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B Pricing Requirements

B.1 Historical GSA SmartPay Information

The GSA SmartPay® Program is the largest government charge card and related payment solutions program in the world. The Program has more than three million Purchase, Travel, Fleet, and Integrated accounts and supports more than 560 agencies/organizations. Since the award of the inaugural GSA SmartPay® Master Contract in 1998, the GSA SmartPay Program has provided convenient, efficient, and effective payment solutions for the Federal Government, Tribes and Tribal Organizations with a comprehensive portfolio of payment solutions including Purchase, Travel, Fleet, and Integrated charge card services.

The GSA SmartPay Program was further expanded with the award of the GSA SmartPay 2 Master Contract in 2007. The GSA SmartPay 2 Master Contract required additional payment solutions beyond traditional carded products as well as increased data analysis, reporting capabilities, and security requirements. The GSA SmartPay Program has continued to grow through increased adoption as agencies/organizations realize benefits afforded under the program, such as ease of use, transaction reporting, and data analytic tools. Since the start of transaction processing in 1999, GSA SmartPay Program spend has totaled approximately $460 billion with refunds earned by customer agencies/organizations topping more than $3.3 billion.

The estimate total value for this contract action is $700 billion. The diagrams provided below displays GSA SmartPay Program statistics through FY 2016:

Table 1: Historical Spend Data

Fiscal Year	Spend			Total
	Purchase	Travel	Fleet	Spend
FY 1999	$ 10,189,959,831	$ 4,394,217,173	$ 203,377,488	*$ 14,787,554,491*
FY 2000	$ 12,288,744,026	$ 4,754,345,302	$ 462,330,424	*$ 17,505,419,753*
FY 2001	$ 13,787,668,676	$ 5,389,676,327	$ 498,103,463	*$ 19,675,448,466*
FY 2002	$ 15,247,501,991	$ 6,554,640,310	$ 526,507,105	*$ 22,328,649,405*
FY 2003	$ 16,370,886,269	$ 6,259,662,161	$ 593,788,301	*$ 23,224,336,731*
FY 2004	$ 17,082,562,875	$ 6,787,427,446	$ 734,186,557	*$ 24,604,176,877*
FY 2005	$ 17,432,516,796	$ 6,511,377,067	$ 1,010,440,697	*$ 24,954,334,560*
FY 2006	$ 17,758,226,924	$ 6,986,312,284	$ 1,221,951,209	*$ 25,966,490,417*
FY 2007	$ 18,692,783,102	$ 7,244,328,881	$ 1,285,224,084	*$ 27,222,336,066*
FY 2008	$ 19,848,941,465	$ 8,279,917,278	$ 2,467,765,878	*$ 30,596,624,622*
FY 2009	$ 19,060,829,398	$ 8,781,256,988	$ 1,513,450,866	*$ 29,355,537,252*
FY 2010	$ 19,170,837,510	$ 9,530,821,611	$ 1,794,532,114	*$ 30,496,191,235*
FY 2011	$ 19,492,653,312	$ 9,046,474,827	$ 2,247,840,013	*$ 30,786,968,152*
FY 2012	$ 18,556,145,490	$ 8,474,800,742	$ 2,315,913,771	*$ 29,346,860,003*
FY 2013	$ 16,892,104,013	$ 6,919,018,374	$ 2,206,588,745	*$ 26,017,711,133*
FY 2014	$ 17,091,643,621	$ 7,038,795,656	$ 2,234,790,576	*$ 26,365,229,853*
FY 2015	$ 18,983,785,847	$ 7,612,650,322	$ 1,839,447,333	*$ 28,435,883,502*
FY 2016	$ 19,092,741,813	$ 8,080,383,164	$ 1,330,641,218	*$ 28,503,766,195*
Grand Totals	**$ 307,040,532,959**	**$ 128,646,105,911**	**$ 24,486,879,843**	**$ 460,173,518,713**

Table 2: Historical Transaction Data

Fiscal Year	Transactions			Total
	Purchase	Travel	Fleet	Transactions
FY 1999	20,635,328	31,611,098	8,566,335	*60,812,761*
FY 2000	23,457,456	36,794,233	4,353,253	*64,604,942*
FY 2001	24,443,850	39,186,809	18,054,840	*81,685,499*
FY 2002	25,752,314	46,231,613	20,266,768	*92,250,695*
FY 2003	26,494,400	39,219,972	21,123,699	*86,838,071*
FY 2004	26,523,928	39,505,789	22,424,737	*88,454,454*
FY 2005	25,931,643	42,795,011	23,910,446	*92,637,100*
FY 2006	25,342,724	40,911,355	23,685,603	*89,939,682*
FY 2007	24,725,855	41,872,165	24,914,626	*91,512,646*
FY 2008	25,484,163	45,767,351	29,002,891	*100,254,405*
FY 2009	21,264,141	44,758,416	25,924,231	*91,946,788*
FY 2010	22,127,431	50,246,116	27,712,679	*100,086,226*
FY 2011	22,799,249	47,555,404	30,047,381	*100,402,034*
FY 2012	21,845,636	45,007,536	29,071,763	*95,924,935*
FY 2013	19,920,167	36,868,346	27,245,023	*84,033,536*
FY 2014	19,927,565	37,294,808	27,435,582	*84,657,955*
FY 2015	20,324,621	40,225,006	28,765,980	*89,315,607*
FY 2016	20,485,352	42,911,479	28,280,467	*91,677,298*
Grand Totals	**417,485,823**	**748,762,507**	**420,786,304**	**1,587,034,634**

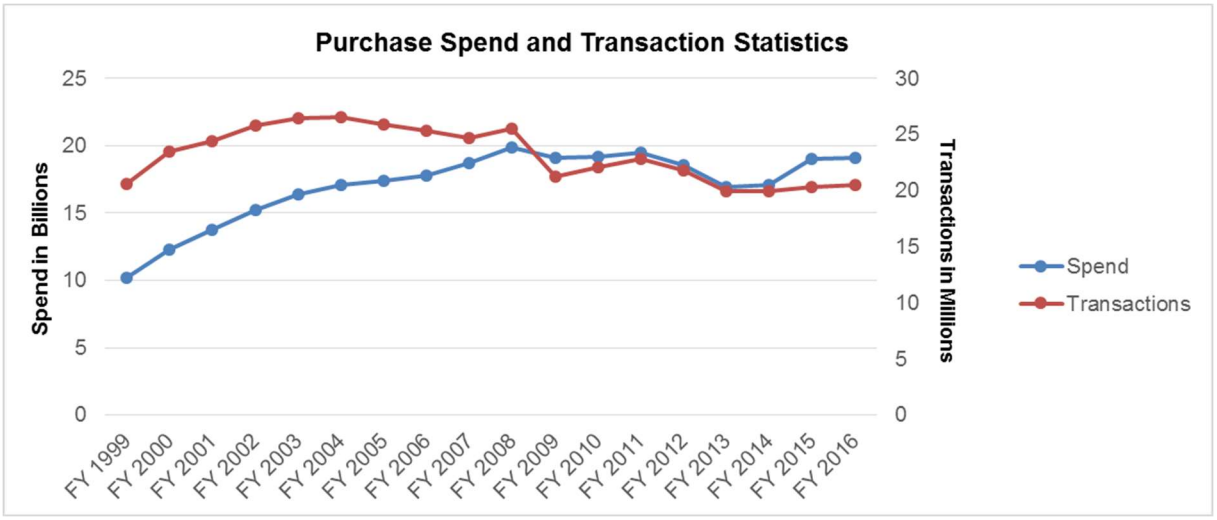
Table 3: Historical Convenience Check Spend and Transaction Data

Fiscal Year	Spend	Transactions
FY10	$ 132,071,282	393,987
FY11	$ 112,132,935	172,192
FY12	$ 95,646,864	141,837
FY13	$ 77,689,662	111,628
FY14	$ 66,343,834	100,636
FY15	$ 58,158,786	86,112
FY16	$ 51,485,929	72,906
Grand Total	**$ 593,529,291**	**1,079,297**

B.1.1 Historical Information - Purchase Business Line

The Federal Government piloted the Purchase Card Program in 1986 with 24 Federal agencies. Based on that success, Office of Management and Budget (OMB) requested that GSA acquire and provide purchase card services on a government-wide basis. The first contract was competitively awarded in 1989 and the second contract was competitively awarded in 1994. The commercial purchase card business line was integrated into the first GSA SmartPay Master Contract, awarded February 10, 1998, and continued through GSA Smart Pay 2, which was awarded on June 7, 2007. The GSA SmartPay website includes historic and current program data illustrating spend, transaction, and account growth of the GSA SmartPay purchase business line, found at: https://smartpay.gsa.gov.

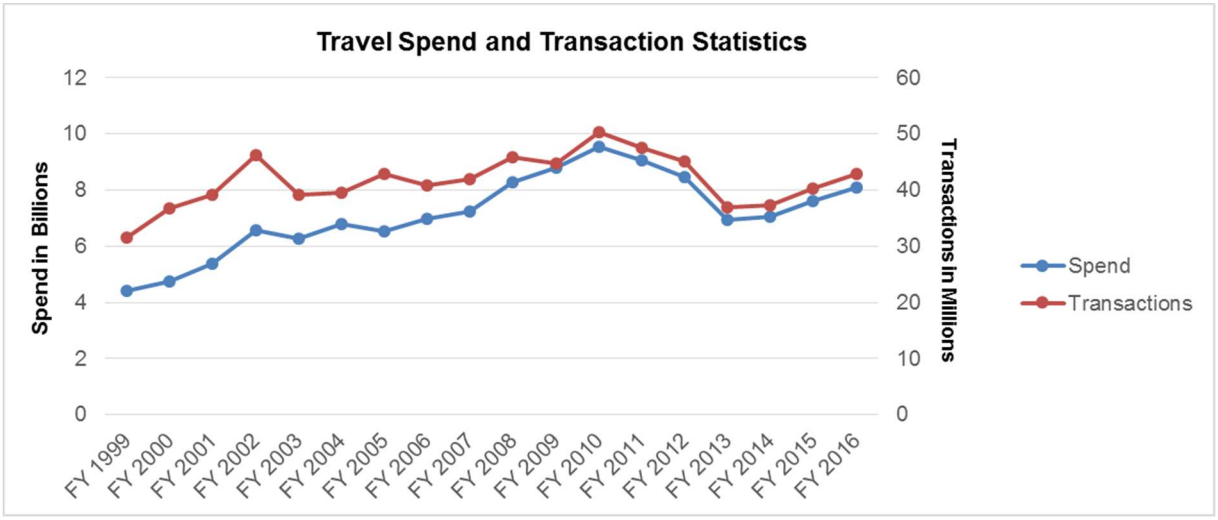
Figure 1: Purchase Spend and Transactions by Fiscal Year



B.1.2 Historical Information - Travel Business Line

From 1983 to 1998, GSA contracted for a travel and transportation payment and expense control system for official travel expenses. The system consisted of Individually Billed Accounts (IBA) with and without automated teller machine (ATM) access, Centrally Billed Accounts (CBAs), and traveler's checks for official use for domestic and international travel and travel-related expenses. Agency/organizations used non-commercial payment practices to implement stand-alone travel programs prior to the GSA SmartPay Program. Many agencies/organizations used cumbersome government transportation request (GTR) processes requiring significant control mechanisms, leading to excessive costs and implementation inconsistencies forcing customers to rely on GTRs to verify government-rate airfares. The GSA SmartPay Travel Card Program was included in the GSA SmartPay Master Contract, awarded on February 10, 1998. The GSA SmartPay 2 Master Contract, awarded June 7, 2007, continued the travel charge card business line. The GSA SmartPay website includes historic and current program data illustrating spend, transaction, and account growth of the GSA SmartPay business lines, found at: https://smartpay.gsa.gov.

Figure 2: Travel Spend and Transactions by Fiscal Year



B.1.3 Historical Information - Integrated Business Line

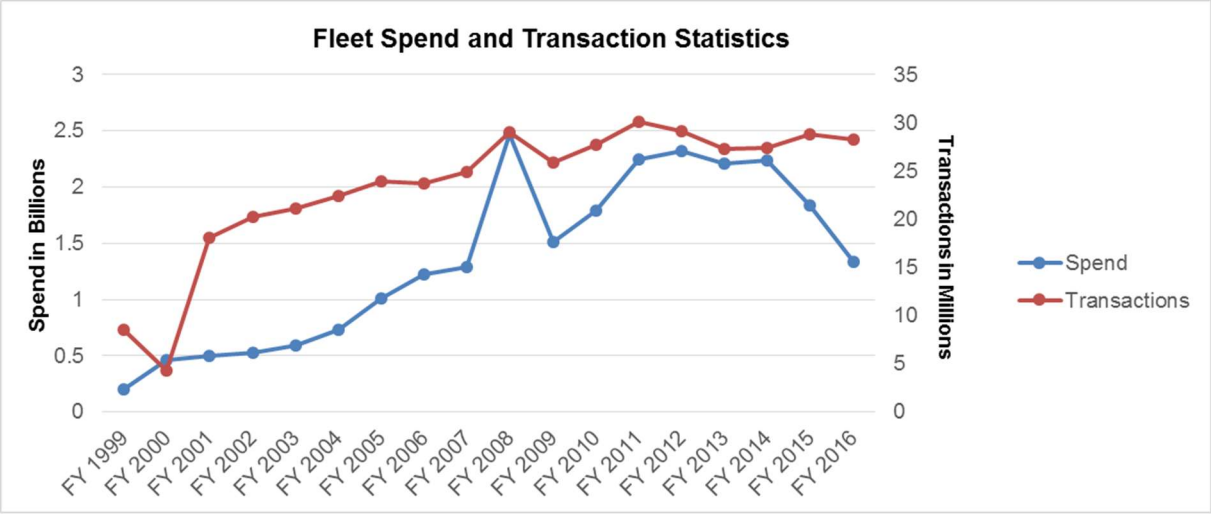
Under the GSA SmartPay 2 Master Contract, the Department of the Interior requested implementation of

an Integrated payment program. Through a collaborative effort across traditional program lines, Purchase, Travel, and Fleet were combined creating the largest Integrated charge card program in either the public or private sector. A task order was awarded for all three business lines (Purchase, Travel, and Fleet) to a single contractor in order to implement an Integrated business line. This allowed the possibility an integrated process for this agency from the beginning and the option to move to an Integrated program further into the contract's period of performance. The Integrated business line also included other payment solutions as allowed under the scope of work and ordered by the Department of Interior. The Integrated business line averages $650 Million in spend with over ninety thousand transactions, annually.

B.1.4 Historical Information - Fleet Business Line

In October of 1996, GSA issued a solicitation for commercial fleet payment solution services. That contract was awarded on December 27, 1996. The GSA SmartPay Fleet Card Program was included in the GSA SmartPay Master Contract, awarded on February 10, 1998. The GSA SmartPay 2 Program, awarded on June 7, 2007, continued the Fleet business line. The GSA SmartPay website includes historic and current program data illustrating spend, transaction, and account growth of the GSA SmartPay Fleet business line, found at: https://smartpay.gsa.gov.

Figure 3: Fleet Spend and Transactions by Fiscal Year



B.1.5 Historical Information by Task Order

Agencies/organizations shall provide additional historical information (e.g., average billing cycle length, volume of spend, speed of pay) at the task order level. Contractors shall propose task order level pricing based upon the additional information provided.

B.2 Pricing Categories

B.2.1 Refunds

B.2.1.1 Master Contract Minimum Refunds

The Government has established minimum refunds by Contract Line Item Number (CLIN) and business line. As found in B.4 *Pricing Schedules* the minimum refunds are a single rate which considers both volume of spend and speed of pay historically found under the GSA SmartPay Program. Minimums may vary by CLIN and business line. Offerors must adhere to the minimum refund structure when proposing under the Master Contract. Alternate proposals will not be considered at the master contract level. Failure to propose in accordance with the instructions contained in this Request for Proposal (RFP) may render

the proposal non-responsive. See B.2.2 *Product and Service Offerings: Not Separately Priced (NSP).*

B.2.1.2 Task Order Level Refunds

When requested by the agency/organization at the task order level, Contractors must break out the components of their single refund rate for transparency purposes. The breakout shall show the portion of the single refund rate associated with the minimum refund under the Master Contract and the portion associated with any assumptions related to historical and/or projected payment information, such as agency/organization spend volume or speed of pay. See B.1.5 *Historical Information by Task Order* for further details.

Agencies/organizations may require the Contractor to offer tiered pricing with separate single refund amounts. Request and acceptance of such a schedule is at the sole discretion of the agency/organization. The Contractor shall not propose, nor shall the agency/organization request or award, separate sales and productivity refunds, to include calculations based on file turn formulas for separate speed of pay. Volume of spend and speed of pay must be reflected in a single refund amount by CLIN/sub-CLIN at the task order level. Contractors shall not propose less than the minimum refund awarded in the Master Contract at the task order level.

Task orders shall include specific terms and conditions to address the event that an agency/organization fails to make payment consistent with the payment performance assumptions used as a basis for the task order level refund(s) awarded.

B.2.2 Product and Service Offerings: Not Separately Priced (NSP)

All business lines include Standard Transactions, Large Ticket Transactions, and ePayable – Supplier Initiated Payments as separate refunds listed under Tier 1 CLINs. For these CLINs and all associated sub-CLINs, Offerors shall propose a refund amount no less than the minimum stated that takes into account all costs associated with meeting the RFP requirements.

Figure 4: Standard Transaction Requirements by Business Line is provided to illustrate what contract requirements, by business line, shall be included in pricing of standard transactions, large ticket transactions, and ePayable – Supplier Initiated Payments (and any associated sub-CLINs), as applicable. Large ticket requirements shall also adhere to requirements outlined below and coincide with commercial treatment of large ticket transactions (see C.1 *Definitions*). Listed requirements include corresponding subsections, herein:

Figure 4: Standard Transaction Requirements by Business Line

Business Line	Standard Transaction Requirements	
	General Requirements	**Business Line Specific Requirements**
Purchase	• C.1 *Definitions* • C.2 *Scope and Terms* ○ C.2.1.1 *Agency/Organization Eligibility Determinations* • C.3 *Payment Solutions Management* • C.4 *Customer Service, Training and Communication* • C.5 *Additional Program Focus Areas* • C.6 *Quality and Risk* • C.7 *Data Management, Transaction Support and Reporting* • C.8 *Security Requirements*	• See C.2.1.2 *Purchase Business Line Scope of Work*
Travel		• See C.2.1.3 *Travel Business Line Scope of Work*
Integrated		• See C.2.1.4 *Integrated Business Line Scope of Work*

Business Line	Standard Transaction Requirements	
	General Requirements	Business Line Specific Requirements
Fleet		• See C.2.1.5 *Fleet Business Line Scope of Work*

Offerors shall not individually price any costs associated with not separately priced requirements that are a part of the pricing of Tier 1 products and services unless a separate CLIN is expressly provided under B.4 *Pricing Schedules* for such purposes. Contractors are encouraged to submit their best pricing in initial offer(s). Failure to provide a price on a Tier 1 CLIN or sub-CLIN as part of any business line for the base or any option period shall render the offer non-responsive.

B.2.3 Product and Service Offerings: Separately Priced

Business lines also may include Tier 1 CLINs for fee-based products and services such as convenience checks, ATM access, and Non-Interchange Based Government-to-Government transactions. Fees shall be expressed as a maximum hourly rate, maximum fixed fee, or net basis points (as applicable). Offerors are encouraged to submit their best pricing in the initial offer(s), as the Government may award without discussions. Failure to provide a price on a separately priced Tier 1 CLIN as part of any business line for the base or any option period shall render the offer non-responsive.

All business lines include a list of optional CLINs for Tier 2 Value-Added Product and Service Offerings. Offerors shall not propose or be awarded any Tier 2 CLINs for any business line without also being awarded Tier 1 CLINs under the same business line. Proposing on Tier 2 products and services is at the sole discretion of the Offeror. Acceptance of Tier 2 CLINs for award is at the sole discretion of the Government. For all Tier 2 CLINs, Offerors shall propose their separately priced minimum refund, maximum hourly rate, or maximum fixed fee/net basis points (as applicable) for the specific product or service offered. Offerors shall not include any not separately priced costs required to be included in Tier 1 product or service offerings under Tier 2 pricing; doing so may render the offer non-responsive.

B.2.3.1 Non-Interchange Based CLINs

Tier 1 and Tier 2 CLINs may include product and service offerings which do not generate interchange and do not produce refunds to the agencies/organizations. If a type of transaction is not specifically identified as non-interchange based, it is expected that interchange and refunds, regardless of the amount, are generated. If the Contractor charges an agency/organization a flat fee per transaction for these types of solutions, the Contractor shall provide GSA with a Contract Access Fee in accordance with G.1 *GSA Contract Access* Fee.

B.3 Refunds: Calculation, Payments, and Remittance

Offerors shall, at a minimum, provide pricing for all Tier 1 CLINs in each business line included under each proposal option, for the base and all option periods, as set forth on the tables in B.4 Pricing Schedules. Refund shall be calculated in accordance with B.3.3 *Calculation of Refunds* (See B.3.2 *GSA Contract Access Fee (CAF)*[1] for further information). Offerors shall propose separate minimum refunds for each business line based on a 30-day billing cycle at the master contract level. Agencies/organizations shall have the option to choose the frequency of the billing cycle at the task order level. Standard rounding practices shall be used when determining refunds.[2]

B.3.1 Frequency of Refund Remittance

[1]**Note:** The term "Industrial Funding Fee (IFF)" has changed to "Contract Access Fee (CAF)" as a result of the Transactional Data Reporting rule issued by GSA in June 2016.
[2]For this purpose, standard rounding means < 5 shall be rounded down, and >= 5 shall be rounded up to the nearest whole number.

The Federal Government's Fiscal Year (FY) begins October 1st and ends September 30th. The Contractor shall remit refunds electronically to the agency/organization by the 15th calendar day of each FY Quarter following each reporting period (e.g., January 15th, April 15th, July 15th, October 15th), unless otherwise specified by the agency/organization. The GSA CAF shall be deducted from gross refunds and remitted to GSA in accordance with B.3.2 *GSA Contract Access Fee (CAF*) *and G.1 GSA Contract Access Fee (CAF).* If the 15th calendar day of a FY Quarter falls on a weekend or Federal Government holiday, payment shall be remitted by the next business day.

Refunds shall be remitted by the Contractor to the highest hierarchy level of the agency/organization, unless otherwise specified by the agency/organization at the task order level. Refund remittance shall align to and conform to the provisions outlined in *Government Charge Card Abuse Prevention Act of 2012* (P.L. 112-194) and *Office of Management and Budget Circular A-123 Appendix B: Improving Management of Government Charge Card Programs, or subsequent revisions thereto*. Agencies/organizations may require more frequent refund remittance schedules (e.g., daily, weekly, monthly) and will specify and request pricing for requirements at the task order level. In accordance with the *Prompt Payment Act* (P.L. 97-177), an agency/organization may establish procedures within a task order to charge and collect compensation from the Contractor for late refund payments.

B.3.1.1 Initial Refund Remittance

Unless otherwise stated in the agency/organization task order, the first agency/organization refund remittance payment is due by the 15th calendar day of the FY Quarter following the first transactional period of performance.

B.3.1.2 Fourth Quarter Refund Remittance

The Contractor shall remit FY Quarter Four (Q4) refund payments in the same manner as previous quarters, unless specified otherwise at the agency/organization task order level. In order for agencies/organizations to take advantage of refunds, the timing of sales refunds shall account for the Federal Government's year end processing, as applicable.

B.3.1.2.1 Estimated Fourth Quarter Refunds

An agency's/organization's fiscal policy may prohibit acceptance of previous FY refunds in a subsequent FY. If an agency/organization requires refund payments to be made in the same FY in which they are earned, the Contractor shall estimate and remit the fourth FY quarter refund payment based on the agency's/organization's previous FY's fourth quarter transaction activity. For programs with no prior Q4 transaction activity, the refund for the fourth quarter of the first year of the task order shall be based on the agency's/organization's refund calculation for the third quarter, unless otherwise specified by the customer. In the case of the first year of performance where there is no previous year's refund by the Contractor available upon which to estimate, the Contractor shall use the refund received under the previous (out-going) Contractor to estimate remittance.

The fourth quarter refund payment shall be remitted to the agency/organization by August 15th, at the same time as third quarter refund payments are made, unless otherwise specified by the agency/organization. During the first quarter of the next FY, the Contractor shall adjust the refund payment to reflect any discrepancies between the estimated refund amount and the earned refund amount that was overpaid or underpaid to the customer agency/organization for the previous fourth quarter. This amount shall be reported and remitted/adjusted by the 15th day of the first quarter of the next FY. A negative/incorrect balance from either party will require the agency/organization and contractor come to an agreement on how that remittance will be made as part of task order closeout procedures.

B.3.2 GSA Contract Access Fee (CAF)

The GSA Contract Access Fee (CAF) serves to cover GSA's costs charged to agencies/organizations in providing and administering the GSA SmartPay Program. The GSA CAF shall be a set number of basis points applied against the refund eligible net charge volume to be deducted from gross refunds, as

determined by the Center for Charge Card Management (CCCM) in accordance with G.1 *GSA Contract Access Fee (CAF).* For transactions processed under ePayables CLINs (both Tier 1 and Tier 2), the Contractor shall remit and deduct GSA CAF in the amount of 2 basis points of gross refunds or 6 cents per transaction, when ordered at the agency/organization task order level. CAF shall be determined and remitted in accordance with G.1 *GSA Contract Access Fee (CAF).*

B.3.3 Calculation of Refunds

Refunds will be calculated and aggregated for quarterly remittance, by following the series of steps (as shown in the example below):

a) Determine net charge volume (*Step 1*);
b) Subtract gross credit losses and transactions not eligible for refunds from net charge volume to determine refund eligible net charge volume[3] (*Step 2*);
c) Calculate Gross Refund by multiplying the refund eligible net charge volume by the task order refund basis points (*Step 3*);
d) Calculate GSA CAF by multiplying the refund eligible net charge volume by the current GSA CAF rate (*Step 3*) (See G.1 *GSA Contract Access Fee* for more details)
e) Subtract CAF due to GSA from gross refund to determine net refund amount (*Step 3*).

If allowed in the requirements of agency/organization task orders, the Contractor may use a time frame other than FY quarters to determine net charge volume for the purpose of the refund calculation above. Any time frame other than FY quarters shall align with the Contractor's commercial banking practices and be easily verifiable by the agency/organization (e.g., based on billing cycle, invoice date, or statement date). Differing time frames (e.g., based on billing cycle, invoice date, or statement date) used for this calculation shall not be changed by the Contractor arbitrarily as an extension of the Contractor's commercial sector practices nor impact the date or frequency of refund payments to the agency/organization as otherwise required herein or at the task order level. Differing time frames (e.g., based on billing cycle, invoice date, or statement date) must be documented and disclosed to GSA and agencies/organizations in all refund calculation reporting provided under Section C.7.3.

[3] See Section C.1 Definitions of Net Charge Volume and Refund Eligible Net Charge Volume for more details.

Refund Example

The following is an example of a quarter's activity. This example assumes that the task order refund basis points is 100 bps and GSA CAF rate is assumed as 6.5 basis points.

Step 1: **Determine Net Charge Volume.**

Purchases	$ 7,500.00
Cash Advances	$ 220.00
Convenience Checks	$ 500.00
Fees	$ 17.00
Adjustments	$ (2.00)
Credits	$ (430.00)
Net Charge Volume	***$ 7,805.00***

Step 2: **Determine Refund Eligible Net Charge Volume.**

Net Charge Volume	$ 7,805.00
Convenience Checks	$ (500.00)
Fees	$ (17.00)
Gross Credit Losses	$ (200.00)
Refund Eligible Net Charge Volume	***$ 7,088.00***

Step 3: **Calculate Net Refund.**

Gross Refund ($7,088 x 0.01000)	$ 70.88
GSA Contract Access Fee ($7,088 x 0.00065)	$ (4.61)
Net Refund	***$ 66.27***

B.3.4 Refund Offsets on Travel IBA Refunds

If net credit losses on Travel Individually Billed Accounts (IBAs) during the reporting period are greater than or equal to 30 basis points (bp) of Refund Eligible Net Charge Volume (as shown in *Step 1* in the example below), refunds for Travel IBAs shall be calculated as outlined below. Otherwise, Travel IBA refunds shall be calculated in accordance with B.3 *Calculation of Refunds*.

Net credit losses shall only be offset against refunds generated from agency/organization Travel IBA accounts. Travel IBA credit losses shall not be offset against refunds generated from Centrally Billed Account (CBA) accounts or other business lines.

The calculations shall follow this series of steps (as shown in the example below):

a) **Calculate Gross Refund:** Multiply Travel IBA Refund Eligible Net Charge Volume by Task order refund basis points (*Step 2*)

b) **Calculate Credit Loss Rate[4]:** Divide the Refund Eligible Net Charge Volume into the dollar amount of:

   i) Net Credit Losses greater than or equal to 30 basis points in the current reporting period; plus

   ii) Net Credit Loss Refund Offset carried over from previous reporting period, if applicable. (Part 1 of *Step 3*)

c) **Calculate Dollars Withheld:** Multiply Travel IBA Refund Eligible Net Charge Volume by Credit Loss Rate (Part 2 of *Step 3*)

d) **Calculate GSA CAF Owed:** Multiply Travel IBA Refund Eligible Net Charge Volume by GSA CAF rate (Part 1 of *Step 4*)

e) **Calculate Net Refund:** Subtract CAF owed to GSA and Dollars withheld by Contractor for Credit Loss from Gross Refund (Part 2 of *Step 4*)

If Dollars withheld by Contractor for Credit Loss for the current reporting period exceeds the agency/organization Net Refunds, the Contractor may carry over the balance to offset against the agency's/organization's gross refunds for subsequent reporting periods (as shown in *Step 3* of the example below).

The agency/organization shall not be liable for any refund offsets in excess of the agency's/organization's net refund amount, except to a refund offset carried over (as described in above). Upon task order termination or expiration, the agency/organization shall not be liable for any refund offset amounts remaining after calculating refunds and refund offsets for the final reporting period.

This section also applies to the Individually Billed (IB) portion of an agency/organization Travel program when using the GSA SmartPay Tax Advantage Travel Card Account product.

[4] The rate shall be calculated at the highest hierarchy level, (e.g., Army, Navy, Air Force, agency/organization, bureau) unless otherwise required at the agency/organization task order.

Offsets on Travel IBA Refunds Example

The following is an example of the quarterly activity for a Travel IBA. This example assumes that the task order refund basis points is 100 bps and assumes GSA CAF rate of 6.5 basis points.

Step 1: **Check if net credit losses on Travel IBA during the reporting period are greater than or equal to 30 basis points of refund eligible net charge volume.**

1. $7,088 (Refund Eligible Net Charge Volume) x 30 bp = $21.26
2. $30 (Net Credit Losses) ≥ $21.26, follow Step 2.

Step 2: **Calculate Gross Refunds.**

Refund Eligible Net Charge Volume	$ 7,088.00
Gross Refund (7,088 x 0.01000)	***$ 70.88***

Step 3: **Calculate Dollars withheld by Contractor for Credit Loss.**

1. Credit Loss Rate = $\frac{\$5 \text{ (carried over net credit loss refund offset)} + \$30 \text{ (Net Credit Losses)}}{\$7{,}088 \text{ (Refund Eligible Net Charge Volume)}}$

   Credit Loss Rate = 0.004937923250564334

2.

Refund Eligible Net Charge Volume	$ 7,088.00
Dollars withheld (7,088 x 0.004937923250564334)	***$ 35.00***

NOTE: This example assumes $5 of net credit loss refund offset carried over from the previous reporting period. If not applicable, include only the current Net Credit Losses value in the formula above.

Step 4**: Calculate Net Refund.**

Gross Refund (7,088 x 0.01000)	$ 70.88
GSA CAF (7,088 x 0.00065)	$ (4.61)
Dollars withheld by Contractor for Credit Loss	$ (35.00)
Net Refund	***$ 31.27***

B.3.5 Insufficient Refunds

Contractors are required, regardless of agency/organization refunds during a given period, to remit the Contract Access Fee (CAF) to GSA for the period in question. The Contractor shall work directly with agencies/organizations to collect any outstanding CAF balances due to the Contractor in the case of insufficient refunds.

B.4 Pricing Schedules

The Pricing Schedule is divided into the three proposal submission options outlined in Section L, Instructions, Conditions, and Notices to Offerors, reflected in the table below.

Figure 5: Master Contract Pricing and Proposal Submissions Options by Business Line Combinations

Business Line	Proposal Submission Options		
	Proposal Option 1	Proposal Option 2	Proposal Option 3
Purchase	✓		✓
Travel	✓		✓
Integrated	✓		✓
Fleet		✓	✓

Pricing under each proposal submission option is further divided by contract period (base and option periods), business line, and CLIN. CLINs are numbered and grouped as either Tier 1 (Core Requirements) Products and Service Offerings or Tier 2 (Optional) Value-Added Product and Service Offerings under each business line. CLINs are numbered differently depending on the contract period (base period or option periods), as illustrated below. See F.1 *GSA SmartPay Contract Period of Performance* for additional information about base and option periods and the total period of performance.

Figure 6: Contract Line Item Number (CLIN) Sequence

CLIN Structure		
CLINs by Contract Period	**Sub-CLIN**	**Example**
0XXX -- Base Period	• aa • ab … … • zy • zz	0003ab (CLIN 0003, Sub-CLIN ab - Base Period)
1XXX – Option Period 1		1003ab (CLIN 0003, Sub-CLIN ab - Option Period 1)
2XXX – Option Period 2		2003ab (CLIN 0003, Sub-CLIN ab - Option Period 2)
3XXX – Option Period 3		3003ab (CLIN 0003, Sub-CLIN ab - Option Period 3)

Tier 1 Pricing. Not -separately priced Tier 1 CLINs have fixed units of issue and fixed minimum required refunds in terms of basis points or cents per transaction. Offerors are encouraged to propose higher than the minimum basis points required in the Master Contract Pricing Schedule. Separately priced fee-based Tier 1 CLINs shall be proposed with fixed units of issue and no Government specified fixed maximum fee imposed by the Government. Failure to provide a price on a Tier 1 CLIN or sub-CLIN as part of any proposal option and business line, for the base or any option period, may render the offer non-responsive.

Tier 2 Pricing. Tier 2 CLINs allow Offerors to determine the specific product or service to be offered under the Tier 2 CLIN categories listed, unit of issue (i.e., face value, hourly rate by labor category, net charge volume, fixed fee, net basis points, etc.), and the maximum fee pricing structure. Tier 2 CLINs do not dictate minimum required refunds or maximum fees (as applicable). While Offerors are not required to propose Tier 2 products and/or services, Offerors are strongly encouraged to provide as many Tier 2 offerings as possible for consideration. Offerors shall not propose or be awarded any Tier 2 CLINs for any business line without also being awarded Tier 1 CLINs under the same business line.

If an Offeror proposes a Tier 2 CLIN in the base period, the same CLIN must also be offered for all option periods. Proposing on Tier 2 products and services is at the sole discretion of the Offeror. If proposing multiple products or services under a given Tier 2 CLIN, the Offeror shall number their offerings and associated pricing in accordance with the CLIN sequence shown in *Figure 6: Contract Line Item Number (CLIN) Sequence* above. See below for a sample format:

Product/Service	CLIN	Unit of Issue	Minimum Refund/Maximum Fixed Fee or Net Basis Points Offered
Tier 2: Base Period: Commercially Offered Convenience Services – Extended Warranty	0018		
Extended Warranty – 1 yr.	0018aa	[Proposed by Offeror]	[Proposed by Offeror]
Extended Warranty – 2 yrs.	0018ab	[Proposed by Offeror]	[Proposed by Offeror]
Tier 2: Option Period 1: Commercially Offered Convenience Services – Extended Warranty	1018		
Extended Warranty – 1 yr.	1018aa	[Proposed by Offeror]	[Proposed by Offeror]
Extended Warranty – 2 yrs.	1018ab	[Proposed by Offeror]	[Proposed by Offeror]
Tier 2: Option Period 2: Commercially Offered Convenience Services – Extended Warranty	2018		
Extended Warranty – 1 yr.	2018aa	[Proposed by Offeror]	[Proposed by Offeror]
Extended Warranty – 2 yrs.	2018ab	[Proposed by Offeror]	[Proposed by Offeror]
Tier 2: Option Period 3: Commercially Offered Convenience Services – Extended Warranty	3018		
Extended Warranty – 1 yr.	3018aa	[Proposed by Offeror]	[Proposed by Offeror]
Extended Warranty – 2 yrs.	3018ab	[Proposed by Offeror]	[Proposed by Offeror]

Task Order Level Pricing. Offerors awarded contracts shall provide products and services for the negotiated prices stated in the agency/organization task order. Pricing at the task order level shall comply with the CLINs and be numbered accordingly as found in the Master Contract Pricing Schedule. Pricing at the task order level shall not fall below the stated minimums or maximums (as applicable) in the Master Contract Pricing Schedule. For additional information see B.2 *Pricing Categories*.

B.4.1 Proposal Option 1: Purchase, Travel & Integrated Pricing Schedule (Base and Option Periods)

B.4.2 Proposal Option 2: Fleet Pricing Schedule (Base and Option Periods)

B.4.3 Proposal Option 3: All Business Lines (Base and Option Periods)

The Contractor offered under, and the Government accepted CLINs under, Proposal Option 3. See the attached Pricing Schedules.

END OF SECTION B

C Statement of Work

C.1 Definitions

The following definitions apply to this solicitation and any GSA SmartPay 3 Master Contract award:

1057: Form used to describe merchant demographics (e.g., small business, veteran-owned small business, service-disabled veteran-owned small business, Historically Underutilized Business Zones (HUBZone) small business, small disadvantaged business, or women-owned small business concerns).

1099: Form used for reporting income to the Internal Revenue Service using a tax identification number. This could be either a Social Security Number (SSN) or an Employer Identification Number (EIN). For individuals who operate as merchants, reporting income should provide an SSN. A sole proprietor may provide either but is not required to provide both. All others should provide an EIN.

508 Conformance: Standards set by *Section 508 of the Rehabilitation Act of 1973* as amended by the Workforce Investment Act of 1998 — Public Law (P.L.) 105-220 dated August 7, 1998 — that require software and websites are accessible to people with disabilities.

Abuse: Use of a government payment solution to buy authorized items, but at terms (e.g., price, quantity) that are excessive, for a questionable government need, or both. Examples of such transactions would include purchase of items such as a day planner costing $300 rather than one costing $45, allowable refreshments at an excessive cost, and year-end or other bulk purchases of supplies or services for a questionable government need.

Account: An arrangement by which the Contractor accepts a customer agency's/organization's financial assets and holds them on behalf of the card/account holder at the agency's/organization's discretion.

Account Holder: Any individual issued an account at the request of an agency/organization component. This may also include any vehicle/equipment (e.g., Fleet applications), designated portions of an agency/organization, or Contractors under a cost reimbursable contract for Purchase accounts, Fleet accounts, and Travel CBA only. Account holders include both individuals with carded (e.g., cardholders) and non-carded accounts. See "Cardholders".

Account Holder Agreement: A written agreement between the Contractor and account holder designating both the account holder's and Contractor's responsibilities. By signing the application form and activating, signing, or using the account, a card or account holder agrees to be bound by the terms and conditions of the agreement. This also includes agreements between the Contractor and a cardholder. See "Account Holder".

Account Holder Application: An application designed by the Contractor and used by the account holder to apply for CBAs or IBAs. This includes applications used by cardholders. See "Account Holder".

Account Setup Information: Specific information required for each account so that an active account can be established. This information is supplied by each ordering agency/organization to the Contractor.

Ad Hoc Reporting: Provides the ability for GSA and the agency/organization community to access all data elements of the AO, account holder, and transaction records at any time to by allowing GSA and/or agencies/organizations to create reports in html, Excel, text (ASCII) formats, and/or others as defined by the agency/organization.

Adjustment: Purchases made through a GSA SmartPay payment solution are returned at a later date. While this purchase is initially included in net charge volume, it is deducted from net charge volume if the item purchase is returned. Any transaction that reduces the amount due to the agency/organization or account holder. See "Credit".

Agency Location Code (ALC): A 3-, 4-, or 8-digit unique identifier similar to a bank account number. An 8-digit numerical ALC is used by agencies/organizations that use Treasury for disbursement of funds. The

first two digits refer to the Agency, the next two digits refer to the Bureau, and the last four digits refer to the particular agency accounting station. A 4-digit numerical code is used for agencies/organizations that have their own disbursing authority, (e.g., Department of Defense (DOD)). A 3-digit ALC is used to identify Treasury Financial Centers and should comply with *Digital Accountability and Transparency Act of 2014 (DATA Act), P.L. 113-101*.

Agency/Organization: The entity authorized to manage and utilize the card/account (e.g., Administration, Agency, Board, Commission, Corporation, Department, Tribes and Tribal Organizations, Institute, Component). Agencies/organizations may be further designated by one or more in sub-elements (e.g., bureau, service, activity, division, office). Note: An agency/organization may also be referred to as a "customer" or "customer agency/organization".

Agency/Organization Accounts: An account issued in the agency/organization name that is centrally billed and paid directly by the agency/organization. A physical card may or may not be issued.

Agency/Organization Identifying Number: Provided in NIST Special Publication 800-87, Revision 1, Codes for Identification of Federal and Federally-Assisted Organizations. This standard provides a four-character identifier for each agency/organization. The set of identifiers defines a standard data element. The two leftmost characters form a component data element which is identical with the two-digit numerical code used in the Federal budgetary process to identify major Federal organizations. Agency/Organization Identifying Numbers may be downloaded from the internet at: http://csrc.nist.gov/publications/PubsSPs.html.

Agency/Organization Level: Any hierarchy level established by the agency/organization.

Agency/Organization Program Coordinator (A/OPC): The individual serving as the focal point for management, establishing and maintaining accounts, government-wide reporting and issuance and destruction of cards within each customer agency/organization. The A/OPC oversees the business line for his or her agency/organization and establishes agency/organization guidelines. The A/OPC directs the Contractor to establish accounts, serves as liaison between the account holder and the Contractor, provides on-going program guidance, audits card accounts as required, and keeps necessary account information current for the agency/organization.

Appropriate Purchase: A purchase that complies with federal and agency regulations and policies.

Approving Official (AO): The individual (typically a supervisor) responsible for ensuring an account is used properly by the agency/organization. The AO also authorizes account holder purchases (for official use only) and ensures that the statements are reconciled and submitted to the Designated Billing Office (DBO) in a timely manner. In the Travel business line, the individual (also, typically a supervisor) who is responsible for signing the traveler's voucher, indicating approval for payment and for its content.

Associations: Organizations that are comprised of banks and financial institutions that make the rules for acceptance of payment solutions, including interchange fees.

Authorization: The process of verifying, at the point-of-sale, that a transaction being made is allowable given requirements, prohibitions, and controls established by an agency/organization for that account.

Automated Clearing House (ACH): Central distribution point for transferring funds electronically for participating depository financial institutions. Transactions are accumulated and sorted by destination for transmission during a predetermined period.

Automated Teller Machine (ATM) Services: Contractor provided ATM services which allow cash withdrawals within dollar limits established in the relevant task orders from participating ATMs to be charged to a Contractor-issued card/account.

Automated Testing: Testing software applications by the creation of a test harness to control the execution of tests, verification of outcomes with predicted outcomes, and repeat-ability of test results.

Background Investigation: The act of reviewing both confidential and public information to investigate a person or entity's history of reliability and trustworthiness for purposes of accessing personal and sensitive GSA SmartPay customer and cardholder information.

Bank Identification Number (BIN): The first four to six numbers that appear on a charge card. The BIN uniquely identifies the financial institution issuing the card. The BIN is key in the process of matching transactions to the issuer of the charge card.

Basis Point (bp): One hundredth of one percent.

Billing Cycle: A specific recurring time period between when statements of account/invoices are processed.

Billing Cycle Date: The cut-off date for which charges are processed for the billing cycle.

Billing Cycle Office Limit: A monetary limit established by the A/OPC for budget control purposes. The limits may be established on single, reoccurring, or otherwise noted basis.

Billing Date: The billing date is the date of the official invoice sent to the agency/organization Designated Billing Office (DBO) in accordance with the *Prompt Payment Act*.

Brand: A financial institution that dictates where payments can be processed and facilitates the payment process between account holders, cardholders, merchants, and issuing financial institutions.

Business Day: Days that the Federal Government is open for operation (excludes weekends and Federal holidays).

Business Line: A group of payment solutions or payment activities with common functional characteristics (i.e., Purchase, Travel, Fleet, or Integrated).

Buyer-Initiated Payments: A type of transaction that requires no action by the supplier, no point-of-sale terminals or other hardware/software required to receive payment.

Calendar Day: Any day of the week, including days falling on a weekend or Federal holiday.

Cancelled Account: An account that is canceled due to an undisputed balance remaining unpaid for the prescribed number of calendar days after the date of the statement of account on which the charge first appeared. An account may also be canceled for numerous suspensions.

Card Account Number: An external means of identifying a specific customer unit or specific card. This is embossed/encoded/encrypted on the card itself.

Card Identifier: Unique identification for each card or other payment solution issued to an account (e.g., customer unit).

Cardholder: Any approved individual or agency/organization component issued a *physical* charge card at the request of the agency/organization.

Cardholder Agreement: See “Account holder Agreement”.

Cardholder Application: See “Account holder Application”.

Cardholder Verification Method (CVM): The mechanism used to identify a card or account holder (e.g., PIN, signature).

Card-Not-Present: A transaction conducted without a physical card.

Case Management System: A system that provides the interface to the user that allows for the review and documentation of at-risk transactions.

Cash Advances: The withdrawal of cash from an Automated Teller Machine (ATM) or financial institution, up to a certain limit.

Category Management: GSA purchasing approach where spend is organized into common categories and managed strategically. Uses expertise from industry and government to group product or service and provide Government buyers a strategic view of market places.

Centrally Billed Account (CBA): An account established by the Contractor at the request of the agency/organization to pay for official government purchases, for which the customer agency/organization is directly billed (billing account) and liable for making the payment. All Purchase and Fleet accounts are centrally billed. Travel accounts used for airfare and other travel related transactions may also be centrally billed. Agencies/organizations will specify, at the task order level, which Travel cards will be centrally billed accounts.

Centrally Billed Transaction: Transactions made by a card/account holder (transacting account) that are billed directly (billing account) to the Federal Government to be paid by the Federal Government. Includes all Purchase and Fleet transactions and may include other transactions, such as airfare.

Change Fee: Charge levied upon making a material change in a concluded arrangement such as an already purchased airfare ticket.

Charge-off: A canceled account with an unpaid balance determined to present a risk of being uncollectible by the Contractor but recoveries still pursued. See "**Write-off**".

Charge Card (or "Card"): A card, issued to an individual or an entity that is associated with an underlying account that is used for making payments. A charge card is similar to a credit card, except that there is no line of credit established and the balance owed is due and payable in full upon receipt of the statement for each billing cycle.

Chief Financial Officers (CFO) Act Agencies: The list of agencies identified in the *Chief Financial Officers (CFO) Act of 1990.*

Chip Card: A card product with a microprocessor chip embedded into the card to provide increased payment security. The chip creates a unique one-time code known as a "cryptogram" with each transaction.

Closing Date: The closing date is the cut-off date for which charges are processed for the billing cycle. See "Billing Cycle".

Computer Platform: A computer platform is a system that consists of a hardware device and an operating system that an application, program or process runs upon.

Contract Access Fee (CAF or "GSA CAF"): A fee, previously called the Industrial Funding Fee (IFF) that equals a set number of basis points as established by the Center for Charge Card Management (CCCM) [5], to be remitted by the Contractor to GSA, from the gross refunds. The CAF is intended to cover GSA's cost of operating the GSA SmartPay Program.

Contract Period: The total period of performance for the GSA SmartPay Master Contract is broken into contract periods. Under the GSA SmartPay 3 Master Contract there is a base period and three option periods that comprise the total period of performance. See "Period of Performance".

Contract Line Item Number (CLIN): The contract identifies business line product and service offerings as separately identified contract line items. Contract line items allow for pricing of products and services by individual unit prices or lump sum prices, as identified for each business line.

[5] The Federal Acquisition Service (FAS) within GSA has been undergoing an organizational realignment in June 2016. As a result, the Office of Charge Card Management (OCCM) is now the Center for Charge Card Management (CCCM).

Continuity of Operations: Actions taken by the Contractor in the event of a catastrophe that may disrupt operations domestically or internationally.

Contracting Officer (CO): A person with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings. The term includes certain authorized representatives of the contracting officer acting within the limits of their authority as delegated by the contracting officer. A single contracting officer may be responsible for duties in any or all areas of the procurement cycle. The Contracting Officer for the Master Contract is the GSA Contracting Officer and referred to as such. The Contracting Officer at the task order level may be referred to as the Agency/Organization Contracting Officer or Ordering Officer.

Contracting Officer Representative (COR): An individual designated and authorized in writing by the contracting officer to perform specific technical or administrative functions. The COR for the Master Contract is the GSA COR and will be appointed in writing at the time of contract award. The GSA COR is referred to as such in the Master Contract. The COR at the task order level will be designated in writing by the Agency/Organization Contracting Officer or Ordering Officer, at their discretion.

Convenience Check: Contractor-provided instrument that is written, dated, and signed against a card/account within established dollar limits.

Core Requirements: Minimum government-wide requirements. All Contractors shall offer core requirements. Core requirements are referred to as “Tier 1.”

Corrective Refunds: Payments from the Contractor to the agency/organization to correct improper or erroneous refund payments, or an invoice adjustment.

Credit: Any merchant transaction that reduces the amount due from the agency/organization or account holder to the bank.

Credit Loss Rate: The rate used to offset against agency/organization individually billed refunds when net credit losses on Travel IBA accounts during the reporting period are greater than or equal to 30 basis points of refund eligible net charge volume for Travel IBA accounts.

Creditworthiness Assessment: An assessment used as an internal control to ensure that account holders are financially responsible (See *P.L. 112-194 and OMB Circular A-123 Appendix B*).

Customer: See definition for “Agency/Organization.”

Customer Account: A Contractor’s internal means of identifying a specific customer unit. This identification may be separate from the card account number, may appear on invoices or reports, and may be required by the Contractor to properly post payments received.

Customer Agency/Organization: See definition for “Agency/Organization.”

Customer Unit: The smallest unit of reporting and invoicing. Each Customer Unit is a distinct account. More than one card may be assigned to each Customer Unit.

Customization: The standard commercial practice of creating reports, invoices, and services to meet unique needs of a specific customer at no cost or at a mutually agreeable fee, when applicable.

Data Mining: An automated process used to scan databases to detect patterns, trends, and/or anomalies for use in risk management, spend patterns, and other areas of analysis.

Data Universal Numbering System (DUNS) number: A unique identifier available to organizations by registering with Dun & Bradstreet.

Data Warehouse: See “GSA SmartPay Data Warehouse”

Declined Transaction: Transaction where authorization has been refused by the Contractor's transaction authorization system.

Declining Balance Card: The Contractor shall provide declining balance cards at no additional cost. Declining balance cards function similarly to a traditional charge cards, however limits do not refresh each month. These cards can be applied for a specific purpose for a specific period of time, as identified by the agency/organization. Credit limits can either be set as needed or the card becomes inactive once the balance is used.

Defect Management Plan: The documentation of methodology that shows the lifecycle of a defect from how to identify, log, triage, fix, test, and deploy defect fixes, verification, and closeout.

Defense Travel System (DTS): A system that the Department of Defense uses to manage end-to-end travel through a seamlessly automated web based system.

Delinquency: An undisputed account balance that is unpaid for the prescribed number of calendar days or more past the statement date.

Designated Billing Office (DBO): The office or third party entity designated by the customer agency/organization to receive the official invoices and, in some instances, make payments. Typical DBO responsibilities are addressed in J.5 *Attachment 5: Designated Billing Office Responsibilities.*

Dispute: A situation in which a customer agency/organization or account holder questions the validity of a transaction that was registered to an agency/organization account.

DLA Energy: Formerly known as Defense Energy Support Center, the Defense Logistics Agency (DLA) Energy, works with customers and suppliers to procure and distribute military specification petroleum products.

Dollars withheld for Credit Loss: Refund eligible net charge volume times the credit loss rate. Dollars withheld by the Contractor for Credit Loss determines an offset to net refunds paid to agencies/organizations for a reporting period (see “Net Credit Losses”).

Domestic: Locations existing in all 50 states of the United States of America, the District of Columbia, U.S. Territories, and U.S. Possessions.

Duplicate Transaction: A transaction that has been processed twice for the same purchase.

Electronic Access System (EAS): The Contractor’s internet-based system that provides account access and a variety of reports to assist in the effective management of the Contractor’s payment solution programs.

Electronic Funds Transfer (EFT): Delivery systems used to transfer payments of funds electronically.

Electronic Signature: A paperless method or process to electronically sign a document which is verified or authenticated.

Enhanced Data: Additional data provided beyond Level 3 data.

Europay, MasterCard and Visa (EMV): The standard for cards equipped with computer chips and the technology used to authenticate chip-card transactions.

Exception Reports: Reports that identify high risk transactions, as identified by the agency/organization.

External Fraudulent Activity: See “Fraud” definition.

E-Gov Travel Service (ETS): A Federal Government program that civilian agency/organization Federal employee travelers use to manage end-to-end travel through a common, web based, government-wide contracted service.

ePayables: A solution that augments or replaces the accounts payables process such that electronic transactions take place directly between the Government and the supplier. EPayables solutions are typically used with merchants who are traditionally paid by check or EFT or merchants who do not accept

charge card payments (e.g., utility companies). Examples include straight-through processing, buyer-initiated payments, supplier-initiated payments, procure to pay, and other card not present solutions. EPayables do not include virtual cards, single use accounts, or other products/services presently defined under business lines.

Fees: Charges required by banks to recover necessary costs (e.g., ATM Fee, Convenience Check Fee, Foreign Transaction Fee).

Federal Acquisition Regulation (FAR): The set of regulations mandated for use by the majority of Federal executive agencies for acquisition of supplies and services with appropriated funds, as set forth in 48 CFR § 1-52. Some agencies/organizations may have additional deviations to the FAR and other supplemental acquisition regulations (e.g., Department of Defense FAR Supplement, or DFARS).

Federal Government: Refers to GSA and customer agencies/organizations.

Federal Holidays: Authorized holidays recognized by the US Government when most Federal offices are closed. Federal holidays will generally be celebrated in recognition of, but may not be limited to, New Year's Day, Martin Luther King, Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

Federal Information Security Management Act (FISMA): Legislation that defines a comprehensive framework to protect government information, operations, and assets against threats.

File Transfer Protocol (FTP): A commonly used protocol for exchanging files over any network that supports the Transmission Control Protocol/Internet Protocol (TCP/IP) (such as the internet or an intranet). There are two computers involved in an FTP transfer: a server and a client. The FTP server, running FTP server software, listens on the network for connection requests from other computers. The client computer, running FTP client software, initiates a connection to the server. Once connected, the client and/or server can perform file manipulation operations such as uploading files, downloading files, and renaming or deleting files.

Financial Institution: An establishment (e.g., bank) that offers financial services and focuses on dealing with financial transactions, such deposits, checking accounts, loans, or various investment services.

Fiscal Year (FY): October 1 through September 30.

Fiscal Year (FY) Month: One twelfth or one month of the federal FY.

Fiscal Year (FY) Quarter: One fourth (or three months) of the Federal FY (e.g., first quarter, October 1 through December 31; second quarter, January 1 through March 31; third quarter, April 1 through June 30; and fourth quarter, July 1 through September 30).

Foreign Currency Conversion Fees: A fee associated with purchases made in a foreign currency (i.e., non-U.S. dollars).

Fraud: Any act of corruption or attempt to cheat the Federal Government or corrupt the Government's agents, including but not limited to, the use of government payment solutions to transact business that is not sanctioned, not authorized, not in one's official government capacity, not for the purpose for which the card was issued, or not as part of official government business.

Fraudulent Activity: The use of government payment solutions to transact business that is not sanctioned, not authorized, not in one's official government capacity, not for the purpose for which the card was issued, or not as part of official government business.

Ghost Card: A charge card number (without plastic) that is specific to an agency/organization or an entity within an agency/organization. Purchases made are then charged back to the agency/organization or the entity within the agency/organization to which the charge card number was issued.

Government System: A government system is defined as a government owned or contracted safeguarded system that contains and/or processes government data, specifically Personally Identifiable Information (PII).

Government-to-Government Transactions: Payments between different agencies (inter-governmental) or within the same agency (intra-governmental). In most instances, these transactions are classified under Merchant Category Code 9399, Miscellaneous Government Services. See Treasury Financial Manual Announcement A-2014-04, *Limitations on Credit Card Collection Transactions and Policy for Splitting Transactions.*

Government Travel Regulations: Regulations governing the travel and relocation allowances and entitlement of Federal employees performing official temporary duty travel or relocating for the Federal Government. For Federal civilian employees, see FTR (41 CFR Chapters 301-304). For the Department of Defense, see DoD Instructions 5154.31 and the Joint Travel Regulations (JTR).

Gross Credit Loss: Written off balances on accounts that reach the prescribed number of calendar days past the closing date on the statement of account.

Gross Refunds: The refund amount to be paid to the agency/organization before any deduction or adjustments (e.g., GSA CAF, fraud, etc.).

GSA City Pair Program: GSA's procurement program for air passenger transportation services. The GSA SmartPay Travel Card is the only form of payment accepted by the GSA City Pair Program.

GSA City Pair Program Identifier: A code that identifies a mandatory user of the GSA City Pair Program.

GSA Contracting Officer (CO): A person with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings. The term includes certain authorized representatives of the contracting officer acting within the limits of their authority as delegated by the contracting officer. A single contracting officer may be responsible for duties in any or all areas of the procurement cycle.

GSA Contracting Officer Representative (COR): An individual designated and authorized in writing by the contracting officer to perform specific technical or administrative functions.

GSA Contract Access Fee (CAF): See "Contract Access Fee (CAF)"

GSA SmartPay Data Warehouse: The electronic platform in which data is directly imported, aggregated, and normalized from Contractor systems in order to allow analysis of GSA SmartPay spend and transactional data. Note: Also referred to as "Data Warehouse."

GSA Systems Manager: An individual within GSA who institutes measures to safeguard sensitive information within a computer network.

Hierarchy: The organizational structure of the agency/organization which may be composed of multiple levels from the account holder to the top level of the agency/organization.

Inappropriate Purchase: A purchase that does not comply with federal and agency regulations and policies.

Individually Billed Account (IBA): A Contractor-issued account used by authorized individuals to pay for official travel and travel-related expenses for which the Contractor bills the account holder, and for which the individual is liable to pay. Individually Billed Accounts may only be issued to Federal employees or employees of Tribes or Tribal Organizations.

Individually Billed Transaction: Transactions through Contractor-issued charge card/account used by authorized individuals to pay for official travel and transportation-related expenses for which the

Contractor bills the cardholder, and for which the individual is liable to pay.

Information System Security Officer (ISSO): An individual whose job it is to create and institute measures to safeguard sensitive information within a computer network.

Integrated Card: Purchase, Travel and Fleet transactions, whose processes are integrated on the front-end (e.g., at a minimum, account set-up, account maintenance, customer service) or back-end (e.g., reconciliation, reporting, and invoicing), or both. An Integrated card may be a single card or a single payment solution.

Interchange Fee: A fee paid by the merchant's financial institutions to the card issuing bank for processing its customer merchant payment transaction. In most instances, the interchange fee is a percentage of the total transaction amount and is passed on to the merchant through the merchant financial institution's fees.

Inter/Intra-Governmental Service: Payments made between two federal government entities. This service is used for inter/intra-agency operations and payments supporting Purchase, Travel, Fleet, and Integrated transactions. Inter/Intra-Governmental transactions may or may not generate interchange.

International: Worldwide locations that are not within the definition of "domestic".

Intranet: A privately maintained computer network that can be accessed only by authorized persons, especially members or employees of the organization that owns it.

Invoice: A written document requesting payment to the Contractor. A proper invoice as defined by FAR containing the data required by, and formatted in accordance with, contract and task order specifications.

Issuing Financial Institution: A financial institution that offers card association branded payment cards and/or payment solutions to consumers. See "Financial Institution".

Knowledge Sharing: Systematic and continuous capture of know-how from relevant experience so that information can be transferred and made re-usable to another party.

Large Ticket Transaction: Transactions exceeding a certain "high dollar" threshold as processed by the merchant (merchant dependent), for which the brands set a lower interchange rate than for standard transactions.

Leg-by-Leg Itinerary: Each segment of the trip shown separately on the air/rail carrier's ticket.

Legacy System: An existing computer system or application program.

Level 1 Data: Standard commercial transaction data that includes but is not limited to the total purchase amount, the date of purchase, the merchant category code, merchant's name, city/state, date charge/credit was processed by the Contractor, Contractor processing/transaction reference number for each charge/credit, and other data elements as defined by the Associations, the brands, or similar entities.

Level 2 Data: In addition to Level 1 data, Level 2 data includes but is not limited to sales tax amount, company information, and other data elements as defined by the Associations, the brands, or similar entities.

Level 3 Data: In addition to the transaction data in Levels 1 and 2, Level 3 data includes but is not limited to: unit cost, quantities, unit of measure, product codes, product descriptions, ship to/from zip codes, freight amount, duty amount, order date, discount amount, order number, and other data elements as defined by the Associations, the brands, or similar entities.

Local Travel: Travel that is within the vicinity of an employee's regular duty station where an official government travel authorization is not provided or necessary. Examples of local travel may include but are not limited to public transportation passes/tokens, taxi fares, car services and ferry tickets.

Managing Account: An account managed by a card manager (e.g., A/OPC, AO) who oversees the activity on a group of card/account holders. The managing account summarizes activity across card/account holders.

Mandatory User: Individuals identified in C.2.1.3.1.1 *Mandatory Users of the GSA City Pair Program*.

Manual Functional Testing: Manual testing that is based on specifications, repeatable processes, and tests what a system does as part of a software quality assurance program for a system under development and in the system development life cycle.

Master File: File maintained by the Contractor that contains all essential account information described herein (see C.7.2.2.1 *Master File*).

Media: A broad spectrum of methods used to provide a permanent record of communications (e.g., paper, email, mobile, data interchange, computer to computer communications via modem, networks, facsimile, or any other acceptable methods of available communication).

Merchant: The entity accepting payment from an agency/organization in exchange for supplies or services. The merchant may be a required source inside or outside the Federal Government, another government agency, or a private sector merchant of supplies or services.

Merchant Category Code (MCC): A four-digit code used to identify the type of business a merchant conducts (e.g., gas stations, restaurants, airlines). The merchant selects its MCC with their bank. The code controls what purchases are allowable.

Merchant Credit: A transaction completed with a merchant that reduces the amount due to the agency/organization.

Minimum Refund: The lowest amount of basis points required at the master contract level.

Misuse: Use of a Federal payment solution by an authorized user for other than the official government purpose(s) for which it is intended.

Micro-purchase: An acquisition of supplies or services, the aggregate amount of which does not exceed the threshold as defined in FAR Part 2.101 Definitions. **Note:** Micro-purchase threshold may vary within and between agencies.

Mobile Application: The ability to access EAS, pay invoices, receive text/email alerts, and view statement and payment information over a mobile device.

Mobile Payments: The ability to make payments via mobile device at the point-of-sale.

Net Billing: The process of ensuring that merchant discounts or refunds offered are deducted at the point-of-sale and guaranteeing such discount arrangements.

Net Charge Volume: The sum of all purchases, including, but not limited to, convenience checks, ATM, cash advances, and other fee-generating products/services less merchant credits or adjustments. For a list of transactions that are included in net charge volume for the purposes of this contract (see J.1 *Attachment 1: Transaction Codes and Descriptions*).

Net Credit Losses: Written off balances in IBAs that reach the prescribed number of calendar days past the closing date on the statement of account, less recoveries.

Net Refund: The refund amount to be paid to the agency/organization after deductions and/or adjustments (e.g., GSA CAF, fraud, etc.).

Networks: See definition for “Brand”.

Non-Mandatory User: Individuals identified in C.2.1.3.1.2 *Non-Mandatory Users of the GSA City Pair*

Program.

Non-Interchange Based Transactions: Transactions that occur through nontraditional payment channels that do not generate interchange (e.g., some Government-to-Government).

Not Separately Priced ("NSP"): Unit or lump sum pricing that considers and includes the cost of all identified contract requirements under a contract line item.

Official Invoice: See "Invoice".

Official Notification: Written or electronic notification to the Contractor by either the GSA Contracting Officer regarding contractual issues, or by an agency/organization Contracting Officer, A/OPC, or account holder regarding their cards/accounts or reports, as appropriate.

Official Purchase: Supplies or services procured at the direction of an agency/organization under official purchase authorization. For Fleet, this would include fuel and maintenance services.

Official Travel: Travel performed at the direction of a Federal agency under an official travel authorization, either oral or written. Account holders traveling locally and not under an official travel authorization may use their GSA SmartPay Travel Card for local travel expenses only when expressly authorized by agency/organization-level policy

Online: The state of internet connectivity controlled by or connected to a computer, computer network, or mobile device.

Organization: Individuals or entities that are not Federal Government agencies but are authorized to use GSA sources of supply, as specified by the GSA Contracting Officer.

Payment: The action of paying for purchases made on or charged to the account.

Penetration Test: The testing of vulnerabilities in a computer system, network, or Web application to identify areas an external attacker could exploit.

Personal Identification Number (PIN): A unique code assigned to the account that must be used by the card/account holder for verification of identity when using the card issued for the account

Point-of-Sale (POS): A purchase at the "point" where a transaction is finalized or the moment where a customer tenders payment in exchange for goods and services.

Pool: A partnership between two or more agencies/organizations that work together to define requirements and choose a Contractor for their combined requirements under a single task order.

Primary Agency/Organization: An agency/organization that defines the requirements and chooses the Contractor for a task order under which other agencies/organizations tag-along.

Product Number/Code: A unique identifier assigned to specific product (e.g., fuel, non-fuel, general merchandise, oil and fluids, parts and service, quicklube, roadside).

Procure-to-Pay: An integrated system that fully automates the goods and services purchasing process for a business, beginning with requisitioning, through to actual procurement and ending with payment.

Pseudonym Name: A fictitious name assigned to a card/account used to conceal the identity of the accountholder.

Purchases: A product or service acquired by an account holder for official government use.

Quality Assurance: A systematic process to verify that a product and/or service meets the specified requirements.

Quarter: One fourth (or 3 months) of a year. See "Fiscal Year Quarter".

Recoveries: Any payment received and applied to an account balance related to an account balance previously charged off.

Recovery Fees: The amount paid to a third party that assists a Contractor in recovering net credit losses.

Reinstatement Fees: A fee that is charged when a cancelled account is reactivated.

Refunds: A monetary payment provided by the Contractor to agencies, based on the dollar or "spend" volume during a specified time period. This also may include additional payments from the Contractor to the agency/organization to correct improper or erroneous refund payments or make an invoice adjustment.

Refund Eligible Net Charge Volume: The sum of net charge volume less convenience checks, gross credit losses, and fees. See "Net Charge Volume".

Reporting Period: The time period over which a Contract remits agency/organization refunds and GSA CAF.

Required Additional Product and Service Offerings: A set of selected products and services available to agencies/organizations from the Contractor, which are not separately priced, unless otherwise specified in this statement of work. Required additional product and service offerings are mandatory requirements of this Master Contract and are included in "Tier 1" pricing.

Restricted Card: A Travel card issued to an applicant with a low creditworthiness score or an applicant who refuses a credit check and contains more stringent controls.

Risk Rating: A rating assigned by the Contractor, in accordance with Federal Information Security Management Act (FISMA), assessing security vulnerabilities within systems.

Roll-Up Section: Aggregated reporting/access to program and transaction data at the level specified by the agency/organization.

Rules-Based: An approach to changing data that uses rules (e.g., "if-this, do that") to perform actions. This approach allows flexibility and enables tasks and data to be easily changed by replacing one or more rules.

Salary Offset: The collection of an undisputed, delinquent amount via a direct deduction from an employee's payroll disbursement or retirement annuity on behalf of the Contractor.

Section 508: *Section 508 of the Rehabilitation Act (29 U.S.C. 794d),* as amended by the *Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998):* Section 508 is a U.S. law that was enacted to eliminate barriers in information technology, to make available new opportunities for people with disabilities, and to encourage development of technologies that will help achieve these goals. It identifies specific standards for internet and web accessibility, which are often used as a basis for evaluating whether or not websites meet accessibility requirements.

Security Incident: An observable incident in the operations of a system or information technology service, indicating that a security policy may have been violated or a security safeguard may have failed.

Separately Priced: Pricing subdivided or stratified by CLINs and sub-CLINs (as applicable) for specified product(s) and service(s) for the purposes of depicting separate and detailed pricing.

Service Providers: An external entity to the Contractor that accepts, processes, stores, or transmits any data, including PII data, under this contract or related task orders.

Shared Services Model: The provision of a service by one part of an organization or group where that service had previously been found in more than one part of the organization or group.

Signature: Discrete, verifiable symbol of an individual affixed to a document, with the knowledge and

consent of the individual, including wet or electronic signatures.

Single-Use Account: An electronic, charge card-based payment solution that leverages a single 16-digit virtual account number for each payment. The limit on each account is set to the specific payment amount.

Software Quality Assurance: Repeatable processes that are in place to monitor the software engineering processes to ensure quality, verify conformance to standards, design, coding, and testing into measurable and verifiable results.

Split Disbursement: The process of dividing a travel voucher reimbursement between the Contractor and traveler. The balance designated to go to each is sent directly to the appropriate party.

Split Payment: The act of splitting (dividing) a single and full amount of payment in two or more simultaneous transactions made by different payment methods**.**

Standard Transaction: Transactions processed through traditional transaction channels (e.g., traditional carded interchange structure).

Statement of Account: Official document of all transactions (debits and credits) at the account holder level posted during the billing cycle. The statement of account is NOT the official invoice. It can be distributed to the individual account holder for an IBA or to the CBA holder or designated billing office for a CBA.

Straight-through Processing: An automated payment transaction processing service where the purchasing organization sends the payment file directly to the Contractor's acquiring institution. The networks process the payment automatically on behalf of the Contractor and deposit the funds directly into the Contractor's bank account.

Strategic Sourcing: The structured and collaborative process of critically analyzing and modifying agency's/organization's spending patterns to better leverage its purchasing power, reduce costs and improve overall performance. GSA has a Federal Strategic Sourcing Initiative (FSSI) which has implemented many strategic sourcing solutions for the Federal Government that allows agencies to leverage their sourcing power to achieve discounts on commonly purchased goods and services such as office supplies, print management, and express and domestic ground delivery services.

Sub-Accounts: Agencies/organizations may require that sub-accounts be set-up under their account to identify and separate charges for specific components within agencies/organizations or for electronic access, reporting and/or billing.

Supplier-Initiated Payments: The process of electronically connecting suppliers (or other merchants) to the government's supply chain and back-end payment systems.

Suspension: The process by which an account is deactivated due to delinquency or multiple pre-suspension actions.

Tag-Along: Join another agency/organization's established task order in order to receive the same services that are provided to the primary agency/organization.

Task Order (TO): An order for services placed against the established GSA SmartPay Master Contract.

Task Order Ombudsman: The GSA designated individual responsible for reviewing Contractor complaints and ensuring that all Contractors receive a fair opportunity to be considered, consistent with the contract procedures, as required under FAR Subpart 16.505(b)(8).

Taxpayer Identification Number (TIN): A unique set of digits used to identify a business or person for the purpose of Federal income tax reporting (e.g., a social security number or employer identification

number).

Teletypewriter or Text Telephone (TTY): Stands for Teletypewriter or Text Telephone. A special device that lets people who are deaf, hearing impaired, or speech impaired to use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening.

Test and Evaluation Master Plan (TEMP): A plan outlining complex systems (e.g., EAS) that must satisfy specification requirements (see C.6.1.1.1 *Test and Evaluation Master Plan (TEMP)*)

Tier 1: Core requirements (see C.3.1.1 *Tier 1: Required Product and Service Offerings*).

Tier 2: Value-Added Product and Service Offerings (See C.3.1.2 *Tier 2: Value-Added Product and Service Offerings*)

Tokenization: The use of a secure, unique "token" in place of a 16-digit account number to provide extra security for transactions.

Transaction: An agreement between a buyer and a seller to exchange goods, services, or financial instruments.

Transaction Dispute: A disagreement between the card/account holder and the merchant with respect to a transaction.

Transaction Dispute Office (TDO): The office designated by the customer agency/organization to assist in tracking and resolving disputed purchases or transactions. Typical TDO responsibilities are addressed in J.6 *Attachment 6: Transaction Dispute Office Responsibilities.*

Transmission Control Protocol/Internet Protocol TCP/IP: A protocol for communication between computers, used as a standard for transmitting data over networks and as the basis for standard Internet protocols.

Travel Management Center (TMC): A centralized office within an agency/organization that provides a full range of travel services.

Unauthorized Use: The use of a payment solution by a person, other than the account holder, who does not have actual or implied authority for such use, and from which the account holder receives no benefit.

User: An individual who operates a system, computer, tool, or machine.

