



HCaTS Systems Tools and Registration Guide

Welcome to the HCaTS program, and congratulations on your award! We know that it can be overwhelming at the beginning of a new master contract. We created this guide to the various registrations and tools required to manage your contract to help your company be in compliance with the HCaTS program requirements.

GSA uses a variety of systems to ensure HCaTS contractors receive updates about the contract and upcoming events, as well as stay informed of potential task orders/business opportunities. This guide outlines best practices for ensuring your corporate and contact information is entered correctly and updated.

There are **three primary goals** for maintaining accurate data in these systems:

- Maintaining corporate contacts for program management,
- Required reporting and remittance, and
- Receipt of solicitations.

Contacts and corporate information must be maintained with the HCaTS Contracting Officer (CO), Contractor Payment Reporting Module (CPRM)/[ASSIST](#), and [SAM](#).

Reports must be filed at required intervals in CPRM (task orders, invoices, and payments), and the Electronic Subcontractor Reporting System ([eSRS](#)) (subcontracting reports for HCaTS Unrestricted contract holders). Payments are remitted via [pay.gov](#).

Solicitations for HCaTS opportunities are primarily received via an HCaTS-managed [distribution list](#), an ASSIST distribution list [for orders from GSA Assisted Acquisition Service ([AAS](#)) teams], and via [e-Buy](#).

[General Registration](#)

[Contract Payment Reporting Module \(CPRM\)](#)

[e-Buy Distribution List](#)

[System for Award Management \(SAM\)](#)

[Pay.gov](#)

[GSA Interact](#)

[e-SRS \(HCaTS Unrestricted Only\)](#)

[Contractor Performance Assessment Reporting System \(CPARS\)](#)

[GSA eLibrary](#)

[The Federal Service Desk \(FSD\)](#)

General Registration

There are several GSA procurement processes and systems that an HCaTS contractor should be aware of, and additional background to help you choose Points of Contact.

We recommend that you assign other individuals within your organization peer access to the GSA systems that you are registering in. These individuals may serve as backup or provide other duties in support of the requirement. **GSA highly recommends the use of an HCaTS Program Specific Group Email Address, as we find this will help you ensure continuity of communications over time.** (e.g., HCaTS@abc.com)

The contractor shall ensure that the HCaTS Contracting Officer has current point-of-contact information for both the Program Manager and Contract Manager. Both individuals are considered key personnel under the HCaTS master contract. Required information is listed in items A through D below.

If this information needs to be corrected throughout the life of the contract, please complete the online form at the following link: https://docs.google.com/forms/d/e/1FAIpQLSe8Pvpc_ilfor2HNN0cd3NveOV-_pb2tCjuPQvl-Jh_vR0Xvg/viewform?usp=sf_link. It is the COPM's responsibility to ensure individuals not working for the company are removed, and can confirm by checking the [HCaTS website](#).

GSA will use this information in several ways:

- Included in an HCaTS Contractor and Email Distribution List, which is posted on the GSA website on the HCaTS Buyers Guidance and Resources Page for use by Ordering Contracting Officers (OCOs) to distribute solicitations. Maintenance of these distribution lists is critically important as they are the primary way to ensure fair opportunity for task order solicitations. The HCaTS team periodically sends an email to the distribution list to review and confirm the addresses, and will send an email to the COPM in the case of any undeliverable emails.
- Confirm changes to e-Library
- Communicate program changes, requirements, training opportunities, and other information to all HCaTS contract holders.

