



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

The Cooperative Purchasing Program allows state, local and tribal governments to benefit from pre-vetted industry partners on a variety of information technology products and services as well as security and law enforcement products and services offered through specific GSA Schedule contracts.

REGION 4 FEDERAL ACQUISITION SERVICE CUSTOMER TESTIMONIALS

# What our clients say...



## CUSTOMER AND STAKEHOLDER ENGAGEMENT



### State of Florida Uses GSA's Cooperative Purchasing Program

**Challenge:** The Florida Department of Management Services (DMS) provides workforce and business operational support to Florida state agencies. As the business arm of state government, DMS serves more than 1.1 million customers. Contracts and agreements awarded by State Purchasing account for more than \$1 billion in purchases annually.

The General Services Administration's (GSA) Cooperative Purchasing Program allows state, local and tribal governments to benefit from pre-vetted industry partners that offer a variety of information technology products and services (Schedule 70) and security and law enforcement products and disaster recovery services (Schedule 84) through specific GSA Schedule contracts. Historically, Florida's use of these contracts was low due to inexperience in navigating through the GSA websites to find products and services.

The State of Florida was concerned about a break in service with allowing current IT contracts to expire and converting from state written contracts over to GSA schedules' contracts. Many of Florida's IT vendors were not on a GSA Schedule and there was a challenge with getting them trained while each vendor had to work and submit their application. In addition, Florida vendors had developed the misunderstanding that the process of getting awarded a GSA contract was costly, cumbersome and took six months to a year to complete.

**Action:** GSA's Federal Acquisition Service (FAS) representatives and Florida's DMS began a training initiative to educate Florida state agencies and vendors on how to utilize the GSA Cooperative Purchasing Program for Schedule 70 via the **GSA FAST Lane program** and Schedule 84. With FAST Lane, suppliers who meet certain criteria under GSA Schedule 70 get shorter processing times for contract actions that directly support federal customer agency requirements; less than 48 hours for contract modifications and as quickly as 45 days for new offers. This expedited the process for vendors to talk with the IT 70 GSA Contracting Officers. GSA and DMS provided training on how to utilize GSA e-Buy, GSA Advantage and e-Library and walked vendors through the GSA Cooperative Purchasing Program for Schedule 70 and 84.

**Solution:** DMS actively integrated GSA's Cooperative Purchasing Program in their procurement training process and incorporated information about GSA on their website. The **DMS-GSA** site provides tools to support GSA procurement for the State of Florida. To further assist agency customers and the vendor community, DMS established a GSA Concierge Team to navigate GSA websites and provide GSA related information including helping vendors follow defined steps to complete the process to obtain a GSA contract and hand walking agencies through the steps to obtain GSA quotes.

**Result:** As of July 2017, GSA's Customer and Stakeholder Engagement's (CASE) Customer Service Director (CSD), the DMS Concierge Team along with IT 70 Team Region 4 have trained more than 178 state agency personnel from 26 different agencies and 91 vendors on GSA Schedules and etools and on ways for vendors to obtain a schedule contract. CSDs provide assistance, resolve problems and answer questions from GSA's customers. DMS recently established a partnership with the FAST Lane program to enhance the application process for vendors who submit GSA Schedule Contract applications. Florida has vendors who attended the training, submitted applications through the FAST Lane program and were awarded a Schedule 70 contract in less than 45 days. DMS and CSDs with the Schedule 70 Team continue to host quarterly training to educate all stakeholders on the application process. Since DMS and Florida began using GSA Schedules 70 and 84, the team's hard work has led to increased agency spend of these Schedule Contracts by approximately 141 percent, an increase of 21 million dollars!

**Reference:**

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Under the Direction of: Roz Ingram,  
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