



FEDERAL ACQUISITION SERVICE VIRTUAL TRAINING CONFERENCE

**April 14-16, 2020** 

**Advancing Acquisition** 

## Advancing Acquisition





John Barnicle

April 14-16, 2020

**Advancing Acquisition** 



#### **Training Agenda**

- GSA Overview
- GSA and the National Supply System
- The GSA Global Supply<sup>®</sup> Program
  - Product Availability
  - Supply Transformation
  - Order Placement & Special Order Program
  - New Options: Part Number Expansion & EUCOM Support
  - Customer Service



#### **General Services Administration**

- **Creation:** Established by President Truman on **July 1, 1949**, to streamline the administrative work of the federal government. GSA consolidated the National Archives and multiple supply and facility functions.
- Original Mission: To dispose of war surplus goods, manage and store government records, manage emergency preparedness, and stockpile strategic supplies for wartime.
- An Evolving Mission: Through its two largest offices the <u>Public Buildings</u>
   <u>Service</u> and the <u>Federal Acquisition Service</u> and various staff offices, GSA
   provides workspace to more than 1 million federal civilian workers, oversees
   more than 480 historic buildings, and facilitates the purchase of goods and
   services from quality commercial vendors.



## **GSA - Federal Acquisition Service (FAS) – Procuring Products and Services for the Government**

- The <u>Federal Acquisition Service</u> was established to provide an economical and efficient system for the procurement, supply, and eventual disposal of property.
   Intent was to eliminate duplication and maximize the government's leverage.
- On July 1, 1952, the Defense Cataloging and Standardization Act was approved, establishing a single catalog system leading to the National Supply System. Section 11 includes:

"The Administrator of General Services and the Secretary of Defense shall coordinate the cataloging and standardization activities of the General Services Administration and the Department of Defense so as to avoid unnecessary duplication."

# GSA -- FAS --- GSA Global Supply® Working in partnership with DOD to furnish supplies

- In 1971, GSA and DoD entered into an agreement to eliminate avoidable overlap between their respective supply systems. This agreement divided the management of consumable items between GSA and the Defense Supply Agency (DSA, now Defense Logistics Agency). It assigned to GSA those Federal Supply Classes (FSCs), or commodities commonly used by federal agencies, which are commercially available and not predominantly of a military nature.
- **GSA Global Supply**<sup>®</sup> is a part of the Federal Acquisition Service and is the Government to Government Supply source for commodities that GSA is assigned under the 1971 Agreement. GSA Global Supply<sup>®</sup> is now a strategic partner with DoD on full-service supply solutions in CONUS and OCONUS environments.

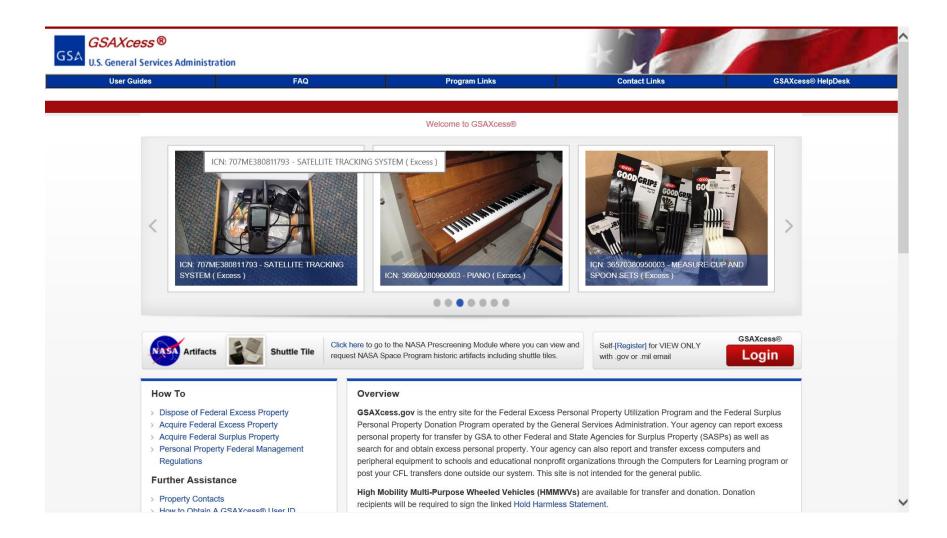


# GSA Global Supply® – A Government to Government Wholesale Supply Source

FAR 8.002 Priorities for use of Government supply sources.

