



GSA SmartPay® Task Order Guide

Purpose

The Task Order Guide is intended to help A/OPCs and/or their Contracting Officers with developing and awarding their GSA SmartPay® 3 (SP3) task orders, as they conduct their agencies'/organizations' task order pre-award transition activities. Developing and issuing the task order is one of the six major tasks contained in the [GSA SmartPay 3 Pre-Award Transition Checklist](#) as shown below.



How to Use this Tool

- This tool is meant to be used following completion of the agency/organization needs assessment (using the [Needs Assessment Tool](#)) and after the agency/organization has determined the task order type that best fits their needs (using the [Task Order Type Tool](#)). It will be helpful to have your agency's/organization's completed Needs Assessment available for reference as you begin this process.
- Begin by reading the introductory material on Master Contract Information, Task Order Timing, and Task Order Information contained in this document.
- Ensure that your agency/organization has completed all tasks listed under "Activities to Complete in Advance" prior to beginning the development of the task order.
- Next, review the instructions included in the "Developing a GSA SmartPay 3 Task Order" section, and the sample task order requests and task order award documents included in the appendices to begin developing your agency's/organization's task order.
- While you can also use your current GSA SmartPay 2 (SP2) task order as a reference to help develop your agency's/organization's SP3 task order, it should be used only as a reference. There may be things that weren't included in your SP2 task order that may be needed now; there may be things you already know your agency/organization will need in the future; and/or there may be "defaults" written into the SP3 Master Contracts that you need to adjust for your agency/organization. Many SP2 Tier 2 Product and Services are now considered Tier 1 under SP3. Additionally, the new Master Contracts have a number of features that were not included in SP2, including:
 - o ePayables offering;
 - o GSA SmartPay Tax Advantage Travel Card Accounts;



- o Ghost Cards;
- o Separate pricing for Large Ticket Transactions;
- o Mobile Applications and Payments; and
- o Email/Short Message Service (SMS) Alert Service.

Use of this tool is not mandatory. This document is meant to be a resource to support your transition efforts. Should you have any additional questions, please contact the Center for Charge Card Management (CCCM) at gsa_smartpay@gsa.gov or (703) 605-2808.

Table of Contents

[Master Contract Information](#)

[Task Order Timing](#)

[Task Order Information](#)

[Activities to Complete in Advance](#)

[Instructions for Developing a GSA SmartPay® 3 Task Order](#)

[Appendix A: Sample Standard Task Order Request](#)

[Appendix B: Sample Standard Task Order Award Document](#)

[Appendix C: Sample Tailored Task Order Request](#)

[Appendix D: Sample Tailored Task Order Award Document](#)

Master Contract Information

The GSA SmartPay 3 (SP3) program enables federal agencies/organizations and other authorized users to obtain purchase, travel, fleet, and integrated charge card products and services through Master Contracts established by GSA. Agencies/organizations issue task orders against these Master Contracts to obtain charge card and charge card related products and services. The information provided below will help you understand some of the major points of the Master Contracts.

Type of Contract

Agencies/organizations should issue indefinite delivery/indefinite quantity (ID/IQ) task orders against the Master Contracts.

Master Contract Period of Performance

At the Master Contract level, the period of performance includes the **transitional** and **transactional** periods:

- The transitional period of performance is the period of time in which agencies/organizations will work to transition to SP3 (i.e., prior to the date in which transactions begin processing) and 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 master contracts. The transitional period of performance begins on the date of SP3 Master Contract award and ends on November 29, 2018.
- The transactional period of performance is the period of time in which transactions may occur under SP3 and begins immediately following expiration of the SP2 master contracts, continuing for a period of 13 calendar years. The Transactional Period is broken out as follows:
 - **Base Period:** Begins November 30, 2018 (immediately following expiration of the SP2 master contracts) and continues for a period of four (4) calendar years until November 29, 2022.
 - **Option Period 1:** Begins November 30, 2022 (immediately following expiration of the Base Period) and continues for a period not-to-exceed three (3) calendar years until November 29, 2025.
 - **Option Period 2:** Begins November 30, 2025 (immediately following expiration of Option Period 1) and continues for a period not-to-exceed three (3) calendar years until November 29, 2028.
 - **Option Period 3:** Begins November 30, 2028 (immediately following expiration of Option Period 2) and continues for a period not-to-exceed three (3) calendar years until November 29, 2031.

