



U.S. General Services Administration



GSA's Making it Easier to do Business with the Government

March 2017

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Introduction

Welcome to the second quarterly report on Making It Easier To Do Business with Government from the U.S. General Services Administration (GSA). This edition features recent updates to GSA's groundbreaking Making It Easier (MIE) initiative, a series of programs designed to provide start-ups, small businesses, and other suppliers with the tools and support they need to do business with government. MIE also helps new and innovative companies get on GSA's Multiple Award Schedule (MAS) program more quickly, making it possible for vendors to provide products and services at the speed of transformation.

2017 finds leadership across GSA remaining dedicated to the goals of making the agency more efficient, innovative, and effective as we near the first anniversary of MIE. A prime example of this mission is continued support of the MIE initiatives, which aim to ensure that:

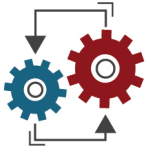
- Companies can do business with the government with as little burden and delay as possible
- Small businesses have the tools and support that they need to be successful when working with the government
- Well-designed technical interfaces allow vendors/suppliers to register, update information, and interact with the government easily

- Vendors understand the procurement process and how to seek new business

In this report, you will find sections focusing on process improvements and policy developments taking shape across GSA, MIEs impact on stakeholders, along with explanations of our continuing plans to promote these principles of innovation and change throughout FY 2017 and beyond.

Making it Easier
to Work with GSA

GSA's Continuing Commitment to Ongoing Training



Process Change



Enhancement for Small Business

Since Fiscal Year 2011, GSA has trained over 105,000 professionals, issuing over 255,000 continuous learning points (CLPs) on acquisition and agency-related topics. A critical subset of these training sessions are those targeted at supporting specific initiatives we know will have a significant impact on our Schedule holders.

GSA's Federal Acquisition Service (FAS) Office of Policy and Compliance Training Programs Division launched targeted training sessions in three critical areas in FY16 - the Trade Agreements Act (TAA), Transactional Data Reporting (TDR), and the Formatted Product Tool (FPT). The offered training classes were designed to proactively educate attendees on the impact of each initiative and make it easier to find and obtain additional help and information.

TAA Specific Training

GSA Schedule Contracts are subject to the TAA, which means all products listed on Schedule must be manufactured or "substantially transformed" in a "designated country. The TAA lists the designated countries for products sold through our Schedules contracts. In general, the following are allowable:

- Articles that are wholly the growth, product, or manufacture of the U.S. or a designated country

- Articles that are "substantially transformed" in the U.S. or a designated country into a new and different article of commerce with a name, character, or use distinct from that of the article or articles from which it was transformed

TAA refresher training to address this key area of contract compliance was designed and delivered to hundreds of industry partners. Industry attendees benefitted from sessions where they learned about:

- The applicability of TAA to GSA's MAS
 - The difference between certifying as TAA compliant versus Made in USA
 - Vendor responsibilities for TAA
 - Contracting Officer/ Contract Specialist responsibilities
 - Recent TAA Issues, GSA's response, and enhanced surveillance
 - New Standard Operating Procedures
 - Proactive periodic reviews and how to easily update GSA Advantage!®
 - Where to go for additional information and assistance
- Continued on page 6.*

Having a clear understanding of both how the country of origin is determined and that it's the responsibility of each Schedule vendor to ensure that product information is accurately incorporated into the contract and displayed on GSA Advantage!® throughout the life of the contract helps ensure ongoing product availability for our agency partners.

TDR Specific Training

The TDR rule requires vendors to electronically report the price paid by the federal government for items or services purchased through GSA acquisition vehicles. GSA is currently conducting a pilot TDR reporting program on selected products and services across 8 Schedules in the MAS program. GSA leadership and subject matter experts have twice traveled to the six Acquisition Centers (ACs) affected by the pilot to deliver GSA-designed, TDR-specific training, allowing us to offer in-person training to more than 90% of affected personnel. This training includes an overview of the TDR rule, specific guidance on transactional data reporting, examples, and additional resources for help in applying the rule. More than 400 acquisition professionals, including Industrial Operations Analysts, Administrative Contracting Officers, Procurement Contracting Officers, and Contracting Specialists have taken advantage of our regional TDR training to date, with more training sessions planned for the AC's throughout FY17. In addition, GSA's Office of Policy and Compliance holds weekly internal office hours to answer questions about TDR

and share best practices for data reporting.

