vehicles include VETS.

Task orders placed against GWACs may be customized to meet the full range of IT service solutions including:

- Service and product integration.
- Systems integration.
- Systems operation and management.
- Software engineering management.
- Communications.
- Cloud computing.
- Information systems engineering.
- Information systems security services.
- Network and management telecommunications.
- Web-enabled solutions.

GSA provides a variety of program support functions, including contractual and advisory assistance at the task order level, project management and technical support, and education and training on the appropriate use of GWACs. Prior to issuing task orders, federal buyers who wish to use the GWAC contracts must complete contract overview training. DPA training may be accomplished through either a webinar or a conference call hosted by the GWAC team.

[www.gsa.gov/gwacs](http://www.gsa.gov/gwacs)

### **Network Services Contracts**

GSA's Network Services contracts help customers acquire telecommunications and network services. They include a wide range of domestic and international network solutions at competitive prices, with 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 agency's mission requirements and operational needs. Our Network Services contracts provide flexible access to comprehensive state-of-the-art, all-distance network services and solutions, including converged voice, data, and video offerings for fixed or mobile, turnkey enterprise network solutions (from engineering through operations) and managed network security services and support for IPv6. GSA's Network Services contracts currently include:

- CONNECTIONS.
- Federal Relay Service.
- Networx Universal/Enterprise.
- SATCOM-II.
- Telecommunications Expense Management Services.
- Other local regional telecommunications contracts.

[www.gsa.gov/networkservices](http://www.gsa.gov/networkservices)

### **SmartBUY Program**

GSA leverages the government's immense buying power to reduce cost and improve quality in federal purchases of commercial off-the-shelf software products – potentially saving millions of dollars through reduced prices and more favorable terms and conditions. With GSA's SmartBUY program, customers achieve greater standardization, improved configuration management and more robust IT security.

[www.gsa.gov/smartbuy](http://www.gsa.gov/smartbuy)



# Program Channels

## IT Commodity Buy Program

Federal agencies can buy IT commodities such as laptops, servers, and integrated support services faster and at lower prices through GSA. Contact our IT commodity team for help with your IT commodity acquisition. Our IT subject matter experts will work with you to meet your needs.

IT commodity buying program offers lower prices and easier ordering for federal, state, and local government organizations. The IT commodity program makes available blanket purchase agreements (BPAs) off of IT Schedule 70. Initial offerings include:

- Laptops, desktops, and tablets.
- Monitors.
- Mobile products.
- Servers, racks, and data storage.
- Video teleconferencing equipment.
- Integrated support services like maintenance, warranty, installation, integration, and product training.

We are also working towards medium-term and long-term buying programs with the goal of reducing prices in the government IT marketplace by leveraging bulk purchasing opportunities.

[www.gsa.gov/itcommodity](http://www.gsa.gov/itcommodity)

## Travel

GSA's Center for Travel Management provides integrated travel services that are used by more than 100 agencies and bureaus and thousands of travelers each week.

**E-Gov Travel Service** provides a secure, Web-based, automated service. This consolidation of travel management provides transparency and accountability and leverages the government's purchasing power.

The **Travel Services Solutions Schedule** provides full and easy access to travel services such as consulting, travel agent assistance, and customer support.

[www.gsa.gov/travel](http://www.gsa.gov/travel)

The **Airline City Pair** program is the largest managed air program in the world, featuring benefits not found in commercial programs, such as:

- Last seat availability.
- No cancellation fees.
- Pricing that averages 68% off commercial fares and is locked in for a year.

[www.gsa.gov/citypairs](http://www.gsa.gov/citypairs)

**FedRooms**® provides upscale, mid-priced and multi-brand temporary lodging with more than 11,000+ properties, in 3,300 cities worldwide – at or below per diem. Emergency Lodging and Long-Term Lodging programs are also offered for extended stays up to 29 days.

[www.gsa.gov/fedrooms](http://www.gsa.gov/fedrooms)

## Travel Management Information Service (MIS)

(MIS) combines travel data for transparency and effective travel management. GSA Travel MIS is a data aggregation and reporting mechanism that gives customers access to more than 50 reports, tools and dashboards offering important cost-saving analyses such as airfare reporting and conference planning. These tools empower customers to utilize data to make decisions that impact travel, travel activities and behaviors, and even meet several annual reporting requirements, including the Premium Class Travel Report and greenhouse gas (GHG) emissions calculations and reporting.

[www.gsa.gov/travelmis](http://www.gsa.gov/travelmis)

## Transportation

GSA's Center for Transportation Management provides three strategic services:

- Multimodal freight management.
- Employee Relocation Resource Center (ERRC) services.
- Domestic Delivery Service (DDS).

GSA has the knowledge, expertise, and most up-to-date information to meet all of your transportation needs.

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

GSA's new TransPort Integrator solution is replacing the current freight capabilities in the GSA Transportation Management Services Solution (TMSS). It is an easy-to-use, Web-based application that supports the end-to-end shipment process, from order creation through delivery and proof of delivery. It also provides advanced management reporting, analytics, planning, and optimization for improved transportation management and execution.

Our Transportation Management Services Solution (TMSS) is a comprehensive, online household goods transportation management system that enables GSA customers to efficiently manage the entire transportation process at highly competitive rates.

[www.gsa.gov/transportation](http://www.gsa.gov/transportation)

[www.gsa.gov/transportintegrator](http://www.gsa.gov/transportintegrator) (for Freight)

[www.gsa.gov/tmss](http://www.gsa.gov/tmss) (for Household Goods)

[www.gsa.gov/payportexpress](http://www.gsa.gov/payportexpress)

## GSA Fleet

GSA Fleet offers the **Short Term Rental Program (STR)** for customers in need of replacements or additions to their current fleet. The STR program can help you accomplish your mission by providing – typically within 48 hours or less – the right vehicles for seasonal work, special events, and surge-related or other short-term requirements. It is also a worry-free solution when you have a vehicle out of service due to an accident or maintenance. So, now there is no reason for accidents or repairs to put a driver out of commission, because STR offers a quick and easily solution that provides:

- Easy and hassle-free procurement of rental vehicles, with just one single point of contact, from which to obtain rental quotes, place orders, and handle the corresponding invoices.
- Lowest available rates.
- A wide variety of available vehicles, including sedans of all sizes, mini-vans, SUVs, light trucks, passenger and cargo vans, box and stake trucks, flat beds, trailers, refrigerated trucks and trailers, and single and double-axle conventional tractors.
- STR rental vehicles are often tax exempt. The Government Administrative Rate Supplement (GARS) rate does not apply.

- Fleet service cards are available to quickly and easily refuel your rental vehicle.
- All rental fees and fuel charges will appear on your regular monthly GSA Fleet bill. Additional rental vehicles appear as a separate line item, while rentals replacing regular GSA Fleet vehicles appear under the out-of-service vehicle's tag number.
- There are no extra fees for additional drivers.

[www.gsa.gov/gsafleet](http://www.gsa.gov/gsafleet)

## Automotive

Each year, GSA purchases about 60,000 new, non-tactical vehicles for federal executive agencies and DOD. Through **GSA AutoChoice<sup>SM</sup>** – an online vehicle-ordering tool – customers 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.
- Check vehicle order status.

The Automotive Express Desk is the go-to place for rapid response. With proper justification, GSA will swiftly process your order and deliver the vehicle(s) to meet urgent requirements. 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.)

Customers can fulfill a wide variety of specialized requirements through “non-standard procurements” – such as mobile medical units or construction and road maintenance equipment through GSA Multiple Award Schedule 23 V. They can also purchase through GSA a wide range of new tires for passenger vehicles, light/medium trucks and buses, as well as retreaded tires for light/medium trucks and buses.

[www.gsa.gov/automotive](http://www.gsa.gov/automotive)



# Program Channels

## **GSA SmartPay® Card Services**

GSA's charge card program, GSA SmartPay®, provides agencies and organizations with effective and efficient tools for conducting purchase, travel and fleet vehicle operations. Government card usage provides streamlined, best practice processes that frequently set private industry standards and go beyond just plastic charge cards, with cardless technologies, stored-value cards and other innovative tools.

The administrative cost savings of processing transactions through GSA SmartPay® drives card use and worldwide merchant acceptance. The GSA SmartPay® program is the largest charge card program in the world, with participant agencies/organizations spending more than \$30 billion annually, in more than 100 million transactions utilizing nearly three million cards.

[smartpay.gsa.gov](http://smartpay.gsa.gov)

## **Personal Property Management**

Excess personal property is any personal property that is no longer required by the holding agency in the course of its mission. Millions of taxpayer dollars are saved each year through the reuse of excess property as a first source of supply to meet agency requirements, as mandated by Federal Management Regulation 102-36.

GSA can help federal agencies dispose of federal personal property that is no longer required to perform the agency's mission, in several ways:

- The holding agency declares the property “excess” and reports it to GSA for other federal agencies to search for items through [www.gsa.gov/gsexcess](http://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*<sup>SM</sup> for electronic bidding or through Surplus Sales of Personal Property for non-electronic bidding.

[www.gsa.gov/gsexcess](http://www.gsa.gov/gsexcess)

## **Exchange/Sale Property**

When federal agencies have personal property that they would like to replace, they can exchange or sell it and apply the exchange allowance or proceeds to the acquisition of replacement property under the GSA Exchange/Sale Authority. This authority also enables agencies to avoid storage and other costs associated with holding property for the normal disposal cycle. Items prohibited for exchange/sale are identified in the Federal Management Regulation, FMR 102-39.

If a federal agency is interested in obtaining exchange property, it must pay fair market value for the acquired items. If GSA is unable to find a federal party interested in the property after an abbreviated two-day federal screening period, the items are moved into the Sales Program for disposal.

Federal agencies can use services provided by GSA's Personal Property Sales Program to conduct agency sales of its surplus, exchange/sale, and forfeited personal property for a competitive fee.

GSA's Personal Property Sales staff work with agencies to tailor personal property services to meet their needs. GSA's objectives are to conduct sales in an efficient, expeditious manner, and obtain maximum net returns with a minimum of inconvenience to holding agencies.

[www.gsa.gov/exchangesale](http://www.gsa.gov/exchangesale)





## Online Resources

How can I leverage the power of the Internet?

Our eTools provide an electronic process that boosts productivity and facilitates compliance with regulations and mandates - helping you streamline your procurement process and work more efficiently. We offer 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/etools](http://www.gsa.gov/etools)



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

### **508 Universe Training**

The Section 508 Universe is one-stop shopping for your Section 508 training needs. The Section 508 Universe includes the following training topics: Designing Accessible Websites, Buying Accessible E&IT, Accessible Video and Multimedia, Building and Buying Accessible Software, Buying Accessible Computers, Opening Closed Products, Software Development, Micro-purchases, Micro-purchases and Section 508, Section 508 Coordinators, and Accessible Conferences. There is also a glossary of Section 508-related terminology.

[www.gsa.gov/508universe](http://www.gsa.gov/508universe)

### **Agency Asset Management System**

Users that log in to GSAXcess® can take advantage of GSA's Agency Asset Management System (AAMS) to simplify and improve internal screening of excess personal property.

[www.gsa.gov/aams](http://www.gsa.gov/aams)

### **GSA AutoChoice<sup>SM</sup>**

GSA *AutoChoice<sup>SM</sup>* is an online vehicle ordering tool for alternative fuel vehicles, ambulances, buses, light trucks, medium and heavy trucks, sedans, station wagons, wreckers and carriers. Included in GSA *AutoChoice<sup>SM</sup>* many features, you can view contract discounts and vehicle manufacturer's past performance, select a dealership and review Federal Vehicle Standards.

[www.gsa.gov/autochoice](http://www.gsa.gov/autochoice)

### **Carbon Footprint**

GSA has developed a Carbon Footprint Tool to assist agencies in managing their GHGs, as required by EO 13514. The tool provides at-a-glance visualization of key metrics, using 3D charts and "sliders" where agencies can analyze and forecast emissions by adjusting for specific scenarios, such as video teleconferencing participation, mass transit participation, off-peak travel, telecommuting participation, energy star monitor replacement, alternate work schedule and server virtualization.

[www.gsa.gov/carbonfootprint](http://www.gsa.gov/carbonfootprint)

### **Centralized Mailing List Service**

Order publications and download pdf files using the Centralized Mailing List Service (CMLS) application.

[www.gsa.gov/cmls](http://www.gsa.gov/cmls)

### **Computers for Learning Program**

This eTool encourages and promotes the reuse and transfer of federal computers to schools and some educational nonprofit organizations. Once registered, eligible recipients can view and request available excess computers and related peripheral equipment. The federal agency that reported the property can then allocate the property to the school or educational nonprofit organization of its choice.

[www.gsa.gov/cfl](http://www.gsa.gov/cfl)

### **eBuy**

eBuy, a component of *GSA Advantage!<sup>®</sup>*, is an online Request for Quote tool for a wide range of commercial services and products offered by GSA. eBuy streamlines the solicitation process for complex, large quantity, big-ticket requirements. It is also used for:

- Receiving quotes from GSA Multiple Award Schedules and GWAC contractors.
- 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.
- Debriefing and best-value practices.

[www.gsa.gov/ebuy](http://www.gsa.gov/ebuy)



# Online Resources

## **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 or contract number, Special Item Number (SIN), Schedule number or keyword for sources of supply. Its category structure makes it easy to find groups of contractors 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 and links to contractor catalogs and product lists in *GSA Advantage*<sup>®</sup>. It also provides buying information on GSA Multiple Award Schedules, GWACs, contractors, mandatory sources, Blanket Purchase Agreements, purchase cards and price reductions.

[www.gsa.gov/elibrary](http://www.gsa.gov/elibrary)

## **E-MORRIS**

E-MORRIS (Enhanced Monthly Online Records and Reports of Information Technology Services) is GSA's Web portal that provides government agency users with inventory management reports. It also provides billing reports/data for services ordered under the Networx contracts.

[www.gsa.gov/networx](http://www.gsa.gov/networx)

## **eOffer/eMod**

eOffer/eMod is a Web-based application that allows contractors to prepare and electronically submit to GSA their Schedule offers/Schedule contract modification requests. The online system uses the latest digital authentication technology to ensure the integrity of data and to electronically sign the offer (proposal) or modification request. Accordingly, digital certificates are required in order to use eOffer/eMod.