User Friendly: Ease of use geared towards those with a rudimentary or limited knowledge of computer systems and operations. The typical knowledge base includes how to log on and off the system, simple menu-based functions in a graphical/visual user interface environment (e.g., point and click functions such as file, open, close) with simple one-step commands (e.g., search, print, save).

Value-Added Product and Service Offerings: Separately priced products and services that may be offered at the master contract level and are referred to as "Tier 2."

Value-Added Tax (VAT): A broad-based consumption tax levied on the purchase price of goods and services by some countries outside the United States.

Vendor: See "merchant".

Virtual Cards: One time use account numbers that may be used during a limited time, for a limited amount and possibly for a specific vendor (e.g., single-use accounts, "ghost" cards).

Vulnerability Scan: The assessment of computers, computer systems, networks, or applications for weaknesses.

Waste: Any activity taken with respect to a government payment solution that fosters, or results in, unnecessary costs or other program inefficiencies.

Write-Off: A canceled account with an unpaid balance determined to present a risk of being uncollectible by the Contractor but recoveries still pursued.

C.2 Scope and Terms

The GSA SmartPay Program is a leader in providing innovative government purchase and payment solutions to support agency/organization missions and providing robust data, oversight, and reporting capabilities. Requirements are aligned with changes in technology, new government initiatives, and regulations such as *Government Charge Card Abuse Prevention Act of 2012* (P.L. 112-194), *Office of Management and Budget* (OMB) *Circular A-123 Appendix B: Improving Management of Government Charge Card Programs*, and subsequent revisions thereto, and government-wide security requirements such as the *Federal Information Security Management Act (FISMA)*. The GSA SmartPay Program is focused on:

- Innovative payment solutions to provide agencies/organizations with increased payment flexibilities and strategies for making payments (e.g., innovative payment solutions, mobile payment capabilities, procure-to-pay solutions);
- Enhanced data, expanded use of data analytics and misuse/abuse/fraud detection tools, reporting, and security capabilities to support agencies/organizations with compliance with government-wide regulations and policies such as increased data mining capabilities, increased reporting capabilities, and increased security (e.g., tokenization);
- Innovation in meeting unique government requirements, with specific attention to data management; and
- Increased customer agency/organization service capabilities to ensure that agencies/organizations receive products and services that meet unique needs, including accounts payable reviews providing agencies/organizations with strategies to increase program efficiencies and utilization.

The GSA SmartPay Master Contract is key to government business processes by serving as the enabler for providing a wide range of services supported through card, cardless, and other innovative technology. Card-based purchase and payment has played a key role in transforming government procurement, travel, and fleet management. Ease of use, greater accountability, widespread distribution, and familiarity with the use of cards has helped make GSA SmartPay payment solutions a significant procurement and payment mechanism.

NOTE: If the Contractor elects to use sub-Contractors, the Contractor shall ensure that sub-Contractors abide by the scope of work of the Master Contract and all applicable laws and regulations.

C.2.1 General Scope of Work

The purpose of the GSA SmartPay 3 Master Contract is to provide a Government-wide, global purchase and payment solutions to support authorized purchases, expenses, and to streamline purchase and payment systems for the Purchase, Travel, Fleet, and Integrated requirements. All financial, management, and administrative products and services (current and emerging) that assist in the support of authorized purchases, and streamlining initiatives related to payment solutions fall within the scope of work. The Contractor shall provide necessary solutions to accomplish all requirements stated herein.

There are two types of accounts within the GSA SmartPay Program. Centrally billed accounts (CBAs) are directly billed to and paid for by the agency/organization. Individually billed accounts (IBAs) are directly billed to and paid for by individual agencies/organizations account holders. **Travel cards/accounts and Integrated cards/accounts can be either CBAs or IBAs as determined by the agency/organization. Purchase and Fleet cards/accounts are always CBAs.** Agencies/organizations utilize the GSA

SmartPay Program in accordance with the FAR and other applicable Federal Government laws, regulations, and policies, while specific agency/organization guidance and policies supplement and direct how account holders acquire supplies and services.

C.2.1.1 Agency/Organization Eligibility Determinations

C.2.1.1.1 For Agencies/Organizations

Agencies/organizations participating in the program shall issue a task order against the GSA SmartPay Master Contract directly to the Contractors. The following entities are authorized to use this contract:

1. Any executive agency (as defined in 40 U.S.C. § 102 (executive departments or independent establishments in the executive branch of the Federal Government, including wholly owned government corporations)) and except those entities specified in subparagraph 9;
2. The United States Postal Service;
3. The Tennessee Valley Authority;
4. Federal agencies, as defined in 40 U.S.C. § 102, not specified in *C.2.1.1.2 For Tribes or Tribal Organizations* below;
5. Non-appropriated fund instrumentalities, for their own use, and not for resale;
6. Government cost reimbursable Contractors when authorized in writing by a Federal agency contracting office pursuant to 48 CFR 51.1;
7. Mixed-ownership Federal Government corporations as defined in 31 U.S.C.§ 9101;
8. The government of the District of Columbia; and
9. Any other entity authorized to use GSA sources of supply as approved through an eligibility determination.

C.2.1.1.2 For Tribes or Tribal Organizations

Tribes or Tribal Organizations who choose to participate in the program shall complete *GSA SmartPay Application for Non Federal Entities*, to request approval to access the GSA SmartPay Program (see https://smartpay.gsa.gov for further details).

Tribes and Tribal Organizations shall provide the GSA Contractor Officer Representative (COR) with information to substantiate that the Tribe or Tribal Organization has a current agreement making it eligible for the GSA SmartPay program, unless otherwise specified in the GSA SmartPay Application for Non Federal Entities. Tribes or Tribal Organizations may be eligible for the GSA SmartPay program only if they have been awarded a current *Indian Self Determination Education Assistance Act (ISDEAA)* (as amended by Section 102(13) of P.L. 103-413, the Indian Self-Determination Contract Reform Act of 1994) contract, grant, cooperative agreement or block grant agreement from the Department of the Interior (DOI) or the Department of Health and Human Services pursuant to P.L. 93-638, as codified at 25 U.S.C. § 450j(k) or a current *Native American Housing Assistance and Self-Determination Act (NAHASDA)* block grant from the Department of Housing and Urban Development, pursuant to P.L. 104-330, as codified at 25 U.S.C. § 4101 *et. seq.*

25 U.S.C. § 450j(k) provides that a tribal organization carrying out a contract, grant, or cooperative agreement under the ISDEAA shall be deemed an executive agency when carrying out such contract, grant, or agreement and the employees of the tribal organization shall be eligible to have access to such sources of supply on the same basis as employees of an executive agency have such access under the Federal Property and Administrative Services Act of 1949 (relating to Federal sources of supply, including lodging providers, airlines and other transportation providers). Section 2 of P.L. 104-330, as codified at 25 U.S.C. § 4101(7), provides that Federal assistance shall be provided under authorities similar to those afforded Indian tribes in P.L. 93-638, which has been interpreted to mean that GSA sources of supply are available to NAHASDA grantees and are treated like an executive agency when carrying out such contract, grant, or agreement. Employees of the tribal organization are eligible to have access to GSA sources of supply on the same basis as employees of an executive agency have such access under the Federal Property and Administrative Services Act of 1949. Under GSA's Sources of Supply Order (currently ADM 4800.2H) authorization to use GSA sources of supply does not includes purchases for resale unless approved by the GSA Office of Acquisition Policy.

Tribes or Tribal Organizations are eligible for the GSA SmartPay program only when performing functions necessary to carry out their responsibilities within the scope of their current *Indian Self Determination and Education Assistance Act (ISDEAA)* contract, grant, cooperative agreement, or funding agreement with the Department of the Interior or the Department of Health and Human Services, or their current *Native American Housing Assistance and Self-Determination Act (NAHASDA)* block grant from the Department of Housing and Urban Development. If determined to be eligible, the Tribe or Tribal Organization will be granted access to the GSA SmartPay program after such Tribe or Tribal Organization has been added to the GSA Pool Task Order by the GSA Contracting Officer as a participant. At no cost to the Government, each eligible Tribe or Tribal Organization will be added to the GSA Pool Task Order individually, unless the Tribe or Tribal Organization requests to TAG onto another agency's task order by formal written modification of the GSA Pool or agency Task Order. When carrying out their functions under ISDEAA or NAHASDA agreements, the Tribes or Tribal Organizations are considered to be Federal agencies and are eligible for GSA SmartPay program Purchase, Travel (both Centrally Billed and Individually Billed) and Fleet accounts. Liability for non-payment will be handled through the processes outlined in the participation agreement signed by the Tribes or Tribal Organization(s).

If, at any time during the contract, the Tribe or Tribal Organization ceases having a contract, grant, cooperative agreement, or funding agreement under the ISDEAA and NAHASDA, such Tribe or Tribal Organization shall cease being eligible to use the Master Contract. If the Tribe or Tribal Organization subsequently enters into a new contract, grant, cooperative agreement, or funding agreement under the ISDEAA or NAHASDA, the GSA Contracting Officer may again authorize the Tribe or Tribal Organization as a participant. All required information shall be submitted to the GSA Contracting Officer's Representative (COR) unless otherwise specified in *GSA SmartPay Application for Non-Federal Entities* (see https://smartpay.gsa.gov for further details).

C.2.1.1.3 For State/ Local Governments

At this time, State and Local governments are not authorized to utilize the GSA SmartPay 3 Master Contract. The Contractor shall have the ability to support State and Local governments through the GSA SmartPay program in the future, if GSA obtains authorization to offer the program to such entities, or a subset thereof.

C.2.1.1.4 Confirmation of Eligibility Determination

The Contractor shall ensure that all entities, including tribes and tribal organizations, have received a formal eligibility determination from the GSA Contracting Officer before establishing any contractual relationship with an agency/organization at the task order level.

C.2.1.2 Purchase Business Line Scope of Work

Contractors shall provide solutions supporting purchase transactions, including Purchase Charge Cards, non-carded solutions, additional product and service offerings, and value added product and service offerings described herein. The following activities are authorized to use this contract:

a. Executive agencies. 40 U.S.C. § 501, *Services for executive agencies*, authorizes the GSA Administrator to procure and supply personal property and non-personal services for executive agencies to use in the proper discharge of their responsibilities, and perform functions related to procurement and supply including contracting, inspection, storage, issue, property identification and classification, transportation and traffic management, management of public utility services, and repairing and converting. Executive agencies include:
    1. Executive departments. Cabinet departments as defined in 5 U.S.C. § 101
    2. Wholly owned Government corporations. Corporations wholly owned by the Government as defined in 31 U.S.C. § 9101(3)
    3. Independent establishments in the executive branch of the Federal Government. Executive branch establishments as defined by 5 U.S.C. § 104. However, it is often necessary to consult specific statutes, legislative histories, and other references to determine whether a particular establishment is within an executive agency.

b. Other Federal agencies. These are Federal agencies defined in 40 U.S.C. § 102(5) that are not in the executive branch of the Federal Government, (e.g., any establishment in the legislative or judicial branch of the Federal Government (except the Senate, the House of Representatives, and the Architect of the Capitol and any activities under his direction));
c. Mixed-ownership government corporations. These are identified in 31 U.S.C. § 9101(2);
d. District of Columbia. The Government of the District of Columbia is eligible to use GSA sources of supply and services pursuant to 40 U.S.C. § 502(a)(3) and 40 U.S.C. § 602(c);
e. The United States Senate, the U.S. House of Representatives, and activities under the direction of the Architect of the Capitol. These organizations are eligible to use GSA sources of supply and services under 40 U.S.C. § 113(d);
f. Other organizations authorized under the authority of 40 U.S.C. §§ 501 - 502;
    1. Cost-Reimbursement Contractors (and sub-contractors) as properly authorized. Under 40 U.S.C. § 501, the Administrator determined that in order to promote greater economy and efficiency in Government procurement programs, Contractors performing cost-reimbursement type contracts or other types of negotiated contracts, when the agency determines that a substantial dollar portion is of a cost-reimbursement nature, may be authorized to use GSA sources of supply. This authorization is governed by FAR Part 51, which provides that agencies may authorize certain Contractors (cost-reimbursement Contractors) to use GSA sources of supply. In each case, the written authorization shall conform to the requirements of FAR Part 51*, Use of Government Sources by Contractors*.
g. Employees of Tribes or Tribal Organizations when authorized under paragraph C.2.1.1.2 *For Tribes or Tribal Organizations*.

C.2.1.3 Travel Business Line Scope of Work

Contractors shall provide solutions supporting travel transactions, including travel Charge Cards, non-carded solutions, additional product and service offerings, and value added product and service offerings described herein. Contractors shall also support centrally billed (CBA), individually billed (IBA) and tax advantage accounts.

1. **Travel Individually Billed Accounts (IBAs)** are issued directly to the employees of the customer agency/organization to be used to pay for official travel and travel-related expenses and shall only be issued to individuals employed by the following agencies/organizations:
    a. All uniformed personnel and civilian employees of the Department of Defense, including military reservists traveling to and from inactive duty training when authorized by the Department of Defense;
    b. Civilian employees of agencies of the Federal Government as defined in 5 U.S.C. 5701, except as otherwise provided in section 5707(d),1 for the purpose of this subchapter-
        i. "agency" means-
            1. an Executive agency;
            2. a military department;
            3. an office, agency, or other establishment in the legislative branch;
            4. an office, agency, or other establishment in the judicial branch; and
            5. the government of the District of Columbia; but does not include-
                a. a Government controlled corporation;
                b. a Member of Congress; or
                c. an office or committee of either House of Congress or of the two Houses;

    c. All members and employees of the U.S. Congress;
    d. Employees of the Judicial Branch of the Federal Government;
    e. Employees of the U.S. Postal Service;
    f. U.S. Foreign Service Officers;
    g. Employees of any agencies who are not subject to the provisions of 5 U.S.C. 5701-5711;

h. Any person(s) authorized to travel directly at government expense (including dependents where authorized by law or regulation) with the exception of government Contractors;
i. Uniformed members of the U.S. Coast Guard, the Public Health Service, and the National Oceanic and Atmospheric Administration;
j. Employees of the Legal Services Corporation (except grantees);
k. Employees of the Neighborhood Reinvestment Corporation;
l. Employees of the U.S. Air Force, U.S. Navy, U.S. Marine Corps, and the U.S. Army non-appropriated fund instrumentalities;
m. Attorneys, experts, and other persons traveling primarily in connection with carrying out responsibilities under 18 U.S.C. 3006A, Adequate Representation of Defendants.
n. Federal employees of the Farm Credit System Insurance Corporation;
o. Federal employees of the Federal Deposit Insurance Corporation;
p. Federal employees of the National Credit Union Administration when traveling on official government business;
q. District of Columbia Courts; and
r. Any other entity not specified above that may be authorized to use GSA sources of supply.

IBAs may be used for local travel only if authorized by written policy of the agency/organization. Agencies/organizations reimburse employees only for authorized and allowable expenses. Agency/organization employees are directly responsible to the Contractor for payment of all purchases charged to the IBA card. Payment may be made directly by the employee cardholder, agency/organization, or in the form of a split disbursement in accordance with agency/organization policy. IBAs shall be used for official use only and may be issued with or without City Pairs Program designation (see C.2.1.3.1 *GSA City Pair Program Requirements*).

2. **Travel Centrally Billed Accounts (CBAs)** are established by agencies/organizations for official travel charges and official travel-related expenses. The following agencies and organizations are eligible to be issued CBAs:
   a. All agencies and organizations listed as eligible to receive IBAs;
   b. Government cost-reimbursable Contractors when authorized in writing by a federal agency pursuant to the Federal Acquisition Regulation at 48 CFR § 51.1
   c. Fact and expert witnesses traveling pursuant to a court order, a witness authorization agreement or other authorizing document issued by a court of competent jurisdiction or a Federal Government agency;
   d. Employees of the Farm Credit Administration when traveling on official business;
   e. Employees of the government of the Commonwealth of the Northern Mariana Islands on official travel;
   f. Persons traveling on behalf of the American Red Cross National Sector for the purpose of overseas activities, or domestic activities supporting overseas operations (except Contractors supporting the American Red Cross);
   g. Employees of Tribes or Tribal Organizations when authorized under paragraph C.2.1.1.2 *For Tribes or Tribal Organizations.* A list of Tribes or Tribal Organizations that are mandatory users may be found at: http://www.gsa.gov/portal/content/103885;
   h. Employees of and participants in the Eisenhower Exchange Fellowship Program when performing travel necessary to carry out the provisions of 20 U.S.C. § 5201;
      i. Employees National Park Foundation;
   i. of the foundations established by Acts of Congress to solicit private sector funds on behalf of Federal land management agencies for official travel, including:
      ii. National Fish and Wildlife Foundation; and
      iii. National Forest Foundation
   j. Employees of the Board of Governors of the Federal Reserve System when traveling on official government business;
   k. DoD recruits traveling from Military Entrance Processing Stations (MEPS); and
   l. Any other entity not specified above that may be authorized to use GSA sources of supply.

Agencies/organizations generally use the Travel CBA to purchase common carrier transportation tickets for employee official travel through third-party arrangements, such as the GSA E-Gov Travel Service (ETS) for civilian agencies, the Defense Travel System (DTS) for the Department of Defense or permissible equivalent travel system. Agencies/organizations may also make purchases through travel management centers, commercial travel offices, and through other government contracts. CBAs shall be used for official use only and may be issued with or without City Pairs Program designation (see C.2.1.3.1 *GSA City Pair Program Requirements*).

3. **GSA SmartPay Tax Advantage Travel Card Accounts** provide a means for agencies to obtain tax exemption at the point of sale for rental cars and lodging. Agencies/Organizations not eligible to receive IBAs shall not be issued Tax Advantage Travel Card Accounts. Offerors shall propose an account type that is issued in an individual's name and offers centrally billed (CBA) reconciliation for when the account is used for lodging and/or rental cars. When the account is used for other travel related purchases, centrally billed reconciliation shall not be used.

Agencies/organizations will determine at the task order level which transactions and/or accounts shall be centrally billed, and which shall be individually billed to the account holder for payment in accordance with the requirements provided in C.2.1.3 *Travel Business Line Scope of Work*. Individuals who are not U.S. Citizens or who are Foreign Nationals are not eligible to be issued a GSA SmartPay Travel Card.

In accordance with the Federal Travel Regulation (FTR), Section 301-51 *Paying Travel Expenses*, agencies/organizations are required to pay for official travel expenses using a government authorized travel payment solution, unless granted an exemption in accordance with FTR policies. For the Department of Defense, see DoD Instructions 5154.31 and the Joint Travel Regulations (JTR). Travel solutions may be utilized for local travel expenses in accordance with agency/organization policies and procedures and requirements described in P.L. 112-194 *The Government Charge Card Abuse Prevention Act of 2011*, P.L. 105-264, and the OMB Circular A-123, Appendix B.

As the GSA SmartPay Travel charge card is the only form of card payment accepted under the GSA City Pair Program, should changes be made to GSA City Pair Program contracts, GSA reserves the right to make necessary changes to GSA SmartPay Travel business line requirements at no cost to the Federal Government to cause the Master Contract to be consistent, and in conformance, with GSA City Pair Program requirements.

C.2.1.3.1 GSA City Pair Program Requirements

Eligible users of the GSA City Pair Program shall be issued an Individually Billed Account or a Centrally Billed Account for official travel in accordance with the requirements outlined in C.2.1.3 *Travel Business Line Scope of Work*.

C.2.1.3.1.1 Mandatory Users of the GSA City Pair Program

Except as otherwise stated below, mandatory users of GSA City Pair Program coach class of service are:

1. All uniformed personnel and civilian employees of the Department of Defense, including military reservists traveling to and from inactive duty training when authorized by the Department of Defense;
2. Civilian employees of agencies of the Federal Government as defined in 5 U.S.C. 5701, except as noted; for purposes of this provision, an agency of the U.S. Government as defined in 5 U.S.C. 5701 means:
    a. An executive agency (executive department, government corporation owned by the government of the United States, or an independent establishment);
    b. A military department (Department of the Army, Department of the Navy, and Department of the Air Force);
    c. An office, agency, or other establishment in the legislative branch; but does not include—
        i. A government controlled corporation (mixed-ownership government corporation);
        ii. A member of Congress; or an office;
        iii. A committee of the United States Senate or U.S. House of Representatives; or

iv. The government of the District of Columbia.

3. Uniformed members of the U.S. Coast Guard, the Public Health Service, and the National Oceanic and Atmospheric Administration;
4. Fact and expert witnesses traveling pursuant to a court order, a witness authorization agreement or other authorizing document issued by a court of competent jurisdiction or a Federal Government agency;
5. Any other person(s) authorized to travel directly at government expense (including dependents where authorized by law or regulation) with the exception of government Contractors.
6. Employees of the Legal Services Corporation (except grantees);
7. Employees of the Neighborhood Reinvestment Corporation;
8. Employees of the U.S. Air Force, U.S. Navy, U.S. Marine Corps, and the U.S. Army non-appropriated fund instrumentalities;
9. Attorneys, experts, and other persons traveling primarily in connection with carrying out responsibilities under 18 U.S.C. 3006A, Adequate Representation of Defendants.
10. Federal employees of the Farm Credit System Insurance Corporation;
11. Federal employees of the Federal Deposit Insurance Corporation;

NOTE: Any travelers listed in paragraphs (1) through (11) above are considered mandatory users when traveling at the Government's expense with the exception of military reservists traveling to and from inactive training.

12. Employees of the Farm Credit Administration when traveling on official Government business;
13. Employees of the government of the Commonwealth of the Northern Mariana Islands on official travel;
14. Persons traveling on behalf of the American Red Cross National Sector for the purpose of overseas activities, or domestic activities supporting overseas operations (except Contractors supporting the American Red Cross);
15. Employees of Tribes or Tribal Organizations when authorized under paragraph C.2.1.1.2 *For Tribes or Tribal Organizations*. A list of Tribes or Tribal Organizations that are mandatory users may be found at: http://www.gsa.gov/portal/content/103885;
16. Employees of and participants in the Eisenhower Exchange Fellowship Program when performing travel necessary to carry out the provisions of 20 U.S.C. § 5201;
17. Employees of the foundations established by Acts of Congress to solicit private sector funds on behalf of Federal land management agencies for official travel, including:
    a. National Park Foundation;
    b. National Fish and Wildlife Foundation; and
    c. National Forest Foundation
18. District of Columbia Courts;
19. Federal employees of the National Credit Union Administration when traveling on official government business;
20. Employees of the Board of Governors of the Federal Reserve System when traveling on official government business;
21. DOD recruits traveling from Military Entrance Processing Stations (MEPS); and
22. Employees of the United States Holocaust Memorial Museum when traveling on official Government business.

C.2.1.3.1.2 Non-Mandatory Users of the GSA City Pair Program

Non-mandatory users may request contract service on an optional basis. Contract carriers may, but are not required to, furnish any requested service to non-mandatory users. Non-mandatory users are:

1. All members and employees of the U.S. Congress; employees of the Judicial Branch of the Federal Government; employees of the U.S. Postal Service; U.S. Foreign Service Officers; and employees of any agencies who are not subject to the provisions of 5 U.S.C. 5701-5711; and

2. Groups of 10 or more passengers traveling together on the same day, on the same flight, for the same mission requiring group integrity, and identified as a group by the travel management service upon booking.

C.2.1.3.1.3 GSA City Pair Program Ineligible Accounts

The following account holders are not permitted to participate in the GSA City Pair Program or to receive the city pair fares.

1. Government cost-reimbursable Contractors when authorized in writing by a federal agency pursuant to the Federal Acquisition Regulation at 48 CFR § 51.1.
2. Any other entity not specified above that may be authorized to use GSA sources of supply.

C.2.1.4 Integrated Business Line Scope of Work

The Contractor shall provide integrated cards adhering to the Purchase, Travel, and Fleet business line requirements and the Individually Billed Account (IBA) requirements, herein. Under an integrated program the purchase, travel and fleet transactions processes are integrated on the front-end (e.g., at a minimum account set-up, account maintenance, customer service) or back-end (e.g., at a minimum reconciliation, reporting and invoicing) or both. It may be a single card or a single platform.

The following regulations are applicable: The Federal Acquisition Regulation (FAR) and agency supplements direct how the Federal Government acquires supplies and services. Government Transportation Request (GTR) allow agencies/organizations to pay for government travel with GTRs, charge instruments under contract to the Government, and in rare instances, cash. In accordance with the Federal Travel Regulation (FTR), Section 301-51 *Paying Travel Expenses*, agencies/organizations are required to pay for official travel expenses using a government authorized travel payment solution, unless granted an exemption in accordance with FTR policies. For the Department of Defense, see the Joint Travel Regulations (JTR). Travel solutions may be utilized for local travel expenses in accordance with agency/organization policies and procedures and requirements described in P.L. 112-194 and the OMB Circular A-123, Appendix B.

If the decision is made by the agency/organization to include both centrally billed and individually billed transactions, the ability to move/transfer transactions from centrally billed to individually billed and vice versa may be required. Agencies/organizations will determine at the task order level which transactions and/or accounts shall be centrally billed, and which shall be individually billed to the account holder for payment. The following entities are authorized to use this contract:

a. Executive agencies. 40 U.S.C. § 501, *Services for executive agencies*, authorizes the GSA Administrator to procure and supply personal property and non-personal services for executive agencies to use in the proper discharge of their responsibilities, and perform functions related to procurement and supply including contracting, inspection, storage, issue, property identification and classification, transportation and traffic management, management of public utility services, and repairing and converting. Executive agencies include:
    1. Executive departments. Cabinet departments as defined in 5 U.S.C. § 101
    2. Wholly owned Government corporations. Corporations wholly owned by the Government as defined in 31 U.S.C. § 9101(3)
    3. Independent establishments in the executive branch of the Federal Government. Executive branch establishments as defined by 5 U.S.C. § 104. However, it is often necessary to consult specific statutes, legislative histories, and other references to determine whether a particular establishment is within an executive agency.
b. Other Federal agencies. These are Federal agencies defined in 40 U.S.C. § 102(5) that are not in the executive branch of the Federal Government, (e.g., any establishment in the legislative or judicial branch of the Federal Government(except the Senate, the House of Representatives, and the Architect of the Capitol and any activities under his direction));
c. Mixed-ownership government corporations. These are identified in 31 U.S.C. § 9101(2);

d. District of Columbia. The Government of the District of Columbia is eligible to use GSA sources of supply and services pursuant to 40 U.S.C. § 502(a)(3) and 40 U.S.C. § 602(c);
e. The United States Senate, the U.S. House of Representatives, and activities under the direction of the Architect of the Capitol. These organizations are eligible to use GSA sources of supply and services under 40 U.S.C. § 113(d);
f. Other organizations authorized under the authority of 40 U.S.C. §§ 501 - 502;
    1. Cost-Reimbursement Contractors (and sub-contractors) as properly authorized. Under 40 U.S.C. § 501, the Administrator determined that in order to promote greater economy and efficiency in Government procurement programs, Contractors performing cost-reimbursement type contracts or other types of negotiated contracts, when the agency determines that a substantial dollar portion is of a cost-reimbursement nature, may be authorized to use GSA sources of supply. This authorization is governed by FAR Part 51, which provides that agencies may authorize certain Contractors (cost-reimbursement Contractors) to use GSA sources of supply. In each case, the written authorization shall conform to the requirements of FAR Part 51*, Use of Government Sources by Contractors*. Cost-Reimbursable Contractors are not eligible for GSA City Pair Program contract airfare rates.
g. Employees of Tribes or Tribal Organizations (CBA functionality only) when authorized under paragraph C.2.1.1.2 *For Tribes or Tribal Organizations*.

C.2.1.5 Fleet Business Line Scope of Work

Contractors shall provide solutions supporting fleet transactions, including Fleet Charge Cards, non-carded solutions, additional product and service offerings, and value added product and service offerings described herein. The Contractor shall provide fuel/maintenance Fleet solutions for vehicles, equipment, aviation[6] (including airports, airbuses, and associated services), small marine vessels and large marine vessels (including ocean going ships, barges, tugs, dredges, and other marine conveyances that are not required to utilize DLA Energy as the required integrated material manager for bunker fuel and associated services), including additional product and service offerings; and value added product and service offerings as described herein. The following activities are also authorized to use this contract:

1. Any executive agency (as defined in 40 U.S.C. § 102 (executive departments or independent establishments in the executive branch of the Federal Government, including wholly owned government corporations)) except those entities specified in subparagraph 9);
2. The United States Postal Service;
3. The Tennessee Valley Authority;
4. Federal agencies, as defined in 40 U.S.C. § 102;
5. Non-appropriated fund instrumentalities;
6. Government cost reimbursable Contractors when authorized in writing by a Federal agency pursuant to 48 CFR 51.1;
7. Mixed-ownership government corporations as defined in 31 U.S.C. § 9101;
8. The Government of the District of Columbia;
9. Any other entity authorized to use GSA sources of supply; and
10. Employees of Tribes or Tribal Organizations when authorized under paragraph *C.2.1.1.2 For Tribes or Tribal Organizations*.

C.2.2 Transition

The Contractor shall support cooperative, orderly, and seamless transitions. Failure to transition in accordance with the requirements may be cause for termination for default, both at the GSA SmartPay Master Contract and task order levels. During each transition type described, the Contractor shall transition with minimal disruptions and maintain a dedicated transition team. At a minimum, the Contractor shall operate within the guidelines set forth in the subsections below to assist agencies/organizations

[6]The Department of Defense and some other Federal Agencies currently do not use GSA's fleet card for aviation fuel and associated aviation services and instead uses its AIR card for aviation fuel and associated aviation services.

through each type of transition.

All Contractor costs associated with Master Contract and task order transition and implementation shall be borne by the Contractor. The Contractor shall perform all actions necessary, subject to the marketing restrictions (see C.4.3.1 *Marketing and Advertising*) to implement GSA SmartPay solutions. **No transactions shall be made or processed prior to the expiration of the GSA SmartPay 2 Master Contract and/or prior to the beginning of the transactional period of performance under this contract, without the prior written approval of the GSA CO.**

The Contractor shall meet the following requirements to implement GSA SmartPay solutions prior to the transactional period of performance:

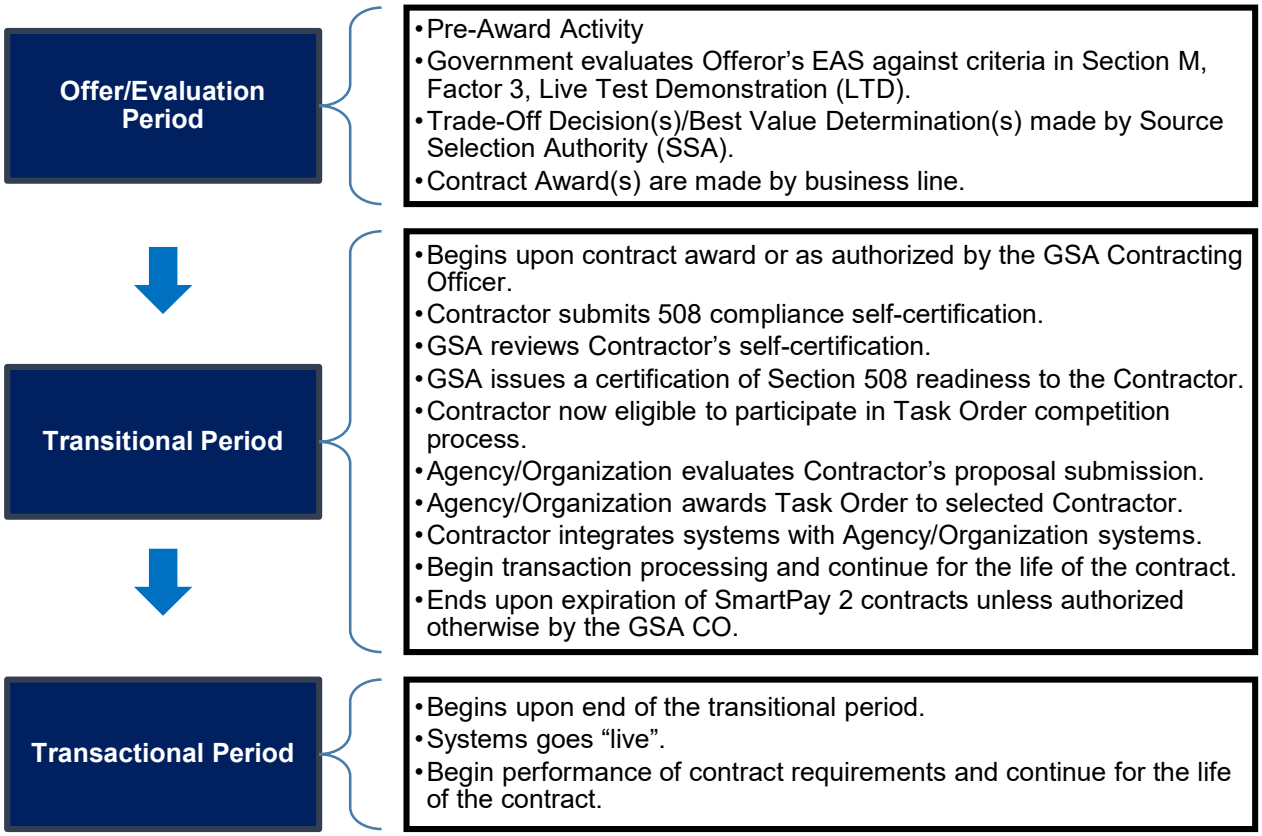
1. **Program Forms:** During start-up implementation, the Contractor shall provide program forms (e.g., account holder applications) to agencies/organizations upon request and in a format specified at the task order level;
2. **Card Delivery:** Charge cards shall not be delivered any earlier than 25 calendar days prior to the beginning of the transactional period of performance, unless otherwise mutually agreed to by the agency/organization and the Contractor task order level. Delivery shall be in accordance with requirements described in C.3.3.2 *Card Issuance and Delivery.* Agencies/organizations have the option to negotiate a phased card delivery method at the task order level. If an incumbent Contractor is awarded a task order by an agency/organization that used its services under the previous Master Contract, account numbers (see C.3.3.6 *Account Number*) shall be issued under the terms and conditions of this Master Contract;
3. **Account Activation:** Accounts shall not be activated any earlier than the transactional period of performance, unless otherwise approved in writing in advance by the GSA CO. The Contractor shall ensure that activation procedures are provided with account issuance;
4. **Training Materials:** The Internet/Intranet address or hard copy training materials described in C.4.2 *Training*, shall be provided to account holders, A/OPCs, Designated Billing Office (DBOs) and Transactional Dispute Office (TDOs) in accordance with the implementation schedule, unless otherwise mutually agreed to by the agency/organization and the Contractor at the task order level;
5. **Electronic Access:** The Contractor's Electronic Access System (EAS) shall be made fully operational and compatible with applicable agency systems and security requirements during the transitional period and before the start of the transactional period of performance in accordance with C.8 *Security Requirements* and C.7.1 *Electronic Access System*. At the request of agencies/organizations, the Contractor shall demonstrate the functionality of the EAS, including agency/organization specific functions, prior to the beginning transactional period of performance (see H.12.9 *Ordering Process* for more information); and
6. **Data Transmission and Storage:** The Contractor shall work with the agency/organization and the incumbent Contractor to receive any necessary agency/organization account data, such as account setup information, Master File, maintenance, and reporting.
7. **Convenience Checks:** The Contractor shall ensure that convenience checks are issued no

earlier than 15 calendar days prior to the beginning of the transactional period of performance.

Contractor's readiness shall be certified by GSA before the start of transaction processing with agencies/organizations (see C.7.1 *Electronic Access System* and H.12.9 *Ordering Process)*. For the initial transition, Contractors shall submit individual agency/organization assessment results conveying system compatibility and deployment readiness to GSA and the agency/organization. This shall certify that they meet all of the agency's/organization's interface requirements, all account set-up activity has been successfully accomplished, and all cards have been properly distributed before processing any transactions for that agency/organization. The Contractor shall not process transactions for an agency/organization under this contract until certification of system readiness has been reviewed and approved by the agency/organization.

See GSA SmartPay Transition Process on Next Page

Figure 7: GSA SmartPay Transition Process



C.2.2.1 Master Contract Transition

The Master Contract startup/implementation transition requirements are the processes required of the Contractor upon Master Contract award. This transition includes, but is not limited to, the GSA SmartPay Master Contract Kick-Off Forum and Presentation Packages (as described below), and preparation to begin transaction processing, transition from previous contract, implementation of services, technology transitions, and post contract transition.

C.2.2.1.1 Kick-Off Forum

GSA will host a GSA SmartPay Master Contract Kick-Off Forum in the Washington, DC metropolitan area

for all Master Contract awardees and agency/organizations, which will be scheduled after the Master Contract is awarded. Contractors are required to attend and are responsible for costs associated with booth/exhibit space, similar to those in commercial trade shows, where customer agencies/organizations may interact with Master Contract awardees, review materials, and see demonstrations. All Contractor travel and travel-related costs shall be borne by the Contractor as well as any audio-visual needs, including telephone/voice/data lines for personal computers. GSA will provide the kick-off forum meeting space. The Government is not liable for associated costs (e.g., booth/exhibit space rent, audio-visual needs, travel) in the event of a kick-off forum cancellation.

C.2.2.1.2 Kick-Off Forum Presentation Packages

The Contractor shall develop kick-off presentation packages to assist agencies/organizations in selecting a Contractor(s) and associated payment solutions offered under contract. Contractors shall have their finalized presentation package ready for distribution at the kick-off forum. The presentation package shall not exceed 15 pages in length. The Contractor shall be responsible for the design, publication, and distribution of these presentation packages. The Contractor shall submit its final presentation package to the GSA Contracting Officer Representative (COR) for written approval not more than 5 calendar days after notification of contract award.

The presentation package shall include such items as contract line item number pricing, products, services, points of contact, e-mail address, website, and information on the Contractor's strategic sourcing discount program (see C.3.4 *Merchant Acceptance*). The presentation package shall be sufficiently comprehensive for agencies/organizations to understand the Contractor offerings. A discussion of whether or not the Contractor fully conforms to Section 508, as well as any provided timelines indicating when the Contractor will fully conform to Section 508 shall be included in the presentation packages.

As part of the presentation package, the Contractor shall also provide a Transition Approach for agency/organization consideration. The approach shall include at a minimum: sample agency/organization transition schedule; communication approach (including meetings with Contractor, agency/organization, and GSA); agency/organization requirements (as known); data transmission, storage, and security; training; and new account establishment and issuance processes.

Presentation packages shall be available electronically and in hard copy. In addition, electronic presentation packages shall conform to Section 508. Presentation packages will be in the public domain, and thus shall not divulge trade secrets or information that a Contractor considers proprietary. As requested by the agency/organization and after the kick-off forum, the final presentation package shall be available electronically, through a mutually agreeable standard commercial format.

C.2.2.1.3 Technological Advance Transition

During a transition from one technology solution to another with the same Contractor (e.g., an updated EAS system), the Contractor shall ensure that the transition disruption shall be minimized. The Contractor shall coordinate any technological transition or updates with the participating agencies/organizations and the GSA COR and agency point of contact at least 90 calendar days prior to transition. Updates or new technologies may subject agencies/organizations program systems to reviews, audits, or certification and accreditation, as specified in C.8 *Security Requirements*. The Contractor shall notify the designated agency/organization point of contact of changes or updates to the program technology including, but not limited to, changes in functionality, usability, format, appearance, or security. If the update impacts other agency/organization systems (e.g., travel, financial systems), notification shall be submitted in writing to the designated agency/organization point of contact no later than 90 calendar days in advance of the update. Updates or new technologies may subject program systems to reviews, audits, or certification and accreditation, as specified in C.8 *Security Requirements*. All written notifications shall include, at a minimum:

1. The changes being made;
2. The impact of the changes being made;
3. Whether training is required, and the Contractor's plan for conducting training;

4. The period of time in which the changes will occur;
5. The anticipated time that the technology will be either partially or fully non-functional; and
6. When the technology will return to full functionality.

After the technological transition, the Contractor shall provide notice to the designated agency/organization point of contact that the full functionality has been restored to the technology.

C.2.2.1.4 Post Contract Transition

At the end of this Master Contract's period of performance, the Contractor shall monitor and manage a cooperative, orderly, and seamless transition to a successor. The Contractor shall, upon the GSA Contracting Officer's written notice, furnish phase-out services for up to 18 months prior to the expiration date of this contract. The Contractor shall provide sufficient, experienced personnel during the phase-in/phase-out period to ensure that there is no diminution in the quality of services provided under the Master Contract and task orders.

The migration of data from the Contractor to the successor Contractor shall adhere to the security measures in C.8 *Security Requirements*. At the request of the agency/organization, the Contractor shall maintain a complete, non-proprietary, current, and accurate master file (see C.7.2.2.1 *Master File*) to the agency/organization and/or the successor Contractor and GSA Contracting Officer. The initial submission of this information shall be transmitted in a format mutually agreed upon by GSA and the Contractor at least 90 calendar days prior to the end of the task order. The contractor shall provide updates to the master file to the incoming contractor for up to 18 months after task order expiration. The master file shall also include accurate information regarding suspended or canceled accounts. The Contractor shall also provide the master file layout within 12 calendar days of GSA's and/or agency's/organization's written request. At its discretion, the Government may reduce the transition period, but only through written notification by the GSA Contracting Officer. The Contractor shall maintain and offer access to legacy systems to GSA and the agency/organization for a period of 18 months after the completed agency/organization transition.

C.2.2.2 Agency/Organization Transition

The agency/organization startup/implementation transition requirements are the processes required of the Contractor upon task order award and include but are not limited to: task order process (standard or tailored), task order competition and award, preparation to begin transaction processing, transition from previous contract, and implementation of services.

Within ten calendar days of receipt of a task order, the Contractor shall contact the agency/organization Program Coordinator (A/OPC) to develop an agency/organization transition schedule that is mutually agreeable to the agency/organization and the Contractor. The agency/organization transition schedule shall include a timeline for the various steps required to implement a program to include, but not be limited to, a detailed listing of necessary agency/organization actions (e.g., submittal of program forms, operating system specifications, communication plan, agencies/organizations requirements collection, data transmission and storage, security, training, new account distribution), required timeframes to ensure implementation stays on schedule, and a detailed listing of necessary actions on the Contractor's part. The Contractor shall support two types of agency/organization transitions at the task order level:

(1) Transitions that occur at the end of the Master Contract period of performance, and

(2) Transitions that occur within the Master Contract period of performance when the agency/organization chooses not to exercise an option period.

Agency/organization transition includes requirements for both the incoming (future) and outgoing (current incumbent) Contractors. During agency/organization transition, the outgoing Contractor may be required to provide phase-out services for a period of 18 months prior to the expiration date of the task order. The incoming and outgoing Contractors shall provide sufficient, experienced personnel during the phase-in, phase-out period to ensure that there is no diminution in the quality of services provided under the task

order.

The migration of the Contractor data between incoming and outgoing Contractors will be closely monitored by agencies/organizations to ensure that both Contractors adhere to the security measures in C.8 *Security Requirements*. The outgoing Contractor shall provide to the agency/organization and/or the incoming Contractor at the request of the agency/organization, a complete, non-proprietary, current and accurate master file (see C.7.2.2.1 *Master File*), in a mutually agreed-upon format at least 90 calendar days prior to the end of the task order. The master file shall include accurate information regarding suspended or canceled accounts.

At its discretion, the agency/organization may reduce the transition period. The outgoing Contractor shall continue to provide access to legacy systems for a period of at least 18 months after expiration of the agency/organization task order (see C.7.2.4 *Record Retention and Retrieval* for further details). Upon completion of task order transition, the outgoing Contractor shall adhere to post contract requirements outlined in section C.2.2.1.4 *Post Contract Transition*.

C.2.2.2.1 Initial Contractor Implementation for Task Orders

The incoming Contractor shall provide implementation and training to agencies/organizations, including but not limited to, training on billing and payment, administration, and management of payment solutions program requirements. This includes all actions necessary (e.g., on-site visits, program education/explanation, reviewing specific user requirements, assisting in account set-up) to implement the payment solutions program. All travel costs associated with task order start-up/implementation shall be borne by the incoming Contractor. At their discretion, agencies/organizations may include performance measures at the task order level to ensure compliance with the agency/organization transition schedule.

C.2.2.2.2 Account Information

The agency/organization will determine the process to establish account information during the agency/organization transition. The agency/organization may require the incoming Contractor to develop new program forms (see C.7.2 *Program and Transaction Data*) or the agency/organization may require the outgoing Contractor to provide program information to the incoming Contractor. If an agency/organization requires the outgoing Contractor to provide information to the incoming Contractor, the agency/organization will verify that the information provided is current and accurate. Upon request of the agency/organization, the outgoing Contractor shall verify the validity of the information provided. The outgoing and incoming Contractor shall establish account information as required by the agency/organization. Integrity and security of data is a priority during the transition period and shall be in accordance with C.8 *Security Requirements*. Agencies/organizations may have specific data migration requirements for the transition periods at the start and end of this contract.

C.2.3 Contract Close-Out Requirements

On the expiration date of the GSA SmartPay Master Contract and/or agency/organization task order, all accounts shall be deactivated/closed. Only authorized transactions dated prior to the expiration date of the Master Contract and/or agency/organization task order shall be processed. Work associated with contract closeout shall not exceed 24 months but no less than 18 months after the expiration date of the GSA SmartPay Master Contract. The Contractor shall reconcile each account balance and settle each transaction dispute within 6 months following the task order expiration date. If no resolution occurs at the end of the 6-month period following the expiration of the agency/organization task order, the GSA Contracting Officer, or the ordering Contracting Officer, respectively, will make a final determination with respect to the matter in need of resolution. The ordering Contracting Officer will close out his/her task order and once all task orders are closed the GSA Contracting Officer will close out the Master Contract.

C.3 Payment Solutions Management

The Contractor shall support agency/organization payment programs. In conjunction with all requirements outlined herein, the Contractor shall provide support to GSA, agencies/organizations, and account

holders as necessary in order to support eligible agency/organization mission, goals, and objectives. Further program support requirements may be defined by agencies/organizations at the task order level. Required program support operations include, but are not limited, to the topics outlined herein.

C.3.1 Product and Service Offerings

There are many commercially available products and services that add significant value to an agency/organization's payment solutions program. However, due to each agency/organization's individual composition, technology status, and additional factors, the ability to take advantage of these products and services varies significantly. Required (Core) product and service offerings are identified, and shall be offered by the Contractor, as Tier 1 products and services. Optional products and services are identified, and shall be offered by the Contractor, as Tier 2 products and services.

C.3.1.1 Tier 1: Required Product and Service Offerings

The Tier 1 product and service offerings listed below are not separately -priced and shall offer at no additional cost and included in the minimum refund amounts for Standard, Large Ticket, and ePayables – Supplier-Initiated Payments CLINs by business line, unless otherwise indicated. As determined by the agency/organization at the task order level, all Required Additional Products and Services Offerings may be integrated with other business lines in the administrative system as well as electronic access systems.

24 hour EAS Customer Service: The Contractor shall provide agencies/organizations with 24 hours-a-day/7 days–a-week EAS system support, which may be in the form of online support or customer service phone numbers

Accounts Payable File Reviews: The Contractor shall provide an accounts payable (A/P) file review after task order award unless otherwise specified by an agency/organization. The Contractor shall complete the A/P File Review with the information to be provided by the agency/organization.

Association Program Management Tools: The Contractor shall offer additional program management products and services that are provided by associations. Program management products and services should meet the requirements outlined in the corresponding sections: C.7.1 *Electronic Access System,* C.7.4.1 *Data Mining* and C.7.4.3 *Fraud Analytics*.

ATM Access: The Contractor shall provide ATM access for Travel transactions for a maximum fixed fee and number of basis points. The Contractor shall adhere to the limits, timeframes and requirements specified in C.3.3.2.1 *Card Issuance and Delivery for Individually Billed* Accounts (IBAs).

Chip Cards*:* The Contractor shall provide chip cards at no additional cost. These cards shall adhere to Europay, MasterCard and VISA (EMV) standards, and have a magnetic stripe on them for use at vendors who do not have converted card terminals. Chip cards shall have the standard physical characteristics of payment solutions (see C.3.2 *Card Design*). The Cardholder Verification Method (CVM) shall be PIN preferred. These cards shall also be offered to agencies/organizations with options to have both signature and PIN functionality. For the purposes of this contract, card physical characteristics and encoding shall be in compliance with standard industry specifications including, but not limited to parts 1-4 of International Standard Organization (ISO) 14443 standards, ISO standard 7813 Financial Transaction Cards and PCI standards.

NOTE: Implementation of chip card for Fleet transactions is not yet available. Upon availability, Contractors must offer chip cards or equivalent enhanced security technology for the Fleet business line at no additional cost.

Convenience Checks: The Contractor shall provide convenience checks a maximum fixed fee and number of basis points that can be issued and accepted domestically and internationally by merchant establishments and financial institutions. Convenience checks are primarily to be used for merchants who do not accept payment solutions or other GSA SmartPay Payment solutions and in accordance with agency/organization policies. Traveler's checks are not acceptable as a substitute for convenience

checks. The convenience checks shall be an integrated part of the Purchase business line. The checks shall be guaranteed by the Contractor against theft or loss. The CBA participant will notify the Contractor when it becomes evident that checks are lost or stolen. The liability of the CBA participant for lost or stolen checks shall not exceed the lesser of $50 or the amount of money, property, labor, or services obtained before notification to the Contractor. Convenience checks are separately priced in the pricing schedule. The Contractor shall:

- Assist agencies/organizations in the implementation of their convenience check program;
- Provide a supply of checks, to a designated account holder, that draws on a Purchase card account;
- Provide ability for the agency/organization program coordinator (A/OPC) to determine contents of custom text field on the front of each account's checks (e.g., maximum value of check, tax exempt status);
- Process the checks as they are presented for payment;
- Provide a listing of the checks cleared, with payee's name on the account holder's statement of account and official invoice as a separate line item;
- Provide convenience checks that vary in maximum payment amounts as designated by the agency/organization, not to exceed the maximum value as stated in FAR Part 13, Simplified Acquisition Procedures;
- Ensure that convenience checks are duplex (one copy for the account holder's records, the original for the merchant);
- Store cleared convenience checks in accordance with C.7.2.4 *Record Retention and Retrieval*;
- Have the ability to stop payment on the convenience check, at no cost to the agency, within 24 hours, as requested by the A/OPC;
- Provide online access or Contractor-provided software to enable agencies/organizations to automate their convenience check system. The system shall, at a minimum, provide the ability to track, add, tally, report, and reorder convenience checks, view cleared checks, as well as input 1099 information such as merchant TIN, address, etc.;
- Provide an audit trail which permits tracing of all transactions; and
- Establish payment procedures for agency/organization-issued convenience checks. Payment for these checks shall not occur prior to use by the agency/organization.

The Contractor shall provide a convenience check design(s) and shall be responsible for the encoding and printing of the checks under this contract, at no additional cost. The Contractor, at its expense, shall immediately correct and replace any convenience checks issued that contain Contractor errors. The Contractor shall ensure that checks are sequentially pre-numbered with the following standard pre-printed information:

- United States Government;
- Name of agency/organization, as directed by the ordering agency/organization, including appropriate agency/organization component;
- For Official Use Only;
- United States Seal;
- US Government Tax Exempt; and
- Custom text field, the contents of which are determined for each account by the A/OPC.

The Contractor shall, at its expense, provide automatic replenishment via requests through an EAS system or toll free telephone line reorder with delivery/receipt within three (3) calendar days, provided the Contractor's time of day cut offs are met.

Declining Balance Cards: Declining balance cards have the same functionality as a charge card, but the limits on the declining balance cards do not have to refresh each month. Declining balance cards are a central liability and thus are paid for by the agency/organization much like the Purchase or Travel Centrally Billed Accounts (CBAs). This type of card can be for a specific purpose or for a specified time period and with a pre-determined credit limit. The credit limit can be reset as needed, set for a specified

time, or can become inactive once the balance is depleted. A declining balance card allows for greater oversight and control. Like a traditional centrally billed payment solution, an agency pays for the amount designated on the card as the card is depleted (and not when the card is set up and the limit designated), and therefore would not be considered an advanced payment. Similar authorization controls, such as MCC blocks, can be used on these types of cards in the same way that they are used to control the traditional GSA SmartPay Program cards.

Email/Short Message Service (SMS) Alert Service: The Contractor may provide automatic email or SMS alerts at agency/organization request for Purchase, Travel, Fleet, and Integrated transactions. The alerts are to be sent to card and payment program managers (e.g., A/OPCs, Approving Officials (AOs)), and to account holders. The notification shall, at a minimum include account holder name, and amount, unless otherwise indicated at the agency/organization task order level.

ePayable - Supplier-Initiated Payments (SIP): The Contractor shall provide Supplier-Initiated Payment (SIP) solutions. The Contractor shall provide processes for electronically connecting suppliers (or other merchants) to the Government's supply chain and/or back-end payment systems. The Contractor shall provide a means to accept agency/organization payment files used for disbursement against designated accounts(s) for these transactions. SIP solutions do not include virtual cards, single use accounts, ghost cards, or other products/services defined elsewhere. The Contractor shall provide agencies/organizations with a list of suppliers currently accepting SIP solutions, upon agency/organization request.

Foreign Currency Cards: The Contractor shall offer cards and/or other equivalent payment solutions (if applicable), in foreign currencies. All administrative functions, including billing and settlement, shall occur in the foreign currency desired by the agency/organization at the task order level.

Ghost Card: The Contractor shall provide a charge card number that is specific to an agency/organization or an entity within an agency/organization. Purchases made are then charged back to the agency/organization or the entirety within the agency/organization to which the charge card number was issued.

Government-to-Government Transactions: The payment options available under GSA SmartPay solutions are often utilized to enable Government-to-Government Transactions. Such transactions are characterized as low risk with low retrieval and low charge back rates. However, constraints such as interchange costs and policy may limit these types of transactions through a GSA SmartPay solution (see *Treasury Financial Manual Announcement A-2014-04 Limitations on Credit Card Collection Transactions and Policy for Splitting Transactions*, for transaction limits as well as any such subsequent announcements as made by the Department of Treasury). The Contractor shall provide a solution for processing Government-to-Government transactions that:

a) Provides sufficient functionality to support a wide range of inter/intra-governmental business activity, such as spontaneous transactions, pre-negotiated transactions, and recurring transactions;
b) Provides sufficient information for audited financial systems and information needs of a variety of users, such as proper backup documentation, supporting paying office needs, and supporting collecting office needs;
c) Manages change, monitors risk, and is flexible;
d) Provides necessary reports at no additional cost for monitoring of the system by both GSA and the agency/organization such as: Daily Settlement Report, Daily Chargeback Report, Monthly Agency/Organization Report; and
e) Provides necessary reports at no additional cost for monitoring of the system by GSA and the agency/organization, such as summary reports and ad hoc reports.

Government-to-Government transactions shall adhere to government cash management principles for inter/intra-governmental transactions, as follows:

a) Funds shall not leave the Federal Government (e.g., no transfer of Federal funds, however momentary, into or outside of the Federal Government);

b) Pricing shall include, but not be limited to: reduced fee for low-risk government MCCs, reduced fee as transaction values rise, caps on interchange fees, flat fee for high dollar transactions, or substantially reduced or zero fee structure. Pricing shall not be based on transaction value (no discounts or basis point fees).
c) Shall provide for the authorization, processing, and settlement of the inter/intra-governmental card transactions; and
d) Transactions shall be identified as inter/intra-governmental.
e) Additional requirements may be included by agencies/organizations at the task order level.

Note: Interchange-based government-to-government transactions shall be considered not separately priced items under standard or large ticket transactions. Non-interchange based government-to-government transactions are separately priced at a fixed fee.

GSA SmartPay Tax Advantage Travel Card Accounts: The Contractor shall provide such a solution in accordance with C.2.1.3 *Travel Business Line Scope of Work* and requirements, herein, and as well as in compliance with any associated agency/organization requirements as found at the task order level.

Mobile Applications: The Contractor shall provide mobile application capabilities, upon agency/organization request, at no additional cost. Mobile application capabilities shall, at a minimum, include: the ability to access EAS, pay invoices, receive text/email alerts, and view statement and payment information over a mobile device.

Mobile Payments: The Contractor shall provide agencies/organizations the ability to make secure payments using a mobile device at the point-of-sale. Determination for use of mobile payments shall be made at the agency/organization level (e.g., individually billed account holders, centrally billed account holders). The Contractor shall have this capability in place prior to the beginning of the transactional period of performance. If the Contractor does not have a mobile payment offering in place at the time of proposal submission, the Contractor shall provide a viable plan to GSA and the agency/organization for future mobile offerings prior to the beginning of the transactional performance period.

Net Billing: The Contractor shall provide net billing, where available. Net billing, where available, shall ensure merchant discounts are deducted at the point-of-sale, when made known by the merchant to the Contractor. Examples for such transactions can be found under the net billing information of applicable business lines (e.g., Purchase, Travel, and Fleet) as illustrated below. The Contractor, upon receipt of this information from the merchant, shall ensure that discount information is identified on the invoice and passed to the agency/organization, when available.

- **Net Billing for Purchase Transactions:** Example, a toner cartridge costs $100, the merchant discounts $4.00 of the purchase to the agency/organization based on existing agreements, the Contractor shall net bill only $96 for the transaction.
- **Net Billing for Travel Transactions:** Example, an airline ticket costs $250 and the merchant offers rebates of $50 of the ticket price to the agency/organization based on existing agreements. The Contractor shall net bill the agency/organization $200 for the transaction.
- **Net Billing for Fleet Transactions:** Example, gasoline purchased costs $50, the merchant discounts $5 of that gas expense to the agency/organization based on existing agreements. The Contractor shall net bill only $45 for the transaction.

Real-Time Web Assistance: The Contractor shall provide agencies/organizations with real-time web assistance for EAS systems. Contractor representatives shall provide EAS users with real-time, online technical support and assistance. This support shall be in the form of non-automated responses to questions in real time, without delay.

Single-Use Account (SUAs): The Contractor shall provide SUA payment solutions that leverages a single virtual account number for each payment. The limit on each Account is set to the specific payment amount.

Tokenization: The Contractor shall provide tokenization capabilities.

Virtual Cards: The Contractor shall provide virtual accounts that may be used during a limited time, for a limited amount and possibly for a specific vendor.

Table 4: Required Tier 1 Product/Service Offerings by Business Line

Specific Tier 1 requirements shall be offered by business line as identified in the table below. See B.2 *Pricing Categories* for further information.

Tier 1: Required Product and Services	Pricing Category	Business Line[7]			
		P	T	F	I
24 Hour EAS Customer Service	Not Separately Priced	✓	✓	✓	✓
Accounts Payable File Review	Not Separately Priced	✓	✓	✓	✓
Association Program Management Tools	Not Separately Priced	✓	✓	✓	✓
ATM Access	Separately Priced		✓		✓
Chip Cards	Not Separately Priced	✓	✓	✓	✓
Convenience Checks	Separately Priced	✓			✓
Declining Balance Cards	Not Separately Priced	✓	✓		✓
Email/SMS Alert Service	Not Separately Priced	✓	✓	✓	✓
ePayable – Supplier Initiated Payments	Not Separately Priced	✓	✓	✓	✓
Foreign Currency Cards	Not Separately Priced	✓	✓		✓
Ghost Card	Not Separately Priced	✓	✓	✓	✓
GSA SmartPay Tax Advantage Travel Card Account	Not Separately Priced		✓		
Interchange-based Government-to-Government Transactions	Not Separately Priced	✓	✓	✓	✓
Mobile Applications	Not Separately Priced	✓	✓	✓	✓
Mobile Payments	Not Separately Priced	✓	✓	✓	✓
Net Billing	Not Separately Priced	✓	✓	✓	✓
Non-Interchange-based Government-to-Government Transactions	Separately Priced	✓	✓	✓	✓
Real Time Web Assistance	Not Separately Priced	✓	✓	✓	✓

[7] **Legend:** P = Purchase; T = Travel, F = Fleet, and I = Integrated

Tier 1: Required Product and Services	Pricing Category	Business Line[7]			
		P	T	F	I
Single Use Account	Not Separately Priced	✓	✓	✓	✓
Tokenization	Not Separately Priced	✓	✓	✓	✓
Virtual Card	Not Separately Priced	✓	✓	✓	✓

C.3.1.2 Tier 2: Value-Added Product and Service Offerings

Contractors are not required to offer or provide Tier 2 Value-added Products and Services to receive a Master Contract award. However, if such products and services are awarded under the Master Contract, they shall be offered and available at the task order level, upon request by the agency/organization. Tier 2 Value-added Products and Services are all separately priced and must be included in Section B of the awarded contract to be available for order at the task order level.

The Contractor may provide a variety of Tier 2 Value-Added Products and Services that enhance or facilitate the GSA SmartPay Program. Tier 2 Value-Added Products and Services offered shall be based on commercial terms and conditions, subject to review and acceptance at the sole discretion of the Government. While the types of products and services are NOT limited to those listed below; they are limited to the scope of the Master Contract, as determined by the GSA Contracting Officer. The following are Tier 2 Product and Service Offerings:

Additional Authorization Controls: The Contractor may provide additional authorization controls that would add value to the GSA SmartPay Program, over and above those specified in *C.8.14 Authorization Controls*. Agencies/organizations will determine the need for additional controls at the task order level.

Additional Data Mining Tools: The Contractor may offer additional data mining tools over and above those specified as core requirements in C.7.4.1 *Data Mining*0. Additional data mining tools could be capable of accepting rules-based parameters to indicate specific rules for the data analysis at the task order level.

Additional International Customer Service: The Contractor may provide customer service in languages other than those specified as core requirements in C.4.1.1.4 *Account Holder Support* Personnel.

After-Hours Road Side Assistance: The Contractor may provide customer support/service during after-hours and holidays. The Contractor, through customer call center shall be available to handle after-hour calls on Monday through Friday from 8PM to 7AM, Local Time and all day on weekends and Federal holidays. In addition, the Contractor shall provide after-hours roadside assistance support as required to ensure coordination of the driver's call to the appropriate roadside assistance program.

Combined Charge Card and Identification Card Technology: The GSA SmartPay Program may request the ability/functionality to combine payment solutions and personnel identity cards into a single card. Contractors may provide products or services that allow the merging of these functionalities onto one card, such as programming government issued identification cards with payment solution functionality.

Commercially Offered Convenience Services: The Contractor may provide commercial convenience services, such as extended warranty programs, guaranteed return programs, and merchant discount programs.

Emerging Technology: As advances become available to the commercial market, the Contractor may provide emerging technologies that facilitate or enhance the payment solutions program(s) in the Master Contract and for use of agencies/organizations at the task order level.

ePayable – Buyer-Initiated Payments (BIP): The Contractor may offer Buyer-Initiated Payment (BIP) solutions. These solutions could be capable of utilizing a type of transaction that requires no action by the supplier and no point-of-sale terminals or other hardware/software required to receive payment. BIP solutions do not include virtual cards, single use accounts, ghost cards, or other products/services defined elsewhere.

ePayable – Straight-Through Processing (STP): The Contractor may offer Straight-Through Processing (STP) solutions. These solutions could be capable of automated payment transaction processing where the purchasing organization sends the payment file directly to the Contractor's acquiring institution with the networks, in turn, processing payments automatically on behalf of the Contractor. Solutions could be capable of deposit of funds directly into the Contractor's bank account. STP solutions do not include virtual cards, single use accounts, ghost cards, or other products/services defined elsewhere.

International Fleet Solution: The Contractor may provide products and solutions designed for use outside of the continental United States, Alaska, and Hawaii. Solutions can either utilize a closed loop network that provides Level III data or an open loop network that does not guarantee Level III data. The Contractor shall ensure all transactional data is housed and stored in the United States, in accordance with C.8 *Security Requirements*.

Optional ATM Access for Purchase Transactions: The Contractor may provide ATM access for the Purchase transactions. If offered, the Contractor shall adhere to the limits, timeframes and requirements specified in herein.

Optional Convenience Checks Products and Services for Fleet Transactions: The contractor may provide Optional Convenience Check products and services to support fleet transactions and the Fleet business line. If offered, the Contractor shall adhere to the requirements in C.3.1.1 *Tier 1: Required Product and Service Offerings (Convenience Checks).*

Software: In addition to the EAS required in C.7.1 *Electronic Access System,* the Contractor may provide and support other commercial off-the-shelf or customized software that assists the management of GSA and agency/organization level GSA SmartPay Programs. Customization of software shall be consistent with customizing of standard commercial software normally performed for commercial customers and shall conform to Section 508. This includes, but is not limited to, streamlining government backroom processes (e.g., vouchering, accounts payable). Specific to Fleet solutions, the Contractor may provide integration with on-site fuel systems (e.g., military bases, national parks, ports) and integration with private alternative fuel systems (e.g., State governments, utilities).

Telematics: The Contractor may provide a fleet vehicle tracking technology solution to assist fleet managers in identifying misuse and abuse faster, track drivers and vehicles with factors such as speed as well as global positioning satellite (GPS) location and reduce fuel consumption and find the lowest gas prices based on GPS location.

Table 5: Applicable Tier 2 Product/Service Offerings by Business Line

Specific Tier 2 requirements shall be offered, at the discretion of the Contractor, by business line for the base and all option periods, as identified in the table below. See B.2 *Pricing Categories* for further information.

Tier 2: Value-Added Product/Service Offerings	Pricing Category	Business Line			
		P	T	F	I
Additional Authorization Controls	Value-Added Separately Priced	✓	✓	✓	✓
Additional Data Mining Tools	Value-Added Separately Priced	✓	✓	✓	✓

Tier 2: Value-Added Product/Service Offerings	Pricing Category	Business Line			
		P	T	F	I
Additional International Customer Service	Value-Added Separately Priced	✓	✓	✓	✓
After-Hours Road Side Assistance	Value-Added Separately Priced			✓	✓
Combined Charge Card and Identification Card Technology	Value-Added Separately Priced	✓	✓	✓	✓
Commercially Offered Convenience Services	Value-Added Separately Priced	✓	✓	✓	✓
Emerging Technology	Value-Added Separately Priced	✓	✓	✓	✓
ePayable – Buyer Initiated Payment	Value-Added Separately Priced	✓	✓	✓	✓
ePayable – Straight-Through Processing	Value-Added Separately Priced	✓	✓	✓	✓
International Fleet Solution	Value-Added Separately Priced			✓	✓
Optional ATM Access for Purchase Transactions	Value-Added Separately Priced	✓			✓
Optional Convenience Checks	Value-Added Separately Priced			✓	
Software	Value-Added Separately Priced	✓	✓	✓	✓
Telematics	Value-Added Separately Priced			✓	✓

C.3.1.3 Pilot Programs

Customized services proposed or requested as pilot programs shall include substantial modification or changes to core products and services within the scope of the Master Contract, or when applicable the scope of the agency's /organization's task order. Pilot programs shall be requested in accordance with H.16 *Service Improvement*. Customized services may run for a period of time shorter than the Master Contract or task order period of performance and may have additional requirements for evaluation, feedback, and reporting to substantiate program viability. Customized services will be priced separately as negotiated between the GSA Contracting Officer and the Contractor.

C.3.1.3.1 Pilot Programs for GSA

Customized services at the master contract level may include, but not be limited to: pilot programs initiated by GSA with government- wide applicability, customized training materials for payment solutions programs, a pilot or demonstration of new processes, or Contractor-suggested or government-suggested service improvements. The Contractor shall provide a detailed proposal for any proposed pilot program within a mutually agreeable timeframe of the GSA Contracting Officer's request for customized services, unless otherwise directed. The proposal shall include, at a minimum, the technical and management approach, an identification of the CLIN(s), skill category(ies), number of hours, hourly rate, extended total, total price, and milestone schedule. Pricing on customized services shall include a breakout of costs by skill categories, product or service components that are within the scope of work, and any other detail as determined necessary by the GSA Contracting Officer.

C.3.1.3.2 Pilot Programs for Agencies/Organizations

Customized services for agencies/organizations may include, but not be limited to: customized agency/organization-specific training materials, production, and submittal of agency/organization 1099 information to the Internal Revenue Service, a pilot or demonstration of new processes, or Contractor-suggested or government-suggested service improvements. Customized services will be priced separately as negotiated between the agency/organization and the Contractor. An agency/organization may not modify or change the terms and conditions of the Master Contract. Because agency/organization customized services may have government-wide applicability, the Contractor shall keep the GSA Contracting Officer (CO) and GSA COR apprised on a monthly basis of requests for agency/organization customized services. Pricing on customized services must include a breakout by skill categories, product or service components that are within the scope of work, and any other detail as determined by the agency/organization.

NOTE: Agencies/organizations will manage and monitor customized services or request that GSA do so on their behalf.

C.3.2 Card Design

The Government has provided card background designs (see J.3 *Attachment 3: GSA SmartPay Card Designs)* for the front of all non-generic cards for each business line under this contract. All cards provided under the Master Contract and resulting task orders are defined as non-generic cards for the purposes of card design except those cards discussed in C.3.2.4 *Generic Card* and C.3.2.5 *Quasi-Generic Card*. The government-provided background card design for the front of the card require modifications to accommodate the various data elements for Value-added Products and Services. The Contractor shall work with GSA and the agency/organization to come to a mutually-agreeable solution for the placement of information on the card.

The Contractor shall, at its own expense, be responsible for the printing of GSA SmartPay charge cards. This includes, but is not limited to, the great seal of the United States, the words “United States of America”, the words “For Official Government Use Only” and the following requirements by business line:

Table 6: Applicable Printed/Embossed Card Design Elements by Business Line

Printed/Embossed Card Design Element	Business Line			
	Purchase (P)	Travel (T)	Fleet (F)	Integrated (I)
Account Name	✓	✓		✓
Account Number/Card Number	✓	✓	✓	✓
Expiration Date	✓	✓	✓	✓
An alphanumeric field for agency/organization use (may be used for the agency’s/organization’s tax exempt number), not longer than a 20 character limit, unless otherwise specified by the agency.	✓	✓	✓	✓
Equipment Identification (alphanumeric). This should allow easy distinction between multiple cards issued to the same Customer Unit			✓	✓

Table 7: Applicable Printed Card Design Elements by Business Line

Printed Card Design Element	Business Line			
	Purchase (P)	Travel (T)	Fleet (F)	Integrated (I)
Individual department, agency/organization name	✓	✓	✓	✓
A minimum 15 digit alphanumeric discretionary field;	✓	✓	✓	✓
A Contractor provided toll free telephone number for agencies/organizations and/or merchants to contact if misuse of the card is suspected.	✓	✓	✓	✓
Include the statement: "If misuse suspected, call [number provided by Contractor]".	✓	✓	✓	✓
"Used with GSA City Pair Program and FedRooms"		✓		✓
"US Government Tax Exempt"	✓	✓	✓	✓
The statement "For fuel and minor parts/services only", at the request of the agency/organization and as space permits.			✓	
The statement "Authorized Product Type". The agency/organization will state which lines it requires at the task order level.			✓	

The Contractor shall work with GSA to ensure final card design is within the required specifications. The final card model shall be submitted to the GSA COR for written approval no later than 60 calendar days after the award of the Master Contract. The Contractor shall immediately correct and replace, at its own expense, any cards issued that contain Contractor-caused errors. The Government reserves the right to add or update card designs during the contract period.

C.3.2.1 GSA Tax Advantage Card Design

The Contractor shall adhere to the requirements above, with the exception that "US Government Tax Exempt" should read "US Government CBA Tax Exempt".

C.3.2.2 Back Side of Cards

The back side of the cards shall include the Contractor's customer service toll-free telephone number and TTY number (if different). The Contractor shall include other information on the back-side of the card (e.g., e-mail address).

C.3.2.3 Pseudonym Card Name

As determined by the agency/organization, cards may be requested in a pseudonym name. The account holder's real name may be included within account information, but the Contractor shall issue the card with the pseudonym name.

C.3.2.4 Generic Card

Generic cards are used by agencies/organizations for security reasons (e.g., traveling or purchasing abroad, undercover operations). As requested by the A/OPC, the Contractor shall provide a generic card, using the Contractor's commercial design, showing no association with the Government. Generic cards shall include an account number which is indistinguishable from non-government personal cards. Generic cards issued under this contract shall be subject to the terms and conditions of this contract, except *C.4.3.3 Statement Inserts, 4*

Statement Messaging*, C.5.3.1 Tax Exempt Status,* and *C.3.3.6 Account Number*. Each generic card shall be embossed with: account holder, account number; and expiration date, unless otherwise specified by the agency.

C.3.2.5 Quasi-Generic Card

As requested by the A/OPC, the Contractor shall provide a quasi-generic card, using the Contractor's commercial design and using the numbering system specified in *C.3.3.6 Account Number* that identifies it as a Government account. Quasi-generic cards issued under this contract shall be subject to the terms and conditions of this contract. Quasi-generic cards shall be printed/embossed with: account holder and/or agency/organization name; account number; and expiration date. Quasi-generic cards shall not have any reference to the City Pair Program or FedRooms on them.

C.3.2.6 Sample Card Requirements

GSA or agencies/organizations may request "sample" cards for demonstration or quality testing purposes only. Sample cards shall have the appearance of a non-generic, generic, or quasi-generic card, with the embossing and printing required for each business line, specific to the subsections of this statement of work, but have no charge capability. Sample cards shall be provided at no additional costs to the government and have "SAMPLE CARD" prominently printed or embossed on the face of the card. The Contractor shall provide GSA and/or agencies/organizations camera ready art of the final finished card model, as requested, at no additional cost to the government.