To support our external stakeholders with the TDR pilot roll-out, GSA has trained more than 500 industry partners on the rule, its impact and reporting timeframes. These sessions include examples, a demonstration of the FAS Sales Reporting Tool, and explain how to find additional information and help. This program is still going strong; we've trained an additional 342 industry partners so far this year.

FPT Specific Training

GSA's third set of targeted training sessions addresses the FPT - a systems upgrade within the existing eOffer and eMod platforms for certain Schedules. FPT will automate price comparisons for identical products by standardizing Manufacturer Part Numbers (MPNs), Universal Product Code (UPC-A) data, and product descriptions as applicable. FPT has the added benefit of eliminating the need to conduct a separate upload of product catalogs to GSA Advantage!®. In FY16, 504 industry partners were trained on FPT.

In addition to these specific initiatives, GSA also offers training on a wide range of subjects for both our acquisition workforce and external stakeholders via a number of sources:

- [GSA's Interact Page](#) connects users with a variety of training opportunities including in-person sessions (workshops, conferences, and industry days), virtual sessions (demonstrations

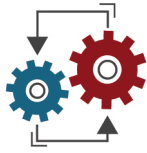
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- and training classes), webinars (on-demand recordings on federal products and initiatives), and videos on a wide range of topics including GSA's Governmentwide Acquisition Contracts (GWAC) and Managed Mobility program
- [GSA's Office of Small Business Utilization \(OSBU\)](#) offers resources and training specifically for our small business partners. Schedules Training, Doing Business with GSA, Current Contractor Intermediate and Advanced Training, and general training is available to our small business partners
- [GSA's Vendor Support Center \(VSC\)](#) is GSA's online source for vendors to research the federal market, report sales, and upload information to GSA Advantage!®. The VSC also provides both general and specialized training related to GSA's products and services

GSA will continue to design and deliver targeted training as important acquisition policies and procedures evolve.

Making it Easier
to Get Important Information

GSA Interact: Increasing Government's Effectiveness Through Better Communication and Collaboration



Process Change



Enhancement for Small Business

GSA Interact is an open, collaborative community for connecting, communicating, learning and engaging across GSA topics. Our goal is to help increase government's effectiveness through better communication and collaboration.

Introduction

Interact was established to provide a .gov channel where GSA could meet the goals of an open and transparent government while simultaneously implementing multiple engagement strategies to support our external stakeholders. GSA launched an Interact Community pilot for public and private groups managed by a team of GSA staff in 2009 and soon government staff, industry partners, citizens and others flocked to the site to exchange ideas and information. Quickly it became “the” place to collaborate on everything GSA.

The overwhelming success of the Interact pilot led to its full implementation in 2010. Today, GSA's Interact community offers a full range of highly active social media channels that include blogging, polling, discussions, wikis, videos, document sharing and event postings, as well as the ability to comment on posts, subscribe to blogs and, “like,” “follow” and “friend” individual members.

GSA Interact: Active and Vibrant

Today, there are 45 active public groups on GSA Interact. Most are hosted by GSA's Federal Acquisition Service (FAS) and support ongoing acquisition-related initiatives. Other parts of the agency, including the Office of Small Business Utilization (OSBU), Public Building Service (PBS), and

GSA SmartPay are active, too. Site-wide metrics show the true value and impact of Interact, with more than 2,145 average daily unique pageviews, over 792 average daily sessions, and 2.71 pages viewed per session.

As of January 2017, Interact has more than 82K members, with each user participating in 6.6 communities on average. Each community has an average of 12,088 members. Cross-agency participation includes civilian registrations of over 51K, military over 9K, and state and local and tribal both over 1.3K. The government to non-government registration ratio is 65K to nearly 17K. GSA's top 10 public communities based on registered users demonstrate how GSA is making it easier to work with government across wide communities of interest.

