



Federal Acquisition Service
Office of Professional Services & Human Capital Categories

Symphony

Task Order Management for OASIS Customers

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OASIS Program Manager



Chelsey Hayes

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Ms. Hayes serves as the OASIS PM managing strategic program initiatives & provides support to the PSHC portfolio and to OASIS Industry Partners.

She brings to her role more than 10 years of progressive contracting experience from both the Army's Defense Logistics Agency & GSA, as the former Contracting Officer for OASIS U.

Symphony Program Manager



Bill Niess

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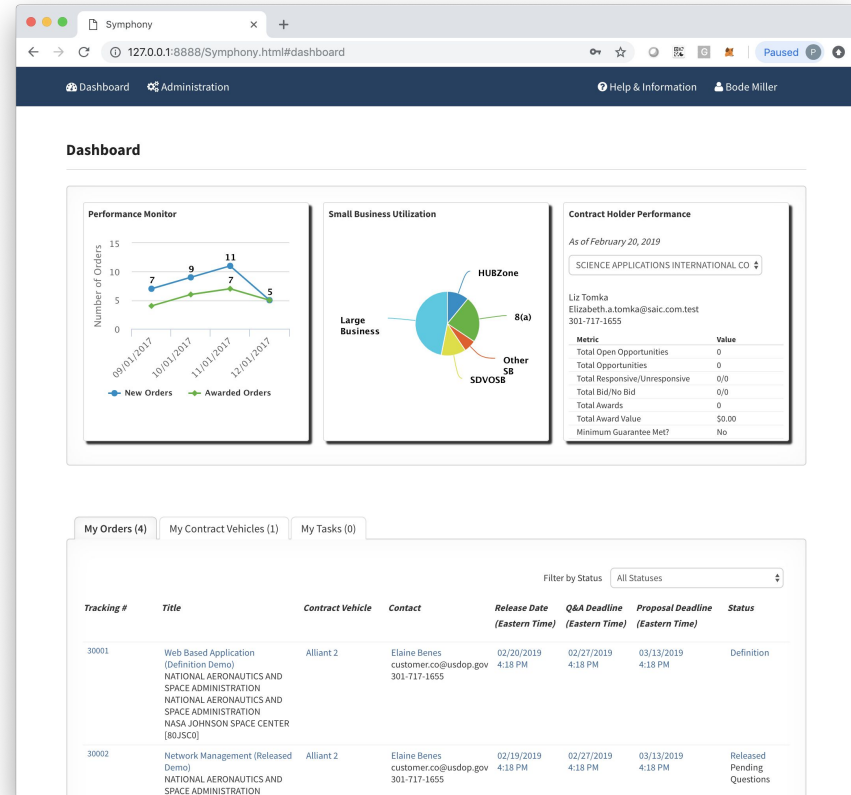
Mr. Niess is the new Symphony PM. He joined GSA in November 2020.

His perspectives on Federal acquisition have been shaped by 30+ years of service in the private sector and government. Prior stops on his Federal career path included FEMA, EPA, TSA, and ICE, where he served as a Contract Specialist, COR, and Acquisition Program Manager.

What is Symphony?



- Symphony is a **web-based**, COTS contract management and automation tool for use within the Federal Government
- Symphony resides on the **FedRAMP-certified AWS cloud**; it received ATO authorization in August 2018 on cloud.gov
- Symphony helps manage **FAR 16.505** acquisitions from the master contract level to the task order level
- Symphony was developed by **Apex Logic**, a HUBZone, woman-owned small business.



Why Symphony for OASIS Task Order Management?



At the core of Symphony is a configurable, collaborative workflow where OASIS stakeholders work together to fulfill Government requirements.

- Provides an **easy-to-use interface** that reduces the amount of time between task order solicitation and award.
- Gives OASIS stakeholders access to a **centralized portal** of real-time OASIS task order management data
- Provides **automated release** of RFIs, solicitations, and Q&A documents to OASIS contract holders
- Provides transparency and mitigates risks associated with **Fair Opportunity** in comparison to the OASIS Google group email list.

Symphony's Benefits for Customer Agencies

1. Automatically release **RFIs and Solicitations** to contract holders upon CO approval.
2. Create **Amendments** in the system to extend solicitation deadlines, etc.
3. Set date/time deadlines for receipt of **questions**; review/respond to questions within the system.
4. View vendor **"no bid" responses** in the system to proactively manage task order competition.
5. Receive Offeror **proposals** and RFI responses within the system (*max of 20MB per file*).
6. Announce **award decisions** and provide automated notification to successful and unsuccessful Offerors.