The total GSA SmartPay 3 Master Contract period of performance shall not exceed fifteen years (date of award- November 29, 2031).

Task Order Timing

By November 30, 2018 your agency/organization must be in this position:

- Task order in place;
- New cards deployed;
- Any needed agency/organization-specific transition policies issued;
- Contractor/financial system (and other systems, if applicable) fully tested and ready to activate; and
- Electronic Access System (if new or changed) deployed, and users trained.

Your agency's/organization's task order must be in place to begin these activities. It will be important to allow sufficient time to complete these tasks between the award of your agency's/organization's new GSA SmartPay 3 task order and the end of the current GSA SmartPay 2 Master Contracts on November 29, 2018. It is estimated that task order post-award implementation activities could require 6-9 months, or more, to complete (see **Figure 1**, below), although some agencies, especially those with large, complex programs, may require additional time. Therefore, it is important to begin developing your agency's/organization's task order as *early as possible*.

Figure 1. Sample Transition Timeline (Based on a Larger-sized Agency/Organization, Tailored Task Order)



NOTE: The duration for each task shown above may vary, depending on the agency's/organization's size, level of preparedness, and the availability of resources (i.e., funding and FTEs). The durations included here are **estimates only**, and are based on a larger-sized agency/organization. Agencies/organizations will need to determine the appropriate duration for themselves, based on the agency's/organization's resources and requirements.

Task Order Information

Review Section H.12, Ordering Procedure in the **SP3 solicitation** and Master Contracts. Some of the high-level requirements are included in this section in addition to details for the Standard Order and Tailored Order .

Standard Order Process

- Review the Contractor presentation package and determine which Contractor best meets agency/organization requirements. A request for a Price Proposal must be submitted to ensure fair opportunity. 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. Pricing must be firm-fixed. In addition, agencies/organizations may request non-price related proposal information (e.g. implementation schedule or key personnel) NOTE: Contractors are not required or obligated to provide better pricing at the task order level.
- Once the agency/organization has made their selection, the agency/organization then submits a written or electronic order for the products and services. The order shall include, at a minimum: the statement "THIS IS A STANDARD TASK ORDER," the names of the activity or activities authorized to issue orders against the task order (e.g., for DoD it may be Navy, Air Force).
- The Contractor acknowledges the standard task order and begins implementation within the timeframes specified in the Schedule of Services.

Tailored Task Order Process

- Agencies/organizations will outline any additional requirements in their task order request for proposals document. Agencies/organizations are not authorized to include requirements that contradict the Master Contract requirements, however, agencies/organizations are authorized to include specific requirements that complement the Master Contract requirements.
- As designated by the agency/organization, Contractors shall be allowed a short period of time to submit requests for clarification and receive answers over the internet/intranet or other medium. The questions and answers shall be made available simultaneously to all Contractors.
- Within the timeframes specified in H.12.10 *Schedule*, as applicable, the Contractor(s) shall submit their tailored task order proposal that identifies contract line item numbers and price, in accordance with agency/organization instructions. Pricing must be firm fixed price and identify all costs and/or the reduction or increase in refunds offered. 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.
- The agency/organization will review and evaluate each proposal received against established evaluation criteria and methodology. The agency/organization may select the awardee without further discussions or conduct negotiations in accordance with applicable terms and conditions of this contract; and
 - If negotiations are conducted, they will occur at the time and place designated by the ordering Contracting Officer and/or his/her designated representative. Following the completion of negotiations, the Contractor(s) shall submit a finalized

tailored task order proposal, as directed by the agency/organization, which reflects the Final Proposal Revision, technical and price, and include a firm milestone schedule.

- Based on the information provided by the master Contractors, the agency/organization will evaluate the offers received in accordance with the established evaluation criteria and methodology. The ordering agency/organization Contracting Officer or designated representative will notify the other participating Contractors of which awardee will be issued the task order. Agencies/organizations are not required to develop formal negotiation or evaluation plans or scoring schemes for task orders. Debriefings of unsuccessful offerors are required for task orders exceeding \$5.5 million;
- Award of a Tailored Task Order is written or electronic and 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.
- The procedures and selection criteria that will be used to provide multiple awardees a fair opportunity to be considered for each tailored task order are as follows:
 - Agencies/organizations shall furnish identical information concerning a proposed acquisition to all Contractors awarded the required business lines/CLINs.
 - Agencies/organizations will treat all prospective awardees fairly.
 - The agency/organization will submit a tailored task request to all Contractors.
 - The tailored task request must be in writing (e.g., mail, fax) or electronic.
 - Agencies/organizations are encouraged to request oral proposals from Contractors where practicable.
 - Agencies/organizations are encouraged to utilize streamlined procedures (e.g., electronic submission of proposals, page restrictions on proposals).