Making it Easier to Collaborate on Successful Acquisitions

GSA teams like OASIS (One Acquisition Solution for Integrated Services) and HCaTS (Human Capital and Training Solutions) have led the charge in changing how GSA engages our stakeholders in two-way interactions on some of our largest acquisitions.

The OASIS team was an early adopter, quick to recognize that a collaborative partnership with frequent, rapid, and responsive communication would help drive success. They were the first to maximize the open dialogue

Ranking of “Top Ten” GSA Public Communities

#	Community	Users
1	GSA Sustainability Forum	65,126
2	Events & Training	59,979
3	Schedules Contractor Success – Marketing Matters!	59,013
4	All About Interact	55,927
5	Maintenance, Repair & Operations Government-wide Strategic Sourcing	29,607
6	FSSI Janitorial & Sanitation	29,303
7	Professional Services	21,882
8	Integrated Award Environment Industry	19,951
9	Building Maintenance & Operations Strategic Sourcing	19,206
10	Multiple Award Schedules	19,022

“Interact has been great – it made it possible for us to easily provide info to the public of where we are in the procurement, how the program is set-up, training guides, lists of contractors, and the Small Business vs. Unrestricted contact information.”

Jo Ann Lee
GSA HCaTS Program Manager

Making it Easier | March 2017

capability of an interactive social media platform to engage both government and industry to develop a successful solution when creating large acquisitions.

By blogging throughout the acquisition lifecycle, the OASIS team was able to gather real-time feedback on initiatives, ideas, and strategies. Using Interact as an engagement strategy versus a formal contracting tool made it easier to engage stakeholders in an active, open dialog with a conversational tone. By gathering feedback and ideas for potential strategies and approaches, GSA was able to share the reasoning and purpose behind policies and positions throughout the process, minimizing the need for potential protests later.

GSA's OASIS team was also the first to post a Draft Request for Proposal (DRFP) on the site as a way of gathering industry perspectives and ongoing recommendations. Every comment that came in was shared and given a clear response -- this interaction made our supplier partners feel more involved in the Draft RFP process and that their input mattered. In addition, transcriptions of both the OASIS Draft and Final RFP Industry Days were posted on Interact to maximize collaboration with all stakeholders, not just those able to attend in person. As a result, the final RFP was quite different from the draft, and improved dramatically based on the valuable feedback received from our stakeholders.

The HCaTS team, an acquisition partnership initiative between GSA and the Office of Personnel

Management (OPM) to provide a vehicle in the federal marketplace for our agency partners to easily acquire human capital and training services, also found Interact quite valuable. HCaTS used Interact's user-friendly and intuitive platform to offer real time help to a large number of stakeholders simultaneously. The ease in which they could offer information about all aspects of the program, including the latest program status, how to successfully use the vehicle, and ongoing training information was what helped make HCaTS a success.

Planned Improvements

GSA's Interact team is pushing ahead with three targeted new improvements planned for FY17 (and beyond) that will drive ongoing engagement with our stakeholders to an even higher level:

- Creating parent and sub-group community relationships using a more intuitive and logical structure supporting category management, allowing our constituents easy access to more granular subject areas to connect and collaborate
- Improving our mobile access capability to make it easier to get the most out of GSA Interact from mobile devices while on the go

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- Adding enhancements that will Improve peer-to-peer interaction within a specific niche or stakeholder community, so users can connect and collaborate with one another more easily

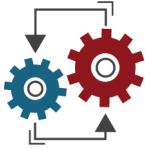
GSA Interact makes it easier to engage our key stakeholders while continuing our goals of transparency and collaboration throughout the lifecycle of our key initiatives. Join, Learn, Discuss, and Connect with us on [GSA Interact](#).

Making it Easier
for Small Businesses to Get On Schedule

IT Schedule 70 Startup Springboard



Policy Change



Process Change



Enhancement for Small Business

The [IT Schedule 70 Startup Springboard](#), part of GSA's commitment to small businesses, makes it easier for emerging startups to get on Schedule, allowing them to deliver their products and services to federal agencies faster than ever before.