C.3.2.6.1 Use of Recycled Plastic for Cards

The Contractor shall transition to recycled plastic for cards after the industry establishes a standard for EMV card plastic. Such transition shall occur with no less than 120 days advanced notice and shall be at the concurrence and approval of the GSA Contracting Officer. Transition shall be at no additional cost to the Government. The Contractor shall provide the GSA COR with sample cards for each business line in accordance with paragraph C.3.2.6 *Sample Card Requirements*. The GSA COR will review and approve all cards. GSA reserves the right to reject cards using recycled plastic, when deemed in the best interests of the Government.

C.3.3 Account Management

If requested by the A/OPC, the Contractor shall meet with agency/organization representatives to discuss implementation procedures. The Contractor is responsible for all costs associated with these meetings, to include all travel.

C.3.3.1 Account Set-Up

The Contractor shall also provide a product with no preset authorization controls for travel and subsistence, unless otherwise specified by the A/OPC. Additionally, the Contractor shall provide an ATM Access option as requested. Each agency/organization will provide master file information specified in C.7.2.2.1 *Master File* on Contractor-provided program forms. The Contractor shall:

a) Assist agencies/organizations in setting up accounts;
b) Provide authorization controls as specified in C.8.14 *Authorization Controls*
c) Establish CBAs and/or IBAs;

d) Provide single randomly generated account numbers with the ability to have multiple sub-accounts each with individual card/account numbers;
e) Make cards/accounts valid for a specific time period as agreed upon by the Contractor and the A/OPC, not to exceed the Master Contract base period or any subsequent options exercised, unless otherwise specified by the GSA Contracting Officer;
f) Provide PINs associated with Chip Cards;
g) Assist agencies/organizations in establishing online or mobile access to their accounts to view statements and make payments; and
h) Include an account type identifier (e.g., non-EDI, for Army non-General Fund Enterprise Business System).

The Contractor shall by default accept program forms electronically including, but not limited to, the submission and processing of account holder applications, unless otherwise specified at the agency/organization task order level. Once application is approved, the Contractor shall provide the account holder with information on how to sign up for online account access via email. Additional account set-up procedures shall be determined at the agency/organization task order level.

C.3.3.1.1 Additional Account Set-Up for Individually Billed Accounts (IBAs)

The Contractor shall issue Individually Billed (IBA) Account Travel Cards to Federal Government employees and employees of Tribes and Tribal Organizations only after receipt of a task order awarded by a duly authorized Contracting Officer and when directed by the A/OPC, in accordance with the terms and conditions of this contract. If requested by the A/OPC, the Contractor shall meet with agency/organization representatives to discuss implementation procedures. All Contractor travel costs associated with these meetings shall be borne by the Contractor. After approval of the application and prior to activating the card, the employee shall electronically accept the card/account holder agreement, unless otherwise specified at the task order level. Although the Government authorizes IBAs to be established under the GSA SmartPay Program, the Government accepts no liability for charges made against the IBAs, unless specified by the agency/organization. The Contractor shall:

a) Assist A/OPCs in setting up accounts, as requested;
b) Provide a 30 calendar day billing cycle (or as requested at the task order level);
c) Provide a product with no preset authorization controls for travel and subsistence. The Contractor may suggest a variety of authorization control options as referenced in C.8.14 *Authorization Controls* and C.8.14.2 *Travel Transaction Authorization Controls;*
d) Provide an ATM Access option, if requested by the A/OPC;
e) Provide the PIN associated with a Chip Card;
f) Have the capability to provide required authorization controls as stated in *Authorization Controls* and all associated subsections at the request of the A/OPC;
g) Establish IBAs as requested by the A/OPC, with credit checks or other creditworthiness assessment on new applicants, as specified by the agency/organization; and
h) Make accounts valid for a specific time period as agreed upon by the Contractor and the A/OPC, not to exceed the Master Contract base period or any subsequent options exercised, unless otherwise specified by the GSA Contracting Officer.

For purposes of opening accounts, the original account holder application will be forwarded by the A/OPC to the Contractor. Account holder applications shall be accepted by the Contractor via electronic medium, fax, and/or mail within (5) calendar days of the request to open the account. Additionally, the Contractor shall establish new individually/centrally/combination billed accounts upon receipt of a completed account application that is approved by the A/OPC. A completed account application is defined as account set-up information unless other arrangements are made at the task order level.

C.3.3.1.1.1 Account Holder Agreement for Individually Billed Accounts (IBAs)

The Contractor shall develop an account holder agreement for IBAs. The account holder agreement shall include, at a minimum, the following:

a) Purpose of the card/account;

b) Procedures for renewal and replacement of cards;
c) Restrictions on use of the card;
d) Individual liability for charges;
e) Procedures for reporting non-payment to credit bureaus;
f) Payment schedule;
g) Non-payment actions, including salary offsets and debt recovery fees (debt recovery fees are those standard commercial fees charged for formal debt collection action);
h) Delinquency and suspension/cancellation procedures;
i) Dispute processes;
j) ATM Access procedures, where authorized;
k) Procedures for reporting lost or stolen cards;
l) Method of foreign currency conversions;
m) Toll-free number for billing inquiries, billing disputes, reporting lost or stolen cards, and problems with goods and services;
n) Privacy Act notice; and
o) Account holder consent to creditworthiness assessment.

As applicable, the account holder agreement shall address any specific risk mitigation measures chosen by the agency/organization. This may require a version or multiple versions of the account holder agreement specific to a particular risk mitigation measure or other method that accomplishes the same purpose.

C.3.3.1.2 Account Set-Up for GSA SmartPay Tax Advantage Travel Card Accounts

In addition to the items contained in the general program requirements the Contractor shall also ensure that GSA SmartPay Tax Advantage Travel Card Accounts shall be issued to an employee designated by the agency/organization in the employee's name. The invoice shall be sent to the employee and the agency/organization for payment via split disbursement. Agency/organization representatives shall outline implementation procedures in the task order level requirements. Any and all Contractor travel costs associated with establishment, implementation, or performance under this solution shall be the responsibility of the Contractor. The Contractor shall adhere to general program requirements contained elsewhere, with the following additions and/or exceptions:

a) Contractors shall assist A/OPCs in identifying MCCs for exclusion from taxes;
b) Contractors shall establish accounts using IBAs procedures, to include credit checks or other creditworthiness assessments on new applicants, as specified by the agency/organization; and
c) Any additional account set-up requirements of agencies/organizations, as identified at the task order level (See C.3.3.1 *Account Set-Up)*.

C.3.3.2 Card Issuance and Delivery

The Contractor shall send PIN numbers associated with the ATM option and Chip Card separately from the card within five (5) calendar days after electronic or written request by the A/OPC. Cards without initial ATM authorization may be authorized at a later date by the A/OPC. The Contractor shall allow the account holder the option to personalize a PIN number after initial issuance. Additionally, the Contractor shall:

a) Establish new CBAs and IBAs, as approved by the A/OPC upon electronic receipt of completed program application forms;
b) Process program forms and send cards/make payment solutions available for domestic delivery within 10 calendar days for domestic delivery and for international delivery within 14 calendar days upon receipt of the completed program application forms to the designated address;
c) Provide standard commercial activation procedures;
d) Mail cards to the individual account holder's physical address (e.g., no P.O. boxes), unless otherwise directed or authorized by the A/OPC; and
e) Process and mail replacements for lost, stolen, broken, or otherwise unusable cards within 48

hours of the agency/organization request.

Charge cards shall be delivered through any common carrier (e.g., the U.S. Postal Service), unless otherwise specified by the agency/organization. All mail addressed to Federal addresses in designated Washington, DC Metropolitan area ZIP Codes will be irradiated, including First Class, Expedited, and Express Mail. Additional agency/organization application and delivery requirements including account set-up, card issuance, card delivery, and replacement card delivery may be stated at the task order level. Contractors will work with agencies/organizations to determine the best way to ensure that cardholders receive new cards, either through new applications or a master file transfer completed at the task order level.

C.3.3.2.1 Card Issuance and Delivery for Individually Billed Accounts (IBAs)

The Contractor shall perform either credit checks or other creditworthiness assessments in accordance with P.L. 112-194, on new applicants before a card is issued. The Contractor shall also make cards valid for a specific time period as agreed upon by the Contractor and the A/OPC, not to exceed the Master Contract base period or any options exercised, unless otherwise authorized by the GSA Contracting Officer.

C.3.3.2.1.1 Restricted Cards for Individually Billed Accounts (IBAs)

The Contractor shall provide IBA applicants that have a low creditworthiness score with a restricted card. Applicants may be previous account holders or new applicants. A restricted card includes constraints such as:

- Reducing the limit on individual transaction amounts;
- Limiting the types of transactions allowed;
- Issuing a declining balance card that automatically restricts dollar amount and transaction types;
- Limiting the dollar amount of transactions that can be applied to the card within a particular time period;
- Limiting the length of time a card remains active, such as for the length of time the account holder is in official travel status; and/or
- Restricting use at ATMs.

C.3.3.2.2 Verification of Card Receipt

The Contractor, at its expense, shall verify the receipt of every charge card issued under the GSA SmartPay Program. Standard commercial card activation procedures will be considered verification (i.e., card delivery) as well as proof of signature from carrier.

C.3.3.3 Emergency Account Set-Up and Expedited Card Delivery

The Contractor shall process and send emergency and/or expedited account cards within 24 hours of the request of GSA or the agency/organization, including international requests. These requests include, but are not limited to, responses to natural disasters (e.g., hurricanes, earthquakes), threats to national security, and military mobilization. Where the agency/organization provides oral instruction to set-up an account and issue a card, written/electronic confirmation will follow within five (5) calendar days of the oral authorization. The agency/organization may use electronic means to forward program application forms to the Contractor. Upon request of GSA or the agency/organization, the Contractor shall send emergency and/or expedited account cards by overnight delivery at Contractor's expense.

C.3.3.4 Short-Term Account Set-Up and Card Delivery

The Contractor shall issue short-term cards/accounts as requested by the A/OPC or GSA Contracting Officer. These requests are in response to special events (e.g., Olympics, economic summits, anniversaries of historic events) or in response to emergencies as described above in C.3.3.3 *Emergency Account Set-Up and Expedited Card Delivery.* The Contractor shall establish a method for deactivating these short-term cards/accounts at the end of the specified period through short-term expiration dates, card/account cancellation, or other methods acceptable to the Federal Government.

C.3.3.5 Card Renewal

At least 90 calendar days prior to the expiration of each account or card, the Contractor shall submit a report to the A/OPC listing all expiring accounts or cards. The report shall contain all information necessary for the agency/organization to renew the account or card. Cards shall automatically renew unless otherwise directed by the A/OPC. If accounts or cards are not to be renewed, the A/OPC will notify the Contractor, in writing or electronically, 45 calendar days prior to account or card expiration. Renewed cards shall be sent no earlier than 40 calendar days before the expiration date of the expiring card and no later than 20 calendar days before the expiring date of the existing card.

C.3.3.5.1 Card Renewal for Individually Billed Accounts (IBAs)

At least 90 calendar days prior to the expiration of each account or card, the Contractor shall submit to the A/OPC a listing of each expiring card. The list format shall be determined by the agency/organization. The listing shall contain all information necessary for the agency/organization to renew the card. Cards shall automatically renew unless otherwise directed by the A/OPC. Per OMB Circular A-123, Appendix B, a creditworthiness assessment shall be conducted for restricted account holders before the account holder is issued a renewed card. If cards are not to be renewed, the A/OPC will notify the Contractor, in writing, 45 calendar days prior to account or card expiration. See C.3.3.5 *Card Renewal* for CBA requirements.

C.3.3.5.2 Card Renewal for Fleet Accounts

At least 180 calendar days prior to the expiration of each charge card or account, the Contractor shall submit a report to the A/OPC listing each expiring account or card. The report shall contain all information necessary for the agency/organization to renew the charge card or account. Fleet Cards used within the past 90 calendar days shall automatically renew unless otherwise directed from the A/OPC. If the Fleet Card has not been used within the past 90 calendar days, the Contractor shall close the account unless a renewal request is received by the A/OPC. Renewed cards shall be sent no earlier than 40 calendar days before the expiration date of the existing card and no later than 20 calendar days before the expiration date of the existing card.

C.3.3.6 Account Number

The Contractor shall have an adequate number of prefixes unique to the Federal Government for all GSA SmartPay solutions. The Contractor shall, within a common numbering system for each account type (e.g., charge, chip, mobile, virtual), assign a government-unique account number to each card issued and account activated under the master contract, except for situations covered by *C.3.2.4* Generic Card. The numbering system for each account type shall be dedicated solely to the master contract for this payment program. The Contractor shall not utilize the same numbering system or sequence for other business purposes, including other Federal Government contracts. The account numbers shall not be sequential, unless otherwise specified by the agency/organization at the task order level.

It is imperative that the numbering system be unique and dedicated to the GSA SmartPay Program, as the use of a unique numbering system serves as an important control mechanism to access government-only products and services and pricing. GSA reserves the right to require multiple prefixes, and separate numbering systems or sequences for control purposes. The Contractor shall provide the GSA COR with a list of the Bank Identification Numbers (BINs) proposed for utilization under this contract within 30 calendar days after contract award. All BINs provided by the Contractor shall be approved by the GSA COR before accounts are established under any task order against this contract.

Prefixes and numbering systems utilized shall also distinguish between ePayables accounts (e.g., Supplier-Initiated Payments, Straight-Through Processing, and Buyer-Initiated Payments) and other types of accounts as outlined herein.

C.3.3.6.1 Account Number for Travel Transactions

In addition to the general requirements, the prefixes and numbering systems utilized shall distinguish between IBAs and CBAs. The Contractor shall have separate prefixes for IBAs and CBAs, as identified

below. The Contractor shall not utilize the same prefixes and numbering system or sequence for non-Federal Government accounts, except as directed by the GSA Contracting Officer for authorized entities using the GSA City Pair Program on a mandatory basis, such as designated Tribes and the National Sector of the American Red Cross. The following categories require separate account numbering systems:

a. Travel IBAs with GSA City Pair Program access (separate prefixes and numbering system);
b. CBAs with GSA City Pair Program access (with separate prefixes and numbering system for authorized Tribes and Tribal Organizations and the National Sector of the American Red Cross);
c. Other CBAs without GSA City Pair Program access (separate prefixes and numbering system and a Contractor-provided card design);
d. GSA Tax Advantage Travel Card Accounts (separate prefixes and number system); and
e. Any other accounts in which the Government reserves the right to require additional separate prefixes and numbering system.

C.3.3.6.1.1 GSA City Pair Program Identifier

GSA annually awards GSA City Pair Program contracts for air passenger transportation services. As the GSA SmartPay Travel charge card is the only form of card payment accepted under the GSA City Pair Program. Should changes be made to GSA City Pair Program contracts (e.g., revising the status of users under the City Pair Program contracts or designating additional users), GSA reserves the right to make changes to Travel requirements in this master contract at the discretion of the GSA Contracting Officer and at no cost to the Government. The required GSA City Pair Program numbering sequences are found below.

Table 8: GSA SmartPay Travel Account Numbering and GSA City Pair Program Identifiers

GSA SmartPay Travel Account Numbering		
Associated Prefixes	**Fifth Digit**	**Sixth Digit**
XXXX	0, 1, 2, 3, 4, 5 = **Authorized** use of GSA City Pair Program	0 = CBA, non-mandatory GSA City Pair Program
		1 = IBA, non-mandatory GSA City Pair Program
		2, 3, 4 = IBA, mandatory GSA City Pair Program
		5 = IBA or CBA Tax Advantage (Tax exemption is not applicable to taxes charged on airfare / City Pair rates)
		6, 7, 8, 9 = CBA, mandatory GSA City Pair Program
XXXX	6, 7, 8, 9 = **Not Authorized** to use GSA City Pair Program (no access to GSA City Pair Program)[1]	1, 2, 3, 4 = IBA
		5 = IBA/CBA, Tax Advantage (Tax exemption is not application to taxes charged on airfare)
		0, 6, 7, 8, 9 = CBA

NOTE: GSA Office of Government-wide Policy (OGP) Order 4800.2I Eligibility to Use GSA Sources of Supply and Services dated July 19, 2016 (and all subsequent revisions) lists agencies / organizations authorized use of the GSA sources of supply and services (https://www.gsa.gov/directives-library). Being listed in the memo does not automatically authorize an entity access to the GSA City Pair Program. Contractors shall confirm GSA City Pair Program authorization with each entity to ensure the status is current and correct. All authorized GSA City Pair program users are further identified as mandatory or non-mandatory users. See Section C.2.1.3.1 GSA City Pair Program Requirements for definitions of mandatory and non-mandatory users. A list of tribes and tribal organizations that are mandatory users can be found at https://www.gsa.gov/travel/plan-book/transportation-airfare-rates-pov-

rates/airfare-rates-city-pairs-programs/current-fiscal-year-and-eligible-cpp-users. This information should be used by Contractors to identify and verify the correct fifth and sixth digits to use for travel account numbering.

The background card design provided to the GSA COR will include a GSA City Pair Program identifier. Based on the information provided by agencies/organizations in the master file, the Contractor shall ensure that only mandatory users of the GSA City Pair Program have the card design that denotes authorized use of the GSA City Pair Program. Agencies will state in their task order whether (and which of) its accounts have GSA City Pair access and which cards shall have the government-provided background card design and GSA City Pair Program symbol. The Contractor shall verify entity access to the GSA City Pair Program prior to card issuance.

C.3.3.7 Invoices

The Contractor shall send an electronic itemized invoice to the DBO no later than two (2) calendar days after the end of each billing cycle. The invoice shall include all transactions posted to the account during the billing cycle. The billing cycle start and end date shall be determined at the agency/organization task order level. In addition, the Contractor shall ensure that the official invoice is sent as a proper invoice (see *C.1 Definitions*) and assist agencies/organizations and/or their designee with downloading, transferring and/or reading the transaction data and supporting documentation as requested. The invoice shall be transmitted to the DBO electronically, unless otherwise specified by the agency/organization at the task order level, following the close of the billing cycle. It shall also be made available for download via the Contractor's EAS (see C.7.1 *Electronic Access System).*

Invoicing shall occur on a 30-day billing cycle unless otherwise specified by the agency/organization. The Contractor shall customize billing as requested by the agency/organization. Invoices shall be sent directly to the agency/organization for payment. If requested by the agency/organization, the Contractor shall meet with agency/organization representatives to discuss and document implementation procedures. All Contractor costs associated with these meetings, to include travel, shall be borne by the Contractor.

All electronic, non-custom invoices shall contain a header or footer record, which provides the invoice record count, posting date(s), creation date, invoice date, amount carried over from the previous invoice, and total charges/credits for all transactions. For each transaction, the invoice shall, at a minimum, contain the following information by business line specified (when received from merchants and obtained by the Contractor):

Table 9: Applicable Invoice Elements by Business Line

No.	Invoice Element	Business Line			
		P	T	F	I
1	**Procedures for Reporting Lost or Stolen Cards**	✓	✓	✓	✓
2	**Replacement Card Ordering Procedures**	✓	✓	✓	✓
3	**Account Suspension and Cancellation Procedures**	✓	✓	✓	✓
4	**Payment Requirements and Options**	✓	✓	✓	✓
5	**Transaction Dispute Timeline and Procedures**	✓	✓	✓	✓
6	**Reconciliation Procedures**	✓	✓	✓	✓
7	**Account Name/Equipment ID (e.g., license number, tail number, name)**	✓	✓	✓	✓

No.	Invoice Element	Business Line			
		P	T	F	I
8	Account Number(s)	✓	✓	✓	✓
9	Agency/Organization Name	✓	✓	✓	✓
10	Agency/Organization Identifying Number	✓	✓	✓	✓
11	Program Indicators (i.e., Purchase, Travel, Fleet, Integrated)	✓	✓	✓	✓
12	Merchant/Station Name	✓	✓	✓	✓
13	Merchant/Station City	✓	✓	✓	✓
14	Merchant/Station State	✓	✓	✓	✓
15	Merchant ZIP Code	✓	✓	✓	✓
16	Merchant Tax Identification Number (TIN)	✓	✓	✓	✓
17	Merchant Telephone Number	✓	✓	✓	✓
18	Merchant Category Code (MCC)	✓	✓		✓
19	Type of Transaction (e.g., ATM, EMV, large ticket, convenience check)	✓	✓	✓	✓
20	Transaction Date	✓	✓	✓	✓
21	Transaction Number	✓	✓	✓	✓
22	Hotel/Motel Fire Safety Act (FSA) Statistics (on each lodging transaction, provide the number of room nights (if available) and a yes/no indicator as to whether the lodging establishment is FSA certified)		✓		✓
24	Merchant 1057 Codes	✓		✓	✓
24	Merchant 1099 Code	✓		✓	✓
25	Merchant/Station DUNs	✓			
26	Product/Service Code	✓			
27	Unit of Measure	✓	✓		✓
28	Unit Cost	✓	✓		✓
29	Quantity	✓	✓		✓

No.	Invoice Element	Business Line			
		P	T	F	I
30	Sales Tax Amount and Other Tax Amounts (e.g., city, county, occupancy, and local taxes and fees, if accessible.	✓	✓		✓
31	Discount Amount	✓	✓	✓	✓
32	Ship To/From Zip Codes	✓			
33	Freight Amount	✓			
34	Duty Amount	✓			✓
35	Accounting Code	✓			✓
36	Order Date	✓			✓
37	Order Number	✓			✓
38	Airline Ticket Numbers for Common Carrier Transactions		✓		✓
39	Class of Travel Identifier (carrier's fare/class of service code)		✓		✓
40	Maximum Available Leg-by-Leg Itinerary (minimum of 4 legs) Data for Common Air/Rail/Bus Carrier Transactions		✓		✓
41	Driver ID/Access ID			✓	✓
42	Vehicle ID			✓	✓
43	Odometer Reading			✓	✓
44	Product Number/Code			✓	✓
4	Station Number			✓	✓
46	Station Zip			✓	✓
47	Type of Purchase (fuel, non-fuel, both)			✓	✓
48	Grade of Fuel Purchased (regular, mid-grade, premium gasoline, diesel, gasohol, CHG, E85, M85, etc.)			✓	✓
49	Product/Service/Repair Descriptions (line item detail)			✓	✓
50	Type of Service (for gasoline-self serve, full service)			✓	✓
51	Type of Unit (e.g., gallon, liter, gasoline gallon equivalent, alternative fuel)			✓	✓
52	Unit of Fuel Purchased			✓	✓

No.	Invoice Element	Business Line			
		P	T	F	I
53	**Price per Fuel Unit (carried out to same decimal places as pump price)**			✓	✓
54	**Total Fuel Price (gross-price per unit multiplied by number of units and carried out to two decimal places)**			✓	✓
55	**Federal Excise Tax Rate**			✓	✓
56	**State Motor Fuel Tax Rate**			✓	✓
57	**Local Motor Fuel Tax Rate**			✓	✓
58	**State Sales Tax Rate on Fuel**			✓	✓
59	**State Sales Tax Rate on Non-Fuel**			✓	✓
60	**Local Sales Tax Rate**			✓	✓
61	**Fuel Discount (prior to net price)**			✓	✓
62	**Non-Fuel Discount (prior to net price)**			✓	✓
63	**Time of Purchase**			✓	✓
64	**Gross Amount Due**			✓	✓
65	**Total State Motor Fuel Tax**			✓	✓
66	**Total Federal Excise Tax**			✓	✓
67	**Total State Sales Tax**			✓	✓
68	**Total Local Motor Fuel Tax**			✓	✓
69	**Total Local Sales Tax**			✓	✓
70	**Net Charge/Credit**			✓	✓
71	**Merchant/Station DUNs**			✓	✓
72	**Fleet-specific Product/Service Code**			✓	✓
73	**Standard Price (if provided by the agency/organization)**			✓	✓

Integrated-specific and GSA Tax Advantage-specific invoice elements shall be determined at the agency/organization task order level. Additional invoice elements shall be structured and formatted in accordance with the agency's/organization's EDI Office (see J.4 *Attachment 4: Electronic Data Interchange*), upon request.

C.3.3.7.1 Additional Invoice Requirements for Travel Transactions

The Contractor shall concurrently provide a copy of the invoice and copy of the transaction data, as specified in the Program and Transaction Data table (see C.7.2.1 *Transaction Data*) to the agency's/organization's TMC/CTO or designated/authorized travel system Contractors in a medium to be agreed upon by the Contractor and the agency/organization. If the agency/organization requests electronic transmissions to the TMC/CTO or designated/authorized travel system Contractors, then the Contractor shall provide the copy of the invoice and the transaction data in a format to be determined post contract award (see C.7.2.4 *Record Retention and Retrieval* for further information).

A proper invoice consists of the invoice and the transaction data to the DBO, and as requested by the agency/organization, copies of the invoice and transaction data to the TMC/CTO or designated/authorized travel system Contractors. Both shall be received in a readable format, as required by the agency/organization, and shall include complete transaction data as defined by this contract. A proper invoice must be received for the timelines of the Prompt Payment Act to be applicable, as defined herein and under other contract terms and conditions.

C.3.3.7.2 Additional Invoice Requirements for Fleet Transactions

The Contractor shall also provide an itemized invoice containing the Government purchase authorization. This is the driver ID/Access ID for each transaction unless otherwise requested by the agency/organization. Agencies/organizations may request the Government purchase authorization on a separate report or may waive this requirement if an alternate agency/organization certification method is used (e.g., certification of the Statement of Account).

C.3.3.8 Statement of Account

The statement of account may or may not be required depending on the agency/organization. The Contractor shall incorporate all applicable business lines (e.g., Purchase, Travel, and Fleet) on one statement of account if required by the agency/organization. The statement of account shall include all transaction data referenced in C.7.2.1 *Transaction Data.*

If a statement of account is required, it will be at no additional cost. The Contractor shall provide an itemized statement of account electronically within four (4) calendar days and/or send a paper copy to each account holder within seven (7) calendar days after the end of each billing cycle, unless otherwise determined by the agency/organization. The statement of account shall also be submitted to the agency/organization designated office/representative on the same cycle as the invoice unless otherwise requested by the using agency/organization. The Contractor shall provide separate statement of accounts for IBAs and CBA, as applicable. Information on the statement of account shall include elements included in C.3.3.7 *Invoices.*

The statement of account is NOT the official invoice and shall not be provided or considered acceptable in lieu of an official invoice. The statement of account shall include all transactions (debits and credits) posted during the billing cycle. The Contractor shall offer a program that supports the following statement of account requirement as specified by business line below:

Table 10: Applicable Statement of Account Elements by Business Line

No.	Statement of Account Element	Business Line			
		P	T	F	I
1	**Statement Date**	✓	✓	✓	✓
2	**Accountholder Address**	✓	✓	✓	✓
3	**Designated Billing Office Identifier**	✓		✓	✓

No.	Statement of Account Element	Business Line			
		P	T	F	I
4	Approving Official Name	✓		✓	✓
5	Foreign Conversion Rate and Methodology, as applicable	✓	✓		✓
6	Total Dollar Amount of the Statement of Account	✓	✓	✓	✓
7	Instruction for Handling Transaction Disputes and any Commercial Regulations Concerning Disputed Items	✓	✓	✓	✓
8	Toll-free Telephone Number for Statement Inquiries	✓	✓	✓	✓
9	Account Holder's Monthly Limit and Single Purchase Limit	✓	✓	✓	✓
10	150-digit Alphanumeric Master Accounting Code	✓	✓		✓
11	15-digit Alphanumeric Code	✓	✓		✓
12	20-digit Alphanumeric Agency/Organization Tax Exempt Number Field	✓	✓		✓
13	Account Name	✓	✓	✓	✓
14	Account Number	✓	✓	✓	✓
15	Agency/Organization Name	✓	✓	✓	✓
16	Agency/Organization Identifying Number	✓	✓	✓	✓
17	Merchant Name	✓	✓	✓	✓
18	Merchant City	✓	✓	✓	✓
19	Merchant Zip	✓	✓	✓	✓
20	Merchant Telephone Number	✓	✓	✓	✓
21	Debit or Credit Indicator (e.g., identify whether it was a charge or a credit)	✓	✓	✓	✓
22	Transaction Date	✓	✓	✓	✓
23	Transaction Type (e.g., identify whether it was an ATM, EMV, or convenience check transaction)	✓	✓	✓	✓
24	Transaction Reference Number	✓	✓	✓	✓
24	Itemized and Total Charges/Credits (including ATM/convenience check, customized services, value-added product and service	✓	✓	✓	✓

No.	Statement of Account Element	Business Line			
		P	T	F	I
	offerings and any miscellaneous fees as a separate item, where applicable) for Each Transaction.				
25	**Product Category and/or Product Class Control**			✓	✓
26	**National, Regional, or Local Corporate Name**			✓	✓
27	**Individual Station or Shop Number (as applicable)**			✓	✓
28	**Identification of Purchases Outside of Normal Spending Parameters Governing the use of the Fleet Card as Specified by the Agency/Organization.**			✓	✓
29	**Merchant Type (based on Contractor's own designation or North American Industry Classification System (NAICS))**	✓	✓	✓	✓
30	**Merchant Name (e.g., national, regional, or local corporate name)**	✓	✓	✓	✓
31	**Merchant Location or Number (e.g., individual station or shop)**	✓	✓	✓	✓
32	**Product Code**	✓	✓	✓	✓
33	**Identification of Purchases Outside of Normal Spending Parameters**	✓	✓	✓	✓

C.3.3.9 Credit Bureaus

The Contractor shall not provide any information to credit bureaus or perform any creditworthiness assessment of CBA accounts, except for non-federal entities as authorized by the GSA COR. To assist in meeting these requirements, the Contractor shall perform IBA creditworthiness assessments as required. Creditworthiness assessments shall be provided at no additional cost to the government. Under the GSA SmartPay Program, the Contractor will conduct this assessment for the agency/organization and shall advise as to whether a restricted or unrestricted card will be issued. Creditworthiness scores are not provided to agencies/organizations or A/OPCs. Agencies/organizations may negotiate this requirement into their respective task orders, as long as the Contractor agrees to comply with the guidelines outlined in OMB Circular A-123 Appendix B, including the recordkeeping requirements of the Privacy Act.

C.3.3.9.1 Creditworthiness Assessment at the Task Order Level

P.L. 112-194 Government Charge Card Abuse Prevention Act of 2012 requires safeguards and internal controls. Under this Act, the head of each executive agency that has employees that use Travel payment solutions shall establish and maintain internal control activities to ensure the proper, efficient, and effective use of such Travel payment solutions. In addition, OMB Circular A-123, Appendix B requires creditworthiness assessment to be completed for all new applicants. The Contractor shall perform creditworthiness assessment in accordance with OMB Circular A-123, Appendix B and P.L. 112-194, if requested by the agency/organization at the task order level. The Contractor shall notify the agency/organization on the status of the creditworthiness assessment and any administrative challenges associated with processing an assessment. The Contractor shall provide applicants that have a low creditworthiness score with a restricted card that includes, but not limited to, constraints such as:

- Reducing the limit on individual transaction amounts;
- Limiting the types of transactions allowed;
- Issuing a declining balance card that automatically restricts dollar amount and transaction types;

- Limiting the dollar amount of transactions that can be applied to the card within a particular time period;
- Limiting the length of time a card remains active, such as for the length of time in the card holder is travel status only; and/or
- Restricting use at ATMs.

C.3.3.10 Delinquency Control

The Contractor shall not utilize a collection agency for delinquency control for CBAs. If any in-house collection effort results in a final settlement action, all Contractor records and reports shall reflect the settlement action and the debt shall be considered discharged. The Contractor shall assist GSA and agencies/organizations with the monitoring of delinquency in accordance with regulations and policies outlined in P.L. 112-194 and OMB Circular A-123, Appendix B, and any future enacted delinquency laws, regulations, and policies that pertain to the Government-wide charge card program or specifically the GSA SmartPay Program. The Contractor assistance with delinquency monitoring shall include, at a minimum, the following:

- Reports of delinquency levels at agency/organization provided thresholds, including pre-suspension and pre-cancellation, regularly and as requested;
- Automated customized past due notices depending on level of delinquency;
- Ability to track delinquency on a daily basis;
- Identifying areas for improvement;
- Delinquency prevention leading practices; and
- Implementing regulations/guidance.

C.3.3.10.1 Delinquency Control on Individually Billed Accounts (IBAs)

The Contractor may elect to utilize a collection agency for delinquency control on IBAs after the requirements of C.3.3.1 *Account Set-Up* and C.3.3.11 *Suspension Procedures* have been met AND the Suspension/Cancellation Report (C.7.3 *Reporting Requirements)* has been provided to the A/OPC in accordance with the terms and conditions of the Master Contract and/or task order. Once the cancellation and reporting requirements have been met and the collection process is completed, the Contractor may assess its standard commercial fee directly to the account holder for the recovery of debt collection costs. If the Contractor elects to use a collection agency for delinquency control on IBAs, the Contractor shall require the collection agency in its contract or other agreement with the collection agency to abide by the terms and conditions of this contract, and all applicable laws, covering release of information. If any collection effort results in a final settlement action, all Contractor records and reports shall so reflect the settlement action and the debt shall be considered discharged. The Contractor's records shall reflect any agency/organization salary offset action and the assessment of the fee to the account holder's account.

C.3.3.10.2 Delinquency Control on Integrated Solutions

Additional risk mitigating measures may be included by individual transaction/program types (i.e., Purchase, Travel, Fleet) as determined by agencies/organizations at the task order level. Such measures may include, but not be limited to, instruction that a delinquency on one business line may make all transaction and/or business lines unavailable for the account holder.

C.3.3.11 Suspension Procedures

The Contractor has the discretion, at its expense, to initiate suspension procedures on CBAs within 180 calendar days of the billing cycle date in which an undisputed charge first appeared when payment for the charge has not been made by the agency/organization in a timely manner. Alternative suspension procedures may be otherwise defined by the agency/organization and priced at the task order level.

If suspension is not initiated within 180 calendar days of the billing cycle date in which the charge appeared, the Contractor waives its right to suspend the CBA for the particular charge. If the Contractor initiates suspension, it shall follow the procedures stated below.

For suspension purposes, an account is considered past due if payment for undisputed principal amounts has not been received within 45 calendar days from the billing date. The Contractor shall (1) send an email; or (2) send a letter to the A/OPC and DBO requesting payment on past due accounts for the undisputed principal amount. The Contractor shall provide the Pre-Suspension/Pre-Cancellation Report (see C.7.3 *Reporting Requirements*) to the relevant A/OPC identifying the undisputed charge amount that is overdue on the CBA. If the Contractor chooses to begin the suspension process, it shall follow the procedures listed below if payment for the undisputed principal amount has not been received by the close of the 54th calendar day from the billing date of the billing period in which the charge appeared. The Contractor shall:

1) Notify the A/OPC and DBO by email and by written notification seven (7) calendar days prior to account suspension, if payment of the undisputed charge amount is not received in full by the close of the fifth (5th) calendar day after notification; and
2) Notify the A/OPC and DBO of the Contractor's point of contact to assist in resolving the past due account(s).

Suspension actions shall be documented and, if requested, such documentation shall be provided to the agency/organization. If payment for the undisputed principal amount has not been received by the close of the 60th calendar day from the billing date in which the charge appeared, the Contractor may suspend the account on the 61st day, unless otherwise requested by an HL-3 or higher A/OPC and approved by the contractor for exceptions where account suspension would result in a high-impact disruption of a government-critical mission and no other payment solution is available to the impacted cardholder. These A/OPC requested exceptions must occur prior to a delinquency status of 61 days past due. If account remains unpaid at 90 days past due, any granted exception will be removed and suspension shall be initiated.

SUMMARY CHART OF CONTRACTOR ACTIONS REGARDING ACCOUNT SUSPENSION	
No. of Calendar Days from Billing Date	**Suspension Procedure**
46 Days	Request payment from the A/OPC and DBO on past due account
55 Days	Begin suspension process
61 Days	Account may be suspended, unless otherwise requested by an HL-3 or higher A/OPC and approved by contractor
Within 180 Days	Suspension shall be initiated
Over 180 Days	Contractor waives rights to suspension for that particular charge.

The Contractor shall adhere to the following requirements:

- **Disputed Charges/Transactions:** The Contractor shall not suspend any account due to disputed transactions;
- **Reinstatement of Suspended CBAs:** The Contractor shall automatically reinstate suspended accounts upon payment of the undisputed principal amount; and
- **Suspension/Reinstatement Record:** The Contractor shall maintain a suspension/reinstatement file on accounts to include, at a minimum, the agency/organization office name, the agency/organization identifying number, the account number, the A/OPC and DBO and telephone numbers, invoice numbers, principal, and estimated interest penalty for each invoice, the number of days past due for each invoice, documentation described in C.3.3.11 *Suspension Procedures*, the date of suspension, and the date of reinstatement. This file shall be made available to the A/OPC, DBO and the GSA COR within three calendar days of a request.

C.3.3.11.1 Additional Suspension Procedures on Individually Billed Accounts (IBAs)

The Contractor shall adhere to the following additional suspension procedures for IBAs:

- **Billing Date IBAs:** For the purposes of this section, the billing date is the date of the account holder statement.
- **Disputed Items:** The Contractor shall not suspend any account for amounts in dispute.
- **Reinstatement of Suspended Individually Billed Accounts (IBAs):** The Contractor shall automatically reinstate suspended accounts upon payment of the undisputed principal amount, unless otherwise directed by the A/OPC.
- **Credit Bureaus:** The Contractor shall not provide credit information on suspended IBAs unless otherwise directed by the agency/organization.
- **Referral of IBAs to Debt Collection:** Suspended IBA balances shall not be referred to outside collection entities unless otherwise directed by the agency/organization.
- **Suspension/Reinstatement Record:** The Contractor shall maintain a suspension/reinstatement file on IBAs to include, at a minimum, the account holder name, the agency/organization office name, the agency/organization identifying number, the account number, the A/OPC and A/OPC's telephone number, invoice numbers, the amount for each invoice, the number of days past due for each invoice, documentation described in C.3.3.11 *Suspension Procedures*, the date of suspension, and the date of reinstatement. This file shall be made available, at no cost, to the A/OPC and the GSA Contracting Officer within three calendar days of request.
- **Repeated Suspensions:** If an individually billed account has been suspended two times during a 12-month period for undisputed amounts and is past due again within the same 12-month period as outlined in C.3.3.11 *Suspension Procedures*, the Contractor may cancel the account in accordance with the requirements of C.3.3.12 *Cancellation Procedures*
- **Government Requested Suspension:** The A/OPC reserves the right to suspend an individually billed account under his/her purview and document the reasons for the suspension. In accordance with the requirements specified in C.8.14 *Authorization Controls*, the Contractor shall have the ability to void cards and PINs at the request of the A/OPC.

C.3.3.11.2 Additional Suspension Procedures on Fleet Transactions

The A/OPC reserves the right to suspend and reinstate a CBA under his/her purview and document the reasons for the suspension. In accordance with the requirements specified in *C.8.14 Authorization Controls* the Contractor shall have the ability to void cards, PINs, and driver access codes at the request of the A/OPC.

C.3.3.11.3 Additional Suspension Procedures on Integrated Solutions

Impacts on suspension of one transaction/program type (i.e., Purchase, Travel, Fleet) on other transaction/program type shall be determined by the agency/organization at the task order level.

C.3.3.12 Cancellation Procedures

The Contractor has the discretion to initiate cancellation procedures on CBAs. The Contractor shall not initiate cancellation procedures on a CBA without first going through the suspension process as described in C.3.3.11 *Suspension Procedures*. If initiated for a charge related reason, the cancellation shall be initiated within 180 calendar days of the billing cycle date in which the undisputed charge appeared. If cancellation is not initiated within 180 calendar days of the billing cycle date in which the undisputed charge appeared, the Contractor waives its right to cancel the CBA for the particular charge. If the Contractor initiates cancellation it shall be at no additional cost and shall follow the procedures stated below. There are two reasons for which the Contractor may initiate cancellation of a CBA for non-payment of undisputed amounts:

1) The account has been suspended twice during a 12-month period for non-payment of undisputed amounts and is past due again within the same 12-month period as outlined in C.3.3.11 *Suspension Procedures* (e.g., an account that is suspended in January and in December of any given year and is past due again in March of the following year would be eligible for cancellation).

The Contractor shall give consideration to the time that has elapsed between the second suspension and the third occurrence for late payment and shall exercise good judgment; or

2) Payment for the undisputed principal amount has not been received by the close of the 125th calendar day past the billing cycle date in which the undisputed charge appeared, and the requirements of C.3.3.11 *Suspension Procedures* have been met.

The Contractor shall notify the A/OPC and DBO in writing, requesting payment on past due accounts for the undisputed principal amount. Written notification method (e.g., email, letter, EAS notification) shall be determined by the agency/organization. If the Contractor chooses to begin cancellation procedures, and one of more of the above conditions have been met, the Contractor shall follow the procedures listed below:

1) Notify the A/OPC and DBO seven (7) calendar days prior to account cancellation, if payment of the undisputed amount is not received in full by the close of the fifth (5th) calendar day after the notification; and
2) Notify the A/OPC and DBO of the Contractor's point of contact to assist in resolving the past due account(s).

Cancellation actions shall be documented by the Contractor and, if requested, such documentation shall be provided to the agency/organization contracting representatives. If payment for the undisputed principal amount has not been received by the close of the 125th calendar day from the billing date of the billing period in which the charge appeared, the Contractor may cancel the account on the 126th calendar day, unless otherwise directed by the A/OPC.

Credit information shall not be referred to credit reporting agencies for Travel CBAs. Any and all disclosure of credit information shall begin only after the suspension procedure requirements have been met. The Government assumes no liability for transactions that are processed on canceled cards more than 90 days after the account has been closed. The Contractor shall notify the A/OPC of transactions that are processed on canceled cards more than 90 days after the account has been closed.

SUMMARY CHART OF CONTRACTOR ACTIONS REGARDING ACCOUNT CANCELLATION	
No. of Calendar Days	**Cancellation Procedure**
120 days from Billing Date	• Notify the A/OPC and DBO electronically and in writing that the account will be canceled if payment is not received in full by the close of the fifth (5th) calendar day after this notification; and • Notify the A/OPC and DBO of the Contractor's point of contact to assist in resolving the past due account(s).
126 Days from Billing Date	Account may be canceled, unless otherwise directed by the A/OPC
Within 180 Days of the Billing Date	Cancellation shall be initiated
Over 180 Days of Billing Date	Contractor waives its right to cancel for the particular charge.

C.3.3.12.1 Additional Cancellation Procedures on Individually Billed Accounts (IBAs)

The Contractor shall adhere to the following additional cancellation procedures for IBAs:

- **Disputed Items:** The Contractor shall not cancel any account for amounts in dispute.
- **Reinstatement of Cancelled Individually Billed Accounts:** The Contractor shall reinstate canceled IBAs upon payment of the principal amount and late fee. The Contractor may conduct a creditworthiness assessment as described in C.3.3.1.1 *Additional Account Set-Up for Individually Billed Accounts (IBAs)* prior to reinstatement of canceled IBAs as governed by applicable law. The Government accepts no liability for charges made against and IBA.
- **Credit Bureaus:** Cancelled IBAs may be reported to credit bureaus if directed by the agency/organization and in accordance with P.L 112-194 and OMB Circular A-123 Appendix B.

- **Referral to Debt Collection:** Cancelled IBAs may be referred to outside collection entities, in accordance with *OMB Circular A-123 Appendix B.*
- **Cancellation/Reinstatement Record:** The Contractor shall maintain a cancellation/reinstatement file on IBAs to include, at a minimum, the account holder name, the agency/organization office name, the agency/organization identifying number, the account number, the A/OPC and A/OPC's telephone number, invoice number, the amount for each invoice, the number of days past due for each invoice, documentation described C.3.3.12 *Cancellation Procedures* the date of suspension, the date of reinstatement from suspension, the date of cancellation, and the date of reinstatement from cancellation. This file shall be made available, at no cost, to the A/OPC and the GSA Contracting Officer immediately upon request.
- **Government Requested Cancellation:** The A/OPC reserves the right to direct or authorize cancellation of an individually billed account under his/her purview (e.g., employee has left the agency). In accordance with the requirements specified in C.8.14 *Authorization Controls*, the Contractor shall void cards and PINs at the request of the A/OPC.
- **Cancellation for Payments Returned for Nonsufficient Funds (NSF):** The Contractor may immediately cancel a Travel IBA for which two (2) or more payments have been returned for nonsufficient funds within a twelve (12) month period. If the Contractor cancels an account, the Contractor will notify the account holder by email or letter that the account has been canceled. In addition, the Contractor's Cancellation Report will provide notification to the A/OPC. The Contractor may utilize *Credit Bureaus (above mentioned)* or *Referral to Debt Collection (above mentioned)*, to any account canceled in accordance with this paragraph. In those circumstances relating to financial institution discrepancies (e.g., account errors), the account holder shall provide written documentation from their financial institution to the Contractor for review. The Contractor shall reinstate the account if the review demonstrates that the nonsufficient funds payment(s) was/were returned in error by or at the fault of the account holder's financial institution; in such a case, if the account was reported to a credit bureau or similar entity under, or referred for debt collection, the Contractor shall withdraw the reporting or referral action.
    a. Prior to implementation of paragraph titled *Government Requested Cancellation* (referenced above), in accordance with the Contractor's Travel Program Cardholder Account Agreement.
    b. The Contractor shall provide written notification to account holders at least 30 calendar days prior to the effective date of the change to the account holder agreement covering cancellation for NSF checks. Any NSF payments received by the Contractor prior to the effective date of the change to the account holder agreement will not be counted against the account holder.

C.3.3.12.2 Additional Cancellation Procedures on Integrated Solutions

Impacts on cancellation of one transaction/program type (i.e., Purchase, Travel, Fleet) on other transaction/program shall be determined by the agency/organization at the task order level.

C.3.3.13 Liability

CBA agency/organization participants accept liability only for those allowable charges made by an authorized CBA holder using the GSA SmartPay Program but shall not be liable for any unauthorized use including unauthorized transactions on lost or stolen cards. Unauthorized use means the use of a GSA SmartPay solution by a person, other than the account holder, who does not have authority for such use and from which the account holder receives no benefit. When the CBA has been used by an authorized account holder to make an unauthorized purchase, the CBA participant is liable for the charge. For example, when a CBA participant's account has been used by an authorized card and account holder to make an unauthorized purchase, the agency/organization is liable for the charge. When a cost reimbursable Contractor is authorized to have a CBA and uses the account to make an unauthorized purchase, the Cost Reimbursable Contractor is liable for the charge. The Contractor assumes all liability resulting from ***external*** fraudulent activity.

C.3.3.13.1 Additional Liability for Centrally Billed Accounts (CBAs)

Settlements for CBAs are made directly by the agency/organization or designee. The Contractor shall accept payment from multiple sources electronically and post such payments within three (3) calendar days of receipt of payment. The Contractor shall ensure that their accounting system enables the accurate and timely posting of account payments. The Contractor shall develop procedures to ensure proper distribution of payment in accordance with agency/organization instructions. For all CBAs, the Contractor shall be paid in accordance with the *Prompt Payment Act*, as set forth at FAR Subpart 32.9 and 5 CFR § 1315. Only an undisputed amount for which payment has not been made shall be considered delinquent. Agencies/organizations are responsible for calculating interest under the *Prompt Payment Act*.

C.3.3.13.2 Additional Liability for Individually Billed Accounts (IBAs)

In addition to the items contained in the general program requirements, full liability for all charges and fees associated with IBAs rests with the individual account holder. The Government shall not be liable for charges made on IBAs, except in the case of the GSA SmartPay Tax Advantage Travel Card Account, wherein agency/organizations are centrally-billed directly for transactions under identified classifications of merchants (e.g., lodging, rental cars), as outlined at the agency/organization task order level. For lost or stolen cards, account holders shall promptly report lost or stolen cards to the Contractor. The account holder shall not be liable for purchases made on cards after the card is reported lost or stolen.

In accordance with the Automatic Stay Provision of Section 362 of the US Bankruptcy Code (11 U.S. Code § 362 - Automatic stay), the Contractor shall cancel a cardholder's individually billed charge card account upon learning of a cardholder's bankruptcy filing. Prior to account cancellation, the Contractor shall notify the A/OPC in accordance with the specified number of days of the intent to cancel the account and provide a notice that the cardholder will be eligible to apply for a restricted card. In addition, the Contractor shall notify the cardholder in accordance with the specified number of days prior to cancellation due to a bankruptcy filing and provide the cardholder with information about applying for a restricted card.

C.3.3.14 Reconciliation Assistance

The Contractor shall, at no additional cost, provide their standard commercial reconciliation assistance to agencies for centrally-billed transactions when the payment is directly billed to the agency/organization and for individually-billed transactions when the payment is made by the individual. Additional reconciliation requirements may apply, as requested by the agency/organization at the task order level.

C.3.3.14.1 Billing Discrepancies

The invoice will be electronically reconciled by the agency/organization or designee, unless otherwise specified at the task order level. The account holder is responsible for notifying the Contractor of any items in dispute and shall have 90 calendar days from the transaction date to initiate a dispute, unless otherwise specified by the agency/organization. This notification of transaction dispute may occur via the electronic access system described in C.7.1 *Electronic Access System, by* telephone, or other electronic means (e.g., email). In the event of a transaction dispute, the Contractor shall:

a) Provide immediate temporary credit to the account;
b) Provide sufficient transaction data to identify the charge;
c) Promptly investigate disputed items and use best efforts to resolve transaction disputes, including working with merchants and the Transaction Dispute Office;
d) Provide a copy of the invoice or statement identifying the charge in dispute if requested by agency/organization;
e) Provide a copy of all Contractor correspondence regarding disputed items, if requested by agency/organization;
f) Chargeback the merchant, where appropriate;
g) Detail the disputed charge on the Invoice Status Report (see C.7.3.1 *Agency/Organization Reporting Requirements*);
h) Where appropriate, re-bill allowable charges in the subsequent billing period and include complete

transaction data for the re-billed charge if available;

i) Accept billing discrepancy reports which list unmatched items (both credits and debits) that have been manually or electronically reconciled against transaction records maintained by the agency/organization travel management office or travel reservation system Contractors (as applicable); and
j) Subtract from the payments the dollar differences shown on the billing discrepancy reports pending receipt of additional information to be provided by the Contractor, merchant, or both (as applicable).

If a disputed item is resolved before the payment due date, the resolution shall appear on the agency's/organization's invoice for the next billing cycle.

C.3.3.14.2 Split Disbursement

The Contractor shall, at no additional cost, accept split disbursements in accordance with OMB Circular A-123 Appendix B and P.L. 112-194. Disbursements that are typically split include, but are not limited to, common carrier transportation charges, hotel/motel charges, and car rental charges. The Contractor shall have the ability to record, for each split disbursement, the traveler's name, unique identifier (preferable) or social security number, the traveler's account number, and identify the charges for split disbursement. Payments on split disbursements shall be applied to the oldest charges first, unless otherwise requested by the agency/organization.

C.3.3.15 Applying Payments

Payments shall be applied to the oldest charges, unless otherwise requested by the agency/organization. Payments shall be applied in accordance with the Prompt Payment Act. In case of a discrepancy of any payment received, the Contractor shall promptly notify the DBO. The agency/organization may provide instructions for applying payment as referenced in C.3.3.13.1 *Additional Liability for Centrally Billed Accounts (*CBAs). The Contractor shall identify and track payment by the account holder's unique identifier (preferable) or Social Security Number and account number at the agency's/organization's discretion.

C.3.3.16 Fees

No interest or payment solution fees (e.g., annual card fees, card issuance fees, replacement card fees, reinstatement fees) shall apply to the GSA SmartPay Program accounts utilizing Tier 1 requirements, unless otherwise specified herein.

C.3.3.16.1 Late Fees on Individually Billed Accounts (IBAs)

Agencies/organizations may elect to allow the Contractor to charge their standard commercial late fee in accordance with standard commercial practice; however, inclusion of standard commercial late fees at the task order level is contingent upon the agency's/organization's successful negotiations with union officials, as appropriate an at the sole discretion of the agency/organization. The Government shall not be liable for late fees on IBAs; all late fees are the responsibility of the individual account holder.

The Contractor may assess its standard commercial late fee on undisputed charges made on IBAs that are 126 calendar days past due the closing date on the statement of account in which the charge appeared and have been canceled in accordance with C.3.3.12 *Cancellation Procedures* . If assessed, the late fee shall be calculated from 126 calendar days past the closing date on the statement of account in which the charge appeared and apply to the charge which is past due by. The late fee that may be assessed is the financial responsibility of the individually billed account holder. Solely at the agency's/organization's discretion and at the task order level, late fees may be assessed on Travel IBAs earlier than specified elsewhere herein.

C.3.3.16.2 Foreign Currency Conversion

The Contractor shall not assess foreign currency conversion fees on purchases made in foreign currencies under the GSA SmartPay Program. The Contractor shall ensure that charges made in a foreign currency are converted into U.S. Dollars on the statement of account, invoice, and related reports using the most favorable conversion rate established by an interbank rate or, where required by law, an official rate. The currency conversion rate applied shall be the one in existence at the time the payment transaction is processed. The Contractor shall identify the conversion rate and any other third party fees related to foreign purchases charged on the statement of account, invoice, and related reports, unless otherwise specified at the task order level.

C.3.3.17 Advance Credit

The Contractor shall adhere to the Government's advance credit policy. This policy allows refunds/credits for unused tickets to be deducted from the current bill if the refund/credit due has been processed by the TMC/CTO or designated/authorized travel system Contractors, provided that the corresponding charge has been paid or is on the current bill, and the credit is not included in the current bill, as applicable.

C.3.3.18 Release of Account Information

The Contractor shall not use names, addresses, social security numbers, or any other account or card information for any purpose other than that specified in this contract. The Contractor shall not release, sell, or make available any such information to any third party.

C.3.4 Merchant Acceptance

The Contractor shall facilitate an environment in which GSA SmartPay solutions are desirable to accept and without higher acceptance costs than their commercial counterparts. From the merchants' perspective, GSA SmartPay products and services provided under this contract shall align with commercial marketplace processing costs, and functionalities.

The Contractor shall provide a Merchant Recruitment Upgrade Plan to the GSA COR within 90 days of Master Contract award that, at a minimum, provides merchant brochures that discuss benefits of acceptance/richer transaction data capture to agencies/organizations for merchant dissemination. The Contractor shall also conduct ongoing international vendor (as applicable) and small business outreach efforts to include small and rural merchants. Other actions in the plan shall include but are not limited to: recruitment or upgrading of staff, incentive/volume pricing, and reduced merchant fees. The Government will identify merchants to the Contractor for recruitment, where necessary.

At a minimum, the Contractor shall provide a comprehensive list showing their current merchant coverage immediately upon contract award. It is highly recommended that Contractors' listings include as many merchants as possible found in J.9 *Attachment 9: Top GSA SmartPay Merchants*. The expectation is that GSA SmartPay charge cards and other payment solutions under this program will be very widely accepted in terms of geographic location and the numbers of participating merchants. If included on the listing, full transaction data capture is required for top GSA SmartPay merchants. The same requirements apply for any business lines included under an Integrated program. The Contractor shall have a mechanism in place, including a point of contact, to add new merchants and merchant types to their network, as needed by agencies/organizations. The Contractor shall assist, as requested, in promoting the benefits of accepting the payment solutions and recruiting merchants that do not currently accept the card, as well as upgrading merchants' point-of-sale capability to enable richer transaction data capture, including more Level 3 data. Merchant acceptance shall also include:

- **Enhanced Data Capture:** The Contractor shall provide enhanced data capture as merchants are able to pass higher levels of data through the card network and as data is obtained by the Contractor. The Contractor shall pass data as required in C.7.2 *Program and Transaction Data*.
- **Point-of-Sale Discounts:** Any merchant product or service discount reported by the merchant to the Contractor shall be identified, when provided as part of the transaction process (e.g., Level 3 data, Enhanced Data). Types of discounts may include, but not be limited to, discounts to GSA

Schedule rates, Federal Strategic Sourcing Initiatives (FSSI), and other discounts offered by the merchant.

- **Loyalty Programs**: The Contractor shall provide agencies/organizations additional benefits (as applicable) at merchants/vendors through established relationships and/or agreements (e.g., corporate dining programs, fuel programs or other similar programs), where available and as permitted by the agency/organization at the task order level. Participation in such programs is allowable only if agency/organization policy permits such participation and there is a mechanism by which rewards or incentives are identified as property of the Government and used only for official business purposes. Rewards/Incentives under any loyalty program are not for personal use or private gain of the account holder as outlined in The *Standards of Ethical Conduct for Employees of the Executive Branch (Title 5, Chapter XVI, Section 2635 of the Code of Federal Regulations)*.

Any merchant product or service discount offered to the Contractor's Non-Federal customers shall be passed on to the Federal Government. In addition, the Government may independently seek discounts directly from merchants. The Contractor shall have a mechanism which enables merchants to identify which agencies/organizations are eligible for the discounts. This may necessitate separate account ranges for service/bureaus and agencies/organizations.

C.3.4.1 Merchant Acceptance for Travel Transactions

The Contractor shall provide product and services with widespread merchant acceptance by:

a. Domestic (US flag) passenger common carriers;
b. International/foreign passenger common carriers;
c. Airports (merchants located in airports);
d. Bus services and stations;
e. Train services and stations;
f. Taxi services;
g. Car rental agencies;
h. Hotel and lodging establishments (plus reservation, confirmations, and payment);
i. DoD installation services (Bachelors Officer Quarters (BOQs), exchanges, and clubs);
j. Restaurants;
k. Gas stations;
l. ATM networks/banks;
m. Toll locations (where applicable); and
n. Public transit merchants (where applicable).

C.3.4.2 Merchant Acceptance for Fleet Transactions

In addition to the general requirements, the Contractor shall provide products and services with widespread merchant acceptance by fuel merchants (including vehicle, small marine craft, and aviation) and by automotive service, parts, and repair merchants with full data capture, at a minimum of 100,000 domestic fuel outlets. The Contractor may propose any combination of fueling merchants that will reach the 100,000 requirement. In order to determine the geographic dispersion of merchants, the Contractor shall include the merchant's state and type of merchant (e.g., fixed based operations (FBOs), automotive service). If offering international card acceptance, the Contractor provide a list of the countries in which the card is accepted. The Contractor may also submit their own list of individually-branded stations, at their discretion.

Additionally, The Contractor may provide innovative offerings to increase Fleet Card acceptance and alternative fueling sites. Federal fleets are under a variety of mandates to purchase vehicles fueled by alternative fuels including but not limited to ethanol, compressed natural gas (CNG), electric charging, or

other similar products, applications, or services.

C.3.4.2.1 Fleet Contractor Merchant Network Information

The Contractor shall provide a list of authorized merchants that accept the card in the form of a Merchant Network Guide. Each individual location of an authorized merchant need not be listed separately if all locations of that brand in a geographic area accept the card. This list shall state the brand and the geographic area in which the card is accepted. Fixed based operations, airports, airbuses, accepting GSA SmartPay solutions shall, however, be separately identified in the guide. Any discounts offered by the merchants shall be noted in the *Merchant Network Guide*. If the discount is taken at the point-of-sale (not passed through on the invoice), this information shall also be noted, to ensure the appropriate discount is applied.

The authorized merchants listed in the guide shall be updated and distributed to all customer units, A/OPCs, and the GSA COR. A copy of the list for each valid card is required for each update. Updates may take the form of a regular newsletter, be part of the monthly reports, or any other form used by the Contractor to update commercial customers.

The Contractor shall distribute a copy of the Contractor's *Merchant Network Guide* to each participating A/OPC within 10 calendar days of the Contractor's receipt of the agency's/organization's request. At the agency's/organization's discretion, the guide shall be made electronically available through the internet or the agency's/organization's intranet. Hard copies of the guide shall be sized to fit into a standard vehicle glove compartment, and electronic copies of this guide shall be made to print out in a similar "brochure-like" size and format. A copy of this guide shall also be provided to each customer unit in conjunction with the issuance of their card. Additional copies shall be provided to the A/OPC and/or the GSA COR upon request and be available electronically.

C.3.4.2.2 Fleet Merchant Discounts

The Contractor shall also provide all of the following Fleet-specific discounts, as applicable:

a. Fuel merchants (including vehicle, small marine craft, and aviation)
b. Automotive service, parts, and repair merchants
c. Full data capture (e.g., enhanced data)

The Contractor shall provide discounts that are negotiated with merchants based on guaranteed or implied business volume. For example, 1% off all fuel purchases or 10% off glass (parts).

C.4 Customer Service, Training and Communication

C.4.1 Customer Service

The Contractor shall assign skilled personnel with the supervisory, management, and administrative services experience and training necessary to successfully meet the requirements of this contract.

C.4.1.1 Key Personnel

Individuals identified as key personnel shall be assigned to perform specific responsibilities required in the Master Contract. Individuals designated as key personnel shall be employed by the Prime Contractor only; key personnel cannot be subcontracted personnel. Dedicated and distinct key personnel are defined as separate individuals that solely manage and administer accounts under the Master Contract. All Contractor personnel who work in the performance of this contract shall be acceptable to the Federal Government in terms of professional conduct. Employment and staffing difficulties will not be justification for failure to meet established schedules and deliverables. ***All key personnel shall be United States residents physically located in the United States.***

C.4.1.1.1 Key Personnel Categories

The Contractor shall identify and assign dedicated and distinct key personnel to the listed positions:

a) **Senior Contract Executive:** The Contractor shall assign a dedicated Senior Contract Executive who is responsible for the totality of contractor performance on this contract. The Senior Contract Executive shall meet with GSA quarterly and attend all Quarterly Executive Meetings, unless otherwise specified, to discuss GSA SmartPay Program government-wide activities. The Contractor shall also designate a single alternate Senior Contract Executive to attend such meetings in the absence of the primary. The Senior Contract Executive (and alternate) must have a minimum of five (5) years of experience supporting a program of similar size and scope to the GSA SmartPay Program. The Senior Contract Executive may be duel-hatted with other key personnel listed herein, or separate, at the discretion of the Contractor.

b) **Contract Administrator:** The Contractor shall designate a dedicated full-time contract administrator for this contract. This person shall be a direct point of contact for the GSA Contracting Officer on all matters related to the GSA SmartPay 3 Master Contract. The Contract Administrator shall be well versed in matters relating to the procurements and contracting. The Contractor shall also designate an alternate in the event of the absence of the primary dedicated contract administrator. The Contractor shall provide a dedicated Contract Administrator personnel during the core hours of operation from 8:00 a.m. Eastern Time until 5:00 p.m. Eastern Time each business day. Upon request by GSA, the Contractor shall be available outside of these core hours, at no additional cost to the government. The Contract Administrator must have a minimum of five (5) years of experience supporting a program of similar size and scope to the GSA SmartPay Program.

c) **Program Manager:** The Contractor shall designate a dedicated full-time Program Manager for GSA for responsibilities including but not limited to: day-to-day and special support activities; implementation; billing; reconciliation; suspension; cancellation; transaction overrides; transaction disputes; supervision; coordination; customer relationship and service support; and transition support. The Program Manager shall be well versed in all aspects of payment programs, readily accessible, and be an overall program manager for the GSA CO and/or the GSA COR. The Contractor shall also designate an alternate Program Manager in the event of the absence of the primary. The Contractor shall provide a dedicated Project Manager during regular business hours and outside of the core hours of operation upon request by GSA. The Program Manager must have a minimum of five (5) years of experience supporting a program of similar size and scope to the GSA SmartPay Program.

d) **Customer Relationship Manager(s):** The Contractor shall assign dedicated full-time Customer Relationship Manager(s) to each agency/organization with responsibilities that include, but are not limited to: program implementation (e.g., account set-up, account maintenance, account suspension or cancellation, training); program management (e.g., task order administration, day-to-day and special support management activities, problem solving, pilot programs, customized services, investigations, audits); and program operation (e.g., transaction overrides, individually and CBA inquiries, reporting lost/stolen cards, billing, disputes, reconciliation, customer service). Customer Relationship Manager(s) shall be well versed in all aspects of program(s), readily accessible, and be a dedicated point of contact for both domestic and international A/OPCs. The Customer Relationship Manager(s) shall be knowledgeable about the internal processes of their assigned agencies/organizations. The Contractor shall also assign designated alternates in the event of the absence of the primary. The Contractor shall not provide these positions or support through a shared service model. Examples of shared services include pooled inboxes and customer service telephone numbers. The Contractor shall be available through toll-free telephone numbers and email address on an expanded business day basis, from 7:00 a.m., until 9:00 p.m. commensurate with agency/organization local time. The Customer Relationship Manager(s) must have a minimum of two (2) years of experience supporting a program of similar

size and scope to the GSA SmartPay Program.

e) **Data and Reporting Manager:** The Contractor shall assign a dedicated Data and Reporting Manager whose responsibilities include but are not limited to: providing recurring data reports, responding to ad hoc data requests, providing clarification on data and analysis. Ad hoc requests shall be provided within timeframe agreed upon by both GSA and the Contractor. The Contractor shall provide a dedicated point of contact for GSA from 8:00 a.m. Eastern Time until 5:00 p.m. Eastern Time each business day. The Data and Reporting Manager must have a minimum of two (2) years of experience supporting a program of similar size and scope to the GSA SmartPay Program.

f) Any other individual(s) designated as Key Personnel by agreement between the Contractor and the agency/organization or GSA Contracting Officer.

C.4.1.1.2 Additions to Key Personnel

The Contractor shall notify the GSA CO and the GSA COR at least 15 calendar days in advance of any additions to key personnel. The Contractor shall demonstrate that the qualifications of the prospective additional key personnel are equal to or higher than the qualifications of personnel previously approved under the Master Contract. The Contractor shall submit for GSA approval the same type of information to demonstrate qualifications of additions as was submitted with the proposal for the original key personnel. Additions to key personnel shall only be made via formal written modification to the Master Contract executed by the GSA CO.

C.4.1.1.3 Replacement of Key Personnel

Key personnel shall not be removed, replaced, or reassigned either permanently or temporarily, without 15 calendar day advance notification to the GSA CO, GSA COR and the A/OPC. If one or more of the key personnel are unavailable for work under this contract for a continuous period exceeding 30 calendar days, the Contractor shall immediately notify the GSA CO and the GSA COR and provide a temporary replacement. Any key personnel shall be replaced within 30 calendar days from the date of a position vacancy. The Contractor shall demonstrate that the qualifications of the prospective replacement key personnel are equal to or better than the qualifications of personnel previously approved under the Master Contract. The Contractor shall submit the same type of information to demonstrate qualifications of replacements as was submitted with the proposal for the original key personnel. Replacements to key personnel shall only be made via a formal written modification to the Master Contract executed by the GSA CO. The Contractor shall provide a suitable temporary replacement as an interim measure until key personnel are replaced.

C.4.1.1.4 Account Holder Support Personnel

Resumes for specified support personnel positions may be required at the time of order placement or task order proposal submission, as directed by the ordering Contracting Officer. ***All account holder personnel shall be United States residents physically located in the United States.*** The following support personnel categories are required:

a) **Customer Service Representatives:** The Contractor shall provide dedicated customer service personnel to users of the GSA SmartPay Program. Customer service representatives shall, at a minimum, be accessible to both domestic and international account holders through a dedicated email address and toll-free numbers, 24 hours a day, every day of the year**.** The Contractor shall provide customer service in the same languages as offered to commercial customers in the U.S. (e.g., English and Spanish) and may provide customer service in other languages. Services shall include, but are not limited to, transaction authorization and verification, reporting of lost or stolen cards, account holder, and account inquiries. Customer service representatives shall be well versed in the GSA SmartPay Program and have unique knowledge of government accounts and account usage, and readily accessible both for international and domestic account holders. The Contractor may utilize a two-tier approach in providing customer service to account holders. The first approach may utilize an interactive voice response unit for customer service that can readily accommodate routine requests for action or information. For example, an account holder may request balances, last payment(s), and last transaction(s), through an interactive voice response unit that is in accordance with commercial practice. The second approach may then elevate the account holder to Contractor personnel for direct response. All approaches utilized shall conform to Section 508 of the Rehabilitation Act of 1973.; and
b) Any other skill category designated as support personnel by agreement between the Contractor and GSA or the agency/organization.

The Contractor shall notify the ordering Contracting Officer, in writing, at least 15 calendar days prior to making any replacements in account holder support personnel, if required by the ordering Contracting Officer. All proposed substitutes shall have qualifications that are equal to or higher than the qualifications of the person to be replaced, if required by the ordering Contracting Officer for any individual or class of support personnel. Any support personnel lost from an active project must be replaced within 30 calendar days from the date of the vacancy and replaced with personnel of equal or greater qualifications to the personnel being replaced. The Contractor shall provide a suitable temporary replacement as an interim measure until support personnel are replaced.

C.4.2 Training

C.4.2.1 GSA SmartPay Training Forum

As directed by the GSA COR, the Contractor shall, at no additional cost, participate in an annual GSA SmartPay Training Forum for agency/organization personnel either in person at a physical location or facilitated through a virtual platform. All Contractors shall concurrently participate in this forum; however, the GSA Contracting Officer reserves the right to require a separate training forum for each business line. The annual GSA SmartPay Training Forum is estimated to last 3 to 4 days and consists of breakout sessions and individual training classes that repeat throughout the forum. Participation in each individual Contractor's training sessions may be restricted to program participants, government personnel, and/or by Contractor-invitation only.

Contractors shall provide training sessions based on experience level (e.g., separate training for beginner, intermediate, and experienced account managers). The amount of training material detail shall reflect the targeted audience's level of experience. This training forum will cover a variety of topics of interest to GSA and customers and include relevant training for managing and using GSA SmartPay solutions. Topics shall include, but are not limited to, commercial leading practices, as applicable to the Federal Government procurement environment. The Contractor shall provide training on all products and services offered under this Master Contract. The Contractor shall have the ability to record training sessions (e.g., webinar, video, audio) upon the request of the GSA COR. The recordings shall be made available to agencies/organizations no later than 60 calendar days upon request of the GSA COR. Hands on training is preferred as opposed to a lecture type training atmosphere and should be used to the maximum extent practicable. All Contractor training shall conform to Section 508.

GSA will notify Contractors within 30 calendar days of the forum if registrants have contacted GSA in advance of any special needs. The content of the forum will be directed by the GSA COR and GSA

Representative. Contractors are required to send their forum curriculum (includes titles and descriptions of training sessions) and training schedule to the GSA COR and GSA Representative not later than the date established by the GSA COR for receipt. This date may be as early as 9 months prior to the forum or less, dependent on when GSA obtains annual approval for the event. Contractors are required to send actual forum presentations and materials to the GSA COR and GSA Representative not later than the date established by the GSA COR for receipt prior to the forum for approval. This date may be as early as 3 months prior to the forum, or less, dependent on when GSA obtains annual approval for the event. GSA will select the training location, coordinate presentations with Contractors, arrange for additional presenters/speakers (as necessary), and assume primary responsibility for pre-forum logistics. The Contractors shall not be financially responsible for the rent of space they use; GSA will provide the meeting space. The Contractor shall be responsible for identifying agency/organization leading practices, maintaining appropriate points of contact, and providing Contractor furnished training materials and instructors. The Contractor shall also bear the cost of any audio-visual equipment, specific setup requirements for the Contractor training classes, all Contractor travel, per diem, and personnel costs.

GSA reserves the right to require the Contractor to assist in the logistics of the training forum by providing personnel resources to assist in preparing/mailing invitations; compiling and reporting registration; preparing name badges; providing confirmation; preparing training and/or welcome packets; and manning registration tables, at no additional cost to the Federal Government. If GSA exercises this right, Contractor assistance will be limited to its business line and further limited to its participating government clients. The Contractor may use this forum to introduce new products and services as approved by the GSA COR, or to market and advertise (e.g., booths/exhibits) their products and services previously approved by the GSA COR to potential agency/organization customers, at no additional cost.

In the event of the cancellation of the annual training forum by the GSA Contracting Officer, the Contractor shall bear all Contractor costs associated with the cancellation. The GSA Contracting Officer reserves the right to not have an annual training forum.

C.4.2.2 Training Requirements

The Contractor shall, at the customer's discretion, provide training materials or presentations on the Contractor's website, or the customer's website or intranet. If the intranet is the chosen method of dissemination by the agency/organization, the Contractor shall provide a file in a mutually-agreeable standard commercial format so that the agency/organization may post the training materials to its intranet site. At the GSA COR's request, the Contractor shall be required to submit to GSA, all training presentations for posting on the GSA SmartPay website. At a minimum, all training using electronic and information technology shall conform to Section 508. Agencies/organizations may require specific training and will state the requirement and request pricing at the task order level. The Contractor shall:

1) Provide web-based training in a format requested by the agency/organization;
2) Provide a hard copy of each training material for each account holder to the GSA COR and A/OPC, as requested;
3) Provide on-site training at an agency/organization specified location to groups of 20 or more A/OPCs, DBO and TDO points of contact, or any combination, as requested by agencies/organizations. Agencies/organizations may group together to form a group of 20 or more for on-site training. All Contractor travel and site related costs associated with on-site training shall be borne by the Contractor. GSA may utilize Federal space to host this type of training and will notify the Contractor in such an instance;
4) Provide agencies/organizations a schedule of Contractor site training locations and dates throughout the year. These training sessions shall be offered at least quarterly;
5) Assist in training agencies/organizations on all aspects of the GSA SmartPay Program's product and services offerings, herein;
6) Develop and distribute training materials for each business line;
7) Revise training materials as required by the GSA COR and keep training materials current in accordance with C.4.2.2.1 *Training Content Review*;

8) Educate program users on merchant responsibilities under their merchant agreements that are pertinent to the GSA SmartPay Program;
9) Provide certificates of completion for all Contractor administered training. The Contractor shall maintain electronic records for completion of training and provide this information to agencies/organizations upon request; and
10) Ensure training format and content are in compliance with current government laws, regulations, and guidelines

Agencies/organizations may also include additional training requirements at the task order level. Contractor training materials shall not:

1) Imply government endorsement of the product/service or of one Contractor over another;
2) Be promotional in nature; or
3) Use government official seals and logos (excluding card design(s), unless otherwise approved in writing by the GSA CO). Customized agency/organization-specific training materials (see C.3.1.1 *Tier 1: Required Product and Service Offerings*) may use the agency's/organization's official seal/logo only with agency/organization permission.