Fair Opportunity

All agencies/organizations are required to provide fair opportunity to all SP3 Contractors awarded the required business lines/CLINs. This can be accomplished through agency/organization review of the SP3 Contractors’ presentation packages and submitted price proposals. 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 the Contractor meets one of statutory exceptions. See section H.12.1 *Fair Opportunities Exceptions* for list of applicable exceptions

For more information on fair opportunity, see FAR Subpart 16.505(b)(1) for the complete definition, or please contact the Center for Charge Card Management with additional questions.

General Task Order Rules

The task order may be on an official government order form (DD1155, GSA300, etc.), on agency/organization letterhead, or electronic format, but must be in writing. Federal Business Opportunities (FBO) synopses are NOT required. Sample standard and tailored task order requests and task order award documents are provided in the Appendices.

A task order may not increase the scope, period of performance, or maximum value of the Master Contract. Unique to the travel card program, a standard or tailored task order may not split agency/organization requirements between individually billed accounts, centrally billed accounts, and Tax Advantage accounts (i.e., if an agency/organization places a task order, it must include individually billed, centrally billed, and Tax Advantage accounts (if applicable) in the task order. The agency/organization 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).

In the event of conflict between a task order and the Master Contract, the Master Contract takes precedence.

Minimum Task Order Size

The minimum task order size over the life of the task order for standard task orders is \$100 for purchase, travel, fleet, and integrated business lines. The *minimum* task order size for tailored task orders is as follows for each business line:

- Fleet Card: \$300,000 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;
- Purchase 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 of the business lines being integrated

Contractors *may* accept standard and tailored task orders that are less than the minimum charge volume specified, but are not required to do so.

Maximum Task Order Size

The maximum task order size over the life of the task order for standard and tailored task orders is \$500 billion.

Contractors *may* accept standard and tailored task orders that are greater than the maximum charge volume specified, so long as they do not exceed the maximum contract value, and with prior approval by the GSA Contracting Officer, but are not required to do so.

Task Order Period of Performance

At the task order level, the period of performance is as follows:

- Transitional period – Task order level transitions may be staggered beginning on the date of the GSA SmartPay Kick-Off Conference and ending no later than November 29, 2018. Agencies/organizations will negotiate the date to begin transitioning during this time frame with their incumbent and incoming Contractors. The transitional period of performance for the task order period begins the date of task order award and continues until the date that the agencies/organizations begin processing transactions under SP3.
- Transactional period – Depending upon the agency's/organization's transitional period, transactions may begin as early as November 30, 2018. No charges shall be made or processed prior to November 30, 2018. At the task order level, the transactional period shall not exceed the term of the Master Contract. The transactional period of performance for the task order period begins upon the expiration of the GSA SP2 contracts.

Maximum Task Order Length

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.

Administration of Task Orders

Contract administration of task orders is the responsibility of the ordering agency/organization. Any changes to a task order will be issued in writing by the ordering agency/organization. Only the ordering Contracting Officer may modify the terms and conditions of the agency's/organization's task order. The ordering Contracting Officer does not have the authority to modify the terms and conditions of the Master Contracts.

Task Order 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.

Task Order Ombudsman

A GSA task order ombudsman has been appointed to hear concerns from Contractors for the Master Contract on behalf of all agencies/organizations. The purpose of the ombudsman is not to diminish the authority of the Ordering or GSA Contracting Officer, but to be responsible for reviewing complaints from the Contractors and to 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 and 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.

Activities to Complete in Advance

Prior to developing a task order for GSA SmartPay 3, all agencies/organizations should have completed the activities listed below:

Complete Agency/Organization Needs Assessment

All agencies/organizations should complete their needs assessment using the **Needs Assessment Tool**. If your agency/organization has completed and documented its needs prior to developing its task order, your agency/organization will be able to use the information collected in this tool to write its task order.