Comparison of OASIS Task Order Management Methods



Highlights

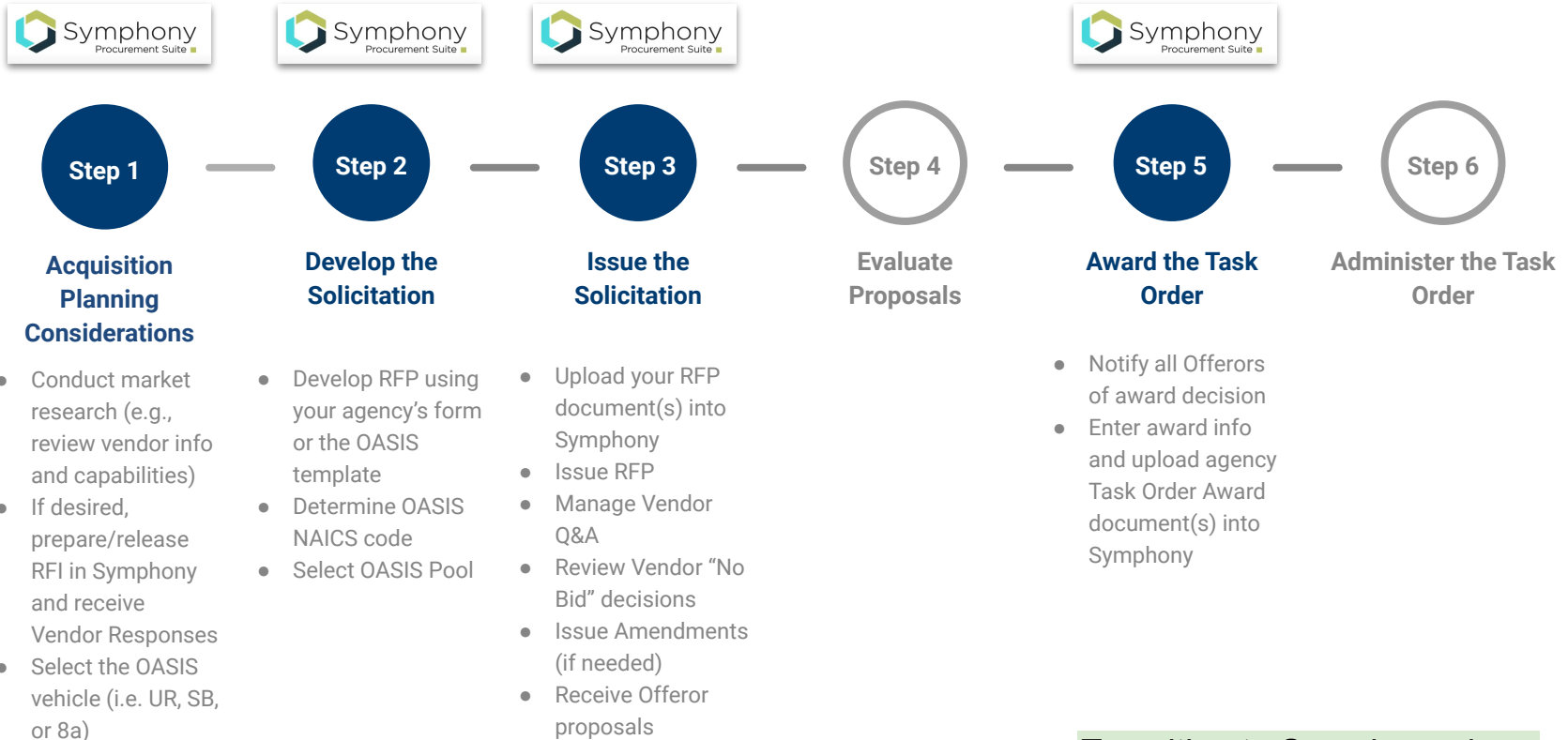


| Highlights | Google Group emails | GSA eBuy | GSA ASSIST | Symphony Procurement Suite |
|--|---------------------|----------|------------|----------------------------|
| 1. Ensures Fair Opportunity [FAR 16.505(b)(1)] | ✓ | ✓ | ✓ | ✓ |
| 2. Automated notification of release of RFIs, Solicitations, and Amendments to all Pool vendors | | ✓ | ✓ | ✓ |
| 3. Automated notification of Award decisions as controlled by the OCO | | ✓ | ✓ | ✓ |
| 4. Collaborative and streamlined workflow interface to track RFIs and RFPs to fulfill requirements | | | | ✓ |
| 5. Real-time, consolidated report of vendor responses (including "no bid" responses) | | | | ✓ |
| 6. Real-time dashboard of all agency OASIS task order procurements (and their documents) | | | | ✓ |

