

# 8(a) STARS

Streamlined Technology Acquisition Resources for Services



*Contract ordering guide*

## **Small Business Government Wide Acquisition Contracts Center**

The General Services Administration, Small Business Government Wide Acquisition Contracts Center has done all of the work for you. We offer a complete portfolio of pre-competed, Information Technology (IT) solutions contracts set aside exclusively for 8(a) certified firms.

*We make it easy for you, our federal customers, through:*

- **Access to high quality, *small disadvantaged* 8(a) industry partners**
- **Flexible teaming arrangements**
- **Sole source ordering up to the \$3 million competitive threshold**
- **Pre-competed, multiple-award contracts**
- **Shortened procurement lead-time**
- **\$15 billion program ceiling (no individual contract ceiling)**
- **Transfer of 8(a) credit**
- **Section 508 Compliance**
- **Section 803 Compliance**
- **Dedicated staff that is customer focused and experts in small business technology contracts**

*How to reach us:*

- **By phone (877) 327-8732, (toll free)**
- **By fax (816) 823-1608**
- **By e-mail at [8a@gsa.gov](mailto:8a@gsa.gov)**
- **On the web at: [www.gsa.gov/8astars](http://www.gsa.gov/8astars)**

Please see Appendix I for office mailing address.

# Table of Contents

Who We Are .....	4
Introduction .....	5
Functional Area Descriptions.....	6
Competition Requirements .....	10
How to Order From 8(a) STARS .....	12
RFP/RFQ Distribution .....	13
Guidance on Order Preparation.....	14
Industry Partner Responsibilities.....	15
Small Business Government Wide Acquisition Contracts Center Responsibilities .....	16

## Appendices

Appendix I - Small Business GWAC Center Resources.....	17
Appendix II - Applicable Documents, Websites and E-mail Addresses.....	18
Appendix III - Glossary.....	19
Appendix IV - Alphabetical Business Category Listing .....	21

*Updates to this publication, when they occur, will be available on the web at [www.gsa.gov/8astars](http://www.gsa.gov/8astars)*

# Who We Are

The General Services Administration (GSA), Federal Supply Service (FSS), Small Business Government Wide Acquisition Contracts Center, hereinafter referred to as the Center, has a diversified portfolio of pre-competed, multiple award contracts with high-quality, small business industry partners. These small business firms specialize in providing innovative, information technology solutions to federal agencies worldwide. The Center awards and administers IT contracts for governmentwide use as an executive agent of the Office of Management and Budget (OMB).

Federal agencies may access these unique contract vehicles either through a delegation of authority granted by the Center or through GSA Federal Technology Service (FTS) Client Support Centers (CSC). GSA FTS provides assisted services in the form of client interface and support, task order issuance, financial and project management.

The Center manages three GWACs.

1) 8(a) FAST GWAC: The **8(a) FAST GWAC** is an 8(a) set-aside multiple award indefinite delivery, indefinite quantity (IDIQ) contract vehicle for SIC Code 7373-Computer Integrated Systems Design. There are 186 contracts, and each has a \$90 Million ceiling. This contract vehicle expires October 31, 2004. For further information regarding the 8(a) FAST contract vehicle, see [www.gsa.gov/8afast](http://www.gsa.gov/8afast).

2) HUBZone GWAC: The second major GWAC is the **HUBZone Information Technology Services Contract Vehicle**. This GWAC has a unique market niche as the contract vehicle is set-aside for companies certified as a HUBZone, or Historically Underutilized Business Zone. The U.S. Small Business Administration (SBA) determines HUBZone status. There are seven functional areas with nine to ten contractors in each functional area, for a total of 68 contracts. The use of the contract allows federal agencies to receive HUBZone credit toward their three percent statutory goal. For further information regarding the **SBA HUBZone Program**, please go to <http://www.sba.gov/hubzone/>. For further information regarding the **HUBZone GWAC**, please go to [www.gsa.gov/hubzone](http://www.gsa.gov/hubzone).