Determine Task Order Type

Determine which task order type your agency/organization requires using the **Task Order Type Tool**.

If your agency/organization determines that it will join a pool, your agency/organization may need to assist in developing a joint task order with the other agencies/organizations in the pool. Contact these agencies/organizations as needed to determine the approach and develop a task order using this guide if required.

If your agency/organization determines that it will tag-along with another agency/organization, your agency/organization will not need to develop a task order, however, it may be necessary to provide a statement of your agency's/organization's needs to the lead agency/organization. Contact the lead agency/organization to determine what information is needed.

Decide How the Agency/Organization Will Place Its Task Order(s)

Each agency's/organization's Chief Financial Officer (CFO), Chief Acquisition Officer (CAO), and/or Procurement Executive (PE), or their designees, will decide how the agency/organization will place its task order(s). There are two ways an agency/organization may place its task order(s):

- At the agency/organization level – One task order is issued on behalf of all agency/organization components. All components of the agency/organization would have the same Contractor for the business line(s). This order placement strategy maximizes buying leverage with the Contractor(s) and may streamline agency/organization processes.
- At the component levels of the agency/organization – The agency/organization allows various organizational elements to place their task orders directly with the Contractor(s). This order placement strategy maximizes the agency's/organization's flexibility, but may result in higher administrative costs to the agency/organization and multiple streams of financial data from different sources. In addition, this strategy will reduce the buying power (i.e., volume of cards and transactions) of the agency/organization, which may result in not receiving the best pricing possible from the Contractors.

The agency/organization may also consider whether to award all business lines to one Contractor, or to award separate task orders for each business line. This decision may be made before issuing the task order request to the Contractors, or during evaluations of the Contractors' task order proposals.

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.

Tag-along agencies/organizations will not be responsible for determining the task order placement; this responsibility will be borne by the lead agency/organization.

Develop Acquisition Plan

Regardless of the type of task order selected, agencies/organizations are not exempt from FAR requirements involving the development of an Acquisition Plan (FAR 16.505(a)(7)(i)); the acquisition plan must be approved internally before the task order request can be issued. In addition, each agency/organization has specific requirements which must be met in order to issue task order requests. A/OPCs must work closely with their contracting personnel to ensure all internal agency/organization requirements, and FAR requirements regarding task orders are met. Acquisition plans must include the task order type as well as the reasons for selecting the task order type.

Develop Evaluation Process (Tailored Task Orders Only)

As a part of the task order award process for a tailored task order, agencies/organizations will be required to develop an evaluation process and identify evaluation factors and criteria; this may also include establishing a Technical Evaluation Panel (TEP). Ensure that the appropriate agency/organization personnel provide approval of the evaluation process and factors; the Contracting Officer will lead and manage this process.

Keep the evaluation factors simple. GSA completed a comprehensive evaluation at the time of the Master Contract award, so **focus the evaluation on your agency's/organization's unique tailored requirements**. For example, your agency/organization may have merchant acceptance requirements for specific international merchants or additional security requirements over and above the requirements in the Master Contract (but still within the scope of the Master Contract). Your agency's/organization's evaluation need only address your agency's/organization's specific requirements. For more information on the evaluation factors used for award of the Master Contracts, see section M, Evaluation of the **SP3 solicitation**.

Instructions for Developing a GSA SmartPay 3 Task Order

The task order process requires several steps; instructions for each step are detailed in this section. This section is separated by the different task order types (Standard, Tailored, Pool, or Tag-Along). Please find your selected task order type (Pools and Tag-Alongs on page 13; Standard on page 14; Tailored on page 19) and review the instructions and samples provided. The red boxes throughout this section include detailed references to the relevant portions of the Needs Assessment Tool.

Placing a Task Order as a Pool

Two or more agencies/organizations may combine their resources and volume when placing a pooled task order.

For agencies/organizations that want to pool their task orders together with GSA's assistance, GSA is facilitating this process. Contractors must accept all GSA-pooled orders. GSA will not submit orders to any particular Contractor to satisfy a guaranteed minimum. GSA will contact all customer agencies pooling under the current GSA SmartPay master contract in the near future to determine if they wish to participate in the pool under GSA SmartPay 3. Agencies/organizations not currently participating in the pool that would like to participate under GSA SmartPay 3 should contact Erin VanDagna at erin.vandaga@gsa.gov.