[www.gsa.gov/eoffer](http://www.gsa.gov/eoffer)

## **eResolve**

eResolve allows customers to report a problem with a GSA Global Supply<sup>™</sup> order or submit an inquiry about any of the products and services offered.

[www.gsa.gov/eresolve](http://www.gsa.gov/eresolve)

## **FedRooms<sup>®</sup>**

FedRooms<sup>®</sup> is the official government-sponsored lodging program that simplifies the lodging process for federal travelers by offering specially negotiated federal government hotel rates at or below per diem.

[www.gsa.gov/fedrooms](http://www.gsa.gov/fedrooms)

## **GSA Auctions<sup>SM</sup>**

GSA Auctions<sup>SM</sup> offer federal personal property assets ranging from commonplace items, such as office equipment and furniture, to more select products like scientific equipment, heavy machinery, airplanes, vessels and vehicles. The system's online capabilities allow GSA to offer assets located across the country to any interested buyer, regardless of location.

[www.gsa.gov/gsauctions](http://www.gsa.gov/gsauctions)

## **GSA AutoAuctions**

With GSA's AutoAuctions, the general public is able to buy used federal fleet vehicles. Consumers can expect to find a wide variety of vehicle types that are typically hard to find; GSA Fleet auctions offer sedans, sport utility vehicles, vans and pickup trucks, as well as specialty vehicles, including buses, ambulances, heavy trucks, police vehicles and specialty equipment such as trailers. GSA Fleet vehicles are standard consumer models with all of the regular options. These vehicles have been serviced regularly and maintained by GSA Fleet to ensure high-quality, well-conditioned vehicles.

[www.gsa.gov/autoauctions](http://www.gsa.gov/autoauctions)

## **GSA Fleet Drive-Thru**

GSA Fleet provides innovative reporting applications through its GSA Fleet Drive-Thru online system. The available applications include:

- *CRASH* is available to assist with tracking vehicle accident activity, past and present.
- *Mileage Express* is a Web-based mileage reporting system for GSA Fleet customers who can log on to the Internet and input vehicle mileage directly into the Fleet Management System database. No other data transfers or paperwork are required.
- *Reports Carryout* allows customers to generate a GSA Fleet vehicle inventory report on the Internet whenever the need arises. Users can generate reports (within agency only) by

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

customer number, in a format that can be opened in either Microsoft Word or Excel.

- SpeedPay simplifies bill reconciliation and payment processes since it provides customers with the ability to enter information and accounting classifications relating to vehicles. SpeedPay is currently only accessible to Defense Finance and Accounting Service (DFAS) customers, but GSA expects to make it available to all customers soon.

[www.gsa.gov/fleetdrivethru](http://www.gsa.gov/fleetdrivethru)

### **GSA Global Supply™**

The GSA Global Supply™ website provides 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 quotes from three sources for comparative shopping.

[www.GSAglobalsupply.gsa.gov](http://www.GSAglobalsupply.gsa.gov)

### **GSA SmartPay®**

The GSA SmartPay® program provides both card and cardless payment solutions to U.S. government agencies/organizations and tribal governments through master contracts that are negotiated with major national banks. Visit our website to find out more information about the GSA SmartPay® program, including the latest charge card news, upcoming events, and online training.

[smartpay.gsa.gov](http://smartpay.gsa.gov)

### **GSA Training Programs**

GSA offers numerous training programs for federal, state, and, local government employees and vendors.

[www.gsa.gov/training](http://www.gsa.gov/training)

### **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 contractors.

- Specialized grouping of products and services.
- Market research capabilities to compare features, prices and delivery options.
- FAR-compliant purchasing.
- Anytime access via the Internet.

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 products.

[www.gsaadvantage.gov](http://www.gsaadvantage.gov)

### **GSAXcess®**

GSAXcess® 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. Agencies may search GSA's worldwide inventory through a process known as screening and may request property for transfer by selecting specific items. GSAXcess® is available only to federal agencies, state agencies and authorized non-federal recipients.

[www.gsa.gov/gsaaccess](http://www.gsa.gov/gsaaccess)

### **IT Solutions Shop**

IT Solutions Shop (ITSS) provides an automated, convenient and secure means for federal agencies to order and accept services and commodities from contractor partners. ITSS is accessed 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](http://www.gsa.gov/itss)



# Online Resources

## **MySales**

MySales provides federal agencies with the ability to manage personal property inventory. The system allows custodians and property managers to check on the status of surplus, exchange/sale and forfeited property that has transitioned into the GSA MySales program, and to also withdraw such property because it is no longer available for sale (destroyed/broken, stolen, misplaced or transfer or donation request).

[www.gsa.gov/mysales](http://www.gsa.gov/mysales)

## **Per Diem Rates**

GSA establishes the maximum CONUS (Continental United States) per diem rates for federal travel customers and the Department of Defense sets the per diem rates for Alaska, Hawaii, and U.S. territories. Find rates for your travel needs on the website, where a mobile application is also now available.

[www.gsa.gov/perdiem](http://www.gsa.gov/perdiem)

## **Schedule Sales Query**

Schedule Sales Query (SSQ) gives you easy access to sales reported by GSA Schedule contractors. Quarterly reports can be generated for the current year and the past five fiscal years. The sales data reported is updated as contractors' reports are received, but the data may not be up to date. GSA uses the information on SSQ for contract administration and fee management; it is not the official source of sales data, thus should be used for informational purposes only.

[www.gsa.gov/schedulesalesquery](http://www.gsa.gov/schedulesalesquery)

## **Telecommunications Ordering and Pricing System**

GSA's Telecommunications Ordering and Pricing Systems (TOPS) offers automated support of the local telecommunications process by providing integrated online ordering and consolidated billing. It improves agency-wide telecommunications inventory management while reducing costs for client agencies. The system features 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](http://www.gsa.gov/itss) (click TOPS)

## **TransPort Integrator**

GSA's new TransPort Integrator solution eases the burden of managing your transportation needs so you can focus on achieving your agency's mission. It is an easy-to-use, Web-based application that promotes efficiency with shipment creation, planning, and tendering – all in one solution. It provides access to GSA's highly competitive transportation rates via the Freight Management Program (FMP). TransPort Integrator features PayPort Express, an automated solution that works to streamline the complex approval, audit, and payment process of your transportation related expenses.

[www.gsa.gov/transportintegrator](http://www.gsa.gov/transportintegrator)

## **Transportation Management Services Solution**

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

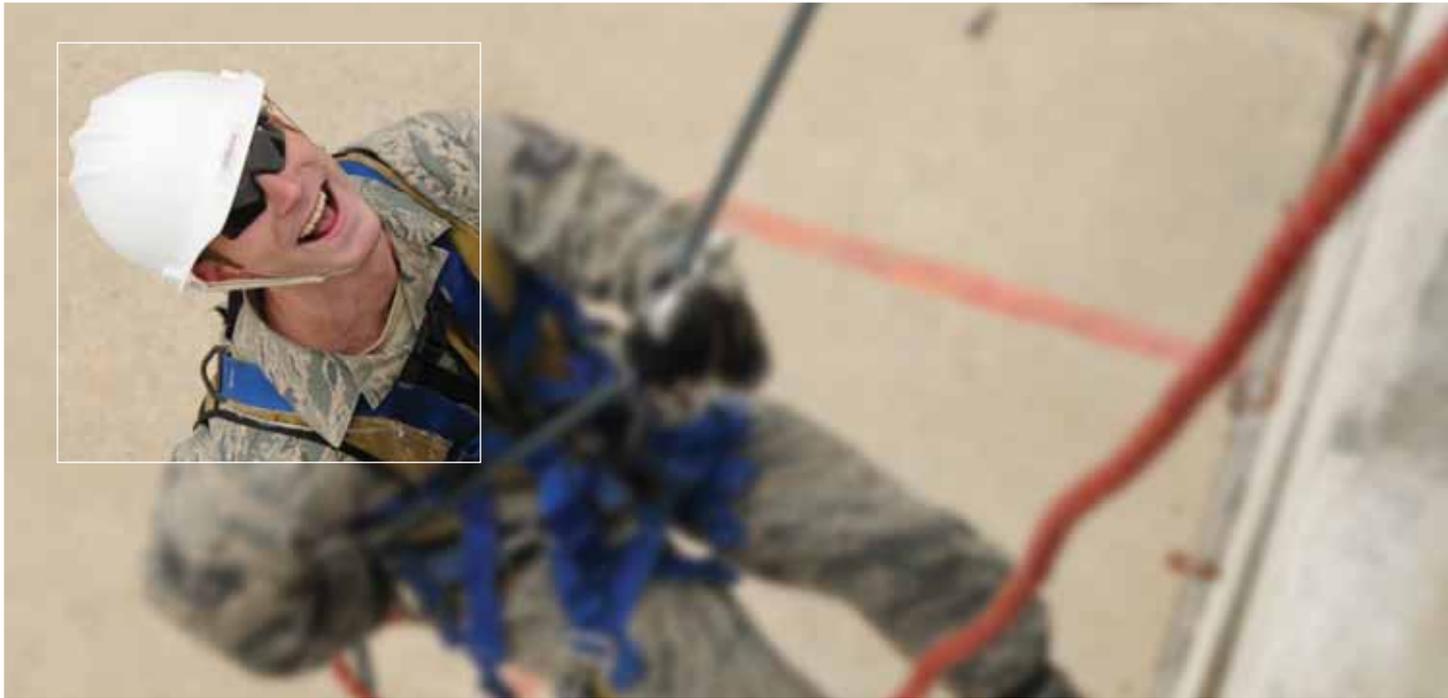
[www.gsa.gov/tmss](http://www.gsa.gov/tmss)

## **Vendor Support Center**

The Vendor Support Center (VSC) is an online source for vendors to obtain information, review, and report sales. The VSC website, available 24 hours a day, 7 days a week, contains a wealth of information to assist both GSA Schedule and Governmentwide Acquisition Contract (GWAC) contractors in fulfilling the contract administration requirements of their respective contracts.

[www.gsa.gov/vsc](http://www.gsa.gov/vsc)





## Customer Support

How can I enhance my buying experience?

GSA is dedicated to providing exceptional customer service to government agencies in support of our nation's 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 customer service and 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 our success.

### **Centralized Mailing List Service**

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

[www.gsa.gov/cmls](http://www.gsa.gov/cmls)

### **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. The CSDs 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](http://www.gsa.gov/csd)

### **National Customer Service Center**

Customers are encouraged to call GSA's National Customer Service Center (NCSC) at (800) 488-3111 or DSN 465-1416, anytime between the hours of 8 p.m. Sunday and 8:30 p.m. Friday (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](http://www.gsa.gov/ncsc)

### **Training**

GSA's comprehensive training programs are unmatched. Every day contracting officers and program managers face a broad spectrum of challenges. Our training programs are designed to help educate customers on GSA programs and solutions. A short list of training programs currently offered by GSA is included below.

#### ***Government Charge Cards***

GSA's 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 coordinators and cardholders alike. Each course is free and designed to be completed within 45 minutes. These courses are segmented into two categories: Agency/Organization Program Coordinator (A/OPC) training and federal employee cardholder training.

[smartpay.gsa.gov](http://smartpay.gsa.gov)

#### ***Local Training and Seminars for Federal Civilian and Military Personnel***

GSA offers local training and seminars for federal civilian and military personnel, with topics that address a wide range of GSA acquisition solutions. GSA will also customize training seminars – at no cost – to meet your needs at your location. For seminar details and online registration, please visit our website, or contact your local regional representative.

[www.gsa.gov/events](http://www.gsa.gov/events)

#### ***Travel and Transportation Training***

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 (DOD), 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 on-site.

[www.gsa.gov/traveltransportationtraining](http://www.gsa.gov/traveltransportationtraining)



## Social Media

### *Social Media*

GSA encourages sharing and experimenting with information because along the way we will increase the potential for better understanding and better ways to serve the public and fulfill our mission.

GSA's many social media channels, include Facebook and Twitter and GSA Interact<sup>SM</sup>. See how GSA services, regions and programs are connected via our social networks.

GSA's Center for Excellence in Digital Government, provides governmentwide support, training and solutions that help agencies deliver excellent customer service to the public via social media.

Take a look at all of GSA's social media offerings and connect with us. Strike up a conversation with GSA. We want to hear from you!

[www.gsa.gov/socialmedia](http://www.gsa.gov/socialmedia)

### *GSA Interact<sup>SM</sup>*

FAS's online platform where federal, state and local government staff, the military, industry partners and other stakeholders connect to discuss and share information and knowledge.

Find the latest news and trending topics, join specialized groups that focus on diverse issues, and register for upcoming events and training opportunities. GSA Interact<sup>SM</sup> is a collaborative experience – a place where sharing your views is welcomed through blogs, wikis, discussion, polls and chants.

[interact.gsa.gov](http://interact.gsa.gov)





## 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.



---

## Acquisition Centers

### *Facilities Maintenance and Hardware Acquisition Center*

The Facilities Maintenance and Hardware Acquisition Center (FMHAC) 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 offers 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/fmhac

### *Center for Innovative Acquisition Development*

The Center for Innovative Acquisition Development provides to its customers within the federal government a broad spectrum of professional services, specializing in the areas of finance, strategic sourcing, and emergency preparedness and response recovery contracting. We establish contracts with small business and 8(a) firms, as well as nationally recognized-leaders industry leaders, to help customers achieve their goals.

Customer Assistance  
Telephone: (855) 714-1220  
www.gsa.gov/ciad

### *Greater Southwest Acquisition Center*

The 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: (855) 714-1219  
marketing.gps@gsa.gov  
www.gsa.gov/gsac

### *Integrated Workplace Acquisition Center*

The Integrated Workplace Acquisition 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/integratedworkplace

### *IT Schedule 70 Acquisition Center*

The IT Schedule 70 Acquisition Center is dedicated to providing government managers with smarter solutions to meet today's challenges of multiple priorities, increased demands and scarce resources. GSA has established contracts with leading commercial IT organizations of all sizes, providing easy access to technology products and services through GSA's Multiple Award Schedule 70.

Customer Assistance  
Telephone: : (877) 446-4870  
it.center@gsa.gov  
www.gsa.gov/schedule70

### *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, to support government customers' professional services needs.

Customer Assistance  
Telephone: (855) 714-1224  
mgmtservices@gsa.gov  
www.gsa.gov/mgmtservices

# Appendix A

## *Administrative Services and Office Supplies Acquisition Center*

The Administrative Services and Office Supplies Acquisition 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 acquisition center offers training, human resources and Equal Employment Opportunities services.