3) 8(a) STARS GWAC: The **8(a) STARS (Streamlined Technology Acquisition Resources for Services) Contract Vehicle** is an 8(a) set-aside multiple award indefinite delivery, indefinite quantity contract vehicle for Information Technology Products and Services. The 8(a) STARS contracts have a unique market niche, as the contract vehicle is set-aside for 8(a) designated industry partners. There are over 400 contracts. The use of this contract vehicle allows federal agencies to receive socio-economic procurement preference credit for their purchases. The 8(a) program refers to the Small Business Administration's 8(a) Business Development Program, named for a section of the Small Business Act. This program was created to help small disadvantaged businesses compete in the federal procurement market. For further information on the **SBA's 8(a) Program**, go to <http://www.sba.gov/8abd/>. For further information, on the **8(a) STARS** contract vehicle, please review this guide and/or [www.gsa.gov/8astars](http://www.gsa.gov/8astars).

# Introduction

## Objectives

This ordering guide is intended to help program officials, GSA ordering offices, agency contracting officers and industry partners use the 8(a) STARS contracts. At initial award, there were over 400 contracts. These contracts are multiple award indefinite delivery, indefinite quantity, and cover eight Functional Areas (FA) designated by the North American Industry Classification System (NAICS) listed below:

- FA 1 NAICS 541511 Custom Computer Programming Services
- FA 2 NAICS 541512 Computer Systems Design Services
- FA 3 NAICS 541513 Computer Facilities Management Services.
- FA 4 NAICS 518210 Data Processing, Hosting and Related Services.
- FA 5 NAICS 541519 Other Computer Related Services
- FA 6 NAICS 516110 Internet Publishing and Broadcasting.
- FA 7 NAICS 519190 All Other Information Services.
- FA 8 NAICS 517110 Wired Telecommunications Carriers.

Additional information and background descriptions for NAICS may be found in this ordering guide and on the web at [www.census.gov/epcd/www/naics.html](http://www.census.gov/epcd/www/naics.html).

## 8(a) STARS Program Requirements

8(a) STARS was authorized under the provisions of Section 8(a) of the Small Business Act (15 U.S.C. 637(a)) and retains the 8(a) sole source authority for services found in Federal Acquisition Regulation (FAR) Part 19.8. The ordering contracting officer may waive and should document the competition waiver for directed (sole-source) orders at or below the \$3 million competition threshold. The GSA Office of Governmentwide Policy has determined that directed orders at or below the competitive threshold placed against the 8(a) STARS contracts meet the qualification for exception to competition outlined in Section 803 of the 2002 National Defense Authorization Act.

These contracts enable federal agencies to fulfill their information technology requirements and at the same time meet or exceed socioeconomic goals through the utilization of businesses that are 8(a) certified.

## Scope

The scope of the 8(a) STARS GWAC contracts includes all technology services and associated products necessary to meet the requesting activity's requirements derived from the applicable NAICS definition. **The NAICS definition governs the resultant scope of any task orders issued under this contract vehicle.** The geographical scope of coverage is worldwide and organizational scopes of coverage are those entities authorized in GSA Order ADM 4800.2E (see Appendix II).

# Functional Area Descriptions

## Functional Area 1

### NAICS 541511 - Custom Computer Programming Services

This U.S. industry comprises establishments primarily engaged in writing, modifying, testing, and supporting software to meet the needs of a particular customer.

Business Categories -- Applications Software Programming Services  
Computer Program or Software Development  
Computer Programming Services  
Computer Software Support Services  
Database Design/Generation  
Legacy Interfaces/Data Migration  
Software Analysis and Design  
Software Programming  
Software Testing  
Web Design

## Functional Area 2

### NAICS 541512 Computer Systems Design Services

This U.S. industry comprises establishments primarily engaged in planning and designing computer systems that integrate computer hardware, software, and communication technologies. The hardware and software components of the system may be provided by this establishment or company as part of **integrated services** or may be provided by third parties or vendors. These establishments often install the system and train and support users of the system.

Business Categories -- Business Process Reengineering (BPR)  
Cabling & Wiring  
Computer-Aided Design (CAD) Services  
Computer-Aided Engineering (CAE) Services  
Computer-Aided Manufacturing (CAM) Services  
Computer Hardware Consulting Services  
Computer Software Consulting Services  
Computer Systems Integration Analysis and Design  
Computer Systems Integration Design Consulting  
Configuration Management  
Enterprise Architecture Development  
Enterprise Resource Planning (ERP)  
IT Capital Planning Management  
LAN/WAN Design  
Network Design & Installation  
Network Systems Integration  
Systems Analysis  
Systems Integration

### **Functional Area 3**

#### **NAICS 541513 Computer Facilities Management Services.**

This U.S. industry comprises establishments primarily engaged in providing on-site management and operation of clients' computer systems and/or data processing facilities. Establishments providing computer systems or data processing facilities support services are included in this industry.