- (a) Except as required by 8.003, or as otherwise provided by law, agencies shall satisfy requirements for supplies and services from or through the sources and publications listed below in descending order of priority
  - i. Agency inventories
  - ii. Excess from other agencies
  - iii. Federal Prison Industries, Inc. (UNICOR)
  - iv. Supplies which are on the Procurement List maintained by the Committee for Purchase from People who are Blind or Severely Disabled
  - v. Wholesale supply sources, such as stock programs of the GSA (GSA Global Supply®), DLA or VA

# GSAXcess.gov Learn more at <a href="https://www.gsa.gov/gsaxcess">www.gsa.gov/gsaxcess</a>





# GSA Global Supply<sup>®</sup> – A Government to Government Wholesale Supply Source

- GSA Global Supply<sup>®</sup> has already procured the most in-demand products on the government's behalf, meaning that your order is a simple requisition between agencies.
- Requisitions satisfy all Federal Acquisition Regulation (FAR)
  requirements, including trade agreement policies, socioeconomic
  goals, AbilityOne mandates, and executive orders.
- Place a requisition via DoD Activity Address Code, Civilian Activity Address Code, and/or Government Purchase Card.
- GSA is integrated with Department of Defense (DoD) financial systems.



# GSA Global Supply<sup>®</sup> – Integrated into the National Supply System

- GSA-managed National Stock Numbers are available directly through DoD, service-specific internal supply systems for requisitioning.
- As requisitions are placed via internal supply systems for GSA managed items, orders route through DLA Transaction Services and to GSA for fulfillment
- Status updates on your requisition route back through to internal supply systems.
- GSA transactions conform to specified format and performance criteria (i.e., packing, marking).
- Military regulations cite GSA policy & procedures as a part of DOD logistics guidance.



#### **GSA Global Supply® - Support to DoD & More**

- FY2019 Business Volume: \$737M (up from FY 18)
  - Department of Defense (over 90%)
  - Federal civilian agencies
- Your Supply / Logistics Partner
  - Mission support to the Warfighter
  - Disaster Relief / Emergency Response
  - Supply Chain Solutions
- Worldwide Reach Beyond GSA Global Supply<sup>®</sup>
  - GSA Retail Stores CONUS and OCONUS

## **GSA Global Supply® - Best-in-Class Solution**



- Designated by OMB after rigorous review
- Most BIC solutions are narrow (e.g. OS4 office supplies)
- GSA Global Supply<sup>®</sup> is a broad channel for many product categories

#### GSA Global Supply®

## PRODUCT AVAILABILITY



- Management of Consumable items within the National Supply System are split between DLA and GSA
  - GSA manages ~ 50,000 National Stock Numbers
  - DLA manages ~ 3.9 Million National Stock Numbers
- National Stock Numbers
  - FSCs assigned to GSA include:
    - Tools and Hardware
    - Shipping and Packaging Supplies
    - Office Products
    - Housewares, Food Service, Cleaning
  - To learn more about the NSN creation process, visit <a href="http://www.dlis.dla.mil">http://www.dlis.dla.mil</a>, and click on Cataloging. The Supply Support Request (SSR) process is contained in DOD 4140.26-M (vol. 6).