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

## **Business Portfolios**

FAS comprises four business portfolios to support the mission-critical needs of federal, state, local and tribal governments.

## *Assisted Acquisition Services*

The 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) 605-3699  
www.gsa.gov/aas

## *General Supplies and Services*

The Office of General Supplies and Services offers a wide selection of quality products and services, including office supplies, tools, security and fire equipment, scientific equipment, furniture, financial and business services, facility maintenance and much more. See the description below of GSA Global Supply for more information about one of its supply programs.

Customer Assistance  
Telephone: (800) 488-3111  
www.gsa.gov/gss

## *Integrated Technology Services*

The Office of Integrated Technology Services offers Information Technology and telecommunications solutions ranging from hardware and software to complex installations.

Customer Assistance  
Telephone: (800) 488-3111  
www.gsa.gov/networkservices

IT Acquisition Center  
Telephone: (703) 605-2700  
www.gsa.gov/schedule70

Network Services  
Telephone: (877) 387-2001  
fasnetworkservice@gsa.gov  
www.gsa.gov/networkservices

Enterprise GWAC Division  
(877) 534-2208  
alliant@gsa.gov  
www.gsa.gov/egc

Small Business GWAC Division  
sbgwac@gsa.gov  
www.gsa.gov/gwac

## *Travel, Motor Vehicles and Card Services*

The 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:

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

E-Gov Travel  
Telephone: (888) 472-5585  
Travel.programs@gsa.gov  
www.gsa.gov/etravel

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

GSA SmartPay® Card Services  
Telephone: (703) 605-2808  
gsa\_smartpay@gsa.gov  
smartpay.gsa.gov

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

### Centralized Mailing List Service

For your convenience, GSA offers a Centralized Mailing List Service (CMLS) which stores and mails printed copies of various GSA publications, including product catalogs, Schedules brochures, fact sheets, and more. Just let us know which publications you are interested in and we will mail them to you free of charge. You can also download pdf files for your convenience.

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

### 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 hundreds 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 Global Supply™ Base Supply Stores

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, while base personnel oversee the daily store operations. Authorized buyers can purchase products using their Government Purchase Card or direct billing through an Activity Address Code (AAC or DODAAC). For a current list of GSA-supported retail outlets worldwide, visit us at [www.gsa.gov/globalsupply](http://www.gsa.gov/globalsupply) and click on “Global Supply Partners.”

### GSA Global Supply™ 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  
Hickam AFB, Building 1726  
530 Kuntz Avenue  
Honolulu, HI 96818

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



# Appendix A

## **GWAC Centers**

GSA supports two GWAC centers located in the United States.

### ***Enterprise GWAC Center***

The Enterprise GWAC Center offers efficient, responsive and professional support for all Information Technology acquisition needs by awarding and managing contracts that address the entire spectrum of IT, such as Alliant and Millennia Lite.

Customer Assistance  
Telephone: (877) 534-2208  
[www.gsa.gov/egc](http://www.gsa.gov/egc)

### ***Small Business GWAC Center***

The Small Business GWAC Center manages a diversified portfolio of 8(a) and Service-Disabled Veteran-Owned Small Business (SDVOSB) set-aside contracts for Information Technology solutions. These contracts are pre-competed, multiple award contracts with high-quality, small business industry partners. These firms specialize in providing innovative, Information Technology solutions to federal agencies worldwide. The Small Business GWAC Center manages the following small business set-aside contract vehicles: 8(a) STARS, Alliant Small Business, COMMITS NexGen and VETS.

Customer Assistance  
Telephone: (877) 327-8732  
[8a@gsa.gov](mailto:8a@gsa.gov)  
[www.gsa.gov/sbgwac](http://www.gsa.gov/sbgwac)

## **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, in the Customer Relationship and Management Office.

### ***National Account Manager Branch Chief***

Tonya Butler  
Telephone: (703) 605-9235  
[tonya.butler@gsa.gov](mailto:tonya.butler@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, anytime between 8 p.m. Sunday and 8:30 p.m. Friday (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](mailto:NCSCcustomer.service@gsa.gov)  
[www.gsa.gov/ncsc](http://www.gsa.gov/ncsc)





## Appendix B

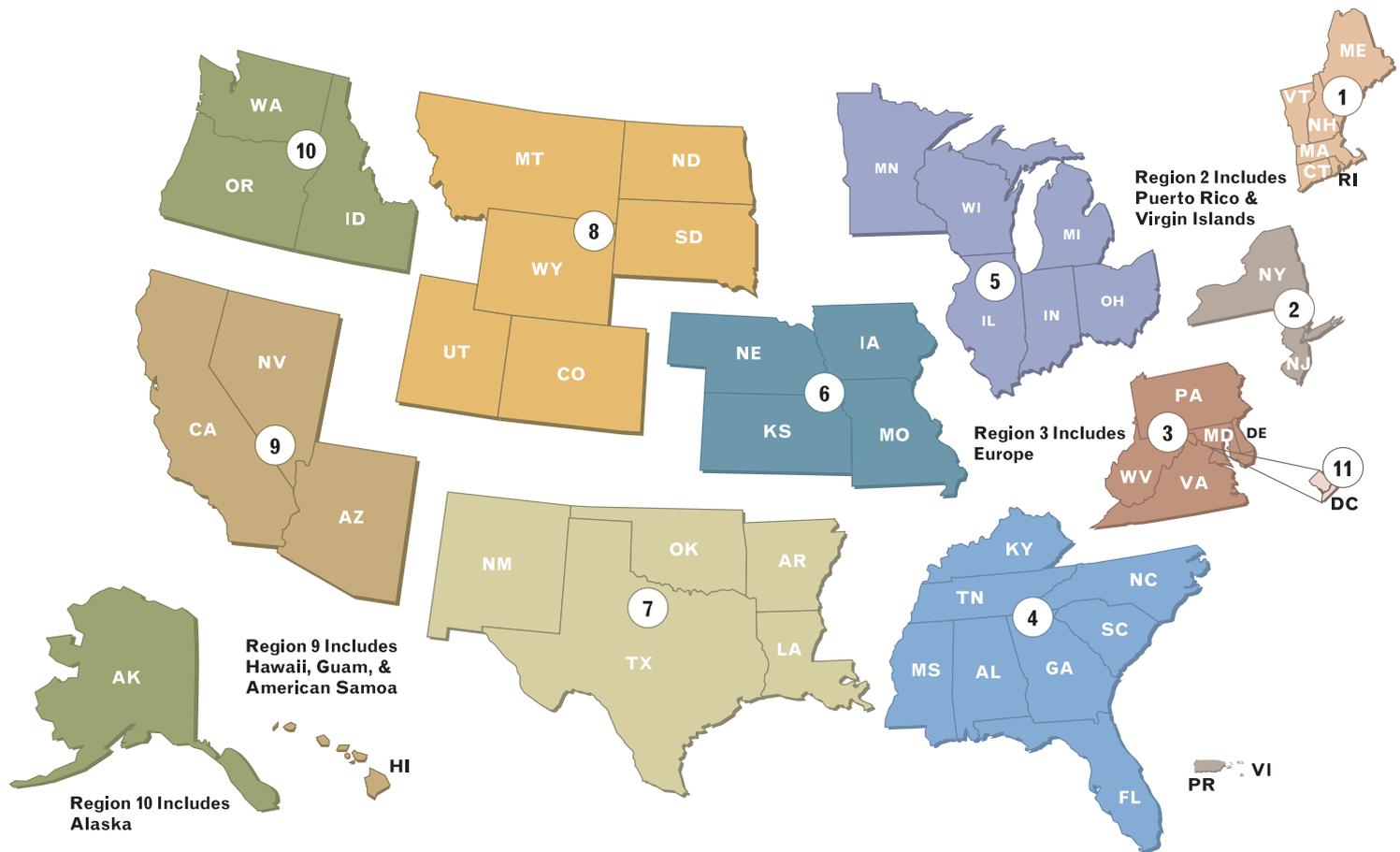
### Regional Contact Information

GSA's Customer Service Directors (CSDs) provide responsive customer service and offer comprehensive support to customers in the geographic territories and the states that each region serves. At a local level, they are your primary point of entry to GSA's Federal Acquisition Service program channels. Consult this regional directory and [www.gsa.gov/csd](http://www.gsa.gov/csd) for the most up-to-date information about the CSD in your area – to get prompt, personalized, direct GSA access – to meet 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](http://www.gsa.gov/fsr). Locate your nearest Area Property Officer at [www.gsa.gov/apo](http://www.gsa.gov/apo).



To receive information about GSA in your region, please contact the Regional Customer Accounts and Research Director nearest to your organization or visit [www.gsa.gov/csd](http://www.gsa.gov/csd) to find your local Customer Service Director.



Region	Name	Phone	Email
1	Paul Bowen	(212) 264-1179	<a href="mailto:paul.bowen@gsa.gov">paul.bowen@gsa.gov</a>
2	Frank Mayer	(212) 264-1179	<a href="mailto:frank.mayer@gsa.gov">frank.mayer@gsa.gov</a>
3	Stacy Buechele	(215) 446-5002	<a href="mailto:stacy.buechele@gsa.gov">stacy.buechele@gsa.gov</a>
4	Kitty Tucker	(404) 331-1777	<a href="mailto:kitty.tucker@gsa.gov">kitty.tucker@gsa.gov</a>
5	Kurt Regep	(312) 886-8870	<a href="mailto:kurt.regep@gsa.gov">kurt.regep@gsa.gov</a>
6	Thomas F. Brown	(816) 823-2009	<a href="mailto:thomasf.brown@gsa.gov">thomasf.brown@gsa.gov</a>
7	Cindy Yandell	(817) 850-8480	<a href="mailto:cindy.yandell@gsa.gov">cindy.yandell@gsa.gov</a>
8	John Grant	(303) 236-7546	<a href="mailto:johna.grant@gsa.gov">johna.grant@gsa.gov</a>
9	Bill Villarroel	(415) 522-2803	<a href="mailto:william.villarroel@gsa.gov">william.villarroel@gsa.gov</a>
10	James Hamilton	(253) 931-7496	<a href="mailto:james.hamilton@gsa.gov">james.hamilton@gsa.gov</a>
	Vivieca Lee	(215) 446-5055	<a href="mailto:vivieca.lee@gsa.gov">vivieca.lee@gsa.gov</a>



# Appendix B

## **Region 1: New England**

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

**Paul Bowen**  
**Regional Customer Accounts  
and Research Director**

Telephone: (212) 264-1179  
paul.bowen@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**  
**Integrated Technology Services**

Telephone: (617) 565-5762

**Network and Telecommunications Services**

Telephone: (781) 377-5051

## **Region 2: Northeast and Caribbean**

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

**Frank Mayer**  
**Regional Customer Accounts  
and Research Director**

Telephone: (212) 264-1179  
frank.mayer@gsa.gov  
www.gsa.gov/r2

**Assisted Acquisition Services**  
**Integrated Technology Services**

Telephone: (212) 264-1265

**Network and Telecommunications Services**

Telephone: (212) 264-1257

## **Fleet Services**

Telephone: (212) 264-3930

## **Personal Property Management Services**

Telephone: (212) 264-6279

## **Region 3: Mid-Atlantic**

Serving the states of Delaware, Pennsylvania, West Virginia, Maryland (excluding Montgomery and Prince George's counties served by the National Capital region), and 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.

**Stacy Buechele**  
**Regional Customer Accounts  
and Research Director**

Telephone: (215) 446-5002  
stacy.buechele@gsa.gov  
www.gsa.gov/r3

**Customer Assistance**

www.gsa.gov/csd

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

Frankfurt, Germany  
DSN 314-337-9000  
Telephone: (49) 69 7535 7850

**Assisted Acquisition Services**

Telephone: (215) 446-5802

**Integrated 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 the Regional Customer Accounts and Research Director nearest to your organization or visit [www.gsa.gov/csd](http://www.gsa.gov/csd) to find your local Customer Service Director.

---

### **Region 4: Southeast Sunbelt**

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

**Kitty Tucker**  
**Regional Customer Accounts and Research Director**

Telephone: (404) 331-1777  
[kitty.tucker@gsa.gov](mailto:kitty.tucker@gsa.gov)  
[www.gsa.gov/r4](http://www.gsa.gov/r4)

**Customer Assistance**

Telephone: (404) 331-3026  
[www.gsa.gov/csd](http://www.gsa.gov/csd)

**Fleet Service Office**

Telephone: (404) 331-5150

**Personal Property**

Telephone: (404) 331-0040

**Network Services Program**

Customer Service and Order Processing  
Telephone: (404) 331-0695  
Business Solutions  
Telephone: (404) 331-1591  
Technical Acquisition  
Telephone: (601) 482-3555

**Assisted Acquisition Services Director**

Telephone: (404) 332-3335

**Deputy Director**

Telephone: (404) 332-3326

### **Region 5: Great Lakes**

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

**Kurt Regep**  
**Regional Customer Accounts and Research Director**

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

**Customer Assistance**

Telephone: (866) 333-4472  
[www.gsa.gov/csd](http://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) 317-9600

*West Team*

Serving all other locations in Illinois, Minnesota and Wisconsin.  
Telephone: (312) 886-3806

**Fleet Service Office**

Telephone: (312) 886-8900

### **Region 6: Heartland Region**

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

**Thomas F. Brown**  
**Regional Customer Accounts and Research Director**

Telephone: (816) 823-2009  
[thomasf.brown@gsa.gov](mailto:thomasf.brown@gsa.gov)  
[www.gsa.gov/r6](http://www.gsa.gov/r6)

**Customer Assistance**

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

**Assisted Acquisition Services**

**Integrated Technology Services**

Telephone: (816) 926-6940

**Network and Telecommunications Services**

Telephone: (888) 472-9711



# Appendix B

## **Region 7: Greater Southwest**

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

### **Cindy Yandell Regional Customer Accounts and Research Director**

Telephone: (817) 850-8480  
cindy.yandell@gsa.gov  
www.gsa.gov/r7

### **Customer Assistance**

Telephone: (817) 850-8472  
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

### **Integrated 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

## **Region 8: Rocky Mountain**

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

### **John Grant Regional Customer Accounts and Research Director**

Telephone: (303) 236-7546  
johna.grant@gsa.gov  
www.gsa.gov/r8

### **Customer Assistance**

www.gsa.gov/csd

### **Assisted Acquisition Services Network and Telecommunications Services**

Telephone: (303) 236-7356  
r8ns@gsa.gov

### **Fleet Service Office**

Telephone: (303) 236-7587

## **Region 9: Pacific Rim**

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 Customer Accounts and Research Director**

Telephone: (415) 522-2803  
william.villarroel@gsa.gov  
www.gsa.gov/r9

### **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 the Regional Customer Accounts and Research Director nearest to your organization or visit [www.gsa.gov/csd](http://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

### **Integrated Technology Services**

Telephone: (415) 436-8202

### **Network and Telecommunications Services**

Telephone: (415) 522-4536

### **Region 10: Northwest/Arctic**

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

#### **James Hamilton Regional Customer Accounts and Research Director**

Telephone: (253) 931-7496  
[james.hamilton@gsa.gov](mailto:james.hamilton@gsa.gov)  
[www.gsa.gov/r10](http://www.gsa.gov/r10)

#### **Customer Assistance**

Telephone: (252) 931-7496  
[www.gsa.gov/csd](http://www.gsa.gov/csd)

#### **Assisted Acquisition Services Integrated Technology Services**

Telephone: (253) 931-7496

#### **Network and Telecommunications Services**

Telephone: (253) 931-7519

#### **Fleet Service Office**

Telephone: (253) 931-7400

### **Region 11: National Capital**

Serving Washington, D.C. 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).

