



# Commercial Platforms Program

April 2023

# Program Overview

# The Commercial Platforms Opportunity

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## Value Proposition:

Federal spend through commercial e-commerce portals is increasing at a rapid pace. Agencies are looking to leverage commercial capabilities to better manage this spend, promote small business and mandatory source purchasing, reduce supply chain risk, and improve internal controls. The Commercial Platforms program will enable agencies to gain these critical insights through partnerships with multiple e-marketplace platforms who offer business-to-business (B2B) capabilities.

## Program Outcomes



### Modernize

Modernize the commercial product buying experience



### Streamline

Streamline commercial product purchasing to allow agencies time to focus on mission oriented acquisition



### Analyze

Increase visibility and analysis of online spend to allow for better buying decisions

# Program Approach / Benefits

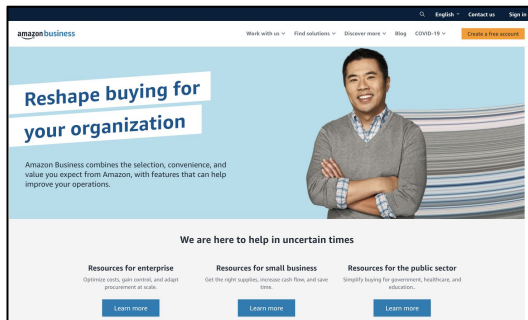
GSA implemented this Governmentwide program in August 2020 as a managed channel for online purchases of routine items, through competitively-awarded contracts with multiple commercial platforms. This channel offers agencies a modern buying experience, the tools and data to better manage this growing pool of spend, and the ability for GSA to help inform future platform features.

## Awarded E-Marketplace Platforms



- Whole-of-government approach with **standardized terms and conditions, cost savings, and business-to-business features** that help to advance agency and Administration priorities.
- **Broad product access** to fill agency requirements at the speed of need, especially beneficial in remote areas or in support of emergency response, while offering a familiar, **consumer-like buying experience**.
- **Critical insights into online spend, with additional management controls** to mitigate risks.
- **Pro-active and ongoing review of supply chain capabilities**, to include counterfeit prevention and best practices from partners like DHS.
- Access to **highly competitive supplier pool**, including small businesses and mandatory sources.
- **Dedicated program team** proactively managing all aspects of the agency's engagement.

# Access to multiple e-marketplace platforms...

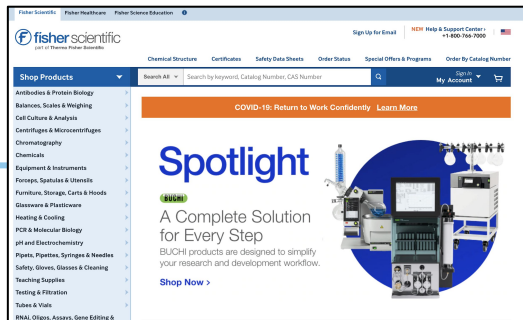


**amazon business**

## Amazon Business

combines the selection, convenience, and value you expect from Amazon, with features that can help improve your operations and modernize legacy processes.

[www.amazonbusiness.com](http://www.amazonbusiness.com)

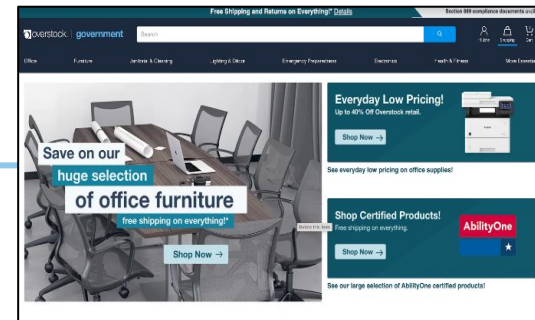


**fisher scientific**  
part of Thermo Fisher Scientific

## Fisher Scientific

The Fisher Scientific Channel offers multiple categories including laboratory equipment and instruments, lab consumables and chemicals, safety, PPE and maintenance.

[www.fishersci.com](http://www.fishersci.com)



**overstock. | government**

## Overstock Government

is an online retailer that offers a great value on a broad range of quality products in office management, furniture, facilities, construction, industrial equipment, and electronics.