#### **GSA Products to Support Your Mission**

#### Part Numbers

- Over 800,000 in Office Supplies, Tools and Hardware and more
- Expanded product offering to provide easy access to commercially available items

#### Special Order Program

- Provides the ability to requisition a product not available in the GSA Global Supply<sup>®</sup> offering
  - Limited to products and ancillary services for commodity classes that GSA Global Supply<sup>®</sup> manages
  - MILSTRIP and MIPR accepted
  - GSA Global Supply® handles all acquisition, administration, logistics and payment issues for the customer



#### AbilityOne Products

- GSA is a partner in supporting the National Industries for the Blind (NIB) and SourceAmerica - Creating Employment Opportunities for People with Significant Disabilities.
- All mandatory procurement list items are available in GSA Global Supply<sup>®</sup> product offering.
  - ~ 3,000 AbilityOne items available
- No "essentially the same" commercial items

#### "Green" Product Offering

- GSA is committed to "greening" its product line by continuously increasing access to sustainable product offerings.
- Approximately 3,000 National Stock Number (NSNs) with green attributes, plus more part numbered items
- Partner with DoD to meet service-specific environmental goals



#### **GSA Products to Support Your Mission**

#### **Strategic Sourcing Initiative**

- FSSI Multiple BPAs and IDIQ contracts to leverage savings
  - O Cross-agency strategic sourcing initiative helps the government leverage data, dollars and good business sense in meeting acquisition goals.
- GSA Global Supply<sup>®</sup> is leveraging strategic sourcing vehicles to drive down pricing and delivery timeframes on NSNs
  - o Office Supplies FY2016
  - o Janitorial/Sanitation (JanSan) Q1 FY2017
  - o Maintenance, Repair and Operations (MRO) Q1 FY2017

GSA Global Supply®

## **SUPPLY TRANSFORMATION**

# What is **Supply Transformation?**

GSA is transforming its wholesale and retail supply programs to offer customers lower prices and faster delivery, worldwide. This modernization process includes our acquisition, distribution, information technology and customer service functions.







- Likely faster delivery as new contract vehicles standardize requirements across large segments of the product line
- Lower cost as we leverage strategic sourcing and market pressure to get competitive prices
- Simplified data collection and enhanced transparency to better manage spending and measure savings



- Simple requisitions for GSA items no need to comparison shop or document 3 sources
- Ordering options: online, phone, fax, FEDSTRIP/MILSTRIP
- Customer service (800) 488-3111 for any issue
- Special Order support for large, complex items



## **ORDER PLACEMENT**

GSA Global Supply®



#### GSA Global Supply® – Placing an Order

- MILSTRIP
  - Internal Supply System
  - Manual Transmission via DD1348-6
- Web:
  - http://www.GSAglobalsupply.gsa.gov
  - <a href="http://www.gsaAdvantage.gov">http://www.gsaAdvantage.gov</a>
  - https://FedMall.mil
- Phone: 800-488-3111
- Fax: 800-856-7057



- Place orders via DoDAAC using the following ordering options:
   MILSTRIP, Web, Phone, and Fax
- Integration with your Agency's financial systems
- Inter-fund billing via DoDAAC/AAC/UIC/RUC
  - Billing cycle 1<sup>st</sup> and 15<sup>th</sup> of each month
  - Tens of thousands of DoDAAC transactions processed per month
- GSA Global Supply<sup>®</sup> or GSA Advantage!<sup>®</sup> websites via DoDAAC utilizing an electronic version of a DD1348-6
- Manual entry still available: fax or email SF 344 or DD 1348-6
- Need to apply for a DoDAAC? Or want to validate your DoDAAC before you order? Email <u>OrderMgmt@gsa.gov</u> for help.