Business Categories --

- Computer Operations/Support
- Computer Systems Facilities Services
- Data Processing Facilities Services
- End User Support
- Equipment Inventory & Maintenance
- Hardware/Software Maintenance
- Help Desk
- IT Facilities Management, Operation, & Support
- IT Facilities Planning
- Network Management

### **Functional Area 4**

#### **NAICS 518210 Data Processing, Hosting and Related Services**

This U.S. industry comprises establishments primarily engaged in providing infrastructure for hosting or data processing services. These establishments may provide specialized hosting activities, such as web hosting, streaming services or application hosting, provide application service provisioning, or may provide general time-share mainframe facilities to clients. Data processing establishments provide complete processing and specialized reports from data supplied by clients or provide automated data processing and data entry services.

Business Categories --

- Application Hosting
- Application Service Providers (ASPs)
- Automated Data Processing
- Computer Input Preparation
- Data Capture Imaging Services
- Data Entry Services
- Data Processing
- Data Warehousing
- Document Imaging
- Electronic Data Processing
- Media Streaming
- Microfiche/Microfilm Services
- Scanning Services
- Storage Area Networks
- Web Hosting

## **Functional Area 5**

### **NAICS 541519 Other Computer Related Services**

This U.S. industry comprises establishments primarily engaged in providing computer related services (except custom programming, systems integration design, and facilities management services). Establishments providing computer disaster recovery services or software installation services are included in this industry.

Business Categories --      Computer Disaster Recovery  
   Contingency Planning  
   Disaster Preparedness/Recovery  
   Documentation  
   Information Assurance and Security  
   Independent Verification & Validation  
   Software Installation  
   Virus Detection/Recovery

## **Functional Area 6**

### **NAICS - 516110 Internet Publishing and Broadcasting**

This U.S. industry comprises establishments engaged in publishing and/or broadcasting content on the Internet exclusively. These establishments do not provide traditional (non-Internet) versions of the content that they publish or broadcast. Establishments in this industry provide textual, audio, and/or video content of general or specific interest on the Internet.

Business Categories --      Broadcasting, exclusively on the Internet  
   Internet Broadcasting  
   Internet Video Broadcast  
   Special Interest Portals  
   Video Broadcasting, exclusively on the Internet  
   Web Broadcasting

## **Functional Area 7**

### **NAICS 519190 All Other Information Services**

This U.S. industry comprises establishments primarily engaged in providing other information services (except news syndicates and libraries and archives).

Business Categories --      Call Centers  
   Distance Learning  
   E-Commerce  
   Telephone-Based Recorded Information Services  
   Video Conferencing

## **Functional Area 8**

### **NAICS 517110 Wired Telecommunications Carriers**

This U.S. industry comprises establishments engaged in (1) operating and maintaining switching and transmission facilities to provide point-to-point communications via landlines, microwave, or a combination of landlines and satellite linkups or (2) furnishing telegraph and other non-vocal communications using their own facilities.

Business Categories -- Facilities-Based Telecommunications Carriers (except wireless)  
Local Telephone Carriers (except wireless)  
Long-Distance Telephone Carriers  
Telecommunications Carriers  
Telecommunications Networks  
Telegram Services  
Telephone Installation Services

# Competition Requirements

The total estimated value of a procurement including options should be considered in developing an acquisition strategy. Tasks shall not be split to avoid threshold limitations. Incremental funding may be used if the total task order is awarded and the dollar amount of the work is more than the client has available at the desired start time. Pricing for the project is totaled and assigned on the task, but the pricing is charged incrementally as it becomes available. The overall scope of work and pricing does not change from the original proposal. Incremental funds are added by modifications, but modifications may not extend the period of performance or increase the total dollar value of the task. The basic task and any modifications must stay within scope.