C.4.2.2.1 Training Content Review

All Contractor training materials, and subsequent modifications, relative to the GSA SmartPay Program at the master contract level, shall be submitted to the GSA COR for written approval prior to initial dissemination. The GSA COR will review materials for content and provide written approval/disapproval within 14 calendar days of receipt of the Contractor's materials. Revisions shall be submitted to allow sufficient time to re-review without delaying distribution. The GSA COR reserves the right to require edits to Master Contract training materials at no additional cost.

C.4.2.3 Training Guides and Materials

At the agency's/organization's discretion, the Contractor shall distribute the intranet address or a hard copy of the following training guides and materials to each participating A/OPC within 10 calendar days of the Contractor's receipt of the agency's/ organization's request. Agencies/Organizations may only post provided materials on their Intranet (internal) websites. Additional hard copies shall be made available to as requested by the GSA COR and/or the agency/organization.

C.4.2.3.1 Account Holder User Guides

The Contractor shall develop a guide to be issued with each charge card or account for use by account holders. This guide shall be sufficiently detailed to serve as a stand-alone reference for the account holder. At a minimum Account Holder User Guides shall include the following requirements, as specified by business line:

Table 11: Applicable Account Holder User Training Guide Elements by Business Line

No.	Training Guide Element	Business Line			
		P	T	F	I
1	**Authorized uses of the card**	✓	✓	✓	✓
2	**Foreign currency conversion procedures**	✓	✓	✓	✓
3	**Unique international use procedures**	✓	✓	✓	✓
4	**List of account holder responsibilities**	✓	✓	✓	✓
5	**Salary offset procedures**	✓	✓	✓	✓
6	**Toll-free customer service telephone number**	✓	✓	✓	✓

No.	Training Guide Element	Business Line			
		P	T	F	I
7	**Emergency use procedures**	✓	✓	✓	✓
8	**Use of new payment technologies (e.g., Chip Cards, ePayables, mobile applications)**	✓	✓	✓	✓
9	**Statement of individual and agency/organization liability and account holder responsibilities**		✓		✓
10	**Convenience check procedures and locations for obtaining convenience checks (or internet address/toll-free telephone number to locate convenient locations)**	✓		✓	✓
11	**Sample statement of account and how to read the statement of account**	✓	✓	✓	✓
12	**Procedures for all Required Additional Product and Service Offerings (Tier 1) and Value-Added Product and Service Offerings (Tier 2)**	✓	✓	✓	✓
13	**Individually billing account (IBA) requirements**		✓		✓
14	**Split disbursement procedures for IBAs. The Contractor shall work with the agency/organization to determine the proper split disbursement procedures (see C.3.3.14.2 *Split Disbursement*)**		✓		✓
15	**ATM procedures and locations (or internet address/toll-free telephone number to locate convenient locations)**	✓	✓		✓
16	**GSA SmartPay Tax Advantage Travel Card Account requirements, as applicable.**		✓		
17	**Driver Guides including, but not limited to, accepting locations, proper use of payment solutions, how to make purchases and customer service contact information.**			✓	✓

C.4.2.3.2 Agency/Organization Program (A/OPC) Coordinator Guide

The Contractor shall develop a guide for use by each A/OPC of participating agencies/organizations. This guide shall be sufficiently detailed to serve as a stand-alone reference for the A/OPC to conduct program management for the GSA SmartPay Program. At a minimum the Agency/Organization Program Coordinator Guide shall include the elements in the table below. Agencies/organizations may add or further define elements to be included for their specific agency/organization guide at the task order level.

Table 12: Applicable A/OPC Training Guide Elements by Business Line

No.	Training Guide Element	Business Line			
		P	T	F	I
1	**Account set-up and maintenance procedures**	✓	✓	✓	✓
2	**Transaction dispute procedures**	✓	✓	✓	✓

No.	Training Guide Element	Business Line			
		P	T	F	I
3	**Reconciliation procedures**	✓	✓	✓	✓
4	**Account suspension and cancellation procedures**	✓	✓	✓	✓
5	**Payment requirements and options**	✓	✓	✓	✓
6	**Authorized uses**	✓	✓	✓	✓
7	**Unique international use procedures**	✓	✓	✓	✓
8	**A list of account holders, DBO, TDO, and common A/OPC responsibilities**	✓	✓	✓	✓
9	**A list, samples, and explanations of contract reports and how to read them**	✓	✓	✓	✓
10	**Explanations of EAS capabilities (see C.7.1 *Electronic Access System*), necessary key sequences, developing canned and ad hoc reports.**		✓		✓
11	**Toll-free customer relationship manager telephone number and an email address**	✓	✓	✓	✓
12	**Procedures for all Required Additional Product and Service Offerings (Tier 1) and Value-Added Product and Service Offerings (Tier 2)**	✓	✓	✓	✓
13	**Individually billed account (IBA) requirements**		✓		✓
14	**Split disbursement procedures for IBAs. The Contractor shall work with the agency/organization to determine the proper split disbursement procedures (see C.3.3.14.2 *Split Disbursement*)**		✓		✓
15	**ATM procedures and locations (or internet address/toll-free telephone number to locate convenient locations)**	✓	✓		✓
16	**GSA SmartPay Tax Advantage Travel Card Account requirements, as applicable.**		✓		

C.4.2.3.3 Designated Billing Office (DBO) Guide

The Contractor shall develop a guide for use by each billing office of participating agencies/organizations. This guide shall be sufficiently detailed to serve as a stand-alone reference for the DBO to operate the GSA SmartPay Program. At a minimum the Designated Billing Office Guide shall include the following elements in the table below. Agencies/organizations may add or further define elements to be included for their specific agency/organization guide at the task order level.

Table 13: Applicable DBO Training Guide Elements by Business Line

No.	Training Guide Element	Business Line			
		P	T	F	I
1	**Explanation of billing cycles**	✓	✓	✓	✓
2	**Transaction dispute procedures**	✓	✓	✓	✓
3	**Reconciliation procedures**	✓	✓	✓	✓
4	**Account suspension and cancellation procedures**	✓	✓	✓	✓
5	**Payment requirements**	✓	✓	✓	✓
6	**Authorized uses**	✓	✓	✓	✓
7	**Unique international use procedures**	✓	✓	✓	✓
8	**A list, samples, and explanations of forms relating to invoices, transaction data, and transaction disputes, how to read them, and required timeframes for submittal**	✓	✓	✓	✓
9	**Explanations of EAS capabilities (see C.7.1 *Electronic Access System*), necessary key sequences, developing canned and ad hoc reports**	✓	✓	✓	✓
10	**Additional discounts and/or refunds**	✓	✓	✓	✓
11	**Toll-free customer relationship manager and customer service telephone numbers and an email address**	✓	✓	✓	✓
12	**Split disbursement procedures for IBAs. The Contractor shall work with the agency/organization to determine the proper split disbursement procedures (see C.3.3.14.2 *Split Disbursement*)**		✓		✓

C.4.2.3.4 Transaction Dispute Office (TDO) Guide

The Contractor shall develop a guide for use by each transaction dispute office of participating agencies/organizations. This guide shall be sufficiently detailed to serve as a stand-alone reference for the Transaction Dispute Office (TDO) to operate the GSA SmartPay Program. At a minimum the Transaction Dispute Office Guide shall include the following elements in the table below. Agencies/organizations may add or further define elements to be included for their specific agency/organization guide at the task order level:

Table 14: Applicable TDO Training Guide Elements by Business Line

No.	Training Guide Element	Business Line			
		P	T	F	I
1	**Transaction dispute procedures**	✓	✓	✓	✓
2	**Transaction dispute office responsibilities**	✓	✓	✓	✓
3	**Contractor responsibilities**	✓	✓	✓	✓

No.	Training Guide Element	Business Line			
		P	T	F	I
4	**Required timeframes**	✓	✓	✓	✓
5	**Chargeback provisions**	✓	✓	✓	✓
6	**Unique international use procedures**	✓	✓	✓	✓
7	**A list, samples, and explanations of forms relating to transaction disputes and how to read and complete them**	✓	✓	✓	✓
8	**Explanations of EAS capabilities (see C.7.1 *Electronic Access System*), necessary key sequences, developing canned and ad hoc reports**	✓	✓	✓	✓
9	**Toll-free account manager and customer service telephone numbers and an email address**	✓	✓	✓	✓
10	**Split disbursement procedures for IBAs. The Contractor shall work with the agency/organization to determine the proper split disbursement procedures (see C.3.3.14.2 *Split Disbursement*)**		✓		✓

C.4.3 Communication

The Contractor shall be accessible to GSA, agencies/organizations, and account holders. The Contractor shall maintain communications with GSA and agencies/organizations, including the disclosure of any relevant information/events that may impact the GSA SmartPay Program.

C.4.3.1 Marketing and Advertising

All marketing and advertising of the Contractor's products and services under this Master Contract shall be the responsibility of the Contractor. Marketing and advertising materials that contain references to the Master Contract does not imply Government endorsement of the product/service or of one Contractor over another. A GSA SmartPay logo will be provided to the Contractor upon award. The Contractor shall adhere to the GSA Logo Policy when using the GSA SmartPay logo (see http://www.gsa.gov/portal/category/21421 for further information). GSA reserves the right to include additional design requirements for GSA SmartPay related communications, including, but not limited to, format, logos, and color schemes.

All marketing and advertising materials intended to be used by the Contractor that contain references to this Master Contract shall be submitted to the GSA COR for written approval prior to initial dissemination. GSA will review materials for content and adherence to the prohibitions described in this section and will provide written approval/disapproval within 14 calendar days of receipt of the Contractor's materials. Revisions shall be submitted to allow sufficient time for review without delaying distribution. Transmittal letters and other form-type letters may be granted approval by the GSA COR using the process described in C.4.3.3 *Statement Inserts* for program-wide inserts. All costs, associated with marketing and advertising shall be borne by the Contractor. Contractors may market direct to agencies/organizations after contract award. Contractors are responsible for claims they make about their products and services.

C.4.3.2 Master Contract Newsletter

The Contractor shall develop and electronically distribute a quarterly master contract newsletter to all A/OPCs. Each newsletter shall include program information, news, issues relative to GSA SmartPay

solutions, and a disclaimer as follows: “The information provided is for general use only. Contact the GSA Contracting Officer with any questions related to proper use of the master contract.” The Contractor may use the newsletter to introduce new products and services that have been approved by the GSA Contracting Officer, or to market and advertise their products and services as approved by the GSA COR to potential agency/organization customers. However, the primary focus of the newsletters shall be to disclose program information, news, issues relative to the program. In addition to distributing this newsletter quarterly, Contractors shall issue interim newsletters as major issues or other important information develops.

Prior to distribution of the master contract newsletter, the Contractor shall obtain the GSA COR’s written approval of the content of the newsletter. GSA COR will review materials for content and provide written approval/disapproval within 14 calendar days of receipt of the Contractor’s materials. Revisions shall be submitted to allow sufficient time for re-review without delaying distribution. The GSA COR reserves the right to require publication of specific information and also reserves the right to edit the newsletter. The newsletter shall be available to all A/OPCs electronically through the internet or, at the discretion of the agency/organization, in a mutually agreeable standard format. If the intranet is the chosen method of dissemination by the agency/organization, the Contractor shall provide a file in a mutually-agreeable standard commercial format so that the agency/organization may post the newsletter to its intranet site.

C.4.3.3 Statement Inserts

Statement inserts provide a method by which the Federal Government and the Contractor can disseminate information about the GSA SmartPay Program. The Contractor shall provide GSA and agencies/organizations the ability to include electronic or paper statement inserts into active account holder statements to reach selected or entire government audiences (e.g., only to GSA employees, all participating agencies/organizations). If statement inserts are used, they shall adhere to the following:

1. GSA Program-wide Messaging: If the Contractor uses the statement messaging feature relative to a program-wide feature of the GSA SmartPay Program, the Contractor shall be bound to the prohibitions described in *C.4.3.1 Marketing and Advertising*. All Contractor-requested statement messaging relative program-wide shall be submitted to the GSA COR for written approval prior to dissemination. The GSA COR will review materials for content and provide written approval/disapproval within 14 calendar days of receipt of the Contractor’s materials. Revisions shall be submitted to allow sufficient time for re-review without delaying distribution. The GSA COR reserves the right to edit such statement messaging.
2. Agency/Organization Messaging: If an agency/organization uses the statement messaging feature relative to an agency/organization-specific GSA SmartPay Program feature, the request for the messaging shall be submitted directly to the Contractor. The agency/organization is responsible for drafting the message and providing the message to the Contractor, using any Contractor-stated specifications (e.g., word limits, frequency, other parameters) required for the statement messaging. The Contractor may suggest editing revisions to the content of the agency’s/organization’s statement messaging. In the event of significant program issues (e.g., possible release of proprietary information) that the Contractor may be concerned with regarding an agency’s/organization’s statement messaging, it shall contact the GSA COR for assistance.
3. The Contractor shall process statement messaging on a first-come, first-serve basis. However, if multiple messaging is requested concurrently for the same audience, the GSA COR will work with the requesting agencies/organizations to determine the priority of the messaging. The GSA COR reserves the right to override the Contractor or agency/organization designation of the priority of the messaging.
4. The Contractor shall not allow any third-party to utilize the statement messaging feature, unless approved in writing by the GSA Contracting Officer.

C.4.3.3.1 Statement Messaging

Statement messaging provides a method in which the Government and the Contractor can disseminate information about the payment solution program and program-related matters. The Contractor shall provide GSA and agencies/organizations the ability to include statement messaging (electronic or paper)

on active account holder statements of account to reach selected or entire government audiences (e.g., only to GSA employees, all participating agencies/organizations). If statement messaging is used, it shall adhere to the following:

1. If the Contractor uses the statement messaging feature relative to the GSA SmartPay Program, the Contractor shall be bound to the prohibitions described in *C.4.3.1 Marketing and Advertising*. Further, all Contractor-requested statement messaging relative to the GSA SmartPay Program shall be submitted to the GSA COR for written approval prior to dissemination. The GSA COR will review materials for content and provide written approval/disapproval within 14 calendar days of receipt of the Contractor's materials. Revisions shall be submitted to allow sufficient time for re-review without delaying distribution. The GSA COR reserves the right to edit statement messaging.
2. If an agency/organization uses the statement messaging feature relative to the GSA SmartPay Program, the request for the messaging shall be submitted directly to the Contractor. The agency/organization is responsible for drafting the message and providing the message to the Contractor, using any Contractor-stated specifications (e.g., word limits, frequency, other parameters) required for the statement messaging. The Contractor may suggest editing revisions to the content of the agency's/organization's statement messaging. In the event of significant program issues (e.g., possible release of proprietary information) that the Contractor may be concerned with regarding an agency's/organization's statement messaging, it shall contact the GSA COR for assistance.
3. The Contractor shall process statement messaging on a first-come, first-serve basis. However, if multiple messaging is requested concurrently for the same audience, the GSA COR will work with the requesting agency/organization to determine the priority of the messaging. The GSA COR reserves the right to override the Contractor or agency/organization designation of the priority of the messaging.
4. The Contractor shall not allow any third-party to utilize the statement messaging feature, unless approved in writing by the GSA Contracting Officer.

C.4.3.4 Knowledge Sharing

The Contractor shall effectively promote knowledge sharing with GSA and the agencies/organizations by utilizing knowledge sharing channels including, but not limited to:

- Workgroups;
- Technical Advisory Groups;
- Publications (e.g., newsletters, program manuals, training guides);
- GSA SmartPay Forum;
- Electronic media such as emails and web demonstrations;
- Scheduled contractor meetings with CCCM (e.g., quarterly executive meetings);
- Agency training sessions; and
- Any other necessary channels agreed upon between GSA and/or the agencies/organizations and the Contractor

The requirements within C.4.3 *Communication* apply to all related service and focus areas including partners (e.g., Brands, Associations, and Networks). The Contractor shall use the above channels to share leading practices, address current program needs, and promote effective controls for the GSA SmartPay Program. The timeframe of the above channels (e.g., monthly, quarterly, daily) shall be determined by GSA and/or the agency/organization task order level. Contractors shall share information about their technological tools by demonstrating capabilities of current systems, sharing product enhancements, and actively working with GSA and agencies/organizations to identify changes that need to be made to these systems.

The knowledge sharing channels shall also be used to identify and communicate needs/issues facing agencies/organizations so that agencies/organizations can have the benefit of another agency's/organization's experience with a common issue. The Contractor shall be proactive in

communicating relevant issues, both current and anticipated, to GSA and customer agencies/organizations.

C.5 Additional Program Focus Areas

C.5.1 Streamlining Payments

The GSA SmartPay Program is interested in exploring ways to provide agencies/organizations with options to assist with streamlining their payment processes for those transactions where merchants have not historically accepted traditional cards. The Contractor shall consider and identify options to support additional merchant usage of GSA SmartPay solutions. For example, the Government has a large volume of spend through utilities, rent, grants, and freight payments and is interested in expanding GSA SmartPay Program solutions through these merchants/entities for these types of transactions.

C.5.2 Strategic Sourcing Support

The Government spends billions of dollars each year using Purchase, Travel, Fleet, and Integrated payment solutions, aside from other contract vehicles. As a result, the Government is interested in understanding federal spending patterns, and adopting strategic sourcing capabilities that enable agencies/organizations to combine their buying power to achieve significant savings, negotiate favorable terms and conditions, and receive the best value possible for the Government and taxpayers.
The Federal Government began implementing strategic sourcing solutions in 2005. Federal Strategic Sourcing Initiatives (FSSIs) have proven results that include cost savings, improved management visibility and adoption of industry and government agency leading practices. FSSI has helped improve government management of commonly purchased goods and services. In accordance with the *OMB Circular A-123 Appendix B*, agencies/organizations are required to implement strategic sourcing for certain commodities and should analyze payment solution spending data as part of this effort.
At a minimum, the Contractor shall support GSA and agency/organization strategic sourcing efforts by providing tools and services including, but not limited to:

- Access to detailed (level 1, 2, and 3) transaction data elements as specified in C.7.2 *Program and Transaction Data*;
- Spend analysis reports as specified in C.7.3 Reporting Requirements;
- Analytical tools for assessing payment solution transactions (See *C.7.4.3 Fraud Analytics);*
- Other tools that give similar abilities including, but not limited to: ability to scan receipts, support electronic purchase logs; and
- Provide the ability to integrate merchant data files with card transaction data at agency/organization request.

C.5.3 Tax Exempt and Tax Reclamation

C.5.3.1 Tax Exempt Status

Official government purchases using CBAs, are generally exempt from State taxes, with limited exceptions. In addition to State taxes, accounts may be exempt from some local taxes or fees, depending on the city, county, or locality. Some States also provide tax exemption on IBAs for sales, occupancy, city, county, and some local taxes and fees. IBA tax exemption varies from State to State. The tax exemption policies and exemption documentation requirements for each state may be found on the GSA SmartPay website: https://smartpay.gsa.gov. For States that will not disclose tax exemption details to Contractors, the Contractor shall provide a list of transactions to the customer agency/organization at the task order level. The phrase “US Government tax exempt” shall be printed or embossed on all CBA charge cards with the exception of generic and quasi-generic cards. At the request of the A/OPC, a tax exemption identification number may also be printed or embossed on the payment solution. Cost-reimbursable Contractors paying Contractors directly are not tax exempt and shall not be issued charge

cards with the phrase “US Government tax exempt” (see C.3.2 *Card Design* for further details).

C.5.3.2 Tax Reclamation

Depending on each State’s policy, the Contractor shall reclaim taxes directly from the merchant franchisees for instances in which government employees are improperly assessed taxes. The documentation required for tax reclamation varies for each State. The Contractor shall assist GSA in providing tax data to agencies/organizations. This data may be used to determine if taxes were improperly assessed and determine whether the agency/organization will pursue reclamation by working with State and local governments and merchants. The Contractor shall identify types of tax data available and services to assist agencies/organizations with tax analysis and reclamation. The Contractor shall include types of data elements the Contractor has the capability to provide including, but not limited to: the types of tax that reported, a list of merchants (including addresses) assessing the most tax, the MCCs assessing the most tax, and other similar types of data. The Contractor shall also include elements such as providing agencies/organizations with educational materials to promote tax exemption practices.
As of 2015, only 11 States grant tax exemptions to Federal travelers using IBAs. The government continues to focus on ways to reduce taxes paid (See: https://smartpay.gsa.gov). The Contractor shall provide strategies to decrease taxes paid. The Contractor shall assist the Government in tax reclamation, at a minimum, by:

- Establishing tax reconciliation processes, procedures, and assistance strategies;
- Outlining strategies to work with merchants to ensure tax exemption (e.g., pay no taxes) at the point-of-sale;
- Transmitting all detailed transaction data, as specified in C.7.2 *Program and Transaction Data* to include tax information; and
- Developing EAS functionality allowing increased reporting of tax information (e.g., ability to flag transactions that have paid tax, and generate reports by agency/organization, state, and merchant)

C.5.3.3 Tax Exempt and Tax Reclamation for Fleet Transactions

In addition to the general program requirements, the Fleet Program requires the identification of motor fuel taxes that are exempt (invoiced net of taxes) or non-exempt (invoiced gross of taxes). This includes, at a minimum, Federal Excise Tax (FET) on fuel, state motor fuel tax, and state sales tax for fuel or non-fuel purchases. The Contractor shall provide additional tax details (e.g., local taxes, FET on non-fuel items). The Contractor shall maintain accurate tax information. To the maximum extent possible, the Contractor shall establish agreements with merchants of fuel, maintenance, and parts to ensure that state/local taxes on transactions are not charged at the point-of-sale. Taxes shall be deducted prior to invoicing when applicable. All taxes shall be itemized on the invoice as “exempt” and “non-exempt”, regardless of whether the Federal Government is invoiced net taxes.

C.6 Quality and Risk

C.6.1 Quality Assurance

The Contractor’s Quality Assurance Program shall be provided at no additional cost to the Government (unless otherwise explicitly stated) and, at a minimum, ensure the following:

a) The quality of the payment solutions and services provided under the Master Contract;
b) The information captured for reports in accordance with this contract is complete, accurate, and timely;
c) Timely delivery of cards (C.3.3.2 Card Issuance and Delivery);
d) Agencies/organizations receive required training (see *C.4.2 Training*);

e) Payments received on all accounts are posted in accordance with the terms and conditions of this contract;
f) Transitions are seamless and in accordance with C.2.2 *Transition*;
g) Proper security methods are in place (see *C.8 Security Requirements*); and
h) All contract deliverables are of the highest quality and received timely.

C.6.1.1 Software Quality Assurance

The Contractor shall track quality assurance on program software, including but not limited to the C.7.1 *Electronic Access System* and C.7.4 *Program Analytics and Monitoring* tools. The Contractor shall maintain, as a function of their customer service call center, a log of all interactions with GSA and/or agencies/organizations. When a representative of the agency/organization interacts with the customer service call center, the Contractor shall track each instance and categorize each instance as:

1) EAS or other software (e.g., fraud analytics tool) defects;
2) EAS or other software (e.g., fraud analytics tool) coaching/training; and
3) EAS or other software (e.g., fraud analytics tool) enhancement

The Contractor shall log all defects and be able to report on the disposition of each defect upon request. The Contractor shall, at a minimum, sort each EAS coaching/training ticket and be able to report on trends, and identify specific training needs (See C.7.3.3 *Non-Data Reports for GSA*). In addition, some agencies/organizations may require additional quality assurance measures. Specific requirements for these measures will be outlined at the task order level and shall be provided at no additional cost to the agency/organization.

C.6.1.1.1 Test and Evaluation Master Plan (TEMP)

The Contractor shall submit a comprehensive *Test and Evaluation Master Plan (TEMP),* and subsequent updates to the TEMP, at the master contract level and for each task order for agency/organization supported at no additional cost. The initial TEMP at the master contract level shall be submitted to the GSA COR within 90 calendar days after contract award and then subsequently quarterly in accordance with C.8.1.1 Submission of Security Deliverables. The TEMP shall be submitted at the task order level for each agency/organization not less than quarterly, or as specified by the agency/organization. The Contractor shall use data that mimics actual data and show where defects were addressed, how testing was done for patches and software updates, including scheduled and unscheduled releases. At a minimum, the TEMP shall include:

1. An introduction, purpose, test objectives, references, roles, and responsibilities;
2. Test inclusions and test exclusions;
3. A test approach including, manual functional testing, automated testing, performance testing, EAS component testing, EAS integration testing, system testing, user acceptance testing, and initial operating capability testing;
4. Testing techniques including, risk based testing, security testing, privacy testing, test types as described in J.7 *Attachment 7: Test Type Table*, and productivity and support tools used for test management, defect tracking, functional/test automation, performance tests, and miscellaneous tests. Each tool shall be described with a version and a description;
5. Test criteria including, process reviews, pass and fail criteria, test suspension, resumption, and acceptance criteria;
6. Test deliverables include, test plans, test execution risks, test cases/test scripts, test data, test environment(s), test evaluation summary, test traceability report, test environments, including test data (excluding PII) and test scripts, risks, and constraints; and
7. Test Metrics

C.6.1.1.2 Defect Management Plan

The Contractor shall submit a comprehensive *Defect Management Plan* to document how defects are reported by either the Contractor's testing or by the agencies/organizations. The Contractor's defect management process shall describe how defects are reported, recorded, triaged, assigned to be worked

(e.g., development), tested, promoted from resolved defect to test environments for validation, and how the resolved defect after testing confirms resolution is promoted into the production environment. The defect management process shall document every aspect of the defect from discovery, root cause analysis, and resolution to describe how the issue was resolved, through testing and production deployment. The initial *Defect Management Plan* at the master contract level shall be submitted to the GSA COR within 90 calendar days after contract award and then subsequently annually in accordance with C.8.1.1 Submission of Security Deliverables. The Defect Management Plan shall be submitted at the task order level for each agency/organization not less than monthly, or as specified by the agency/organization. The Contractor shall update the *Defect Management Plan* and conduct briefings on updates/changes upon the GSA COR and/or agency/organization request.

C.6.1.1.3 Web Application Security and Systems Security Vulnerabilities Test Plan and Scans

The Contractor shall submit a comprehensive Web Application Security and Systems Security Vulnerabilities Test Plan and Scans. The Contractor's plan shall include, but not be limited to, threats such as phishing, cross site scripting, penetration, information assurance, and testing for configuration errors, application loopholes in code, scripts, or application program interfaces. The Contractor's plan shall address security testing shall test data packets and transfers to ensure that the data cannot be compromised, or misdirected, and that the data is encrypted at all times. The initial plan at the master contract level shall be submitted to the GSA COR within 90 calendar days after contract award and then subsequently annually in accordance with Section C.8.1.1 Submission of Security Deliverables. Scans shall be submitted to agencies / organizations as specified at the task order level, as specified by the agency/organization. The Contractor shall update the Web Application Security and Systems Security Vulnerabilities Test Plan and conduct briefings on updates/changes upon GSA COR and/or agency/organization request. Contractor personnel shall be available to fix access, performance and other needs to evaluate the offered system during testing.

C.6.1.2 Satisfaction Surveys

The Contractor shall, at no additional cost, annually assess A/OPC satisfaction with performance beginning one year from the start of the transactional period of performance and annually thereafter. The Contractor shall administer the survey annually in sufficient time to provide results to the COR as required by C.7.3.3. *Non-Data Reports for GSA*. This quality assessment survey shall be accomplished through electronic customer satisfaction surveys that allows for comprehensive feedback on Contractor performance. The Contractor shall communicate that participation is voluntary and responses will only be viewed in group summaries. The Contractor shall provide a point of contact for respondents to the survey that have questions or for those who need assistance. Customer satisfaction questions will be collected and reported on areas including but not limited to:

1. Products and Services Offered;
2. Satisfaction of Technology and Systems;
3. Satisfaction of Customer Service;
4. Satisfaction of the Quality, Value, and Ease of acquiring the products and/or services;
5. Training;
6. Electronic Access Systems;
7. Data Reporting;
8. Data/Card Security.
9. Use of the Contractor Website;
10. Contractor Training;
11. Familiarity of Payment Solutions; and
12. Contractor Communication Methods.

The Contractor shall submit the questions and rating scale to GSA COR for review and approval no less than 30 calendar days prior to issuance of the survey. The Contractor shall distribute and administer the survey to A/OPCs at hierarchy Levels 1 through 4 (as applicable) that have participated in the GSA SmartPay Program within the previously twelve month period for each customer agency/organization. The Contractor shall maintain records of survey results and provide access to the GSA COR upon

request (See C.7.3.3 *Non-Data Reports for GSA* for further detail). Level one (1) and/or level two (2) A/OPCs may request results of the satisfaction surveys from the GSA COR for their specific task order Contractor.

C.6.1.2.1 Training Survey Expectations

The Contractor shall, at no additional cost, provide a survey to the agencies/organizations to assess the quality of its training content and presentation. Full participant response rate is expected for each training survey, to the maximum extent practicable. Response rates below 50% shall be accompanied by an explanation and shall outline a strategy for an increased response rate. Questions receiving a score of neutral or lower shall be reported with an explanation to include a strategy of how the training will be improved to achieve a higher future score in that training area (See C.7.3.3 *Non-Data Reports for GSA* for further detail).

C.6.1.2.2 Customer Satisfaction Survey Expectations

The Contractor shall provide a survey to the agencies/organizations to assess the quality of its customer agency/organization satisfaction. Full response rate is expected for the customer satisfaction survey, to the maximum extent practicable. Response rates below 20% shall be accompanied by an explanation and shall outline a strategy for an increased response rate. Questions receiving a score of neutral or lower shall be reported with an explanation to include a strategy of how the customer service will be improved to achieve a higher future score customer satisfaction (See C.7.3.3 *Non-Data Reports for GSA* for further detail).

C.6.1.2.3 Customer Service Metrics

The Contractor shall identify and submit to the GSA COR not later than 90 calendar days after contract award a set of customer service metrics (e.g., rep activity metrics, team efficiency metrics, churn prevention metrics, product development metrics) which shall identify minimum performance levels. Contractors shall describe the rationale for each identified minimum performance level. Performance standards for these metrics and others shall be consistent with the commercial payment industry standards. GSA reserves the right to add to/edit the metrics/performance standards identified by the Contractor and will use the Contractor responses to develop uniform performance standards for all Contractors. The Contractor shall report the results of its performance to the GSA COR as a pass/fail score.

Once uniformed metrics are developed by GSA and provided to the Contractors, the Contractor shall provide reports to the GSA COR monthly through June 30, 2020 (the first 18 months of transactional performance***)*** and quarterly thereafter submitted with the quarterly Customer Service Call Log required in Section C.7.3.3. A cumulative annual report is also due to the GSA COR as required by C.7.3.3 *Non-Data Reports for GSA*. The GSA COR will specify the period to be reported annually. Reports showing failing scores shall be accompanied by a copy of that period's raw data and a strategy for improvement for each area in which a failing score is achieved. Results of the customer service metrics may be announced by GSA to all conference participants at the annual GSA SmartPay Training Forum and/or through other means, as determined by GSA.

C.6.1.3 Contractor Problem Report

In some instances, issues may arise between the agencies/organizations and the Contractor where GSA SmartPay CCCM involvement is required. The Contractor shall notify the GSA CO, GSA COR, and the agency/organization immediately, as such situations arise. In reporting such issues, the Contractor shall, at a minimum, submit via email the following information: contractor name; date that the issue was first noticed; agencies/organizations involved; background information/description of the problem or issue; recommended solution; and whether or not GSA involvement is requested to facilitate a resolution.

C.6.2 Risk Mitigation Assistance

Risk mitigation controls, policies, and practices are critical tools for ensuring the efficiency and integrity of payment solution programs by eliminating payment delinquencies, payment solution fraud, misuse,

waste, and abuse. P.L. 112-194 and OMB Circular A-123 Appendix B places a great deal of emphasis on risk management, and the Contractor shall act in support of goals to manage risk, which include:

- Developing an efficient approach to risk identification, analysis, and mitigation;
- Suggesting and sharing industry leading practices;
- Developing and suggesting internal controls;
- Assisting in the development of risk mitigation policies;
- Providing agencies/organizations with exception reports that flag high risk transactions; and
- Assisting agencies/organizations and GSA in the communication of policies to account holders.

C.6.2.1 Government-Wide Shutdown

The Contractor shall submit a Government-wide Shutdown plan for continued support the GSA SmartPay Program as normal in the event of a Government-wide shutdown. The plan shall include processes to continue all card operations, transaction processing, customer service call centers, card delivery procedures, and reporting requirements. The plan shall be submitted to the GSA COR for review and approval not more than 90 calendar days after contract award. The Contractor shall not deactivate any account during the Government-wide shutdown unless otherwise required by GSA or the agency/organization.

Contractor shall implement a Government-wide Shutdown plan as approved by the GSA COR, should a shutdown occur. In the event of a Government-wide shutdown, payment to the Contractor would be late for most accounts. In event that agency/organization payments are late due to a Government-wide shutdown:

- CBAs will be paid after the Government formally re-opens. Payment of interest under the Prompt *Payment Act* will depend on the circumstances. The contractor may be entitled to an interest payment(s). When addressing a contractor's request for interest in the event of a Government-wide shutdown, the agency/organization shall follow the procedures in FAR Clause 52.212-4, Contract Terms and Conditions – Commercial Items and FAR Subpart 32.9 - Prompt Payment. Payment of interest in the event of a Government-wide shutdown shall be coordinated with the agency's/organization's Chief Financial Officer (CFO), or equivalent, prior to payment.
- IBAs shall not be assessed finance charges, aged delinquent, suspended, or canceled by the Contractor during the Government-wide shutdown. If an IBA is delinquent prior to the shutdown, it will continue to be considered delinquent until full payment is made.

C.6.2.2 Continuity of Operations

The Contractor shall submit a comprehensive Contingency Plan for continuity of operations not later than 90 calendar days after contract award for review and approval by the GSA COR, and annually thereafter in accordance with C.8.1.1 Submission of Security Deliverables. The Contingency Plan shall include any operational problems or unusual events during the contract period that may disrupt operations domestically or internationally. The Contingency Plan shall provide in detail appropriate and timely action to return assets to use after damage, destruction, alteration, or misappropriation. The plan shall, at a minimum:

- Include a risk assessment;
- Include a business impact assessment;
- Identify essential functions or critical processes, components, and the relationship of critical workload to variables, such as time to recovery;
- Identify activities that can be suspended temporarily;
- Identify alternate procedures;
- Identity action(s) to be taken to mitigate threats;
- Identify a plan for system recovery; and
- Identify agency/organization specific actions or information that the Contractor requires

The system recovery portion of the plan shall include, at a minimum:

- Strategy for recovery;
- Specifications for restoration procedures by component and subsystem priority;
- Testing procedures during redundant operations; and
- Specific responsibilities for incident response.

The Contingency Plan shall state how the plan will be tested and how often the tests shall be completed. Annual testing is required at a minimum. Some tests shall be done without advance notice to Contractor personnel. The Contractor shall provide, at a minimum, an annual contingency test report detailing the findings from the contingency test to the GSA COR and GSA ISSO. The Contingency Test Report shall be submitted with the Contingency Plan.

The Contractor shall communicate the approved Contingency Plan to the agency/organization A/OPCs in order to convey how the Contractor will provide continued support for programs and account holders during an emergency or other time when the Contingency Plan may be implemented or come into effect.

C.7 Data Management, Transaction Support and Reporting

Note: Micro-purchase thresholds may vary within and between agencies. All reporting and data requirements must take into consideration the varying micro-purchase thresholds.

C.7.1 Electronic Access System

The Contractor shall, at no additional cost, provide an internet based EAS that allows for secure Hypertext Transfer Protocol Secure (HTTPS) communication and data transfer between the agency/organization and the Contractor. The EAS shall be, at a minimum, an equivalent to the Contractor's commercial product and enhanced to meet all of the GSA SmartPay Program requirements and any additional requirements of the agency/organization using the system, as outlined at the task order level. At a minimum, the Contractor shall develop, implement, and maintain the EAS in alignment with requirements outlined in C.8 *Security Requirements* and with requesting agencies/organization systems (mainframes, data bases, operating systems, and devices).

The Contractor shall configure agency/organization systems, including any custom configurations, as needed to interface between agency/organization and Contractor systems. Contractors shall provide each requesting agency/organization the required configurations to connect systems to the Contractor systems to facilitate data sharing and transactions. The Contractor shall provide the file layout for each file requested by the agency/organization. The Contractor shall provide to the GSA COR and the agency/organization a data dictionary. A disclaimer, provided by GSA, indicating the EAS shall only be accessed by authorized Federal Government users and includes *Privacy Act of 1974* information shall be displayed upon entry into the EAS.

The EAS shall conform to Section 508. The Contractor may leverage one of the tools in J.10 *Attachment 10: 508 Conformance Testing* to complete a self-certification of compliance. This certification shall be submitted to GSA and to the agency/organization before the Contractor shall be eligible to compete for task order awards. GSA will assess the certification to determine acceptance (H.12 *Ordering Procedures*).

All program and transaction data shall be available electronically. Agencies/organizations may require additional EAS specifications at the task order level, at no additional cost to the Government. The Contractor shall incorporate all requirements from the agencies/organizations that are included at the task order level into commercially equivalent EAS product, meeting all GSA SmartPay and agency/organization task order requirements.

NOTE: Critical EAS functions (see *Factor 3 – Live Test Demonstration (LTD))* are outlined in J.19 *Attachment 19: Live Test Demonstration (LTD) Scripts*.

Requirement Number	Requirement Text	LTD Test Step #
1.	The EAS shall provide authorized users with the ability to electronically access program data, as specified in C.7.2 *Program and Transaction Data;* and the EAS shall support access to be granted for multiple hierarchies/permissions from one platform.	1, 2, 3
2.	The EAS shall provide account holders with online access to accounts, including access to online statements and online payment options.	37, 50, 57
3.	The EAS shall be accessible through iOS devices using versions of the Safari web browser on iOS: 7.0 through 7.1.6; 8.0 through 8.0.6; and any later versions of Safari (or equivalent), accessible through iOS 8.0.6 (or equivalent), updated through to most current version.	1
4.	The EAS shall be accessible through Android devices using operating systems: a) Cupcake (1.5) b) Donut (1.6) c) Éclair (2.0–2.1) d) Froyo (2.2–2.2.3) e) Gingerbread (2.3–2.3.7) f) Honeycomb (3.0–3.2.6) g) Ice Cream Sandwich (4.0–4.0.4) h) Jelly Bean (4.1–4.3.1) i) KitKat (4.4–4.4.4, 4.4W–4.4W.2) j) Lollipop (5.0–5.1.1) k) Later versions of any Android operating systems after Lollipop 5.1.1, updated through to the most current version	2
5.	The EAS shall be accessible through Windows using commercially available operating systems. The EAS shall be compatible with latest supported version of: a) Safari; b) Microsoft Edge; c) Google Chrome; and d) Firefox. NOTE on Internet Explorer: Per Microsoft, "Internet Explorer is a component of the Windows operating system (OS) and follows the Lifecycle Policy for the product on which it is installed and supported. Please note that the Internet Explorer (IE) 11 desktop application will end support for certain operating systems starting June 15, 2022. Microsoft encourages users to move to Microsoft Edge with IE mode. IE mode enables backward compatibility and will be supported through at least 2029." Additionally, Microsoft will provide notice one year prior to retiring IE mode.	3
6.	The EAS shall identify each user with a unique user name.	4
7.	The EAS shall require that a password – as defined in Requirement Number 8 below – be designated by the account holder with each user account created.	4
8.	The EAS shall require that each password minimally meet the requirement *IT Security Procedural Guide Identification and Authentication CO-IT-Security-01-01 Revision 4, dated May 30, 2015*, or current revision. Examples criteria for “strong” password are as follows: a) At least 12 characters in length	4

Requirement Number	Requirement Text	LTD Test Step #
	b) Does not contain all or part of the user's account name c) Contains characters from at least three of the following categories: 1. English uppercase characters (A through Z) 2. English lowercase characters (a through z) 3. Base 10 digits (0 through 9) d) Non-alphanumeric characters (e.g., $, #, %) If the user uses a password that does not meets the password criteria of the *IT Security Procedural Guide Identification and Authentication CO-IT-Security-01-01 Revision 4, dated May 30, 2015*, or current revision, the system shall reject it. Account holders will designate the password and the EAS shall require verification through password re-entry before being set	
9.	The EAS shall allow access to users with un-locked accounts and valid passwords.	5
10.	The EAS shall lock a user account after five (5) unsuccessful attempts using a bad password for the same user name within sixty (60) minutes, unless otherwise specified by the agency/organization.	5
11.	The EAS shall treat locked accounts as follows: a) Locked accounts shall only be unlocked by calling a Customer Service representative. In the event a cardholder can't reach a Customer Service representative, the A/OPC shall have the ability to unlock accounts as well without having to ask validation questions of the cardholder. b) The system shall prompt the user when their account is locked. c) The system shall generate a unique and secure incident ID number to include in the email to the account holder. d) The system shall email instructions on how to unlock the account to the email addresses on file for the account holder. e) The system shall verify the accountholder information before unlocking the account. f) Customer Service representative shall verify the incident ID number provided before unlocking the account. g) The system shall send a Notification of locked accounts to the A/OPC or authorizing official of the designated agency personnel the account belongs to. The A/OPC shall have a reset account protocol or process to unlock the account from the EAS without having to use customer service.	5
12.	The EAS shall require users to change passwords within 90 calendar days of the last password change. a) Remind users that passwords have expired and must be changed; b) Begin prompting password change 15 calendar days before passwords expire; c) If users fail to change passwords on the 15th day, at the end of the 90 calendar day cycle, the account will be locked.	6
13.	The EAS shall allow users to change passwords at any time while the account is unlocked.	7
14.	The EAS shall provide single sign-on capability if required by the agency/organization, in accordance with security requirements stated	65

Requirement Number	Requirement Text	LTD Test Step #
	in C.8 *Security Requirements*. Updates to user passwords shall apply to all Contractor systems.	
15.	The EAS shall have context sensitive help for all pages of the application. The user shall have the ability to search for help topics, key words, and have flyover text available that also serves as a resource link to system help.	8
16.	The EAS shall have a user manual(s) accessible from within the system application and available for download.	8
17.	The EAS shall provide authorized users with the ability to maintain program and transaction data as specified in C.7.2 *Program and Transaction Data* and C.7.2.4 *Record Retention and Retrieval.*	29, 49, 50, 51, 52, 53, 54, 55
18.	The EAS shall allow for authorized users to search for accounts by name, account number, employee identification, billing account number, or transacting account.	9
19.	The EAS shall allow for authorized users, as identified by the agency/organization and within their span of control, with permission, the capability to search for accounts with a first name and last name. a) When the search is conducted with the first name only, all accounts within that agency/organization will be listed with the first name specified. b) When the search is conducted with the Last Name only, all accounts within that agency/organization will be listed with the last name specified. c) When the search is conducted with both first name and last name, all accounts within that agency/organization will be listed with the first name and last name combination specified. The EAS should have the ability to conduct a wild card search based on wild card characters (e.g., “*”, “@”).	10
20.	The EAS shall have a logoff capability to end user sessions. When a user logs off, the EAS will not store any data on devices, including but not limited to temp files, trackers, or other metadata.	11
21.	The EAS shall allow for A/OPCs and card managers to specify a default setting for organizational levels/fields.	12
22.	The EAS shall allow authorized users to delete assigned user accounts.	13
23.	The EAS shall allow authorized users to update the profile and roles of the accounts for the assigned user’s accounts.	14
24.	The EAS shall allow authorized users the ability to establish access levels.	15
25.	The EAS shall have field level validations. Users shall be notified for incomplete fields following validation checks.	16
26.	The EAS shall have the capability to allow users to request a new charge card. Authorized users shall have the ability to initiate this request in the EAS.	17
27.	The EAS shall allow for users to set access and maintenance restrictions for the user accounts they manage.	18
28.	The EAS shall allow for users to verify access and maintenance restrictions set for the accounts they manage.	19
29.	The EAS shall allow account managers to edit the user profile of the accounts they manage and set change profile settings and assign user roles.	20

Requirement Number	Requirement Text	LTD Test Step #
30.	The EAS shall allow authorized users to create new user profiles, in a manner outlined at the agency/organization task order level requirements	21
31.	The EAS shall allow authorized users to create new managed accounts.	22
32.	The EAS shall allow authorized users to create new accounts or generate new accounts from user profiles.	23
33.	The EAS shall provide a mechanism for authorized users to view the status of submitted account applications for both IBAs and CBAs, as applicable.	24
34.	The EAS shall allow for the verification of account holder and management account information and the following fields: a) Employee identification, name, address, telephone, fax, email b) Approving official name, address, telephone, fax, email c) Supervisor name, address, telephone, fax, email d) A/OPC name, address, telephone, fax, email e) Designated Billing Office information f) Organizational roles g) Unit within agency/organization	25
35.	The EAS shall allow for authorized users to add new account holder account numbers to an existing billing account or move account holder account numbers from one managing account to another, as applicable.	26
36.	The EAS shall allow the A/OPC to modify the following information on an existing account holder and managing account a) Employee identification, name, address, telephone, fax, email b) Approving official name, address, telephone, fax, email c) Supervisor name, address, telephone, fax, email d) A/OPC name, address, telephone, fax, email e) Designated Billing Office information f) Organizational roles g) Unit within agency/organization	27
37.	The EAS shall provide a capability to perform bulk account information changes.	28
38.	The EAS shall provide a mechanism to set and verify transaction limits for the following: a) Daily spend limit (e.g., cash) b) Cycle spend limit (e.g., cash) c) Transaction size limit d) Daily transaction limit e) Cycle transaction limit f) Limit government-to-government transaction size	29
39.	The EAS shall allow authorized users to perform the following for MCC and/or Product Number/Code (as applicable) maintenance: a) Verify account MCC and/or Product Number/Code restrictions b) Block all MCCs and/or Product Number/Codes c) Unblock all MCCs and/or Product Number/Codes d) Block single MCC and/or Product Number/Code e) Unblock single MCC and/or Product Number/Code f) Develop preset MCC and/or Product Number/Code blocking template	30

Requirement Number	Requirement Text	LTD Test Step #
	g) Set MCC and/or Product Number/Code blocking template to account	
40.	The EAS shall provide authorized users with the ability to change category block templates (e.g., MCC and/or Product Number/Code blocking templates), purchase limits, and activation status.	30
41.	The EAS shall provide authorized users with the ability to limit value of large intra-governmental transactions (e.g., the U.S. Treasury Published Limit, currently set at $24,999.99, and subject to change).	30
42.	The EAS shall provide a capability to allow for authorized users to verify account status for each assigned user account: a) New b) Approved c) Active d) Inactive e) Suspended f) Cancelled g) Open/Closed	31
43.	The EAS shall provide authorized users with the ability to post comments to accounts (e.g., a detailed explanation for the reason the account was suspended).	35
44.	The EAS shall allow access for bulk account activations of one or more accounts at a time.	32
45.	The EAS shall provide automatic activation and deactivation of accounts on date specified by designated agency/organization personnel. No transactions shall be authorized on a deactivated account. If an account is deactivated, customers assume no liability for transactions.	33
46.	The EAS shall allow for access and control maintenance for bulk updates for account de-activations of one or more accounts at a time.	33
47.	The EAS shall allow for access and maintain controls for bulk updates for account closeouts of one or more accounts at a time.	34
48.	The EAS shall allow for users to complete online account/account holder application and ability to track application status and verify receipt or other user requests as identified at the agency/organization task order level.	36
49.	The EAS shall allow authorized users online payment functionality and options for CBAs.	37
50.	The EAS shall provide options for authorized users to view and use online invoicing capabilities.	38
51.	The EAS shall allow authorized users to perform account inquiries through a combination of name, account number, and other account specific information.	39, 41
52.	The EAS shall allow authorized users to verify account information while performing account inquiries.	40, 41, 42
53.	The EAS shall allow authorized users to verify managing account information while performing account inquiries.	43
54.	The EAS shall maintain an audit trail of account activity, updates, and user activity by card management personnel (e.g., primary vs. alternate A/OPC), as specified in C.8 *Security Requirements*.	44
55.	The EAS shall maintain in the account history an access log showing the times, dates, and actions of the user and A/OPC and make the history and logs available to authorized users.	44

Requirement Number	Requirement Text	LTD Test Step #
56.	The EAS shall maintain a log of all users who have accessed or made changes to an account and at a minimum, capture the following: a) When account was accessed b) Session history c) Record of all activities and changes made to account	45
57.	The EAS shall be capable of producing customizable access log reports for one or more specified accounts, in an electronic format.	46
58.	The EAS shall provide a Purchase account log functionality with the capability to run reports from the Purchase log data (e.g., aggregated strategic source data).	48
59.	The EAS shall provide a mechanism for the account holder or A/OPC to manage the convenience checks and options for the account. a) A/OPC can overrule the option to allow for convenience checks to be added to the account b) A/OPC may cancel request for additional checks c) Account holder requests convenience checks be added to the account and order additional checks d) Account holder and A/OPC are able view all spent checks on the account and stop payment on any outstanding checks	47
60.	The EAS shall provide summary data for convenience checks to include check numbers and names of merchants.	47
61.	The EAS shall provide a capability to allow account holders to verify all transactions listed on online statements with invoice/posted transactions and that the transactions match and any discrepancies shall be easily identifiable.	49
62.	The EAS shall provide a capability for account holders to verify that each transaction listed on the online statement and data for single transactions listed for online statements matches invoice/posted transactions. Additionally, the account holder is able to attach reconciliation notes/comments to individual transactions.	50
63.	The EAS shall provide a capability for approving and disputing individual transactions.	51
64.	The EAS shall provide authorized users with electronic review and manipulation of all captured transaction information to include the ability to: a) Support electronic reconciliation and certification of invoices b) Sort data by any field c) Filter out unnecessary information d) Edit account allocation manually, as needed e) Split transaction amounts into sub-units for multi-account allocation This includes summary roll-up, review, and manipulation at different levels and an account summary, including historical spend, delinquencies, month over month for a minimum of one year. An account snapshot shall include CBA credit limit fluctuations.	52
65.	The EAS shall provide a capability to approve all reconciled transactions from the account holder: a) AO and/or other account manager is alerted after account holder has completed reconciling transactions b) AO and/or other account manager is able to review each transaction and approve or reject individual transactions	53

Requirement Number	Requirement Text	LTD Test Step #
	c) When AO approves transactions, the EAS submits reconciled transactions for approval	
66.	The EAS shall provide a capability to write and have associated notes/comments recorded, tracked, and available. AO and/or other account manager is able to view rejected transactions and associated notes, un-certify the transaction, and notify account holders.	54
67.	The EAS shall provide a capability to the account holder, AO, or higher authorized approver so they can match credits to purchases.	55
68.	The EAS shall provide a capability for the A/OPC to dispute transactions. a) Clearly displays when an account holder or A/OPC disputes a transaction b) The EAS shall email both account holder and A/OPC notifying that a disputed transaction has been identified and is being processed c) Account holder and A/OPC can view the status of a dispute, cancel a dispute at any time, and ensure an email is sent to the account holder and A/OPC when resolved or provide the capability to cancel a dispute if the dispute was resolved with the merchant	56
69.	The EAS shall allow authorized users to access the EAS and view account statements and perform inquiries. a) View account statements b) Sort/filter transaction data using multiple data fields c) View itemized invoices associated with each statement entry d) The A/OPC can refine searches for specific account numbers and/or names	57
70.	The EAS shall update program and transaction data (to include delinquency information) as described in C.7.2 *Program and Transaction Data* to reflect all payments and transactions as of 11:59 p.m. Eastern Time on previous business day.	63
71.	The EAS shall provide authorized users with automatic default cost allocations for each transaction to include: a) Ability to assign an agency/organization account code automatically to each transaction as determined by the A/OPC b) Ability to assign a code based on the merchant, merchant category, account holder or any combination of these fields c) Account code shall be sufficiently long to accommodate the accounting string of any agency/organization (maximum 150 characters) d) Ability of the A/OPC to override the default code; agency/organization will specify multiple accounting codes at the task order level, as applicable	58
72.	The EAS shall provide the ability to search and sort by a specific value in a line of accounting (e.g., searching and sorting by organization codes within a common line of accounting).	57
73.	The EAS shall allow the A/OPC to override the default accounting codes and assign accounting codes to transactions.	58
74.	The EAS shall allow the user to allocate transactions with master accounting codes.	58

Requirement Number	Requirement Text	LTD Test Step #
75.	The EAS shall allow authorized users to allocate transactions across multiple lines of accounting and reallocate entire transactions to a new line of accounting.	59
76.	The EAS shall have the capability for reports to be downloaded into Microsoft Excel format, printed, and saved in a location specified by the user, and saved in the EAS for future reference. Reports shall not include PII.	60
77.	The EAS shall, at a minimum, provide the capability for users to create ad-hoc reports, save reports, modify reports, export reports to Microsoft Excel (.xls, .xlsx), .txt, .pdf, .csv or other formats specified by the designated agency/organization personnel.	61
78.	The EAS shall provide authorized users with the ability to flag and generate reports on transactions where state and local taxes have been assessed;	61, 62
79.	The EAS shall provide user defined date ranges (e.g., quarterly, biannually, annually) for report generation.	61, 62
80.	The EAS shall provide authorized users with standard commercial reports, by business line, as specified in C.7.3 *Reporting Requirements.*	62
81.	The EAS shall provide the capability to integrate and view standard GSA Data Files (see C.7.2 *Program and Transaction Data).* Note these reports are not a requirement of the EAS but will be validated as part of the LTD process. a) Government-wide Aging Analysis Data File b) Agency/Organization Refund Data File c) Socioeconomic Data File d) FedRooms Hotel Report (Travel Only)	64
82.	The EAS shall provide the capability to ensure all program and transaction data is secured, at a minimum, according to *C.8 Security Requirements*.	67
83.	The EAS shall provide connectivity that facilitates electronic information sharing among agencies/organizations to include: a) Ability to allow multiple users concurrent access to the application and, if requested by the designate agency/organization personnel b) Allows data through a local or wide area network (LAN/WAN) c) Ability to send email notification to cardholders of online statement availability Multiple connectivity options necessary to electronically link users using customer technology (options should include LAN, WAN, client/server, internet, and e-mail)	66
84.	The EAS shall provide authorized users with the ability to download data from the system. This includes the automatic creation and daily transmission of files containing accounting data (via secure electronic transfer) to agency/organization internal accounting systems. The Contractor shall provide program and transaction data in a format and frequency specified at the task order level (C.7.2 *Program and Transaction Data)*. If requested by the agency/organization, this shall include a custom interface file to any internal system(s) designated by the agency/organization. This custom interface file shall be created in such a manner that it can be imported into the agency's/organization's	68

Requirement Number	Requirement Text	LTD Test Step #
	system with no interaction, special programming, or manual entry of transaction data. • The Contractor shall also have the capability to compress custom interface files into zip files • The Contractor shall make adjustments or updates to the agency/organization interface as required by the agency/organization for revisions to agency systems, migration to new agency systems, and/or if the agency/organization contracts with a government shared service center for financial management services and provide authorized users with the ability to discern how a transaction is completed (e.g., point-of-sale, Internet), if passed by the merchant;	
85.	The EAS shall be available 24 hours a day, every day of the year, except in the case of routine maintenance and periodic upgrades for which the Contractor shall give a minimum of 30 calendar days' notice prior to the event. The Contractor shall notify designated agency/organization personnel about hardware/software patches done on an emergency basis to remove security vulnerabilities.	70
86.	The EAS shall conform to the requirements of Section 508 of the Rehabilitation Act: If the Contractor cannot certify Section 508 conformance by the time of award, the Contractor shall provide a plan stating the current conformance level and outlining what steps the Contractor is taking to become certified conformed. This plan shall also include a timeline of these steps and an estimated date for conformance certification. The Contractor will not be eligible to receive task order awards under this contract until the Contractor has provided sufficient documentation of 508 conformance to the GSA Contracting Officer, and the Contractor has been notified that the GSA Contracting Officer has accepted the submitted 508 certification (see J.10 *Attachment 10: 508 Conformance Testing* for further information). GSA reserves the right to access the Contractor's EAS in order to review the system for 508 conformance at any time. The EAS shall be recertified after each release (e.g., minor, major, or patch).	69
87.	The EAS shall be able to adapt to meet additional future requirements due to program volume growth and technological advances, as stated in C.2.2.1.3 *Technological Advance Transition*, at the Contractor's expense.	76
88.	The EAS shall require a unique identifier for every accountholder. a) The unique identifier should be system generated with a combination of alpha/numeric letters. b) The unique identifier could be linked to the account or account holder SSN. This allows for account identification other than using any part of the account holder account number. c) The agency would determine the convention (e.g., Purchase cards start with "P", Travel cards with "T" for identification, Integrated cards with "I").	71
89.	The EAS shall require an email address consistent or associated with the agency/organization, included but not limited to: .gov, .mil, .edu, for all account holders and approving officials, in addition to personal email addresses. The EAS shall prompt user (account holder and non-	72

Requirement Number	Requirement Text	LTD Test Step #
	account holders), to verify accuracy of e-mail addresses (in addition to other personal contact info), within 180 calendar days.	
90.	The EAS shall allow authorized users the ability to download all email addresses in the account holder account, including the AO.	73
91.	The EAS shall provide the ability to send messages to cardholders from the bank system.	74
92.	The EAS shall be accessible using the Apple, 'NeXT' Operating Systems (OS) for Macintosh (Mac) computers iPhones and iPads for the following versions: a) OS X (Released on September 13, 2000 as Mac OS X) b) Mac OS X through 10.11.x c) 10.11.0 (15A284) (released September 30, 2015) d) 10.11.1 (15B22c) (preview released on September 29, 2015) e) In addition to later and equivalent versions.	76
93.	The EAS shall be accessible to authorized GSA users at an aggregate government-wide level to run fraud analytic tools, perform inquires, view trends, view/update dashboards, run reports, and have the ability to export data.	75
94.	The EAS shall enable all comment(s) fields to be included in ad-hoc or canned reports and/or extracted when requested.	77
95.	The EAS shall retain all account data and attributes for all closed accounts, maintain all transactional data including accounts with no transactions, and make the data available for inclusion in reports (ad-hoc or canned).	78
96.	The EAS shall have a Cardholder View only access for the Financial Manager (FM), Financial Officer (FO), A/OPC for the cardholders over which they manage. **Note:** This view will allow the FM, FO, and A/OPC to help walk a cardholder through a process or help troubleshoot issues and create training materials.	79
97.	The EAS shall have the ability to upload supporting documentation (attachments) for each transaction in their statements at any time.	80
98.	The EAS shall allow all supporting documentation or statement attachments to be downloaded by the AOs, AOPCs, and FMs for each of the Cardholders they manage.	81
99.	The EAS shall maintain all supporting documentation or attachments to statements that were attached in alignment with C.7.2.4 *Record Retention and Retrieval,* unless otherwise specified by the agency/organization. The retention period for attachments to statements is permanent unless otherwise specified at the agency/organization Task Order level.	82
100.	The EAS shall have a minimum of eight discretionary fields designated (three designated for Travel only) for customized data population. The designated fields shall be populated by Agency level customized data. At the Task Order level, the contractor and Agency must develop requirement and an interface to supply and populate the data into the designated fields.	83
101.	The EAS shall maintain all Maintenance History including all maintenance events regardless of the source, to include maintenance: 1) performed by the Contractor 2) performed by the Agency and 3) performed through a Bulk Maintenance upload by the Agency and the	84

Requirement Number	Requirement Text	LTD Test Step #
	history will show the date, who performed the maintenance, and the changes that were made to the system and/or data.	
102.	The EAS shall display the Maintenance History log from within the EAS, make the log available to download into a report extract or query, Maintenance History Log should be able to be retrieved for most recent six (6) years with the remaining full log from the full period of performance available by other means (tape storage, etc.).	85
103.	The EAS shall allow authorized account managers to apply temporary changes to account(s) they manage including adding Begin Date and End Date fields, for such activity as MCC and/or Product Number/Code templates, single transaction and card limits, ATM cash percentages/amounts.	86
104.	The EAS shall maintain the Comments Field history and keep the history intact with an account (see C.7.2.4 *Record Retention and Retrieval*), even when a replacement card is issued or an account is closed.	87
105.	The EAS shall have an ATM cash percentages/amounts amount field and allow for each AOs, AOPCs, and FMs to modify this field for each of the accounts they manage.	88
106.	The EAS shall update the effected Cardholders ATM cash percentages/amounts settings as soon as the AOs, AOPCs, and FMs make changes to the field. Note: The Cardholder should have immediate access to the ATM Percent Cash that is set in the system as soon as the AOs, AOPCs, or FMs make the change in the EAS.	89
107.	The EAS shall provide the capability for the Agencies to create administrative user accounts (e.g., A/OPC's, Financial Analysts, etc.).	90
108.	The EAS shall provide the ability for the Agencies to upload BULK MAINTENANCE Excel files for all types of account changes to include, but not limited to, card limits, mass hierarchy realignments, MCC and/or Product Number/Code Templates, creditworthiness codes, discretionary code fields, and apply the changes to the accounts in the EAS.	91
109.	The EAS shall provide BULK MAINTENANCE upload capabilities to include the ability to assign a Begin Date and End Date for temporary changes to card limits, single transaction limits, ATM cash percentage, MCC and/or Product Number/Code templates, etc.	92
110.	The EAS BULK MAINTENANCE upload feature shall update all records uploaded in each upload with no limitations on the number of records in each session.	93
111.	The EAS shall allow for comments to be added for each BULK MAINTENANCE upload in a Comments Field and retain the comments in the Maintenance History Log. The Maintenance History Log should be able to be retrieved for most recent six (6) years with the remaining full log from the full period of performance available by other means (tape storage, etc.).	94
112.	The EAS shall provide the ability for AOPCs to designate required alert and email alert settings including an alert about auto close to be used, set reminders to verify contact information, phone, and email address, etc.	95
113.	The EAS shall have labeled fields so that the purpose is clear to users.	96

Requirement Number	Requirement Text	LTD Test Step #
114.	The EAS shall have flyover text on each field to display the full field name, hints or help for the user, and a link to system help and glossary.	97
115.	The EAS shall verify that when submitted and approved statement accounting is attached and if no accounting is attached an error message is displayed and the EAS does not allow for it to be submitted. Note: This happens when a cardholder does not have a default ASC at the time of the purchase.	98
116.	The EAS shall require all transactions to have proper accounting before they are approved and transmitted.	99
117.	The EAS shall allow the AO full control to reallocate statements until they are closed or auto-closed.	100
118.	The EAS shall provide the following functionality to support MCCs and/or Product Number/Code codes (as applicable): • Ability to establish an MCC and/or Product Number/Code template by Vendor Name, not Vendor MCC. • Ability to block a specific vendor from an MCC and/or Product Number/Code • Ability to limit the attributes of a single (or multiple) MCC and/or Product Number/Code within an MCC and/or Product Number/Code Template, including daily limits, cycle limits, # transactions, etc. • Display all given and pseudonym names.	101
119.	The EAS shall support an unlimited amount of Level Four (4) hierarchy numbers.	102
120.	The EAS shall send daily transactions to the Agency the day after transactions post with all account file data.	103
121.	The EAS shall validate that all vendors supply itemized details for all items purchased in each transaction, Level Three (3) data must be populated (as available).	104
122.	The EAS shall provide templates to allow for standardized and timely setup of FMs and FOs when employees change.	105
123.	The EAS shall provide templates to allow for standardized and timely setup and implementation of designated agency personnel.	105
124.	The EAS shall provide a Purchase Card Log (as applicable) attached to each statement within the EAS and allow cardholders could update tracking purchases and checking off when they post and show the AO who authorized the purchase and date of authorization. The EAS shall enable accountholders to attach documents to statements or transactions, as outlined in the requirements at the agency/organization task order level.	106

C.7.1.1 EAS Load Testing Results

The GSA SmartPay Program has over three (3) million account holders from customer agencies/organizations who shall have access to the EAS. The Contractor shall provide the GSA COR an EAS that meets industry standards for web server bench-marking and provide the results and testing tool outputs across varying combinations of requests and loads per customer agency/organization to the GSA COR, in the following areas:

- Load Size Testing at 1.5 million concurrent users (50%) to report on system performance and noted reductions in response times/errors/etc.;
- Scaled Load Testing from 1.5 million concurrent users to 1 million and from 1 million to 500

hundred thousand users. Each scaled group is representing concurrent users with 5-10 transactions at a time;
- Scaled Load Testing results to be completed for 5 simulations in each area and results presented graphically and as reported from the testing tools used;
- Average Response Times for each new connection or request;
- Peak Response Times for each new connection or request;
- Response Error Rates;
- Number of requests that can be served per second;
- Elapsed time from receiving a request to processing and sending responses (satisfying requests/completing processes or operations which require responses to the requestor);
- Throughput in bytes per second (depending on bandwidth, file size, etc.);
- CPU Utilization for the transaction servers; Web Services; and memory utilization; and
- Latency.

C.7.1.2 Transaction Authorizations

For the Purchase, Travel, and Integrated Programs, the Contractor shall provide a system with domestic and international transaction authorization support, 24 hours-a-day, every day of the year. For the Fleet Program, the Contractor shall provide a system supporting domestic authorization, 24 hours-a-day, every day of the year. Transactions violating restrictions established by authorization controls shall be denied authorization at the point-of-sale. The authorization system shall have a backup system in place should the Contractor's normal authorization system malfunction or become otherwise inoperable. Immediate override capabilities shall be provided to allow the GSA COR or authorized A/OPC to direct the Contractor to authorize specific transactions that may otherwise be prohibited. The Contractor shall have a method in place to ensure that the request to override a transaction, including those related to unusual spending patterns, is from an authorized individual.

C.7.1.2.1 Bulletins and Alerts

The Contractor shall immediately notify the GSA COR and agency/organization of bulletins or alerts, issued either by the Contractor or the brands, which may impact acceptance of the card or payment solution at the point-of-sale. This includes both domestic locations and international regions/countries. The notification shall include the areas affected, the duration of the alert, and steps that account holders can take to continue use of the card in the affected areas. Additionally, the Contractor shall notify the agency/organization of any changes to merchant category codes by the brands/networks and/or associations. The Contractor shall provide the following, unless otherwise specified by the agency/organization at the task order level:

- **Email Alert Service**: The Contractor shall instantaneously notify account holders' supervisors, AOs, A/OPCs, and other individuals specified by the agency/organization, electronically, via an encrypted email service, of individual transactions made by each account holder. This service will default to sending an email alert for every transaction made, however, each agency/organization shall have the capability to turn off this function or reduce the frequency of the alerts, as requested at the task order level.
- **Mobile Alert Service**: The Contractor shall instantaneously notify account holders' supervisors, AOs, A/OPCs and other individuals specified by the agency/organization, via a mobile application (e.g., text message, mobile EAS push notifications) of individual transactions made by each account holder. This service will default to sending a mobile alert for every transaction made, however, each agency/organization shall have the capability to turn off this function or reduce the frequency of the alerts, as requested at the task order level.

C.7.1.3 Posting of Transactions

All electronic transactions, including payments received from the Government, shall be posted on the same day of the Contractor's receipt of the posted and settled transaction. Posted credit transactions shall include the reference number assigned at the time of the original charge or another identifier to

enable account holders to match the original charge with the credit. Manual transactions shall be posted on the same day of the Contractor's receipt of the posted and settled transaction. The Contractor shall ensure that there are adequate tracking controls for manually processed transactions.

C.7.1.4 Backup System

The Contractor shall have a backup system and procedures in place to ensure that transaction processing and EAS services are not interrupted during system failures, except in the case of routine maintenance and periodic upgrades for which the Contractor shall give the prescribed advance notice prior to the event. The backup system shall secure and protect all databases, information, and systems in the government payment solution program(s) against deliberate or inadvertent loss, degradation, alteration, or damage of information. The backup system shall ensure continuity of customer payment programs.

C.7.2 Program and Transaction Data

The Contractor shall support a secure interface to GSA and agency/organization systems (e.g., financial, travel, procurement, data warehouse, fuel reporting) to pass data to and from GSA and agency/organization systems, as required by GSA and the agency/organization. The Contractor shall provide GSA and the agency/organization with program and transaction data, as available. The Contractor shall provide the program and transaction data via secure electronic file transfer daily, unless otherwise as requested by the agency/organization. At a minimum, the Contractor shall support are XML, XBRL, ASCII and/or other mutually agreed upon formats. Additional formats may be specified by the agency/organization at the task order level.

C.7.2.1 Transaction Data

The Contractor shall provide, at a minimum, the ability to receive and pass Level 1, 2, 3 and enhanced (if applicable) transaction data. The Contractor shall forward to GSA and the agency/organization all data received from merchants and passed to the Contractor. Program data shall be available at the frequency requested by GSA or the agency/organization. Additionally, the Contractor shall provide the transaction data (each business day) to GSA and the agency/organization through secure electronic file transfer (XML format or a standard flat file format (e.g., ASCII format)), unless frequency to agency/organization is otherwise specified at the task order level.

The Contractor shall provide the transaction data elements included in, but not limited to, J.16 *Attachment 16: Program and Transaction Data Table*. As additional or enhanced data elements are available from the merchant and obtained by the Contractor, the Contractor shall pass the data to GSA and the agency/organization. The Contractor shall transmit all data provided by merchants and obtained by the Contractor to the Government. Once data has been transmitted to the Government and is in the Government's possession, the data becomes the property of the Government. The Government reserves the right to require the resubmission of transaction data does not meet the data quality standards specified by GSA or the agency/organization. The Contractor shall resubmit the data within the timeframe defined by GSA or the agency/organization at no additional cost.

C.7.2.2 Program Data

The Contractor shall provide each A/OPC with online access to program data (See C.7.2 *Program and Transaction Data*) to enable program implementation and program management activities including, but not limited to:

- Online form preparation and submission;
- Account set-up;
- Account maintenance;
- Activating/deactivating a card;
- Reissuing a card;
- Updating required authorization controls;

- Disputing a transaction;
- Sorting, reviewing, and manipulating transaction data;
- Downloading reports, statements of accounts, or invoices;
- Generating ad hoc reports; and
- Granting and restricting EAS and data access;
- Identifying a data/reporting point of contact;
- Notifying GSA and agencies/organizations of any changes in data/reporting personnel;
- Addressing GSA and agency/organization identified data discrepancies in a timely manner to respective parties.

The Contractor shall provide A/OPCs and AOs with the ability include access limitation capabilities, as specified at the task order level. This access shall be granted, tracked, and viewable in accordance with C.7.1 *Electronic Access System*.

C.7.2.2.1 Master File

The Contractor shall develop, maintain, and update a master file for each account holder, AO, A/OPC, DBO, TDO, EDI Office (EO), report office, and alternates. The master file shall be electronically accessible to the A/OPC. A/OPCs may request the Contractor make changes to the master file at no additional cost. The A/OPC shall be able to browse the master file via a secure web browser, as well as request the entire file to be sent through Secure Electronic File Transfer (SFTP).

Required changes to the master file resulting from program requirements, internal reorganizations, personnel movements, or other agency/organization changes, shall be completed within five (5) calendar days after receipt of such changes. Appropriate forms for such changes shall be provided by the Contractor and be accessible electronically by agencies/organizations. The Contractor shall ensure data integrity within all program related systems (e.g., a change to the master file shall result in system-wide changes for all program data). The Contractor shall:

- Develop all program forms;
- Date and number all program forms;
- Ensure the program forms capture data required in C.8.14 *Authorization Controls*; and *Attachment 16: Program and Transaction Data Table*.
- Provide a copy of any proposed additions/revisions/deletions to the GSA COR at least 7 calendar days prior to the Contractor's notification to the agencies/organizations of any change in forms. The GSA COR reserves the right to disapprove any proposed change to the form(s). New or updated forms and explanation of such shall be electronically provided to each participating A/OPC, at all levels, at least 14 calendar days prior to the effective date of the addition/change;
- Accept all forms completed by a participating agency/organization and approved by the A/OPC electronically;
- Assist participating agencies/organizations in completing forms, as requested, and;
- Have the ability to transfer account holders and accounts within an agency/organization level without reissuing a new charge card, if requested by the participating agency/organization.

