



SmartPay®

Supporting your mission

U.S. General Services Administration

GSA003— GSA SMARTPAY 3 MASTER CONTRACT BASICS

Jessica Sprigg
Brittney Pastore
Nichole Ammon

GSA SmartPay TRAINING FORUM

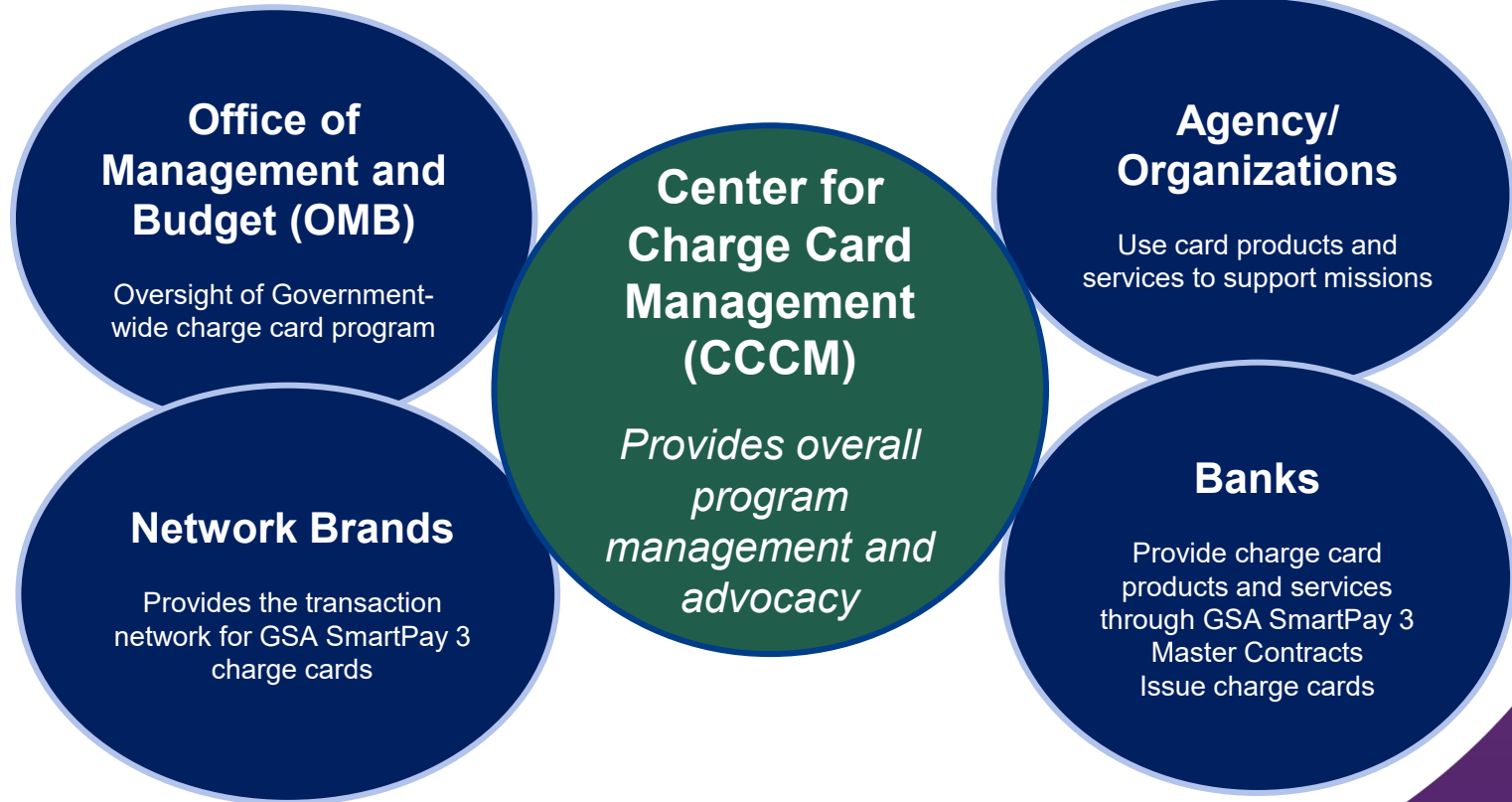
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Program Overview

- Established in 1988, GSA SmartPay is the largest Government charge card and related payment solutions program in the world
- Benefits of using GSA SmartPay payment solutions:
 - Electronic access to transaction data—provides a more efficient and effective means to monitor transactions and identify fraud, waste, and abuse
 - Refunds—earned based on volume of spend and speed of pay
 - Worldwide acceptance – access to merchants around the globe
- GSA SmartPay 3 Master Contract is an indefinite delivery, indefinite quantity (IDIQ) contract issued to two banks:
 - U.S. Bank
 - Citibank, N.A.
- More than 250 Federal Government agencies and organizations obtain charge card products and services by issuing task orders to contractor banks

Roles and Responsibilities



Master Contract Format

GSA SmartPay 3 IDIQ is set up in standard Uniform Contract Format (UCF) consisting of Sections A–J:

- Section A – Solicitation/Contract Form (SF 1449)
- Section B – Pricing Requirements
- Section C – Statement of Work
- Section D – Packaging and Marking (N/A for SmartPay 3)
- Section E – Inspection and Acceptance (N/A for SmartPay 3)
- Section F – Deliveries and Performance
- Section G – Contract Administration Data
- Section H – Special Contract Requirements
- Section I – Contract Clauses
- Section J – Attachments

Contract Management

- The GSA Contracting Officer is the only person authorized to make changes to the requirements of the contract
 - Task orders may not increase the scope or performance period of a master contract
- Modifications issued by the GSA Contracting Officer are to incorporate clause updates, government-wide requirements, key personnel changes, contractor proposed service improvements, etc.
- “Conformed” Master Contract and modification log maintained on the GSA SmartPay website: <https://smartpay.gsa.gov/content/gsa-smartpay-master-contract>

Period of Performance

- Master contract consists of a 4-year base period and three separate 3-year option periods



**Currently in Option Period 1 (exercised July 2022)*

- Task orders may not exceed the total period of performance of the master contract

Important Note: Options must be exercised at the Master Contract level (by the GSA Contracting Officer) prior to issuance of task orders or modifications to exercise task order option periods

Business Lines

- Purchase
 - Used to procure, order, and pay for supplies and services
- Travel
 - Used for official travel and travel-related expenses
- Fleet
 - Used for fuel, maintenance, and repair of Government-owned and operation vehicles
- Integrated
 - Combines two or more business lines on single account

Data Source: "Stats Tool" found on GSA SmartPay [website](#), Statistics and Reports

Product and Service Offerings

➤ Tier 1 (Core Requirements) CLINs

- Provided by both banks
- Minimum government-wide requirements
- CLINs have fixed units of issue and fixed minimum required refunds in terms of basis points or cents per transaction
 - Not separately priced refund-based CLINs
 - Separately priced fee-based CLINs

➤ Tier 2 (Optional/Value-added Requirements) CLINs

- Offerings vary by bank
- CLINs, the unit of issue, and refunds vary by bank

Tier 1 Product and Service Offerings

- ✓ 24-hour EAS Customer Service
- ✓ Accounts Payable File Review
- ✓ ATM Access
- ✓ Chip Cards
- ✓ Convenience Checks
- ✓ Declining Balance Cards
- ✓ Email/Text Alert Service
- ✓ ePayables (Supplier-Initiated)
- ✓ Foreign Currency Cards
- ✓ Ghost Cards
- ✓ Government-to-Government transactions
- ✓ Mobile Applications and Payments
- ✓ Net Billing
- ✓ Real-time Web Assistance
- ✓ Single-Use Accounts
- ✓ Tax Advantage Travel Cards
- ✓ Tokenization
- ✓ Virtual Cards
- ✓ Program Management Tools
 - ✓ Data Mining
 - ✓ Electronic Access System
 - ✓ Fraud Analytics
 - ✓ Reporting and Record Retention

Tier 2 Product and Service Offerings

- ✓ Additional Authorization Controls
- ✓ Additional Data Mining Tools
- ✓ Additional International Customer Service
- ✓ After-Hours Roadside Assistance
- ✓ Combined Charge Card and ID Card Technology
- ✓ Commercially Offered Convenience Services
- ✓ Emerging Technology
- ✓ ePayables (Buyer Initiated; Straight-Through Processing)
- ✓ International Fleet Solution
- ✓ Convenience Checks for Fleet
- ✓ Software
- ✓ Telematics

Refund and Fee Based Pricing

- Refund Based (dollar amount or spending volume)
 - Products/services that generate interchange
 - Expressed in terms of basis points or cents per transaction
 - Minimum allowable refund defined
 - Banks may provide higher refund rates at task order level
- Fee-Based (hourly rate, fixed fee, or basis points)
 - Products/services that do not generate interchange
 - Expressed in terms of cents and/or dollars per unit of measure indicated in B.4 Pricing Schedule (e.g., transaction, labor hour, analysis, file type, month, account, ACH, etc.)
 - Maximum allowable fee defined
 - Banks may provide discounts at task order level

Refund Calculation and Remittance

- Rate expressed in terms of basis points (bps)
 - Single rate takes into account agency/organization spending volume and speed of pay (if speed of pay included in task order requirements)
- Calculation instructions/examples in master contract and tools or assistance available from CCCM if requested
- Remittance quarterly on the 15th calendar day (e.g., 15 Jan, 15 Apr, 15 Jul, and 15 Oct)
 - Electronically via ACH by banks
 - Exceptions/frequency may be made as specified in task order(s)

GSA Contract Access Fee (CAF)

- Fee charged to agencies/organizations to cover the cost of operating the GSA SmartPay program
- Rate determined by GSA each FY
 - Expressed in terms of basis points (bps) of refund-eligible net charge volume or cents per transaction (ePayables)
 - Will never exceed a rate of 6.5 bps (or 2 bps for ePayables)
 - Cannot be altered by agencies/organizations in task orders
- Remittance to GSA by banks via ACH or wire transfer
 - Recouped through a refund process (i.e., deducted from agency refunds)
 - Quarterly on the 15th calendar day (e.g., 15 Jan, 15 Apr, 15 Jul, and 15 Oct)

POP QUIZ

What is the name of the fee charged to agencies/organizations to cover cost of operating GSA SmartPay program?