NOTE: Use of Symphony is **optional**. Other methods (above) for posting task order solicitations will remain available to customer agencies.

Symphony in the OASIS Ordering Process

(Customer Perspective)



Transition to Symphony demo

Symphony Training Resources

Registration and Getting Started Links

- **Video:** How to Complete Government Registration
https://www.youtube.com/watch?v=0KQw_DafW10
- **Video:** How to Set up Multi-Factor Authentication
<https://www.youtube.com/watch?v=iXkOGRIAxjY>
- **Video:** How the Orders Dashboard Works
<https://www.youtube.com/watch?v=y5nnubaQs3Q>
- **Video:** Getting Started: Performer Overview for OASIS Customers
<https://www.youtube.com/watch?v=GNyb1WpX6QQ>
- To register in Symphony for OASIS: <https://oasis.app.cloud.gov/>
- Getting Started Symphony FAQs:
<https://gettingstarted.apexlogic.com/support/solutions/articles/35000162092-getting-started-faq>



Symphony User Feedback & Support

- To submit feedback related to the use of Symphony: symphony.oasis@gsa.gov
- To submit a Symphony support ticket: <https://gettingstarted.apexlogic.com/support/tickets/new>
- The OASIS Ordering Guide has been updated to include references to Symphony: <https://www.gsa.gov/buying-selling/products-services/professional-services/buy-services/oasis-and-oasis-small-business/buyers-guidance-and-resources>

Lots of helpful Buyers Guidance and Resources at this GSA website

One Acquisition Solution for Integrated Services (OASIS) Ordering Guide

OASISSM

Guide Navigation
Navigate this guide by utilizing keyword search function (control + F)
If you have additional Questions email oasis@gsa.gov

This Ordering Guide (**Updated March 17th, 2022**) sets forth the procedures for issuing task orders against the OASIS family of contracts to fulfill agency mission requirements for complex, integrated professional services.

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Questions & Answers (from the training/demo)

- **Additional Training Events – Will there be additional live training sessions for Symphony?** *This training event was recorded and will be posted to the GSA website for viewing at any time. Additional live training events have not been scheduled.*
- **Reference Material – Where can I find the OASIS-Symphony training recording, slides, and other reference materials?** *Look for the “Symphony Procurement Suite” link at this GSA website:
<https://www.gsa.gov/buying-selling/products-services/professional-services/buy-services/oasis-and-oasis-small-business/buyers-guidance-and-resources>*
- **Registration – How is the initial Symphony password obtained to begin the registration process?** *Use the register option at <https://oasis.app.cloud.gov/> to create your Symphony account and password before trying to sign in.*
- **Symphony Cost – Is there a cost to use this service?** *No, it’s free to OASIS customer agencies and OASIS vendors.*
- **Security – What is the security for vendor proposals uploaded into Symphony?** *Symphony is hosted on cloud.gov with a FISMA Moderate 3 year ATO. All data is encrypted in transit and rest. More info on GSA’s IT Policy can be found here: <https://www.gsa.gov/policy-regulations/policy/information-technology-policy>*
- **Vendor Proposals – Can anyone add themselves as a task order POC and then view Offeror proposals?** *Only registered users (e.g., the OCO and CS) can be a POC on task orders in Symphony. The OCO then controls who can view task orders and their associated documents. Similarly, OASIS vendors (Offerors) can only view their own proposals in Symphony. Vendors can upload/edit their proposals until the solicitation closing date/time.*
- **OASIS Ordering Procedures – Is Symphony mandatory for all OASIS task orders?** *No, it is not mandatory. Current ordering methods (profiled on slide #7) are still available to OASIS customer agencies. However, GSA believes this presentation and demo shows Symphony offers customer agencies a value-added tool for OASIS task order management.*