#### GSA Global Supply® – via Purchase Card

- Place orders via Government Purchase Card using the following ordering options: Web, Phone and Fax
- Government to Government Bill
  - Billing is from "GSA," not multiple vendors
- Pre authorization credit card purchasing
  - Process ~ tens of thousands credit card billings monthly
- Consolidated and line-item billing options
- One central point in GSA for all shipping, billing questions National Customer Service Center (NCSC)



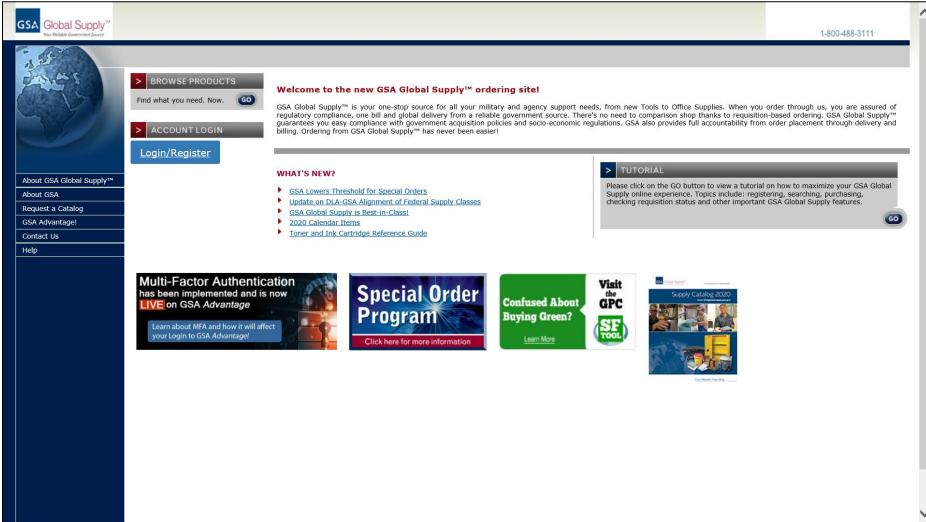
#### **GSA Global Supply® – Ordering Methods**

#### **Website Ordering**

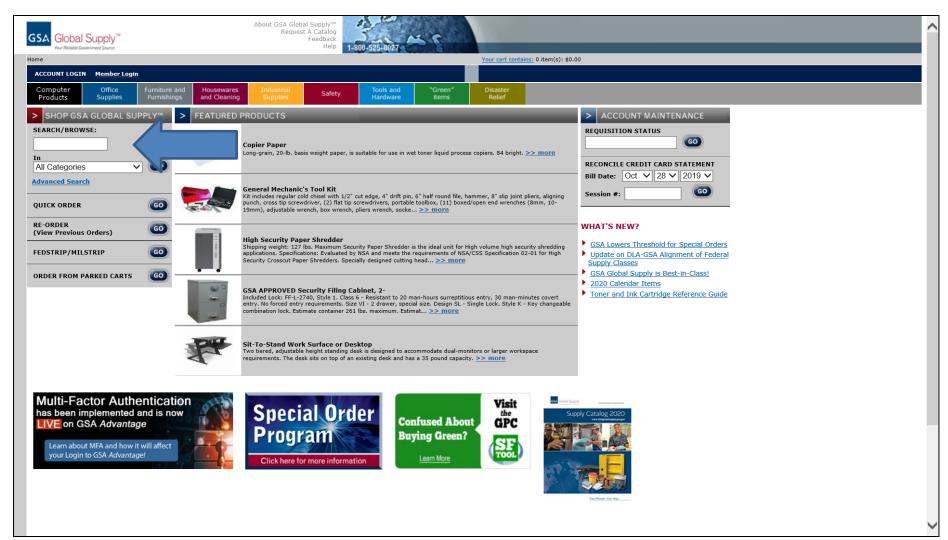
- GSA Global Supply<sup>®</sup> Ordering site
  - http://www.gsaglobalsupply.gsa.gov
  - Research and order thousands of GSA Global Supply<sup>®</sup> items
  - Order via DoDAAC / AAC and Government Purchase Card
  - One site to access <u>all</u> requisition-based items from GSA Global Supply<sup>®</sup>
  - Site does not contain acquisition-based items from GSA Multiple Award Schedule vendors
  - User-friendly tools that allow you to check requisition status, and reconcile against your Government Purchase Card