#### **Vivieca Lee Regional Customer Accounts and Research Director**

Telephone: (215) 446-5055  
[vivieca.lee@gsa.gov](mailto:vivieca.lee@gsa.gov)  
[www.gsa.gov/r11](http://www.gsa.gov/r11)

#### **Customer Care**

[www.gsa.gov/csd](http://www.gsa.gov/csd)  
[www.gsa.gov/ncr](http://www.gsa.gov/ncr)

#### **Assisted Acquisition Services Integrated Technology Services**

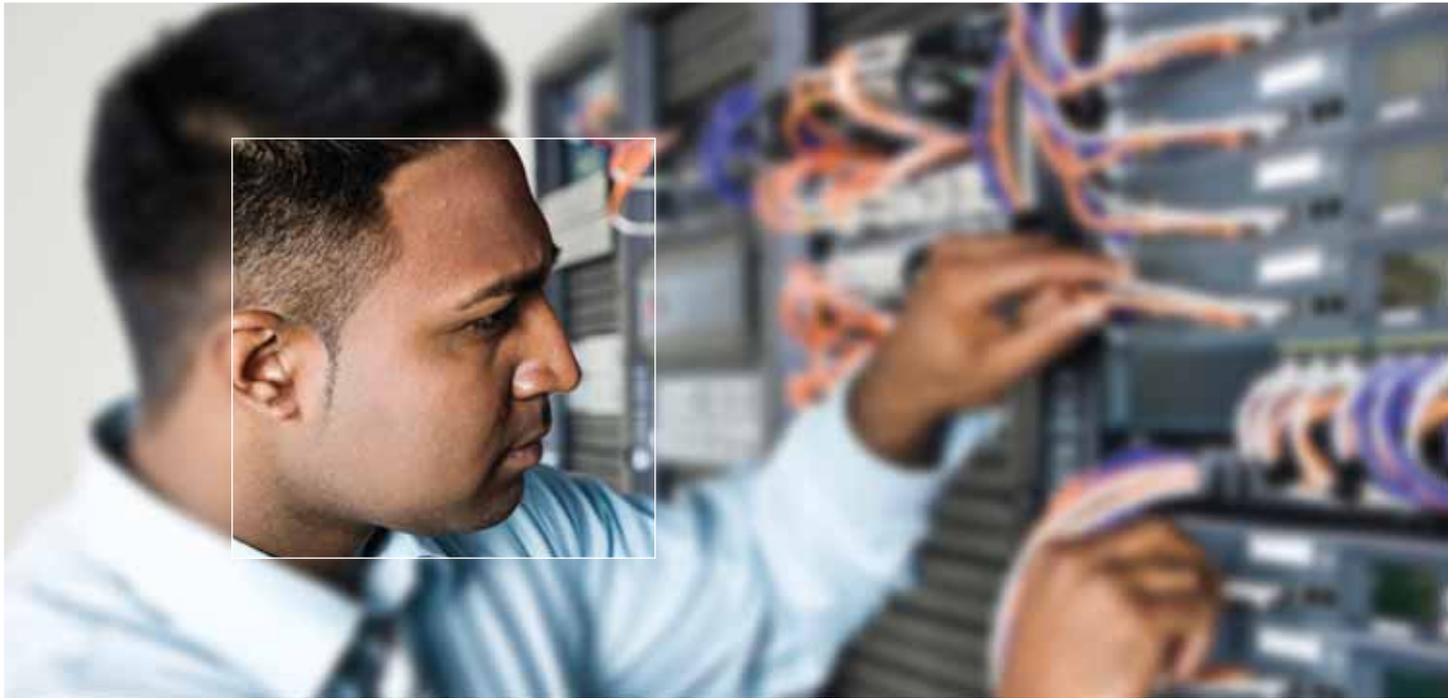
Telephone: (202) 708-8100

#### **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.



## Acquisition Centers

### *Facilities Maintenance and Hardware Acquisition Center*

[www.gsa.gov/fmhac](http://www.gsa.gov/fmhac)

### *Center for Innovative Acquisition Development*

[www.gsa.gov/ciad](http://www.gsa.gov/ciad)

### *Greater Southwest Acquisition Center*

[www.gsa.gov/gsac](http://www.gsa.gov/gsac)

### *Integrated Workplace Acquisition Center*

[www.gsa.gov/integratedworkplace](http://www.gsa.gov/integratedworkplace)

### *IT Acquisition Center*

[www.gsa.gov/itcenter](http://www.gsa.gov/itcenter)

### *Management Services Center*

[www.gsa.gov/mgmtservices](http://www.gsa.gov/mgmtservices)

### *Office Supplies and Administrative Services Center*

[www.gsa.gov/osas](http://www.gsa.gov/osas)

## Business Portfolios, Business Lines, and Programs

### *Assisted Acquisition Services*

[www.gsa.gov/aas](http://www.gsa.gov/aas)

### *General Supplies and Services*

[www.gsa.gov/gss](http://www.gsa.gov/gss)

GSA Global Supply™

[www.gsa.gov/globalsupply](http://www.gsa.gov/globalsupply)

GSA Multiple Award Schedules

[www.gsa.gov/schedules](http://www.gsa.gov/schedules)

Personal Property Management

[www.gsa.gov/property](http://www.gsa.gov/property)

### *Integrated Technology Services*

[www.gsa.gov/its](http://www.gsa.gov/its)

Governmentwide Acquisition Contracts

[www.gsa.gov/gwacs](http://www.gsa.gov/gwacs)

IT Schedule 70

[www.gsa.gov/schedule70](http://www.gsa.gov/schedule70)

Network Services Programs

[www.gsa.gov/telecommunications](http://www.gsa.gov/telecommunications)

### *Travel, Motor Vehicles, and Card Services*

[www.gsa.gov/tmvcs](http://www.gsa.gov/tmvcs)

Accident Management Center

[www.gsa.gov/accident](http://www.gsa.gov/accident)

Alternative Fuel Vehicles

[www.gsa.gov/afv](http://www.gsa.gov/afv)

GSA AutoChoice<sup>SM</sup>

[www.gsa.gov/autochoice](http://www.gsa.gov/autochoice)

Automotive

[www.gsa.gov/automotive](http://www.gsa.gov/automotive)

Card Services

[smartpay.gsa.gov](http://smartpay.gsa.gov)

Centralized Household Goods Traffic Management Program

[www.gsa.gov/transportation](http://www.gsa.gov/transportation)

City Pair Program

[www.gsa.gov/citypairsearch](http://www.gsa.gov/citypairsearch)

E-Gov Travel Services

[www.gsa.gov/etravel](http://www.gsa.gov/etravel)

Emergency Lodging Services

[www.gsa.gov/travel](http://www.gsa.gov/travel)

FedRooms®

[www.gsa.gov/fedrooms](http://www.gsa.gov/fedrooms)

Fleet Management Centers

[www.gsa.gov/gsafleet](http://www.gsa.gov/gsafleet)

Fleet Service Representatives

[www.gsa.gov/fsr](http://www.gsa.gov/fsr)

Freight Management Program

[www.gsa.gov/transportation](http://www.gsa.gov/transportation)

GSA Fleet

[www.gsa.gov/gsafleet](http://www.gsa.gov/gsafleet)

GSA Fleet Drive-Thru

[www.gsa.gov/fleetdrivethru](http://www.gsa.gov/fleetdrivethru)

GSA SmartPay®

[smartpay.gsa.gov](http://smartpay.gsa.gov)

GSA Transportation

[www.gsa.gov/transportation](http://www.gsa.gov/transportation)

GSA Travel

[www.gsa.gov/travel](http://www.gsa.gov/travel)

PayPortExpress

[www.gsa.gov/payportexpress](http://www.gsa.gov/payportexpress)

TransPort Integrator

[www.gsa.gov/transportintegrator](http://www.gsa.gov/transportintegrator)

Transportation Audits

[www.gsa.gov/transportation](http://www.gsa.gov/transportation)

Transportation, Delivery and

Relocation Solutions

[www.gsa.gov/tdrs](http://www.gsa.gov/tdrs)

Transportation Management Services Solution

[www.gsa.gov/tmss](http://www.gsa.gov/tmss)

# Appendix C

Travel Services Solutions  
[www.gsa.gov/tss](http://www.gsa.gov/tss)

## Category Offerings

*Product Solutions*  
[www.gsa.gov/fasproducts](http://www.gsa.gov/fasproducts)

*Service Solutions*  
[www.gsa.gov/fasservices](http://www.gsa.gov/fasservices)

*Integrated Technology Solutions*  
[www.gsa.gov/technology](http://www.gsa.gov/technology)

*Assisted Acquisition Solutions*  
[www.gsa.gov/aas](http://www.gsa.gov/aas)

*Motor Vehicle Solutions*  
[www.gsa.gov/vehicles](http://www.gsa.gov/vehicles)

*Travel Solutions*  
[www.gsa.gov/travel](http://www.gsa.gov/travel)

*Transportation Solutions*  
[www.gsa.gov/transportation](http://www.gsa.gov/transportation)

*Federal Surplus Personal Property  
Donation Program*  
[www.gsa.gov/property](http://www.gsa.gov/property)

*Special Initiatives*  
[www.gsa.gov/fasspecialinitiatives](http://www.gsa.gov/fasspecialinitiatives)

## Customer Support

*Center for Acquisition Excellence*  
[www.gsa.gov/cae](http://www.gsa.gov/cae)

*Centralized Mailing List Service*  
[www.gsa.gov/cmls](http://www.gsa.gov/cmls)

*Customer Service Directors*  
[www.gsa.gov/csd](http://www.gsa.gov/csd)

*Government Charge Cards*  
[www.gsa.gov/smartpay](http://www.gsa.gov/smartpay)

*Local Training and Seminars for Federal  
Civilian and Military Personnel*  
[www.gsa.gov/events](http://www.gsa.gov/events)

*National Customer Service Center*  
[www.gsa.gov/ncsc](http://www.gsa.gov/ncsc)

*Travel and Transportation Training*  
[www.gsa.gov/traveltransportationtraining](http://www.gsa.gov/traveltransportationtraining)

## Governmentwide Acquisition Contracts

*8(a) STARS*  
[www.gsa.gov/8astars](http://www.gsa.gov/8astars)

*Alliant*  
[www.gsa.gov/alliant](http://www.gsa.gov/alliant)

*Alliant Small Business*  
[www.gsa.gov/alliantsb](http://www.gsa.gov/alliantsb)

*VETS*  
[www.gsa.gov/vetsgwac](http://www.gsa.gov/vetsgwac)

## GWAC Centers

*Enterprise GWAC Center*  
[www.gsa.gov/egc](http://www.gsa.gov/egc)

*Small Business GWAC Center*  
[www.gsa.gov/sbgwac](http://www.gsa.gov/sbgwac)

## Program Channels

*GSA Global Supply™*  
[www.gsa.gov/globalsupply](http://www.gsa.gov/globalsupply)

*GSA Multiple Award Schedules*  
[www.gsa.gov/schedules](http://www.gsa.gov/schedules)

*Governmentwide Acquisition Contracts*  
[www.gsa.gov/gwacs](http://www.gsa.gov/gwacs)

*Network Services Contracts*  
[www.gsa.gov/networkservices](http://www.gsa.gov/networkservices)

*SmartBUY Program*  
[www.gsa.gov/smartbuy](http://www.gsa.gov/smartbuy)

*IT Commodity Buy Program*  
[www.gsa.gov/itcommodity](http://www.gsa.gov/itcommodity)

*Transportation*  
[www.gsa.gov/transportation](http://www.gsa.gov/transportation)

*GSA Fleet*  
[www.gsa.gov/gsafleet](http://www.gsa.gov/gsafleet)

*Automotive*  
[www.gsa.gov/automotive](http://www.gsa.gov/automotive)

*GSA SmartPay® Card Services*  
[smartpay.gsa.gov](http://smartpay.gsa.gov)

*Personal Property Management*  
[www.gsa.gov/gsexcess](http://www.gsa.gov/gsexcess)

*Exchange/Sale Property*  
[www.gsa.gov/exchangesale](http://www.gsa.gov/exchangesale)

## Network and Telecommunications Contracts

*CONNECTIONS*  
[www.gsa.gov/connections](http://www.gsa.gov/connections)

*Federal Relay Service*  
[www.gsa.gov/frs](http://www.gsa.gov/frs)

*Networx Program*  
[www.gsa.gov/networx](http://www.gsa.gov/networx)

*SATCOM-II*  
[www.gsa.gov/satcom-II](http://www.gsa.gov/satcom-II)

*Telecommunications Expense Management Services*  
[www.gsa.gov/tems](http://www.gsa.gov/tems)

## **Online Tools and Resources**

*508 Universe Training*  
[www.gsa.gov/508universe](http://www.gsa.gov/508universe)

*Agency Asset Management System*  
[www.gsa.gov/aams](http://www.gsa.gov/aams)