Send any changes to the following information to hcats@gsa.gov for Unrestricted contracts and sbhcats@gsa.gov for Small Business and 8(a) contracts:

A. Contractor Specific Information:

Contract Number:
Contractor Name:
DUNS Number:
Cage Code:
Corporate Website:

B. Unique Group Email Address (for ITSS, eBuy & HCaTS Roster and group email distribution list)

C. Corporate HCaTS Program Manager (COPM)

Name:
Full Address:
City, State, Zip Code:
Telephone:
Email Address:

D. Corporate HCaTS Contract Manager (COCM)

Name:
Full Address:
City, State, Zip Code:
Telephone:
Email Address:

Contract Payment Reporting Module (CPRM)

Access to the Contract Payment Reporting Module (CPRM) is required for all HCaTS contract holders. CPRM is a module of the Assisted Shared Services Systems (ASSIST). The HCaTS program requires your corporate and user registration in ASSIST for contract registration, task order reporting, and quarterly invoice reporting and CAF remittance.

The registration is three parts, some of which you may have already completed for contracts you currently hold.

1. First, your company must be registered, including a company POC (which covers your company for all contract families in ASSIST). Please note, there can be only one Company POC, and the contact information must be kept updated, as that ensures fair opportunity notices and system updates.
2. Secondly, you'll need a user account in ASSIST/CPRM. If you are the Company POC, you'll get one when you register your company. If not, the process will guide you through getting approval from your Company POC for your account.
3. Finally, your Company POC will register your new HCaTS contract in CPRM. They use the "Registration" tab, choose "register my contract" and fill out the online form. [This video](#) demonstrates the Company and User registration process.

The PSHC team provides training twice a year for contract holders on the use of CPRM. Invitations to these trainings will be sent to you through the distribution lists maintained by the CO (see General Registration above). Additional information is available at www.gsa.gov/hcats and in the CPRM application. Access to training modules can also be found in the training portlet at <https://portal.fas.gsa.gov/cprm-home>.

| | |
|------------------|---|
| Site | https://portal.fas.gsa.gov/web/guest |
| Click on | Registration |
| Help Desk Phone: | 877-472-4877 |

e-Buy Distribution List

GSA's e-Business innovation, e-Buy, is an electronic Request for Quote (RFQ) / Request for Proposal (RFP) system designed to allow Federal buyers to request information, find sources, and release RFQs/RFPs online for millions of services and products offered through GSA's various programs and contracts.

The Vendor Support Center ([VSC](#)) is GSA's information portal for contractor training

and information, and is the link to registering in e-Buy. The VSC has several educational tools and tips, including the Vendor Toolkit which provides requirements and best practices for success, primarily for Multiple Award Schedule contractors.

Each corporate entity must keep their contact and company information updated in e-Buy; GSA does not have the ability to update contractor information. Although e-Buy will allow you to enter whatever email addresses you like to track opportunities, GSA strongly recommends you maintain the same group email for all distribution lists (GSA, ASSIST, e-Buy). This maintains consistency and ensures you are receiving fair opportunity. To register on eBuy:

1. Go to the GSA Vendor Support Center website at <https://vsc.gsa.gov>
2. Under "Already on Schedule" select "Register"
3. On the "Register your contract" page, select "HCaTS" from the "Contract Type" dropdown and enter your contract number
4. Click "Continue"
5. Fill out the registration form and you will be issued a password to access GSA eBuy.

Site <https://www.ebuy.gsa.gov/>
VSC Helpdesk vendor.support@gsa.gov,
VSC Phone: 1-877-495-4849

System for Award Management (SAM)

The System for Award Management ([SAM](#)) combines federal procurement systems and the Catalog of Federal Domestic Assistance into one new system.

- Central Contractor Registration
- Federal Agency Registration
- Online Representations and Certifications Application
- Excluded Parties List System

When you have a name, address, or other changes, you must report those in SAM as well as to HCaTS PMO team at hcats@gsa.gov. If you fail to report the changes in SAM, the change you submit to HCaTS team will not update in e-Library. Additionally, if you hold several GSA master contracts, each program CO must be

notified of your change, and the e-Library will not update until all COs approve the change.

Site: <https://www.sam.gov/sam/>

Pay.gov

Register for an account (if your company does not already have one) for the Department of the Treasury's pay.gov portal to remit HCaTS CAF payments after you report invoices and build a payment voucher in CPRM. CPRM will direct you to the correct form.