#### **GSA Global Supply® Home Page**



#### GSA Global Supply® Shopping Page



#### **Search Results for Copier Paper**



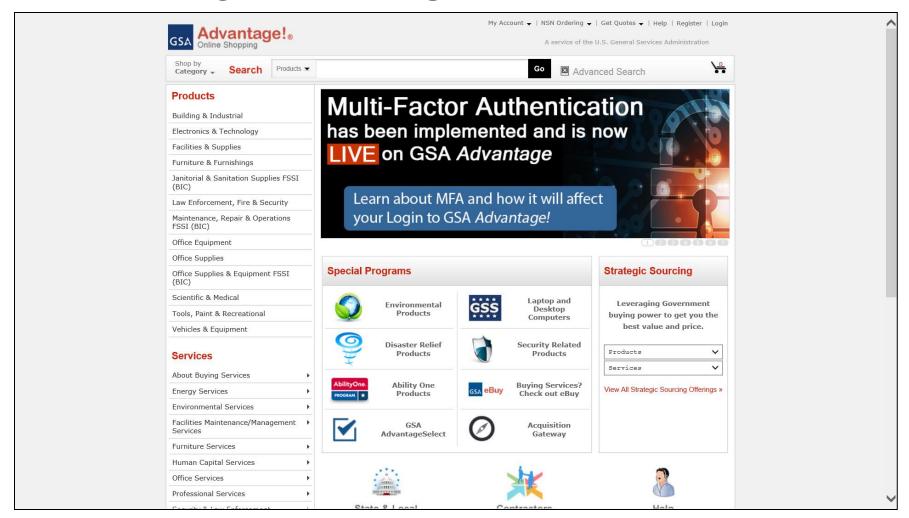


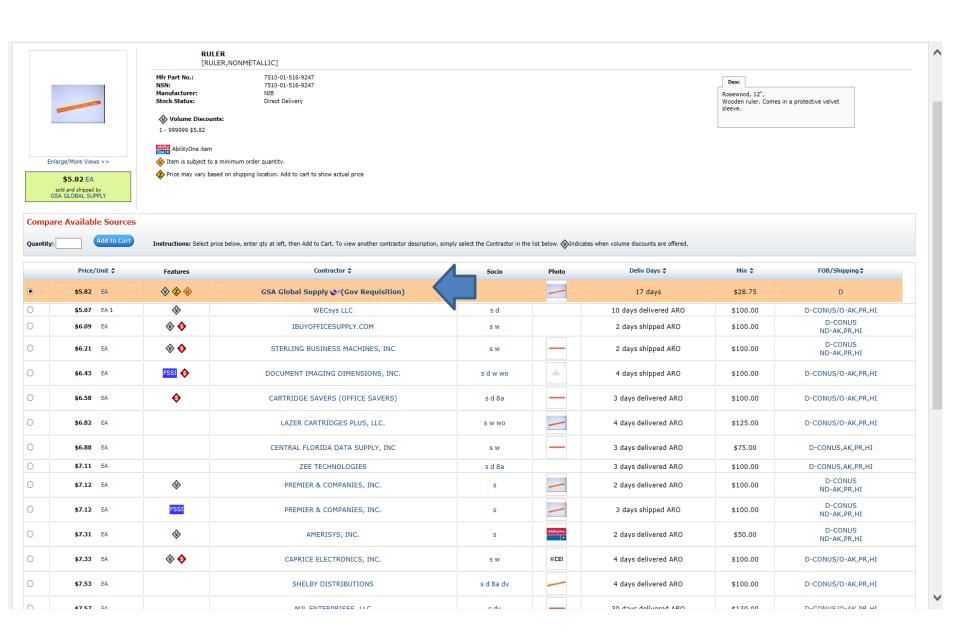
#### **GSA Global Supply® – Ordering Methods**