## Section 803 Application

The 8(a) STARS contract vehicle was awarded under the provisions of Section 8(a) of the Small Business Act (15 U.S.C. 637(a)) and FAR Part 19.8. Based upon the statutory authority for directed 8(a) awards to be placed at or below the \$3 million competition threshold, the contracting officer may waive and can easily document the competition waiver for orders at or below the competition threshold placed against the 8(a) contracts. However, the competition requirements of DFARS 216.505-70 are still applicable for orders above the competition threshold of \$3 million for 8(a) contracts unless the contracting officer waives this requirement on the basis of a written determination that - (1) one of the exceptions described in FAR Part 16.505(b)(2)(i) through (iv) applies to the order; or (2) a statute expressly authorizes or requires that the purchase be made from a specified source. The GSA Office of Governmentwide Policy has determined that directed orders at or below the competitive threshold placed against the 8(a) STARS contracts meet the qualification for exception to competition outlined in Section 803 of the 2002 National Defense Authorization Act.

### Tasks under the Competitive Threshold of \$3 Million

In accordance with FAR 19.804-2(a)(10)(1), Sole Source Ordering is available up to the competitive threshold of \$3 million based on the contractor's self-marketing efforts or past performance. Contracts were pre-competed in accordance with FAR 19 resulting in multiple awards. The Ordering Contracting Officer shall make a determination of price reasonableness for each order. Based upon the statutory authority for directed 8(a) awards to be placed at or below the \$3 million competition threshold, the ordering contracting officer may waive and can easily document the competition waiver for orders at or below the competition threshold placed against the 8(a) contracts.

### Tasks greater than \$3 million competitive threshold

Fair opportunity to compete shall be provided to all contract holders in the applicable Functional Area on all orders exceeding the competitive threshold, unless one or more of the four statutory Fair Opportunity exceptions found in FAR 16.505 applies. Exceptions shall be documented in accordance with FAR 16.5. These are the **only** exceptions.

- The agency need for the supplies or services are so urgent that providing a fair opportunity would result in unacceptable delays;
- Only one awardee is capable of providing the supplies or services required at the level of quality required because the supplies or services ordered are unique or highly specialized;

- The order must be issued on a sole-source basis in the interest of economy and efficiency as a logical follow-on to an order already issued under the contract, provided that all awardees were given a fair opportunity to be considered for the original order; or
- It is necessary to place an order to satisfy a minimum guarantee.

For orders greater than the threshold of \$3 million, competitive award criteria will be established in the RFQ/RFP (price will always be a factor). Past performance was a part of the criteria for award for these contracts, however contracting officers are encouraged to use it as part of the criteria for evaluation as well. References and past performance information for specific vendors can be requested from the contract holder. Either best value/tradeoff or low price-technically acceptable evaluations are authorized at the RFQ/RFP level, with a preference for the former. The government may require oral presentations at the order level. The government may evaluate quotations without discussions; therefore, each initial quote should contain the best terms.

A down-select approach is acceptable when all contract holders in the applicable functional area are notified of a requirement to determine their interest in competing on a particular task. The RFQ/RFP is then sent to those contract holders who responded with a statement of interest. The Center is available to assist on any 8(a) STARS procurement.

### **Subcontracting**

Since this contract vehicle is set-aside, all subcontracting shall be shown on initial quotes. In accordance with the Code of Federal Regulations (CFR), 13 CFR 125.6 a small business concern contracting for services has agreed that, the concern will perform at least 50 percent of the cost of the contract incurred for personnel with its own employees. The location of the full text of this CFR can be found at <http://www.sba.gov/library/cfrs/13cfr125.html>. This is also stated in the contract in FAR Clause 52.219-14, Limitation on Subcontracting. All contract holders are responsible for managing the balance of workload being performed under their contracts.

# How to Order from the 8(a) STARS

There are two ways to order from the 8(a) STARS GWAC: Direct Order or through GSA FTS.