*GSA AutoChoice<sup>SM</sup>*  
[www.gsa.gov/autochoice](http://www.gsa.gov/autochoice)

*Carbon Footprint*  
[www.gsa.gov/carbonfootprint](http://www.gsa.gov/carbonfootprint)

*eBuy*  
[www.gsa.gov/ebuy](http://www.gsa.gov/ebuy)

*eLibrary*  
[www.gsa.gov/elibrary](http://www.gsa.gov/elibrary)

*E-MORRIS*  
[www.gsa.gov/network](http://www.gsa.gov/network)

*Energy Asset Disposal System*  
[www.gsa.gov/eads](http://www.gsa.gov/eads)

*eOffer/eMod*  
[www.gsa.gov/eoffer](http://www.gsa.gov/eoffer)

*eResolve*  
[www.gsa.gov/eresolve](http://www.gsa.gov/eresolve)

*eTools*  
[www.gsa.gov/powerup](http://www.gsa.gov/powerup)

*GSA Auctions<sup>SM</sup>*  
[www.gsa.gov/gsauctions](http://www.gsa.gov/gsauctions)

*GSA AutoAuctions*  
[www.gsa.gov/autoauctions](http://www.gsa.gov/autoauctions)

*GSA Fleet Drive-Thru*  
[www.gsa.gov/fleetdrivethru](http://www.gsa.gov/fleetdrivethru)

*GSA Training Programs*  
[www.gsa.gov/training](http://www.gsa.gov/training)

*GSA Advantage!<sup>®</sup>*  
[www.gsaadvantage.gov](http://www.gsaadvantage.gov)

*GSAXcess<sup>®</sup>*  
[www.gsa.gov/gsaaccess](http://www.gsa.gov/gsaaccess)

*IT Solutions Shop*  
[www.gsa.gov/itss](http://www.gsa.gov/itss)

*MySales*  
[www.gsa.gov/mysales](http://www.gsa.gov/mysales)

*Per Diem Rates*  
[www.gsa.gov/perdiem](http://www.gsa.gov/perdiem)

*Schedule Sales Query*  
[www.gsa.gov/schedulesalesquery](http://www.gsa.gov/schedulesalesquery)

*Telecommunications Ordering and Pricing System*  
[www.gsa.gov/itss](http://www.gsa.gov/itss) (click TOPS)

*TransPort Integrator*  
[www.gsa.gov/transportintegrator](http://www.gsa.gov/transportintegrator)

*Transportation Management Services Solutions*  
[www.gsa.gov/tmss](http://www.gsa.gov/tmss)

*Vendor Support Center*  
[www.gsa.gov/vsc](http://www.gsa.gov/vsc)

## **Special Initiatives**

*Computers for Learning Program*  
[www.gsa.gov/cfl](http://www.gsa.gov/cfl)

*Cooperative Purchasing*  
[www.gsa.gov/cooperativepurchasing](http://www.gsa.gov/cooperativepurchasing)

*Disaster Recovery Purchasing*  
[www.gsa.gov/disasterrecovery](http://www.gsa.gov/disasterrecovery)

*Environmental Sustainability*  
[www.gsa.gov/gogreen](http://www.gsa.gov/gogreen)

*Carbon Footprint Tool*  
[www.gsa.gov/carbonfootprint](http://www.gsa.gov/carbonfootprint)

*Federal Strategic Sourcing Initiative (FSSI)*  
[www.gsa.gov/fssi](http://www.gsa.gov/fssi)

*HSPD-12*  
[www.gsa.gov/hspd12](http://www.gsa.gov/hspd12)

*Law Enforcement and Counterdrug Program*  
[www.gsa.gov/1122program](http://www.gsa.gov/1122program)

*Schedules Access for Federal Grantees  
During a Public Health Emergency*  
[www.gsa.gov/stateandlocal](http://www.gsa.gov/stateandlocal)

*Service-Disabled Veteran-Owned  
Small Business Goals*  
[www.gsa.gov/sdvosb](http://www.gsa.gov/sdvosb)

*GSA Telepresence<sup>SM</sup>*  
[www.gsa.gov/telepresence](http://www.gsa.gov/telepresence)

*Wildland Fire Program*  
[www.gsa.gov/fireprogram](http://www.gsa.gov/fireprogram)

## **Training**

*Center for Acquisition Excellence*  
[www.gsa.gov/cae](http://www.gsa.gov/cae)

*Local Seminars for Government Personnel*  
[www.gsa.gov/events](http://www.gsa.gov/events)

*Travel and Transportation Training*  
[www.gsa.gov/traveltransportationtraining](http://www.gsa.gov/traveltransportationtraining)



## 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, which are 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)**

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

# Appendix D

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

<b>1005</b>	Guns, through 30 mm
<b>1010</b>	Guns, over 30 mm – 75 mm
<b>1015</b>	Guns, 75mm – 125 mm
<b>1020</b>	Guns, over 125 mm – 150 mm
<b>1025</b>	Guns, over 150 mm – 200 mm
<b>1030</b>	Guns, over 200 mm – 300 mm
<b>1035</b>	Guns, over 300 mm
<b>1040</b>	Chemical Weapons and Equipment
<b>1045</b>	Launchers, Torpedo and Depth Charge
<b>1055</b>	Launchers, Rocket and Pyrotechnic
<b>1075</b>	Degaussing and Mine Sweep Equipment
<b>1080</b>	Camouflage and Deception Equipment
<b>1090</b>	Assemblies Interchangeable Between Weapons in Two or More Classes
<b>1095</b>	Miscellaneous Weapons
<b>1210</b>	Fire Control Directors
<b>1220</b>	Fire Control Computing Sights and Devices
<b>1240</b>	Optical Sighting and Ranging Equipment
<b>1250</b>	Fire Control Stabilizing Mechanisms
<b>1260</b>	Fire Control Designating and Indicating Equipment
<b>1265</b>	Fire Control Transmitting and Receiving Equipment, Except Airborne
<b>1270</b>	Aircraft Gunnery Fire Control Components
<b>1280</b>	Aircraft Bombing Fire Control Components
<b>1285</b>	Fire Control Radar Equipment, Except Airborne
<b>1287</b>	Fire Control Sonar Equipment
<b>1290</b>	Miscellaneous Fire Control Equipment
<b>1420</b>	Guided Missile Components
<b>1430</b>	Guided Missile Remote Control Systems
<b>1440</b>	Launchers, Guided Missile
<b>1450</b>	Guided Missile Handling and Servicing Equipment
<b>1560</b>	Airframe Structural Components
<b>1610</b>	Aircraft Propellers

<b>1615</b>	Helicopter Rotor Blades, Drive Mechanisms and Components
<b>1620</b>	Aircraft Landing Gear Components
<b>1630</b>	Aircraft Wheel and Brake Systems
<b>1650</b>	Aircraft Hydraulic, Vacuum, and De-icing System Components
<b>1660</b>	Aircraft Air Conditioning, Heat and Pressurizing Equipment
<b>1670</b>	Parachutes; Aerial Pick Up, Delivery, Recovery Systems; and Cargo Tie Down Equipment
<b>1680</b>	Miscellaneous Aircraft Accessories and Components
<b>1710</b>	Aircraft Landing Equipment
<b>1720</b>	Aircraft Launching Equipment
<b>1730</b>	Aircraft Ground Servicing Equipment
<b>1740</b>	Airfield Specialized Trucks and Trailers
<b>1820</b>	Space Vehicle Components
<b>1830</b>	Space Vehicle Remote Control Systems
<b>1840</b>	Space Vehicle Launchers
<b>1850</b>	Space Vehicle Handling and Servicing Equipment
<b>1860</b>	Space Survival Equipment
<b>2010</b>	Ship and Boat Propulsion Components
<b>2020</b>	Rigging and Rigging Gear
<b>2030</b>	Deck Machinery
<b>2040</b>	Marine Hardware and Hull Items
<b>2050</b>	Buoys
<b>2060</b>	Commercial Fishing Equipment
<b>2090</b>	Miscellaneous Ship Marine Equipment
<b>2230</b>	Right-of-Way Construction and Maintenance Equipment, Railroad
<b>2240</b>	Locomotive and Rail Car Access and Components
<b>2250</b>	Track Material, Railroad
<b>2310</b>	Passenger Motor Vehicles
<b>2320</b>	Trucks and Truck Tractors, Wheeled
<b>2330</b>	Trailers

<b>2340</b>	Motorcycles, Motor Scooters, and Bicycles
<b>2410</b>	Tractor, Full Tracked, Low Speed
<b>2420</b>	Tractors, Wheeled
<b>2430</b>	Tractor, Full Tracked, High Speed
<b>2510</b>	Vehicular Cab, Body, and Frame Structural Components
<b>2520</b>	Vehicular Power Transmission Components
<b>2530</b>	Vehicular Brake, Steering Axle, Wheel, and Track Components
<b>2540</b>	Vehicular Furniture and Accessories
<b>2541</b>	Weapon Systems Specific Vehicular Accessories
<b>2590</b>	Miscellaneous Vehicular Components
<b>2620</b>	Tires and Tubes, Pneumatic, Aircraft
<b>2805</b>	Gasoline Reciprocating Engines, Except Aircraft; and Components
<b>2810</b>	Gasoline Reciprocating Engines, Aircraft Prime Mover; and Components
<b>2815</b>	Diesel Engines and Components
<b>2820</b>	Steam Engines, Reciprocating, and Components
<b>2825</b>	Steam Turbines and Components
<b>2830</b>	Water Turbines and Water Wheels; and Components
<b>2835</b>	Gas Turbines and Jet Engines; Non-Aircraft Prime Mover, Aircraft Non-Prime Mover, and Components
<b>2840</b>	Gas Turbines and Jet Engines, Aircraft, Prime Moving; and Components
<b>2845</b>	Rocket Engines and Components
<b>2850</b>	Gasoline Rotary Engines and Components
<b>2895</b>	Miscellaneous Engines and Components
<b>2910</b>	Engine Fuel System Components, Nonaircraft
<b>2915</b>	Engine Fuel System Components, Aircraft and Missile Prime Movers
<b>2920</b>	Engine Electrical System Components, Nonaircraft

<b>2925</b>	Engine Electrical System Components, Aircraft Prime Moving
<b>2930</b>	Engine Cooling System Components, Nonaircraft
<b>2935</b>	Engine Cooling System Components, Aircraft Prime Moving
<b>2940</b>	Engine Air and Oil Filters, Strainers, and Cleaners Nonaircraft
<b>2945</b>	Engine Air and Oil Filters, Strainers, and Cleaners, Aircraft Prime Moving
<b>2950</b>	Turbosupercharger and Components
<b>2990</b>	Miscellaneous Engine Accessories, Nonaircraft
<b>2995</b>	Miscellaneous Engine Accessories, Aircraft
<b>3010</b>	Torque Converters and Speed Changers
<b>3020</b>	Gears, Pulleys, Sprockets, and Transmission Chain
<b>3030</b>	Belting, Drive Belts, Fan Belts, and Accessories
<b>3040</b>	Miscellaneous Power Transmission Equipment
<b>3110</b>	Bearings, Antifriction, Unmounted
<b>3120</b>	Bearings, Plain, Unmounted
<b>3130</b>	Bearings, Mounted
<b>3210</b>	Sawmill and Planning Mill Machinery
<b>3220</b>	Woodworking Machines
<b>3230</b>	Tools and Attachments for Woodworking Machinery
<b>3405</b>	Saws and Filing Machines
<b>3408</b>	Machining Centers and Way-Type Machines
<b>3410</b>	Electrical and Ultrasonic Erosion Machines
<b>3411</b>	Boring Machines
<b>3412</b>	Broaching Machines
<b>3413</b>	Drilling and Tapping Machines
<b>3414</b>	Gear Cutting and Finishing Machines
<b>3415</b>	Grinding Machine
<b>3416</b>	Lathes
<b>3417</b>	Milling Machine
<b>3418</b>	Planers and Shapers

# Appendix D

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

<b>3419</b>	Miscellaneous Machine Tools	<b>3610</b>	Printing, Duplicating, and Bookbinding Equipment
<b>3422</b>	Rolling Mills and Drawing Machines	<b>3611</b>	Industrial Marking Machines
<b>3424</b>	Metal Heat Treating and Non-Thermal Treating Equipment	<b>3615</b>	Pulp and Paper Industries Machinery
<b>3426</b>	Metal Finishing Equipment	<b>3620</b>	Rubber and Plastics Working Machinery
<b>3431</b>	Electric Arc Welding Equipment	<b>3625</b>	Textile Industries Machinery
<b>3432</b>	Electric Resistance Welding Equipment	<b>3630</b>	Clay and Concrete Products Industries Machinery
<b>3433</b>	Gas Welding, Heat Cutting, and Metalizing Equipment	<b>3635</b>	Crystal and Glass Industries Machinery
<b>3436</b>	Welding Positioners and Manipulators	<b>3640</b>	Tobacco Manufacturing Machinery
<b>3438</b>	Miscellaneous Welding Equipment	<b>3645</b>	Leather Tanning and Leather Working Industries Machinery
<b>3439</b>	Miscellaneous Welding, Soldering, and Brazing Supplies and Accessories	<b>3650</b>	Chemical and Pharmaceutical Products Manufacturing Machinery
<b>3441</b>	Bending and Forming Machines	<b>3655</b>	Gas Generating and Dispensing Systems, Fixed or Mobile
<b>3442</b>	Hydraulic and Pneumatic Presses, Power Driven	<b>3660</b>	Industrial Size Reduction Machinery
<b>3443</b>	Mechanical Presses, Power Driven	<b>3670</b>	Specialized Semiconductor, Microcircuit, and Printed Circuit Board Manufacturing Machinery
<b>3444</b>	Manual Presses	<b>3680</b>	Foundry Machinery, Related Equipment and Supplies
<b>3445</b>	Punching and Shearing Machines	<b>3685</b>	Specialized Metal Container Manufacturing Machinery and Related Equipment
<b>3446</b>	Forging Machinery and Hammers	<b>3690</b>	Specialized Ammunition and Ordnance Machinery and Related Equipment
<b>3447</b>	Wire and Metal Ribbon Forming Machines	<b>3693</b>	Industrial Assembly Machines
<b>3448</b>	Riveting Machines	<b>3694</b>	Clean Work Stations, Controlled Environment, and Related Equipment
<b>3449</b>	Miscellaneous Secondary Metal Forming and Cutting Machines	<b>3695</b>	Miscellaneous Special Industry Machinery
<b>3450</b>	Machinery Tools, Portable	<b>3710</b>	Soil Preparation Equipment
<b>3455</b>	Cutting Tools for Machine Tools	<b>3720</b>	Harvesting Equipment
<b>3456</b>	Cutting and Forming Tools for Secondary Metalworking Machinery	<b>3730</b>	Dairy, Poultry, Livestock Equipment
<b>3460</b>	Machine Tool Accessories	<b>3740</b>	Pest, Disease, Frost Control Equipment
<b>3461</b>	Accessories for Secondary Metalworking Machinery	<b>3770</b>	Saddlery, Harness, Whips, and Related Animal Furnishings
<b>3465</b>	Production Jigs, Fixtures and Templates	<b>3805</b>	Earth Moving and Excavating Equipment
<b>3470</b>	Machine Shop Sets, Kits, and Outfits	<b>3810</b>	Cranes and Crane-Shovels
<b>3510</b>	Laundry and Dry Cleaning Equipment	<b>3815</b>	Crane and Crane-Shovel Attachments
<b>3520</b>	Shoe Repairing Equipment		
<b>3530</b>	Industrial Sewing Machines and Mobile Textile Repair Shops		
<b>3605</b>	Food Products Machinery and Equipment		