The Contractor shall provide electronic copies of each program form, which can be downloaded from the EAS as needed by GSA or the A/OPC, and process forms within timeframes specified. The Contractor shall maintain updated contact information on program forms. Upon request from the GSA Contracting Officer or authorized agency personnel (e.g., A/OPC), the Contractor shall provide a current, complete, and accurate master file of all program participants in a mutually agreeable format, within 30 calendar days of the request.

The master file shall record the information listed in J.16 *Attachment 16: Program and Transaction Data Table*. In addition to the information listed herein, the master file shall include additional master file information required at the task order level. The master file shall also include any and all information maintained and/or recorded in the same manner as performed commercially, in accordance with standard commercial practice for business lines. Agencies/organizations may require additional master file elements to be recorded and will state specific requirements at the task order level.

NOTE: The Contractor shall also provide a means to accept agency/organization payment files used for disbursement against designated accounts(s) for transactions under ePayables solutions.

C.7.2.2.1.1 Master File for Purchase Transactions

The Contractor shall record the following information as established and set-up by the agency/organization: 12-digit alphanumeric identification number (This number may be used at the option of the Government as a cross check with personnel records to verify account holder employment); and Convenience check access indicator (e.g., whether user is authorized to utilize convenience checks) and limits. Agencies/organizations may require additional master file elements to be recorded and will state specific requirements at the task order level. The Contractor shall also have the ability to record ATM access indicator (e.g., whether user is authorized to utilize ATMs) and limits.

C.7.2.2.1.2 Master File for Individually Billed Accounts (IBAs)

The Contractor shall record the following information: 12-digit alphanumeric identification number (this number may be used at the option of the Federal Government as a cross check with personnel records to verify account holder employment); and Billing address (minimum 30-digit alphanumeric field per line, 4 line address).

C.7.2.2.1.3 Master File for Fleet Transactions

The Contractor shall record the following information:

a. Customer Unit Information (Card Assignment);
b. Customer Account (Contractor's internal accounting control method for identifying the customer unit. This may or may not be the same as the card account number);
c. Federal Excise Tax (FET) Exempt Status (necessary to determine if Federal Excise Tax should be deducted from the customer unit's invoice or merely identified. The Contractor may devise any method they choose to perform this function);
d. Shipping Address (the Contractor shall maintain a record of the address to which each card was shipped as well as a contact name and phone number); and
e. Authorized Order Placement (the Contractor shall maintain a record of the office or persons authorized to place further card orders against the task order or make changes to card information as well as a contact name and phone number).

C.7.2.3 Use of Data

GSA SmartPay information and data collected, shall be used only for carrying out the provisions of this Master Contract. GSA SmartPay information and data shall only be accessible to authorized personnel, unless otherwise specified by GSA and/or the agency/organization. Disclosure to anyone other than an authorized officer or authorized employees of the Contractor shall require written approval of the GSA CO and/or agency/organization. The Contractor shall restrict access to program and transaction data and the ability to request changes to the information herein:

- GSA shall have access to all program and transaction data, except as limited by GSA Contracting Officer (e.g., security sensitive information);
- Data shall only be accessible access to individuals authorized by this contract or a designated representative of the agency/organization (See H.14 *Kick-Off Meeting)*;
- Designated representative of the agency/organization shall be able to grant, restrict, or revoke access to data, in writing or through the EAS;
- Information shall be based on an established reporting hierarchy restricted to inquiring agency/organization and subsequent level (e.g., Department of the Interior shall have access only to Department of Interior information, National Park Service shall have access only to National Park Service information, Yellowstone National Park shall have access only to Yellowstone National Park information, an account holder shall have access only to their account information) and business line;
- Higher levels of security shall be implemented for reviewing detailed transaction data, but lower levels of security can be implemented for obtaining program forms and training materials, unless

otherwise specified; and
- Demonstrate and provide encrypted email capability and ensure the safety of data transmitted through email by providing encrypted email capability.

Any information and data collected shall be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output shall be given the same level of protection as required for the source material. Except as provided elsewhere in this contract, the Contractor shall not disclose information or data except to the individual specified in this contract. Only those disclosures specifically preauthorized in writing by the GSA Contracting Officer may be made, and only when it is clearly shown by the Contractor that such disclosures are essential to successfully perform this contract.

C.7.2.4 Record Retention and Retrieval

In addition to the record retention requirements of *FAR Part 4.703 Contractor Records Retention*, the Contractor shall serve as the document repository agent for all GSA SmartPay transactions. The Contractor shall maintain electronic records of all transactions for a period of six (6) years after final contract payment. Final contract payment is defined as the final payment for the particular charge under each agency's/organization's task order. If the Contractor elects to add new file formats, then the Contractor shall provide a proposal to the GSA Contracting Officer that identifies the new file format and a schedule for implementation. The GSA Contracting Officer will have 30 calendar days to review and approve/disapprove the proposal. Any new file formats will be incorporated by contract modification.

The Contractor shall provide the requested information in an electronic format within thirty (30) calendar days of contract modification, unless otherwise specified, at no cost to the Government.

Contractors shall provide online access to data (e.g., through the EAS) to GSA and the agency/organization for six (6) years after the occurrence of each transaction. Review/approval and reconciliation data are considered to be parts of the transaction and shall be subject to the same six (6) year record retention requirement. Should an agency/organization decide to use the Contractor's EAS as their official record keeping system then the agency's/organization's data, shall be subject to the same six (6) year record retention requirement from the date of creation. Longer transaction record retention and retrieval requirements than those mentioned above may be necessary and will be specified by an agency/organization in task order level requirements.

C.7.2.5 GSA SmartPay Data Warehouse

GSA is responsible for the operation and maintenance of the GSA SmartPay Data Warehouse. GSA developed a data warehouse to support the GSA SmartPay Program with transaction data and reporting. The Contractor shall provide the Data Warehouse Custom File (DWCF) (J.25 *Attachment 25: GSA SmartPay Data Warehouse Custom* File), or other mutually agreed upon file formats, with detailed transaction data as specified in C.7.1 *Electronic Access System* to be fed into the GSA SmartPay Data Warehouse by GSA. The Contractor shall provide all transaction data in a standard commercial flat file format (e.g., ASCII format) with the option to provide additional file formats including, but not limited to XML and XBRL. The flat file shall be transmitted electronically on a daily basis through SFTP at an FTP address to be specified by GSA. GSA reserves the right to unilaterally change the electronic format specified at no cost to the Government during the contract period.

The Contractor shall provide GSA with complete data dictionaries for all data elements that shall be made available to agencies/organizations upon request. At a minimum the data dictionaries shall include detailed field level descriptions, business rules used, data lengths, data types, and file layouts. In addition, the Contractor shall provide GSA with the data specified in (a) to (d) of C.7.3.2 *GSA SmartPay Program-wide Reporting Requirements* (below), which is required for oversight and management of the program. The Contractor shall provide the capability for GSA to utilize the ad-hoc reporting functionality of the EAS for any additional future reporting needs that are not listed in the aforementioned sections.

All data fields are mandatory; each field must contain the proper data/value when available and shall not be left blank. All files shall be in CSV or other mutually agreed upon file formats.

C.7.3 Reporting Requirements

GSA and agencies/organizations may choose to receive some or all of the following reports and shall determine the frequency, distribution points, and method of transmission at the task order level. The agency/organization may develop performance objectives to assess Contractor compliance with agency/organization reporting requirements at the task order level.

For each performance objective, the agency/organization may specify performance standards, acceptable quality level, and a method of assessment. Examples of performance objectives for reporting include, but are not limited to, timeliness and accuracy of the reports.

The Contractor shall provide the ability for GSA and/or agencies/organizations to create ad-hoc reports based on program and transaction data elements. Reports shall include the ability to roll-up or break down the reports by agency/organization levels within an agency/organization (e.g., department, major components within a department, offices within major components, sub-elements within offices) and summary levels. The Contractor shall offer standard commercial reports. If the Contractor has a commercial report that will meet the stated specific need, it may propose that report as an alternative and the GSA COR shall decide if the alternative may be substituted, if demonstrated to meet the requirements.

Transmission of all reports is required through the EAS (see C.7.1 *Electronic Access System*), unless otherwise specified by the agency/organization at the task order level. At a minimum, the reports shall correspond with the agency/organization billing cycle. The Contractor shall offer alternative electronic reporting cycles (including, but not limited to, daily, weekly, monthly) to meet agency/organization specific requirements. The Contractor shall provide data separated by transaction type (i.e., Purchase, Travel, Fleet) for reporting purposes, unless otherwise specified by GSA and/or the agency/organization. Release of program and transaction data is governed by 5 U.S.C. § 552, Freedom of Information Act (FOIA) in most instances. Reports shall be, in accordance with agency/organization FOIA compliance procedures.

All data and reports provided by the Contractor shall be consistent. All reports shall be titled, dated, numbered, and paginated. Report information shall coincide with invoice information and transaction data information. All reports shall reflect charges made in foreign currency converted into U.S. Dollars and include conversion rates and other third-party fees in accordance with C.3.3.16.2 Foreign Currency Conversion, unless otherwise specified at the task order level. If a report due date falls on a weekend day or a recognized Federal holiday, the report shall be due on the next business day. The Contractor shall, at a minimum, include report specific information to the addressee(s) to whom the reports are directed, including: contact name; mail address; report title/number; report address; area code and telephone number, including fax number; agency/organization level; and reporting period.

C.7.3.1 Agency/Organization Reporting Requirements

Reports shall be submitted electronically, unless otherwise specified by the agency/organization at the task order level:

a) **1057 Report:** This report lists summary merchant demographic information (e.g., minority, women-owned business) on a quarterly and cumulative FY basis. It shall be in merchant TIN ascending numeric order and include amount of purchase, merchant name, merchant address, merchant demographic information, the North American Industrial Classification System Code, and size standard. This report is used by the agency/organization in tracking the fulfillment of small business and small disadvantaged business goals.
b) **Reserved.**
c) **Account Activity Report:** This report consists of summary totals for the reporting period, the FY-to-date, categorized by card and agency/organization. This report is used at all levels to obtain and manipulate program data. This report includes complete account activity, both active and inactive, and includes an agency/organization hierarchy roll-up section. It reports current and FY account activity. It may segregate charges and credits by individual or agency/organization

accounts with current period totals of the data elements identified. It may include merchant information such as name, address, and MCC (as applicable). Additional Fleet-specific elements can be found in C.7.3.1.3 *Additional Fleet Transaction Reports*.

d) **Account Change Report:** This report lists any changes made to the master file information specified in C.7.2.2.1 *Master File.*

e) **Approving Official Listing/Span of Control Report:** This report provides a listing of AOs within the agency/organization, the number of accounts and names of account holders under each AO, and additional elements determined at the agency/organization task order level (e.g., account holder contact information).

f) **Current Accounts Report:** This report lists all accountholders in alphabetical order and includes all information necessary to identify and contact the account holder. The Travel program information shall distinguish between IBAs and CBAs.

g) **Declined Transaction Report:** A report that includes a list of declined transactions and the reasons for the decline.

h) **Delinquency Report:** This report lists account status for each 30-120+ day time frame (e.g., 30, 60, 90, 120 or more days). The Travel program information shall distinguish between IBAs and CBAs.

i) **Detailed Electronic Transaction File:** This electronic file lists each account holder's detailed transactions for the reporting period and contains all transaction data. This file is used by the agency/organization in processing transactions through their financial systems and for reporting purposes.

j) **Fraud Analytics Report:** This report or series of reports identifies lost, stolen, invalid or canceled cards, declined transactions and unusual spending activity, and details such as unusual transaction activity. It includes current and past due balances. The Contractor shall include customer specific fraud, misuse and abuse data elements and reporting analyses, as specified in C.7.4.3 *Fraud Analytics.*

k) **Government-to-Government Transaction Reports:** Summary and ad hoc reports outlining government-to-government transactions as specified in C.3.1.1 *Tier 1: Required Product and Service Offerings.* Reports, at a minimum, include, Daily Settlement Report, Daily Chargeback Report, and a Monthly Agency/Organization Report.

l) **Invoice:** This requirement pertains to the official invoice and required data elements are listed in C.3.3.7 *Invoices*.

m) **Invoice Status Report:** This report lists payment status on each outstanding invoice and includes all transaction data including original invoice number and other references required to identify charges (e.g., ticket number).

n) **OMB Report:** This report provides transaction data required by *Chapter 5 – Performance Metrics and Data Requirements of OMB Circular A-123, Appendix B*. This report shall include a program type identifier (e.g., Purchase, Travel, Fleet, Integrated). Examples of this transaction data includes, but is not limited to number of cards, and number of active accounts.

o) **Payment Performance and Refund Report:** This report lists the payment performance (average payment time) and any refunds paid to the agency/organization level. It includes total net charge volume, payment performance, refund amount, payment method and transaction type (e.g., ePayables, large ticket items). The report should adhere to the following standards:

- At a minimum, the report shall correspond with the agency/organization billing cycle,
- Data shall be separated by business line (i.e., Purchase, Travel, Fleet), unless otherwise specified by GSA and the agency/organization, and
- Use the file naming convention and format, as specified in the example below:

•

Field Name	Examples
Business Line	Purchase, Travel (IBA or CBA), Fleet
Transaction Type	ePayables, Large Ticket, Standard, etc.
Payment Method	Convenience Check, Charge Card, etc.
Net Charge Volume	$1,000,000.00
Refund-Eligible Net Charge Volume	$800,000.00

Basis Points Refund Multiplier	0.0008 (8 basis points)
Refund Amount	$640.00 ($800,000 x 0.0008)
Percentage of Potential Refunds Earned	80.00% ($800,000 x0.008) ÷ ($1,000,000 x 0.0008)
Payment Performance	Days (Average Payment Time)

The explanation of how the percentage of potential refunds earned by the agency/organization shall be characterized to highlight the variances in potential refunds earned and the actual refunds earned as depicted in the example above. This report is used by the agency/organization to analyze payment performance and refunds as well as for audit purposes. This report shall include daily accrual figures. This report shall also include the percentage of potential refunds earned by the agency/organization and an explanation of how this figure was derived.

p) **Pre-Suspension/Pre-Cancellation Report:** This report lists accounts eligible for suspension or cancellation as defined in C.3.3.11 *Suspension Procedures* and *C.3.3.12 Cancellation Procedures* identifies account name, account number, status, balance past due, number of days past due, and interest penalty for CBAs. The Travel program information shall distinguish between IBAs and CBAs.

q) **Refund Detail Report:** This report details refunds earned by each agency/organization by organizational level and by payment method (e.g., standard transaction, ePayables, large ticket items). This report shall also include the percentage of potential refunds earned by the agency/organization and an explanation of how this figure was derived. This report shall include daily accrual figures.

r) **Renewal Report:** This report lists cards/accounts due to expire and identifies account name, account number, expiration date, and any other information required to determine renewal status.

s) **Statistical Summary Report:** This report shall provide program summary information. This report lists dollar volume, ATM volume, number of transactions, active account holders, total accounts, new accounts, miscellaneous fees, transaction type (e.g., convenience check, ATM, large ticket) and identification of fees (e.g., fees for customized services, fees for convenience checks, fees for value-added product and service offerings) on a current and FY basis. Fleet-specific elements can be found in C.7.3.1.3 *Additional Fleet Transaction Reports*.

t) **Summary Quarterly Merchant Analysis Report:** This report lists, by FY, a detailed quarterly and cumulative summary of the top 100 merchants, by individual merchant, city, state, and service type, in total dollars and total number of transactions. This report is used by the agency/organization to negotiate better discounts with merchants and trend analysis.

u) **Summary Quarterly Merchant Ranking Report:** This report lists, by FY, a quarterly and comparative summary by name and type of merchant, ranking the major merchants and their dollar charges, along with a percentage breakdown of totals and changes from the previous quarter as well as, the same quarter of the previous year, if applicable. This report is used by the agency/organization for market and trend analysis.

v) **Summary Quarterly Merchant Report:** This report lists, by FY Quarter, summary spending information by merchant category codes (MCCs) and Product Number/Code. This reports MCC description, number of transactions per MCC, total dollar amount per MCC, and average dollar amount per MCC. This report is used by the agency/organization to summarize supplier categories where the agency/organization dollars are spent, and trend analysis. This report shall also show which MCCs are listed in each template.

w) **Suspension/Cancellation Report:** This report lists accounts that have been suspended or canceled as defined in C.3.3.11 *Suspension Procedures and C.3.3.12 Cancellation Procedures* and identifies account name, account number, status (suspended or canceled), date of status, balance past due, number of days past due, and interest penalty. Travel information shall distinguish between IBAs and CBAs.

x) **Transaction Dispute Report:** This report lists all outstanding and resolved transaction disputes and includes all information necessary to identify, track, balance, and obtain status on the dispute from the original charge through resolution. This report shall include all attributes of the original charge. Travel information shall be distinguished by IBAs and CBAs.

y) **Write-Off Report:** This report lists the amount of the write-off and date written off. This report is used by the agency/organization to identify problem areas to better manage delinquencies in the future, to analyze and project programmatic data for the future, and to verify and balance delinquent data in contract reports. Travel information shall distinguish between IBAs and CBAs.

C.7.3.1.1 Additional Purchase Transaction Reports

The Contractor shall also provide the Purchase transaction-specific data and reports listed in this section:

- **Cash Withdrawals Report:** This report lists the number of cash withdrawals and withdrawal limits for each account/account holder. This report shall distinguish between ATM and Non-ATM cash withdrawals.
- **Summary Quarterly Purchase Report:** This report provides a summary of purchases under the micro-purchase threshold as described in FAR Part 2.101 *Definitions*. It also provides a summary of purchases over the micro-purchase threshold. It includes number of transactions, the dollar volume and comparative percentages for the current reporting period and FY activity.

C.7.3.1.2 Additional Travel Transaction Reports

The Contractor shall also provide the Travel specific data and reports listed in this section:

- **Airline Credit/Refund Report:** This report lists all credits, including refunds, by IBAs and CBAs. It includes merchant name, credit amount, and credit date. If available, the Contractor shall provide the original ticket number for which the credit was issued.
- **Cash Withdrawals Report:** This report lists the number of cash withdrawals and withdrawal limits for each account/account holder. This report shall distinguish between ATM and Non-ATM cash withdrawals.

C.7.3.1.3 Additional Fleet Transaction Reports

The Contractor shall also provide the Fleet-specific data listed in this section:

- **Account Activity Report:** Data elements required for the reporting period are: total transactions; total units for the reporting period for each fuel type by unit type; total taxes for each state by tax category; total gross fuel charges for each fuel type; total gross non-fuel charges for non-fuel category; total net fuel charges for each fuel type; total net non-fuel charges for non-fuel category; grand total gross fuel charges; grand total gross non-fuel charges; grand total taxes deducted; grand total net fuel charges; and grand total net non-fuel charges.
- **Statistical Summary Report:** Data elements required for the reporting period are: agency/organization; customer account; task order number; fuel sales (purchases made using card); non-fuel sales (purchases made using card); number of fuel transactions; number of non-fuel transactions; miscellaneous charges (line item description); number of active (recently used) cards; new cards issued; number of replacement cards issued; number of cards cancelled; number of cards reported lost; number of cards reported stolen; total customer units (accounts); total new customer units; and total number of cards in inventory.

NOTE: Additional reports can be determined at the agency/organization task order level.

C.7.3.2 GSA SmartPay Program-wide Reporting Requirements

The Contractor shall provide the following reports, at no additional cost, to GSA and to any agency/organization (within the span of their control) as requested at the task order level. Additionally, the Contractor shall provide the capability for GSA to utilize the ad-hoc reporting functionality of the EAS Systems for any additional future reporting needs that are not listed in the aforementioned sections. The Contractor shall provide reports in alignment with the structure, completeness and format outlined in this section unless otherwise specified by GSA. Reports due on the same date shall be submitted in a single email to SPDeliverables@gsa.gov, as file size allows. Reporting shall begin at the start of the transactional period of performance and historical reports shall be provided back to that date.

All data fields are mandatory; each field must contain the proper data/value and shall not be left blank. All

files shall be in CSV or other mutually agreed upon file formats.

a) **Monthly Spend Reports:** The *Monthly Spend Report* shall support information for the Purchase, Travel, Fleet, and Integrated transactions, and shall be provided in a single Microsoft Excel workbook with each month separated into individual worksheets.
   - Report Format Instructions: This report provides, by FY Month, spend, transactions, and account holders by agency for each business line. The report shall have a header row with the specific field names noted below, and there shall be no blank cells or rows. If an agency has zero activity for the month, zeroes shall be placed in the appropriate fields to indicate no activity. The report shall have all cells formatted as text or number fields as stated below. Each worksheet of the report shall be labeled with the full name of the month associated with the report, (e.g., October, November, December).
   - Agency List Instructions: The list of agencies shall be the same across all business lines and have been provided in J.8 *Attachment 8: Agency Names and Acronyms.* Each agency name shall be spelled out in its entirety, for example, Department of Defense as opposed to DOD. All sub-agencies shall be reported under the main-agency, for example, Air Force, Army, Navy, and Marine Corps shall be reported under the Department of Defense line item agency. All other agencies that are not separately listed below shall be reported under *X-Misc. Independent Agencies (Contractor Name)*. All Tribal organizations shall be listed *under X Misc. Tribal Organizational (Contractor Name)*.
   - The report shall be sent by the tenth (10) calendar day after the end of each FY Month and shall remain consistent in file naming convention and format, as specified below:

Table 15: Monthly Spend Report Format

Field Name	Data Type	Field Length	Notes
Contractor Name	Text	4	
Month Name	Text	12	Full name of the month
Fiscal Year Number	Text	4	YYYY
Program Type Name	Text	30	Purchase, Travel IBA, Travel CBA, Fleet
Agency Name	Text	75	
Spend Amount	N	22	Inactivity shall be indicated with a 0
Transaction Count	N	22	
Card Count	N	12	

b) **Monthly Convenience Check Report:** The Contractor shall provide monthly convenience check spend reports including spend and transaction data on an agency/organization level. The Contractor shall provide GSA with convenience check transaction data including, but not limited to, Contractor name, fiscal month name, FY, program type (i.e., Purchase, Fleet), agency/organization name, convenience check spend amount, transactions, etc. This report shall be sent by the 10th calendar day of each FY Month. Monthly convenience check reports shall remain consistent in file naming convention and format, as specified below:

Table 16: Monthly Convenience Check Report Format

Field Name	Data Type	Field Length	Notes
Contractor Name	Text	4	
Month Name	Text	12	Full name of the month
Fiscal Year Number	Text	4	YYYY
Program Type Name	Text	30	Purchase, Travel IBA, Travel CBA, Fleet
Agency Name	Text	75	

Field Name	Data Type	Field Length	Notes
Monthly Spend Amount	N	22	Inactivity shall be indicated with a 0
Monthly Transaction Count	N	22	
Monthly Fees	N	12	
Fiscal YTD Spend	N	22	Inactivity shall be indicated with a 0
Fiscal YTD Transactions	N	22	
Fiscal YTD Fees	N	12	

c) **Government-Wide Aging Analysis Report:** The *Government-Wide Aging Analysis Report* shall support information for the Purchase, Fleet, Travel, and Integrated transactions, and shall be provided in a single Microsoft Excel workbook with each month separated into individual worksheets. Each workbook shall contain an entire FY of *Government-Wide Aging Report* data.

- Report Format Instructions: This report lists a summary account status and ranking for 31-120+ day time frame on a government-wide basis for each agency/organization and each business line. It shall separate account status by 31, 61, 91, 120+ days past billing, write-offs and recoveries, by agency/organization, and include both IBAs and CBAs. The report title shall be in the following format: [Contractor Name] Government-Wide Aging Analysis Report YYYY-MM. Each worksheet of the report shall provide the month associated with the report, (e.g., October, November, December)
- Agency list Instructions: The report shall use the naming convention for the list of agency/organizations provided in J.8 *Attachment 8: Agency Names and Acronyms.* Each Contractor shall only report those customers it supports. If an agency/organization reports across several business lines, the data should be sorted by customer, then business line, such that all customer information is reported together (order of the customers and business lines are highlighted in the example below). The report shall be sent by the tenth (10) calendar day after the end of each FY Month. Should the tenth calendar day fall on a weekend day or a recognized Federal holiday, the report shall be sent on the next business day.

Table 17: Government-Wide Aging Analysis Data File Format and Structure

Field Name	Description
Agency/Organization Name	Name of the AO's agency/organization
Agency/Organization ID Number	Codes identifying Federal and Federally Assisted Organizations (formerly FIPS 95-2) or any future Federal identification coding system. Available at http://csrc.nist.gov/publications/nistpubs/index.html, Document# sp 800-87
Contractor Name/ID	Name of the contractor/contractor identifier as defined by the government
Outstanding Balance	Total dollar amount due to the issuing Contractor
Current Balance	The dollar amount of unpaid charges made during the monthly billing cycle most recently completed
Number of accounts Past Due	Number of accounts past due for the following aging buckets: 31-60 days, 61-90 days; 91-120 days; over 120 days past billing (excluding write-offs)
Dollar amount of unpaid charges Past Due	Total amount of unpaid charges past due for the following aging buckets: 31-60 days, 61-90 days; 91-120 days; over 120 days past billing
Number of Accounts Written-off	Number of accounts that have been written off
Total Dollar in Write-offs*	Total amount written off

Field Name	Description
Total Dollar in Recoveries	Total amount of dollars recovered from previously written off transactions
Program Type	Code identifying the type of the business line (e.g., Purchase, Fleet, IBA Travel, CBA Travel)

***Do not send net write-off figures (e.g., write-offs less recoveries)**

d) **Government-to-Government Transaction Reports:** The Contractor shall provide Government-wide summary and ad hoc reports outlining government-to-government transactions as specified in C.3.1.1 *Tier 1: Required Product and Service Offerings*.

e) **Agency/Organization Refund Reports:** The Contractor shall provide a copy of each Payment Performance and Refund Report (Section C.7.3.1 (o)) and Refund Detail Report (Section C.7.3.1 (q)) as provided to agencies/organizations, from the start of the transactional performance going forward. Reports are due to the GSA COR by the 15th calendar day following the end of each fiscal year quarter in which the refunds are paid. The file format shall be .csv or the most current version of MS Excel (i.e., .xlsx).

f) **Quarterly Refund Review Data Files Report:** The Contractors shall provide data supporting quarterly refund review efforts. In support of quarterly re-calculations of refunds earned by Chief Financial Officer Act Agencies, Contractors shall provide transaction-level data. This data shall include all data variables necessary for the time period under review, as identified by GSA. Each set of data shall include but is not limited to transaction type (e.g., Purchase, Travel, Fleet, ePayable, Large Ticket), transaction posting date, transaction code, and transaction amount. For comparison purposes, Contractors will also include at the program type level, their calculation results that contribute to determining refunds paid. These summary variables will include net charge volume for the period and total refunds earned. Contractors shall provide quarterly refund review data files for agencies beyond the CFO Act Agencies, upon request, at no additional charge to the Government. This report shall be sent by the 15th calendar day following the end of each FY Quarter.

g) **RESERVED**

h) **Monthly Card-Not-Present Report:** The Contractor shall provide data supporting Card-Not-Present Reports. Each set of data shall include but is not limited to program type (i.e., Purchase, Travel, Fleet, and Integrated), transaction volume and monthly spend broken down by card present and not present transactions. This report shall be set by the 10th calendar day following the end of each FY Month.

i) **Agency/Organization Levels:** The Contractor shall provide GSA with a report describing agency/organization hierarchy levels. The agency/organization level is the reporting hierarchy established by the agency/organization. The file shall contain the complete agency/organization level data and shall be sent to GSA when a change is posted to an agency/organization level.

j) **OMB Report:** The Contractor shall provide GSA with a data file to support the government-wide program metrics. These metrics support the transaction data required by Chapter 5 – Performance Metrics and Data Requirements of *OMB Circular A-123, Appendix B, paragraph 5.3.1* for both the Purchase and Travel Business Lines. The Contractor shall provide GSA with transaction data including, but not limited to, transaction disputes, occurrences of single merchant spend, top merchants by spend, etc. GSA will use this information to report to OMB. The OMB Circular outlines the frequency and dates for delivery of this report.

k) **Sustainability Report:** The Contractor shall provide an annual report to GSA on sustainable processes incorporated by the Contractor throughout the GSA SmartPay Program. At a minimum the report shall include information on reduction in the use of paper statements, use of paper PIN notifications, and use of recycled plastic for cards (based on industry standards). This report shall be sent by the 15th calendar day of following the end of the FY.

l) **Task Order Copies:** The Contractor shall send an electronic copy of each awarded task order for each business line to the GSA Contracting Officer and GSA COR. The Contractor shall include the agency/organization task order and the awarded terms and conditions and pricing. Complete copies shall be sent no later than 14 calendar days after the task order has been awarded. In addition, after task order award, the Contractor shall send an electronic copy of all modifications

to the task orders to the GSA Contracting Officer and GSA COR within 14 calendar days of execution.

m) **Reports in Response to National Emergencies and Contingency Missions**: Upon the occurrence of an unanticipated event, the Contractor may be required to provide reporting as a result of declarations of national emergency or contingency missions that may fall outside the scope of other reports in this section and Section C.7.3.1. Reporting may involve quick response, close frequency, and continue for the duration of the event and possibly beyond for a reasonable period of time. The GSA CO and GSA COR will contact the Contractor for input on the scope and most streamlined reporting method and provide guidance to the Contractor once the scope of reporting is finalized. Scope and reporting formats will be limited to those functionalities that are readily available given the capabilities of the EAS at the time of the requirement. The GSA COR will provide the Contractor reporting formats and submission instructions.

C.7.3.2.1 Socioeconomic Reporting for Federal Procurement Data System (FPDS) Reporting

This report provides a socioeconomic analysis of government purchase transactions for small businesses. Specified in this section are the data requirements, record formats, and data validation rules.

This data file shall be submitted through Secure File Transfer Protocol (SFTP) to the Center for Charge Card Management (CCCM) within GSA not later than the 60th calendar day after the end of each Federal FY Quarter. The Contractor shall work with CCCM to set up the SFTP to facilitate the quarterly file transfer. The Contractor shall provide socioeconomic data in a standard commercial flat file format (e.g., ASCII format) with the option to expand to other file formats, including but not limited to XML, XBRL, and Unicode. This is to ensure the correct conversion of line termination code(s) when transferring data between computers running different operating systems. The Contractor shall follow the below guidance in fulfilling this reporting requirement:

1. The Contractor shall use the System for Award Management (SAM.gov) to provide the business type, size, and socio- economic characteristics. (Note: Data coming from a 3rd party source is also acceptable.) The SAM.gov is the only source for the Small Business Administration (SBA)-certified Historically Underutilized Business Zone (HUBZone), SBA certified Small Disadvantaged Business, and SBA certified 8(a) businesses. The SAM.gov should also be used to determine the type and ownership of other businesses including: woman-owned business, veteran-owned business, service-disabled veteran-owned business, and other disadvantaged business.
2. For merchants that are not registered in SAM.gov, a third party source may be used to determine business type, size, and socio-economic characteristics. However, the small business size criteria applied by a third party source shall meet the SBA small business size definitions based upon annual revenue or number of employees, assets, or megawatt hours as outlined in Electronic Code of Federal Regulations – Business Credit and Assistance (13 CFR 121). If the business size cannot be determined by a third party source, merchant size shall continue to be identified as unknown for the reporting period.
3. The file naming convention for submission to CCCM through SFTP in a compressed zip format is as follows: shall be a valid UNIX or Windows file name containing the three character alpha code GSA SmartPay Contractor name, the underscore character, the brand (e.g., Visa, MasterCard), the underscore character, the period of report (YYYYQ where Q is 1-4), the underscore character, a running serial number to distinguish multiple versions of the same file, the underscore character, and a file extension of text's. The files shall also be encrypted and decrypted using Pretty Good Privacy (PGP) (e.g., ABC_VI_20061_1_txt.Z).
4. The Contractor shall submit an updated list of MCCs to the GSA SmartPay Program Office by April 30th and October 31st each year
5. The Contractor shall submit an updated list of Merchant Ethnicity Codes (MEC) to the GSA SmartPay Program Office by April 30th and October 31st each year.
6. The Contractor shall submit all purchase payment solution transactions within the US, US outlying areas (as defined in the table below), and all international purchase payment solution transactions.

Country Name	Country Code
United States	US
American Samoa	AS
Federated States of Micronesia	FM
Guam	GU
Marshall Islands	MH
Northern Mariana Islands	MP
Palau	PW
Puerto Rico	PR
U.S. Minor Outlying Islands	UM
Virgin Islands of the U.S.	VI

7. The File Transfer Protocol (FTP) files submitted by the Contractor shall contain a header specification in the following format:

Field/Element Name	Data Type	Max Size	Max Size		Description
			Start	End	
FPDS-PCARD	String	12	1	12	Constant value: FPDS PCARD
GSA SmartPay Contractor Name	String	3	13	15	Three position alpha code Contractor identifier to be assigned by the GSA SmartPay Program Office
Total number of records	Integer	8	16	23	Total number of records in the data file provided by the Contractor
Positive/Negative Sign Value	Character	1	24	24	Positive or negative sign value indicator
Total Dollars<= Micro-Purchase Threshold (MPT)	Currency	15	25	39	Total dollar value of transactions less than or equal to the Micro-Purchase Threshold (MPT)
Positive/Negative Sign Value	Character	1	40	40	Positive or negative sign value indicator
Total Dollars>MPT	Currency	15	41	55	Total dollar value of transactions greater than the MPT

Sample Header Record Fields

GSA SmartPay Contractor Name: ABC		
Total Number of Records:		999555
Positive/Negative Sign:	+	
Total Dollars<=MPT:		123456.75
Positive/Negative Sign:	-	
Total Dollars>MPT:		8765432.75

*Zero to be treated as positive

8. The Contractor shall correct errors contained in reports upon e-mail notification from the CCCM system regarding files that contain errors, at no additional cost. The Contractor shall correct and resubmit only those records that contain errors within 14 calendar days of notification. An error is defined as any data element that does not meet the data validation rules set forth in this reporting requirement.
9. Error Correction Process: The process for correction of errors received from the Contractor is as outlined below:

a) CCCM to filter the erroneous records and send to the Contractor.
b) The Contractor shall correct and resubmit the corrected records to CCCM within 14 calendar days and rename the file as defined in the file naming convention.
c) CCCM validates and processes the corrected records.

For e.g., see sample steps below:

- **Step 1:** Original file submitted by Contractor: ABC_VI_20061_1_txt.Z.
- **Step 2:** File with error records resent to Contractor by CCCM: ABC_VI_20061_2_txt.Z.
- **Step 3:** Corrected records submitted by Contractor: ABC_VI_20061_3_txt.Z.
- **Step 4:** Above process may be repeated until all the error records are corrected.

10. Transactions with a value less than or equal to the Micro-Purchase Threshold (e.g., between $0.01 and the MPT, inclusive) shall be included in Data Item 23-26 of *Table 18: Transaction Data File Record Format* in C.7.3.2.1.1 *Transaction Data File Record Format* (below). Credits shall be treated as positive for transaction counts and negative for dollar values. For example:

Data Element	Normal Purchase	Credit Transaction	Sum	Comment
Total number of transactions less than or equal to the micro-purchase threshold for the period of report	5	2	7	Add Credit Transaction Counts
Total Purchase dollars less than or equal to the micro-purchase threshold for the period of report	$1,000.00	-$100.00	$900.00	Subtract Credit Transaction Values
Total number of transactions greater than the micro-purchase threshold for the period of report	2	1	3	Add Credit Transaction Counts
Total Purchase dollars greater than the micro-purchase threshold for the period of report	$6,000.00	-$3,000.00	$3,000.00	Subtract Credit Transaction Values

C.7.3.2.1.1 Transaction Data File Record Format

The Contractor shall include the following elements in the Transaction Data File Record Format:

- **Legend:** <Insert Legend Here>
- **Acquirer**: The merchant's bank/financial institution.
- **Associations:** Payment card associations.
- **Custodian:** The owner or the source of the data element.
- **National Institute of Standards and Technology (NIST):** An agency of the US Department of Commerce that maintains and provides standard reference materials, including codes identifying agencies/organizations.
- **Third Party:** Includes third party data providers (e.g., Dun and Bradstreet).

Table 18: Transaction Data File Record Format

Transaction Data File Record Format			
#	**Data Element**	**Record Position**	**Custodian (Source/Owner of the data element)**
1	Association Identification Number for Merchant	1-12	Associations
2	Agency Code NIST SP800-87 (formerly *FIPS 95)*	13-16	Contractor/NIST
3	Agency Name	17-116	Contractor/NIST
4	Merchant Business Legal Name	117-146	Acquirer/ Third Party
5	Doing Business As (BBA)	147-176	Acquirer

Transaction Data File Record Format				
#	**Data Element**		**Record Position**	**Custodian (Source/Owner of the data element)**
6	Mailing Address		177-216	Acquirer/ Third Party
7	City		217-246	Acquirer/ Third Party
8	State Code (if US) *FIPS 55*		247-248	Acquirer/ Third Party
9	Country Code *ISO Code*		249-250	Acquirer
10	Postal Code (ZIP if US)		251-259	Acquirer
11	Merchant TIN		260-268	Acquirer
12	NAICS Code		269-274	Census Bureau
13	Merchant Category Code		275-278	Acquirer
14	Period of Report (year and quarter)		279-283	Contractor/Brands
15	Number of Purchase transactions less than or equal to the micro-purchase threshold for the period of the report		284-289	Contractor/Brands
16	Purchase dollars less than or equal to the micro-purchase threshold for the period of the report		290-301	Contractor/Brands
17	Number of Purchase transactions greater than the micro-purchase threshold for the period of the report		302-307	Contractor/Brands
18	Purchase dollars greater than the micro-purchase threshold for the period of the report		308-319	Contractor/Brands
19	Number of credit transactions less than or equal to the micro-purchase threshold for the period of the report		320-325	Contractor/Brands
20	Dollar value of credits less than or equal to the micro-purchase threshold for the period of the report		326-337	Contractor/Brands
21	Number of credit transactions greater than the micro-purchase threshold for the period of the report		338-343	Contractor/Brands
22	Dollar value of credits greater than the micro-purchase threshold for the period of the report		344-355	Contractor/Brands
23	Total number of transactions less than or equal to the micro-purchase threshold for the period of the report		356-361	Contractor/Brands
24	Total Purchase dollars less than or equal to the micro-purchase threshold for the period of the report		362-373	Contractor/Brands
25	Total number of transactions greater than the micro-purchase threshold for the period of the report		374-379	Contractor/Brands
26	Total Purchase dollars greater than the micro-purchase threshold for the period of the report		380-391	Contractor/Brands
27	Merchant Type	F = For Profit Business	392	SAM.gov/Third Party
		N = Non-Profit Organization		
		U = US Government		

Transaction Data File Record Format				
#	**Data Element**		**Record Position**	**Custodian (Source/Owner of the data element)**
		S = State/Local Government		
		O = Other (e.g., foreign government/international organization)		
		X = Unknown		
28	Business Size	S = Small Business	393	SAM.gov/Third Party
		O = Other		
		X = Unknown		

Table 19: Transaction Data File Record Format – Business Ownership

Business Ownership			
#	**Data Element**	**Record Position**	**Custodian (Source/Owner of the data element)**
29	Woman-Owned = Y or N or X	394	SAM.gov/Third Party
30	Veteran-Owned = Y or N or X	395	SAM.gov/Third Party
31	Service-Disabled Veteran-Owned = Y or N or X	396	SAM.gov/Third Party
32	SBA Certified HUBZone Small Business = Y or N	397	SAM.gov
33	SBA 8(a) Certified = Y or N	398	SAM.gov
34	SBA Certified SDB = Y or N	399	SAM.gov
35	Self-Certified Small Disadvantaged Business = Y or N or X	400	SAM.gov/Third Party

Table 20: Transaction Data File Record Format – Additional Data Elements

Additional Data Elements			
#	**Data Element**	**Record Position**	**Custodian (Source/Owner of the data element)**
36	Merchant Ethnicity Code	401-402	SAM.gov/Third Party
37	Dun & Bradstreet Number	499-507	Dun & Bradstreet
38	GSA SmartPay Contractor Name	508-510	Contractor/Brands
39	Card Brand	511-512	Brands

C.7.3.2.1.2 Data Validation Rules for Charge Card Transactions

The Contractor shall include the following elements in the Data Validation Rules for Charge Card Transactions:

Table 21: Data Validation Rules for Charge Card Transactions

Data Validation Rules for Charge Card Transactions			
#	**Data Element**	**No. of Positions**	**Description/Validation Rule**
1	Association Identification Number for Merchant	12	**Description:** A number assigned to uniquely identify the merchant location.

Data Validation Rules for Charge Card Transactions			
#	**Data Element**	**No. of Positions**	**Description/Validation Rule**
			Validation: May be blank. Shall be numeric. Shall be left justified.
2	Agency Code	4	**Description:** A code assigned to uniquely identify a Federal agency/organization
			Validation: May be blank if agency name is provided. If provided, shall be a valid SP800-87 (formerly FIPS 95) code which can be obtained at: http://dx.doi.org/10.6028/NIST.SP.800-87r1
3	Agency Name	100	**Description:** Name of the agency/organization.
			Validation: May be blank if agency code is provided. If provided, shall be a valid SP800-87 (formerly *FIPS-95)* agency/organization name. Shall be left justified.
4	Merchant Business Legal Name	30	**Description:** Legal name of the merchant.
			Validation: May be blank. If not blank, shall be left justified.
5	Doing Business As	30	**Description:** Business name of the merchant.
			Validation: Shall not be blank. Shall be left justified.
6	Mailing Address	40	**Description:** Mailing address of the merchant business location.
			Validation: May be blank. If not blank, shall be left justified.
7	City	30	**Description:** City of the mailing address of the merchant's business location.
			Validation: May be blank. Shall be left justified. May contain a URL, e-mail, and/or phone number.
8	State Code	2	**Description:** Code identifying the State of the mailing address of the merchant's business location.
			Validation: Shall be completed if the business is in the US defined at: http://geonames.usgs.gov/domestic/fips55codedef.html Shall be a 2 character alpha code from *FIPS 55-3*, may be "XX". May be blank if transaction is outside the U.S.
9	Country Code	2	**Description:** Code identifying the country of the merchant business location.
			Validation: Shall not be blank. Use 2 character alpha codes from ISO.
10	Postal Code	9	**Description:** 5 or 9 numeric character identifying the Zip Code of the merchant.
			Validation: Shall be a 5 or 9 numeric character U.S. Zip Code if state code is not blank and state code is not "XX" or unknown. If not blank, shall be left justified. Shall not be all zeroes.

Data Validation Rules for Charge Card Transactions			
#	**Data Element**	**No. of Positions**	**Description/Validation Rule**
11	Merchant TIN	9	**Description:** The Tax Identification Number (TIN) of the merchant. **Validation:** May be blank. Shall be a 9 digit numeric code, if present. Shall not include hyphens. Shall not be all zeroes. Shall not be all 9s or other string of same numbers (e.g., all 1s, all 2s, etc.).
12	NAICS	6	**Description:** North American Industry Classification System code identifying the industry of the merchant. **Validation:** May be blank. If not blank, shall be a valid code from the NAICS Table at: http://www.census.gov/naics.
13	Merchant Category Code (MCC)	4	**Description:** A code identifying the business type of the merchant. **Validation:** May be blank. If not blank, shall be a valid 4 digit numeric MCC.
14	Period of the Report (YYYYQ)	5	**Description:** The reporting period of the report. **Validation:** Shall be numeric, a Federal FY Quarter, and cannot be greater than current FY Quarter.
15	Number of Purchase transactions less than or equal to the micro-purchase threshold for the period of the report	6	**Description:** Number indicating the number of purchase transactions with dollar value less than or equal to the MPT. **Validation:** May be blank or zero. If not blank, shall be numeric, left justified, and cannot include spaces or special characters.
16	Purchase dollars less than or equal to the micro-purchase threshold for the period of the report	12	**Description:** Dollar value of purchase transactions less than or equal to the MPT. **Validation:** Shall be numeric. Shall be right justified with preceding zeroes. Third position from right shall be decimal.
17	Number of Purchase transactions greater than the micro-purchase threshold for the period of the report	6	**Description:** Number indicating the number of purchase transactions greater than the MPT. **Validation:** May be blank or zero. If not blank, shall be numeric, left justified, and cannot include spaces or special characters.
18	Purchase dollars greater than the micro-purchase threshold for the period of the report	12	**Description:** Dollar value of Purchase transactions greater than MPT. **Validation:** Shall be numeric. Shall be > zero if “Number of Purchase dollars grated than MPT.
19	Number of credit transactions less than or equal to the micro-purchase threshold for the period of the report	6	**Description:** Number indicating the number of credit transactions less than or equal to the MPT. **Validation:** May be blank or zero. If not blank, shall be numeric, left justified, and cannot include spaces or special characters.
20	Dollar value of credits less than or equal to the micro-purchase	12	**Description:** Dollar value of credit transactions less than or equal to the MPT.

Data Validation Rules for Charge Card Transactions			
#	**Data Element**	**No. of Positions**	**Description/Validation Rule**
	threshold for the period of the report		**Validation:** Shall be numeric. Shall be > zero if "Number of Credit Transactions under the MPT" is > zero. Shall be right justified with preceding zeroes. Third position from right shall be decimal.
21	Number of credit transactions greater than the micro-purchase threshold for the period of the report	6	**Description:** Number indicating the number of credit transactions greater than the MPT. **Validation:** May be blank or zero. If not blank, shall be numeric, left justified, and cannot include spaces or special characters.
22	Dollar value of credits greater than the micro-purchase threshold for the period of the report	12	**Description:** Dollar value of credit transactions greater than the MPT. **Validation:** Shall be numeric. Shall be > zero if "Number of Credit Transactions over the MPT" is > zero. Shall be right justified with preceding zeroes. Third position from right shall be decimal.
23	Total number of transactions less than or equal to the micro-purchase threshold for the period of the report	6	**Description:** Number indicating the total number of Purchase transactions less than or equal to the MPT. **Validation**: May be blank or zero. If not blank, shall be numeric, left justified and cannot include spaces or special characters.
24	Total Purchase dollars less than or equal to the micro-purchase threshold for the period of the report	12	**Description:** Total dollar value of Purchase transactions less than or equal to the MPT. **Validation:** Shall be numeric. Shall be right justified with preceding zeroes. Third position from right shall be a decimal.
25	Total number of transactions greater than the micro-purchase threshold for the period of the report	6	**Description:** Number indicating the total number of Purchase transactions greater than the MPT. **Validation**: May be blank or zero. If not blank, shall be numeric, left justified, and cannot include spaces or special characters.
26	Total Purchase dollars greater than the micro-purchase threshold for the period of the report	12	**Description:** Total dollar value of Purchase transactions greater than the MPT. **Validation:** Shall be numeric. Shall be right justified with preceding zeroes. Third position from right shall be a decimal.
27	Merchant Type	1	**Description:** Indicator identifying whether the business is for profit, non-profit, Federal, or state government, other or unknown. **Validation:** Shall be F, N, U, S, O, or X.
28	Business Size	1	**Description:** Indicator identifying whether the business is small, other, or unknown. **Validation:** Shall be S, O or X when merchant type equals F. Shall be X or O for all other merchant types.
29	Woman-Owned	1	**Description:** Indicator identifying whether the business is woman owned. **Validation:** Shall be Y, N, or X when merchant type equals F. Shall be X or O for all other merchant types.

Data Validation Rules for Charge Card Transactions			
#	**Data Element**	**No. of Positions**	**Description/Validation Rule**
30	Veteran-Owned	1	**Description:** Indicator identifying whether the business is veteran owned. **Validation:** Shall be Y, N, or X when merchant type equals F. Shall be X or O for all other merchant types.
31	Service-Disabled Veteran- Owned	1	**Description:** Indicator identifying whether the business is service disabled veteran owned. **Validation:** Shall be Y, N, or X when merchant type equals F. Shall be X or O for all other merchant types.
32	SBA Certified HUBZone Small Business	1	**Description:** Indicator identifying whether the business is a Small Business Administration certified Historically Underutilized Business Zone small business. **Validation:** Shall be Y or N when merchant type equals F.
33	SBA 8(a) Certified	1	**Description:** Indicator identifying whether the business is a Small Business Administration 8(a) certified small business. **Validation:** Shall be Y or N when merchant type equals F.
34	SBA Certified Small Disadvantaged	1	**Description:** Indicator identifying whether the business is a Small Business Administration certified small disadvantaged business. **Validation:** Shall be Y or N when merchant type equals F.
35	Self-Certified Small Disadvantaged Business	1	**Description:** Indicator identifying whether the business is a self-certified small disadvantaged business. **Validation:** Shall be Y, N, or X when merchant type equals F.
36	Merchant Ethnicity Code	2	**Description:** A code identifying the ethnicity of the merchant. **Validation**: May be blank. If not blank, shall be a two character alpha code.
37	Dun & Bradstreet (DUNS) Number	9	**Description:** Dun and Bradstreet Data Universal Numbering System. A number assigned by Dun and Bradstreet to uniquely identify the merchant. **Validation:** May be blank. If not blank, shall be a 9 digit numeric number.
38	GSA SmartPay Contractor Name	3	**Description:** A code assigned by the GSA SmartPay Program Office to uniquely identify a Contractor. **Validation:** Shall not be blank. Shall be a three character alpha code assigned by GSA SmartPay.
39	Card Brand	2	**Description:** A code assigned by GSA SmartPay to uniquely identify a card brand.

Data Validation Rules for Charge Card Transactions			
#	**Data Element**	**No. of Positions**	**Description/Validation Rule**
			Validation: Shall not be blank. Shall be a two character alpha code assigned by the GSA SmartPay Program Office.

C.7.3.2.2 GSA City Pair Program (CPP) Reporting

For all GSA City Pair Program Reports, the Contractor shall provide the following data in the format specified below for the Travel business line:

- Data shall reflect origin and final one-way destination; connections (legs, segments) are not reported;
- Data is not limited to the awarded Airline City Pair routes;
- Data is to be provided for GSA City Pair Program-eligible travels only; and
- No "null" entries are required.

Domestic U.S. city pairs are to be reported by separate airport codes and are to be in alphabetic order, first by city, then by State. For example, Columbus, GA before Columbus, OH. Atlanta, GA/Denver, CO and Denver, CO/Atlanta, GA should be reported as ATL/DEN regardless of travel direction.

International city pairs should be reported by city code and alphabetized by US city, then US state, then by international country and city. They are to be reported in this order regardless of direction. For example, travel between Washington and London is to be reported as WAS/LON regardless of what combination of airports (e.g., BWI, Dulles, Heathrow, or Gatwick) are used and regardless of direction of travel. Alternatively, data for international city pairs may be reported in the same name as domestic city pairs. The data shall be transmitted via FTP using PGP or Comm-Press encryption. The GSA Contracting Officer will provide the FTP site address and password information upon request. The data shall be transmitted via FTP using PGP or Comm-Press encryption. The GSA COR will provide the FTP site address and password information upon request.

Data for the *GSA City Pair Program Report* shall be in a commercial database format (e.g., Dbase IV, Microsoft Access, tab-delimited text file or Microsoft Excel, or equivalent and updated). A pre-formatted Microsoft Excel file shall be provided by the GSA COR upon request. The electronic format may change during the contract period. If the final submissions are submitted in other than the pre-formatted Microsoft Excel file format, then three separate files are needed.

Report	Dbase IV	Microsoft Access	Tab-delimited text file
Total Travel	ttrav.dbf	ttrav.mdb	ttrav.txt
Agency Travel	atrav.dbf	atrav.mdb	atrav.txt
GSA City Pair Program Travel	City Pair Programtrav.dbf	City Pair Programtrav.mdb	City Pair Programtrav.txt

C.7.3.2.2.1 Monthly GSA City Pair Program Travel Report

This report shall be sent by the 15th calendar day (or the business day if the due date is on the weekend of Federal holiday) after the end of each monthly reporting period with account activity.

Field No.	Field Type	Field Length	Field Name	Comments
1	Text	2	Carrier	
2	Text	3	Airport/city pair code 1	First airport; origin
3	Text	3	Airport/city pair code 2	Second airport, final one-way destination

Field No.	Field Type	Field Length	Field Name	Comments
4	Numeric	Variable	YCA Trips	Number of trips with YCA fare basis code
5	Numeric	Variable	YCA dollars	Total YCA fare basis code dollars; excluding taxes and fees/surcharge
6	Numeric	Variable	YCA Fees	Total YCA fare basis code fees
7	Numeric	Variable	YCA Taxes	Total YCA fare basis code taxes
8	Numeric	Variable	_CA Trips	Number of trips with _CA fare basis code.
9	Numeric	Variable	_CA Dollars	Total _CA fare basis code dollars; excluding taxes and fees/surcharges
10	Numeric	Variable	_CA Fees	Total _CA fare basis code fees
11	Numeric	Variable	_CA Taxes	Total _CA fare basis code taxes
12	Numeric	Variable	Commercial Fares Trips	Number of trips with Commercial Fares fare basis code
13	Numeric	Variable	Commercial Fares dollars	Total Commercial Fares fare basis code dollars; excluding taxes and fees/surcharge
14	Numeric	Variable	Commercial Fares Fees	Total Commercial Fares fare basis code fees
15	Numeric	Variable	Commercial Fares Taxes	Total Commercial Fares fare basis code taxes

C.7.3.2.3 FedRooms Hotel Reporting

This report shall provide detailed monthly transactional data for all United States (US) and non-US lodging establishments (e.g., hotels, motels). This report shall be submitted on the 15th calendar day of each month for the prior month. This report title and file name shall state the FY and Month Number of that FY and ensure that the data corresponds to that FY Month Number. The format for FY and FY Month is FYXXXX. (Examples: October of Fiscal Year 19 is FY1910 and September of Fiscal Year 20 is FY2009).

Table 22: FedRooms Hotel Report Format

Field #	Field Name	Field Type	Field Length in Characters	Description
1	Contractor Name/ID	AN	4	A four character institution name as assigned by GSA SmartPay®
2	Account Type	AN	1	C = Centrally Billed; I = Individually Billed
3	Transaction Type	AN	1	Designates the transaction as a credit/debit Valid Values: C = Credit; D = Debit
4	Transaction Date	AN	8	Authorization date of transaction Format: MM/DD/YY
5	Transaction Amount	N	17	Transaction amount. Signed (13.2) Format: -9999999999999.99 or +9999999999999.99 Examples: -2301.75, 140.00
6	Sales Tax	N	13	Sales Tax entered at the POS (Level II data capture). The capability requires Merchants to upgrade their POS terminals to Level II. Signed (9.2)

Field #	Field Name	Field Type	Field Length in Characters	Description
				Format: -999999999.99 or +999999999.99 Examples: -230.18, 14.00
7	Merchant Name	AN	30	Legal name of the merchant
8	Merchant ID	AN	30	Assigned by acquirer
9	Merchant City	AN	26	City of transaction originating merchant
10	Merchant State	AN	2	State of transaction originating merchant
11	Merchant Zip Code	AN	12	Merchant zip code in zip plus 4 format (e.g., 12345-6789)
12	MCC	AN	4	Merchant Category Code assigned to the Hotel Property which classifies suppliers into business types
13	MCC Description	AN	25	Description of Merchant Category Code
14	Agency/Organization ID	AN	4	A code assigned to uniquely identify a federal agency or federally assisted organization. Must be a valid NIST SP800-87 (formerly *FIPS-95)* agency/organization name
15	Service Staff Office	AN	40	Specific federal agency, service/staff office code with corresponding code definition.
16	Merchant Address1	AN	50	Street address of merchant
17	Merchant Address2	AN	50	Additional address field if needed
18	Country Code	AN	3	Use Standard 2 letter ISO codes, http://www.iso.org/iso/en/prods-services/iso3166ma/02iso-3166-code-lists/list-en1.html
19	Merchant Phone	AN	20	Phone number of merchant (if available). Format: 123-456-7890
	Specific Property Detail			
20	Property Name	AN	30	Hotel property name
21	Property City	AN	26	City where property is located
22	Property State	AN	2	State where property is located
23	Property Zip Code	AN	12	Property zip code in zip plus 4 format (e.g., 12345-6789)
24	Property Address1	AN	50	Property street address
25	Property Address2	AN	50	Additional address field if needed
26	Property Country Code	AN	3	Use Standard 2 letter ISO codes, http://www.iso.org/iso/en/prods-services/iso3166ma/02iso-3166-code-lists/list-en1.html
27	Merchant Profile Service Identifier	AN	30	The specific property Merchant Profile Service Identifier (MPS ID), Assigned by acquirer
28	Property Phone	AN	20	Property phone number (if available) Format: 123-456-7890
	Folio Level Data			
29	Daily Room Rate	N	13	Daily rate charged for hotel room. Signed (9.2) Format: -999999999.99 or +999999999.99 Examples: -230.18, 140.00

Field #	Field Name	Field Type	Field Length in Characters	Description
30	Total Room Cost	N	13	Daily rate charged for hotel room X number of nights. Signed (9.2) Format: -999999999.99 or +999999999.99 Examples: -230.18, 140.00
31	Number of Nights	N	4	Number of nights the room was occupied. Signed (3) Format: +999 or -999 Example: 5, -5
32	Daily Room Tax	N	13	Total taxes paid daily. Signed (9.2) Format: -999999999.99 or +999999999.99 Examples: -230.18, 140.00
33	Total Room Tax	N	13	Total taxes paid for entire stay. Signed (9.2) Format: -999999999.99 or +999999999.99 Examples: -230.18, 140.00

NOTE: Every record must use the layout as show and the data fields within each record should be delimited by a '|' character.

C.7.3.2.4 Other Travel Reporting

C.7.3.2.4.1 Monthly Travel Audit Report

The Contractor shall provide a complete electronic report of all common carrier transactions, including refunds and adjustments, for the Travel business line. Hard copies may be required and shall be provided at no additional cost. This data shall be sent by the 5th calendar day of each month, to GSA, Federal Acquisitions Service, Transportation Audit Division (QMCA), 1800F Street NW, Washington DC, 20405 as an electronic file. All files shall be sent as a SFTP (Secure FTP). The audit reporting information shall include the following:

Travel Debit File Layout				
Item	**Size**	**Class**	**Name**	**Description**
1	16	Alphanumeric	Account ID	Account Unique / Token ID, not a Credit Card Number
2	4	Alphanumeric	Issuing Carrier (SCAC)	NMFC reference
3	20	Alphanumeric	Passenger Name	
4	8	Numeric	Issue Date	YYYYMMDD
5	8	Numeric	Travel Date	YYYYMMDD
6	20	Alphanumeric	Ticket Number	NOTES: Left aligned with trailing spaces. Leading zeros are required and should not be dropped if they exist.
7	20	Alphanumeric	Conjunction Ticket	
8	20	Alphanumeric	Exchange Ticket	
9	2	Alphanumeric	Carrier Code	
10	1	Numeric	Coupon Number	1,2,3,4
11	2	Alphanumeric	Class Service	
12	3	Alphanumeric	Origin City	For each leg traveled
13	1	Alphanumeric	Stopover	(X or O) each leg traveled
14	3	Alphanumeric	Destination City	For each leg traveled
15	8	Alphanumeric	Fare Basis	YCA, BDG, etc.
16	4	Alphanumeric	Flight Number	
17	4	Numeric	Departure Time	
18	4	Numeric	Arrival Time	
19	8	Numeric	Total Fare	Total for all legs

Travel Debit File Layout				
Item	**Size**	**Class**	**Name**	**Description**
20	5	Numeric	Fee	Applicable surcharge(not TMC service fees or baggage)
21	5	Numeric	Taxes	Domestic/International taxes
22	8	Numeric	Total Cost	Total fare + fees + taxes
23	20	Alphanumeric	Endorsement/ Restrictions	
24	8	Numeric	IATA Code	Travel Agency ID Number
25	4	Alphanumeric	Agency/Org Code	Agency + Bureau Code (NIST Code)
26	50	Alphanumeric	Travel Company Name	Travel Management Center Name or Online booking website utilized
27	50	Alphanumeric	Government Agency Name	Agency ordering and paying for the ticket
28	7	Alphanumeric	Sequence Number	Sequential record number in the file
29	31	Alphanumeric	Transaction ID	Unique transaction ID
30	6	Numeric	First 6 digits of credit card only	

Ticket Refund Information shall include: last name; first name; account number (the complete travel card number); transaction date; credit amount; airline carrier; original ticket number; credit ticket number; and date credit issued (not the date of request for refund).

Travel Credit File Layout				
Item	**Size**	**Class**	**Name**	**Description**
1	35	Alphanumeric	Last Name	
2	35	Alphanumeric	First Name	
3	16	Alphanumeric	Card Account Unique / Tokenized ID	Unique ID (not a credit card number)
4	8	Numeric	Transaction Date	YYYYMMDD
5	8	Numeric	Credit Amount	
6	4	Alphanumeric	Airline Carrier (SCAC)	
7	20	Alphanumeric	Original Ticket Number	NOTES: Left aligned with trailing spaces. Leading zeros are required and should not be dropped if they exist.
8	20	Alphanumeric	Credit Ticket Number	
9	8	Numeric	Date Credit Issued	YYYYMMDD
10	4	Alphanumeric	Agency/Org Code	NIST Agency Bureau Code
11	50	Alphanumeric	Travel Agency Name	Travel Management Center Name or online booking website utilized
12	50	Alphanumeric	Government Agency Name	Agency ordering and paying for the ticket
13	8	Numeric	Sort Sequence Number	
14	31	Alphanumeric	Transaction ID	Unique transaction ID
15	6	Numeric	First 6 digits of credit card only	

Any issues related to data corruption in these reports shall be remedied by the Contractor within three (3)

calendar months from the date in which the Contractor is notified by a GSA representative of such issues.

C.7.3.2.4.2 Monthly Agency Travel Report

This report shall be sent to the agency/organization by the 15th calendar day (or the next business day if they due date is on the weekend of Federal holiday) after each monthly reporting period with account activity.

Field No.	Field Type	Field Length	Field Name	Comments
1	Text	Variable	Agency/Organization	See J.8 *Attachment 8: Agency Names and Acronyms*
2	Text	2	Carrier	See J.18 *Attachment 18: International Airport Codes*
3	Text	3	Airport/city pair code 1	First airport; origin
4	Text	3	Airport/city pair code 2	Second airport, final one-way destination
5	Numeric	Variable	YCA Trips	Number of trips with YCA fare basis code
6	Numeric	Variable	YCA dollars	Total YCA fare basis code dollars; excluding taxes and fees/surcharge
7	Numeric	Variable	YCA Fees	Total YCA fare basis code fees
8	Numeric	Variable	YCA Taxes	Total YCA fare basis code taxes
9	Numeric	Variable	_CA Trips	Number of trips with _CA fare basis code. This includes summarized trip data where the first letter of fare basis code(s) for the entire trip, including any connections, is any letter other than “Y” and the second and third letters are “CA”
10	Numeric	Variable	_CA Dollars	Total _CA fare basis code dollars; excluding taxes and fees/surcharges
11	Numeric	Variable	_CA Fees	Total _CA fare basis code fees
12	Numeric	Variable	_CA Taxes	Total _CA fare basis code taxes
13	Numeric	Variable	Commercial Fares Trips	Number of trips with Commercial Fares fare basis code This includes summarized trip data where the second and third letters of fare basis code(s) for the entire trip, or any connections other than “CA”.
14	Numeric	Variable	Commercial Fares dollars	Total Commercial Fares fare basis code dollars; excluding taxes and fees/surcharge
15	Numeric	Variable	Commercial Fares Fees	Total Commercial Fares fare basis code fees
16	Numeric	Variable	Commercial Fares Taxes	Total Commercial Fares fare basis code taxes

C.7.3.2.4.3 Annual Total Agency Travel Report

Data shall be sent to the agency/organization the 15th calendar day (or the next business day if the due date is on the weekend of federal holiday) after the end of each Government FY.

Field No.	Field Type	Field Length	Field Name	Comments
1	Text	3	Airport/city pair code 1	First airport, origin, See J.17 *Attachment 17: Domestic Airport Codes*.
2	Text	3	Airport/city pair code 2	Second airport, final one-way destination
3	Numeric	Variable	Number of trips	
4	Text	Variable	Fare basis code	
5	Numeric	Variable	Total dollars	Sum of total fares (excluding taxes and fees/surcharges)
6	Numeric	Variable	Total Fees	Total applicable fees/surcharges (when applicable)
7	Numeric	Variable	Total Taxes	Total domestic/international taxes (when available)

C.7.3.2.4.4 Summary ATM Report

To be submitted electronically, this report provides a summary of total ATM dollars and number of transactions by each participating agency/organization, by month and cumulative. This report shall be sent by the 10th calendar day of each month for the previous monthly reporting period.

Field Name	Field Type	Field Length in Characters	Special Format/Notes
Agency/Organization	AN	100	
Agency/Organization ID #	AN	4	Found in NIST, Agency Level
Contractor Name/ID	AN	4	
Cumulative YTD ATM Volume	N	22	
Cumulative YTD ATM Transactions	N	22	Integer
Cumulative YTD ATM Fees	N	22	
Monthly ATM Volume	N	22	
Monthly ATM Transactions	N	20	
Monthly ATM Fees	N	22	
Total Cash Product	N	22	
% of Spend Monthly	N	7 max	
% of Spend YTD	N	7 max	
Business Line	AN	16	Travel (IBA), Travel (CBA)

C.7.3.3 Non-Data Reports for GSA

The Contractor shall provide the following reports, at no additional cost, to GSA and to any agency/organization (within the span of their control), as request at the task order level:

- **Customer Service Call Log:** The Contractor shall track and report quality assurance on program software, including but not limited to the C.7.1 *Electronic Access System* and C.7.4 *Program Analytics and Monitoring* tools. The Contractor shall maintain, as a function of their customer service call center, a log of all interactions with GSA and/or agencies/organizations. The Contractor shall produce a quarterly report due on January 15th, April 15th, July 15th, October 15th to the GSA CO and GSA COR, in addition to ad-hoc reports as requested, on specific enhancement requests and the number of times the requests were by separate callers. See C.6.1.1 *Software Quality Assurance* for further details. Quality shall be measured against the Metrics below (see also Section C.6.1.2.3):
    - Average Speed of Answer (ASA) = 20 seconds or less. Defined as the average time it takes for calls to be answered once routed to a Customer Service Representative. ASA = Total Waiting Time for Answered Calls ÷ Total Number of Answered Calls.

- Service Level Attainment = 80% of all calls answered in 20 seconds. Defined as the percentage of calls answered within 20 seconds, once routed to a Customer Service Representative. Service Level Attainment = Total Number of Calls Answered within 20 seconds ÷ Total Inbound Calls Received by Customer Service Representatives
- Call Abandonment Rate = 3% or less for all calls. Defined as the percentage of inbound calls >10 seconds in length abandoned or disconnected by the caller before being connected to a Customer Service Representative. Call Abandonment Rate = Total Abandoned Calls >10 seconds in length ÷ Total Inbound Calls.
- First Call Resolution (FCR) = measured / reported – not rated. Defined as the percentage of cardholders with repeat calls within a 72 hour time frame. FCR = Total Number of Repeat Calls within a 72 hour Time Frame from First Call ÷ Total Number of First Calls.
- Average Handle Time (AHT) = measured / reported – not rated. Defined as the average amount of time a Customer Service Representative spends on a call. AHT = (Total Talk Time ÷ Total Hold Time) ÷ Number of Calls Handled.

- **Satisfaction Surveys Report:** The Contractor shall provide the GSA COR the results of satisfaction surveys outlined under C.6.1.2 *Satisfaction Surveys* in report form not later than 30 September each year. The Contractor shall maintain records of survey results for a one-year period and provide access to GSA and as requested, the agency/organization within 14 calendar days. The report will include the following information:
  - Contractor Name;
  - Period Reported;
  - List of customer agencies/organizations;
  - Level of survey participation (number of survey respondents/number of training participants);
  - Number of survey respondents; and
  - Survey Question Results (rounded to the nearest hundredth).

  The Contractor shall include additional metrics collected from the help desk interactions with GSA SmartPay agencies/organizations. The Contractor shall include metrics on each of the categories of help desk calls; the top ten EAS defects that were reported and their current disposition; the top ten EAS coaching/training questions; and the top 20 enhancement requests with the number of times each request was made. (See C.6.1.2 *Satisfaction Surveys*)
- **Training Survey Report:** The Contractor shall provide the GSA CO a report outlining the results of the training survey annually no later than 30 days after the end of the performance year. For the purposes of this deliverable, the performance year ends on November 29th annually. GSA reserves the right to verify and share survey results (See C.6.1.2.1 *Training Survey Expectations*).
- **Security and Fraud Management Report**: As part of the Security Plan, the Contractor shall submit quarterly security and fraud management reports to the GSA CO, GSA COR, GSA SmartPay Program Office Information System Security Officer (ISSO), and GSA Systems Manager in accordance with C.8.1.1 Submission of Security Deliverables. Based on the frequency, nature, and seriousness of the security reports, GSA may assess Contractors' security controls in the specific areas and recommend a plan of action (See C.8.1 *Security Plan*).
- **Risk Assessment Report:** The Contractor shall conduct an information security risk assessment at least annually and shall submit a risk assessment report to the GSA CO, GSA COR, and GSA ISSO in accordance with C.8.1.1 Submission of Security Deliverables. The risk assessment report shall include:
  - Penetration testing results for networks containing PII and PCI data
  - Vulnerability scan results for networks containing PII and PCI data
  - Third party assessments for networks containing PII and PCI data
  - Risk mitigation and control enhancement plans

  Additionally, risk assessment reports shall provide evidence that all risk mitigation actions have been implemented as described in their risk assessment reports. The Contractor agrees that GSA

may share security risk assessment reports with other government agencies/organizations upon request.

C.7.4 Program Analytics and Monitoring

The Contractor shall provide the program analytics and monitoring capabilities, herein, at: (1) a GSA Government-wide level, and (2) an agency/organization level (within that agency's/organization's span of control), unless otherwise specified at the agency/organization task order level.

C.7.4.1 Data Mining

The Contractor shall provide agencies/organizations with products and services to assist with data mining as defined in *C.1 Definitions*. The Contractor shall provide, at no additional cost, at least one data mining tool. This tool shall include capabilities to assist with identifying unusual spending patterns and monitoring transactions to identify potential misuse, fraud, waste, and abuse. In addition, data mining tools shall be hosted by the Contractor. The Contractor's standard data mining tool(s) shall, at a minimum:

- Apply statistical principles to identify patterns, forecast trends, create rules and recommendations to support data modeling competencies applied to core functions such as compliance, fraud, and operations;
- Help end users identify actionable intelligence through the use of statistical modeling to analyze a sequence of events in complex data sets;
- Use geospatial and other analytic technical capabilities that assist analysts and untrained end users to identify patterns, trends, and data segments of interest in the context of agency/organization missions such as dynamic and continuous correlation;
- Apply agile analytics capabilities that assist analysts and/or end users to identify and dynamically exploit emerging trends in data sets and data flows;
- Create interactive ad-hoc reporting designed to put real-time, in-depth data analysis capabilities in the hands of end users;
- Support filtering, pivoting, drill-down, adding calculations sorting, dashboards, scorecards, and other analytical functionality;
- Use text mining and text analytics to reveal correlations and patterns in structured semi-structured and unstructured data;
- Identify purchases having the characteristics of a "split purchasing" pattern (e.g., a purchase split between two or more transactions to circumvent micro-purchase threshold requirements);
- Alert the agency/organization to attempted purchases at excluded merchants;
- Flag purchases that are made on dates and times that are outside of normal government accountholder spending patterns as identified by C.7.4.3 *Fraud Analytics* and C.7.4.4 *Case Management*; and,
- Provide capability to monitor individual charges and transactions based upon agency/organization established hierarchies.

The Contractor shall notify the GSA and the designated agency/organization personnel of any unusual activities (e.g., through periodic reports, through electronic notices, by flagging transactions in EAS).

C.7.4.2 Collaboration with Fraud, Waste, and Abuse Reviews

C.7.4.2.1 Investigation Assistance

The Contractor shall assist any authorized unit (e.g., the Office of Inspector General, GSA Contracting Officer, or ordering agency/organization) concerning alleged wrongdoing or suspected fraud, waste, misuse or abuse by agency/organization employees or those entities doing business with the Government or Tribal organizations. If payment records are required to assist in the authorized investigative unit's investigation efforts, the Contractor shall so provide any available data requested within the timeframes mutually-agreed to by the Contractor and the authorized investigative unit, unless otherwise specified by the GSA Contracting Officer or ordering agency/organization at no additional cost.

C.7.4.2.2 Audit Assistance

The Contractor shall assist any authorized unit (e.g., the GSA Contracting Officer or ordering agency/organization GSA Contracting Officer, Comptroller General of the United States) of the Government or Tribal organization by providing reasonable access to all GSA SmartPay administrative, financial, and management data. In addition, the Contractor shall assist GSA and the agency/organization in providing data requested to comply with audit requirements of *P.L.112-194, The Government Charge Card Abuse Prevention Act of 2012*. If payment solution records are required to assist in the authorized audit unit's efforts, the Contractor shall so provide any data requested within the timeframes mutually-agreed to by the Contractor and the authorized unit, unless otherwise specified by the GSA Contracting Officer or ordering agency/organization at no additional cost. The Contractor shall comply with all audit requirements, including providing Personally Identifiable Information (PII) if needed, in accordance with this contract and as described in the GSA SmartPay Purchase Charge Card Program System of Records Notice (SORN).