## **DIRECT ORDER-Delegations of Authority**

Federal agencies that wish to conduct their own procurements may use the 8(a) STARS GWAC through a delegation of authority. Delegations of authority are easy to request. Only two pieces of information are needed to get started:

1. a request via e-mail from an e-mail account having a “.gov” or “.mil” suffix listing the name(s) of the party(ies) for whom authority is being requested; and
2. a copy of the warrant for each contracting officer for whom authority is being requested. The warrant(s) may accompany the e-mail as a scanned attachment, or may be faxed separately

The Small Business GWAC Center will then validate the information received and issue a Memorandum of Agreement, which includes the delegation of authority. Training will be provided to all personnel involved in the acquisition and a written delegation of authority to the covered contracting official will be issued. The contracting officer's concurrence on the delegation is required. For information on delegations of authority or to request a delegation, please e-mail [8a@gsa.gov](mailto:8a@gsa.gov) or call toll free (877) 327-8732.

## **GSA FTS-3 Steps**

Doing business with GSA, Federal Technology Service (FTS) requires just three documents:

1. A signed interagency Memorandum of Understanding (MOU) or Service Agreement
2. Statement of Work (SOW) – used for technology or telecommunications services projects including the Functional Area under which it falls
3. Funding document which includes the FTS fee for services

Client/customer approval for the items described in SOW based on the price and availability proposed by an industry partner is required.

GSA FTS Client Support Centers:

- Provide direct client interface and support
- Issue and manage delivery and task orders against contracts
- Procure on behalf of federal customers

Information about GSA FTS is available on the web at [www.gsa.gov/fts](http://www.gsa.gov/fts) or by calling (703) 306-6000.

# RFP/RFQ Distribution

The Government may disseminate RFQ/RFPs via the GSA FTS IT Solutions Shop (ITSS) online ordering system at <http://it-solutions.gsa.gov> soon to be replaced with an upgraded system known as GSA Preferred. ITSS utilizes contractor distribution lists known as contract families. The contract family in ITSS is 8aSTARS.

Facsimile, e-mail, other electronic means or commercial mail carrier are acceptable for issuing RFQs/RFP's. The use of any one of the preceding ways to broadcast an RFQ/RFP notice to all contract holders in the applicable functional area satisfies the fair opportunity notification requirement.

Please be reminded that **all** contract holders within the respective functional area must be sent the RFQ/RFP when the total dollar value of the task order exceeds the \$3 million competitive threshold. Partial selection is strictly prohibited and is in violation of fair opportunity provisions found in FAR Part 16.

# Guidance on Order Preparation

The ordering official responsible for the RFQ/RFP will provide a description of the requirement, which will include some or all of the following:

- A statement of work
- A desired completion date along with milestones and/or delivery schedule, period of performance
- The authorized order types available under this contract (i.e., any in the Fixed Price family, Time & Materials, Labor Hour)
- Any change from the standard response deadline
- Evaluation factors
- Any special instructions, conditions, notices, performance measures/metrics, etc.
- The applicable Section 508 accessibility standards from 36 CFR 1194

Orders shall contain, to the maximum extent practicable, performance based statements of work with meaningful performance measures/metrics. There is a useful Best Practices Guide issued by the Office of Federal Procurement Policy available on the web at <http://www.acqnet.gov/Library/OFPP/BestPractices/>. Funding for each Order shall be at the Order level, not at the contract level.

Services and supplies will be ordered by:

- Issuance of Written Orders on GSA Form 300, Standard Form 1449 or DD Form 1155 using ITSS or other authorized agency form distributed by mail, fax or e-mail attachment. Oral Orders are not authorized.
- One copy of delegated orders including SOW shall be sent to the address listed below:

GSA, FSS, SB GWAC Center (6FG)  
Attn: Chris Carver  
1500 E. Bannister Road, Room 1118B  
Kansas City MO 64131

At completion of performance, Federal Acquisition Regulations requires the client agency to complete a past performance questionnaire. An on-line form is available from the 8(a) STARS website at [www.gsa.gov/8astars](http://www.gsa.gov/8astars).

All options shall be priced and evaluated at the time of initial receipt of offers. Quotes shall contain a line item breakdown. For any disparity of terms and conditions between an order and the actual contract, the terms and conditions of the contract shall prevail. Quotes shall remain valid for a period of not less than 60 calendar days if the minimum acceptance period is not stated in the RFQ/RFP. Although ceiling line item pricing has already been determined fair and reasonable based upon adequate price competition, government contracting officers are required to ensure that order pricing is fair and reasonable for their specific requirements. Hardware, software, and other IT items which fall within the scope of the contract may also be procured at the order level provided that they are within the scope of the selected Functional Area/NAICS code description. Other Direct Costs (ODCs) are those costs incurred by the contractor (when authorized by an order) to obtain supplies or services including hardware, software, training, subcontractor costs, etc. All ODCs must be itemized to the maximum extent possible on individual orders. Administrative Contracting Officers shall determine price reasonableness for all ODCs proposed under the order. Please refer to Sections B and C of the master contract for additional guidance on ODCs.