Launched in April 2016, the Startup Springboard allows industry partners lacking two years of corporate experience to complete their offer submission for an IT Schedule 70 MAS contract by:

- Using the professional experience of their executives and key personnel as a substitute for having two years of corporate experience
- Using the project experience of key personnel as a substitute for having relevant corporate past performance
- Providing financial documentation that demonstrates the company's financial responsibility in lieu of submitting two years of financial statements

Those are the only requirements that are different - industry partners with less than two years of corporate experience will still be certified responsible according to Federal Acquisition Regulation (FAR) requirements. They'll also need to be able to deliver the technical needs and work required by federal, state, local, and tribal governments.

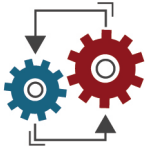
The Startup Springboard has delivered measurable value for both customer agencies and industry partners alike, making it easier for new, emerging companies to enter the federal marketplace, while giving customer agencies access to the most innovative technology sooner. To date:

- 217 companies have been trained on preparing and submitting an IT Schedule 70 offer using the Startup Springboard
- Nine new and emerging IT companies have been awarded contracts since the April 2016 launch
- The socioeconomic statuses of the companies that have been awarded include Service-Disabled Veteran-Owned Small Business (SDVOSB), VOSB, Women-Owned Small Business (WOSB), and Disadvantaged Small Businesses

As a result of this initiative, customer agencies now have a clear path to accessing the newest, most innovative technologies from startup companies, and contract holders can expand their businesses through early participation in the federal marketplace. GSA plans to continue promoting the [Startup Springboard](#) throughout the year, and will also raise awareness for this innovative new program through presentations at collaborative government/industry conferences.

Making it Easier
for Our Customers to Get What They Need

Highly Adaptive Cybersecurity Services Special Item Numbers (SIN)



Process Change



Enhancement for Small Business

When GSA was tasked with creating a vehicle that would allow customer agencies to quickly access critical cybersecurity technology and expertise, the Information Technology Category's (ITC) Security Services Division and IT Schedule 70 wasted no time in assembling the Highly Adaptive Cybersecurity Services (HACS) team. These subject matter experts worked together and [quickly created a solution](#) that covers incident response, penetration testing, cyber hunt, and risk vulnerability assessment services.

From inception to implementation, the HACS team considered the needs of both the customer agencies that required quick access to critical services and the industry partners delivering the solutions. Within 90 days, the HACS team:

- Evaluated all options for vehicles (establishing a Blanket Purchase Agreement (BPA), Indefinite Delivery, Indefinite Quantity Contract (IDIQ), or adding new Special Item Numbers (SINs) to Schedule 70), ultimately delivering a clear and compelling business case for the new SINs
- Conducted a Request for Information (RFI) to receive vendor/industry input
- Hosted local industry/ agency workshops to share ideas and collect additional feedback

- Conducted capability sessions with vendors, as well as providing input to a West Coast Cybersecurity National Action Plan (CNAP) Industry Day
- Collaborated with GSA leadership, Schedule 70, the ITC communications team and legal counsel to create viable technical security scenarios for use in properly vetting vendors

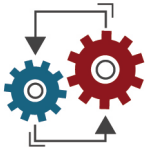
Using [IT Schedule 70's FAST Lane initiative](#) to quickly deliver the SINs to customers, 30 qualified vendors have been successfully evaluated and awarded since the HACS SINs launch in September 2016, with combined sales for all four HACS SINs of nearly \$4.5M. In addition, the HACS team (in partnership with other ITC organizations) has created repeatable processes and documentation that will significantly reduce time spent on those efforts for similar projects.

These HACS SINs give federal agencies access to a pool of rigorously vetted providers for quick ordering of cybersecurity services, expanding agencies' capacities to test their high-priority IT systems, address vulnerabilities, and stop hackers before they affect networks. For more information about benefits and how to order, visit the [HAC SINs](#) page.