C.7.4.2.3 Misuse and Abuse Assistance

The Contractor shall assist agency/organization representatives with identifying and investigating possible misuse and abuse of payment solutions and payment solution related products and services. At a minimum, this assistance shall include a toll free number for agency/organization representatives (e.g., A/OPCs, account holders) and merchants to contact if misuse or abuse is suspected. Additionally, Contractors shall provide the findings of any resulting investigation to the agency/organization upon receiving the findings.

C.7.4.2.4 Agency Refund and Convenience Check Spend Reviews

The Contractor shall assist agency/organization representatives with reviews of refunds and convenience check amounts (see *C.1 Definitions*). If payment solution records are required to assist in the review of refund and convenience check transaction assessments, the Contractor shall provide, at no cost, any data requested within the timeframes mutually-agreed to by the Contractor and the authorized review unit, unless otherwise specified by the ordering customer or GSA COR.

C.7.4.3 Fraud Analytics

The Contractor shall implement and maintain fraud analytic capabilities/tool(s) accessible to GSA and agencies/organizations. The Contractor shall provide GSA with aggregate government-wide fraud analytic capabilities/tool(s). The Contractor shall integrate fraud analytic capabilities/tool(s) with the agency/organization Electronic Access System (see C.7.1 *Electronic Access System*). The Contractor shall disclose which of the capabilities/tool(s) are developed by themselves and, which, if any, are outsourced to a partner and/or a third-party vendor.

NOTE: The identified transactions and associated determination reason are to be presented through the functionality of the EAS for agency/organization review and resolution through the established rules and workflow.

The Contractor shall provide, at a minimum fraud analytic capabilities/tool(s) that:

1. Use random data signatures that are tracked within all data repositories;
2. Monitor the data packets and if detected, an unauthorized packet will trigger an auto-severing program to prevent data breach;
3. Implement a Fraud Analytic tool to analyze all transactions and test each transaction against specific rules established by agencies/organizations. The system shall identify and report on all non-compliant transactions and provide detailed analysis in the report about the transaction (See C.7.3 *Reporting Requirements*).
4. The system shall, at an aggregate level, analyze all completed transactions against all new transactions to detect patterns of potential fraud and then report any findings, even if there are no instances of potential fraud detected;
5. Use real-time data;

6. Incorporate a Fraud Detection workflow to mitigate any potential fraud that is detected in a transaction or upon discovery in transactions already processed;
7. Be able to flag non-compliant transactions when potential fraud is detected.
8. Flag potentially fraudulent transactions. Additional types of transactions to be flagged shall be determined at the agency/organization task order level;
9. Detect potential fraud; report identified risks to be mitigated, and employ the use of algorithms to quickly sort data sets;
10. Use advanced technologies, analytics, and algorithms to analyze trends for transaction behaviors for agencies/organizations, and individual account holder patterns to detect potential fraud;
11. Support fraud analytic tools that can be accessed on multiple electronic devices including, but not limited to iOS, Android, Mac, Windows (compatible with latest support version of Safari, Microsoft Edge, Google Chrome, and Firefox), and most recent commercially available platform (see C.7.1 Electronic Access System for operating system requirements) throughout the period of contract performance. The system shall be versatile in scale, modular, and web enabled, visual and be automated;
12. Support fraud analytic tools that can be incorporated into SQL and Non-SQL databases at the preference of the agency/organization;
13. Provide on-demand financial analytics and flexible modeling to show report on payment activity to all vendors, Contractors, and other entities from across account holders. The on-demand financial analytics and flexible modeling shall show potential fraudulent payment patterns. The fraud analytics system shall:
    a. Identify duplicate payments.
    b. Identify internal and external fraudulent transactions.
    c. Identify overpayments and how timely the vendor is in refunding overpayments to the Federal Government.
14. Provide simple to complex descriptive statistical models showing transaction and account holder patterns; sophisticated analytic and predictive models; and issue alerts to GSA and agency/organization managers when potential fraudulent behavior patterns are predicted;
15. Provide predictive fraud detection using a semantic analytic technology, or similar technology, to interpret transaction patterns and potential outcomes along with future patterns;
16. Automatically review transactions using data mining capabilities to find hidden changes in transactions that may not be detectable in a manual human review;
17. Provide fraud analytic tools that access agency/organization transaction card data stores on a secure platform and infrastructure; including cloud environments and VPN or secure internet sites;
18. Provide a mechanism to proactively report potential fraud to A/OPCs and alert through email, SMS, text messaging, telephone, cell phone, or other means designated by the agency/organization;
19. Produce a monthly report, as required by the agency/organization. In addition, the Contractor shall provide a Government-wide fraud report to GSA due on the 10th of each month showing potential fraud, or on-demand report for a stated period, utilizing the format found at J.27, Attachment 27: Government-wide Fraud Report Template. The report shall contain all incidents of potential fraud with the most recent incident first and all incidents for a 12 month cycle and shall have the potential to expand the query date range, upon the request of the agency/organization. The data in the fraud report shall be in a file format that can be exported to perform ad-hoc queries on each data element in the report;
20. Provide for “customer-wide” access and views for GSA to see overall Government-wide fraud trends and specific agency/organization trends;
21. Automatically detect transactions that violate agency’s/organization’s policies;
22. Perform a 100% audit of all agency/organization transactions;
23. Report all transactions that are not in compliance with policies and guidance as specified by the agency/organization;
24. Determine fraud levels and how they are monitored, through an index range based on requirements and data points from agency/organizations;

25. Assign a risk score to all transactions as identified by the Federal Government and report the risk scores in each instance of fraud reporting or when requested in transaction reports;
26. Report on vendors who receive payments from an account that has any of the following warning signs: outstanding judgments, liens, pending litigation, sanctions, compliance issues, and other criteria that may be specified by agencies/organizations. The system shall identify and report transactions at questionable companies and rigorously analyze them for potential fraud;
27. Analyze "Big Data" visually as an interactive visual and summary display that is customizable;
28. Provide Fraud Analytics for all payment solutions (see C.3.1 *Product and Service Offerings*),
29. Allow for agencies/organizations to report suspicious activity on account holder accounts. The Fraud Analytic tools shall immediately capture the fraud report and analyze all account transactions history to identify similar patterns for other GSA SmartPay account holders to identify potentially fraudulent activity on other accounts.
30. A disclaimer indicating the EAS shall only be accessed by authorized Government users shall be displayed upon entry into the EAS.

C.7.4.4 Case Management

The Contractor shall provide a case management system that enables the high-volume automated processing of cases leveraging their capabilities and provided solutions in data mining, fraud analytics, and risk determination. The Contractor shall integrate the case management system with the agency/organization Electronic Access System (see C.7.1 *Electronic Access System*). The case management system shall provide a connection between risk analysis and resolution management, enabling GSA and agencies/organizations to take the necessary actions to investigate fraud and unauthorized activity. The system shall be scalable to process high volumes of cases simultaneously, perform investigations, establish customer action and work flow, and reach resolution. The solution shall be customizable to meet GSA and agency/organization requirements, including work flow processing, risk triggers, and data interfaces.

NOTE: The back-end capabilities utilized to flag transactions is not intended to be visible to the end user (e.g., proprietary fraud risk ranking capability).

The Contractor's case management system shall, at a minimum, have the following functions:

1. Support the review of transactions. The system shall provide for automated and manual case processing.
2. Trigger automated notifications to account holders through a variety of platforms (e.g., email, telephone, text message) as determined by agency/organizations at the task order level.
3. Seamlessly integrate data from the Contractor's data mining and fraud analytics solutions, including, but not limited to, the following data requirements: transaction date, account holder, merchant name and location, MCC, transaction amount, account number, and transaction type. Data requirements shall be determined by agencies/organizations at the task order level.
4. Be accessible on multiple device operating systems including, but not limited to, iOS, Android, Mac, Windows (compatible with latest support version of Safari, Microsoft Edge, Google Chrome, and Firefox), mobile devices, and most recent or equivalent versions (see C.7.1 *Electronic Access System* for operating system requirements). The system shall be versatile in scale, modular, cloud based and web enabled, visual and be automated.
5. Be configured to manage user inputs, processes, and outputs on the basis of the documented workflows of GSA and agencies/organization. The workflow shall be documented in a comprehensive repository and used to configure the system. The workflow documentation shall be sufficiently detailed and comprehensive to reproduce the configurations in production. The Contractor shall provide the capabilities to support GSA and agencies/organizations business process information inputs necessary to complete the workflow documentation. The Contractor shall develop the documentation and necessary formatting to meet the needs of configuration as well as the comprehensive workflow document repository.

6. Include a description of any features that would allow a user to manage case data, allowing the ability to generate specialized or custom reports to access data through queries and information using a variety of formats.
7. Interface with multiple internal and external data-sources to support GSA and agencies/organizations technical and business processes. The Contractor shall detail how data will be defined, used, stored, and controlled in accordance with rules and standards identified in the technical requirements. The Contractor shall provide designs of external system owners, interface documents for each external access point needed to accomplish its functionality. This will take the form of an interface document for presentation to external systems which require programmatic access to data resident in the solution, and interface documents received from external systems or sources providing access to data the solution requires to accomplish its functionality. The Contractor shall provide Data and Interface Design Document to include all data dictionary, data model and descriptions, interface methods to those external systems required for functionality, and system deployment strategies.
8. Develop the functional design for each component for the configuration and deployment tasks of the Project. The functional design shall include, at a minimum:
    a. Base system configuration and configuration parameters;
    b. Module configuration;
    c. Application enhancements and extensions;
    d. Application workflow;
    e. Process and interface scheduling; and
    f. Application security.
9. Produce an overall solution description document that describes the solution, including how it addresses the functional requirements detailed in the business requirements and technical requirements tables.

Additionally, the Contractor shall:

10. Develop a technical architecture and infrastructure document describing all hardware, system software and tools necessary for the deployment of the system.
11. Develop and maintain a *Requirements Traceability Matrix* to track all requirements. Requirements shall be tracked from requirement specification through production implementation. The primary objective is to ensure continuity and detailed tracking of requirements to system functionality.
12. Evaluate the data sources, business objectives, business, and technical requirements, as well as review stakeholder objectives to confirm the alignment of the proposed solution with the requirements of GSA and/or agency/organization.
13. Develop and execute a *Knowledge Transfer and Training Plan* that describes the approach for bringing managers, end users, and technical personnel to an appropriate level of understanding with the solution, 160 calendar days after award.
14. Be responsible for providing training to agency/organization users. The training shall include system features, business processes, reporting, and system navigation.
15. Provide end-user training.
16. Develop a Deployment Plan that describes the implementation approach and methodology, technical preparation, technical challenges, and scheduled phasing of the deployment.
17. Be able to demonstrate functionality delivered to customers for User Acceptance Testing (UAT) shall be delivered in the form of a pre-production release. The UAT will verify the functionality and technical usability of the system for each release of the system. UAT includes testing the interfaces and system accessibility.
18. Develop a *UAT Plan* that includes, at a minimum, the following:
    a. Test scenarios developed with GSA and/or agency/organization assistance. Test samples shall include all processing functions required for deployment; data sources, incoming and outgoing data including all data file interfaces, and reporting requirements.
    b. A description of the Contractor and GSA and agency/organization staff roles and responsibilities during testing.

c. The scope of UAT, which includes the inputs to test the steps and procedures in the testing process, timelines, and the expected results.
d. A description of the defect identification and resolution processes to be executed during UAT.

19. Deploy the full functionality of the solution as described in the Overall Solution Description document, and utilize the system with live users, data, and business processes. The Contractor shall present a Deployment Complete document for signature as evidence of completion.
20. Closeout of the Implementation is defined as the completion of all deliverables necessary to implement the solution and will be characterized by the use of the system by all of its user roles exclusively and without the support of the previous system.

C.8 Security Requirements

The Contractor shall make its commercial information technology (IT) system available for the GSA SmartPay Program. Systems shall be non-Federal IT systems processing Sensitive But Unclassified (SBU) information. The Contractor shall demonstrate that IT systems meet the GSA IT security requirements associated with a Federal Information Processing Standards (FIPS) 199 Moderate impact system as defined by the National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53 Revision 4 control baseline, and any revision thereto. **The Contractor shall house and store all GSA SmartPay data in the United States.**

The Contractor's security controls and processes shall protect the integrity, security, and proper functioning of all databases and systems involved in the operation of the GSA SmartPay Program. The databases and information processing systems containing government information shall have sufficient security measures to protect against deliberate or inadvertent loss, degradation, alteration, release, or damage of information. The Contractor will be held responsible for any misuse or fraud resulting in information mistakenly released by the Contractor. The security plan will be included in any resulting contract for Contractor compliance.

The contractor shall comply with specific GSA IT security requirements and deliverables, as well as frequency of delivery, are defined in the *GSA Procedural Guide: Security Language for IT Acquisition Efforts (CIO-IT Security-09-48,*most recent version, located in J.13 Attachment 13: GSA CIO-IT Security-09-48 Excerpts Revision 4 Updated January 25, 2018). At the Moderate impact level and higher, the contractor shall be responsible for providing an independent Security Assessment/Risk Assessment in accordance with GSA IT Security Procedural Guide 06-30, "Managing Enterprise Risk." All GSA policy and procedures are considered to be incorporated by reference into the GSA SmartPay 3 Master Contract. The following outlines the initial security deliverables schedule:

Initial Delivery Schedule	
Document	**Delivery**
System Security Plan	No later than 90 calendar days after contract award
Contingency Plan	No later than 90 calendar days after contract award
Vulnerability Scan Reports	No later than 90 calendar days after contract award
Privacy Impact Assessment	No later than 90 calendar days after contract award
Security Assessment Report	No later than 160 calendar days after contract award
Penetration Test Report	No later than 160 calendar days after contract award

The Contractor shall, meet the requirement defined in the commercial Payment Card Industry (PCI) Data Security Standards (DSS) 3.0, or future equivalent requirements. The Contractor shall provide current Attestation of Compliance (AOC). The Contractor shall also provide their complete Report of Compliance (ROC) and supporting artifacts to the GSA or agency/organization as requested.

The Contractor shall leverage its ROC to demonstrate compliance with NIST SP 800-53 Revision 4 moderate impact control requirements, and any revision thereto. GSA has provided a mapping between the NIST SP 800-53 Revision 4 controls and the PCI DSS 3.0 requirements, indicating where the PCI

DSS 3.0 requirement may satisfy the NIST SP 800-53 Revision 4 requirement. See J.14 Attachment 14: PCI DSS 3.0 to NIST SP 800-53 Revision 4 Mapping. All NIST SP 800-53 Revision 4 control or control enhancement requirements not able to be mapped to a corresponding PCI DSS 3.0 requirement shall be documented by the Contractor and assessed.

Regarding Federal Information Systems, requirements for protecting SBU information at the Moderate Confidentiality Impact level will be based on applicable policies established by the Office of Management and Budget (OMB) and applicable government-wide standards and guidelines issued by NIST. The requirements in the Federal regulation for protecting SBU information will not recreate policies, standards, and guidelines which are already established by OMB and NIST. The regulation will, however, require adherence to the policies and use of the standards and guidelines in a consistent manner throughout the executive branch, thereby reducing current complexity for Federal agencies and their non-Federal partners, including Contractors. In addition to defining safeguarding requirements for SBU information within the Federal government, NARA has taken steps to alleviate the potential impact of such requirements on non-Federal organizations by jointly developing with NIST, Special Publication 800-171 and defining security requirements for protecting SBU information in non-Federal systems and organizations. This approach helps non-Federal entities, including Contractors, comply with the security requirements using the systems and practices they already have in place, rather than using government specific approaches. It also provides a standardized and uniform set of requirements for all SBU information security needs, tailored to non-Federal systems, allowing non-Federal organizations to comply with statutory and regulatory requirements, and consistently implement safeguards for the protection of SBU information.

Upon request, the Contractor shall provide all deliverables outlined above to the agency/organization. These deliverables may be used by the agency/organization, as part of their technical evaluation process at the task order level to assist the agency/organization in reaching a risk-based decision, according to each customer's policies and procedures. Additional security requirements, beyond those herein, may be identified for specific agencies/organizations (e.g., defense agencies) at the task order level.

NOTE: The security requirements, herein, shall also apply to cloud based technologies, computing, and storage.

C.8.1 Security Plan

The Contractor shall submit a security plan that describes its overall security program and how the Contractor will satisfy the security requirements identified in this section. The initial plans/information shall be submitted in accordance with the table for initial delivery schedule as found in C.8 above. The security plan and its contents shall be updated and submitted annually as outlined in C.8.1.1 Submission of Security Deliverables. The security plan shall describe how improved security-related processes and technologies shall be incorporated during performance of the Master Contract, as they become commercially available. The plan shall address the Contractor's security measures and safeguards to ensure that all IT systems utilized by the Contractor and any third party personnel (e.g., sub-contractors):

- Operate effectively and accurately;
- Are protected from unauthorized alteration, disclosure, and/or misuse of information processed, stored, or transmitted;
- Maintain the continuity of support for organization missions, programs, and functions
- Incorporate management, operational, and technical controls sufficient to provide cost-effective assurance of the system's integrity and accuracy;
- Have appropriate technical, personnel, administrative, environmental, and access safeguards; and,
- Includes procedures for notifying the appropriate Federal Government organization of any and all vulnerabilities found.

At a minimum, the security plan shall address the following:

- Organizational security governance;

- Risk assessment processes and procedures;
- Maintenance and testing of security systems;
- Security monitoring procedures;
- Procedures and timeframes for resolving security deficiencies;
- Procedures for the prevention of and response to security breaches;
- Provide GSA and agency/organization with designated contact(s) for security related issues;
- Risk management;
- Security policy;
- Asset management;
- Human resources security;
- Physical and environmental security;
- Communications and operations management;
- Access control, and;
- Information systems acquisition, development, and maintenance

The Contractor shall conduct a risk assessment at least annually in accordance with C.8.1.1 Submission of Security Deliverables (see C.7.3.3 Non-Data Reports for GSA for further details). Based on the risk assessment results, the Contractor shall update and submit a revised security plan to the GSA SmartPay Program Office Information System Security Officer (ISSO), GSA Contracting Officer, GSA COR, and the GSA Systems Manager.

The Contractor shall outline standard procedures in its security plan to be implemented for reacting to fraudulent/questionable activity and security breaches including, but not limited to, the following:

- Immediately notifying GSA ISSO of confirmed security breaches;
- Immediately notifying the A/OPCs and account holders if their PII or payment card information has been compromised;
- Assigning new account numbers to accounts that have been compromised;
- Providing additional monitoring for individuals whose cards/accounts are known to have been compromised; and,
- Regardless of the impact on the program, the Contractor shall immediately notify the designated agency/organization point of contact of any security breach that the Contractor experiences.

At a minimum, the Contractor shall provide annual evidence of compliance with their approved security plan in accordance with C.8.1.1 Submission of Security Deliverables. The evidence shall include the current version of the Payment Card Industry (PCI) security requirements:

- **Attestation *of Compliance (AOC)*:** The Contractor shall provide documentation annually acknowledging that the organization, business line, entity, third parties and procedures that process, store, and transmit payment card data are PCI compliant. The Contractor shall also provide documentation acknowledging that the organization, business line, entity, third parties and procedures that manage the EAS are PCI compliant.
- **Penetration Test Results:** The Contractor shall provide the penetration testing schedule and results of the internal and external penetration test annually and as required by PCI.
- **Vulnerability Scan Results:** The Contractor shall provide the vulnerability scanning schedule and results for internal and external vulnerability scans required by PCI both annually and quarterly. The annual submission shall be the latest scan completed if not the same as the previous quarterly submission.
- **Security Management Plan:** The Contractor shall provide periodic reviews to confirm the requirements continue to be in place and personnel are following secure processes. The Contractor shall verify that appropriate evidence is maintained and documented (e.g., audit logs, vulnerability scan reports, firewall reviews). Periodic reviews shall be performed annually unless there are updates to FISMA, agency/organizations, or GSA policy that outline changes in security management plan review requirements.
- **Card-Not-Present (CNP) Plan:** The Contractor shall provide a plan outlining an approach to enhancing security for Card Not Present transactions. Examples of such measures include: User

Authentication, Email/SMS Notification, and the use of analytics to monitor account holder behavior. This plan shall be reviewed and updated annually to reflect changes in the commercial payments security environment.

The Contractor shall provide AOC, penetration test results, vulnerability scan results, CNP Plan and security management plan shall be sent to the GSA Contracting Officer, GSA COR, GSA SmartPay Program Office Information System Security Officer (ISSO), and GSA Systems Manager in accordance with C.8.1.1 Submission of Security Deliverables.

If the Contractor uses any service providers to process and or store government data, a ROC or AOC shall be provided for the service provider(s) to agencies/organizations, at no cost to the Federal Government. The ROC or AOC shall be provided to the GSA Contracting Officer, GSA COR, GSA SmartPay Program Office Information System Security Officer (ISSO), GSA Contracting Officer, GSA COR, and GSA Systems Manager annually in accordance with C.8.1.1 Submission of Security Deliverables.

C.8.1.1 Submission of Security Deliverables

All annual and quarterly security deliverables shall be submitted at least 21 calendar days prior to the due dates required by PCI and GSA CIO-IT Security 19-101, IT Security Procedural Guide: External Information System Monitoring, dated March 12, 2020 (or latest release), unless otherwise expressly stated. See also Section J.13 Attachment 13: GSA CIO-IT Security 09-48 Excerpts Revision 4 Updated January 25, 2018 and Section J.22 Attachment 22: GSA SmartPay 3 Deliverables Checklist.

C.8.1.2 GSA Notification of Security Updates

As NIST and GSA OCIO security requirements evolve throughout the life of the contract, the GSA Contracting Officer, GSA COR (Security), and the GSA ISSO may require the Contractor to comply with latest revisions of GSA-IT-Security-09-48, Security and Privacy Requirements for IT Acquisition Efforts, GSA-CIO-IT-Security-19-101 External Information System Monitoring, and any additional applicable GSA-CIO-IT-Security procedural guides and requirements. Revisions may include resubmission of deliverables using updated templates and/or submission of new information. As a normal course of business, formal contract modifications will not be issued for document revisions of this nature unless deemed necessary by the GSA Contracting Officer and GSA COR. When a modification is not necessary, the GSA COR (Security) shall notify the Contractor in writing of revisions as soon as they are known and promptly provide a copy of the revision for the Contractor's review. The GSA COR (Security) shall copy the GSA Contracting Officer and GSA COR on the notification. The notification shall also include a target date for Contractor compliance. Compliance with NIST and GSA OCIO revisions shall normally occur with the next scheduled submittal, unless otherwise indicated by the Government in its written notification.

In instances where updated GSA OCIO revisions are not issued in a manner that provide sufficient time for the Contractor to comply with the target due date, the GSA Contracting Officer, GSA COR (Security), and GSA COR shall negotiate a mutually agreeable date for compliance with the Contractor, taking into account the schedule of upcoming deliverables. The Contractor shall have no less than the same amount of time to comply as that which has elapsed from the date NIST issued the change to the date the Contractor receives final GSA OCIO revisions in writing from the GSA COR (Security). The GSA COR (Security) shall document the negotiated compliance date via email to the Contractor and request acknowledgment of receipt and provide a copy to the GSA Contracting Officer, GSA COR, and GSA OCIO. The GSA COR (Security) shall routinely monitor Contractor progress and immediately advise the GSA Contracting Officer of any barriers to achieving the negotiated compliance date. This paragraph should not be construed as the Government waiving its rights to require expedited compliance by the Contractor in the case of urgent and compelling requirements necessary to maintain security and integrity of GSA SmartPay program information. Notifications of an urgent and compelling nature will come from the GSA Contracting Officer.

C.8.2 Protecting Personally Identifiable Information and Payments Data

Unless otherwise specified by the agency/organization at a task order level, the Contractor shall mask the first five digits of social security numbers and comply with PCI requirement for masking on all other sensitive account data including, but not limited to, statement of accounts, invoices, tax identification number (TIN), employee identification number (EIN), and other applicable areas on which it appears**.** Sensitive account holder data includes, but is not limited to, social security numbers and account numbers. The Contractor shall:

- Provide to GSA a list of PII data elements used by the Contractor as defined by US Privacy and Information Security Laws (e.g., http://www.gsa.gov/portal/content/104250);
- Identify all PII data residing within the Contractor organization or under the control of the Contractor organization through a third party;
- Follow its internal procedures for the destruction of PII and payment card data (physical and electronic) and current controls in place to monitor, detect, and prevent the exfiltration of PII and payment card data;
- Implement secure communication protocols such as SSL to encryption web sessions and other data transfers between Contractor, service providers and GSA;
- Have controls in place to prevent Contractors from sending PII and payment card data by end-user messaging technologies (e.g., email, instant messaging, SMS, chat). The protocol used for data exchange should be strong, at a minimum 256 Advance Encryption Standard (AES), and industry recognized;
- Implement encryption methods to encrypt data at rest; and,
- Implement database encryption techniques (e.g., column-level or table space) to protect sensitive data stored in databases.

In regard to key management security protocols the Contractor shall:

- Only use approved public algorithms such as AES, RSA public key cryptography, and SHA-256 or better for encryption;
- Encrypt, using only NIST certified cryptographic modules, all data on mobile computers/devices carrying agency data;
- Restrict access to cryptographic keys to the fewest number of custodians necessary;
- Fully document and implement all key-management processes and procedures for cryptographic keys used for encryption of PII and payment card data; and,
- Ensure that security policies and operational procedures for protecting stored PII and payment card data are documented, in use, and known to all affected parties.

C.8.3 Identification and Access Controls for Program Systems

The Contractor shall provide measures to enforce access control to GSA SmartPay Program systems. Program systems shall use identification and authorization data to determine user access to information. Program systems shall define and control access between subjects and objects in the system.

The Contractor's enforcement mechanism (e.g., self/group public controls, access control lists, and roles) shall allow users to specify and control sharing of program systems objects by other users, or defined groups of users, or by both, and shall provide controls to limit access rights to the system. The Contractor's discretionary access control mechanism shall, either by explicit user action or by default, ensure that program systems objects are protected from unauthorized access. These access controls shall include or exclude access to the granularity of a single user. Access permission to an object by users not already possessing access permission shall be assigned only by authorized users.

The Contractor's system shall, at a minimum, abide by the following *NIST SP 800-53 Revision 4*, or higher, standards, as follows:

- **Access Enforcement:** The system shall allow agencies/organizations to control access of PII through access control policies and access enforcement mechanisms (e.g., access control lists).

- **Separation of Duties:** The system shall support agency/organizations enforced separation of duties involving access to PII. For example, example: An AO may have a card that is managed by a higher level AO.
- **Least Privilege:** The system shall allow agencies/organizations to enforce the most restrictive set of rights/privileges or access needed by users (or processes acting on behalf of users) for the performance of specified tasks. The Contractor organization shall ensure that users who access records containing PII have access only to the minimum amount of PII, along with only those privileges (e.g., read, write, execute) that are necessary to perform the user's job duties.
- **Remote Access:** The system shall prohibit or strictly limit remote access to PII. If remote access is permitted, the Contractor organization shall ensure that the communications are encrypted.
- **User-Based Collaboration and Information Sharing:** The system shall allow agencies/organizations to provide automated mechanisms to assist users in determining whether access authorizations match access restrictions, such as contractually-based restrictions, for PII.
- **Identification and Authentication (Organizational Users):** The system shall require account holders to be uniquely identified and authenticated before accessing PII. The system shall support a two-factor authentication where one of the factors is provided by a device separate from the computer gaining access.
- **Media Access:** The system shall allow agencies/organizations to restrict access to information system media containing PII, including digital media (e.g., CDs, USB flash drives, backup tapes) and non-digital media (e.g., paper, microfilm). This could also include portable and mobile devices with a storage capability.
- **Access Control for Mobile Devices**: Agency/organizations can choose to prohibit or strictly limit access to PII from portable and mobile devices, such as laptops, cell phones (or smart phones), and personal digital assistants, which are, in most instances, higher-risk than non-portable devices (e.g., desktop computers at the organization‘s facilities). Some agencies/organizations may choose to restrict remote access involving higher-impact instances of PII so that the information will not leave the organization‘s physical boundaries. If access is permitted, the agency/organization is responsible for ensuring that the devices are properly secured and regularly scanning the devices to verify their security status (e.g., anti-malware software enabled and up-to-date, operating system fully patched).

C.8.4 System Security Reviews and Audits

Program systems shall be subject to security reviews and/or security audits as required by the Federal Government, before and throughout the period of performance. GSA Program Managers and agencies/organizations shall have access to systems in order to regularly review and analyze information system audit records for indications of inappropriate or unusual activity, investigate suspicious activity or suspected violations, report findings to appropriate officials, and take necessary actions.

C.8.4.1 Ability to Audit System Actions

The Contractor's program systems shall provide protection from modification, unauthorized access, or destruction of audit trails. The audit data shall be protected so that read-access is limited to those who are authorized to have access. The Contractor's system shall also audit any manual action that results in a change to system values or settings. The system shall record the following types of events:

- Use of identification and authentication mechanisms
- Introduction of objects into a user's EAS account (e.g., filing dispute, requesting limit increase)
- Deletion of objects
- Actions taken by computer operators and system administrators and/or system security officers and other security relevant events

For each recorded event, GSA and the agencies/organizations shall be able to monitor events that affect the confidentiality of PII, such as unauthorized access to PII. For example, suppose that an agency/ organization has a database containing thousands of records on payment transactions. Instead of allowing accountholders to have full and direct access to the database, which could allow the cardholders

to save extracts of the database records to the account holder's computer, removable media, or other locations, the agency/organization could permit the cardholder's to access only the necessary records and record fields. Cardholders could be restricted to accessing only general demographic information and not any information related to the employees' identities. The Contractor's system shall allow GSA and the agencies/organizations to employ automated tools to monitor PII internally or at network boundaries for unusual or suspicious transfers or events. An example is the use of data loss prevention technologies.

C.8.5 Personnel Security Governance

To ensure the security of government and account holder information, the Contractor shall, at a minimum:

- Establish and maintain a security awareness training program and provide training to all Contractor personnel prior to granting access to GSA SmartPay data in the performance of this contract. Customized mandatory training shall be in place to educate and test the knowledge of employees that handle PCI and PII data. A copy of the Contractor's training program shall be provided to the GSA COR and ISSO within 30 calendar days of contract award and shall be subject to the GSA COR and ISSO's revisions and approval.
- Require that Contractor personnel who have access to government data systems have, at a minimum, a background investigation that includes an acceptable result and must be United States resident physically located within the U.S. (see C.8.13 *Background Investigation* for more information).
- Identify a dedicated person/role responsible for identifying risk and overseeing security operations. The role description and information should be readily available upon GSA and/or agency/organization request (see C.4.1.1 *Key Personnel*).
- Provide the GSA COR and ISSO a data classification and data use policy which classifies sensitive data (e.g., PII and payment card data) and provides direction regarding how it should be protected while it's in use, transmission, and at rest.
- Inventory, classify, and evaluate all third party vendors handling PII data.

C.8.6 Privacy and Security Safeguards

To ensure the security of government and account holder information, the Contractor shall, at a minimum provide protection for:

- **Media Storage:** The Contractor shall securely store PII, if in paper and/or digital forms, until the media are destroyed or sanitized using approved equipment, techniques, and procedures. One example is the use of storage encryption technologies to protect PII stored on removable media.
- **Media Transport:** The Contractor shall protect digital and non-digital media and mobile devices containing PII that is transported outside the organization's controlled areas. Examples of protective safeguards are encrypting stored information and locking the media in a container.
- **Media Sanitization:** The Contractor shall sanitize digital and non-digital media containing PII before it is disposed of or released for reuse. An example is degaussing a hard drive—applying a magnetic field to the drive to render it unusable.
- **Transmission Confidentiality:** The Contractor shall protect the confidentiality of transmitted PII. This is most often accomplished by encrypting the communications or by encrypting the information before it is transmitted.
- **Protection of Information at Rest:** The Contractor shall protect the confidentiality of PII at rest, which refers to information stored on a secondary storage device, such as a hard drive or backup tape. This is usually accomplished by encrypting the stored information.
- **Housing of Data in the United States:** The Contractor shall house and store all GSA SmartPay data in the United States.

C.8.7 EAS Security Architecture

The Contractor EAS systems shall, at a minimum, abide by the following security architecture

specifications:

- Outline defense in depth strategy for servers containing PII and payment card data to be provided to agencies/organizations upon request;
- Tiered architecture strategy shall be in place to isolate, with firewalls, web servers, application servers, middleware, and database servers;
- A systems development life cycle shall be in place to build in security into newly developed or modified applications required by GSA and the agency/organization;
- Perform vulnerability scans and penetration tests for in-scope applications and review scan results and remediate any vulnerabilities unless justified by a business case;
- Service-enterprise architecture shall be in place to prevent host from accessing back office systems (e.g., databases); and,
- For ad-hoc requests (e.g., enterprise file transfer), a web-transmission of data between the Contractor and GSA Program Managers and/or A/OPCs shall use secure drops.

C.8.8 Identity and Access Management

To ensure the security of government and account holder information, the Contractor shall, at a minimum:

- Verify user identity before modifying any authentication credential (e.g., performing password resets, provisioning new tokens, or generating new keys);
- Change user passwords/passphrases at least once every 90 calendar days;
- Not allow an individual to submit a new password/phrase that is the same as any of the last four passwords/phrases he or she has used;
- Set passwords/phrases for first-time use and upon reset to a unique value for each user, and change immediately after the first use;
- Document and communicate authentication policies and procedures to all users;
- Not use group, shared, or generic IDs, passwords, or other authentication method; and,
- Ensure that security policies and operational procedures for identification and authentication are documented, in use, and known to all affected parties.

The Contractor shall define and implement policies and procedures to ensure proper user identification management for users and administrators on all system components as follows:

- Assign all users a unique ID before allowing them to access system components or PII or payment card data;
- Control addition, deletion, and modification of user ID's, credentials, and other identifier objects;
- Immediately revoke access for any terminated users;
- Remove/disable inactive user accounts within 90 calendar days;
- Manage IDs used by vendors to access, support, or maintain system components (e.g., enabling only during the time period needed and disabling when not in use, monitoring when in use);
- Limit repeated access attempts by locking out the user ID after not more than five (5) attempts
- Set the lockout duration to a minimum of 30 minutes or until an administrator enables the user ID; and,
- Require the user to re-authenticate to re-activate the terminal or session if a session has been idle for more than 15 minutes.

The Contractor shall incorporate two-factor authentication for remote network access originating from outside the network by personnel (including users and administrators) and all third parties, (including access for support or maintenance). Two of the following three authentication methods shall be used:

- Something the user knows, such as a password or passphrase
- Something the user has, such as a token device or smart card
- Something the user is, such as a biometric

C.8.9 Threat and Vulnerability Management

The Contractor shall establish a vulnerability management program to continuously monitor for threats and vulnerabilities to systems containing payment card data and PII data. Program components shall include:

- Continuous logging and monitoring and protection of logs;
- Deploying anti-virus software on all systems commonly affected by malicious software and ensuring the anti-virus software is capable of detecting, removing, and protecting against all known types of malicious software;
- Ensuring that all anti-virus software is kept current, perform daily scans, and generate audit logs; and,
- Ensuring that anti-virus software is actively running and cannot be disabled or altered by users, unless specifically authorized by management on a case-by-case basis for a limited time period.

C.8.10 Threat Analysis

To ensure the security of government and account holder information, the Contractor shall, at a minimum:

- Establish a process to identify security vulnerabilities, using reputable outside sources for security vulnerability information, and assign a risk rating in accordance with FISMA (e.g., “high,” “medium,” or “low”) to newly discovered security vulnerabilities; and,
- Ensure that all system components and software are protected from known vulnerabilities by installing applicable vendor supplied security patches. Install critical security patches within one month of release.

The Contractor’s change control procedures for the implementation of security patches and software modifications shall include the following:

- Documentation of impact;
- Documented change approval by authorized parties;
- Functionality testing to verify that the change does not adversely impact the security of the system; and,
- Back-out procedures.

Additionally, the Contractor shall follow change control processes and procedures for all changes to system components. The processes shall include the following:

- Separate development/test environments from production environments, and enforcement of the separation with access controls;
- Separation of duties between development/test and production environments;
- Production data are not used for testing or development; and,
- Removal of test data and accounts before production systems become active.

C.8.11 Security Incident Response Plan

The Contractor shall submit a security incident response plan to address and manage activities during and after a security incident (see C.1 *Definitions*). The initial plan/information shall be submitted in accordance with the table for initial delivery schedule as found in C.8 above. The security plan shall be updated annually in accordance with C.8.1.1 Submission of Security Deliverables thereafter (see also C.8.1 for additional information). The security incident response plan shall be in place to address situations in an organized and effective manner limiting damage to the agency/organization and reducing recovery time and cost. The plan shall provide guidelines on what constitutes an incident, along with a process that shall be followed when a security incident occurs. The Contractor’s incident response team – or equivalent personnel– shall be involved in all security incident response for the Contractor and service providers. The security incident response plan shall include:

- Monitoring for signs of incidents using automated detection capabilities such as Intrusion Detection Systems (IDS)/Intrusion Prevention Systems (IPS), security log correlation software or

antivirus software;
- Tracking user-generated problem reports;
- Contacting appropriate resources that will play a role in escalating, analyzing, and remediating the incident;
- Ensuring that Contractor personnel are aware of points of contact for incident handling;
- Escalating the incident to the appropriate stakeholders (e.g., GSA, agency/organization);
- Determining the need to notify external entities (e.g., FBI);
- Determining whether an actual incident has occurred;
- Prioritizing the incident based on its criticality severity, and impact;
- Determining resources necessary for incident resolution;
- Notifying affected parties (e.g., customers, employees, etc.) of the incident and communicating the resolution strategy;
- Notifying the GSA ISSO, GSA COR, and GSA Contracting Officer with incident type required time schedule;
- Performing the necessary actions to prevent the incident from affecting additional resources;
- Determining the need to collect and preserve evidence;
- Considering remediation strategies such as: identifying and isolating infected hosts; contacting anti-virus vendors for support; blocking email and networking traffic; shutting down email servers and isolating network from internet; requesting employee participation; and disabling services and connectivity;
- Eliminating vulnerabilities that allowed the incident to occur;
- Undoing any undesired changes that resulted from the incident; ***and***
- Determining the cause for the incident and update resources to prevent the incident from reoccurring.

C.8.12 PCI Physical and Data Center Security Requirements

The Contractor shall appropriately restrict any physical access to data or systems that house PII data in accordance with PCI 3.0 Requirement 9, or future equivalent requirements. The Contractor shall ensure offsite backup and storage of critical program data. Critical data and information is any data or information that is essential for the restoration of services and operation in the event of a disaster that impacts the Contractor's facilities or operation. The Contractor shall provide physical security to government and account holder information including, but not limited, to the following:

PCI 3.0 Requirement 9 Section	PCI 3.0 Requirement 9 Sub-Sections
9.1 – Use appropriate facility entry controls to limit and monitor physical access to systems in the account holder data environment.	**9.1.1** – Use video cameras and/or access control mechanisms to monitor individual physical access to sensitive areas. Review collected data and correlate with other entries. Store for at least three months, unless otherwise restricted by law.
	9.1.2 – Implement physical and/or logical controls to restrict access to publicly accessible network jacks.
	9.1.3 – Restrict physical access to wireless access points, gateways, handheld devices, networking/communications hardware, and telecommunication lines.
9.2 – Develop procedures to easily distinguish between onsite personnel and visitors, to include: ● Identifying onsite personnel and visitors (for example, assigning badges); ● Changes to access requirements; and, ● Revoking or terminating onsite personnel and expired visitor identification (such as ID badges).	

PCI 3.0 Requirement 9 Section	PCI 3.0 Requirement 9 Sub-Sections
9.3 – Control physical access for onsite personnel to sensitive areas as follows: ● Access shall be authorized and based on individual job function, and ● Access is revoked immediately upon termination, and all physical access mechanisms, such as keys, access cards, are returned or disabled.	
9.4 – Implement procedures to identify and authorize visitors. Procedures should include the following:	**9.4.1** - Visitors are authorized before entering, and escorted at all times within, areas where account holder data is processed or maintained.
	9.4.2 - Visitors are identified and given a badge or other identification that expires and that visibly distinguishes the visitor from onsite personnel.
	9.4.3 - Visitors are asked to surrender the badge or identification before leaving the facility or at the date of expiration.
	9.4.4 - A visitor log is used to maintain a physical audit trail or visitor activity to the facility as well as computer rooms and data centers where account holder data is stored or transmitted. Document the visitor's name, the firm represented, and the onsite personnel authorizing physical access on the log. Retain this log for a minimum of three months.
9.5 – Physically secure all media.	**9.5.1** - Store media backups in a secure location, preferably an off-site facility, such as an alternate or backup site, or a commercial storage facility. Review the location's security at least annually.
9.6 – Maintain strict control over the internal or external distribution of any kind of media, including the following:	**9.6.1** - Classify media so the sensitivity of the data can be determined.
	9.6.2 - Send the media by secured courier or other delivery method that can be accurately tracked.
	9.6.3 - Ensure management approves any and all media that is moved from a secured area (including when media is distributed to individuals).
9.7 – Maintain strict control over the storage and accessibility of media.	**9.7.1** - Properly maintain inventory logs of all media and conduct media inventories at least annually.
9.8 – Destroy media when it is no longer needed for business or legal reason as follows:	**9.8.1** - Shred, incinerate, or pulp hardcopy material so that account holder data cannot be reconstructed. Secure storage containers used for materials that are to be destroyed.
	9.8.2 - Render account holder data on electronic media unrecoverable so that account holder data cannot be reconstructed.
9.9 – Protect devices that capture payment card data via direct physical interaction with the card from tampering and substitution.	**9.9.1** – Maintain an up-to-date list of devices. The list should include the following: ● Make, model of device ● Location of device (e.g., address of the site or facility where the device is located) ● Device serial number or other method of unique identification.
	9.9.2 – Periodically inspect device surfaces to detect tampering (for example, addition of card skimmers to devices), or substitution (for example, by checking the serial number or other device characteristics to verify it has not been swapped with a fraudulent device).

PCI 3.0 Requirement 9 Section	PCI 3.0 Requirement 9 Sub-Sections
	9.9.3 – Provide training for personnel to be aware of attempted tampering or replacement of devices. Training should include the following: ● Verify the identity of any third-party persons claiming to be repair or maintenance personnel, prior to granting them access to modify or troubleshoot devices; ● Do not install, replace, or return devices without verification; ● Be aware of suspicious behavior around devices (for example, attempts by unknown persons to unplug or open devices); and, ● Report suspicious behavior and indications of device tampering or substitution to appropriate personnel (for example, to a manager or security officer).
9.10 – Ensure that security policies and operational procedures for restricting physical access to account holder data are documented, in use, and known to all affected parties.	

C.8.13 Background Investigation

The interests of national security require that all persons privileged to be employed in the departments and agencies of the government shall be reliable, trustworthy, of good conduct and character, and of complete and unswerving loyalty to the United States. This means that Federal applicants, employees, and Contractors in or under contract with any department or agency of the government are subject to investigation. The scope of the investigation will vary, depending on the nature of the position and the degree of harm that an individual in that position could cause.

Background investigation is required for designated Contractor employees supporting the GSA SmartPay Program (see J.12 *Attachment 12: Background Investigation Decision Tree*) and shall be subject to change according to the requirement for contractor personnel investigation as specified in the HSPD-12 Handbook. Moderate Public Trust risk level is required for designated Contract employees who are required to have a background investigation. The Moderate Public Trust risk level is required as Contractor employees have access to sensitive information (e.g., PII, sensitive financial information) accessible through GSA SmartPay systems. The background investigation process for designated Contractor employees supporting the GSA SmartPay program shall be initiated after contract award and shall be completed prior to the end of the Transitional period of performance and prior to the start of the Transactional period of performance (see F.1 *GSA SmartPay Contract Period of Performance*). Contractor designated employees who do not pass the background investigation process will not be allowed to work on the SmartPay contract.

Any designated Contractor employee who has previously gone through the background investigation process with GSA (SmartPay) can have their fitness determination remain effective, provided the following requirements are met:

a) GSA can verify that the prior investigation was completed and the results were favorable;
b) GSA has not received any significant derogatory information for such employee that was not previously adjudicated;
c) The designated Contractor employee has had less than a 2-year break in service since the end of the previous contract; and
d) The prior investigation is at the same or higher level as required for this SmartPay 3 contract.

When any one of the aforementioned requirements is not met, the designated Contractor employee shall be required to undergo the background investigation process via the GSA Office of Mission Assurance. The Contractor and its designated employees shall use the following procedures for completing the background investigation:

Initiating Background Investigation Documentation Process for Designated Contractor Employees: Once the Master Contract personnel have been assigned responsibility under the GSA Master Contract, the Contractor shall require personnel to complete the Contractor Information Worksheet (CIW). All CIWs shall be typed. The Contractor shall gather the following CIW information for all relevant employees:

1. Designated Contractor Employee Information: Includes the applicant's information necessary to complete the CIW.
2. Contact Information: Includes the Master Contract number under which the employee will be assigned once the hiring process is complete.
3. Project/Work Location Information (physical Contractor site): Includes physical location work location for where the designated Contractor employee will perform work.

The Contractor shall submit the CIW, other relevant documentation and a list of designated employees to the GSA Contracting Officer no later than 60 calendar days after award.

The Electronic Questionnaire Investigations Processing (e-QIP): The Contractor's relevant employees will receive an e-QIP invitation. The designated Contractor's employees are required to complete the e-QIP questionnaire, error free, within 14 calendar days or receipt. The designated Contractor's employees shall complete, print, and sign and return the signature pages, which consists of the following:

1. Certification Page: Certification that the application is complete
2. General Release: Authorization for release of information
3. Release of Medical: Authorization of release of medical information (this document will only be generated by e-QIP if additonal information is required based on anwers to medical questions)

The Contractor shall respond to the e-QIP invitation from the initiator (i.e., GSA Office of Mission Assurance). All signature pages shall be due no later than 10 calendar days after the completion of the e-QIP, in accordance with most recent GSA policy. J.12 *Attachment 12: Background Investigation Decision Tree* is a decision tree for Contractors to identify designated employees subject to background investigations. The Contractor shall use J.11 *Attachment 11: Background Investigation: SF-85P* form to support the above process. The above process shall be completed prior to the transactional period of performance and after award (See F.1 *GSA SmartPay Contract Period of Performance*).

Background Reinvestigation Requirement. Every five (5) years, designated Contractor employees with approved background investigations shall be subject to a reinvestigation process. The GSA Office of Mission Assurance will coordinate with the GSA Center for Charge Card Management and the Contractor for reinvestigations. Contractor employees shall complete all required background reinvestigation forms (to include the e-QIP questionnaire) and submit to fingerprinting, as required by the GSA Office of Mission Assurance. Submission of reinvestigation documents must conform to the standards and timelines stated above unless otherwise indicated by the GSA Office of Mission Assurance.

C.8.13.1 Background Investigation Reimbursement Remittance

Upon submission of the CIW to the GSA Contracting Officer, it is the responsibility of the GSA Contracting Officer, through the COR or GSA Designated Representative, to ensure the CIW is forwarded for each applicant to the designated government security entity[8] in accordance with the current GSA/Federal Protective Service (FPS) Contractor Suitability and Adjudication Program Implementation Plan. CIWs should be submitted to the GSA COR or GSA Designated Representative in bulk rather than individually as this will increase efficiency and speed of the submission process. The CIW(s) shall be forwarded by GSA COR or GSA Designated Representative no later than three (3) business days after receipt of any properly filled out (i.e., contains no errors) CIW(s). The designated government security entity will then

[8] **NOTE:** Currently, the Office of Personnel Management (OPM), in conjunction with the Department of Homeland Security (DHS) manage the background investigation process and fees. The responsibilities and reimbursement process of the background investigations will be transferred to the Department of Defense's (DOD's) Defense Security Services for Contractors offering under this GSA SmartPay 3 Master Contract at some future date during contract performance.

contact each applicant with instructions for completing required forms and releases for the particular background investigation level required.

The background investigations/reinvestigations shall be accomplished at no cost to the Federal Government. As a result, the Contractor is responsible for the cost of background investigations/ reinvestigations required for its employees to perform work under the GSA SmartPay 3 Master Contract. The cost for each background investigation/reinvestigation may vary depending on the level of the investigation and associated services required. The background investigation/reinvestigation costs are subject to change each FY. For planning purposes, an updated FY pricelist will be provided to the Contractor by GSA to ensure the correct costs are applied for the applicable FY. The Contractor is responsible for the cost of each applicant's background investigation/reinvestigation whether or not the applicant is favorably adjudicated or not. See current pricelist at: https://www.opm.gov/investigations/background-investigations/federal-investigations-notices/.

Along with the CIW submissions, the Contractor shall also submit to the GSA COR a list of designated Contractor employees' positions requiring a background investigation/reinvestigation encumbered by each applicant and the associated costs. GSA will determine the required suitability investigation. Once the Contractor and the GSA Contracting Officer are in agreement on the list, including the investigation level and associated cost, the GSA Contracting Officer through the COR or GSA Designated Representative will submit the CIW submissions to the designated government security entity for investigation/reinvestigation and adjudication (See J.12 *Attachment 12: Background Investigation Decision Tree*).

The GSA Contracting Officer will provide payment instructions (e.g., Wire Transfer Information) to the Contractor at the time a payment is required. GSA will inform the Contractor of the background investigation/reinvestigation results as soon as possible upon notification of the investigation/ reinvestigation result from the designated government security entity.

C.8.14 Authorization Controls

The Contractor shall provide standard commercial authorization controls during the transaction authorization process at no additional cost. The Contractor shall also have the ability to provide any additional controls requested by the A/OPC at the task order level. In addition to its standard commercial authorization controls, the Contractor shall be able to void cards, PINs, or driver access codes at the request of the agency/organization. The Contractor shall also have the ability to set different authorization controls as requested by the agency/organization (e.g., unrestricted controls on inter/intra-governmental services). The agency/organization shall have the ability to promptly change authorization controls real time electronically. The Contractor shall update GSA and the agencies/organizations as new authorization controls become commercially available. The Contractor shall, at a minimum, provide the following standard commercial authorization controls:

a) **Default Limit:** Standard commercial default limits suggested by the Contractor during card/account set-up that may be changed by an agency/organization.
b) **Dollars per Transaction Limit:** Restricting the dollars per single transaction that can be spent on each card/account as set by the A/OPC.
c) **Dollars per Month Limit:** Restricting the dollars per month that can be spent on each card/account as set by the A/OPC.
d) **Transactions per Day Limit:** Restricting the number of transactions per day on each card/account as set by the A/OPC.
e) **Transactions per Month Limit:** Restricting the number of transactions per month on each card/account as set by the A/OPC.
f) **Merchant Category Code (MCC):** Restricting the types of purchases made by each card/account as set by the A/OPC. Purchases are restricted depending on the type of merchant (identified by the merchant category code). For Fleet, instead of MCC, include Product Number/Code.

g) **Preferred Supplier Listing:** Each account may be restricted from making purchases at certain merchants; straight-through processing (STP) or virtual accounts may have established relationships with a specific supplier.
h) **Preferred Supplier Listing Threshold:** Each account may be restricted to certain dollar thresholds and preferred suppliers.
i) **Automatic Controls:** Controls that flag and deny invalid cards (e.g., lost, stolen, suspended, canceled).
j) **Mass Changes:** The ability for the A/OPC to make changes on a large number of accounts (to meet contingency operations such as natural disasters).
k) **Information Adjustments:** The ability for the A/OPC to adjust account information based upon hierarchy levels.
l) **Activation/Deactivation on Demand**: The ability for the A/OPC to activate/deactivate multiple accounts upon demand or activate/deactivate automatically based upon established business rules provided by the agency/organization at the task order level. No transactions shall be authorized on a deactivated account.
m) **User Account Recognition:** The ability to uniquely identify and authenticate an account user before processing card-not-present transactions. The transaction processing shall support a two-factor authentication where one of the factors is provided by a device separate from the computer gaining access. The concept to tie the financial authorization process with an online authentication.
n) **Card-Not-Present Notifications:** The ability to notify the agency/organization on card-not-present transactions. Frequency of notifications and notified individuals shall be determined at the agency/organization task order level.

Additionally, the Contractor shall inform the agencies/organizations of available technologies/services that focus on approaches to identify and control unusual spending patterns or frequencies at the point-of-sale.

C.8.14.1 Purchase Transaction Authorization Controls

The Contractor shall also provide a billing cycle office limit if requested by the A/OPC. The billing cycle office limit is used by agencies/organizations primarily for budget control purposes and may be on a monthly, quarterly, or other basis. Each office may be assigned a billing cycle office dollar limit set by the A/OPC. Any office limit may be assigned; however, the Contractor shall provide, at a minimum, an office limit that can accommodate 9 digits in length. The Contractor shall have a mechanism to further restrict the use of a Purchase account for the purchase or acquisition of long-term rentals or lease of land or buildings. Long-term is defined as any rental agreement or lease that extends beyond a 12-month period and is intended for more than a temporary basis.

In the case of long-term rentals or lease of land or buildings, the Purchase account may only be used as a payment mechanism, within accountholder authorized purchase limits and after consideration of agency/organization-specific policy. Purchase accounts may, however, be used as a purchase and payment mechanism in the case of short-term rentals or leases (defined as those rentals/leases with a duration less than 12 months) within accountholder authorized purchase limits and after consideration of agency/organization-specific policy. Examples of appropriate uses of a Purchase account for rental agreements or lease of land or buildings include:

- Purchase and/or payment of a conference facility to house a five-day conference or meeting (where a Travel CBA would not be appropriate);
- Purchase and/or payment of office space to house an agency/organization for three months in case of an emergency, such as responding to a natural disaster or act of terrorism;
- Purchase and/or payment of a temporary storage unit where a unit is deployed and requires short-term storage and staging space for equipment for the duration of a month-long training exercise; and
- Payment under a contract made through the local Contracting Office for a long-term lease, whereby payment of the monthly invoice is authorized via a Government Purchase Card.

C.8.14.2 Travel Transaction Authorization Controls

The Contractor shall also provide the ability to limit access to the ATM option. Each account may be assigned a daily, weekly, or billing cycle ATM limit by the A/OPC.

C.8.14.3 Fleet Transaction Authorization Controls

The Contractor shall also provide following commercial authorization controls for Fleet:

a. **Product code dollar limits**: Restricting the dollars per designated cycle (e.g., daily, weekly, biweekly, monthly) per product code (e.g., fuel, non-fuel, general merchandise, oil and fluids, parts and service, quicklube, roadside) on each card/account as set by the A/OPC; and
b. **Product code daily transaction limit:** Restricting the number of transactions designated cycle (e.g., daily, weekly, biweekly, monthly) per product code (e.g., fuel, non-fuel, general merchandise, oil and fluids, parts and service, quick lube, roadside) on each card/account as set by the A/OPC.

END OF SECTION C

D Packaging and Marking

NOT APPLICABLE

END OF SECTION D

E Inspection and Acceptance

NOT APPLICABLE

END OF SECTION E

F Deliveries and Performance

F.1 GSA SmartPay Contract Period of Performance

The total Period of Performance for this contract is not-to-exceed 15 calendar years from the date of contract award. The total Period of Performance is comprised of the following periods:

- **Transitional Period:** Begins upon contract award and continues for a period not-to-exceed 18 calendar months. The Transitional Period will not extend beyond the expiration date of the GSA SmartPay 2 contracts. See Section C.2.2 *Transition* for more information on transition requirements.
- **Transactional Period:** Begins on the day immediately following expiration of the GSA SmartPay 2 contracts and continues for a period of 13 calendar years. The Transactional Period is broken out as follows:
    - **Base Period (31 August 2018 – 29 November 2022):** Begins on the day immediately following expiration of the GSA SmartPay 2 contracts and continues for a period of four (4) calendar years.
    - **Exercised Option Period 1 (30 November 2022 – 29 November 2025):** Begins the day immediately following expiration of the Base Period and continues for a period not-to-exceed three (3) calendar years.
    - **Option Period 2:** Begins the day immediately following expiration of Option Period 1 and continues for a period not-to-exceed three (3) calendar years.
    - **Option Period 3**: Begins the day immediately following expiration of Option Period 2 and continues for a period not-to-exceed three (3) calendar years.

GSA SmartPay 2 Extensions and Required GSA SmartPay 3 Base Period Adjusted Dates.

The GSA Contracting Officer has extended the GSA SmartPay 2 contracts and provided subsequent individual approvals to agencies/organizations (to include tags and pool agencies) to allow for extension of the GSA SmartPay 2 task orders and overall transition to GSA SmartPay 3. As a result of these extensions, agencies/organizations must also modify their GSA SmartPay 3 task orders to account for a new Base Period start date under the Transitional Period of Performance.

For these agencies/organizations, the GSA SmartPay 3 task order must be modified to reflect the Transactional Period - Base Period beginning on the day immediately following the expiration of the agency's/organization's GSA SmartPay 2 task order. The Base Period should continue for a period that shall not to exceed November 29, 2022 (i.e., the expiration of the GSA SmartPay 3 Master Contract Base Period). The result is a Base Period shorter than four (4) calendar years and an overall Transactional Period shorter than 13 calendar years, should all options be exercised.

END OF SECTION F

G Contract Administration Data

G.1 GSA Contract Access Fee (CAF)

G.1.1 GSA CAF Rates

The Contractor shall withhold a set number of basis points applied against the refund eligible net charge volume, to be deducted from gross refunds. For transactions processed under ePayables CLINs (both Tier 1 and Tier 2), the Contractor shall remit and deduct GSA CAF in the amount of 2 basis points of gross refunds or 6 cents per transaction, when ordered at the task order level. At no time will the GSA CAF for ePayables CLINs exceed 2 basis points of gross refunds or 6 cents per transaction, when ordered at the task order level.

The GSA CAF rate will be reviewed, at a minimum, in the third quarter of each Government fiscal year (FY) by the Center for Charge Card Management (CCCM). CCCM will determine the number of basis points for GSA CAF to be applied in the following Government FY; however, at no time will the GSA CAF exceed 6.5 basis points of refund eligible net charge volume at the agency/organization or lower level, by business line. GSA reserves the right to unilaterally increase (not to exceed 6.5 basis points), decrease or to make changes to the number of basis points for GSA CAF at any time during the period of performance. The GSA CO will provide formal written notice of CCCM's GSA CAF rate determination to Contractors and agencies/organizations. The Contractor shall have the ability to revise GSA CAF withholdings, as appropriate and in accordance with any instructions provided by the GSA CO.

G.1.2 GSA CAF Remittance

The Contractor shall remit all withholdings of CAF to GSA by the 15th calendar day of each of the Government's fiscal year (FY) quarters (e.g., January 15th, April 15th, July 15th, October 15th), including the Government's fourth quarter of the FY. If the 15th calendar day falls on a weekend or Federal holiday, payment shall be remitted by the next business day.

NOTE: For task orders awarded by the GSA for services under this Master Contract, the CAF payments shall be remitted separately from net refund payments due to GSA.

The Contractor shall remit all CAF payments to GSA electronically via ACH or wire transfers to the following address:

ACH Payments:	**Wire Transfers:**
USDA-OCFO Financial Information & Operations Division Financial Operations & Disbursement Branch 2300 Main Street - 2SE Kansas City, MO 64108	TREAS NYC 33 Liberty Street New York, NY, 10045

The Contractor shall utilize an addendum to the ACH or wire transfer that contains the following information in order for GSA to identify the payment: "GSA SmartPay 3 CAF", "CAF Credit Card Refund", Contract number, and end date of report period.

Note: Offeror should include the payment address in the proposal if it is different from the Offeror's address of record.

END OF SECTION G

H Special Contract Requirements

H.1 Special Requirements Following Contract Award

GSA requires a consolidated document from which agencies can review contract offerings as well as to assist agencies when placing orders and when evaluating the Contractor at the task order level. The Contractor shall provide a single conformed document after contract award that merges its Initial Technical and Price Proposals with any Final Proposal Revision. The Contractor shall submit:

1. One complete electronic copy of its technical and price proposal (Volumes 1 – 4), inclusive of all changes made by Final Proposal Revisions (conformed).
2. One electronic copy of its technical and price proposal (Volumes 1 - 4), inclusive of all changes made by Final Proposal Revisions (conformed), with proposed redactions of proprietary information in accordance with the Freedom of Information Act (FOIA).

Copies shall be submitted to the GSA Contracting Officer within 21 calendar days after award. Upon submission of the redacted copy, GSA will make a final determination review on the redactions within 60 calendar days. The Contractor shall then submit final electronic copies of the documents in bullets 1 and 2 above to the GSA Contracting Officer and GSA Contracting Officer's Representative (COR).

All electronic submissions must be in a searchable PDF format that allows for highlighting and comments. Other mutually agreeable electronic formats may be utilized as approved by the GSA Contracting Officer.

H.2 Availability of Funds for Task Orders

Funds are not presently available for any task orders placed under this contract. Any Government obligation at the task order level under this contract is contingent upon the availability of appropriated funds. Payment for products and services shall be in accordance with the task order pricing schedule. No legal liability on the part of the Government for any payment may arise until funds are available and confirmed in writing to the ordering Contracting Officer for the agency/organization task order and until the Contractor receives notice of such availability.

H.3 Modifications (Master Contracts)

H.3.1 General

The Contractor may request a modification via email to their GSA SmartPay 3 Master Contract by submitting a request to the GSA Contracting Officer for consideration. A separate request should be submitted for each type of proposed modification. At a minimum, every request shall describe the proposed change(s) and provide the rationale for the requested change(s).

H.3.2 Types of Modifications

H.3.2.1 Additional Items or Services within a Business Line

Additional products or services within a business line may be offered by the Contractor following the process in C.3.1.3 *Pilot Programs* and H.16 *Service Improvements*. Requests will be reviewed by the GSA Contracting Officer. The decision to add additional products or services within a business line is at the sole discretion of the GSA Contracting Officer. Any changes will be executed through formal contract modification.

H.3.2.2 Additional Business Line

The Contractor may not offer any new business lines.

H.3.2.3 Deletions

The Contractor(s) may propose deletion of a product or service under a Tier 2 Value-Added Product or Service Offering Contract Line Item Number (CLIN). The Contractor(s) shall provide an explanation for the deletion (e.g., obsolete technology). The GSA Contracting Officer will consider all requests and if approved, shall do so in writing by means of a formal contract modification.

H.3.3 Electronic File Updates

The Contractor shall update electronic file submissions under H.1 Special Requirements Following Contract Award to reflect all modifications.

H.3.4 Notification of Master Contract Modification to Agencies/Organizations

The Contractor shall distribute a notification to participating agencies/organizations that reflects accepted changes within 15 calendar days after the effective date of the modification. At a minimum, distribution shall be made to the ordering activities utilizing the product and/or service which changed.

H.4 Minimum Task Order

Offerors may, if willing to accept smaller orders, specify a smaller amount in their offers. If a smaller amount is offered, it is mutually agreed that the Contractor will accept such orders and specify the smaller minimum order limitation in the applicable Contractor publications. If the Offeror fails to specify a smaller amount, the Government may place orders for a smaller amount. Such orders shall be deemed to be accepted by the Contractor, unless returned to the ordering office within five (5) calendar days after receipt by the Contractor.

Note: The minimum task order size for Standard Task Requests and resulting task orders is specified in H.12.4 *Minimum Task Order Size for Standard Task Requests/Order*. The minimum task order size for Tailored Task Requests and resulting task orders is specified inH.12.5 *Minimum Task Order Size for Tailored Task Requests and Orders*.

H.5 Termination of Task Orders

Any ordering office may, in respect to any one or more task orders placed by it under the contract, exercise the same right of termination as described in I.1 *FAR 52.212-4, Contract Terms and Conditions--Commercial Items* , *subparagraph (l) Termination for the Government's Convenience and subparagraph (m) Termination for Cause*.

H.6 Interpretation of Master Contract Requirements

No interpretation of any provision of this master contract, including applicable specifications, shall be binding on the Government unless furnished or agreed to in writing by the GSA Contracting Officer or designated Contracting Officer's Representative (COR) acting within the scope of delegated authority.

H.7 Organizational Conflict of Interest

At the time of proposal submission and at the time of task order placement, the Contractor, and any significant subcontractor/team member/consultant, must disclose any known or potential Organizational Conflict of Interest (OCI) which presently exists or may exist at the time of award of any resultant contract or task order as described in FAR Subpart 9.5 Organizational Conflict of Interest to the GSA Contractor Officer, and agency/organization Ordering Contracting Officer. If OCI(s) exist, Offeror's must provide a copy of their firm's policy and procedures for tracking, reporting, mitigating, neutralizing, and evaluating OCIs. The Government shall be the sole determiner of the existence of an OCI, in accordance with the principles established under FAR Subpart 9.5, Organizational and Consultant Conflicts of Interest. Failure to disclose a known or potential OCI may be cause for the proposal to be eliminated from further consideration. If the information provided or otherwise obtained by the Government reveals the presence of a significant OCI which prevents the Offeror from being able to perform under potential task orders, the Offeror may be considered non-responsive and removed from further consideration.

H.8 Contractor Responsibility and Authority for Contract Administration

Offerors must identify in their proposal the individuals with overall contract administration responsibilities, to include contract administration, signature authority to financially commit the company, and signature authority to contractually bind the company for contract modifications. The names, titles, addresses, phone, e-mail addresses, and any limits to authority are outlined below:

Administration of Contract:

_____

_____

Signature Authority:

_____

_____

NOTE: A contract modification shall be required to change the names of any individuals listed in H.8 during the life of the contract.

H.9 Government Points of Contact

Designated Points of Contact are:

GSA SmartPay® Program Management Office **Center for Charge Card Management** • Purchase • Travel • Integrated • Fleet	Erin VanDagna Center for Charge Card Management Federal Acquisition Service 1800 F Street, NW Washington, DC 20405
Contracting Officer	Nichole Ammon Office of Contract Operations Federal Acquisition Service 77 Forsyth Street Atlanta GA 30303
Contracting Officer's Representatives	Joline McDonald (Primary COR) Business Management Specialist Center for Charge Card Management Federal Acquisition Service 1800 F Street, NW Washington, DC 20405 Tri Thai (Security & Data COR) Director, Data Management Division Center for Charge Card Management Federal Acquisition Service 1800 F Street, NW Washington, DC 20405 Andrew Lee (Alternate COR) Center for Charge Card Management Federal Acquisition Service 1800 F Street, NW Washington, DC 20405

Agency/Organization Program Coordinator (A/OPC)	As determined by each Agency/Organization on a task order basis.
Information Systems Security Officer (ISSO)	Debra Smith Information Systems Security Officer Center for Charge Card Management Federal Acquisition Service 1800 F Street, NW Washington, DC 20405

H.10 GSA Contracting Officer's Authority

The GSA Contracting Officer is the only person authorized to make any changes in any of the requirements of the master contract. In the event the Contractor makes any changes to the master contract at the direction of any person other than the GSA Contracting Officer, the change will be considered to have been made without authority and no adjustment will be made in the master contract price to cover any increase in costs incurred as a result thereof.

The GSA Contracting Officer is the only individual who can legally commit or obligate the Government to the expenditure of public funds for the master contract. No cost chargeable to the proposed master contract can be incurred before award of the contract or specific authorization from the GSA Contracting Officer.

H.11 Transition to GSA SmartPay 3

Types of transitions and associated requirements for each must be met as outlined in C.2.2 *Transition,* as applicable to each task order. Account activation dates and transactions shall not be made or processed prior to the expiration of the SmartPay 2 Master Contract, unless otherwise approved in advance in writing by the GSA Contracting Officer.

H.12 Ordering Procedures

H.12.1 Definitions

Fair Opportunity: Soliciting all qualified master Contractors for potential award.

Fair Opportunity Exceptions: In accordance with FAR Subpart 16.505(b) (2), the Contracting Officer shall give every awardee a fair opportunity to be considered for a task-order exceeding $3,500 unless one of the following statutory exceptions applies:

(1) The agency need for the supplies or services is so urgent that providing a fair opportunity would result in unacceptable delays;
(2) Only one awardee is capable of providing the supplies or services required at the level of quality required because the supplies or services ordered are unique or highly specialized;
(3) The order must be issued on a sole-source basis in the interest of economy and efficiency because it is a logical follow-on to an order already issued under the contract, provided that all awardees were given a fair opportunity to be considered for the original order;
(4) It is necessary to place an order to satisfy a minimum guarantee; or
(5) For orders exceeding the simplified acquisition threshold, a statute expressly authorizes or requires that the purchase be made from a specified source.

Standard Task Order: An agency's/organization's written or electronic order for Tier 1 and Tier 2 "off-the-shelf" products and services as described in the Contractor's presentation package, with request for a price proposal the only action taken with the Contractor(s); technical proposals are not utilized. However, agencies/organizations may request non-price related proposal information such as an implementation schedule or key personnel information that may be reviewed by the Government in accordance with the task order request. Pricing must be firm fixed-priced. Award of a Standard Task Order initiates Contractor

performance as described in F.1 *GSA SmartPay Contract Period of Performance* and C.2.2.2 *Agency/Organization Transition*. The order shall include, at a minimum: the statement "THIS IS A STANDARD TASK ORDER," and the names of the activity(ies) authorized to utilize the task order.

Tailored Task Order: An agency's/organization's written or electronic order for Tier 1 and Tier 2 products and services "tailored" to meet specific agency/organization requirements. A Tailored Task Order shall only be requested when the agency/organization has developed a comprehensive statement of work/performance work statement. Requests for a Tailored Task Order shall also include instructions on how to submit a proposal to include the need for submission of technical and/or price proposals, as deemed necessary by the ordering agency/organization. Pricing must be firm fixed-priced. Award of a Tailored Task Order initiates Contractor performance as described in F.1 *GSA SmartPay Contract Period of Performance* and C.2.2.2 *Agency/Organization Transition*. The tailored task order will include, at a minimum, the statement "THIS IS A TAILORED TASK ORDER" and the names of the activity(ies) authorized to utilize the task order.

H.12.2 Contractor Task Orders Costs

It is not possible to accurately estimate the number or volume of task orders that will be provided during the contract period of performance. All costs associated with the marketing, development, proposal preparation, presentation, submission, and negotiation in response to any task request or task order shall be at the Contractor's expense. All travel costs associated with task order process shall be borne by the Contractor.

H.12.3 Order Placement

Each agency/organization Head of the Contracting Activity (HCA) will decide procedures for placing task order(s) for his/her agency/organization. Orders may be placed directly by eligible agencies/organizations or agencies may ask GSA to place orders on their behalf. See H.12.7 *Task Request/Order Development Assistance* for additional information.

Ordering Contracting Officers shall ensure that all entities that are required to complete an application for eligibility determination, including tribes and tribal organizations, have received a formal eligibility determination from the GSA Contracting Officer before placing orders. Agencies/organizations shall not establish any contractual relationship for products or services under this contract until such eligibility determinations are received from GSA.

The GSA will share award information and live test demonstration transcripts with agencies/organizations for review, upon request.

H.12.4 Minimum Task Order Size for Standard Task Requests/Order

The minimum task order size for Standard Task Requests and resulting task orders is an estimated total charge volume of $100.00 for purchase, travel, integrated, and fleet business lines over the life of the task order. When the Government requires products or services for "standard" task orders covered by this contract in an amount less than minimum specified H.12.4 *Minimum Task Order Size for Standard Task Requests/Order*, the Government is not obligated to purchase, nor is the Contractor obligated to furnish those products or services under the Master Contract(s).

H.12.5 Minimum Task Order Size for Tailored Task Requests and Orders

The minimum task order size for Tailored Task Requests and resulting task orders is as follows:

- **Purchase Card:** $3,000,000 estimated total charge volume over the life of the task order;
- **Travel Card:** $3,000,000 estimated total charge volume over the life of the task order;
- **Integrated Card:** The combined total charge volume over the life of the task order, cited herein of the business lines being integrated; and
- **Fleet Card:** $300,000 estimated total charge volume over the life of the task order.

When the Government requires products or services for "tailored" task orders covered by this contract in an amount less than minimum specified H.12.5 *Minimum Task Order Size for Tailored Task Requests and Orders*, the Government is not obligated to purchase, nor is the Contractor obligated to furnish those products or services under the Master Contract(s).

The Contractor may accept requests for Tailored Task Orders that are less than the minimum charge volume specified. Should the Contractor elect not to accept a task order less than the minimum charge volume, the Contractor shall submit a "no offer" response including a brief statement as to the reason why they chose not to respond or perform under the task order.

H.12.6 Maximum Length of Task Orders (Standard and Tailored)

Agency/organization task orders may not exceed the total period of performance for the Master Contract as outlined in F.1 *GSA SmartPay Contract Period of Performance*. The maximum agency/organization task order for the initial order placement may be a maximum base period of 4 years, with three 3-year option periods, or no longer than the remaining duration of the Master Contract, whichever is sooner.

H.12.7 Task Request/Order Development Assistance

GSA offers all agencies/organizations Standard and Tailored task order development assistance, upon request, for a fee. Please contact the Center for Charge Card Management for more information.

H.12.8 Task Request/Order Placement Assistance

Agencies/organizations are encouraged to pool their standard and tailored task orders together to obtain maximum benefits. The Contractor shall, upon request, facilitate agencies/organizations to pool orders. This includes comparing agency/organization requirements it receives to find similarities in requirements and suggesting matches, providing points of contact, and contact information. GSA will facilitate efforts to pool for both standard and tailored task orders. Additionally, agencies/organizations may request assistance from another agency/organization to tag-along with that agency's/organization's task order.