# Industry Partner Responsibilities

All unit prices for line items quoted (for pre-priced labor categories) shall be fully burdened (inclusive of the entire - regular hourly rate, fringe benefits, product price, any other indirect charges, profit, and the 0.75 percent Contract Access Fee (CAF)). When formulating each unit price, the CAF shall be applied last. **All** options shall be priced at the time of initial quote.

FOB Destination shipping is expected unless otherwise permitted by the RFQ/RFP.

Section 508 compliance assurances shall be included in all applicable quotes.

Industry Partners are encouraged, but are not required, to quote on all requirements sent to them. Failure to quote on any RFQ/RFP in no way jeopardizes a firm's ability to respond to future RFQ/RFPs.

No work will be performed, no debt or obligation accrued and no payment will be made except as authorized by a bona-fide written Order signed by a duly warranted contracting officer having FTS Order authority or delegated authority for this program.

All Industry Partners are required to register in the FTS on-line ordering system known as IT Solutions Shop, or ITSS (<http://it-solutions.gsa.gov>), soon to be replaced with an upgraded system known as GSA Preferred. Industry Partners will need to maintain complete up-to-date registrations and diligently monitor their accounts in ITSS.

All Industry Partners are required to register in the Central Contractor Registration (CCR) located on the Business Partner Network website at ([www.bpn.gov](http://www.bpn.gov)). Industry Partners will need to maintain complete up-to-date registrations and diligently monitor their accounts in CCR. Registrations require annual renewal.

Industry Partners are required to use 8(a) STARS in all promotional or marketing items that relate to the contract.

## **Performance Requirements (see contract for complete listing)**

- The Contractor shall be bound by the terms and conditions in the contract and in Orders.
- Maximum Order amount not to exceed is \$15 billion for the program, and decreases by value of orders issued
- Contractors are required to pay 0.75 percent Contract Access Fee in accordance with Clause G.6.1, Contract Access Fee Remittance and submit a Cost Recovery Report in accordance with G.7.1, Contractor Sales Reporting. (See contract for detailed instructions. The GWAC Sales Reporting tool is currently under construction and is expected to be available July 1, 2004. Please check the Vendor Support Center Website for updates at [www.gsa.gov/vendorsupportcenter](http://www.gsa.gov/vendorsupportcenter))
- Contractors are required to register in the Central Contractor Registration in accordance with Clause 52.204-7, Central Contractor Registration
- Contractors are required to recertify their small business status prior to exercise of options
- Contractors are required to keep their contract in compliance with the Subcontracting Clauses included in the contract

# Small Business Government Wide Acquisition Contracts Center Responsibilities

GSA is designated by OMB to issue the GWACs under our purview, and with that designation rests oversight responsibility such as: review of task orders for scope as well as proper procurement practices. This year's re-designation was granted with the understanding that GSA will provide sound financial and procurement management for each of the GWACs: Annually, GSA reports the following to the OMB: number of tasks that are fair opportunity, number of tasks that include performance-based statements of work, task order types, level of competition, exceptions to the fair opportunity process, award values, and socio-economic breakdown.

The 8(a) STARS procuring contracting officers are the only individuals authorized to modify 8(a) STARS contract terms and conditions. Delegations of authority may be obtained only from a Small Business GWAC Center contracting officer.

Only warranted Contracting Officers that have been delegated authority to issue orders against the 8(a) STARS contract may issue orders directly with contract holders. Only a warranted contracting officer having Order authority may make any required change to a previously issued Order and the change must be in writing. For further information, contact Center personnel at [8a@gsa.gov](mailto:8a@gsa.gov) or call toll free at (877) 327-8732.