Agencies/organizations may arrange their own pooling efforts. **These agencies/organizations will be responsible for developing, awarding, and administering their own task order. These agencies/organizations should also review the instructions for developing either a standard or tailored task order.**

In addition to the options above, contractors may, upon request, help agencies/organizations to pool task orders. This includes comparing the agency/organization requirements to find similarities in requirements and suggesting a match, providing points of contact, and telephone numbers.

Tag-Along Agencies/Organizations

An agency/organization may request assistance from another agency/organization to tag-along with that agency's/organization's task order.

An agency/organization that wants to tag-along with another agency's/organization's task order should contact the agency/organization that they are interested in tagging-along with (i.e., the lead agency/organization) to see if they allow tagging-along and to review the lead agency's/organization's requirements. GSA will maintain a list of agencies/organizations that allow tag-alongs; if you want to receive a copy of this list, please contact the Center for Charge Card Management. The lead agency/organization must state whether or not it will allow tagging-along within its task order. The lead agency's/organization's Contractor will provide the tag-along agency/organization with the same services as provided to the lead agency/organization. The lead agency/organization may or may not charge a fee for tagging-along.

Upon request, agencies/organizations may tag-along with GSA's task order at no charge.

Task order development, award, and administration activities will be performed by the lead agency/organization; tag-along agencies/organizations are not responsible for developing and awarding an individual task order, but are responsible for finding an agency/organization with which to tag-along.

Placing a Standard Task Order

If the products and services in the Contractors' presentation packages meet your agency's/organization's requirements, a request for a price proposal must be made and a standard task order is issued. It is expected that a standard task order will meet the needs of the majority of agencies/organizations. Developing and awarding a standard task order consists of three major tasks: developing the task order request, evaluating the Contractors' responses, and developing the task order award document. These tasks are explained in detail below.

Please also review the attached [Sample Standard Task Order Request](#) in Appendix A, and the [Sample Standard Task Order Award Document](#) in Appendix B, as needed. You may wish to copy and paste the appropriate sample into a separate document (i.e., by replacing the language provided as an example with what your agency/organization actually requires), or you may use agency/organization-specific templates provided by your Contracting Officials.

Step 1: Develop Task Order Request

Working with your agency's/organization's Contracting Officials as appropriate, develop and insert your agency's/organization's requirements in the appropriate sections of the task order request as listed below. Considerations and instructions for each of the numbered sections of the task order request are included.

- SERVICES REQUIRED:** Specify which business line(s) the task order applies to (i.e., purchase, travel, fleet, and/or integrated). This designation should also be specified in the "title" of your task order request (e.g., "**STANDARD TASK ORDER REQUEST FOR PURCHASE AND TRAVEL CARD SERVICES**").

See Section I. Services Required, on page 5 of the Needs Assessment Tool
- ACTIVITIES AUTHORIZED TO ISSUE ORDERS AGAINST THE TASK ORDER:** Specify which agencies, organizations, and/or components are authorized to use the task order. For example, if your agency/organization decided to award separate task orders at the component level, your agency/organization may need to specify that only "Components A and B" are authorized users. Additionally, if your agency/organization intends to allow other agencies/organizations to "tag-along", these agencies/organizations should be listed in this section (if identified), or a statement to the effect that "other activities may be allowed to tag-along at ABC agency's/organization's discretion at any time".

See Section VIII. Activities Authorized to Issue Orders Against the Task Order, on page 25 of the Needs Assessment Tool
- PLACE OF DELIVERY OR PERFORMANCE:** Insert "As specified by each authorized user." This will allow all authorized agency/organization users, as specified in #2, Activities Authorized to Issue Orders Against the Task Order, to provide the appropriate place(s) of performance. Some agencies/organizations may prefer to insert "worldwide" instead, if appropriate.
- PURCHASING HISTORY:** Insert information on your agency's/organization's purchasing history here. The Center for Charge Card Management provides program-wide statistics including sales, number of transactions, and number of account holders on the [GSA SmartPay website](#). Agencies/organizations shall provide historical information at the task order level which contractors shall use to provide task order level pricing.