Update to Schedule 70 Software SINs (132-32, 132-33, 132-34)



Policy Change



Process Change

Recent requirements of the Federal Information Technology Acquisition Reform Act (FITARA), The MEGABYTE Act, and the Office of Management and Budget (OMB) Software Memo of June 2, 2016 (M-16-12) require the government to begin managing and treating software as a valued asset. These initiatives have two main priorities:

- The ability to inventory existing software assets
- Make it easier for government buyers to make informed decisions before conducting new software acquisitions

We've also seen the evolution of software delivery models and cloud software licensing, making the line between "Term" and "Cloud" software products, such as Infrastructure as a Service (IaaS), Software as a Service (SaaS), and Platform as a Service (PaaS), less distinct. This often leads to cloud software products being licensed under traditional term license agreements, creating an opportunity for confusion. Clarifying the language within the solicitation will remove this confusion.

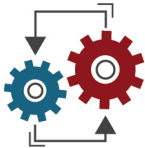
There is a need to provide government with the ability to better track the purchase and spend for "Term" and "Perpetual" IT software licenses, as well as software maintenance. There is also the need to properly delineate "Term" licenses under SIN 132-32 (Term Software Licenses) and to keep those licenses distinct from any form of cloud products available under SIN 132-40 (Cloud Services). GSA IT Schedule 70 is working on an initiative to update the language of SINs related to software to ensure there is clarity for both IT Schedule 70 contractors and government customers procuring IT software and services. A Request for Information (RFI) will be released in Spring 2017 to solicit feedback from both the vendor and government stakeholders regarding draft changes to the IT Schedule 70 solicitation.

Making it Easier
**to Understand and Implement Transactional
Data Reporting**

MAS Transactional Data Reporting Quickstart Guide: Ensuring Supplier Sales Reporting Portal Success



Policy Change



Process Change

Following the success of our first Quickstart Guide explaining the Electronic Contract Offer (eOffer) process, GSA continues to create and release Quickstart Guides for our MAS contract vehicles, initiatives, and systems. These short, simply written, introductory guides are available online for fast and easy user access. They supplement our plain language roadmap and other available training and documents for new policy initiatives.

Our newly released [TDR Quickstart Guide](#) provides prospective contractors with all the information they need to use the FAS Sales Reporting Portal for the collection of transactional-level sales data in support of the TDR rule. This rule removes burdensome tracking and reporting requirements, including the Price Reduction Clause (PRC) and Commercial Sales Practices (CSP) for contractors agreeing to report transactional data, removing still another barrier for businesses entering the federal marketplace. This final General Services

Acquisition Regulation (GSAR) supports the governmentwide category management initiative by producing market intelligence that GSA and partner agencies can use to make smarter acquisition decisions and save even more taxpayer dollars.

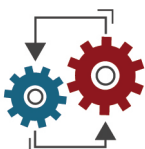
The TDR Quickstart Guide includes an easy-to-use checklist and other helpful tips for getting started. It also has links to [GSA's Vendor Support Center](#) and TDR-related Interact pages, offering easy access to additional information and training about the TDR rule. The [TDR Quickstart Guide](#) is found under the "Need to Know" link on the [FAS Sales Reporting](#) home page.

The FAS mission is to make GSA and the acquisition processes more efficient, innovative, and effective, and these Quickstart Guides are an important part of ensuring that our industry partners have the tools they need to succeed.

TDR Welcome Letter: Assistance with Sales Reporting



Policy Change



Process Change

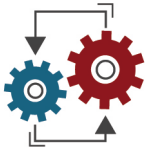
The [TDR Rule](#) is a highly significant change to GSA's long standing MAS operations. To ensure its success, GSA's acquisition workforce is proactively reaching out and distributing a new TDR Welcome Letter to our suppliers participating in the pilot. The letter provides an additional touch point for contractors and provides additional help and advice on the new monthly reporting of MAS sales.