H.12.8.1 Order Assistance

For agencies/organizations that want to pool their task orders together without GSA or Contractor assistance, GSA will make available on the GSA SmartPay® website a list of agencies/organizations interested in pooling along with points of contact and contact information. Agencies/organizations may arrange their own pooling efforts in this manner.

H.12.8.2 GSA Pool Assistance

For agencies/organizations that want to pool their task orders together with GSA's assistance, GSA will facilitate this process, upon request. Agencies/organizations may submit their requirements to GSA, and GSA will compare agency/organization requirements to find a similar match and provide the agency/organization a point of contact and telephone number. GSA will consolidate agency/organization requirements and either provide the consolidated requirements to the ordering agency/organization or place the order on the agency's/organization's behalf as requested. Contractors must accept all GSA-pooled orders.

H.12.8.3 Tag-Along Assistance

Agencies/organizations that want to tag-along with another agency/organization task order should contact the primary agency/organization for the task order they are interested in tagging-along under to see if a tag-along is allowed and to review the primary agency/organization requirements. The primary agency/organization must state whether or not they will allow tag-along agencies/organizations under their task order. The primary agency's/organization's selected Contractor will provide any tag-along agency/organization no less than the same services provided to the primary agency/organization.

H.12.8.3.1 GSA Task Order Tag-Along Assistance

Upon request, agencies/organizations may tag-along with GSA's task order. Contractors must accept GSA's task order(s).

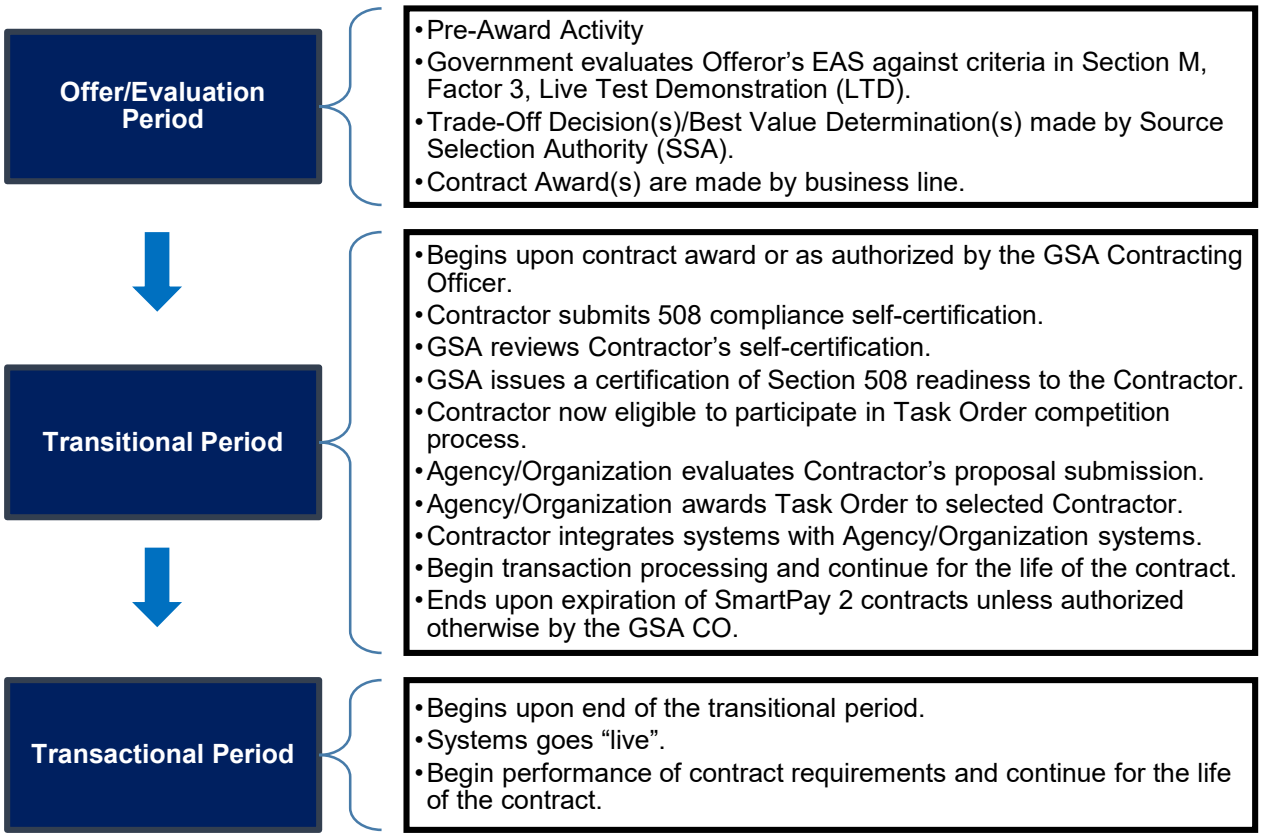
Note: An agency requiring paper (e.g., invoices or reports) for Centrally Billed Accounts (CBAs) cannot tag along. GSA's task order(s) is 100% electronic for CBAs.

H.12.9 Ordering Process

Contractors shall complete J.10 *Attachment 10: 508 Conformance Testing*, to self-certify compliance (see also C.7.1 *Electronic Access System*). This self-certification must be submitted to GSA. GSA will review the Contractor's self-certification. The Contractor shall not be eligible to compete for any task order under their Master Contract until GSA's assessment is complete. The agency/organization may request a copy of the self-certification and GSA's assessment, as requested, as part of a request for task order.

GSA will also provide the Contractor with a Certification of Readiness after master contract award and before any task order award. Once the Contractor receives Certification of Readiness, task orders may be placed by agencies/organizations and transaction processing may begin in accordance with the terms of this Master Contract.

The following process will be utilized:



H.12.10 Schedule

Each task order will establish a milestone schedule and/or work break down structure for submission of deliverables, completion of testing, etc. Failure by the Contractor to perform in accordance with the schedule will be sufficient grounds for the Ordering Contracting Officer to terminate the task order. It may also be sufficient grounds for the GSA Contracting Officer to terminate the Contractor's GSA SmartPay 3

Master Contract pursuant to the Termination clause.

H.12.11 Task Order Modifications/Changes

Any changes to a task order will be issued in writing by the Ordering Contracting Officer, or if issued by GSA, upon request by the agency/organization, by the GSA Contracting Officer on the agency's/organization's behalf. Only the Ordering or GSA Contracting Officer, acting on the agency's/organization's behalf, may modify the terms and conditions of the task order. The Ordering Contracting Officer does not have the authority to modify the terms and conditions of the GSA SmartPay 3 Master Contract.

H.12.12 Additional Task Order Requirements

If a participating agency/organization develops additional requirement(s) for products and services not offered under their current task order during the period of performance of this Master Contract, the agency/organization will first consider their current GSA SmartPay 3 Contractor for the requirement(s). If the agency's/organization's current Contractor cannot fulfill the requirement(s), the agency/organization will give consideration to all other GSA SmartPay 3 Contractors before competing the requirement(s) outside of this Master Contract.

If the agency/organization makes a written determination as required by agency/organization procurement policies that additional requirement(s) cannot be met by any GSA SmartPay 3 Contractor, or that the requirement(s) are out of the scope of this Master Contract, the agency/organization may procure their requirement(s) outside of this Master Contract.

H.12.13 Restrictions

Task orders may not increase the scope, period, or maximum value of the master contract under which the task order is issued. Unique to the Travel Card Program, a standard or tailored task order may not split agency requirements between individually and centrally billed accounts; if an agency places a task order, they may not issue one task order for individually billed accounts with one Contractor and another task order for centrally billed accounts with a different Contractor.

Ordering agencies/organizations shall not alter GSA's CAF as part of the task order award process.

H.12.14 Copies of Task Orders

The Contractor shall provide one complete copy of each standard and tailored task order (technical and price), and any modifications thereof, to the GSA Contracting Officer and GSA COR in accordance with Section C.7.3.2 item l). Electronic copies are preferred

H.12.15 Limitation

Except for the maximum order per task order, if any, there is no limit on the number of orders that may be placed under the Master Contract, so long as it does not exceed the maximum value for the Master Contract as a whole.

H.12.16 Protests

Under FAR Subpart 16.505(a) (10), no protest is authorized in connection with the issuance or proposed issuance of a task order except for a protest on the ground that the task order increases the scope, period, or maximum value of the contract under which the order is issued or a protest of an order valued in excess of $10 million.

H.12.17 Task Order Ombudsman

The GSA Task Order Ombudsman may review and resolve complaints from contractors concerning all task order actions. The purpose of the ombudsman is not to diminish the authority of the Ordering or GSA Contracting Officer, but to review complaints and ensure that all of the Contractors are afforded a fair

opportunity to be considered for task orders. The Task Order Ombudsman is a senior GSA official who is independent of the GSA Contracting Officer for this contract. The GSA Task Order Ombudsman can be reached at:

General Services Administration (GSA), Office of Acquisition Policy (MV)
Attention: Procurement Ombudsman
1800 F Street NW
Washington, DC 20405
GSAIndustrySupport@gsa.gov
Phone: (202) 501-0699

The task order ombudsman does not have the authority to overturn award decisions or adjudicate formal contract disputes.

H.12.18 Awards by Business Line

An agency/organization may award a separate task order for each business line. However, an additional task order for services under the same business line may only be awarded if the agency's/organization's primary task order does not offer the value-added products and services requested by the agency/organization.

H.12.19 Refinement of Ordering Process

GSA reserves the right to refine the ordering procedures throughout the term of the contract (See H.13 *Card Action Teams (CATs)).*

H.13 Card Action Teams (CATs)

GSA may establish Card Action Teams (CATS) consisting of high-level Government personnel, GSA Contracting Office, and the CEO, President or Vice-President, or designee, from each awardee. CATs may meet periodically to discuss ordering procedures, planned requirements, program status, etc., to facilitate open communications in all areas. Meetings are intended to be informative, open, and candid and will serve to continuously seek Contractor input to further improve the Government's card programs.

All Contractor travel costs associated with participating in CATs shall be borne by the Contractor.

The following individuals will represent the Contractor on the CATs

NOTE: To be completed by the Contracting Officer at the time of contract award

_____	_____
Name	Title
_____	_____
Name	Title

H.14 Kick-Off Meeting

The GSA Contracting Officer intends to conduct a kick-off meeting shortly after award. Government attendees may include the GSA Contracting Officer, GSA SmartPay 3 program personnel, agency/organization representatives, and other pertinent Government personnel. Contractor attendees shall include, as a minimum, the Contractor's Senior Contract Executive, Contract Administrator, Program Manager, and Data and Reporting Manager and any other personnel deemed necessary by the Government. All travel costs associated with the kick off meeting shall be borne by the Contractor. The objective of the meeting is to:

- Discuss the Kick-Off Forum (see C.2.2.1.1 *Kick-Off Forum* and C.2.2.1.2 *Kick-Off Forum Presentation Packages*);
- Identify responsibilities and roles;

- Address reports needed, regular meetings, and schedules;
- Address acceptance criteria and procedures for nonconforming products/services;
- Discuss the ordering processes; and
- Review other issues, as required.

At the Initial Kick off Meeting, Contractors will be provided a list of individuals and designated representatives of each agency/organization authorized to have data access under the contract.

H.15 Key Personnel

Key personnel are considered essential for the successful completion of all work assigned under this contract. Key personnel are assigned by the Contractor to perform and carry out all phases of work under the master contract. The Contractor provided key personnel resumes under their proposal, which were reviewed, evaluated, and may be accepted by the Government as part of contract award.

The Contractor has identified the following individuals as key personnel under this contract (see C.4.1.1.1 *Key Personnel Categories*).

Labor Category	Name
Senior Contract Executive	
Contract Administrator	
Project Manager	
Customer Relationship Manager(s)	
Data and Reporting Manager	

During the first 120 calendar days of the contract performance period, no personnel substitutions will be permitted unless substitutions are necessitated by an individual's sudden illness, death, or termination of employment. In any of these events, the Contractor shall promptly notify the GSA Contracting Officer and provide a detailed explanation of the circumstances necessitating the proposed substitution, a complete resume for the proposed substitute, and any other information requested by the GSA Contracting Officer needed to approve the proposed substitution.

After the initial 120 calendar day period, all proposed substitutions, or replacements of key personnel, for any reason, must be submitted, in writing, in accordance with C.4.1.1.3 *Replacement of Key Personnel.*

H.15.1 Support Personnel

Personnel other than key personnel are considered support personnel. Resumes for specified support personnel positions may be required at the time of order placement or task order proposal submission, as directed by the ordering Contracting Officer. The Contractor shall notify the Ordering Contracting Officer, in writing, in accordance with C.4.1.1.4 *Account Holder Support Personnel*, prior to making any replacements in support personnel, if required by the Ordering Contracting Officer.

H.16 Service Improvements

After contract award, the Government may solicit, and the Contractor is encouraged to propose independently, improvements to the services, features, or other requirements of the master contract. These improvements may be proposed to save money, to improve technology or performance, or for any other purpose which presents a service advantage to the Government. As part of any proposed changes, the Contractor must submit a price proposal to the GSA Contracting Officer for evaluation. Those proposed service improvements that are acceptable to the Government will be processed as modifications to the master contract.

At a minimum, the following information shall be submitted by the Contractor with each proposal for service improvements:

- A description of the difference between the existing contract requirements and the proposed change(s), and the comparative advantages and disadvantages of each;

- Itemized requirements of the contract which must be changed if the proposal is adopted, and the proposed revisions to the contract for each such change;
- An estimate of the change(s) in performance and cost/price, if any, that will result from adoption of the proposal;
- An evaluation of the effects that the proposed change(s) would have on collateral costs to the Government (e.g., Government-furnished property costs, costs of related items, and costs of maintenance, operation, and conversion (including Government premise equipment));
- A statement of the time by which the contract modification adopting the proposal must be issued so as to obtain the maximum benefits of the change(s) during the remainder of this contract including supporting rationale; and
- A description of the impact of the proposed change(s) on the contract completion time or delivery schedule.

The Government will not be liable for proposal preparation costs or any delay in acting upon any proposal submitted pursuant to this clause. The Contractor has the right to withdraw, in whole or in part, any proposal not accepted by the Government within the period specified in the proposal. The decision of the GSA Contracting Officer as to the acceptance of any such proposal under this contract is final and not subject to the “Disputes” clause of this contract.

The GSA Contracting Officer may accept any proposal submitted pursuant to this clause by giving the Contractor written notice thereof. This written notice will be given by issuance of a modification to the master contract. Unless a modification is executed to incorporate a proposal under this contract, the Contractor shall remain obligated to perform in accordance with the requirements, terms, and conditions of the existing contract.

H.17 Evaluation of Contract Performance

The Government will evaluate the performance factors outlined in FAR Subpart 42.1503(b) (2), as a minimum, related to technical, schedule and timeliness, management/business relations, and small business subcontracting performance. Customer satisfaction with the Contractor will also be considered in the evaluation of performance.

For task orders, the Ordering Contracting Officer will ensure all required agency/organization task order evaluations are documented in the form of a past performance evaluation in the Contractor Performance Assessment Reporting System (CPARS) (www.cpars.gov) no less than annually. Evaluation ratings and definitions of each can be found in FAR Subpart 42.1503(h) (4), Table 42-1, Evaluation Rating Definitions. Once performance evaluations are completed, the agency/organization assessing official will route performance evaluations in CPARS to the Contractor for acknowledgement and comments (as applicable). The Contractor shall provide their comments and acknowledge the performance evaluation in CPARS within 60 calendar days of receipt that the evaluation is ready for review. Performance evaluations are automatically transmitted to Past Performance Information Retrieval System (PPIRS) (www.ppirs.gov) not later than 14 days after the date on which the Contractor is notified of the evaluation’s availability for comment. Should the Contractor provide comments after the 14 calendar day window, the agency/organization Contracting Officer shall update CPARS with the Contractor’s comments as well as any subsequent agency review of comments received. The agency/organization Reviewing Official is the final authority at the task order level on any CPARS reports if the Contractor disagrees on the assessment providing by the Assessing Official.

At least annually during the master contract period of performance, the GSA Contracting Officer will coordinate an overall performance evaluation utilizing CPARS. Contractors shall be given a minimum of 60 calendar days to submit response comments, rebutting statements, or additional information after receipt of the evaluation. In the case of any disagreements between the parties regarding the contents of the evaluation at the master contract level, GSA will provide for a review by an official one level above the Assessing Official. This Reviewing Official will make the final decision on the contents of the performance evaluation. Copies of the evaluation, Contractor response, and review comments, if any, shall be documented in CPARS and retained in PPIRS. Performance evaluations transmitted to PPIRS may be

used to support future award decisions for a period no longer than three years after completion of contract performance. The completed evaluation is considered “Source Selection Information.”

H.18 Minimum Guaranteed Amount/Total Contract Value – Master Contract

The guaranteed minimum payment to the Contractor for any award under this contract is $21,000, applicable to the four-year base period only, whether contract award is for a single business line or combination of business lines. The $21,000 represents 0.34% of the minimum anticipated charge volume of $6,000,000 for the initial 4-year base period. If a Contractor does not realize the minimum charge volume of $6,000,000 during the four-year base period, GSA will review requests to pay the Contractor an amount no greater than 0.34% of the amount required to bring the charge volume up to the anticipated minimum of $6,000,000, not to exceed $21,000 (taking into account any fixed fees previously retained by the Contractor).

At the conclusion of the initial four-year base period, the Contractor may request payment of the portion of the guaranteed minimum amount not recouped. The request shall include:

- GSA Contract Number;
- Identification of business line(s) and CLIN(s);
- Date of request; and
- The statement: “In accordance with H.18 *Minimum Guaranteed Amount/Total Contract Value – Master Contract* [Company Name] is requesting payment of [dollar amount] of the guaranteed minimum amount due for the base contract period.

The Contractor must have demonstrated satisfactory performance in accordance with the terms and conditions of this master contract. Contractors not responding to every task request/order received, either with a proposal to the task order or a “no offer” response will not be eligible to receive the guaranteed minimum amount. Contracts terminated for cause are not entitled to any guaranteed minimum amount.

The maximum/total combined contract value for all business lines is $700 billion.

H.19 Option to Extend the Term of Task Orders

For task orders that include options to extend the period of performance, unless otherwise provided for in the task order, the ordering agency/organization Contracting Officer may extend the term of its task order by written notice to the Contractor prior to expiration of the task order. If the ordering agency/organization exercises an optional period of performance, the extended task order shall be considered to include this option provision.

The total duration of the task order, including any options under this clause, shall not exceed the transactional period of performance end date as indicated in the master contract.

H.20 Use of GSA SmartPay 2 Account Numbers for GSA SmartPay 3

The optimal transition approach to GSA SmartPay 3 includes issuance of new account numbers. New account numbers provide a clear delineation between amounts due and payable under the predecessor contract and GSA SmartPay 3. This delineation aids closeout at the task order and master contract levels, auditability, promotes competition, and provides for fair opportunity while reducing the risk of confusion among account holders. However, the conditions have been outlined below for the continued use of GSA SmartPay 2 account numbers under GSA SmartPay 3.

H.20.1 Conditions for Use of GSA SmartPay 2 Account Numbers under GSA SmartPay 3

Large agencies/organizations may require or desire use of their existing GSA SmartPay 2 account numbers, by business line(s), under their GSA SmartPay 3 task orders. Under GSA SmartPay 3, agencies/organizations may choose to continue use of GSA SmartPay 2 account numbers when facing challenges associated with loading or implementing new account numbers in legacy financial management systems and other internal systems, but only when specific circumstances are met:

Note: Citibank Customers - Civilian Agencies / Organizations: These agencies are excluded from using GSA SmartPay 2 account numbers under GSA SmartPay 3.

#	Condition(s)	Can GSA SmartPay 2 Account Numbers Be Used for GSA SmartPay 3?
1	Task Order was awarded on or before 8/17/2018; **AND** **1.** Contractor Bank remains unchanged from GSA SmartPay 2 to GSA SmartPay 3; **AND** 2. Association (i.e., brand) remains unchanged from GSA SmartPay 2 to GSA SmartPay 3, **AND** 3. Transition to GSA SmartPay 3 will occur on-time by 11/30/2018*; **AND** 4. (For Travel Business Line Only): The Agency will NOT issue/use GSA SmartPay Tax Advantage Travel Cards starting 11/30/2018.	Yes
2	Tag Agencies: 1. If the Lead Agency is eligible and receives approval in accordance with H.20.3 to use GSA SmartPay 2 account numbers under GSA SmartPay 3; **AND** 2. Tag has the same Contractor Bank AND Association (i.e., brand) from GSA SmartPay 2 to GSA SmartPay 3.	Yes
3	Agency/Organization currently receives charge card or other payment services outside of the GSA SmartPay Program: **1.** Customer program is presently serviced under its own Bank Identification Number (BIN) (which must be approved by GSA), **AND** **2.** Account number structure matches that required in the GSA SmartPay 3 Master Contract, **AND** 3. Agency/Organization has the same Contractor Bank **AND** Association (i.e., brand) from their outside contract to GSA SmartPay 3.	Yes
4	Task Order awarded after 8/17/2018	No
5	Contractor Bank is different from GSA SmartPay 2 to GSA SmartPay 3	No
6	Association (i.e., brand) is different from GSA SmartPay 2 to GSA SmartPay 3	No
7	Fleet Business Line Only: Using a WEX-branded Fleet Card	No
8	Will issue/use GSA SmartPay Tax Advantage Travel Cards starting 11/30/2018	No
9	Transition to GSA SmartPay 3 will not occur on-time by 11/30/2018*	No
10	Agency/organization is serviced under GSA SmartPay 2 by a bank that is not a GSA SmartPay 3 Contractor Bank.	No

*On-time transition requires the issuance of new GSA SmartPay 3 plastic card unless the agency used quasi-generic or generic cards during the GSA SmartPay 2 program AND also intends to use quasi-generic or generic cards under GSA SmartPay 3.

H.20.2 Certification of Transaction Processing between GSA SmartPay 2 and GSA SmartPay 3

After receiving approval from GSA to use GSA SmartPay 2 account numbers under GSA SmartPay 3, agencies/organizations must coordinate with their GSA SmartPay 3 Contractor to self-certify and document that transactions of all types can be identified and segregated between the two contracts. This certification is necessary for verifying Contractor payments, refund calculations, Contract Access Fee (CAF) payments, and contract closeout for GSA SmartPay 2 task orders. Agencies/organizations shall also take into consideration agency/organization-specific financial and accounting procedures, billing cycles, etc.

H.20.3 Required Approvals

H.20.3.1 GSA Approval.

Agencies / organizations that desire to use existing GSA SmartPay 2 account numbers under their GSA SmartPay 3 program must request advance approval from the GSA SmartPay 3 COR, no later than August 22, 2018. Requests for approval shall confirm that conditions for use of GSA SmartPay 2 account numbers as outlined above are met by the agency/organization. Requests shall be sent by the agency/organization Level 1 A/OPC or other appropriate agency official by email to shauna.weatherly@gsa.gov. Please include the title “Approval Requested - GSA SmartPay 2 Account Numbers” in the subject line of the email.

H.20.3.2 Agency / Organization Approval.

Agencies / organizations that have been approved by GSA to use their GSA SmartPay 2 account numbers for GSA SmartPay 3 may need to modify their GSA SmartPay 3 task orders. Agencies / organization shall consult with their Task Order Contracting Officer for specific guidance and any other approvals required.

END OF SECTION H

I Contract Clauses

I.1 FAR 52.212-4, Contract Terms and Conditions-- Commercial Items (Nov 2023)(GSA Deviation Aug 2025)

(a) *Definitions.* The clause at Federal Acquisition Regulation (FAR) 52.202-1, Definitions, is incorporated by reference.

(b) *Inspection/Acceptance.* The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The Government reserves the right to inspect or test any supplies or services that have been tendered for acceptance. The Government may require repair or replacement of nonconforming supplies or reperformance of nonconforming services at no increase in contract price. If repair/replacement or reperformance will not correct the defects or is not possible, the Government may seek an equitable price reduction or adequate consideration for acceptance of nonconforming supplies or services. The Government must exercise its post acceptance rights—

(1) Within a reasonable time after the defect was discovered or should have been discovered; and

(2) Before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

(c) *Assignment.* The Contractor or its assignee may assign its rights to receive payment due as a result of performance of this contract to a bank, trust company, or other financing institution, including any Federal lending agency in accordance with the Assignment of Claims Act (31 U.S.C. 3727). However, when a third party makes payment (e.g., use of the Governmentwide commercial purchase card), the Contractor may not assign its rights to receive payment under this contract.

(d) *Changes.* Changes in the terms and conditions of this contract may be made only by written agreement of the parties.

(e) *Disputes.* This contract is subject to 41 U.S.C. chapter 71, Contract Disputes. Failure of the parties to this contract to reach agreement on any request for equitable adjustment, claim, appeal, or action arising under or relating to this contract shall be a dispute to be resolved in accordance with the clause FAR 52.233-1, Disputes, which is incorporated in this contract by reference. The Contractor shall proceed diligently with performance of this contract, pending final resolution of any dispute arising under the contract.

(f) *Excusable delays.* The Contractor shall be liable for default unless nonperformance is caused by an occurrence beyond the reasonable control of the Contractor and without its fault or negligence. Examples of occurrences include acts of God or the public enemy, acts of the Government in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, unusually severe weather, and delays of common carriers. When an excusable delay occurs, the Contractor shall—

(1) Notify the Contracting Officer in writing as soon as possible;

(2) Remedy the delay as quickly as possible; and

(3) Notify the Contracting Officer when the occurrence is over.

(g) *Invoice.* The Government will handle invoices according to the Prompt Payment Act (31 U.S.C. 3903) and 5 CFR part 1315. The Contractor shall submit invoices to the address designated in the contract to receive invoices. An invoice must include the information required by 5 CFR part 1315.9(b).

(h) *Patent indemnity*. The Contractor shall indemnify the Government and its officers, employees, and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any United States or foreign patent, trademark, or copyright, arising out of the

performance of this contract, provided the Contractor is reasonably notified of such claims and proceedings.

(i) *Payment—*

(1) *Items accepted.* Payment shall be made for items accepted by the Government that have been delivered to the delivery destinations set forth in this contract.
(2) *Prompt payment*. The Government will make payment in accordance with the Prompt Payment Act (31 U.S.C. 3903) and prompt payment regulations at 5 CFR part 1315.
(3) *Discount.* In connection with any discount offered for early payment, time shall be computed from the date of the invoice. For the purpose of computing the discount earned, payment shall be considered to have been made on the date that appears on the payment check or the specified payment date if an electronic funds transfer payment is made.
(4) *Overpayments.* If the Contractor becomes aware of a duplicate contract financing or invoice payment or that the Government has otherwise overpaid on a contract financing or invoice payment, the Contractor shall—

(i) Remit the overpayment amount to the payment office cited in the contract along with a description of the overpayment including the—

(A) Circumstances of the overpayment (e.g., duplicate payment, erroneous payment, liquidation errors, date(s) of overpayment);
(B) Affected contract number and delivery order number, if applicable;
(C) Affected line item or subline item, if applicable;
(D) Contractor point of contact; and

(ii) Provide a copy of the remittance and supporting documentation to the Contracting Officer.

(5) *Interest.*(i) All amounts that become payable by the Contractor to the Government under this contract shall bear simple interest from the date due until paid unless paid within 30 days of becoming due. The interest rate shall be the interest rate established by the Secretary of the Treasury as provided in 41 U.S.C. 7109, which is applicable to the period in which the amount becomes due, as provided in (i)(6)(v) of this clause, and then at the rate applicable for each six-month period as fixed by the Secretary until the amount is paid.

(ii) The Government may issue a demand for payment to the Contractor upon finding a debt is due under the contract.
(iii) Final decisions. The Contracting Officer will issue a final decision as required by FAR part 33 if–

(A) The Contracting Officer and the Contractor are unable to reach agreement on the existence or amount of a debt within 30 days;
(B) The Contractor fails to liquidate a debt previously demanded by the Contracting Officer within the timeline specified in the demand for payment unless the amounts were not repaid because the Contractor has requested an installment payment agreement; or
(C) The Contractor requests a deferment of collection on a debt previously demanded by the Contracting Officer (see FAR part 32).

(iv) If a demand for payment was previously issued for the debt, the demand for payment included in the final decision shall identify the same due date as the original demand for payment.
(v) Amounts shall be due at the earliest of the following dates:

(A) The date fixed under this contract.
(B) The date of the first written demand for payment, including any demand for payment resulting from a termination for cause.

(vi) The interest charge shall be computed for the actual number of calendar days involved beginning on the due date and ending on-

(A) The date on which the designated office receives payment from the Contractor;

(B) The date of issuance of a Government check to the Contractor from which an amount otherwise payable has been withheld as a credit against the contract debt; or

(C) The date on which an amount withheld and applied to the contract debt would otherwise have become payable to the Contractor.

(vii) The interest charge made under this clause may be reduced under the procedures for interest credits prescribed in FAR part 32 in effect on the date of this contract.

(j) *Risk of loss.* Unless the contract specifically provides otherwise, risk of loss or damage to the supplies provided under this contract shall remain with the Contractor until, and shall pass to the Government upon—

(1) Delivery of the supplies to a carrier, if transportation is f.o.b. origin; or

(2) Delivery of the supplies to the Government at the destination specified in the contract, if transportation is f.o.b. destination.

(k) *Taxes.* The contract price includes all applicable Federal, State, and local taxes and duties.

(l) *Termination for the Government's convenience.* The Government reserves the right to terminate this contract, or any part hereof, for its sole convenience. In the event of such termination, the Contractor shall immediately stop all work and shall immediately cause any and all of its suppliers and subcontractors to cease work. Subject to the terms of this contract, the Contractor shall be paid a percentage of the contract price reflecting the percentage of the work performed prior to the notice of termination, plus reasonable charges the Contractor can demonstrate to the satisfaction of the Government using its standard record keeping system, have resulted from the termination. The Contractor shall not be required to comply with the cost accounting standards or contract cost principles for this purpose. This paragraph does not give the Government any right to audit the Contractor's records. The Contractor shall not be paid for any work performed or costs incurred which reasonably could have been avoided.

(m) *Termination for cause.* The Government may terminate this contract, or any part hereof, for cause in the event of any default by the Contractor, or if the Contractor fails to comply with any contract terms and conditions, or fails to provide the Government, upon request, with adequate assurances of future performance. The Government will send a cure notice to the Contractor, unless the reason for the termination is late delivery. In the event of termination for cause, the Government shall not be liable to the Contractor for any amount for supplies or services not accepted, and the Contractor shall be liable to the Government for any and all rights and remedies provided by law. If it is determined that the Government improperly terminated this contract for default, such termination shall be deemed a termination for convenience.

(n) *Title.* Unless specified elsewhere in this contract, title to items furnished under this contract shall pass to the Government upon acceptance, regardless of when or where the Government takes physical possession.

(o) *Warranty.* The Contractor warrants and implies that the items delivered under this contract are merchantable and fit for use for the particular purpose described in this contract.

(p) *Limitation of liability.* Except as otherwise provided by an express warranty, the Contractor will not be liable to the Government for consequential damages resulting from any defect or deficiencies in accepted items.

(q) *Compliance with laws unique to Government contracts*. The Contractor agrees to comply with 31 U.S.C. 1352 relating to limitations on the use of appropriated funds to influence certain Federal contracts; 40 U.S.C. chapter 37, Contract Work Hours and Safety Standards; 41 U.S.C. chapter 87, Kickbacks; 49 U.S.C. 40118, Government-financed air transportation; and 41 U.S.C. chapter 21 relating to procurement integrity.

(r) *Order of precedence.* Any inconsistencies in this solicitation or contract shall be resolved by giving precedence in the following order:

(1) The schedule of supplies/services;
(2) The Disputes, Payments, Invoice, Compliance with Laws Unique to Government Contracts, and Unauthorized Obligations paragraphs of this clause;
(3) Other contract clauses incorporated in the solicitation or contract;
(4) Addenda to this solicitation or contract;
(5) Solicitation provisions incorporated in the solicitation;
(6) Other paragraphs of this clause;
(7) Other documents, exhibits, and attachments; and
(8) The specification.

(s) *Unauthorized obligations*.

(1) Except as stated in paragraph (s)(2) of this clause, when any supply or service acquired under this contract is subject to any End User License Agreement (EULA), Terms of Service (TOS), or similar legal instrument or agreement, that includes any clause requiring the Government to indemnify the Contractor or any person or entity for damages, costs, fees, or any other loss or liability that would create an Anti-Deficiency Act violation (31 U.S.C. 1341), the following shall govern:

(i) Any such clause is unenforceable against the Government.
(ii) Neither the Government nor any Government-authorized end user shall be deemed to have agreed to such clause by virtue of it appearing in the EULA, TOS, or similar legal instrument or agreement. If the EULA, TOS, or similar legal instrument or agreement is invoked through an “I agree” click box or other comparable mechanism (e.g., “click-wrap” or “browse-wrap” agreements), execution does not bind the Government or any Government authorized end user to such clause.
(iii) Any such clause is deemed to be stricken from the EULA, TOS, or similar legal instrument or agreement.

(2) Paragraph (s)(1) of this clause does not apply to indemnification by the Government that is expressly authorized by statute and specifically authorized under applicable agency regulations and procedures.

(t) *Comptroller General examination of record.* This paragraph applies if this contract was awarded using other than sealed bid procedures and is in excess of the simplified acquisition threshold on the date of award of this contract.

(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor’s directly pertinent records involving transactions related to this contract.
(2) The Contractor shall make available at its offices, at all reasonable times, the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR part 4, longer period required by statute, or periods specified in other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.
(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This clause does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.

(u) *Incorporation by reference.* The Contractor's representations and certifications, including those completed electronically via the System for Award Management (SAM), are incorporated by reference into the contract.

I.2 Deleted Text

I.3 FAR 52.216-18 Ordering (Aug 2020)

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule. Such orders may be issued from contract award through contract period (however, see Section H.12.6 *Maximum Length of Task Orders (Standard and Tailored)*.

(b) All delivery orders or task orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order or task order and this contract, the contract shall control.

(c) A delivery order or task order is considered "issued" when—

(1) If sent by mail (includes transmittal by U.S. mail or private delivery service), the Government deposits the order in the mail;

(2) If sent by fax, the Government transmits the order to the Contractor's fax number; or

(3) If sent electronically, the Government either—

(i) Posts a copy of the delivery order or task order to a Government document access system, and notice is sent to the Contractor; or
(ii) Distributes the delivery order or task order via email to the Contractor's email address.

(d) Orders may be issued by methods other than those enumerated in this clause only if authorized in the contract.

I.4 FAR 52.216-19 Order Limitations (Oct 1995)

(a) ***Minimum order***. When the Government requires supplies or services covered by this contract in an amount of less than the amounts in H.12.4 *Minimum Task Order Size for Standard Task Requests/Order* and H.12.5 *Minimum Task Order Size for Tailored Task Requests and Orders*, the Government is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the contract. However, Offerors may, if willing to accept smaller orders, specify a smaller amount in their offers. If a smaller amount is offered, it is mutually agreed that the Contractor will accept such orders and specify the smaller minimum order limitation in the applicable Contractor publications. If the Offeror fails to specify a smaller amount, the Government may place orders for a smaller amount. Such orders shall be deemed to be accepted by the Contractor, unless returned to the ordering office within five (5) calendar days after receipt by the Contractor.

(b) ***Maximum order.*** The Contractor is not obligated to honor any order for a combination of items in excess of $500,000,000,000.00.

(c) If this is a requirements contract (i.e., includes the Requirements clause at subsection 52.216-21 of the Federal Acquisition Regulation (FAR)), the Government is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum-order limitations in paragraph (b) of this section.

(d) Notwithstanding paragraphs (b) and (c) of this section, the Contractor shall honor any order exceeding the maximum order limitations in paragraph (b), unless that order (or orders) is returned to the ordering office within 5 calendar days after issuance, with written notice stating the Contractor's

intent not to provide the products or services called for and the reasons. Upon receiving this notice, the Government may acquire products or services from another source.

I.5 Addendum to Clause FAR 52.212-4: Additional Commercial Item Contract Terms and Conditions

I.5.1 FAR 52.215-20 Requirements for Certified Cost or Pricing Data and Data Other Than Certified Cost or Pricing Data (Oct 2010) Alternate IV (Oct 2010)

(a) Submission of cost or pricing data is not required.
(b) Provide information described below:
  (1) An offer prepared and submitted in accordance with the provision in Section L.1 Instructions to Offerors – Commercial Items (OCT 2015) 52.212-1;
  (2) Information regarding the offeror's commercial pricing practices submitted in the format provided in this solicitation in accordance with the instructions in the solicitation; and
  (3) Any additional supporting information requested by the Contracting Officer to determine whether the price(s) offered is fair and reasonable.
  (4) By submission of an offer in response to this solicitation or a request for modification, the offeror grants the Contracting Officer or an authorized representative the right to examine additional information necessary to determine the reasonableness of the price and/or to determine the cost realism of competing offers or to evaluate competing approaches. The Contracting Officer shall, to the maximum extent practicable, limit the scope of the request to include only information that is in the form regularly maintained by the offeror in commercial operations.

I.5.2 FAR 52.215-21 Requirements for Certified Cost or Pricing Data and Data Other Than Certified Cost or Pricing Data – Modifications (Oct 2010) Alternate IV (Oct 2010)

(a) Submission of certified cost or pricing data is not required.
(b) Provide information described below:
  (1) Information required shall be in accordance with the provisions of clause 52.215-20 Requirements for Certified Cost or Pricing Data and Data Other than Certified Cost or Pricing Data.

I.5.3 FAR 52.216-22 Indefinite Quantity (Oct 1995)

(a) This is an indefinite-quantity contract for the supplies or services specified, and effective for the period stated, in the Schedule. The quantities of supplies and services specified in the Schedule are estimates only and are not purchased by this contract.
(b) Delivery or performance shall be made only as authorized by orders issued in accordance with the Ordering clause. The Contractor shall furnish to the Government, when and if ordered, the supplies or services specified in the Schedule up to and including the quantity designated in the Schedule as the "maximum." The Government shall order at least the quantity of supplies or services designated in the Schedule as the "minimum."
(c) Except for any limitations on quantities in the Order Limitations clause or in the Schedule, there is no limit on the number of orders that may be issued. The Government may issue orders requiring delivery to multiple destinations or performance at multiple locations.
(d) Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and Government's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period; provided, that the Contractor shall not be required to make any deliveries under this contract after the expiration of the order.

I.5.4 FAR 52.217-8 Option to Extend Services (Nov 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 90 days prior to the expiration of the contract.

I.5.5 FAR 52.217-9 Option to Extend the Term of the Contract (Mar 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 30 days prior to expiration of the contract; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.
(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.
(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 15 years.

I.5.6 FAR 52.222-1 Notice to the Government of Labor Disputes (Feb 1997)

If the Contractor has knowledge that any actual or potential labor dispute is delaying or threatens to delay the timely performance of this contract, the Contractor shall immediately give notice, including all relevant information, to the Contracting Officer.

I.5.7 FAR 52.224-1 Privacy Act Notifications (Apr 1984)

The Contractor will be required to design, develop, or operate a system of records on individuals, to accomplish an agency function subject to the Privacy Act of 1974, P.L. 93-579, December 31, 1974 (5 U.S.C.552a) and applicable agency regulations. Violation of the Act may involve the imposition of criminal penalties.

I.5.8 FAR 52.224-2 Privacy Act (Apr 1984)

(a) The Contractor agrees to --
  (1) Comply with the Privacy Act of 1974 (the Act) and the agency rules and regulations issued under the Act in the design, development, or operation of any system of records on individuals to accomplish an agency function when the contract specifically identifies --
    (i) The systems of records; and
    (ii) The design, development, or operation work that the contractor is to perform;
  (2) Include the Privacy Act notification contained in this contract in every solicitation and resulting subcontract and in every subcontract awarded without a solicitation, when the work statement in the proposed subcontract requires the redesign, development, or operation of a system of records on individuals that is subject to the Act; and
  (3) Include this clause, including this subparagraph (3), in all subcontracts awarded under this contract which requires the design, development, or operation of such a system of records.
(b) In the event of violations of the Act, a civil action may be brought against the agency involved when the violation concerns the design, development, or operation of a system of records on individuals to accomplish an agency function, and criminal penalties may be imposed upon the officers or employees of the agency when the violation concerns the operation of a system of records on individuals to accomplish an agency function. For purposes of the Act, when the contract is for the operation of a system of records on individuals to accomplish an agency function, the Contractor is considered to be an employee of the agency.
(c)

(1) "Operation of a system of records," as used in this clause, means performance of any of the activities associated with maintaining the system of records, including the collection, use, and dissemination of records.
(2) "Record," as used in this clause, means any item, collection, or grouping of information about an individual that is maintained by an agency, including, but not limited to, education, financial transactions, medical history, and criminal or employment history and that contains the person's name, or the identifying number, symbol, or other identifying particular assigned to the individual, such as a fingerprint or voiceprint or a photograph.
(3) "System of records on individuals," as used in this clause, means a group of any records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual.

I.5.9 FAR 52.232-18 Availability of Funds (Apr 1984)

Funds are not presently available for this contract. The Government's obligation under this contract is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are made available to the Contracting Officer for this contract and until the Contractor receives notice of such availability, to be confirmed in writing by the Contracting Officer.

I.5.10FAR 52.242-13 Bankruptcy (Jul 1995)

In the event the Contractor enters into proceedings relating to bankruptcy, whether voluntary or involuntary, the Contractor agrees to furnish, by certified mail or electronic commerce method authorized by the contract, written notification of the bankruptcy to the Contracting Officer responsible for administering the contract. This notification shall be furnished within five days of the initiation of the proceedings relating to bankruptcy filing. This notification shall include the date on which the bankruptcy petition was filed, the identity of the court in which the bankruptcy petition was filed, and a listing of Government contract numbers and contracting offices for all Government contracts against which final payment has not been made. This obligation remains in effect until final payment under this contract.

I.5.11FAR 52.247-34 F.O.B. Destination (Nov 1991)

(a) The term "f.o.b. destination," as used in this clause, means--
(1) Free of expense to the Government, on board the carrier's conveyance, at a specified delivery point where the consignee's facility (plant, warehouse, store, lot, or other location to which shipment can be made) is located; and
(2) Supplies shall be delivered to the destination consignee's wharf (if destination is a port city and supplies are for export), warehouse unloading platform, or receiving dock, at the expense of the Contractor. The Government shall not be liable for any delivery, storage, demurrage, accessorial, or other charges involved before the actual delivery (or "constructive placement" as defined in carrier tariffs) of the supplies to the destination, unless such charges are caused by an act or order of the Government acting in its contractual capacity. If rail carrier is used, supplies shall be delivered to the specified unloading platform of the consignee. If motor carrier (including "piggyback") is used, supplies shall be delivered to truck tailgate at the unloading platform of the consignee, except when the supplies delivered meet the requirements of Item 568 of the National Motor Freight Classification for "heavy or bulky freight." When supplies meeting the requirements of the referenced Item 568 are delivered, unloading (including movement to the tailgate) shall be performed by the consignee, with assistance from the truck driver, if requested. If the contractor uses rail carrier or freight forwarded for less than carload shipments, the contractor shall ensure that the carrier will furnish tailgate delivery, when required, if transfer to truck is required to complete delivery to consignee.
(b) The Contractor shall –
(1)
(i) Pack and mark the shipment to comply with contract specifications; or

(ii) In the absence of specifications, prepare the shipment in conformance with carrier requirements;
(2) Prepare and distribute commercial bills of lading;
(3) Deliver the shipment in good order and condition to the point of delivery specified in the contract;
(4) Be responsible for any loss of and/or damage to the goods occurring before receipt of the shipment by the consignee at the delivery point specified in the contract;
(5) Furnish a delivery schedule and designate the mode of delivering carrier; and
(6) Pay and bear all charges to the specified point of delivery.

END OF ADDENDUM TO CLAUSE 52.212-4 SECTION

I.6 FAR 52.252-2 Clauses Incorporated By Reference (Feb 1998)(GSA Deviation Aug 2025)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, The Contracting Officer will make their full text available. Also the full text of a FAR clause may be accessed electronically at https://www.acquisition.gov/far-overhaul/far-part-deviation-guide/far-overhaul-part-52

• 52.203-6	Restrictions on Subcontractor Sales to the Government w/	Jun 2020
52.203-6 Alt I	Restrictions on Subcontractor Sales to the Government	Nov 2021
• 52.203-13	Contractor Code of Business Ethics and Conduct	Nov 2021
• 52.203-17	Contractor Employee Whistleblower Rights	Nov 2023
• 52.203-19	Prohibition on Requiring Certain Internal Confidentiality Agreements or Statements	Jan 2017
• 52.204-9	Personal Identity Verification of Contractor Personnel	Jan 2011
• 52.209-6	Protecting the Government's Interest When Subcontracting With Contractors Debarred, Suspended, Proposed for Debarment, or Voluntarily Excluded	Jan 2025
• 52.209-10	Prohibition on Contracting with Inverted Domestic Corporations	Nov 2015
• 52.219-4	Notice of Price Evaluation Preference for HUBZone Small Business Concerns	Oct 2022
• 52.219-8	Utilization of Small Business Concerns	Jan 2025
• 52.219-9	Small Business Subcontracting Plan w/	Jan 2025
52.219-9 Alt II	Small Business Subcontracting Plan	Nov 2016
• 52.219-16	Liquidated Damages-Subcontracting Plan	Sep 2021
• 52.222-3	Convict Labor	June 2003
• 52.222-19	Child Labor-Cooperation with Authorities and Remedies	Jan 2025
• 52.222-35	Equal Opportunity for Veterans	June 2020
• 52.222-36	Equal Opportunity for Workers with Disabilities	Jul 2014
• 52.222-37	Employment Reports on Veterans	June 2020
• 52.222-50	Combating Trafficking in Persons w/	Oct 2025
52.222-50 Alt I	Combating Trafficking in Persons	Mar 2015
• 52.222-54	Employment Eligibility Verification	Jan 2025
• 52.222-90	Addressing DEI Discrimination by Federal Contractors	Apr 2026
• 52.223-23	Sustainable Products and Services	May 2024
• 52.226-8	Encouraging Contractor Policies to Ban Text Messaging While Driving	May 2024
• 52.232-33	Payment by Electronic Funds Transfer-System for Award Management	Oct 2018
• 52.232-36	Payment by Third Party	May 2014
• 52.232-40	Providing Accelerated Payments to Small Business Subcontractors	Mar 2023
• 52.233-3	Protest after Award	Aug 1996

- 52.233-4 Applicable Law for Breach of Contract Claim Oct 2004

I.7 GSAM 552.252-6 – Authorized Deviations in Clauses (Deviation FAR 52.252-6) (Sep 1999)

(a) Deviations to FAR clauses.

(1) This solicitation or contract indicates of any authorized deviation to a Federal Acquisition Regulation (48 CFR Chapter 1) clause by the addition of "(DEVIATION)" after the date of the clause, if the clause is not published in the General Services Administration Acquisition Regulation (48 CFR Chapter 5).

(2) This solicitation indicates any authorized deviation to a Federal Acquisition Regulation (FAR) clause that is published in the General Services Administration Acquisition Regulation by the addition of "(DEVIATION (FAR clause no.))" after the date of the clause.

(b) Deviations to GSAR clauses. This solicitation indicates any authorized deviation to a General Services Administration Acquisition Regulation clause by the addition of "(DEVIATION)" after the date of the clause.

(c) "Substantially the same as" clauses. Changes in wording of clauses prescribed for use on a "substantially the same as" basis are not considered deviations.

I.8 GSAM 552.212-71 Contract Terms and Conditions Applicable to GSA Acquisitions of Commercial Items (Oct 2014)

(a) The Contractor agrees to comply with any clause that is incorporated herein by reference to implement agency policy applicable to acquisition of commercial items or components. The clause in effect based on the applicable regulation cited on the date the solicitation is issued applies unless otherwise stated herein. The clauses in paragraph (b) of this section are incorporated by reference:

(b) Clauses.

☒ 552.203-71 Restriction on Advertising (Sep 1999)
☐ 552.211-73 Marking
☒ 552.215-70 Examination of Records by GSA (Jun 2016)
☐ 552.219-70 Allocation of Orders--Partially Set-Aside Items
☒ 552.229-70 Federal, State, and Local Taxes (Apr 1984)
☒ 552.232-23 Assignment of Claims (Sep 1999)
☐ 552.232-72 Final Payment
☐ 552.237-71 Qualifications of Employees
☐ 552.242-70 Status Report of Orders and Shipments

Additional GSAM Clauses Incorporated by Reference

☒ 552.204-9 Personal Identity Verification Requirements (Apr 2023)

I.9 Safeguarding Sensitive Data and Information Technology Resources

In accordance with FAR 39.105, this section is included in the contract. This section applies to all users of sensitive data and information technology (IT) resources, including awardees, contractors, subcontractors, lessors, suppliers and manufacturers. The following GSA policies must be followed or have compensating controls as noted in ATO notifications. These policies can be found at: http://www.gsa.gov/directives or https://insite.gsa.gov/directives.

1. CIO P 2100.1 GSA Information Technology (IT) Security Policy
2. CIO P 2100.2B GSA Wireless Local Area Network (LAN) Security
3. CIO 2100.3B Mandatory Information Technology (IT) Security Training Requirement for Agency and Contractor Employees with Significant Security Responsibilities
4. CIO 2104.1A GSA Information Technology IT General Rules of Behavior

5. CIO 2106.1 GSA Social Media Policy
6. CIO P 2180.1 GSA Rules of Behavior for Handling Personally Identifiable Information (PII)
7. CIO P 1878.2A Conducting Privacy Impact Assessments (PIAs) in GSA
8. HCO 9297.1 GSA Data Release Policy
9. HCO 9297.2B GSA Information Breach Notification Policy
10. ADM P 9732.1 D Suitability and Personnel Security

I.10 Deleted Text

I.11 Deleted Text

I.12 GSAR 552.232-39 Unenforceability of Unauthorized Obligations (FEB 2018) (DEVIATION FAR 52.232-39)[9]

(a) Except as stated in paragraph (b) of this clause, when any supply or service acquired under this contract is subject to any commercial supplier agreement (as defined in 502.101) that includes any language, provision, or clause requiring the Government to pay any future fees, penalties, interest, legal costs or to indemnify the Contractor or any person or entity for damages, costs, fees, or any other loss or liability that would create an Anti-Deficiency Act violation (31 U.S.C. 1341), the following shall govern:

(1) Any such language, provision, or clause is unenforceable against the Government.

(2) Neither the Government nor any Government authorized end user shall be deemed to have agreed to such language, provision, or clause by virtue of it appearing in the commercial supplier agreement. If the commercial supplier agreement is invoked through an "I agree" click box or other comparable mechanism (e.g., "click-wrap" or "browse-wrap" agreements), execution does not bind the Government or any Government authorized end user to such clause.

(3) Any such language, provision, or clause is deemed to be stricken from the commercial supplier agreement.

(b) Paragraph (a) of this clause does not apply to indemnification or any other payment by the Government that is expressly authorized by statute and specifically authorized under applicable agency regulations and procedures.

I.13 GSAM/R 552.232-78 Commercial Supplier Agreements--Unenforceable Clauses (Feb 2018)[9]

When any supply or service acquired under this contract is subject to a commercial supplier agreement (as defined in 502.101), the following language shall be deemed incorporated into the commercial supplier agreement. As used herein, "this agreement" means the commercial supplier agreement:

(a) Notwithstanding any other provision of this agreement, when the end user is an agency or instrumentality of the U.S. Government, the following shall apply:

(1) *Applicability.* This agreement is part of a contract between the commercial supplier and the U.S. Government for the acquisition of the supply or service that necessitates a license or other similar legal instrument (including all contracts, task orders, and delivery orders under FAR Parts 13, 14 or 15).

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[9] **NOTE:** The clauses GSAM 552.232-39 and GSAM 552.232-78, incorporated in modification PS0019, are not intended to prevent the Contractor from requiring a government authorized end user from executing a cardholder application, consenting to the submission of an application, and/or agreeing to the Account Holder Agreement, by an electronic means, including, but not limited to, by clicking on an "I agree" or similar button, provided that the Account Holder Agreement complies with the terms of the master contract and does not include any terms or conditions that would create an Anti-Deficiency Act violation.

(2) *End user.* This agreement shall bind the ordering activity as end user but shall not operate to bind a Government employee or person acting on behalf of the Government in his or her personal capacity.

(3) *Law and disputes.* This agreement is governed by Federal law.

(i) Any language purporting to subject the U.S. Government to the laws of a U.S. state, U.S. territory, district, or municipality, or foreign nation, except where Federal law expressly provides for the application of such laws, is hereby deleted.

(ii) Any language requiring dispute resolution in a specific forum or venue that is different from that prescribed by applicable Federal law is hereby deleted.

(iii) Any language prescribing a different time period for bringing an action than that prescribed by applicable Federal law in relation to a dispute is hereby deleted.

(4) *Continued performance.* The supplier or licensor shall not unilaterally revoke, terminate or suspend any rights granted to the Government except as allowed by this contract. If the supplier or licensor believes the ordering activity to be in breach of the agreement, it shall pursue its rights under the Contract Disputes Act or other applicable Federal statute while continuing performance as set forth in FAR 52.233-1, Disputes.

(5) *Arbitration; equitable or injunctive relief.* In the event of a claim or dispute arising under or relating to this agreement, a binding arbitration shall not be used unless specifically authorized by agency guidance, and equitable or injunctive relief, including the award of attorney fees, costs or interest, may be awarded against the U.S. Government only when explicitly provided by statute (e.g., Prompt Payment Act or Equal Access to Justice Act).

(6) *Updating terms.*

(i) After award, the contractor may unilaterally revise commercial supplier agreement terms provided: if they are not material. A material change is defined as:

(A) Terms that significantly change Government rights or obligations;

(B) Terms that increase Government prices;

(C) Terms that decrease overall level of service; or

(D) Terms that limit any other Government right addressed elsewhere in this contract.

(ii) For revisions that will materially change the terms of the contract, the revised commercial supplier agreement must be incorporated into the contract using a bilateral modification.

(iii)Any license agreement terms or conditions unilaterally revised subsequent to award that are inconsistent with any material term or provision of this contract shall not be enforceable against the Government, and the Government shall not be deemed to have consented to them.

(7) *No automatic renewals.* If any license or service tied to periodic payment is provided under this agreement (e.g., annual software maintenance or annual lease term), such license or service shall not renew automatically upon expiration of its current term without prior express consent by an authorized Government representative.

(8) *Indemnification.* Any clause of this agreement requiring the commercial supplier or licensor to defend or indemnify the end user is hereby amended to provide that the U.S. Department of Justice has the sole right to represent the United States in any such action, in accordance with 28 U.S.C. 516.

(9) *Audits.* Any clause of this agreement permitting the commercial supplier or licensor to audit the end user's compliance with this agreement is hereby amended as follows:

(i) Discrepancies found in an audit may result in a charge by the commercial supplier or licensor to the ordering activity. Any resulting invoice must comply with the proper invoicing requirements specified in the underlying Government contract or order.

(ii) This charge, if disputed by the ordering activity, will be resolved through the Disputes clause at FAR 52.233-1; no payment obligation shall arise on the part of the ordering activity until the conclusion of the dispute process.

(iii) Any audit requested by the contractor will be performed at the contractor's expense, without reimbursement by the Government.

(10) *Taxes or surcharges.* Any taxes or surcharges which the commercial supplier or licensor seeks to pass along to the Government as end user will be governed by the terms of the underlying Government contract or order and, in any event, must be submitted to the Contracting Officer for a

determination of applicability prior to invoicing unless specifically agreed to otherwise in the Government contract.

(11) *Non-assignment.* This agreement may not be assigned, nor may any rights or obligations thereunder be delegated, without the Government's prior approval, except as expressly permitted under the clause at FAR 52.232-23, Assignment of Claims.

(12) *Confidential information.* If this agreement includes a confidentiality clause, such clause is hereby amended to state that neither the agreement nor the Federal Supply Schedule contract price list, as applicable, shall be deemed “confidential information.” Issues regarding release of “unit pricing” will be resolved consistent with the Freedom of Information Act. Notwithstanding anything in this agreement to the contrary, the Government may retain any confidential information as required by law, regulation or its internal document retention procedures for legal, regulatory or compliance purposes; provided, however, that all such retained confidential information will continue to be subject to the confidentiality obligations of this agreement.

(b) If any language, provision or clause of this agreement conflicts or is inconsistent with the preceding paragraph (a), the language, provisions, or clause of paragraph (a) shall prevail to the extent of such inconsistency.

I.14 Deleted Text

I.15 Deleted Text

I.16 FAR 52.240-91 Security Prohibitions and Exclusions Alternate I (GSA Deviation Aug 2025)

(a) *Definitions.* As used in this clause—

American Security Drone Act-covered foreign entity means an entity included on a list that the Federal Acquisition Security Council (FASC) develops and maintains and publishes in the System for Award Management (SAM) at https://www.sam.gov (section 1822 of Pub. L. 118-31, 41 U.S.C. 3901 note prec.).

Backhaul means intermediate links between the core network, or backbone network, and the small subnetworks at the edge of the network (e.g., connecting cell phones/towers to the core telephone network). Backhaul can be wireless (e.g., microwave) or wired (e.g., fiber optic, coaxial cable, Ethernet).

Covered application means the social networking service TikTok or any successor application or service developed or provided by ByteDance Limited or an entity owned by ByteDance Limited.

Covered article, as defined in 41 U.S.C. 4713(k), means:

(1) Information technology, as defined in 40 U.S.C. 11101, including cloud computing services of all types;

(2) Telecommunications equipment or telecommunications service, as those terms are defined in section 3 of the Communications Act of 1934 (47 U.S.C. 153);

(3) The processing of information on a Federal or non-Federal information system, subject to the requirements of the Controlled Unclassified Information program (see 32 CFR part 2002); or

(4) Hardware, systems, devices, software, or services that include embedded or incidental information technology.

Covered foreign country means The People’s Republic of China.

Covered telecommunications equipment or services means—

(1) Telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities);

(2) For the purpose of public safety, security of Government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities);

(3) Telecommunications or video surveillance services provided by such entities or using such equipment; or

(4) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

Critical technology means—

(1) Defense articles or defense services included on the United States Munitions List set forth in the International Traffic in Arms Regulations under subchapter M of chapter I of title 22, Code of Federal Regulations;

(2) Items included on the Commerce Control List set forth in Supplement No. 1 to part 774 of the Export Administration Regulations under subchapter C of chapter VII of title 15, Code of Federal Regulations, and controlled—

(i) Pursuant to multilateral regimes, including for reasons relating to national security, chemical and biological weapons proliferation, nuclear nonproliferation, or missile technology; or

(ii) For reasons relating to regional stability or surreptitious listening;

(3) Specially designed and prepared nuclear equipment, parts and components, materials, software, and technology covered by part 810 of title 10, Code of Federal Regulations (relating to assistance to foreign atomic energy activities);

(4) Nuclear facilities, equipment, and material covered by part 110 of title 10, Code of Federal Regulations (relating to export and import of nuclear equipment and material);

(5) Select agents and toxins covered by part 331 of title 7, Code of Federal Regulations, part 121 of title 9 of such Code, or part 73 of title 42 of such Code; or

(6) Emerging and foundational technologies controlled pursuant to section 1758 of the Export Control Reform Act of 2018 (50 U.S.C. 4817).

FASC-prohibited unmanned aircraft system means an unmanned aircraft system manufactured or assembled by an American Security Drone Act—covered foreign entity.

FASCSA order means any of the following orders issued under the Federal Acquisition Supply Chain Security Act (FASCSA) requiring removing covered articles from executive agency information systems or

excluding one or more named sources or named covered articles from executive agency procurement actions, as described in 41 CFR 201-1.303(d) and (e):

(1) The Secretary of Homeland Security may issue FASCSA orders that apply to civilian agencies, to the extent not covered by paragraph (2) or (3) of this definition. This type of FASCSA order may be referred to as a Department of Homeland Security (DHS) FASCSA order.

(2) The Secretary of Defense may issue FASCSA orders that apply to the Department of Defense (DoD) and national security systems other than sensitive compartmented information systems. This type of FASCSA order may be referred to as a DoD FASCSA order.

(3) The Director of National Intelligence (DNI) may issue FASCSA orders that apply to the intelligence community and sensitive compartmented information systems, to the extent not covered by paragraph (2) of this definition. This type of FASCSA order may be referred to as a DNI FASCSA order.

Information technology, as defined in 40 U.S.C. 11101(6)—

(1) Means any equipment or interconnected system or subsystem of equipment, used in the automatic acquisition, storage, analysis, evaluation, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information by the executive agency, if the equipment is used by the executive agency directly or is used by a contractor under a contract with the executive agency that requires the use—

(i) Of that equipment; or

(ii) Of that equipment to a significant extent in the performance of a service or the furnishing of a product;

(2) Includes computers, ancillary equipment (including imaging peripherals, input, output, and storage devices necessary for security and surveillance), peripheral equipment designed to be controlled by the central processing unit of a computer, software, firmware and similar procedures, services (including support services), and related resources; but

(3) Does not include any equipment acquired by a Federal contractor incidental to a Federal contract.

Intelligence community, as defined by 50 U.S.C. 3003(4), means the following—

(1) The Office of the Director of National Intelligence;

(2) The Central Intelligence Agency;

(3) The National Security Agency;

(4) The Defense Intelligence Agency;

(5) The National Geospatial-Intelligence Agency;

(6) The National Reconnaissance Office;

(7) Other offices within the Department of Defense for the collection of specialized national intelligence through reconnaissance programs;

(8) The intelligence elements of the Army, the Navy, the Air Force, the Marine Corps, the Coast Guard, the Federal Bureau of Investigation, the Drug Enforcement Administration, and the Department of Energy;

(9) The Bureau of Intelligence and Research of the Department of State;

(10) The Office of Intelligence and Analysis of the Department of the Treasury;

(11) The Office of Intelligence and Analysis of the Department of Homeland Security; or

(12) Such other elements of any department or agency as may be designated by the President, or designated jointly by the Director of National Intelligence and the head of the department or agency concerned, as an element of the intelligence community.

Interconnection arrangements means arrangements governing the physical connection of two or more networks to allow the use of another's network to hand off traffic where it is ultimately delivered (e.g., connecting a customer of telephone provider A to a customer of telephone company B) or sharing data and other information resources.

Kaspersky Lab-covered article means any hardware, software, or service that—

(1) Is developed or provided by a Kaspersky Lab-covered entity;

(2) Includes any hardware, software, or service developed or provided in whole or in part by a Kaspersky Lab-covered entity; or

(3) Contains components using any hardware or software developed in whole or in part by a Kaspersky Lab-covered entity.

Kaspersky Lab-covered entity means—

(1) Kaspersky Lab;

(2) Any successor entity to Kaspersky Lab, including any change in name, e.g., "Kaspersky";

(3) Any entity that controls, is controlled by, or is under common control with Kaspersky Lab; or

(4) Any entity of which Kaspersky Lab has a majority ownership.

National security system, as defined in 44 U.S.C. 3552, means any information system (including any telecommunications system) used or operated by an agency or by a contractor of an agency, or other organization on behalf of an agency—

(1) The function, operation, or use of which involves intelligence activities; involves cryptologic activities related to national security; involves command and control of military forces; involves equipment that is an integral part of a weapon or weapons system; or is critical to the direct fulfillment of military or intelligence missions, but does not include a system that is to be used for routine administrative and business applications (including payroll, finance, logistics, and personnel management applications); or

(2) Is protected at all times by procedures established for information that have been specifically authorized under criteria established by an Executive order or an Act of Congress to be kept classified in the interest of national defense or foreign policy.

Roaming means cellular communications services (e.g., voice, video, data) received from a visited network when unable to connect to the facilities of the home network either because signal coverage is too weak or because traffic is too high.

Sensitive compartmented information means classified information concerning or derived from intelligence sources, methods, or analytical processes, which is required to be handled within formal access control systems established by the Director of National Intelligence.

Sensitive compartmented information system means a national security system authorized to process or store sensitive compartmented information.

Source means a non-Federal supplier, or potential supplier, of products or services, at any tier.

Subsidiary means an entity in which more than 50 percent of the entity is owned directly by a parent corporation or through another subsidiary of a parent corporation.

Substantial or essential component means any component necessary for the proper function or performance of a piece of equipment, system, or service.

Unmanned aircraft means an aircraft that is operated without the possibility of direct human intervention from within or on the aircraft (49 U.S.C. 44801(11)).

Unmanned aircraft system means an unmanned aircraft and associated elements (including communication links and the components that control the unmanned aircraft) that are required for the operator to operate safely and efficiently in the national airspace system (49 U.S.C. 44801(12)).

(b) *Prohibitions on providing or using specific products or services in performance of contract*. Unless a waiver or exception applies, the Contractor is prohibited from providing any products or services to the Government or using in the performance of the contract any of the following:

(1) A covered application on any information technology owned or managed by the Government, or on any information technology used or provided by the Contractor under this contract, including equipment provided by the Contractor's employees (section 102 of Division R of the Consolidated Appropriations Act, 2023 (Pub. L. 117-328));

(2) A Kaspersky Lab-covered article (Section 1634 of Division A of the National Defense Authorization Act for Fiscal Year 2018 (Pub. L. 115-91));

(3) Covered telecommunications equipment or services used as a substantial or essential component of any system, or as critical technology as part of any system (paragraphs (a)(1)(A) of section 889 of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232)). This does not prohibit contractors from providing—

(i) A service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(ii) Telecommunications equipment that cannot route or redirect user data traffic or cannot permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(c) Prohibition on unmanned aircraft systems manufactured or assembled by American Security Drone Act—covered foreign entities.

(1) Prohibition. The Contractor is prohibited from—

(i) Delivering any FASC-prohibited unmanned aircraft system, which includes unmanned aircraft (i.e., drones) and associated elements (sections 1823 and 1826 of American Security Drone Act of 2023, within the National Defense Authorization Act for Fiscal Year 2024, Pub. L. 118-31, Div. A, Title XVIII, Subtitle B, 41 U.S.C. 3901 note prec.);

(ii) On or after December 22, 2025, operating a FASC-prohibited unmanned aircraft system in the performance of the contract (section 1824 of Pub. L. 118-31); and

(iii) On or after December 22, 2025, using Federal funds to procure or operate a FASC-prohibited unmanned aircraft system (section 1825 of Pub. L. 118-31).

(2) *Procedures*. The Contractor shall search SAM for the FASC-maintained list of American Security Drone Act—covered foreign entities before proposing, or using in performance of the contract, any unmanned aircraft system. Also, the Contractor shall ensure any effort or expenditure associated with a FASC-prohibited unmanned aircraft system is consistent with a corresponding exemption, exception, or waiver determination expressly stated in the contract.

(3) *Exemptions, exceptions, and waivers*. The prohibitions in paragraph (c) of this clause do not apply where the agency has determined an exemption, exception, or waiver applies, and the contract indicates that such a determination has been made. See sections 1823 through 1825 and 1832 of Public Law 118-31 for statutory requirements pertaining to exemptions, exceptions, and waivers.

(d) *Prohibition on using or providing specific products or services or conducting certain transactions regardless of connection to contract*.

(1) *Certain telecommunications and video surveillance equipment, systems, or services*.

(i) Unless an applicable waiver has been issued by the Government, the Contractor cannot use any equipment, systems, or services that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system (paragraph (a)(1)(B) of section 889 of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232)).

(ii) This prohibition applies to using covered telecommunications equipment or services, regardless of whether that use is in performance of work under a Federal contract. This does not prohibit the contractor from using—

(A) A service that connects to the facilities of a third party, such as backhaul, roaming, or interconnection arrangements; or

(B) Telecommunications equipment that cannot route or redirect user data traffic or cannot permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(2) *Office of Foreign Assets Control Restrictions*.

(i) Except as authorized by the Office of Foreign Assets Control (OFAC) in the Department of the Treasury, the Contractor shall not acquire, for use in the performance of this contract, any supplies or services if any proclamation, Executive order, or statute administered by OFAC, or if OFAC's implementing regulations at 31 CFR chapter V,

would prohibit such a transaction by a person subject to the jurisdiction of the United States.

(ii) Except as authorized by OFAC, most transactions involving Cuba, Iran, and Sudan are prohibited, as are most imports from Burma or North Korea, into the United States or its outlying areas.

(A) For lists of entities and individuals subject to economic sanctions, see OFAC's List of Specially Designated Nationals and Blocked Persons at https://home.treasury.gov/policy-issues/financial-sanctions/specially-designated-nationals-and-blocked-persons-list-sdn-human-readable-lists.

(B) For more information about these restrictions, as well as updates, see OFAC's regulations at 31 CFR chapter V and at https://home.treasury.gov/policy-issues/office-of-foreign-assets-control-sanctions-programs-and-information.

(C) To conduct electronic screens of potential parties to regulated transactions, see the consolidated screening list at https://www.trade.gov/consolidated-screening-list, which consolidates multiple export screening lists of the Departments of Commerce, State, and the Treasury.

(3) *Sudan prohibition*. The Contractor is prohibited from conducting any restricted business operations in Sudan in accordance with Accountability and Divestment Act of 2007 (Pub. L. 110-174).

(4) *Iran prohibitions*.

(i) Unless an exception applies according to paragraph (d)(4)(iii) or the Government grants a waiver, the contractor shall not engage in certain activities or transactions relating to Iran (section 6(b)(1)(A) of Iran Sanctions Act (50 U.S.C. 1701 note).

(ii) Unless an exception applies according to paragraph (d)(4)(iii) or the Government grants a waiver, contractor shall not export certain sensitive technology to Iran, as determined by the President, and has an active exclusion in SAM (22 U.S.C. 8515).

(iii) The prohibition in paragraphs (d)(4)(i) and (d)(4)(ii) do not apply if the acquisition is subject to trade agreements and the offeror certifies that all the offered products are designated country end products or designated country construction material (see part 25).

(iv) Unless an exception applies or the Government grants a waiver, contractors are prohibited from knowingly engaging in any significant transaction (i.e., over $15,000) with Iran's Revolutionary Guard Corps or any of its officials, agents, or affiliates, the property and interests in property of which are blocked according to the International Emergency Economic Powers Act (section 6(b)(1)(B) of Iran Sanctions Act (50 U.S.C. 1701 note)).

(e) *Governmentwide exclusion and removal orders*.

(1) Contractors are prohibited from providing or using as part of the performance of the contract any covered article, or any products or services produced or provided by a source, if the covered article or the source is prohibited by any applicable FASCSA orders identified by the checkbox(es) in this

paragraph (e)(1). [*Contracting Officer must select either "yes" or "no" for each of the following types of FASCSA orders*:]

Yes **X** No □ DHS FASCSA Order

Yes **X** No □ DoD FASCSA Order

Yes **X** No □ DNI FASCSA Order

(f) *Reasonable inquiry*. The contractor shall conduct a reasonable inquiry to determine if there are any prohibited products or services. The inquiry will look at any information in the entity's possession but does not need to include an internal or third-party audit.

(g) *Removal of prohibited products and services*. For Federal Supply Schedules, Governmentwide acquisition contracts, multi-agency contracts or any other procurement instrument intended for use by multiple agencies, upon notification from the Contracting Officer, during the performance of the contract, the Contractor shall promptly make any necessary changes or modifications to remove any product or service produced or provided by a source that this clause prohibits.

(h) *General report*.

(1) If the Contractor identifies or is notified by any source, (including a subcontractor at any tier), that any product or service provided or used (or to be provided or used) during contract performance does not comply with any prohibition in this clause, then the Contractor shall report the following information, or as much information is known, in writing to the contracting office as identified in paragraph (h)(2) within 72 hours:

(i) Contract number and order number, if applicable;

(ii) The specific prohibition the product or service is not complying with;

(iii) A description of the products or services that the Contractor identifies or has reason to suspect is prohibited (include brand; model number, such as the original equipment manufacturer (OEM) number, manufacturer part number, or wholesaler number; and item description, as applicable);

(iv) The entity that produced the product or service (include entity name, unique entity identifier, Contractor and Government Entity (CAGE) code, facilities responsible for design, fabrication, assembly, packaging, and test of the product, and whether the entity was the OEM or a distributor (provide manufacturer codes and distributor codes used for the product));

(v) Description of the functionality of the product or service and how that functionality impacts the risk to the product or service;

(vi) An explanation of any factors relevant to determining if the product or service should be permitted by an applicable exception, exemption, or waiver (if the contractor would like the Government to consider a waiver, and asks for such a waiver);

(vii) Whether alternative products or services are available that would comply with the prohibition;

(viii) If the product or service is related to item maintenance, include the following information on the item being maintained:

(A) Brand;

(B) Model number, OEM number, manufacturer part number, or wholesaler number; and

(C) Item description, as applicable.

(ix) Any readily available information about mitigation actions implemented or recommended.

(2) If a report must be submitted to a contracting office, the Contractor shall submit the report as follows:

(i) If a Department of Defense contracting office, the Contractor shall report to the website at https://dibnet.dod.mil.

(ii) For all other contracting offices, the Contractor shall report to the Contracting Officer.