[www.overstockgovernment.com](http://www.overstockgovernment.com)

For more information and to access the platforms visit:

[gsa.gov/commercialplatforms](https://gsa.gov/commercialplatforms)

# A Streamlined Ordering Process

*As a reminder, buyers must follow existing purchase card policies\* and agency specific policies (to include the mandatory sources of supply) before purchasing through this program.*

## 1. Easy Access to Mandatory Sources and Small Business Suppliers



## 2. Supply Chain Risk Management Implementation

- **Restricting sales** to any excluded vendor listed on SAM.gov
- **Incorporation of Section 889, Part A and B**, in the platform contracts, for the platform providers themselves as offerors
- **Leveraging existing commercial practices to combat counterfeiting** and better manage supply chain risk through proactive tools and processes
- **Ongoing monitoring of post-purchase spend data** to identify suspect purchases and ensuring proper education of buyers (and platforms) to prevent in the future

# A Streamlined Ordering Process (Cont.)

## 3. Enhanced Market Research Capabilities

- Access to a **wide range of product categories** and detailed product information
- **Easy to use product filters** highlighting environmental attributes, small business, mandatory sources, and more
- **Competitive pricing** across thousands of suppliers
- **Product reviews** from consumer buyers

*(NOTE: Please do not post product ratings/vendor reviews, however, you are welcome to consider the existing reviews during market research)*



# A Streamlined Ordering Process (Cont.)

## 4. Simplified Order Placement and Closeout

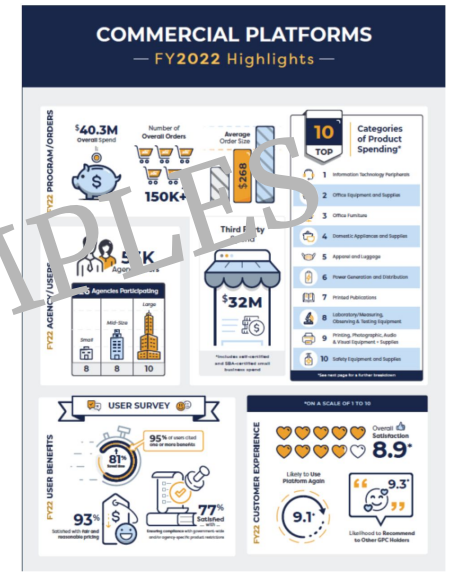
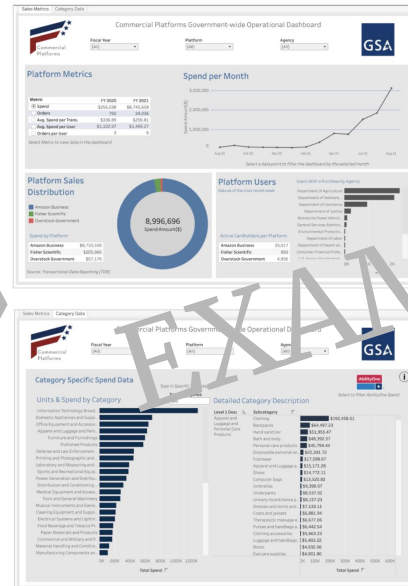
- Automatic Tax Exemption
- Speedy Delivery
- Simplified Order Tracking
- Easy Reconciliation
- Dedicated Customer Service



# Agency Access to Spend Data

Agencies stakeholders will be able to access their spend data in a variety of ways:

1. [Real-time] Each platform offers up-to-the-minute order status, tracking and delivery information, invoicing, and reconciliation reports. **AUDIENCE: Cardholders and Approving Officials**
2. [Monthly] GSA ingests standardized spend data from each participating platform and maintains an “Operational Dashboard” for agencies. CX survey data is also available, offering key insights into an agency’s engagement with the program. **AUDIENCE: Program Managers and Procurement Execs**