- A) Basis Points (BPS)
- B) Centrally Billed Account (CBA)
- C) Contract Access Fee (CAF)

Answer:

- **Contract Access Fee (CAF)!**

CAF is expressed in terms of basis points (bps) of refund-eligible net charge volume, and remittance to GSA is recouped through the refund process (i.e., deducted from agency refunds)

Ordering Procedures

➤ Order Placement

- Agency Head of Contracting Activity (HCA) determine procedures for agencies/organizations placing orders
- Ordering Contracting Officers are required to ensure eligibility determinations from GSA Contracting Officer have been received prior to placing orders and follow ordering process outlined in master contract

➤ Required Minimums

- Standard task orders require minimum \$100 estimated total charge volume
- Tailored task orders require minimums depending on business line(s) ordered:
 - Purchase or Travel Card: \$3M estimated total charge volume
 - Fleet: \$300K estimated total charge volume
 - Integrated: Combination of total charge volume for business lines being integrated

➤ Agencies/organizations may obtain assistance from GSA for developing orders or placing orders pooled with other agencies/organizations requirements

Types of Task Orders

- Standard
 - Contains same requirements as Master Contract
- Tailored
 - Includes agency/organization specific (e.g., tailored) requirements
- Tag-along
 - May be standard or tailored
 - Agency/organization uses another agency/organization's task order
- Pool
 - May be standard or tailored
 - Two or more agencies collaborated to issue a single task order meeting the needs of the multiple agencies/organizations

Task Order Competition Considerations

- Initial task order award for agency/organization requirements
 - Fair Opportunity shall be provided to both GSA SmartPay 3 contractor banks for each task order unless exceptions apply
 - Agency/organization may award separate task orders for each business line
- New requirement(s) developed after initial task order award
 - First consider and provide opportunity for awarded bank to fulfill requirement; incorporate via modification or new task order
 - Second provide the other GSA SmartPay 3 bank opportunity to fulfill requirement with new task order
- If additional requirement(s) cannot be met by any GSA SmartPay 3 bank, or that the requirement(s) are out of scope of the Master Contract, the agency/organization may procure their requirement(s) outside of the Master Contract in accordance with agency/organization policies

Task Order Administration

- Task orders shall establish schedules for submission of deliverables
- Modifications issued in writing by ordering contracting officer
 - Includes options to extend term of task orders
 - Banks are responsible for providing copies of task orders and modifications to GSA Contracting Officer and GSA COR
- Evaluate and document bank performance no less than annually
 - Document in Contractor Performance Assessment Reporting System (CPARS)
 - Evaluation factors and ratings outlined in FAR 42.1503

Ordering Officer Best Practices

- Understand the establishment of task orders in accordance with the Federal Acquisition Regulation (FAR) 16.505
 - Develop and award agency/organization task orders IAW FAR, master contract policies, and agency/organization policies/procedures
- Maintain lines of communication with Agency/Organization Program Coordinator (A/OPC) and Contracting Officer's Representative (COR)
- Understand requirements of task order well enough to make scope/requirements determinations (if/as needed)
- Seek assistance from GSA Contracting Officer or CCCM

POP QUIZ

True or False? SmartPay refunds are calculated in terms of basis points (bps), in a single rate that takes into account agency/organization spend volume and speed of pay (if speed of pay included in task order requirements).

Answer:

- True!

Refund calculation instructions/examples are provided in the master contract and tools or assistance are available from CCCM if requested.

QUESTIONS?

Contact Information

GSA Contact Information:

- GSA SmartPay Website: <https://smartpay.gsa.gov/>
GSA SmartPay Program Support:
General Questions: gsa_smartpay@gsa.gov
Helpline: (703) 605-2808

Contractor Banks Contact Information:

- Citibank <https://home.cards.citidirect.com/CommercialCard/login>
Customer Service: (800) 790-7206
- U.S. Bank
<https://www.access.usbank.com/cpsApp1/AxolPreAuthServlet?requestCmdId=login>
Customer Service: (888) 994-6722

Additional GSA SmartPay Courses

- GSA001, Advanced Concepts in Purchase Card Management (Part 1)
- GSA002, Advanced Concepts in Purchase Card Management (Part 2)
- GSA004, GSA SmartPay Fleet Management Essentials
- GSA005, GSA SmartPay Online Tools
- GSA006, GSA SmartPay Program Update
- GSA007, GSA SmartPay Purchase Management Essentials
- GSA008, GSA SmartPay Travel Management Essentials
- GSA010, GSA SmartPay Strategic Payment Solutions
- GSA011, Use of Data Analytics for Effective Program Oversight