(iii) For indefinite delivery contracts, the Contractor shall report to both the contracting office for the indefinite delivery contract and the contracting office for any affected order.

(3) If the report provided does not contain any of the information required by paragraph (h)(1) of this clause, and the contractor later discovers new information that is required by paragraph (h)(1) of this clause, then the contractor shall submit a subsequent report within 72 hours of discovering the new information.

(4) The contractor shall also report the information in paragraph (h)(1) if the contractor wishes to ask for a waiver of the requirements of a new FASCSA order being applied through modification.

(i) *New FASCSA orders report*.

(1) During contract performance, the Contractor shall review SAM at least once every three months, or as advised by the Contracting Officer, to check for covered articles subject to FASCSA order(s), or for products or services produced by a source subject to FASCSA order(s) not currently identified under paragraph (e) of this clause.

(2) If the Contractor identifies a new FASCSA order(s) that could impact their supply chain, then the Contractor shall conduct a reasonable inquiry to identify whether a covered article or product or service produced or provided by a source subject to the FASCSA order(s) was provided to the Government or used during contract performance. The inquiry will look at any information in the entity's possession but does not need to include an internal or third-party audit.

(3) The Contractor shall submit a report to the contracting office identified in paragraph (h)(2) of this clause if the Contractor identifies, including through any notification by a subcontractor at any tier, that a covered article or product or service produced or provided by a source was provided to the Government or used during contract performance and is subject to a FASCSA order(s). For indefinite delivery contracts, the Contractor shall report to both the contracting office for the indefinite delivery contract and the contracting office for any affected order. The Contractor shall report the following information within 72 hours for each covered article or each product or service

produced or provided by a source, where the covered article or source is subject to a FASCSA order:

(i) Contract number and order number, if applicable;

(ii) Name of the covered article or source subject to a FASCSA order;

(iii) The specific FASCSA order the product or service does not comply with;

(iv) The elements of (h)(1)(iii) through (ix) of this clause.

(j) Subcontracts. The Contractor shall insert the substance of this clause, including this paragraph (j) but excluding subparagraphs (d)(1) and (i)(1), in all subcontracts and other contractual instruments, including subcontracts for acquiring commercial products or commercial services.

I.17 *FAR 52.240-92 Security Requirements (GSA Deviation Aug 2025)*

(a) This clause applies to the extent that this contract involves access to information classified Confidential, Secret, or Top Secret.

(b) The Contractor shall comply with—

(1) The Security Agreement (DD Form 441), including the National Industrial Security Program Operating Manual (32 CFR part 117); and

(2) Any revisions to that manual, notice of which has been furnished to the Contractor.

(c) If, after the date of this contract, the security classification or security requirements under this contract are changed by the Government and if the changes cause an increase or decrease in security costs or otherwise affect any other term or condition of this contract, the contract must be subject to an equitable adjustment as if the changes were directed under the Changes clause of this contract

(d) The Contractor agrees to insert terms that conform substantially to the language of this clause, including this paragraph (d) but excluding any reference to the Changes clause of this contract, in all subcontracts under this contract that involve access to classified information.

(e) A subcontractor requiring access to classified information under a contract shall be identified with a CAGE code on the DD Form 254. The Contractor shall require a subcontractor requiring access to classified information to provide its CAGE code with its name and location address or otherwise include it prominently in the proposal. Each location of subcontractor performance listed on the DD Form 254 is required to reflect a corresponding unique CAGE code for each listed location unless the work is being performed at a Government facility, in which case the agency location code shall be used. The CAGE code must be for that name and location address. Insert the word “CAGE” before the number. The CAGE code is required prior to award. The contractor shall ensure that subcontractors maintain their CAGE code(s) throughout the life of the contract.

I.18 *FAR 52.240-93 Basic Safeguarding of Covered Contractor Information Systems (GSA Deviation August 2025)*

(a) Definitions. As used in this clause—

Covered contractor information system means an information system that is owned or operated by a contractor that processes, stores, or transmits Federal contract information.

Federal contract information—

(1) Means information, not intended for public release, that is provided by or generated for the Government under a contract to develop or deliver a product or service to the Government; but

(2) Does not include information provided by the Government to the public (such as on public websites) or simple transactional information (such as information necessary to process payments).

Information means any communication or representation of knowledge such as facts, data, or opinions, in any medium or form, including textual, numerical, graphic, cartographic, narrative, or audiovisual (Committee on National Security Systems Instruction (CNSSI) 4009).

Information system means a discrete set of information resources organized for the collection, processing, maintenance, use, sharing, dissemination, or disposition of information (44 U.S.C. 3502).

Safeguarding means measures or controls that are prescribed to protect information systems.

(b) *Safeguarding requirements*.

(1) Basic requirements. The Contractor shall safeguard its covered contractor information systems by implementing, at minimum, the following security controls:

(i) Limit information system access to authorized users, processes acting on behalf of authorized users, or devices (including other information systems).

(ii) Limit information system access to the types of transactions and functions that authorized users are permitted to execute.

(iii) Verify and control/limit connections to and use of external information systems.

(iv) Control information posted or processed on publicly accessible information systems.

(v) Identify information system users, processes acting on behalf of users, or devices.

(vi) Authenticate (or verify) the identities of those users, processes, or devices, as a prerequisite to allowing access to organizational information systems.

(vii) Sanitize or destroy information system media containing Federal Contract Information before disposal or release for reuse.

(viii) Limit physical access to organizational information systems, equipment, and the respective operating environments to authorized individuals.

(ix) Escort visitors and monitor visitor activity; maintain audit logs of physical access; and control and manage physical access devices.

(x) Monitor, control, and protect organizational communications (i.e., information transmitted or received by organizational information systems) at the external boundaries and key internal boundaries of the information systems.

(xi) Implement subnetworks for publicly accessible system components that are physically or logically separated from internal networks.

(xii) Identify, report, and correct information and information system flaws in a timely manner.

(xiii) Provide protection from malicious code at appropriate locations within organizational information systems.

(xiv) Update malicious code protection mechanisms when new releases are available.

(xv) Perform periodic scans of the information system and real-time scans of files from external sources as files are downloaded, opened, or executed.

(2) Other requirements. This clause does not relieve the Contractor of any other specific safeguarding requirements specified by Federal departments and agencies relating to covered contractor information systems generally or other Federal safeguarding requirements for controlled unclassified information (CUI) as established by Executive Order 13556.

(c) Subcontracts. The Contractor shall include the substance of this clause, including this paragraph (c), in subcontracts under this contract (including subcontracts for the acquisition of commercial products, other than commercially available off-the-shelf items, or commercial services), in which the subcontractor may have Federal contract information residing in or transiting through its information system.

END OF SECTION I

J List of Attachments

J.1 Attachment 1: Transaction Codes and Descriptions

Below is a list of transactions that are included in net charge volume for the purposes of this contract. See *Refund Eligible Net Charge Volume* in C.1 *Definitions*.

Transaction Code	Transaction Description
101	101 – Regular Sales Draft
102	102 - Cash Advance
103	103 – Cash Advance for Sales Draft
104	104 – Cash Advance for Check
105	105 - Cash Advance from ATM
106	106 - Credit to Purchase Balance
107	107 - Credit to Cash Advance Balance
114	0114 - Credit Reversal Purchase Balance
130	0130 - Debit to Purchase Balance
131	0131 - Debit to Cash Balance
141	0141 - DoD Conditional Credit Reversal Dispute
142	0142 - Chargeback reversal or merchant credit
144	0144 - Debit Small Balance Charge Off
160	0160 - Credit to Purchase Balance
161	0161 - Credit Cash Balance
170	0170 - Credit Over limit Fee
171	0171 - DoD Conditional Credit Billing Dispute
172	0172 - Chargeback Credit to CH
174	0174 - Credit Small Balance Charge
379	0379 - Quasi and Unique Purchase
397	0397 - Fleet Tax Balance
500	0500 - Sales Draft
600	0600 - Credit Voucher
700	700 – Foreign Convenience Check
1001	1001 – Visa Sales Draft
1002	1002 –Visa Cash Disbursement
1003	1003 – ATM Cash Disbursement
1006	1006 – Visa Credit Voucher
1025	1025 – Visa Sales Reversal
1026	1026 – Visa Credit Reversal
1027	1027 - Visa Cash Reversal
1028	1028 - VISA ATM Cash Reversal
1098	109 - Visa Quasi Cash Purchase Transaction
2500	2500 - Sales Draft Reversal

Transaction Code	Transaction Description
2600	2600 - Credit Voucher Reversal
3001	3001 – MasterCard Sales Draft
3002	3002 – MasterCard Cash Disbursement
3005	3005 - MasterCard ATM Cash Disbursement
3006	3006 – Credit Voucher
3008	3008 - MasterCard Unique Transaction
3031	3031 – Sales Reversal
3032	3032 - MC Cash Reversal
3035	3035 - MasterCard ATM Cash Disbursement
3036	3036 – MasterCard Credit Reversal
3038	3038 - MasterCard Unique Transaction Reversal
3263	3263 - MasterCard Purchase Transaction

J.2 Attachment 2: NIST Agency Codes

See separately attached document.

J.3 Attachment 3: GSA SmartPay Card Designs

Business Line	Front Design	Back Design
Purchase		
Travel		
Tax Advantage		
Integrated		
Fleet		

J.4 Attachment 4: Electronic Data Interchange (EDI) Office Responsibilities

The EDI Office (EO) generally serves as the focal point for electronic commerce/electronic data interchange for the agency/organization. This office also serves as the liaison between the A/OPC, EDI systems staff, and the Contractor. The EO oversees the proper implementation of the agency/organization EDI capabilities and processes. Responsibilities typically include the following:

(1) Ensure that changes to EO are provided to the A/OPC in a timely fashion;
(2) Determine agency/organization EDI processes and platforms;
(3) Work with the Contractor to receive and transmit data electronically;
(4) Provide quarterly feedback to the A/OPC on Contractor performance;
(5) As necessary, conduct site visits of the Contractor's facility; and
(6) Participate in annual training conferences and disseminate to the agency/organization basic information learned during conference proceedings.

The EO will not provide supervisory or instructional assistance to the Contractor's personnel. The EO is not authorized to change any of the terms and conditions of the Master Contract. Master contract changes can only be authorized by the GSA Contracting Officer.

J.5 Attachment 5: Designated Billing Office Responsibilities

The Designated Billing Office (DBO) generally serves as the focal point for receipt of official centrally billed invoices. This office also serves as the liaison between the agency/organization, A/OPC, and the CBA. The DBO oversees the proper processing of invoices and ensures invoices are paid within the *Prompt Payment Act* timeframes. Responsibilities typically include the following:

(1) Ensure that changes to DBO are provided to the A/OPC in a timely fashion;
(2) Reconcile invoices;
(3) Provide quarterly feedback to the A/OPC on Contractor performance;
(4) Identify billing discrepancies to the Transaction Dispute Office (TDO);
(5) Ensure that payment for items is made within the *Prompt Payment Act* timeframes;
(6) Ensure that if payment exceeds *Prompt Payment Act* timeframes that the proper interest penalty is also provided;
(7) Analyze and monitor Contractor reports on invoices, invoice status, payment performance, and delinquencies;
(8) As necessary, conduct site visits of the Contractor's facility;
(9) Ensure the agency/organization task order is adequately funded, if applicable
(10) Authorize and effectuate split disbursements (travel card only);
(11) Participate in annual training conferences and disseminate to agency/organization basic information learned during conference proceedings;
(12) Ensure that appropriate steps are taken to mitigate suspension or cancellation actions; and
(13) Process agency/organization refunds as designated by the agency/organization.

The DBO will not provide supervisory or instructional assistance to the Contractor's personnel. The DBO is not authorized to change any of the terms and conditions of the Master Contract. Master contract changes can only be authorized by the GSA Contracting Officer.

J.6 Attachment 6: Transaction Dispute Office Responsibilities

The Transaction Dispute Office (TDO) generally serves as the focal point for disputing transactions on centrally billed invoices. This office also serves as the liaison between the DBO, A/OPC, and the CBA. The TDO oversees the proper processing of transaction disputes and works with the Contractor to resolve transaction disputes. Responsibilities typically include the following:

(1) Ensure that changes to TDO are provided to the A/OPC in a timely fashion;
(2) Report disputed transactions to the Contractor in a timely fashion;
(3) Track disputed transactions;
(4) Provide quarterly feedback to the A/OPC on Contractor performance;
(5) Analyze and monitor Contractor reports on transaction disputes;
(6) As necessary, conduct site visits of the Contractor's facility; and
(7) Participate in annual training conferences and disseminate to agency/organization basic information learned during conference proceedings.

J.7 Attachment 7: Test Type Table

Test Type	Definition
Access Control Testing	A type of testing that attests that the target-of-test data (or systems) are accessible only to those actors for which they are intended, as defined by use cases. Access Control Testing verifies that access to the system is controlled and that unwanted or unauthorized access is prohibited. This test is implemented and executed on various targets-of-test.
Benchmark Testing:	A type of performance testing that compares the performance of new or unknown functionality to a known reference standard (e.g., existing software or measurements). For example, benchmark testing may

Test Type	Definition
	compare the performance of current systems with the performance of the Linux/Oracle system.
Build Verification Testing (Prerequisite: Smoke Test)	A type of testing performed for each new build, comparing the baseline with the actual object properties in the current build. The output from this test indicates what object properties have changed or don't meet the requirements. Together with the Smoke test, the Build Verification test may be utilized by projects to determine if additional functional testing is appropriate for a given build or if a build is ready for production.
Business Cycle Testing	A type of testing that focuses upon activities and transactions performed end to end over time. This test type executes the functionality associated with a period of time (e.g., one-week, month, or year). These tests include all daily, weekly, and monthly cycles, and events that are date-sensitive (e.g., end of the month management reports, monthly reports, quarterly reports, and year-end reports).
Compliance Testing	A type of testing that verifies that a collection of software and hardware fulfills given specifications. For example, these tests will minimally include: "core specifications for re-hosting - ver.1.5-draft 3.doc", Section 508 of The Rehabilitation Act Amendments of 1998, and Race and Ethnicity Test.
Component Integration Testing	Testing performed to expose defects in the interfaces and interaction between integrated components as well as verifying installation instructions.
Configuration Testing	A type of testing concerned with checking the programs compatibility with as many possible configurations of hardware and system software. In most production environments, the particular hardware specifications for the client workstations, network connections, and database servers vary. Client workstations may have different software loaded, for example, applications, drivers, and so on hand, at any one time; many different combinations may be active using different resources. The goal of the configuration test is finding a hardware combination that should be, but is not, compatible with the program.
Contention Testing	A type of performance testing that executes tests that cause the application to fail with regard to actual or simulated concurrency. Contention testing identifies failures associated with locking, deadlock, livelock, starvation, race conditions, priority inversion, data loss, loss of memory, and lack of thread safety in shared software components or data.
Data and Database Integrity Testing	A type of testing that verifies that data is being stored by the system in a manner where the data is not compromised by the initial storage, updating, restoration, or retrieval processing. This type of testing is intended to uncover design flaws that may result in data corruption, unauthorized data access, lack of data integrity across multiple tables, and lack of adequate transaction performance. The databases, data files, and the database or data file processes should be tested as a subsystem within the application.
Documentation Testing	Documentation testing is a type of testing that should validate the information contained within the software documentation set for the following qualities: compliance to accepted standards and conventions, accuracy, completeness, and usability. The documentation testing should verify that all of the required information is provided in order for the appropriate user to be able to properly install, implement, operate, and maintain the software application.
Error Analysis Testing	This type of testing verifies that the application checks for input, detects invalid data, and prevents invalid data from being entered into the application. This type of testing also includes the verification of error logs and error messages that are displayed to the user.

Test Type	Definition
Exploratory Testing	A technique for testing computer software that requires minimal planning and tolerates limited documentation for the target-of-test in advance of test execution, relying on the skill and knowledge of the tester and feedback from test results to guide the ongoing test effort. Exploratory testing is often conducted in short sessions in which feedback gained from one session is used to dynamically plan subsequent sessions.
Failover Testing	A type of testing test that ensures an alternate or backup system properly "takes over" (e.g., a backup system functions when the primary system fails). Failover Testing also tests that a system continually runs when the failover occurs, and that the failover happens without any loss of data or transactions. Failover Testing should be combined with Recovery Testing.
Installation Testing	A type of testing that verifies that the application or system installs as intended on different hardware and software configurations, and under different conditions (e.g., a new installation, an upgrade, and a complete or custom installation). Installation testing may also measure the ease with which an application or system can be successfully installed, typically measured in terms of the average amount of person-hours required for a trained operator or hardware engineer to perform the installation. Part of this installation test is to uninstall. As a result of this uninstall, the system, application and database should return to the state prior to the install.
Integration Testing	An incremental series of tests of combinations or sub-assemblies of selected components in an overall system. Integration testing is incremental in a successively larger and more complex combinations of components tested in sequence, proceeding from the unit level (0% integration) to eventually the full system test (100% integration).
Load Testing	A performance test that subjects the system to varying workloads in order to measure and evaluate the performance behaviors and abilities of the system to continue to function properly under these different workloads. Load testing determines and ensures that the system functions properly beyond the expected maximum workload. Additionally, load testing evaluates the performance characteristics (e.g., response times, transaction rates, and other time-sensitive issues).
Multi-Divisional Testing	A type of testing that ensures that all applications will operate in a multi-division or multi-site environment recognizing an enterprise perspective.
Parallel Testing	The same internal processes are run on the existing system and the new system. The existing system is considered the “gold standard”, unless proven otherwise. The feedback (e.g., expected results, defined time limits, data extracts) from processes from the new system is compared to the existing system. Parallel testing is performed before the new system is put into a production environment.
Performance Monitoring Testing	Performance profiling assesses how a system is spending its time and consuming resources. This type of performance testing optimizes the performance of a system by measuring how much time and resources the system is spending in each function. These tests identify performance limitations in the code and specify which sections of the code would benefit most from optimization work. The goal of performance profiling is to optimize the feature and application performance.
Performance Testing	Performance Testing assesses how a system is spending its time and consuming resources. Performance testing optimizes a system by measuring how much time and resources the system is spending in each function. These tests identify performance limitations in the code and specify which sections of the code would benefit most from optimization work. Performance testing may be further refined by the use of specific

Test Type	Definition
	types of performance tests, such as, benchmark test, load test, stress test, performance monitoring test, and contention test.
Privacy Testing	A type of testing that ensures that (1) employee data are adequately protected and (2) systems and applications comply with the Privacy and Security Rule provisions.
Product Component Testing	Product Component Testing (aka Unit Testing) is the internal technical and functional testing of a module/component of code. Product Component Testing verifies that the requirements defined in the detail design specification have been successfully applied to the module/component under test.
Recovery Testing	A type of testing that causes an application or system to fail in a controlled environment. Recovery processes are invoked while an application or system is monitored. Recovery testing verifies that application or system, and data recovery is achieved. Recovery Testing should be combined with Failover Testing.
Regression Test	A type of testing that validates existing functionality still performs as expected when new functionality is introduced into the system under test.
Risk Based Testing	A type of testing based on a defined list of project risks. It is designed to explore and/or uncover potential system failures by using the list of risks to select and prioritize testing.
Section 508 Conformance Testing	A type of test that (1) ensures that persons with disabilities have access to and are able to interact with graphical user interfaces and (2) verifies that the application or system meets the specified Section 508 Conformance standards.
Security Testing	A type of test that validates the security requirements and ensures readiness for the independent testing performed by the Security Assessment Team as required by the Test and Certification Process.
Smoke Test	A type of testing that ensures that an application or system is stable enough to enter testing in the currently active test phase. It is usually a subset of the overall set of tests, preferably automated, that touches parts of the system in at least a cursory way.
Stress Testing	A performance test implemented and executed to understand how a system fails due to conditions at the boundary, or outside of, the expected tolerances. This failure typically involves low resources or competition for resources. Low resource conditions reveal how the target-of-test fails that is not apparent under normal conditions. Other defects might result from competition for shared resources (e.g., database locks or network bandwidth), although some of these tests are usually addressed under functional and load testing. Stress Testing verifies the acceptability of the systems performance behavior when abnormal or extreme conditions are encountered (e.g., diminished resources or extremely high number of users).
System Testing	System testing is the testing of all parts of an integrated system, including interfaces to external systems. Both functional and structural types of testing are performed to verify that the system performance, operation and functionality are sound. End to end testing with all interfacing systems is the ultimate version.
Usability Testing	Usability testing identifies problems in the ease-of-use and ease-of-learning of a product. Usability tests may focus upon, and are not limited to: human factors, aesthetics, consistency in the user interface, online and context-sensitive help, wizards and agents, user documentation.

Test Type	Definition
UAT	UAT is a type of Acceptance Test that involves end-users testing the functionality of the application using test data in a controlled test environment.
User Interface Testing	UI testing exercises the user interfaces to ensure that the interfaces follow accepted standards and meet requirements. User-interface testing is often referred to as GUI testing. UI testing provides tools and services for driving the user interface of an application from a test.

J.8 Attachment 8: Agency Names and Acronyms

GSA may require the following agencies' data further segmented by sub-agencies/bureaus:

Acronym	Agency
USAID	Agency of International Development
CNS	Corporation for National Service
USDA	Department of Agriculture
DOC	Department of Commerce
DED	Department of Education
DOD	Department of Defense
DOD OTHER	Department of Defense Independent Agencies
DOE	Department of Energy
HHS	Department of Health and Human Services
HUD	Department of Housing and Urban Development
DOJ	Department of Justice
DOL	Department of Labor
STATE	Department of State
USAF	Department of the Air Force
ARMY	Department of the Army
DOI	Department of the Interior
NAVY	Department of the Navy
TREASURY	Department of the Treasury
DOT	Department of Transportation
VA	Department of Veterans Affairs
EPA	Environmental Protection Agency
FEMA	Federal Emergency Management Agency
GSA	General Services Administration
NASA	National Aeronautics and Space Administration
NSF	National Science Foundation
NRC	Nuclear Regulatory Commission
OPM	Office of Personnel Management
SBA	Small Business Administration
SSA	Social Security Administration

J.9 Attachment 9: Top GSA SmartPay Merchants

The following is a list of top merchants (alphabetically) for the GSA SmartPay by program:

#	Purchase Merchants	Travel Merchants	Fleet Merchants
1.	Abbott Vascular	Advantage Rent-A-Car	76
2.	Alcon Laboratories, Inc.	Air France	Advanced Lubrication
3.	Amazon	Alamo Rent-A-Car	Aero Industries Inc.
4.	American Medical Depot	Alaska Airlines Inc.	AOC B/P Laredo
5.	Arthrex Inc	American Airlines	Automotive Recalibration
6.	AT&T Wireless	Avis Rent-A-Car	Chevron
7.	Avkare Inc	Best Western	Davison Fuels
8.	B And B Medical Services	Budget Rent-A-Car	Dead River Company
9.	Baxter Healthcare	Comfort Hotel/Int'L	Dion International Trucks
10.	Best Buy	Country Inn & Suites	Dulles Aviation
11.	Boston Scientific	Crowne Plaza Hotels	Exxon Mobil
12.	Buffalo Supply, Inc	Delta Airlines	EZ Pass
13.	Caprice Electronics	Dollar Rent-A-Car	Firestone
14.	Cardinal Health	Doubletree Hotel	Foster Fuels
15.	Community Surgical Supply	Embassy Suites	Gold Star Petroleum Inc.
16.	Cook Medical Inc.	Enterprise Rent-A-Car	Harbor Fuels LLC
17.	Eagle Commissary	Extended Stay	Harbor Island Fuel Dock
18.	EnvisionXpress	Fairfield Inn	IPC USA Inc.
19.	Food Express USA	Hampton Inns	Manassas FBO Services
20.	Golden Technologies Inc	Hawaiian Air	Mansfield Oil Company
21.	Grainger Industrial Supply	Hertz Rent-A-Car	Marine Petroleum
22.	Harmar Mobility	Hilton Hotels	Mckenzie Petroleum
23.	Henry Schein	Holiday Inns	Merlin Petroleum Co Inc.
24.	Home Depot	Homewood Suites	Midtown Center Auto Repair
25.	HP	Hyatt Hotels	Million Air
26.	Invacare	Intercontinental Hotels	North Bay Petroleum
27.	J&J Health Care	Jet Blue Airways	Palmdale Oil Company
28.	Jordan Reses Supply Company	La Quinta	Paravion Technology
29.	Keefe Supply Company	Lufthansa German Airlines	Petes Body Shop
30.	Kinetic Concepts, Inc.	Marriott	Petroleum Traders
31.	Lowes	Midstate Airlines	Pina Automotive Center
32.	Mckesson Corporation	National Car Rental	Pinnacle Petroleum Inc.
33.	Medline	Quality Inn/ Int'L	Port Consolidated Inc.
34.	Medtronic	Radisson Hotels	Ports Petroleum
35.	National Business Furniture	Renaissance Hotels	Pro Auto Supply
36.	Noble Supply & Logistic	Residence Inn	Safelite Autoglass
37.	Office Depot	Ritz-Carlton	Senergy Petroleum
38.	PCI Patterson Medical	Sheraton	Shell Oil
39.	Permobil	Sixt Car Rental	Short Company LLC

#	Purchase Merchants	Travel Merchants	Fleet Merchants
40.	Premier & Companies Inc.	Southwest Airlines	Short Hill Truck Repair
41.	Pride Mobility	Springhill Suites	Sq *Desert Fuels
42.	St Jude Medical S.C. Inc.	Staybridge Suites	Sunoco
43.	Synthes USA	Thistle Hotels	Tex*Cessna Aircraft Co
44.	UNICOR	Thrifty Car Rental	The Soco Group - Carlsbad
45.	Vanderbilt University Med	Townplace Suites	Tigua Transportation Inc.
46.	Verizon Wireless	Turkish Airlines	Trac Tide Marine Corp.
47.	Veterans Medical Supply	U.S. Airways	Triune
48.	Walmart	United Airlines	Troy Company Inc.
49.	World Wide Technology	Westin Hotels	Western Skyways Operations
50.	Zimmer US Inc.	Wyndham Hotels	World Fuel Services

J.10 Attachment 10: 508 Conformance Testing

The EAS shall conform to Section 508. Results of the 508 conformance testing shall be provided to GSA. The following resources can be used to test 508 conformance:

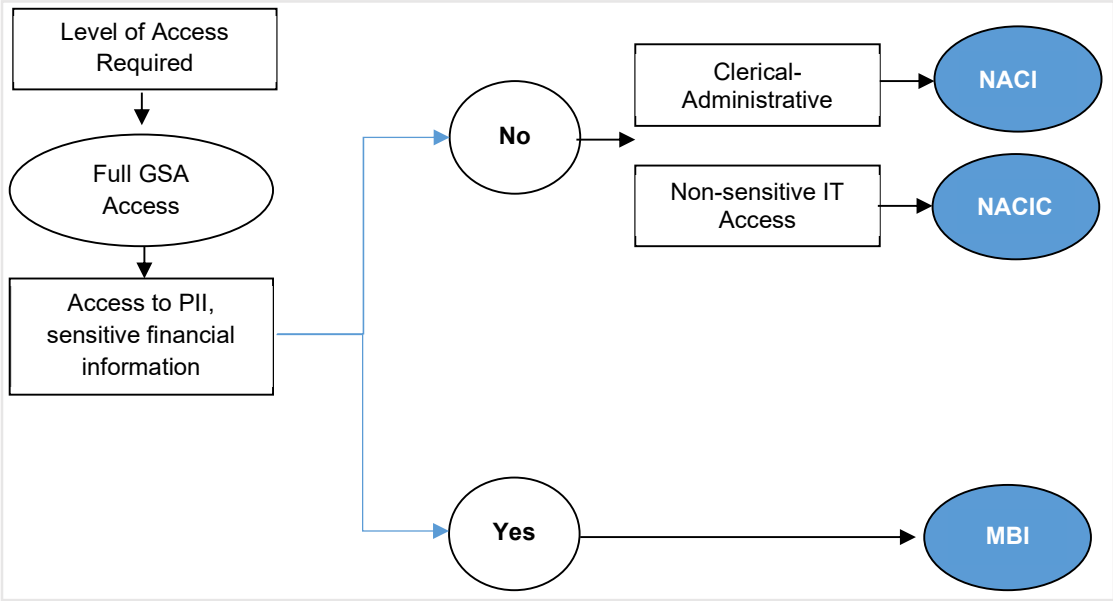
a. **HiSoftware Cynthia Says Portal** - is a web content accessibility validation solution. It is designed to identify errors in your content related to Section 508 standards and/or the WCAG guidelines.
b. **Wave v 4.0** - a free web accessibility evaluation tool provided by **WebAIM**.
c. **FireEyes** - a free tool for testing websites for 508 conformance.
d. **Tenon's free checker** - free tool to test your site's accessibility.

J.11 Attachment 11: Background Investigation: SF-85P

NOTE: Currently, the Office of Personnel Management (OPM), in conjunction with the Department of Homeland Security (DHS) manages the background investigation process and fees. The responsibilities and reimbursement process of the background investigations will be transferred to the Department of Defense's (DOD's) Defense Security Services for Contractors offering under this GSA SmartPay 3 Master Contract. The SmartPay Master Contract will be modified once instructions are provided by the DOD's Defense Security Services.

J.12 Attachment 12: Background Investigation Decision Tree

The following is the decision tree shall be used to determine who is required go through the background investigation process:



J.13 Attachment 13: GSA CIO-IT Security-09-48 Excerpts Revision 4 Updates dated January 25, 2018

See separately attached document.

J.14 Attachment 14: PCI DSS 3.0 to NIST SP 800-53 Revision 4 Mapping

See separately attached document.

J.15 Attachment 15: SOX/Privacy Control Questionnaire

The questionnaire highlights key questions that should be asked to help understand privacy risk, implementing policies and practices, and managing privacy risk.

1. What personal information about customers and employees does the organization collect and retain?
2. What personal information is obtained from or disclosed to affiliates or third parties, for example, payroll outsourcing?
3. What is the impact of the United States privacy laws and regulations, and/or international privacy requirement, on the organization (which may require a legal interpretation)?
4. How does the organization's business plan address the privacy of personal information?
5. Has the organization assigned someone (for example, a chief privacy officer) the responsibility for compliance within privacy legislation?
6. Has the designated privacy officer been given clear authority to oversee the organization's information handling practices?
7. Are adequate resources available for developing, implementing, and maintaining a privacy compliance system?
8. What privacy policies has the organization established with respect to the collection, use, disclosure, and retention of personal information?

9. How are the policies and procedures for managing personal information communicated to employees?
10. How are employees with access to personal information trained in privacy protection?
11. Are there appropriate forms and documents required by the system fully developed?
12. What are the consequences of not meeting the specific privacy objectives?
13. To what extent have appropriate control measures been identified and implemented?
14. How is the effectiveness of the privacy control measures monitored and reported?
15. Has the organization considered the value-added services available from an independent assurance practitioner with respect to both offline and online privacy?
16. Describe your incident response and notification plan for responding to security incidents where there was a loss of customer PII.

J.16 Attachment 16: Program and Transaction Data Table

The figure below is a logical representation of program and transaction data required. It does not represent a physical structure or a format of a data file. Integrated and ePayables transaction data shall include all purchase, travel, and fleet transaction data, as determined by the agency/organization.

Note: Duplication of some data fields may occur when a single ticket consists of multiple flights and associated flight numbers.

Approving Official (AO) Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Master File**
AO First Name	First Name of the Approving Official	X	X		X
AO Last Name	Last Name of the Approving Official	X	X		X
AO Agency/Organization ID #	Codes that identify Federal and Federally Assisted Organizations (formerly FIPS 95-2). Available at http://csrc.nist.gov/publications/nistpubs/i ndex.html, Document# sp 800-87	X	X		X
AO Agency/Organization Name	The name of the Approving Official's agency/organization	X	X		X
AO Agency/Org Hierarchy Level	The Approving Official's reporting hierarchy level within the agency/organization	X	X		X
AO Agency/Org Address 1	Line 1 street address of the Approving Official's agency/organization	X	X		X
AO Agency/Org Address 2	Line 2 street address of the Approving Official's agency/organization	X	X		X
AO Agency/Org Address 3	Line 3 street address of the approving official's agency/organization	X	X		X
AO Agency/Org Address 4	Line 4 street address of the Approving Official's agency/organization	X	X		X
AO Agency/Org City	City of the Approving official's agency/organization	X	X		X
AO Agency/Org State	State of the Approving official's agency/organization	X	X		X
AO Agency/Org Zip + 4	The Zip Code of the Approving Official's agency/organization	X	X		X
AO E-mail	Email address of the Approving Official	X	X		X
AO Facsimile	Fax number of the Approving Official	X	X		X

Approving Official (AO) Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Master File**
AO Phone	Phone number of the Approving Official	X	X		X
AO Alternate Information	Repeated set of Data elements above for alternate Approving Official	X	X		X

Agency/Organization Program Coordinator (A/OPC) Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Master File**
A/OPC First Name	First name of Agency Organization Program Coordinator	X	X	X	X
A/OPC Last Name	Last name of Agency Organization Program Coordinator	X	X	X	X
A/OPC Agency/Organization ID #	Codes that identify Federal and Federally Assisted Organizations (formerly FIPS 95-2). Available at http://csrc.nist.gov/publications/nistpubs/index.html, Document# sp 800-87	X	X	X	X
A/OPC Agency/Organization Name	The name of the Agency Organization Program Coordinator's	X	X	X	X
A/OPC Agency/Org Hierarchy Level	The Agency Organization Program Coordinator's reporting hierarchy level within the agency/organization	X	X	X	X
A/OPC Agency/Org Address 1	Line 1 Street Address of the Agency Organization Program Coordinator's agency/Organization	X	X	X	X
A/OPC Agency/Org Address 2	Line 2 Street Address of the Agency Organization Program Coordinator's agency/Organization	X	X	X	X
A/OPC Agency/Org Address 3	Line 3 Street Address of the Agency Organization Program Coordinator's agency/Organization	X	X	X	X
A/OPC Agency/Org Address 4	Line 4 Street Address of the Agency Organization Program Coordinator's agency/Organization	X	X	X	X
A/OPC Agency/Org City	City of the Agency Organization Program Coordinator's agency/organization	X	X	X	X
A/OPC Agency/Org State	State of the Agency Organization Program Coordinator's agency/organization	X	X	X	X
A/OPC Agency/Org Zip + 4	The Zip Code of the Agency Organization Program Coordinator's agency/organization	X	X	X	X
A/OPC E-mail	Email address of the Agency Organization Program Coordinator	X	X	X	X
A/OPC Facsimile	Fax number of the Agency Organization Program Coordinator	X	X	X	X

Agency/Organization Program Coordinator (A/OPC) Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Master File**
A/OPC Phone	Phone number of the Agency Organization Program Coordinator	X	X	X	X
Task Order Number	Alphanumeric number that uniquely identifies an agency's task order	X	X	X	X
A/OPC Alternate Information	Repeated set of data elements above for alternate Agency Organization Program Coordinator	X	X	X	X

Designated Billing Official (DBO) Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Master File**
DBO First Name	First name of the Designated Billing Official (DBO)	X	X	X	X
DBO Last Name	Last name of the Designated Billing Official (DBO)	X	X	X	X
DBO Agency/Organization ID #	Codes that identify Federal and Federally Assisted Organizations (formerly FIPS 95-2). Available at http://csrc.nist.gov/publications/nistpubs/index.html, Document# sp 800-87	X	X	X	X
DBO Agency/Organization Name	The name of the Designated Billing Official's Agency/organization	X	X	X	X
DBO Agency/Org Hierarchy Level	The Designated Billing Official's reporting hierarchy level within the agency/organization	X	X	X	X
DBO Agency/Org Address 1	Line 1 Street Address of the Designated Billing Official's agency/organization	X	X	X	X
DBO Agency/Org Address 2	Line 2 Street Address of the Designated Billing Official's agency/organization	X	X	X	X
DBO Agency/Org Address 3	Line 3 Street Address of the Designated Billing Official's agency/organization	X	X	X	X
DBO Agency/Org Address 4	Line 4 Street Address of the Designated Billing Official's agency/organization	X	X	X	X
DBO Agency/Org City	City of the Designated Billing Official	X	X	X	X
DBO Agency/Org State	State of the Designated Billing Official	X	X	X	X
DBO Agency/Org Zip + 4	The Zip Code of the Designated Billing Official	X	X	X	X
DBO E-mail	Email address of the Designated Billing Official	X	X	X	X
DBO Facsimile	Fax number of the Designated Billing Official	X	X	X	X
DBO Phone	Phone number of the Designated Billing Official	X	X	X	X

Designated Billing Official (DBO) Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Master File**
DBO Alternate Information	Repeated set of data elements above for alternate Designated Billing Official	X	X	X	X

EDI Office (EO) Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Master File**
EO First Name	First name of Electronic Commerce/Electronic Data Interchange Official	X	X	X	X
EO Last Name	Last name of Electronic Commerce/Electronic Data Interchange Official	X	X	X	X
EO Agency/Organization ID #	Codes that identify Federal and Federally Assisted Organizations (formerly FIPS 95-2). Available at http://csrc.nist.gov/publications/nistpubs/index.html, Document# sp 800-87	X	X	X	X
EO Agency/Organization Name	The name of the Electronic Commerce/Electronic Data Interchange Official's Agency/organization	X	X	X	X
EO Agency/Org Hierarchy Level	The Electronic Commerce/Electronic Data Interchange Official's reporting hierarchy level within the agency/organization	X	X	X	X
EO Agency/Org Address 1	Line 1 Street Address of the Electronic Commerce/Electronic Data Interchange Official's agency/organization	X	X	X	X
EO Agency/Org Address 2	Line 2 Street Address of the Electronic Commerce/Electronic Data Interchange Official's agency/organization	X	X	X	X
EO Agency/Org Address 3	Line 3 Street Address of the Electronic Commerce/Electronic Data Interchange Official's agency/organization	X	X	X	X
EO Agency/Org Address 4	Line 4 Street Address of the Electronic Commerce/Electronic Data Interchange Official's agency/organization	X	X	X	X
EO Agency/Org City	City of the Electronic Commerce/Electronic Data Interchange Official	X	X	X	X
EO Agency/Org State	State of the Electronic Commerce/Electronic Data Interchange Official	X	X	X	X

EDI Office (EO) Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Master File**
EO Agency/Org Zip + 4	The Zip Code of the Electronic Commerce/Electronic Data Interchange Official	X	X	X	X
EO E-mail	Email address of the Electronic Commerce/Electronic Data Interchange official	X	X	X	X
EO Facsimile	Fax Number of the Electronic Commerce/Electronic Data Interchange official	X	X	X	X
EO Phone	Phone Number of the Electronic Commerce/Electronic Data Interchange official	X	X	X	X
EO Alternate Information	Repeated set of data elements above for alternate EDI official	X	X	X	X

Transaction Dispute Official (TDO) Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Master File**
TDO First Name	First name of Transaction Dispute official	X	X	X	X
TDO Last Name	Last name of Transaction Dispute official	X	X	X	X
TDO Agency/Organization ID #	Codes that identify Federal and Federally Assisted Organizations (formerly FIPS 95-2). Available at http://csrc.nist.gov/publications/nistpubs/index.html, Document# sp 800-87	X	X	X	X
TDO Agency/Organization Name	The name of the Transaction Dispute official's Agency/organization	X	X	X	X
TDO Agency/Org Hierarchy Level	The Transaction Dispute official's reporting hierarchy level within the Agency/organization	X	X	X	X
TDO Agency/Org Address 1	Line 1 Street Address of the Transaction Dispute official's Agency/Organization	X	X	X	X
TDO Agency/Org Address 2	Line 2 Street Address of the Transaction Dispute official's Agency/Organization	X	X	X	X
TDO Agency/Org Address 3	Line 3 Street Address of the Transaction Dispute official's Agency/Organization	X	X	X	X
TDO Agency/Org Address 4	Line 4 Street Address of the Transaction Dispute official's Agency/Organization	X	X	X	X
TDO Agency/Org City	City of the Transaction Dispute official	X	X	X	X
TDO Agency/Org State	State of the Transaction Dispute official	X	X	X	X

Transaction Dispute Official (TDO) Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Master File**
TDO Agency/Org Zip + 4	The Zip Code of the Transaction Dispute official	X	X	X	X
TDO E-mail	Email address of the Transaction Dispute official	X	X	X	X
TDO Facsimile	Fax number of the Transaction Dispute official	X	X	X	X
TDO Phone	Phone number of the Transaction Dispute official	X	X	X	X
TDO Alternate Information	Repeated set of data elements above for alternate Transaction Dispute official	X	X	X	X

Report Recipient Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Master File**
Contact Name	Contact name of the recipient of the report	X	X	X	X
Report Title/Number	Title/Number of the report	X	X	X	X
Reporting Period	The reporting period of the report	X	X	X	X
Report Address 1	Line 1 Street Address of the report recipient	X	X	X	X
Report Address 2	Line 2 Street Address of the report recipient	X	X	X	X
Report Address 3	Line 3 Street Address of the report recipient	X	X	X	X
Report Address 4	Line 4 Street Address of the report recipient	X	X	X	X
Report City	City of the report recipient	X	X	X	X
Report State	State of the report recipient	X	X	X	X
Report Zip + 4	The Zip Code of the report recipient	X	X	X	X
Report E-mail	Email address of the report recipient	X	X	X	X
Phone Number	Phone number of the report recipient	X	X	X	X
Facsimile Number	Fax number of the report recipient	X	X	X	X
Agency/Organization Level	Agency/organization level of the report recipient	X	X	X	X

Merchant Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Association Identification Number for Merchant	A number assigned by card associations to uniquely identify the merchant location.	X	X	X	X
Merchant Business Legal Name	Legal name of the merchant.	X	X	X	X
Doing Business As	Business name of the merchant	X	X	X	X
Merchant Type	Indicator identifying whether the business is for profit, non-profit,	X	X	X	X

Merchant Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
	Federal, or state government, other or unknown.				
Business Size	Indicator identifying whether the business is large, small, or unknown.	X	X	X	X
Woman-Owned	Indicator identifying whether the business is woman owned.	X	X	X	X
Veteran-Owned	Indicator identifying whether the business is veteran owned.	X	X	X	X
Service-Disabled Veteran-Owned	Indicator identifying whether the business is service disabled veteran owned	X	X	X	X
Other Disadvantaged Business	Indicator identifying whether the business is other disadvantaged business	X	X	X	X
SBA Certified HUBZone Small Business	Indicator identifying whether the business is a Small Business Administration certified Historically	X	X	X	X
SBA 8(a) Certified	Indicator identifying whether the business is a Small Business Administration 8(a) certified small business.	X	X	X	X
SBA Certified Small Disadvantaged	Indicator identifying whether the business is a Small Business Administration certified small disadvantaged business	X	X	X	X
Merchant Ethnicity Code	A code identifying the ethnicity of the merchant.	X	X	X	X
Company Address	The full address of the merchant's primary location	X	X	X	X
Merchant 1099 Status	A designation as to whether the merchant is a corporate entity, and unincorporated entity (e.g., sole proprietorship or partnership), etc.	X		X	X
Merchant Address 1	Line 1 Street Address of the merchant	X	X	X	X
Merchant Address 2	Line 2 Street Address of the merchant	X	X	X	X
Merchant Category Code	Code to identify a merchant's type or type or mode of business and the merchandise sold by the merchant. (e.g., airlines, car rental)	X	X	X	X
Merchant Category Code Description	Description of the merchant's category Code	X	X	X	X
Merchant/Station City	City name of the merchant's location	X	X	X	X
Merchant County	County name of the merchant location	X	X	X	X
Merchant Country	Country of the merchant	X	X	X	X
Merchant DUNs	A 9 character Data Universal Numbering System (DUNS) number that identifies a merchant	X		X	X

Merchant Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Merchant ID	Merchant identification (MID) number assigned by the acquirer to the merchant	X	X	X	X
Merchant/Station Name	Name of the merchant	X	X	X	X
Merchant/Station Phone	Phone number of the merchant	X	X	X	X
Merchant/Station State	State of the merchant	X	X	X	X
Merchant/Station TIN	Merchant's tax identification number	X	X	X	X
Merchant/Station Zip	Zip code of the merchant location	X	X	X	X
NAICS Code	North American Industry Classification System Code of the merchant	X	X	X	X
NAICS Code Description	North American Industry Classification System Code Industry description of the merchant	X	X	X	X

Transaction Activity Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Program Type	Code identifying the type of the business line. (i.e., Purchase, Fleet, Travel (IBA), Travel (CBA)	X	X	X	X
Credit Card Rebate Amount	The amount of credit card rebate	X	X	X	X
Debit-Credit Indicator	Code identifying a debit or credit	X	X	X	X
Master Accounting Code	The accounting code assigned by the agency's approving officials which is part of every transaction Consists of details of organization, Fiscal Year, project, etc.	X	X	X	X
Posting Date	The date when the transaction was posted to the account	X	X	X	X
Rebate Type	Type of credit card rebate received	X	X	X	X
Credit Card Rebate Amount	Amount of credit card rebate received	X	X	X	X
Sales Tax	The rate of sales tax	X	X	X	X
Sales Tax Amount	Amount of sales tax charged for the transaction	X	X	X	X
Transaction Amount	Total amount of the transaction	X	X	X	X
Transaction Date	Date of the transaction	X	X	X	X
Transaction Number	Contractor processing/transaction reference number for each debit/credit	X	X	X	X
Transaction Time	Time of the transaction	X	X	X	X
Transaction Type	Identifies the type of the transaction (e.g., ATM, travelers check or convenience check transactions)	X	X	X	X

Transaction Activity Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Card Brand	A code assigned by GSA SmartPay to uniquely identify a card brand.	X	X	X	X
Internet Transaction (Yes/No)	Yes/No indicator identifying if the transaction was performed over the internet	X	X	X	X
Large Ticket Transaction (Yes/No)	Yes/No indicator identifying if that transaction was processed as large ticket by the merchant	X	X	X	X

Authorization Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Authorization Code	The code sent by the Contractor verifying that the sale has been authorized	X	X	X	X
Authorization Date	Date when the transaction was authorized	X	X	X	X
Authorization Status	The status of the transaction returned after the transaction is submitted for approval (e.g., Approved, Declined)	X	X	X	X
Authorization Time	Time when the transaction was authorized	X	X	X	X
Customer Verification Number (CVN)	Three digit code printed on the reverse of the charge card and is specific to that card	X	X	X	X

Dispute Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Dispute Code	Code that shows the type of dispute; D = Dispute (Suppress Charges); H = Advocate; B = Debt Card Dispute	X	X	X	X
Dispute Date	Date the transaction was disputed	X	X	X	X
Dispute Reason	Code that shows the reason the cardholder requested a dispute of the transaction	X	X	X	X
Dispute Settled Date	Date of resolution of the transaction dispute (mm/dd/yyyy)	X	X	X	X
Dispute Source	The party originating the dispute	X	X	X	X
Dispute Status	Code that shows the current status of a dispute. This value changes as the dispute is processed	X	X	X	X

Transaction Refund Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Refunds ID	Unique ID to identify a refund transaction	X	X	X	X
Refund/Credit Amount	Dollar amount refunded to the cardholder	X	X	X	X
Refund Description	Description of the refund (e.g., incorrect charge, item return etc.)	X	X	X	X
Refund Date	Date of the request of the refund	X	X	X	X
Credit Issue Date	Date the refund was issued	X	X	X	X
Credit Ticket Number	Ticket number of the refund issued		X		X
Airline Code	Unique 2 to 4 letter SCAC (Standard Carrier Alpha Code) used to identify transportation companies identified by the National Motor Freight Traffic Association		X		

Products/Services Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Account Number/Extension	Account number of the external party receiving products/services	X			X
Merchant Contract Number	Contract number of the merchant providing the service	x	X	X	
Customer Code	Free form 16 character level 2 and 3 data field defining customers as established by the merchant	X			X
Detailed Tax Information	Tax details including local tax, sales tax, and other taxes	X			X
Duty Amount	The amount of tax assessed on an item imported or exported	X			X
Freight/Shipping Amount	The amount of shipping and/or freight charges	X			X
Line Item Total	Total amount of each of the individual items purchased	X		X	X
Merchant Order Number/Format	The order number of the purchase	X			X
Order Date	The date the order was placed	X			X
Internet Order (Yes/No)	Yes/No indicator identifying if the transaction was performed over the internet	X	X	X	X
Product/Service Code	A two position alpha numeric code that defines the type of a product or a service per line item	X		X	X
Product/Service Description	Description of the product/service offered at a line item level	X		X	X
Quantity	Number of items ordered	X		X	X
Ship From Country Code	The country code designating the origin of the shipment	X			X

Products/Services Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Ship From Zip Codes	The Zip Codes designating the origin of the shipment	X			X
Ship To Country Code	The country code designating the destination of the shipment	X			X
Ship To ZIP Codes	The Zip Codes designating the destination of the shipment	X			X
Summary/Item Commodity Code and Descriptor	A four position field summary or item commodity code	X			X
Total Discount Amount/Discount Per Line Item	Total discount per unit item purchased	X			X
Unit Cost	Total cost per unit item purchased	X		X	X
Unit of Measure/Code	Unit of measure/code of the purchased item	X			X
Invoice Number	The invoice number of the purchase	X	X		X

Airline Industry Transaction Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Air Miles	The total miles between the origin and Destination		X		X
Carrier Code	A two digit character code assigned by IATA (International Air Transport Association) used to identify airlines.		X		X
Arrival Time	The time of arrival at the destination		X		X
Class of Service	The code identifying the class (e.g., Economy, Business, First)		X		X
Conjunction Ticket	The ticket number of the conjunction tickets when travel comprises of more than four legs		X		X
Coupon No.	The number identifying the travel leg of a multi-leg trip. (e.g., 1,2,3,4)		X		X
Currency Code	The code identifying the currency used for payment		X		X
Departure Date	The date of departure from the origin		X		X
Departure Time	The time of departure from the origin		X		X
Destination City	Destination city for each leg traveled		X		X
Endorsement/ Restrictions	Additional ticket endorsements or restrictions. (e.g., Invitational Travel Order, Prisoner, etc.)		X		X
Exchange Ticket Amount	The total amount of reissued ticket including fare, fees, and taxes		X		X
Exchange Ticket Number	The ticket number of the exchanged/reissued ticket		X		X
Fare Basis Code	The fare basis code associated for the service class including YCA, DG, etc.		X		X

Airline Industry Transaction Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Fee	The amount of Applicable fees/surcharges		X		X
Flight No.	The flight number of the flight		X		X
Frequent Flyer Number	The frequent flyer number of the Cardholder		X		X
Online Indicator	Yes/No indicator identifying if the transaction was performed over the internet/online		X		X
Invoice Number	The invoice number that is supplied by the booking agent		X		X
Issue Date	Date of issue of the airline ticket		X		X
Issuing Carrier	The code of the airline issuing the ticket		X		X
One Way Flag	Indicator identifying if the ticket is a one way ticket		X		X
Origin City	The city of origin for each leg traveled		X		X
Passenger Name	The name of the passenger		X		X
PNR locator	Passenger Name Record number identifying a booking Links records between hotel, car and air travel Generated when booking travel via third party vendor		X		X
Stopover Code	Indicator identifying whether a leg is a stopover or not. (e.g., Yes or No each leg traveled)		X		X
Taxes	The total tax amount charged including domestic/international taxes		X		X
Ticket Number	Airline Control Number or the number on the ticket issued by the airline		X		X
Total Cost	The total amount of the ticket comprising of Total fare + fees + taxes		X		X
Total Fare	Total fare for all legs traveled not including taxes and fees		X		X
Tour Code	The airline discount number		X		X
Travel Agency Code	Code of the travel agency through which booking was done. An 8-digit IATA Code that identifies a travel agent		X		X
Travel Agency Name	Name of the travel agency through which booking was done		X		X
Travel Type	The type indicating the geographic region of the travel. (e.g., CONUS, OCONUS, FOREIGN, LOCAL)		X		X
Arrival Date	The date of arrival at the destination		X		X
Baggage Charges - Carry On	Charges due to carry-on baggage above the free allowance limits		X		X

Airline Industry Transaction Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Baggage Charges - First Checked Bag	Charges due to first checked bag when it's not included in the free baggage allowance		X		X
Baggage Charges - Second Checked Bag	Charges due to second checked bag when it's not included in the free baggage allowance		X		X
Baggage Charges - Other	Charges due to additional baggage (more than 2) and/or overweight baggage		X		X
Preferred Seat Charges	Charges for selecting preferred seat such as Aisle, Window, Exit Row, Advance seat selection, Premium Economy/Economy Plus etc.		X		X
In-flight Purchase Charges	Charges due to purchases on board such as food, Wi-Fi, headphones, merchandise etc.		X		X
Airline Club Charge	Charges for the airport club/lounge use		X		X

Lodging Industry Transaction Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Business Center Charges	Charges incurred at lodging site's business center		X		X
Cancellation Charges	Charges incurred due to cancellation of the reservation		X		X
Cash Advances	Cash withdrawals made at the lodging site		X		X
Check In Date	Date of check-in at the lodging site		X		X
Check Out Date	Date of check-out at the lodging site		X		X
Daily Room Rate	The lodge room rate per day		X		X
Domestic/International Flag	The type indicating the geographic region of the lodging site. (e.g., CONUS, OCONUS, FOREIGN, LOCAL)		X		X
Extra Charges	The amount denoting all other non-line item charges		X		X
FEMA Approved	Indicator identifying if the lodging reservation is FEMA approved		X		X
FEMA Number	A number assigned to cases that identifies if FEMA would be responsible for the payment		X		X
Food/Beverage and Mini Bar Charges	Charges due to food/beverage/mini bar		X		X
FSA Certified	Indicator identifying whether the lodging site is FSA (The Hotel/Motel Fire and Safety Act) certified		X		X
Gift Shop Purchases	Charges incurred at the lodging site's gift shop		X		X

Lodging Industry Transaction Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Health Club Charges	Charges incurred at the lodging site's health club		X		X
Hotel Folio Number	Serial number printed on the registration card of the guest and the invoice		X		X
Laundry Charges	Charges incurred at the lodging site's laundry facility		X		X
Movie Charges	Charges incurred due to movie subscription at lodging site		X		X
No Show Indicator	Indicator to identify if cardholder did not check-in or cancel the reservation		X		X
Non-Room Charges	Any other non-room charges incurred at the lodging site.		X		X
PNR Locator (Connects To Air)	Passenger Name Record number identifying a booking. Links records between hotel and air travel		X		X
Prepaid Expenses	Payments made in advance		X		X
Property Address	Full mailing address of the lodging site		X		X
Property Chain Code	Two character hotel code defined by Global Distribution System that identifies the lodging site		X		X
Property Fax Number	Fax number of the lodging site		X		X
Property Name	Name of the lodging establishment		X		X
Property Phone Number	Phone number of the lodging site		X		X
Rate Code (CD Number)	The code identifying the rate of the room. (e.g., Fed Rooms or Govt. rates)		X		X
Room Nights	The number of nights stayed at the lodging site		X		X
Room Type	The type of room reserved by the cardholder at the lodging site		X		X
Summary Tax Elements	Sum of all taxes paid		X		X
Telephone Charges	Charges incurred due to telephone usage at the lodging site		X		X
Valet Parking Charges	Charges incurred due to valet parking at the lodging site		X		X
Internet Charges	Charges due to use of internet/Wi-Fi connection		X		X
Self-Parking Charges	Charges incurred due to self-parking at the lodging site		X		X
Resort Fee	Certain properties are considered resorts and charge a resort fee. Usually this would be daily charge		X		X
Shuttle Charges	Charges incurred for shuttle usage such as to/from airport		X		X

Lodging Industry Transaction Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Hotel/Motel Reservation Number	The number associated with the reservation at a hotel, motel, or other lodging entity.		X		X

Car Rental Industry Transaction Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Car Class Code	The code indicating the type of car (e.g., Economy, Compact)		X		X
Car Rental Agreement Number	The number identifying the car rental agreement		X		X
Check In Date	The pick-up date of the rental car		X		X
Check Out Date	The drop-off date the rental car		X		X
Collision Damage Wavier	Indicator to identify if Collision Damage insurance was waived		X		X
Country Code	The ISO 3166 3-digit country code identifying the country where the car was rented		X		X
Daily/Weekly Rental Rate	The daily/weekly rental rates for the car		X		X
Days Rented	Number of days the car was rented		X		X
Extra/Other Charges	The amount denoting all other non-line item charges		X		X
Fuel Charges	The total amount of fuel charges incurred during the rental period		X		X
Gars	Supplemental fee charged for insurance		X		X
Insurance Charges	Charges incurred due to rental car insurance		X		X
Late Return Charges/Hourly Rate	Hourly rate charges due to late return of rental car		X		X
Location Car Returned To	The location where the rental car was returned		X		X
No Show Indicator	Indicator to identify if cardholder did not pick up or cancel the rental reservation		X		X
One-Way/Drop-Off Charges	Charges incurred due to one way/drop off		X		X
Other Charges Description	The description of any other non-line item charges. (e.g., Incidental Damage Charges)		X		X
PNR Locater (Link To Air)	Passenger Name Record number identifying a booking. Links records between hotel, car, and air travel. Generated when booking travel via third party vendor		X		X
Rate Code	The code identifying the rental rate of the car. (e.g., Govt., AARP, AAA rates)		X		X
Regular and Extra Mileage Charges	Total mileage charges incurred during the rental period		X		X

Car Rental Industry Transaction Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Renter Name	Name of the renter of the car		X		X
Summary Tax Elements	The total dollar amount of all taxes paid		X		X
Telephone Charges	Charges incurred due to usage of telephone		X		X

Fleet Transaction Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Driver ID/Access ID	The cardholder's driver license number			X	X
Equipment ID	An Identifier for Federal vehicles comprising of a minimum of 9 characters			X	X
Station Location Number	An Identifier that indicates an agency, the location that has the possession of the card/vehicle			X	X
Brand Name	An identifier indicating the make of the vehicle			X	X
Discount Amount and Per Line Item Discount	The total and line amount discounts per line item			X	X
Federal Excise Tax	The total Federal excise taxes comprising of fuel and non-fuel taxes			X	X
Fuel Type	An identifier identifying the type of fuel. (e.g., regular, mid-grade, premium gasoline, diesel, gasohol, CNG, E85, M85)			X	X
Gross and Net Non-Fuel Price	The price of non-fuel items before and after taxes			X	X
Gross Fuel Price	The price of fuel including taxes (e.g., the price paid at the pump)			X	X
Local Motor Fuel Tax	The total local motor fuel taxes paid at commercial fuel sites			X	X
Local Sales Tax	The total sales tax comprising of fuel and non-fuel taxes			X	X
Miscellaneous Fuel Tax Exemption Status	Miscellaneous fuel tax exemption status (e.g., due to state or locality.)			X	X
Net Fuel Price	The total fuel price after tax deduction			X	X
Odometer Reading	Odometer reading on the Federal fleet vehicle			X	X
Service Type	The charge incurred for gasoline service (e.g., self-serve, full service)			X	X
State Motor Fuel Tax	Amount of motor fuel tax assessed by the state			X	X
State Sales Tax	The total state sales tax comprising of fuel and non-fuel taxes			X	X

Fleet Transaction Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Time of Purchase	Time of the fuel purchase			X	X
Type of Purchase	The type of the purchase (e.g., fuel, non- fuel, both)			X	X
Unit of Measure	Code identifying the unit of fuel measure. (e.g., Gallon, liter (foreign purchases only), gasoline gallon equivalent, alternative fuel)			X	X

NOTE: Agency/Bureau 4732 may require specific fleet transaction data elements be nullified. Requirements for nullification will be specified by Agency/Bureau 4732 in their task order level requirements. Contractors must coordinate the nullification of fleet transaction data elements with the GSA Data Warehouse prior to beginning such an effort.

Summary Transaction Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Total Dollar Charge Volume	Total dollar value of purchases and charges including credits calculated on a monthly and YTD basis	X	X	X	X
Total Net Dollar Charge Volume	Total dollar value of purchases and charges less credits calculated on a monthly and YTD basis	X	X	X	X
Total Number of Charge Transactions	Count of total transactions processed calculated on a monthly and YTD basis	X	X	X	X
Total Dollar Credits	Total dollar value of credits calculated on a monthly and YTD basis	X	X	X	X
Total ATM Fees	Total dollar value of fees for ATM transactions calculated on a monthly and cumulative YTD basis		X		X
Total ATM Transactions	Total number of ATM transactions calculated on a monthly and YTD basis		X		X
Total ATM Volume	Total dollar value of ATM transactions calculated on a monthly and YTD basis		X		X
Total Travelers Check Fees	Total fee dollar value on traveler checks calculated on a monthly and YTD basis		X		X
Total Travelers Check Transactions	Total number of travelers checks calculated on a monthly and YTD basis		X		X
Total Travelers Check Volume	Total dollar value of travelers checks calculated on a monthly and YTD basis		X		X
Total Cash Product	The Total dollar value of ATM and travelers check dollars calculated on a monthly and YTD basis	X	X		X
% Of Spend	ATM and travelers checks spend as a percentage of total program spend calculated on a monthly and YTD basis	X	X		X
Total Convenience Check Fees	The total dollar value of fees assessed	X			X

Summary Transaction Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
	on convenience checks calculated on a monthly and cumulative YTD basis				
Total YTD Convenience Check Transactions	The total number of convenience checks calculated on a monthly and YTD basis	X			X
Total Convenience Check Volume	Total dollar value of convenience checks calculated on a monthly and YTD basis	X			X
Number of Transactions Over the Micro-Purchase Threshold	The number (count) of transactions over the threshold as defined in FAR Part 2.101 Definitions.	X	X	X	X
Number of Transactions Under the Micro-Purchase Threshold	The number (count) of transactions at or below the threshold as defined in FAR Part 2.101 Definitions.	X	X	X	X
Total Dollar Value of Transactions Over the Micro-Purchase Threshold	The dollar value (sum) of transactions over the threshold as defined in FAR Part 2.101 Definitions.	X	X	X	X
Total Dollar Value of Transactions Under the Micro-Purchase Threshold	The dollar value (sum) of transactions at or below the threshold as defined in FAR Part 2.101 Definitions.	X	X	X	X
Comparison % Of Reporting Period	Percentages of transactions and spend for the current reporting period and Fiscal Year activity compared to the prior reporting period/Fiscal Year	X	X	X	X
Total Number of Transactions Per (1) MCC and (2) Merchant	The number of transactions per merchant and merchant category. Calculated on a quarterly and/or cumulative YTD basis	X	X	X	X
Total Transaction Dollar Amount Per (1) MCC and (2) Merchant	The total dollar amount for merchant and merchant category. Calculated on a quarterly and/or cumulative YTD basis	X	X	X	X
Average Dollar Amount Per (1) MCC And (2) Merchant	The average dollar amount for merchant and merchant category. Calculated on a quarterly and/or cumulative YTD basis	X	X	X	X
% Change From Preceding Quarter	Percentage change in transactions and spend from the prior quarter				X
% Change From Same Quarter Of Previous Year	Percentage change in transactions and spend from the same quarter of previous Fiscal Year	X	X	X	X
Gross Amount Due	The total amount due to the issuing bank			X	X
Discount Amount	The total dollar value of discounts Received			X	X

Summary Transaction Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Total Federal Excise Tax	The total dollar value of excise tax			X	X
Total Local Motor Fuel Tax	The total dollar value of local motor fuel Tax			X	X
Total Local Sales Tax	The total dollar value of local sales tax			X	X
Total State Motor Fuel Tax	The total dollar value of state motor fuel Tax			X	X
Total State Sales Tax	The total dollar value of state sales tax			X	X
Net Charge/Credit	Gross amount due to the issuing bank less credits and adjustments			X	X

Summary Travel Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Airport/City Pair Code 1	The airport code of the origination city		X		X
Airport/City Pair Code 2	The airport code of the destination city		X		X
YCA Dollars	The total dollar spend, excluding taxes, fees, and surcharges on the travel fare basis code YCA. YCA is the contract award fare for travel class "coach"		X		X
YCA Fees	The total dollar fees assessed on the travel fare basis code YCA. YCA is the contract award fare for travel class "coach"		X		X
YCA Taxes	The total dollar taxes assessed on the travel fare basis code YCA. YCA is the contract award fare for travel class "coach"		X		X
YCA Trips	The total number of trips using travel fare basis code YCA. YCA is the contract award fare for travel class "coach"		X		X
CA Dollars	The total dollar spend, excluding taxes, fees, and surcharges on the travel fare basis code CA (e.g., Contract Award.)		X		X
CA Fees	The total dollar fees assessed on the travel fare basis code CA (e.g., Contract Award)		X		X
CA Taxes	The total dollar taxes assessed on the travel fare basis code CA (e.g., Contract Award)		X		X
CA Trips	The total number of trips using travel fare basis code CA. (e.g., Contract Award)		X		X

Summary Travel Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
DG Dollars	The total dollar spend, excluding taxes, fees, and surcharges on the travel fare basis code DG. DG is the discounted coach fare from airline carriers that do not have a City Pair Contract award		X		X
DG Fees	The total dollar fees assessed on the travel fare basis code DG. DG is the discounted coach fare from airline carriers that do not have a City Pair Contract award		X		X
DG Taxes	The total dollar taxes assessed on the travel fare basis code DG. DG is the discounted coach fare from airline carriers that do not have a City Pair Contract award		X		X
DG Trips	The total number of trips using travel fare basis code DG. DG is the discounted coach fare from airline carriers that do not have a City Pair Contract award		X		X
DG Dollars	The total dollar spend, excluding taxes, fees, and surcharges on the travel fare basis code DG. DG is the discounted fare from airline carriers that do not have a 'City Pair' Contract award		X		X
DG Fees	The total dollar fees assessed on the travel fare basis code DG. DG is the discounted fare from airline carriers that do not have a 'City Pair' Contract award		X		X
DG Taxes	The total dollar taxes assessed on the travel fare basis code DG. DG is the discounted fare from airline carriers that do not have a 'City Pair' Contract award		X		X
DG Trips	The total number of trips using travel fare basis code DG. DG is the discounted fare from airline carriers that do not have a 'City Pair' Contract award		X		X
Commercial Fares Dollars	The total dollar spend, excluding taxes, fees and surcharges on travel fare basis codes other than CA		X		X
Commercial Fares Fees	The total dollar fees assessed on travel fare basis codes other than CA		X		X
Commercial Fares Taxes	The total dollar taxes assessed on travel		X		X

Summary Travel Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
	fare basis codes other than CA				
Commercial Fares Trips	The total number of trips using travel fare basis code other than CA		X		X
Total Dollars	The total amount of all fares excluding taxes and fees/surcharges	X	X	X	X
Total Fees	The total dollar amount of all applicable fees/surcharges	X	X	X	X
Total Taxes	The total dollar amount of all domestic/international taxes	X	X	X	X
Total Trips	Total number of trips between city pair origin and destination		X		X
Number of Transactions Per Property	Total number of transactions by property by customers		X		X
Number of Room Nights Per Property	Total number of room nights per property		X		X
Amount Spent Per Property	The dollar amount spent per property		X		X
Extra/Other Charges	The amount denoting all other non-line item charges		X		X
Refund/Credit Amount	Dollar amount refunded to the cardholder	X	X	X	X
MZ Dollars	The total dollar spend, excluding taxes, fees, and surcharges on the travel fare basis code MZ. MZ is an international discounted coach fare from airlines carries that do have a City Pair Award.		X		X

Account Balance Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Outstanding Balance	Total dollar amount due to the issuing bank	X	X	X	X
Current Balance	The dollar amount of unpaid charges made during the monthly billing cycle most recently completed	X	X	X	X
# Of Accounts Past Due	Number of accounts past due for the following aging buckets: 31-60 days, 61-90 days; 91-120 days; over 120 days (excluding write offs)	X	X	X	X
$ Amount of Unpaid Charges Past Due	Total amount of unpaid charges past due for the following aging buckets: 31-60 days, 61-90 days; 91-120 days; over 120 days	X	X	X	X

Account Balance Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
# Of Accounts Written-Off	Number of accounts that have been written off	X	X	X	X
Total $ In Recoveries	Total amount of dollars recovered from previously written off transactions	X	X	X	X
Total $ In Write-Offs	Total amount written off	X	X	X	X

Summary Agency Data					
Data Field	**Description**	**Purchase**	**Travel**	**Fleet**	**Transaction**
Number of Active Cards/Cardholders	Total number of active accounts/cards/cardholders. Calculated on a monthly and YTD basis	X	X	X	X
Total Number of Cards/Cardholders	Total number of accounts/cards/cardholders	X	X	X	X
% Of Total Dollars	The percentage of dollar spend by agency hierarchy level compared to the total agency spend for that business line	X	X	X	X

J.17 Attachment 17: Domestic Airport Codes

See separately attached document.

J.18 Attachment 18: International Airport Codes

See separately attached document.

J.19 Attachment 19: Live Test Demonstration (LTD) Scripts

The Contractor shall access the LTD scripts from separately attached document.

J.20 Attachment 20: Small Business Subcontracting Plan Format

The Contractor shall utilize the following to model subcontracting agreements with small businesses:

J.21 Attachment 21: Cover Page to Offer

See separately attached document.

J.22 Attachment 22: GSA SmartPay 3 Deliverables Checklist

The separately attached document summarizes the deliverables to the Federal Government, as stated throughout this Master Contract.

J.23 Attachment 23: Internal Subcontracting Goals

The GSA Agency-wide FY 2017 Subcontracting Goals are:

Small Business Category	Goal
Small Business	29.00%

Small Business Category	Goal
Small Disadvantaged Business	5.00%
Women-owned Small Business	5.00%
HUBZone Small Business	3.00%
Service-Disabled Veteran-owned Small Business	3.00%

J.24 Attachment 24: Past Performance Questionnaire

See separately attached document.

J.25 Attachment 25: GSA SmartPay Data Warehouse Custom File (DWCF)

See separately attached document.

J.26 Attachment 26: Acronym Listing

Acronym	Description
AOC	Attestation of Compliance
ATM	Automated Teller Machine
BP/bp	Basis Points
CAF	Contract Access Fee (formerly Industrial Funding Fee)
CCCM	Center for Charge Card Management (formerly Office of Charge Card Management)
CFR	Code of Federal Regulation
CIO	Chief Information Officer
CLIN	Contract Line Item Number
CO	Contracting Officer
COR	Contracting Officer's Representative
CPARS	Contractor Performance Assessment Reporting System
DEF	Daily Exchange Fee
DFARS	Defense Federal Acquisition Regulation Supplement
DoD	Department of Defense
DoDSSP	Department of Defense Single Stock Point
DoL	Department of Labor
DTS	Defense Travel System
DWCF	Data Warehouse Custom File
EAS	Electronic Access System
EMV	Europay, MasterCard and Visa
ETS	GSA E-Gov Travel Service
EFT	Electronic Funds Transfer
E.O.	Executive Order
EDWOSB	Economically-Disadvantaged Women-Owned Small Business
EIPP	Electronic Invoice Payment and Processing
FAR	Federal Acquisition Regulation
FAS	Federal Acquisition Service
FEDBIZOPPS	Federal Business Opportunities
FEDRAMP	Federal Risk and Authorization Management Program
FISMA	Federal Information Security Management Act
FITARA	Federal Information Technology Acquisition Reform Act

Acronym	Description
FOIA	Freedom of Information Act
FPMR	Federal Property Management Regulation
FPR	Final Proposal Revision
FY	Fiscal Year
G&A	General & Administrative
GAO	Government Accountability Office
GSA	General Services Administration
GSAR	General Services Administration Regulation
GWAC	Government-Wide Acquisition Contracts
HUBZone	Historically Underutilized Business Zone
IAW	In Accordance With
IDIQ	Indefinite-Delivery, Indefinite-Quantity
ISSM	Information System Security Manager
ISSO	Information System Security Officer
IT	Information Technology
LTD	Live Test Demonstration
MAC	Multiple Award Contract
MOBIS	Mission-Oriented Business Integrated Services
NAICS	North American Industry Classification System
NSF	Nonsufficient Refund
OCC	Office of the Comptroller Currency
OFCCP	Office of Federal Contract Compliance Programs
OMB	Office of Management and Budget
PCI	Payment Card Industry
PEB	Price Evaluation Board
P.L.	Public Law
PPIRS	Past Performance Information Retrieval System
RFI	Request for Information
RFP	Request for Proposal
ROC	Report of Compliance
SAM	System for Award Management
SB	Small Business
SDB	Small Disadvantaged Business
SDVOSB	Service-Disabled Veteran-Owned Small Business
SP1	GSA SmartPay 1 (past contract(s))
SP2	GSA SmartPay 2 (past contract(s))
SP3	GSA SmartPay 3 (current contract(s))
SSA	Source Selection Authority
SSEB	Source Selection Evaluation Board
STP	Straight-Through-Processing
TAA	Trade Agreements Act
TBD	To Be Determined
TCP/IP	Transmission Control Protocol/Internet Protocol
TEB	Technical Evaluation Board
TMC/CTO	Travel Management Center (TMC)/Commercial Travel Office (CTO)
TMVCS	Travel, Motor Vehicles, and Card Services
VA	Veteran's Administration
VAT	Value-Added Tax
VOSB	Veteran-Owned Small Business

Acronym	Description
WOSB	Woman-Owned Small Business

J.27 Attachment 27: Government-wide Fraud Report Template

Reference Section C.7.4.3, items 19 and 20 for requirements. See separately attached document.

END OF SECTION J

--END OF CONTRACT--