# *Appendix I*

## *Small Business Government Wide Acquisition Contracts Center*

### **U.S. General Services Administration**

Federal Supply Service

Small Business Governmentwide

Acquisition Contracts Center

Room 1118B/6FG

1500 East Bannister Road

Kansas City, MO 64131

**Toll free: (877) 327-8732**

**Fax: (816) 823-1608**

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

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

# *Appendix II*

## *Applicable Documents, Websites and E-mail Addresses:*

### **Small Business Government-Wide Acquisition Contracts Center,**

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

E-mail: 8a@gsa.gov

### **How to Contact the GSA Federal Technology Service Office Nearest You**

[www.gsa.gov/fts](http://www.gsa.gov/fts) or call (703) 306-6000

### **Information Technology Solutions Shop On-line Ordering**

<http://it-solutions.gsa.gov/>

### **GSA Order ADM 4800.2E-**

<http://apps.fss.gsa.gov/schedules/gsaOrder> This Order provides definitions and listings of agencies and other activities authorized to use GSA sources of supply and services. It also provides definitive guidelines concerning eligibility requirements.

### **GSAM-General Services Administration Acquisition Manual**

[www.acqnet.gov/GSAM/gsam.html](http://www.acqnet.gov/GSAM/gsam.html)

### **Federal Acquisition Regulations,**

[www.acqnet.gov/far/](http://www.acqnet.gov/far/)

### **Labor Category Descriptions,**

[www.gsa.gov/8astars](http://www.gsa.gov/8astars) , under 8(a) STARS Document Library, Section J of the contract

### **Section 508 Accessibility Standards**

[www.access-board.gov](http://www.access-board.gov)

### **Section 803 Competition Requirements for Purchases of Services Under Multiple Award Contracts**

[www.acq.osd.mil/dp](http://www.acq.osd.mil/dp)

### **Small Business Administration, 8(a) Program**

<http://www.sba.gov/8abd/>

### **Performance Based Services Acquisition Office of Federal Procurement Policy**

<http://www.arnet.gov/Library/OFPP/BestPractices/>

### **Vendor Support Center (VSC)**

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

# Appendix III

## Glossary

<b>ACT</b>	Accounting Control Transaction
<b>CAF</b>	Contract Access Fee
<b>Center</b>	The GSA, FSS, Small Business GWAC Center
<b>Down select</b>	Approach to procurement where all contract holders are sent an e-mail asking their interest in a particular task using a brief description. All those interested are sent the complete RFQ for the task.
<b>CO</b>	Contracting Officer
<b>COR</b>	Contracting Officer's Representative
<b>CSC</b>	Client Support Center. FTS Client Support Centers are located throughout the United States, which are separated into Geographic Regions; see <a href="http://www.gsa.gov">http://www.gsa.gov</a> .
<b>Executive Agent</b>	Designation by Office of Management and Budget
<b>FA</b>	Functional Area
<b>Fair Opportunity</b>	Fair Opportunity to compete will normally be provided to all Contract holders in the applicable Functional Area pool on RFQ/RFP/Orders exceeding the competitive threshold.
<b>FAR</b>	Federal Acquisition Regulations.
<b>FSS</b>	Federal Supply Service
<b>FTR</b>	Federal Travel Regulations
<b>FTS</b>	Federal Technology Service
<b>GSA</b>	General Services Administration
<b>GSAM</b>	General Service Administration Acquisition Manual (GSAM)
<b>GWAC</b>	Government Wide Acquisition Contract
<b>IDIQ</b>	Indefinite Delivery Indefinite Quantity (see also FAR Part 16)
<b>IT</b>	Information Technology
<b>ITSS</b>	Information Technology Solutions Shop, <a href="http://it-solutions.gsa.gov/">http://it-solutions.gsa.gov/</a>
<b>JTR</b>	Joint Travel Regulations, <a href="http://www.gsa.gov">www.gsa.gov</a> , search for Joint Travel Regulations