<b>3820</b>	Mining, Rock Drilling, Earth Boring, and Related Equipment
<b>3825</b>	Road Clearing, Cleaning, and Marking Equipment
<b>3830</b>	Truck and Tractor Attachments
<b>3835</b>	Petroleum Production and Distribution Equipment
<b>3895</b>	Miscellaneous Construction Equipment
<b>3910</b>	Conveyors
<b>3915</b>	Materials Feeders
<b>3920</b>	Materials Handling Equipment, Nonself-Propelled
<b>3930</b>	Warehouse Trucks and Tractors, Self-Propelled
<b>3940</b>	Blocks, Tackle, Rigging, and Slings
<b>3950</b>	Winches, Hoists, Cranes, and Derricks
<b>3960</b>	Freight Elevators
<b>3990</b>	Miscellaneous Materials Handling Equipment
<b>4010</b>	Chain and Wire Rope
<b>4020</b>	Fiber Rope, Cordage, and Twine
<b>4030</b>	Fittings for Rope, Cable, and Chain
<b>4110</b>	Refrigeration Equipment
<b>4120</b>	Air Conditioning Equipment
<b>4130</b>	Refrigeration and Air Conditioning Components
<b>4140</b>	Fans, Air Circulators, and Blower Equipment
<b>4150</b>	Vortex Tubes and Other Related Cooling Tubes
<b>4210</b>	Fire Fighting Equipment
<b>4220</b>	Marine Lifesaving and Diving Equipment
<b>4230</b>	Decontaminating and Impregnating Equipment
<b>4235</b>	Hazardous Material Spill Containment and Clean-up Equipment and Material
<b>4240</b>	Safety and Rescue Equipment
<b>4250</b>	Recycling and Reclamation Equipment
<b>4310</b>	Compressors and Vacuum Pumps
<b>4320</b>	Power and Hand Pumps

<b>4330</b>	Centrifugals, Separators, and Pressure and Vacuum Filters
<b>4410</b>	Industrial Boilers
<b>4420</b>	Heat Exchangers and Steam Condensers
<b>4430</b>	Industrial Furnaces, Kilns, Lehrs, and Ovens
<b>4440</b>	Driers, Dehydrators, and Anhydrators
<b>4460</b>	Air Purification Equipment
<b>4510</b>	Plumbing Fixtures and Accessories
<b>4520</b>	Space and Water Heating Equipment
<b>4530</b>	Fuel Burning Equipment Units
<b>4540</b>	Waste Disposal Equipment
<b>4610</b>	Water Purification Equipment
<b>4620</b>	Water Distillation Equipment, Marine and Industrial
<b>4630</b>	Sewage Treatment Equipment
<b>4710</b>	Pipe, Tube and Rigid Tubing
<b>4720</b>	Hose and Flexible Tubing
<b>4730</b>	Hose, Pipe, Tube, Lubrication, and Railing Fittings
<b>4810</b>	Valves, Powered
<b>4820</b>	Valves, Nonpowered
<b>4910</b>	Motor Vehicle Maintenance and Repair Shop Specialized Equipment
<b>4920</b>	Aircraft Maintenance and Repair Shop Specialized Equipment
<b>4921</b>	Torpedo Maintenance, Repair, and Checkout Specialized Equipment
<b>4923</b>	Depth Charges and Underwater Mines Maintenance, Repair, and Checkout Specialized Equipment
<b>4925</b>	Ammunition Maintenance, Repair, and Checkout Specialized Equipment
<b>4927</b>	Rocket Maintenance, Repair and Checkout Specialized Equipment
<b>4930</b>	Lubrication and Fuel Dispensing Equipment
<b>4931</b>	Fire Control Maintenance and Repair Shop Specialized Equipment
<b>4933</b>	Weapons Maintenance and Repair Shop Specialized Equipment

# Appendix D

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

<b>4935</b>	Guided Missile Maintenance, Repair, and Checkout Specialized Equipment	<b>5530</b>	Plywood and Veneer
<b>4940</b>	Miscellaneous Maintenance and Repair Shop Specialized Equipment	<b>5660</b>	Fencing, Fences, Gates and Components
<b>4960</b>	Space Vehicle Maintenance, Repair, and Checkout Specialized Equipment	<b>5675</b>	Nonwood Construction Lumber and Related Materials
<b>4970</b>	Multiple Guided Weapons, Specialized Maintenance and Repair Shop Equipment	<b>5805</b>	Telephone and Telegraph Equipment
<b>5220</b>	Inspection Gages and Precision Layout Tools	<b>5810</b>	Communications Security Equipment and Components
<b>5280</b>	Sets, Kits, and Outfits of Measuring Tools	<b>5811</b>	Other Cryptologic Equipment and Components
<b>5305</b>	Screws	<b>5815</b>	Teletype and Facsimile Equipment
<b>5306</b>	Bolts	<b>5820</b>	Radio and TV Communication Equipment, Except Airborne
<b>5307</b>	Studs	<b>5821</b>	Radio and TV Communication Equipment, Airborne
<b>5310</b>	Nuts and Washers	<b>5825</b>	Radio and Navigation Equipment, Except Airborne
<b>5315</b>	Nails, Machine Keys, and Pins	<b>5826</b>	Radio and Navigation Equipment, Airborne
<b>5320</b>	Rivets	<b>5830</b>	Intercom and PA Systems, Except Airborne
<b>5325</b>	Fastening Devices	<b>5831</b>	Intercom and PA Systems, Airborne
<b>5330</b>	Packing and Gasket Materials	<b>5835</b>	Sound Recording and Reproducing Equipment
<b>5331</b>	O-Rings	<b>5836</b>	Video Recording and Reproducing Equipment
<b>5335</b>	Metal Screening	<b>5840</b>	Radar Equipment, Except Airborne
<b>5340</b>	Hardware, Commercial	<b>5841</b>	Radar Equipment, Airborne
<b>5341</b>	Brackets	<b>5845</b>	Underwater Sound Equipment
<b>5342</b>	Hardware, Weapon System	<b>5850</b>	Visible and Invisible Light Communication Equipment
<b>5355</b>	Knobs and Pointers	<b>5855</b>	Night Vision Equipment, Emitted and Reflected Radiation
<b>5360</b>	Coil, Flat, Leaf, and Wire Springs	<b>5860</b>	Simulated Coherent Radiation Devices, Components, and Accessories
<b>5365</b>	Bushings, Rings, Shims, and Spacers	<b>5865</b>	Electronic Countermeasures, Counter-Countermeasures and Quick Reaction Capability
<b>5410</b>	Prefabricated and Portable Buildings	<b>5895</b>	Miscellaneous Communication Equipment
<b>5411</b>	Rigid Wall Shelters	<b>5905</b>	Resistors
<b>5419</b>	Collective Modular Support System	<b>5910</b>	Capacitors
<b>5420</b>	Bridges, Fixed and Floating	<b>5915</b>	Filters and Networks
<b>5430</b>	Storage Tanks		
<b>5440</b>	Scaffolding Equipment and Concrete Forms		
<b>5445</b>	Prefabricated Tower Structures		
<b>5450</b>	Miscellaneous Prefabricated Structures		
<b>5510</b>	Lumber and Related Basic Wood Materials		
<b>5520</b>	Millwork		

<b>5920</b>	Fuses, Arrestors, Absorbers, and Protectors
<b>5925</b>	Circuit Breakers
<b>5930</b>	Switches
<b>5935</b>	Connectors, Electrical
<b>5940</b>	Lugs, Terminals, and Terminal Strips
<b>5945</b>	Relays, Contractors, and Solenoids
<b>5950</b>	Coils and Transformers
<b>5955</b>	Oscillators and Piezoelectric Crystals
<b>5960</b>	Electron Tubes and Associated Hardware
<b>5961</b>	Semiconductor Devices and Associated Hardware
<b>5962</b>	Microcircuits, Electronic
<b>5963</b>	Electronic Modules
<b>5965</b>	Headsets, Handsets, Microphones and Speakers
<b>5970</b>	Electrical Insulators and Insulating Materials
<b>5975</b>	Electrical Hardware and Supplies
<b>5977</b>	Electrical Contact Brushes and Electrodes
<b>5980</b>	Optoelectronic Devices and Associated Hardware
<b>5985</b>	Antennas, Waveguides, and Related Equipment
<b>5990</b>	Synchros and Resolvers
<b>5995</b>	Cable, Cord, and Wire Assemblies: Communication Equipment
<b>5996</b>	Amplifiers
<b>5998</b>	Electrical and Electronic Assemblies, Boards, Cards, Associated Hardware
<b>5999</b>	Miscellaneous Electrical and Electronic Components
<b>6005</b>	Couplers, Splitter, Mixers
<b>6006</b>	Attenuators
<b>6007</b>	Fiber Optic Filters
<b>6008</b>	Optical Multiplexers/Demultiplexers
<b>6010</b>	Fiber Optic Conductors
<b>6015</b>	Fiber Optic Cables

<b>6020</b>	Fiber Optic Cable Assemblies and Harnesses
<b>6021</b>	Fiber Optic Switches
<b>6025</b>	Fiber Optic Transmitters
<b>6026</b>	Fiber Optic Receivers
<b>6029</b>	Optical Repeaters
<b>6030</b>	Fiber Optic Devices
<b>6032</b>	Fiber Optic Light Sources and Photo Detectors
<b>6033</b>	Fiber Optic Photo Detectors
<b>6034</b>	Fiber Optic Modulators/Demodulator
<b>6035</b>	Fiber Optic Light Transfer/Image Transfer Devices
<b>6040</b>	Fiber Optic Sensors
<b>6050</b>	Fiber Optic Passive Devices
<b>6060</b>	Fiber Optic Interconnectors
<b>6070</b>	Fiber Optic Accessories and Supplies
<b>6080</b>	Fiber Optic Kits and Sets
<b>6099</b>	Miscellaneous Fiber Optic Components
<b>6105</b>	Motor, Electrical
<b>6110</b>	Electrical Control Equipment
<b>6115</b>	Generators and Generator Sets, Electrical
<b>6116</b>	Fuel Cell Power Units, Components and Accessories
<b>6117</b>	Solar Electrical Power Systems
<b>6120</b>	Transformers: Distribution and Power Station
<b>6125</b>	Converters, Electrical, Rotating
<b>6130</b>	Converters, Electrical, Nonrotating
<b>6135</b>	Batteries, Nonrechargeable
<b>6140</b>	Batteries, Rechargeable
<b>6145</b>	Wire and Cable, Electrical
<b>6150</b>	Miscellaneous Electric Power and Distribution Equipment
<b>6160</b>	Miscellaneous Battery Retaining Fixtures, Liners and Ancillary Items
<b>6210</b>	Indoor and Outdoor Electric Lighting Fixtures
<b>6220</b>	Electric Vehicular Lights and Fixtures

# Appendix D

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

<b>6230</b>	Electric Portable and Hand Lighting Equipment	<b>6636</b>	Environmental Chambers and Related Equipment
<b>6240</b>	Electric Lamps	<b>6640</b>	Laboratory Equipment and Supplies
<b>6250</b>	Ballistics, Lampholders, and Starters	<b>6645</b>	Time Measuring Instruments
<b>6260</b>	Nonelectrical Lighting Fixtures	<b>6650</b>	Optical Instruments, Test Equipment, Components and Accessories
<b>6310</b>	Traffic and Transit Signal Systems	<b>6655</b>	Geophysical Instruments
<b>6320</b>	Shipboard Alarm and Signal Systems	<b>6660</b>	Meteorological Instruments and Apparatus
<b>6330</b>	Railroad Signal and Warning Devices	<b>6665</b>	Hazard-Detecting Instruments and Apparatus
<b>6340</b>	Aircraft Alarm and Signal Systems	<b>6670</b>	Scales and Balances
<b>6350</b>	Miscellaneous Alarm and Signal Systems	<b>6675</b>	Drafting, Surveying, and Mapping Instruments
<b>6505</b>	Drugs and Biologicals	<b>6680</b>	Liquid and Gas Flow, Liquid Level, and Mechanical Motion Measuring Instruments
<b>6508</b>	Medicated Cosmetics and Toiletries	<b>6685</b>	Pressure, Temp, and Humidity Measuring and Controlling Instruments
<b>6510</b>	Surgical Dressing Materials	<b>6695</b>	Combination and Miscellaneous Instruments
<b>6515</b>	Medical and Surgical Instruments, Equipment, and Supplies	<b>6710</b>	Cameras, Motion Picture
<b>6520</b>	Dental Instruments, Equipment, and Supplies	<b>6720</b>	Camera, Still Picture
<b>6525</b>	Imaging Equipment and Supplies: Medical, Dental, Veterinary	<b>6730</b>	Photo Projection Equipment
<b>6530</b>	Hospital Furniture, Equipment, Utensils, and Supplies	<b>6740</b>	Photo Developing and Finishing Equipment
<b>6532</b>	Hospital and Surgical Clothing and Related Special Purpose Items	<b>6750</b>	Photographic Supplies
<b>6540</b>	Ophthalmic Instruments, Equipment, and Supplies	<b>6760</b>	Phone Equipment and Accessories
<b>6545</b>	Replenishable Field Medical Sets, Kits, and Outfits	<b>6770</b>	Film, Processed
<b>6550</b>	In Vitro Diagnostic Substances, Reagents, Test Kits and Sets	<b>6780</b>	Photographic Sets, Kits, and Outfits
<b>6605</b>	Navigational Instruments	<b>6810</b>	Chemicals
<b>6610</b>	Flight Instruments	<b>6820</b>	Dyes
<b>6615</b>	Automatic Pilot Mechanisms and Airborne Gyro Components	<b>6830</b>	Gases: Compressed and Liquefied
<b>6620</b>	Engine Instruments	<b>6840</b>	Pest Control Agents and Disinfectants
<b>6625</b>	Electrical and Electronic Properties Measuring and Testing Instruments	<b>6850</b>	Miscellaneous Chemical Specialties
<b>6630</b>	Chemical Analysis Instruments	<b>6910</b>	Training Aids
<b>6635</b>	Physical Properties Testing and Inspection	<b>6920</b>	Armament Training Devices
		<b>6930</b>	Operation Training Devices
		<b>6940</b>	Communications Training Devices
		<b>7010</b>	ADPE Systems Configuration