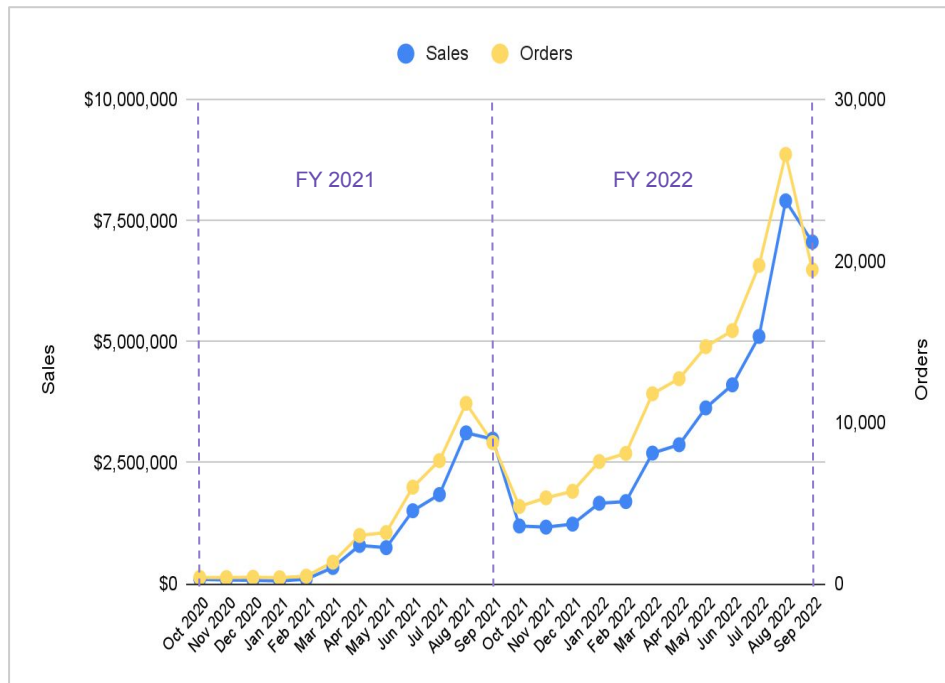


# **FY22 Program Stats**

# Key Program Stats (through FY22)

## Spending trends and metrics

- Total spend since launch (FY21-FY22): \$52mil (\$40M, FY22 and \$12M, FY21)
- Total orders: ~195,000 (~155K, FY22 and 40K, FY21)



## Category Spend

Category	Top Items within category	% of FY21 Spend	% of FY22 Spend
Personal Protective Equipment / COVID Response*	Masks, hand sanitizer, air filters, COVID test kits, cleaning/disinfecting	27%	19%
IT Peripherals	Monitors, headsets, webcams, power cables (work from home accessories)	23%	22%
Office Supplies	Toner, cartridges, copy paper, notepads	10%	8%
Tools and Automotive	Batteries, hand tools, power tools	9%	8%
Appliances	Air filters, air purifiers	6%	6%
Furniture	Desk chairs, task chairs, standing desks	6%	7%
Recreation Equipment	Tents, sleeping bags, cots	4%	3%
Published Products	Books (Morale/Team Building)	5%	3%

# Customer Experience Quick Stats

## Top-Level CX Stats:

- ❖ Customer Satisfaction: 8.9 /10
- ❖ Likelihood to recommend: 9.3 / 10

*“Great experience. Saves time, easy to use, taxes already taken off...”*

## Key Benefits:

- ❖ Time savings (*as a benefit*): 81%  
(Now measuring across all 3 journey stages of Market Research, Purchase, or Post Purchase)
- ❖ Competitive prices (*satisfaction*): 93%
- ❖ Total Order Visibility (*satisfaction*): 87%

*“[The platform] has been a time saving tool”*

*“Easy, convenient shopping experience. Prices very comparative”*

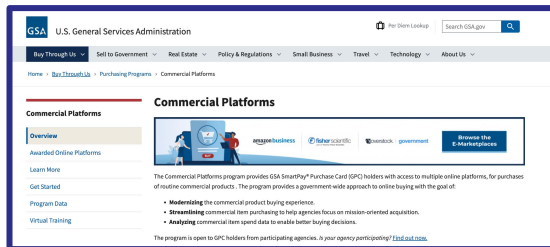
**Impact of program benefits:** Time savings, increased job satisfaction and enabling mission accomplishment all were rated above 8.5 on a 10 point scale for benefit significance

*Stats are current as of September 2022 survey*

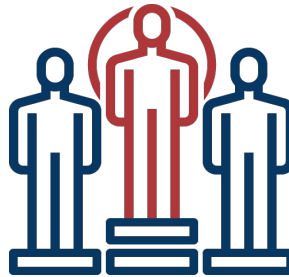
## Learn More



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

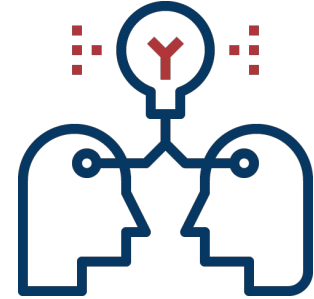


## Connect with Us



- Join [monthly platform training sessions](#)
- Read our bi-monthly newsletter
- Follow us on Interact (via [buy.gsa.gov](http://buy.gsa.gov)) for the latest acquisition updates
- Email: [section846@gsa.gov](mailto:section846@gsa.gov)

## Partner and Grow



- Sign a Roles and Responsibilities document
- Build adoption within your agency
- Schedule individual platform demos to learn more about implementation
- Gain better visibility into online spend