#### **Website Ordering**

- GSA Advantage!®
  - <a href="http://www.gsaadvantage.gov">http://www.gsaadvantage.gov</a>
  - Research and order all GSA Global Supply<sup>®</sup> items
  - Order via DoDAAC / AAC and Government Purchase Card
  - Site contains all requisition-based GSA Global Supply<sup>®</sup> items and acquisition-based items available from GSA Multiple Award Schedule vendors

#### GSA Advantage!® Home Page







#### **GSA Global Supply® – More Ordering Methods**

#### **Website Ordering**

- FedMall
  - https://FedMall.mil
  - Research and order GSA Global Supply® NSNs and part-numbered items
  - Order via DoDAAC only, unable to use Government Purchase Card
  - Launched in June 2017 and still a work in progress

Entire Site

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#### FedMall Self-Help Reference Page

Use of the FedMall requires Internet Explorer 8.0+, Mozilla Firefox 38 or Google Chrome with cookies, pop-ups, and JavaScript enabled. This is a government web site that is subject to monitoring. Viewing documents on the FedMall requires Adobe Acrobat Reader.

Unclassified/For Official Use Only | Version 17.3.14



## **GSA Global Supply® – Ordering Methods**

#### **Call Center**

- 800-488-3111
- 9:00 p.m. Sunday to 9:30 p.m. Friday, Eastern Time
- Friendly, professional service





## **GSA Global Supply® – Ordering Methods**

#### **Fax**

- 800-856-7057
- 24 hours, 7 days a week
- Fax-back confirmation with order number





- Fee-for-service <u>assisted</u> acquisition
- Provides the ability to requisition a product not available in the GSA Global Supply<sup>®</sup> offering
  - Limited to products and ancillary services for commodity classes that GSA Global Supply<sup>®</sup> manages
- GSA provides complete acquisition, administration, logistics and payment support on all Non-Stock, No Contract items
- Available to global DoD customer base
- MIPR and MILSTRIP Acceptance
- Simple to Complex requirements
- One entry point for your requirements
  - Special Order Desk Email: SpecialOrderProgram@gsa.gov

## Help Us Serve You Better and Faster

- Many orders flow through DLMS to GSA, without contact information
- Use "Mark For" Date fields to insert contact info: name and phone number
- This allows GSA to:
  - Clarify buyer's needs regarding non-contract items (buy on demand)
  - Confirm quantity if there is a question on unit of issue
  - Arrange delivery and any special requirements
  - Ensure base access, if needed
- Long-term: DLA and GSA modify systems to collect more complete contact info (name, phone, email)

# GSA Global Supply® - Part Number Expansion

- Goal is greater customer choice, with all the safety and simplicity of GSA Global Supply<sup>®</sup>
- Builds on strategic sourcing for MRO and JanSan noted earlier
- Tens of thousands of items, identified by part number and not NSN
- MRO items bear the prefix "FMRA" and JanSan items are "FJSA"
- Same program attributes apply (ordering and payment options, requisition-based ordering, etc.)
- Identified on both websites (GGS and GSA Advantage!®) with "Contractor" marked as "GSA Global Supply®"



- New partnership for customers in Europe and select AFRICOM locations
- Available via FEDSTRIP/MILSTRIP and now GSA Advantage!<sup>®</sup> and GSA Global Supply<sup>®</sup> websites too
- Features ~820 high-demand NSNs
- GSA's vendor partner stocks those items in Europe and delivers in ~5 days (much faster than shipment via DLA from CONUS)
- DLA facilities in Germany and Italy forward to eligible customers in Djibouti, Cameroon, etc.
- Model program for other COCOMs (INDOPACOM next)

# GSA Global Supply®

# **CUSTOMER SERVICE**



# **GSA Global Supply® – Customer Service**

- Our National Customer Service Center is available at 800-488-3111 from Sunday at 9 p.m. ET until Friday at 9:30 p.m. ET or via email at NCSCcustomer.service@gsa.gov.
- Order status visible 24/7 at ask.gsa.gov. Register and check at any time.
- The full-service NCSC provides assistance and information to help make your requisitions simple and efficient. Check on current pricing, order status, billing information, tracking of shipments and more.