<b>7020</b>	ADP Central Processing Unit, Analog
<b>7021</b>	ADP Central Processing Unit, Digital
<b>7022</b>	ADP Central Processing Unit, Hybrid
<b>7025</b>	ADP Input/Output and Storage Devices
<b>7030</b>	ADP Software
<b>7035</b>	ADP Supplies and Equipment
<b>7040</b>	Punched Card Equipment
<b>7042</b>	Mini and Micro Computer Control Devices
<b>7045</b>	ADP Supplies
<b>7050</b>	ADP Components
<b>7210</b>	Household Furnishings
<b>7310</b>	Food Cooking, Baking, and Serving Equipment
<b>7320</b>	Kitchen Equipment and Appliances
<b>7360</b>	Sets, Kits, Outfits and Modules, Food Preparation and Serving
<b>7450</b>	Office Type Sound Recording and Reproducing Machinery
<b>7610</b>	Newspapers and Periodicals
<b>7630</b>	Newspapers and Periodicals
<b>7640</b>	Maps, Atlases, Charts, and Globes
<b>7650</b>	Drawings and Specifications
<b>7660</b>	Sheet and Book Music
<b>7670</b>	Microfilm, Processed
<b>7690</b>	Miscellaneous Printed Matter
<b>7735</b>	Parts and Accessories Phonographs, Radios, and Television Set: Home Type
<b>8110</b>	Drums and Cans
<b>8120</b>	Commercial and Industrial Gas Cylinders
<b>8125</b>	Bottles and Jars
<b>8130</b>	Reels and Spools
<b>8140</b>	Ammunition and Nuclear Ordnance Boxes, Packages and Special Containers
<b>8145</b>	Specialized Shipping and Storage Containers
<b>8305</b>	Textile Fabrics
<b>8310</b>	Yarn and Thread
<b>8315</b>	Notions and Apparel Findings
<b>8320</b>	Padding and Stuffing Materials

<b>8325</b>	Fur Materials
<b>8330</b>	Leather
<b>8335</b>	Shoe Findings and Soling Materials
<b>8340</b>	Tents and Tarpaulins
<b>8345</b>	Flags and Pennants
<b>8405</b>	Outerwear, Men's
<b>8410</b>	Outerwear, Women's
<b>8415</b>	Clothing, Special Purpose
<b>8420</b>	Underwear and Nightwear, Men's
<b>8425</b>	Underwear and Nightwear, Women's
<b>8430</b>	Footwear, Men's
<b>8435</b>	Footwear, Women's
<b>8440</b>	Hosiery, Handwear, and Clothing Accessories, Men's
<b>8445</b>	Hosiery, Handwear, and Clothing Accessories, Women's
<b>8450</b>	Children's and Infants Apparel and Accessories
<b>8455</b>	Badges and Insignia
<b>8460</b>	Luggage
<b>8465</b>	Individual Equipment
<b>8470</b>	Armor, Personal
<b>8475</b>	Specialized Flight Clothing and Accessories
<b>8810</b>	Live Animals, Raised for Food
<b>8820</b>	Live Animals, Not Raised for Food
<b>8905</b>	Meat, Poultry, and Fish
<b>8910</b>	Dairy Foods and Eggs
<b>8915</b>	Fruits and Vegetables
<b>8920</b>	Bakery and Cereal Products
<b>8925</b>	Sugar, Confectionery, and Nuts
<b>8930</b>	Jams, Jellies, and Preserves
<b>8935</b>	Soups and Bouillons
<b>8940</b>	Special Dietary Foods and Food Specialty Preparations
<b>8945</b>	Food Oils and Fats
<b>8950</b>	Condiments and Related Products
<b>8955</b>	Coffee, Tea, and Cocoa

# Appendix D

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

<b>8960</b>	Beverages, Nonalcoholic
<b>8965</b>	Beverages, Alcoholic
<b>8970</b>	Composite Food Packages
<b>8975</b>	Tobacco Products
<b>9110</b>	Fuels, Solid
<b>9130</b>	Liquid Propulsion and Fuels, Petroleum Base
<b>9140</b>	Fuel Oils
<b>9150</b>	Oils and Greases: Cutting, Lubricating, and Hydraulic
<b>9160</b>	Miscellaneous Waxes, Oils, and Fats
<b>9320</b>	Rubber Fabricated Materials
<b>9330</b>	Plastics Fabricated Materials
<b>9340</b>	Glass Fabricated Materials
<b>9350</b>	Refractories and Fire Surfacing Materials
<b>9390</b>	Miscellaneous Fabricated Nonmetallic Materials
<b>9410</b>	Crude Grades of Plant Materials
<b>9420</b>	Fibers: Vegetable, Animal, and Synthetic
<b>9430</b>	Miscellaneous Crude Animal Products, Inedible
<b>9440</b>	Miscellaneous Crude Agricultural and Forest Products
<b>9450</b>	Nonmetallic Scrap, Except Textile
<b>9505</b>	Wire, Nonelectrical
<b>9510</b>	Bars and Rods
<b>9515</b>	Plate, Sheet, Strip, Foil, and Leaf
<b>9520</b>	Structural Shapes
<b>9525</b>	Wire, Nonelectrical, Nonferrous Base Metal
<b>9530</b>	Bars and Rods, Nonferrous Base Metal
<b>9535</b>	Plate, Sheet, Strip, and Foil; Nonferrous Base Metal
<b>9540</b>	Structural Shapes, Nonferrous Base Metal
<b>9545</b>	Plate, Sheet, Strip, Foil, and Wire: Precious Metal
<b>9610</b>	Ores
<b>9620</b>	Minerals, Natural and Synthetic
<b>9630</b>	Additive Metal Materials

<b>9640</b>	Iron and Steel Primary and Semifinished Products
<b>9650</b>	Nonferrous Base Metal Refinery and Intermediate Forms
<b>9660</b>	Precious Metals Primary Forms
<b>9670</b>	Iron and Steel Scrap
<b>9680</b>	Nonferrous Metal Scrap
<b>9925</b>	Ecclesiastical Equipment, Furnishings, and Supplies
<b>9930</b>	Memorials; Cemeterial and Mortuary Equipment and Supplies
<b>9999</b>	Miscellaneous Items





## Appendix E

### List of GSA Multiple Award Schedules

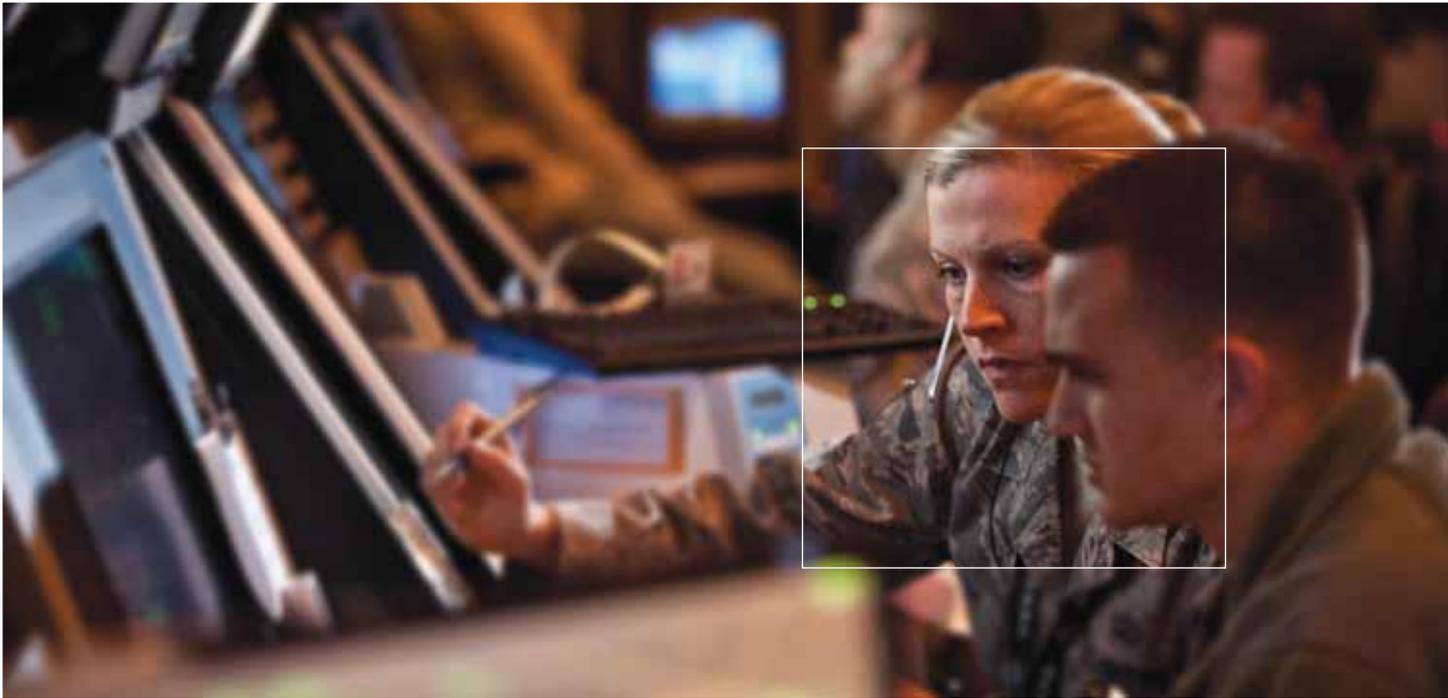
Through Multiple Award Schedules, GSA establishes long-term governmentwide contracts with commercial firms, also referred to as contractor partners, to provide access to over 17 million commercial products and services.

An alphabetical listing of GSA Schedules can be found in this section or online at [www.gsa.gov/elibrary](http://www.gsa.gov/elibrary).



## GSA Schedule Names and Numbers

Advertising & Integrated Marketing Solutions (AIMS)	<b>541</b>	Office Products/Supplies and Services and New Products/Technology	<b>75</b>
Automotive Superstore	<b>23V</b>	Patient Mobility Devices	<b>65 II F</b>
Buildings and Building Materials/Industrial Services and Supplies	<b>56</b>	Pharmaceuticals and Drugs	<b>65 I B</b>
Clinical Analyzers, Laboratory, Cost-Per-Test	<b>66 III</b>	Photographic Equipment – Cameras, Photographic Printers and Related Supplies & Services (Digital and Film-Based)	<b>67</b>
Comprehensive Furniture Management Services (CFMS)	<b>71 II K</b>	Professional and Allied Healthcare Staffing Services	<b>621 I</b>
Dental Equipment and Supplies	<b>65 II C</b>	Professional Audio/Video Telemetry/Tracking, Recording/Reproducing and Signal Data Solutions	<b>58 I</b>
Environmental Services	<b>899</b>	Professional Engineering Services	<b>871</b>
Facilities Maintenance and Management	<b>03FAC</b>	Publication Media	<b>76</b>
Financial and Business Solutions (FABS)	<b>520</b>	Scientific Equipment and Services	<b>66</b>
Food Service, Hospitality, Cleaning Equipment and Supplies, Chemicals and Services	<b>73</b>	Shipping, Packaging and Packing Supplies	<b>81 I B</b>
Furnishing and Floor Coverings	<b>72</b>	Sports, Promotional, Outdoor, Recreation, Trophies and Signs (SPORTS)	<b>78</b>
Furniture	<b>71</b>	Temporary Administrative and Professional Staffing (TAPS)	<b>736</b>
General Purpose Commercial Information Technology Equipment, Software, and Services	<b>70</b>	The Consolidated Schedule	<b>00CORP</b>
Hardware Superstore	<b>51 V</b>	The Office, Imaging and Document Solution	<b>36</b>
Human Resources & Equal Employment Opportunity Services	<b>738 X</b>	Total Solutions for Law Enforcement, Security, Facilities Management, Fire, Rescue, Clothing, Marine Craft and Emergency/Disaster Response	<b>84</b>
Invitro Diagnostics, Reagents, Test Kits and Test Sets	<b>65 VII</b>	Transportation, Delivery and Relocation Solutions	<b>48</b>
Language Services	<b>738 II</b>	Travel Services Solutions	<b>599</b>
Leasing of Automobiles and Light Trucks	<b>751</b>	X-Ray Equipment and Supplies	<b>65 V A</b>
Logistics Worldwide (LOGWORLD)	<b>874 V</b>		
Medical Equipment and Supplies	<b>65 II A</b>		
Medical Laboratory Testing and Analysis Services	<b>621 II</b>		
Mission Oriented Business Integrated Services (MOBIS)	<b>874</b>		
NOB/NISH Products and Services	<b>00JWOD</b>		



