

**GSA Acquisition Policy Federal Advisory
Committee - GAP FAC
Industry Partnerships Subcommittee
Public Meeting**

**GSA's OFFICE OF THE
PROCUREMENT
OMBUDSMAN (OPO)**

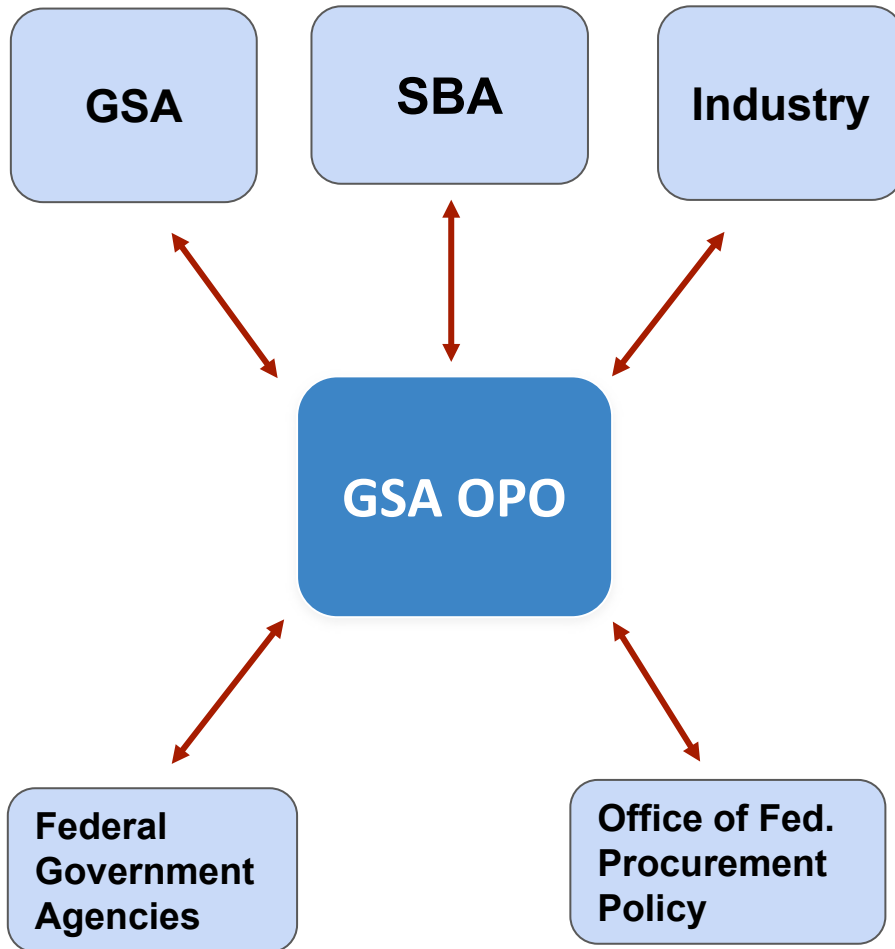
PURPOSE OF GSA'S OPO

OPO was created in 2014 to foster healthy and productive relationships between GSA and its Industry Partners to :

- Provide early intervention to resolve differences and reduce the likelihood of formal protests, disputes, and lawsuits
- Collaborate with GSA services and staff offices
- Buy smarter and strengthen the acquisition workforce
- Ensure equitable treatment of all parties participating in GSA's acquisition activities

GSA's partnership with industry is key to our success!

OPO STAKEHOLDERS



GSA

- Federal Acquisition Service (FAS)
- Office of Acquisition Policy (OAP)
- Office of Administrative Services (OAS)
- Office of General Counsel (OGC)
- Office of Small Business Utilization (OSBU)
- Office of Strategic Communications (OSC)
- Public Building Service (PBS)



FUNCTIONS OF THE PROCUREMENT OMBUDSMAN

We.... Foster Healthy Relationships



Program Requirements:

Foster Healthy and Productive Relationships with Industry

Source/Authority:

- Senior Procurement Executive Priorities

OPO Work:

- Provide early intercession in acquisition process to resolve disputes before they escalate to protests, disputes, lawsuits
- **Conduct Education and Awareness Campaigns**
- Shepherd recommendations for improving GSA Acquisition Policies and practices
- Share Lessons Learned and Best Practices

We are the OFFP Industry Liaison

Program Requirements:

- Serve as the OFFP Industry Liaison

Source/Authority:



- [Myth-Buster #4 Engaging with Industry through Innovation](#)

OPO Work:

- Help to Improve vendor and GSA relationships.
- De Escalate issues with industry
- Collaborate on industry feedback processes to identify and assess improvement opportunities

We are the Task And Delivery Order Ombudsman

Program Requirements:

- Serve as the GSA Task and Delivery Order Ombudsman

Source/Authority:

- [FAR 16.5, GSAM 516.505](#)



OPO Work:

- Review and resolve complaints from contractors concerning task and delivery order actions made by GSA
- Issue written written decisions of Task-Order and Delivery-Order Ombudsman complaint resolution

EDUCATION AND AWARENESS CAMPAIGNS

OPO CONDUCTION EDUCATION AND AWARENESS CAMPAIGNS ON NEW LAWS, REGULATIONS, EXECUTIVE ORDERS, ETC. PERTAINING TO ACQUISITION THAT:

- Have GSA-wide and/or federal government-wide applicability
- Highly impact GSA's contractor community.
- Have high visibility and/or may controversial
- Are complicated and difficult to understand

CAMPAIGN GOALS

- Take complicated laws, regulations, etc. and translate them into non-technical language that contractors can understand
- Let contractors know how these new laws, regulations, etc. impact them, what is required of them and when
- Inform contractors about how GSA will implement them on both a policy level and an operational contracting level

INDUSTRY ENGAGEMENT CAMPAIGN – VACCINE MANDATE

EXECUTIVE ORDER 14042 – Directed agencies and departments to implement the policy mandating vaccination for contractors that do business with the federal government

- Affected every federal contractor and federal contractor employee in the U.S.
- Caused high anxiety in the contractor community
- Unprecedented use of acquisition policy in this manner

OPO CONDUCTED AN INDUSTRY EDUCATION CAMPAIGN:

- Gathered feedback from industry associations and contractors on E.O. 14042 and used feedback to inform GSA policy re the mandate
- Conducted a live webinar where GSA senior procurement officials presented on the requirements of the mandate and how GSA would implement E.O. 14042 and answered questions
- Created a website to communicate resources and education material re the vaccine mandate to public. See [COVID WEBSITE](#)

INDUSTRY ENGAGEMENT AND THE ACQUISITION WORKFORCE

CHALLENGE:

GSA wants the AWF to emphasize industry engagement but there were no resources on effective engagement practices

OPPORTUNITY: OPO FILLS THE GAP

- Created an Industry Engagement 101 Course for GSA Acquisition Workforce on GSA Online University (internal to GSA)
- Published [Government/ Industry Engagement article](#) in the FAI News Letter
- Created a Youtube version of the [Government/Industry Engagement course](#) and posted in on FAI's Youtube station which is available to all of the federal government acquisition workforce and the public

CHALLENGES AND OPPORTUNITIES

CHALLENGES:

- GSA is looking to increase business with small businesses, especially from underserved communities
- While there is funding available for projects which advance climate goals, GSA does not have a sense of key resources to help communicate about climate and sustainability with this audience

OPPORTUNITIES FOR GAP FAC SUBCOMMITTEE TO HELP:

- Curate content to help companies, generally unfamiliar with Federal acquisition, understand key concepts in climate and sustainability
- Assist GSA in key messaging to help prospective contractors :
 - Understand requirements
 - Make the internal business case to pursue GSA opportunities
 - Evaluate costs, timing, etc.



Thank You!

*Written comments can be submitted through [Regulations.gov](https://www.regulations.gov) to:
Docket Number: [GAPFAC-2022-0001](https://www.regulations.gov/docket/GAPFAC-2022-0001)*

*You can stay up to date on our committee activities by visiting our website:
<https://www.gsa.gov/policy-regulations/policy/acquisition-policy/gsa-acquisition-policy-federal-advisory-committee>*