Site: pay.gov

GSA Interact

GSA and the HCaTS program uses the Interact community to collaborate with industry partners, customers, and other stakeholders. [Join today to stay up-to-date on all things HCaTS.](#)

Site: <https://interact.gsa.gov>

e-SRS (HCaTS Unrestricted Only)

The Electronic Subcontracting Reporting System ([eSRS](#)) is the government-wide internet-based tool for collection of subcontracting accomplishments. It streamlines reporting subcontracting plans, and provides agencies with access to analytical data on subcontracting performance.

Specifically, e-SRS eliminates the need for paper submissions and processing of SF 294's, Individual Subcontracting Reports, and SF 925's, Summary Subcontracting Reports, replacing them with an easy-to-use electronic process to collect the data. Reports are required semi-annually and at contract completion.

NOTE: Please ensure all reports are submitted to hcats@gsa.gov in order for the HCaTS Program to be notified to review your subcontracting reports.

In addition to submitting reports, e-SRS also offers the following features:

- Find information you need by searching the Frequently Asked Question (FAQ) section per category (Individual Subcontract Reports (ISR), Summary

Subcontract Reports (SSR) (Individual or Commercial), Registration, Department of Defense (DOD) and general

- Be forwarded to the [Federal Service Desk](#) to submit a technical or non-technical issue
- View and download Training Materials, including pre-recorded Webinars on understanding and how to file ISR, SSR, and Commercial reports
- View and download Navigational User Guides that provides understanding on eSRS functionality
- View the most frequently asked questions of the month

Site: www.esrs.gov

Contractor Performance Assessment Reporting System (CPARS)

CPARS is a web-enabled application that collects and manages the library of automated past performance assessment reports. CPARS is used by COs and Contracting Officer's Representatives (CORs) to assess a contractor's performance and provides a record on a given contractor on a specific order during a specific period of time. CPARS reports for task orders against Multiple Award Contracts (MACs) **are not** prepared by the HCaTS Program.

It is the responsibility of the ordering activity (OCO) to complete a separate CPARS entry for each order placed against a MAC when the individual order exceeds the CPARS reporting thresholds. The HCaTS program does report in CPARS at the master contract level, but only for compliance with contract required deliverables as well as performance against and efforts to achieve the goals in the subcontracting plan. For technical issues with CPARS, contact the Help Desk at (207) 438-1690 or webptsmh@navy.mil

Site: <http://www.cpars.gov>

GSA eLibrary

[GSA eLibrary](#) displays the current contract and POC information that GSA has recorded for your company. The name and address displayed on eLibrary reflects the information recorded on the System for Award Management (SAM). GSA receives an extract from SAM each day. It takes approximately 24-48 hours for GSA to receive a change once it has been recorded in the SAM. After GSA receives the updated information, your Government Contracting Officer must review and approve the changes before they will be displayed in eLibrary. In addition to updating the information in SAM, please also

report the changes as described above to the GSA HCaTS Contracting team at hcats@gsa.gov.

Site: <http://www.gsa.library.gsa.gov>

The Federal Service Desk (FSD)

The Federal Service Desk (FSD) is the centralized help desk for GSA Integrated Acquisition Environment (IAE) Systems, including eSRS, SAM, FPDS-NG, and FSRs. The FSD Help Desk addresses technical questions on its website, via chat, and via telephone at 866-606-8220 between 8:00 am until 8:00 pm Eastern Time, Monday to Friday. The FSD Help Desk answers only technical use issues and concerns; non-technical questions must be handled by the HCaTS Contracting Officer, or your OCO. Among the features of the website are:

- Registering (optional) with a user id and password, which will allow you to keep historical information on your helpdesk inquiries and to check on the status of your helpdesk ticket
- Find information you need by searching several ways in the Answer Center
- Submit a helpdesk request online
- Give us feedback through a customer satisfaction survey
- Chat live with a Customer Service Representative

Site: www.fsd.gov