The Center for Charge Card Management requires that your agency/organization request a price proposal from the SP3 Contractor(s) awarded the required business lines/CLINs. . Therefore, agencies/organizations must include information regarding their historical average billing cycle length, historical average speed of payment, and historical delinquency information. The agency/organization may choose to fill in its information using the tables provided in the sample standard task order request or may opt to insert tables from existing reports. If the agency/organization does not collect particular statistics, it may be able to request some of this information from the Center for Charge Card Management and/or the incumbent SP2 contractor.

5. **PRIMARY POINTS OF CONTACT:** Insert contact information (e.g., name, title, telephone, e-mail address, physical address) for the primary agency/organization points of contact for the task order request here. These primary points of contact may include, but are not limited to: the Task Order Contracting Officer, the Task Order Coordinator(s) for each business line and/or tag-along agency/organization.

See Section IV. Agency Contacts, on page 24 of the Needs Assessment Tool

6. **AGENCY ORGANIZATIONAL STRUCTURE:** Provide information on the agency's/organization's structure here (e.g., number of employees, locations, card program structure and users). This information is meant to provide the incoming SP3 Contractor with an understanding of the agency's/organization's needs prior to award of the task order and may result in more favorable pricing (for standard or tailored task orders) or a more precise match to the agency's/organization's programmatic needs (for tailored task orders) than the Contractor would have otherwise proposed.

See Section V. Agency Organizational Structure, on page 24 of the Needs Assessment Tool

7. **STANDARD TASK ORDER REQUIREMENTS:** In addition to accepting the general requirements specified in the Master Contract (Sections B and C of the SP3 solicitation), your agency/organization may wish to change some of the "defaults". If so, list these variances here. It will be helpful to use the documented results of your agency's/organization's [Needs Assessment](#) to identify these variances and any other specific needs your agency/organization may have.

See Sections II. Task Order Pricing Requirements (pages 6-14) and III. Task Order Technical Requirements (pages 15 - 23) of the Needs Assessment Tool

- For example: Section III CC, question 121 of the Needs Assessment asks, "Does your agency/organization require additional information included in the automatic email or SMS alerts? If so, what additional information is required? (C.3.1.1)

If your agency/organization answered "Yes, we require location of transaction (country, state/province, and city) to be included in the notification." you might include the following statement in section 13 of your agency's/organization's **standard** task order request:

Email/Short Message Service (SMS) Alert Service

Agency/organization ABC requires location of transaction (country, state/province, and city) to be included in addition to account holder name, and amount. .

If desired, insert a request for additional technical information from Contractors regarding their products or services. Each Contractor must be provided the opportunity to respond to the agency's/organization's request for additional information.

8. **STANDARD TASK ORDER PRICING:** Insert a request for a price proposal. This can include requests for more favorable pricing based on your agency/organization's historical pricing information and/or tiered pricing using single rates and detailed breakdown of pricing assumptions included within the single rates. As mentioned in #4, Purchasing History (page 15), agencies/organizations must ask for better pricing under a standard task order. Contractors are not required to provide better pricing, but submission of a request for a price proposal is required. For additional details on items that may or may not be included in the pricing request, see Section B.2.1.2 of the GSA SmartPay 3 RFP.
9. **DATE AND LOCATION FOR SUBMITTAL OF THE TASK ORDER PROPOSAL**

Next, place the text into your agency's/organization's template (or use the template provided in [Appendix A](#)), review your task order with agency/organization Contracting Officials as required, and obtain the appropriate approvals. Finally, the agency/organization Contracting Officer will send the task order request to all SP3 Contractors offering the required business lines.

Step 2: Evaluation

Typically, an agency's/organization's Contracting Officer leads and manages the evaluation stage of the task order process. It is recommended to give the Contractors a short period of time (e.g., 1-2 weeks) to respond with pricing proposals. You may determine that you want to allow Contractors to submit questions; if so, allow additional time for Contractors to respond.

Receive the pricing proposals and evaluate them, working closely with your Contracting office. Next, if desired, conduct negotiations with Contractors for revised pricing. Agencies/organizations may select the awardee without discussions or after conducting negotiations; if so, be sure that you include a statement in your task order request indicating that your agency/organization reserves the right to award its task order without discussions.

Once pricing is finalized, request a final task order proposal revision from the Contractor if desired/necessary to reflect the revised pricing.

A review of the Contractors' presentation packages, and request for a price proposal meets basic fair opportunity requirements.