## Appendix F

### NAICS of Technology Related Products and Services

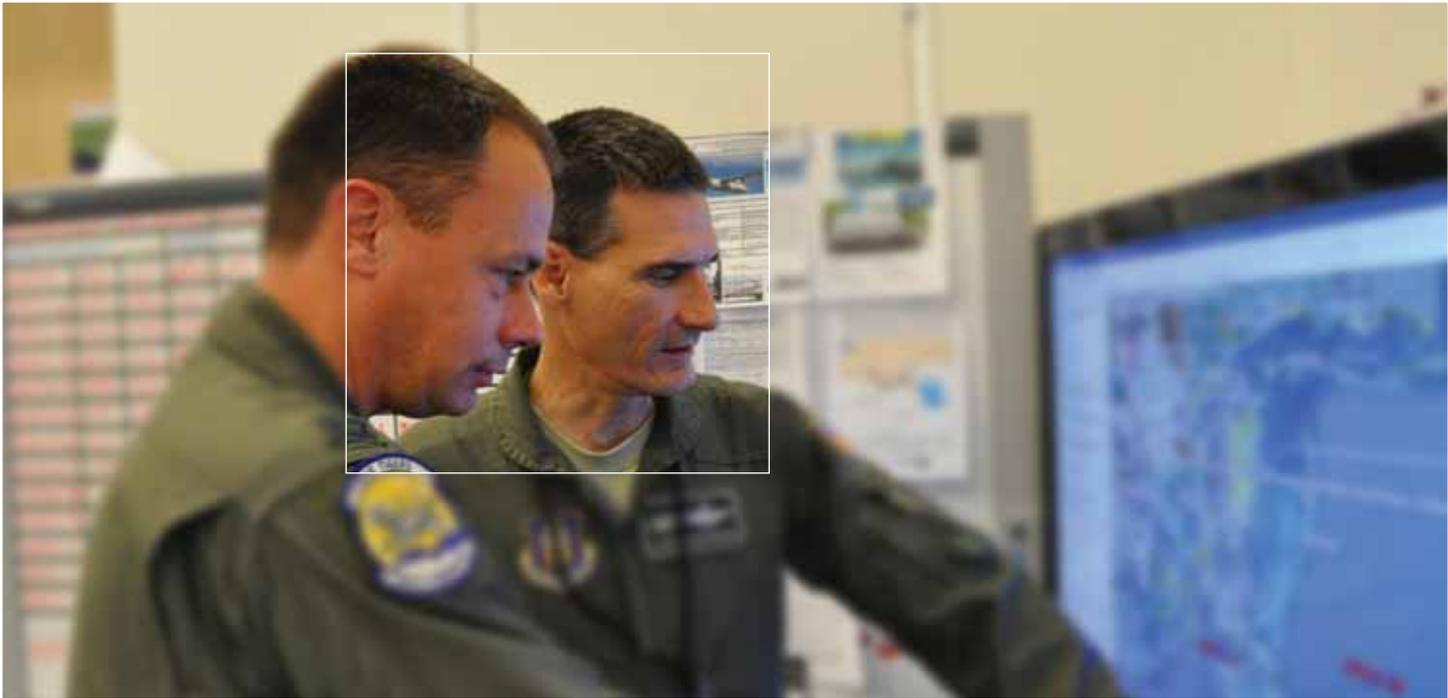
The North American Industry Classification System (NAICS) is the standard number system developed under the direction and guidance of the Office of Management and Budget (OMB) to produce common industry definitions for business establishments in Canada, Mexico and the United States. GSA cross-references the NAICS codes (and titles) to services offered through the Multiple Award Schedules program, bringing greater clarity to the solutions available and helping customers make more efficient purchasing decisions.



## NAICS Codes and Definitions for Technology-Related Products and Services

<b>332510</b>	Hardware Manufacturing	<b>511210</b>	Software Publishers
<b>334111</b>	Electronic Computer Manufacturing	<b>516110</b>	Internet Publishing and Broadcasting
<b>334112</b>	Computer Storage Device Manufacturing	<b>517110</b>	Wired Telecommunications Carriers
<b>334118*</b>	Computer Terminal and Other Computer Peripheral Equipment Manufacturing*	<b>517210</b>	Wireless Telecommunications Carriers (except Satellite)
<b>334119</b>	Other Computer Peripheral Equipment Manufacturing	<b>517410</b>	Satellite Telecommunications
<b>334210</b>	Telephone Apparatus Manufacturing	<b>517911</b>	Telecommunications Resellers
<b>334220</b>	Radio and Television Broadcasting and Wireless Communications Equipment Manufacturing	<b>517919</b>	All Other Telecommunications
<b>334290</b>	Other Communications Equipment Manufacturing	<b>518210</b>	Data Processing, Hosting, and Related Services
<b>334310</b>	Audio and Video Equipment Manufacturing	<b>519190</b>	All Other Information Services
<b>334412</b>	Bare Printed Circuit Board Manufacturing	<b>532420</b>	Office Machinery and Equipment Rental and Leasing
<b>335931</b>	Current-Carrying Wiring Device Manufacturing	<b>541330</b>	Engineering Services
<b>335932</b>	Current-Carrying Wiring Device Manufacturing	<b>541380</b>	Testing Laboratories
<b>423430</b>	Current-Carrying Wiring Device Manufacturing	<b>541511</b>	Custom Computer Programming Services
<b>443142*</b>	Electronics Stores*	<b>541512</b>	Computer Systems Design Services
<b>454390</b>	Other Direct Selling Establishments	<b>541513</b>	Computer Facilities Management Services
<b>511120</b>	Periodical Publishers	<b>541519</b>	Other Computer Related Services
<b>511199</b>	All Other Publishers	<b>541712</b>	Research and Development in the Physical, Engineering, and Life Sciences
		<b>611420</b>	Computer Training
		<b>811212</b>	Computer and Office Machine Repair and Maintenance

NOTE: New NAICS code and definition, effective June 2012.



## Appendix G

### List of GSA GWACs

Hardware, software and services may be purchased through Governmentwide 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, computer systems and hardware, software and applications, data centers and storage, consulting and systems integration, Internet services, satellite services, communications networks and services and professional IT services.

[www.gsa.gov/gwacs](http://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](http://www.gsa.gov/8astars)

## **Alliant**

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 10-year contract periods (five-year base and one five-year option) to provide integrated IT solutions.

[www.gsa.gov/alliant](http://www.gsa.gov/alliant)

## **Alliant Small Business (SB)**

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/alliantsb](http://www.gsa.gov/alliantsb)

## **VETS**

Veterans Technology Services (VETS), 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 three 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](http://www.gsa.gov/vetsgwac)



## Appendix H

### List of Network and Telecommunication Services Contracts

GSA's Network Services contracts 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 access services, managed network services, network applications, satellite services and applications, telecommunication services, and wireless and mobile 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 CONNECTIONS, Federal Relay Service, Networx Program, SATCOM-II, Telecommunications Expense Management Services and other regional telecommunications services contracts.



## CONNECTIONS II

CONNECTIONS II is a one-stop shop to meet federal agencies' equipment, labor, building, and campus infrastructure solution needs through infrastructure (design, installation, and implementation), professional services (to support existing networks), transition planning, integration services, and customized client-specific solution offerings. CONNECTIONS II fosters price reductions and quality offerings in a performance-based environment. When used in combination with GSA's local and long-distance telecommunications contracts, customers can look to GSA as their true end-to-end solution provider. More than half of the awardees are small businesses under this contract.

[www.gsa.gov/connectionsii](http://www.gsa.gov/connectionsii)

## Federal Relay Service

Federal Relay Service (FRS) is a federal government service which provides equal communication access to federal employees who are deaf, hard-of-hearing, deaf/blind, or have speech disabilities. 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 (CAs), who simply act as transparent conduits for the transmittal of information. The FRS is accessible domestically (in all 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](http://www.gsa.gov/frs)

## Networx Program

Networx Program provides comprehensive, best-value telecommunications and networking services and technical solutions to all federal agencies. The Networx program serves as the primary replacement for the expiring FTS2001 and FTS2001 Crossover contracts and federal wireless contracts. Networx is designed to support a governmentwide enterprise architecture. It provides a framework that supports cross-agency collaboration, transformation and governmentwide technology improvement. Networx maximizes the use of government resources by

providing a common procurement infrastructure and a performance-based approach that embraces commercial technical and interface standards. Networx requires that service providers offer the most current security features and services to ensure a secure government operating environment. The Networx program consists of two acquisitions: Networx Universal and Networx Enterprise, both of which are broadly scoped acquisitions with a comprehensive suite of services. Networx includes current services as well as those that anticipate the future needs of customers.

[www.gsa.gov/networx](http://www.gsa.gov/networx)

### *Networx Transition Information Portal*

The transition of government agencies from the FTS2001 and Crossover contracts to the Networx contracts (Universal and Enterprise) could be the largest telecommunications services transition ever undertaken by the federal government. It will involve more than 135 agencies, more than 50 services, and thousands of voice and data circuits. The transition will require coordination between agencies, GSA and a host of telecommunications contractors. Each agency has identified transition managers who will facilitate this coordination and ensure that the transition proceeds as smoothly as possible. The Networx Transition Information Portal will provide information for use by government and contractor personnel to facilitate a smooth transition for the benefit of all involved in the process. Information will be posted as it becomes available. Due to the sensitivities of the Networx acquisitions, this site only contains transition information that can be viewed by the general public.

[www.gsa.gov/networxtransition](http://www.gsa.gov/networxtransition)

### *Networx Pricer*

GSA's Networx Pricer (Unit/Agency) allows users to view and compare prices across Networx contractors, as well as some basic prices from FTS2001 contractors. Its capabilities include pricing all Networx CLINs, totaling multiple price queries, viewing and pricing associated CLINs of a particular service, choosing varying date ranges and downloading results.

[www.gsa.gov/networx](http://www.gsa.gov/networx)

## **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 these 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](http://www.gsa.gov/satcom-II)

## **Telecommunications Expense Management Services**

Agencies can save taxpayer dollars when they manage wireless services with GSA's Telecommunications Expense Management Services (TEMS). TEMS services reduce an agency's total cost of wireless services through rate plan optimization, inventory and billing error cost savings, eliminating unused lines, actively monitoring spending and improved management and security controls. Government customers have realized a cost savings of 26% on their total wireless spending through participation of the program. TEMS is part of GSA's Federal Strategic Sourcing Initiative, which provides agencies with access to procurement vehicles that offer greater discounts as volume increases, business intelligence and best practice solutions.

[www.gsa.gov/tems](http://www.gsa.gov/tems)





## Appendix I

### 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

**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

**SDVOB** Service-Disabled Veteran Owned Business

**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

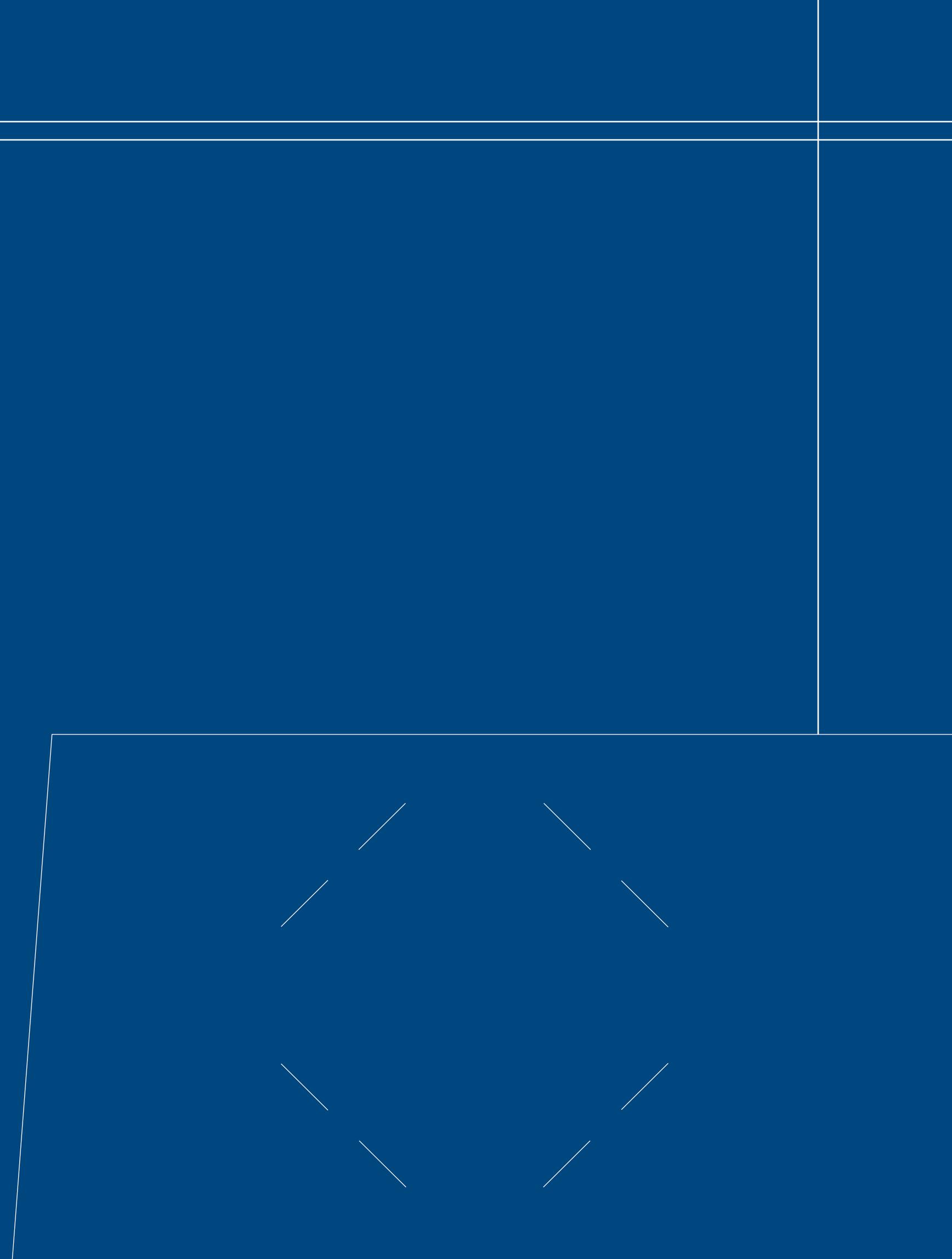
**TMVCS** Travel, Motor Vehicles and Card Services

**TOPS** Telecommunications Ordering and Pricing System

**TSS** Travel Services Solutions

**VA** Department of Veterans Affairs







U.S. General Services Administration



Scan this code with your smartphone and a QR reader app to obtain a pdf version of this publication, or to order a paper copy.

[www.gsa.gov](http://www.gsa.gov)  
March 2012  
5-12-00141

Order publications at [gsa.gov/cms](http://gsa.gov/cms)