The TDR Welcome Letter includes step-by-step instructions on how to prepare a TDR report and where to go to find additional information, including the direct helpdesk contact for systems issues. We've also set up a new email address, TDRTeam@gsa.gov, as another way to get help with the new FAS Sales Reporting Portal.

Update on TDR Adoption Statistics



Policy Change



Process Change

the contractors in the pilot have accepted the modification.

In our first Making it Easier report of FY 2017, we shared an overview of the current TDR Rule pilot program. This rule requires vendors to electronically report the price the federal government paid for an item or service purchased through GSA acquisition vehicles. The selected products and services participating in the pilot are identified below.

The TDR pilot will be evaluated against a series of metrics that include, but are not limited to, competitive pricing, increased sales volume, and small business participation. Transactional data will be used by category managers and teams to create smarter buying strategies such as consumption policies, and help the government understand what it buys and how to buy it smarter.

Here is an update on the TDR Pilot, including current adoption statistics and where we are headed.

GSA's Senior Procurement Executive (SPE) will regularly evaluate progress against these metrics in consultation with the Administrator for Federal Procurement Policy and other interested stakeholders to determine whether to expand, limit, or discontinue the program.

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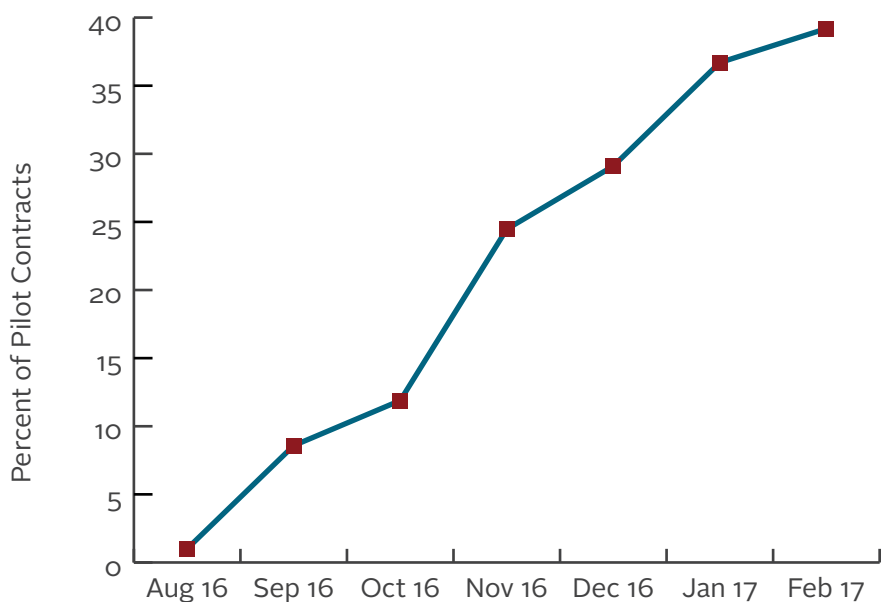
GSA Transactional Data Reporting Pilot Schedules

1	Schedule 58 I	Professional Audio Video
2	Schedule 72	Furnishings and Floorcoverings
3	Schedule 51V	Hardware Superstore
4	Schedule 03FAC	Facilities Management and Maintenance
5	Schedule 75	Office Products/Supplies
6	Schedule 73	Food Service, Hospitality, Cleaning Equipment and Supplies, Chemicals and Services
7	Schedule 70	IT Equipment, Software & Services (select SINS)
8	Professional Services Schedule	Professional Engineering Services (select SINS)

Increasing Pilot Participation

TDR was officially released in the summer of 2016, with the first mass modification distributed to two Schedules on August 26, 2016. By January 13, 2017, all remaining Schedules in the pilot had received the modifications. Since the initiation of this program, we have seen steady growth in contractor participation. As of mid February, 2017, nearly 40% of

Opt-In to TDR Over Time



No expansion of the pilot or action to make the TDR a permanent fixture on the Schedules will occur prior to the careful evaluation of at least one year of experience with the pilot.