# **GSA Global Supply® – Customer Service**

GSA Staff in forward deployed environments to support your needs:

- Europe/Africa/Middle East (4)
- Japan & Okinawa (1 each)
- Korea
- Guam
- Also onsite daily with DLA Agency Sustainment Operations Center

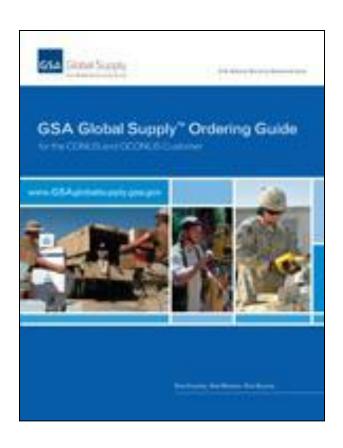
For the most up-to-date contact details:

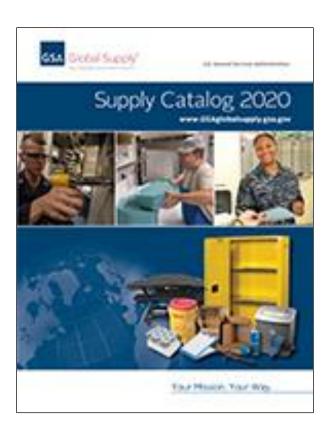
http://www.gsa.gov/globalsupplyoconus



# **GSA Global Supply<sup>®</sup> - Publications**

Visit www.gsa.gov/cmls to download or request FREE product brochures and reference guides.







## **For More Information:**

John Barnicle 651-681-1625 John.Barnicle@gsa.gov



# Visit us at gsa.gov/federalmarketplace



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## Federal Marketplace Strategy

## Overview

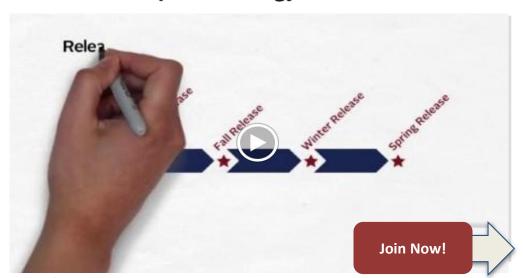
FMP Industry Day - 12/12/18

Federal Marketplace (FMP) Strategy Releases

Yes please...
Let's simplify the federal buying and selling experience!

Visit us!

## **Federal Marketplace Strategy**



## What is the Federal Marketplace?

The federal marketplace describes how government agencies buy the products, services, and solutions they need to meet their respective missions. Vendors supply these items and GSA provides acquisition systems and services to help agencies buy what they need.



### FMP News



### Winter 2020 Release

GSA's FMP Winter '20 Release is available! The FMP Winter '20 release delivers an integrated set of policy, process, and technology improvements to modernize and simplify your acquisition experience. Explore now!

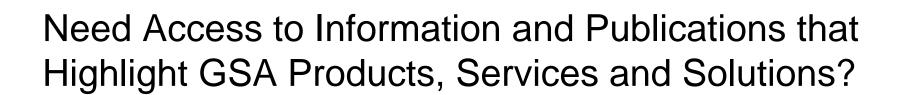
### How Can I Help?

Share your ideas:

- Join the FMP Strategy Community of Practice Today! ☑
- federalmarketplace@gsa.gov

Join the conversation:

- MAS Interact Group ☑
- Commercial Platforms
   Interact Group ♂
- Catalog Management Interact Group ♂



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