<b>Limitation On Subcontracting</b>	See FAR 52.219-14, Limitation on Subcontracting; “at least 50% of the cost of contract performance incurred for personnel shall be expended for employees of the concern.” See <a href="http://www.arnet.gov/far/">http://www.arnet.gov/far/</a> .
<b>NAICS</b>	North American Industrial Classification System
<b>ODC</b>	Other Direct Cost-Those costs incurred by the contractor (when authorized by an order) to obtain supplies or services, including hardware, software, training, subcontractor costs, etc. All ODCs must be itemized to the maximum extent possible in individual orders. ACOs shall determine price reasonableness for all ODCs proposed under the order.
<b>OMB</b>	Office of Management and Budget
<b>RFQ/RFP</b>	Request for Quote, Request for Proposal
<b>Task Order/ Delivery Order</b>	The Government acquires IT services/equipment under this Contract by means of Orders with specifically defined scopes/requirements, deliverables and schedules. Industry Partners shall only perform work under this Contract as directed in bona-fide written Orders issued by duly authorized and warranted COs. Order types available are any in the Fixed Price family, Time and Materials (T&M), or Labor Hour.
<b>Vendor Support Center</b>	The Vendor Support Center (VSC) maintains a staff ready to assist vendors in the preparation and submission and reporting of sales data. The VSC also maintains a website that contains a wealth of information for contract holders. <a href="http://www.gsa.gov/vendorsupportcenter">http://www.gsa.gov/vendorsupportcenter</a>

## *Appendix III-Glossary*

# Appendix IV

## Alphabetical Business Category Listing

All Other Information Services	FA7
Application Hosting	FA4
Application Service Providers (ASPs)	FA4
Applications Software Programming Services	FA1
Automated Data Processing	FA4
Broadcasting exclusively on the Internet	FA6
Business Process Reengineering (BPR)	FA2
Cabling & Wiring	FA2
Call Centers	FA7
Computer-Aided Design (CAD) Services	FA2
Computer-Aided Engineering (CAE) Services	FA2
Computer-Aided Manufacturing (CAM) Services	FA2
Computer Disaster Recovery	FA5
Computer Hardware Consulting Services	FA2
Computer Input Preparation	FA4
Computer Operations/Support	FA3
Computer Program or Software Development	FA1
Computer Programming Services	FA1
Computer Software Consulting Services	FA2
Computer Software Support Services	FA1
Computer Systems Design Services	FA2
Computer Systems Facilities Services	FA3
Computer Systems Integration Analysis and Design	FA2
Computer Systems Integration Design Consulting	FA2
Configuration Management	FA2
Contingency Planning	FA5
Custom Computer Programming Services	FA1
Data Capture Imaging Services	FA4
Data Entry Services	FA4
Data Processing	FA4
Data Warehousing	FA4
Database Design/Generation	FA1
Data Processing Facilities Services	FA3
Disaster Preparedness/Recovery	FA5
Distance Learning	FA7
Document Imaging	FA4
Documentation	FA5
E-Commerce	FA7
Electronic Data Processing	FA4
End User Support	FA3
Enterprise Architecture Development	FA2
Enterprise Resource Planning (ERP)	FA2
Equipment Inventory & Maintenance	FA3
Facilities-Based Telecommunications Carriers (except wireless) Local	FA8
Hardware/Software Maintenance	FA3
Help Desk	FA3
Information Assurance and Security	FA5
Independent Verification & Validation	FA5

Internet Broadcasting	FA6
Internet Video Broadcast	FA6
IT Capital Planning Management	FA2
IT Facilities Management, Operation, & Support	FA3
IT Facilities Planning	FA3
LAN/WAN Design	FA2
Legacy Interfaces/Data Migration	FA1
Long-Distance Telephone Carriers	FA8
Media Streaming	FA4
Microfiche/Microfilm Services	FA4
Network Design & Installation	FA2
Network Management	FA3
Network Systems Integration	FA2
Other Computer Related Services	FA5
Scanning Services	FA4
Software Analysis and Design	FA1
Software Installation	FA5
Software Programming	FA1
Software Testing	FA1
Special Interest Portals	FA6
Storage Area Networks	FA4
Systems Analysis	FA2
Systems Integration	FA2
Telecommunications Carriers	FA8
Telecommunications Networks	FA8
Telegram Services	FA8
Telephone Carriers (except wireless)	FA8
Telephone Installation Services	FA8
Telephone-Based Recorded Information Services	FA7
Video Broadcasting, exclusively on the Internet	FA6
Video Conferencing	FA7
Virus Detection/Recovery	FA5
Web Broadcasting	FA6
Web Design	FA1
Web Hosting	FA4
Wired Telecommunications Carriers	FA8

## *Appendix IV-Alphabetical Business Category Listing*