GSA has established clear policy, effective training, and user-friendly tools to ensure successful implementation of TDR. In addition, GSA will conduct change management and knowledge-sharing activities with category managers, GSA Contracting Officers, and federal buyers to fully harness the power of the transactional data collected through the pilot.

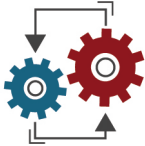
Our Vendor Support Center has more information about [TDR and the pilot program](#).

Making it Easier
in 2017 and Beyond

Improving Government Purchasing with the Transactional Data Reporting (TDR) Rule - Key Takeaways from GSA's TDR Roundtable



Policy Change



Process Change

Procurement leadership from both government and industry discussed the TDR Rule at a February 7, 2017 GSA roundtable for federal buyers, contractors, and GSA leadership. As previously mentioned, TDR removes some of the complex and burdensome tracking and disclosure reporting requirements imposed on federal contractors and has the potential to save millions of dollars for the American taxpayer.



GSA's February, 2017 TDR Roundtable Panel Participants (L-R) - Larry Allen, President of Allen Federal Business Partners; Elliott Branch, Deputy Assistant Secretary of the Navy (Acquisition & Procurement); Kevin Youel Page, FAS Deputy Commissioner; and Judith Zawatsky, Director, MAS Program Management Office (PMO)

This first-ever TDR roundtable focused on the rule's components, benefits, and its impact on both federal agencies and industry partners. The panel generated active conversation during the roundtable discussion and throughout the audience question and answer session. TDR is the most significant change to the MAS program in over two decades, and GSA is well aware that change does not come easily. Based on the valuable feedback from the roundtable, GSA has identified immediate opportunities to strengthen current activities to help ensure the success of the pilot. They are:

- **Continued In-Person Acquisition Workforce Training** to add to the rounds of in-person training already conducted, GSA will deploy further training to ensure an ongoing sophistication of policy and practical knowledge of TDR for the acquisition workforce

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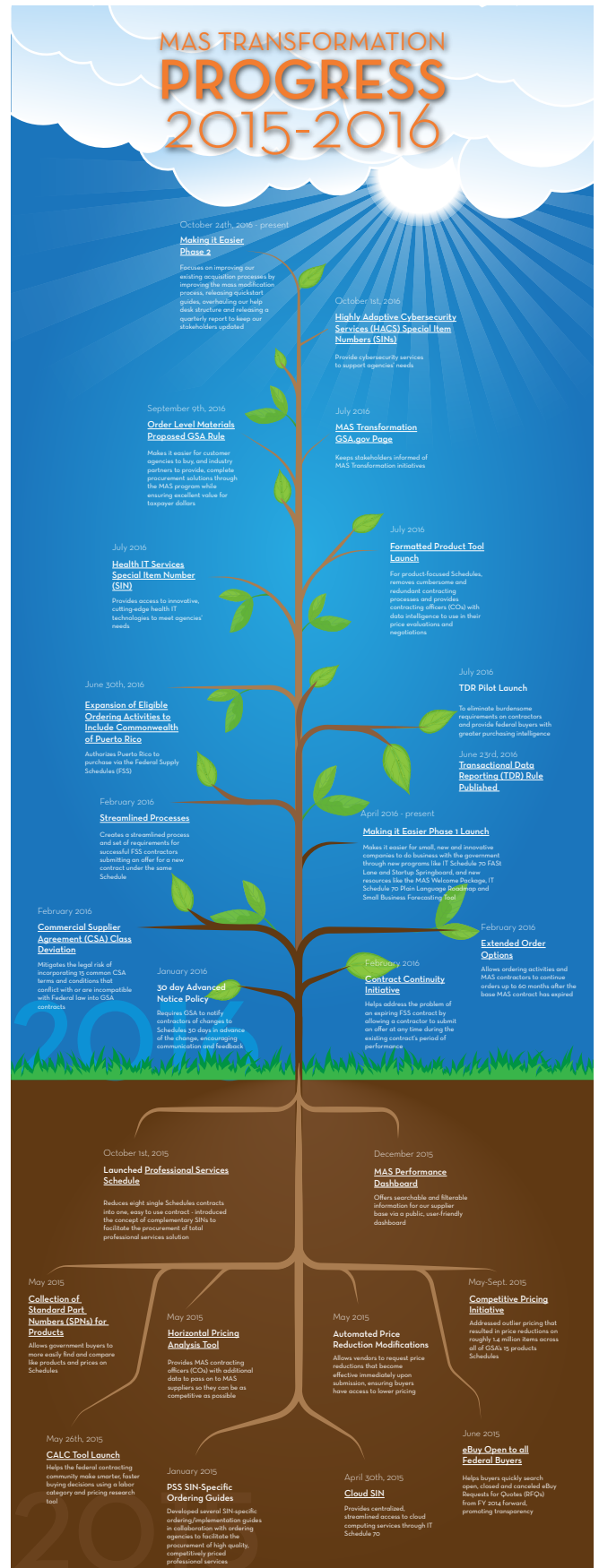
- **Nationwide Deployment of Regional Subject Matter Experts (SMEs)** located within each affected GSA Acquisition Center as a direct extension of the MAS PMO TDR headquarters team
- **Updated Web-Based Industry Training** targeted at sales reporting procedures to ensure we are making it as easy as possible for our suppliers to report their sales data
- **Specific Industry Issue Resolution** through diligent and rapid follow-up actions to resolve any issues that may arise
- **Continued Internal TDR Office Hours** supporting GSA's internal acquisition workforce to share best practices and answer any TDR questions which may surface
- **Ongoing Industry Interaction** through a variety of channels and forums to solicit continual feedback and comments to help ensure the pilot's success

GSA will continue to host sessions like TDR roundtable to ensure we maintain an open dialogue with industry on how to best implement the TDR. Keep up to date by joining the [MAS Interact Community](#).

Looking Ahead

As in 2015 and 2016, 2017 sees GSA continuing to identify new and innovative ways to improve the processes, policies, and tools supporting [the MAS program](#). We will continue growing and expanding our efforts to address current market forces so that we may keep providing government with a streamlined and value-based contracting solution - one that will save time and money well into the future. Be a part of our MAS transformation - connect with us through Interact, our live webinars, and public events. We welcome your thoughts and ideas!

To view the full-sized MAS Transformation Progress infographic, please [click here](#).



GSA Federal Acquisition Service

MAS Key Resource Links

Resource	How to Connect
GSA's Making it Easier Vision Key Initiatives Supporting our Vision	https://gsablogs.gsa.gov/gsablog/2016/10/24/continuing-to-make-it-easier-for-industry-to-do-business-with-the-government/
MAS Transformation Initiative - Landing Page	https://www.gsa.gov/portal/content/128670
Overview - GSA Schedules Program	www.gsa.gov/schedules
GSA Interact and MAS Interact Page - GSA's Blog Platform Supporting All Ongoing MAS Activity and Initiatives	https://interact.gsa.gov/ https://interact.gsa.gov/groups/multiple-award-schedules
Assistance for Small Business - Training	https://www.gsa.gov/portal/content/232487
FAS Vendor Service Center - For Ongoing Vendor Support	https://vsc.gsa.gov/
Making it Easier: FAS Lane	http://www.gsa.gov/portal/content/122754
IT Schedule 70 Startup Springboard	https://www.gsa.gov/portal/content/125886
FAS Sales Reporting Portal Quickstart Guide	https://tdr.gsa.gov/portal/docs/fas-reporting-portal-quickstart-guide.pdf
Highly Adaptive Cybersecurity Services (HACS) Special Item Numbers (SINs) Initiative	http://eoffer.gsa.gov/
Transactional Data Rule (TDR)/FAS Sales Reporting - Tutorial and Online Help	https://tdr.gsa.gov/ tdrteam@gsa.gov
Formatted Product Tool (FPT) Support Training, eOffer Support, and Help Desk Support Email Address	http://eoffer.gsa.gov/AMSupport/index.html#article_article_page/additions-009 FPT-FB@gsa.gov

U.S. General Services Administration

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