Select a Contractor for award of your task order and remember to document your process and decision, as required.

Step 3: Develop Task Order Award Document

Each agency's/organization's standard award document (e.g., SF 1449) should be used as the first page(s) of the Task Order Award Document. Immediately following the standard award document used by your agency/organization, include the information below to complete your Task Order Award Document.

1. **DATE OF ORDER:** Insert the date of task order award here.
2. **GSA CONTRACT NUMBER:** Insert the appropriate GSA SmartPay 3 Master Contract number here.
3. **TASK ORDER NUMBER:** Insert your agency's/organization's assigned task order number here. This should be obtained through your agency's/organization's Contracting Officials.
4. **PERIOD OF PERFORMANCE:** At the task order level, the period of performance starts on the date of the task order award (see #1, Date of Order, above).
5. **[Note:** *Specific dates should be referenced in this section, including the date for the base period and the option periods. In addition, the period of performance should be broken out into the **transitional** and **transactional** periods. For additional information on this topic, review the "Task Order Period of Performance" section on page 8, or contact the Center for Charge Card Management.*
6. **ACCOUNTING AND APPROPRIATION DATA:** If applicable, insert "As specified by each authorized user." This will allow all authorized agency/organization users, as specified in the task order request #2, "Activities Authorized to Issue Orders Against the Task Order," to provide the appropriate accounting and appropriation data (e.g., designated billing offices for centrally billed statements).
7. **PRIMARY POINTS OF CONTACT:** Insert contact information (e.g., name, title, telephone, e-mail address, physical address) for the primary agency/organization points of contact for the task order administration here. These primary points of contact may include, but are not limited to: the Task Order Contracting Officer, the Task Order Coordinator(s) for each business line and/or tag-along agency/organization.
8. **CONTRACT LINE ITEM NUMBERS (CLINS) ORDERED AND PRICE:** Incorporate the Contractor's final task order proposal revision (this includes the final task order revision pricing). Be sure to include the pricing for all option periods, as well as all refund data. The Contractor's pricing can be incorporated by reference, or may be copied and pasted from an electronic version of its task order proposal (or the Master Contract).

See Section VI Period of Performance, on page 24 of the Needs Assessment Tool

The Ordering Contracting Officer may, with approval from their legal counsel, incorporate the applicable sections of the Contractor's task order proposal and/or final task order proposal revision in your task order award document. Be careful to ensure that there are no conflicts between your standard task order request and the Contractor's proposal sections incorporated into it. If applicable, this document must be signed by the awarded Contractor and the Task Order Contracting Officer. The agency/organization Contracting Officer will then send the final task order award document to the awarded SP3 Contractor.

If you have additional questions, contact the Center for Charge Card Management.

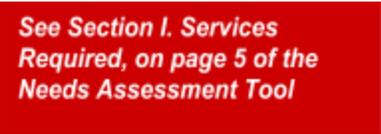
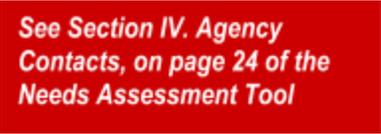
Placing a Tailored Task Order

If your agency/organization has additional requirements over and above that found in the Contractor's presentation packages which are necessary to successful implementation and must be tailored for your agency's/organization's needs, use a tailored task order. Keep in mind that a tailored task order must still be within the overall scope of the GSA SmartPay 3 Master Contracts. Developing and awarding a tailored task order consists of three major tasks: developing the task order request, evaluating the Contractors' responses, and developing the task order award document. These tasks are explained in detail below.

Please also review the attached [Sample Tailored Task Order Request](#) in Appendix C, and the [Sample Tailored Task Order Award Document](#) in Appendix D, as needed. You may wish to copy and paste the appropriate sample into a separate document (i.e., by replacing the language provided as an example with what your agency/organization actually requires), or you may use agency/organization-specific templates provided by your Contracting Officials.

Step 1: Develop Task Order Request

Working with your agency's/organization's Contracting Officials as appropriate, develop and insert your agency's/organization's requirements in the appropriate sections of the task order request as listed below. Considerations and instructions for each of the numbered sections of the task order request are included.

- SERVICES REQUIRED:** Specify which business line(s) the task order applies to (i.e., purchase, travel, fleet, and/or integrated). This designation should also be specified in the "title" of your task order document (e.g., "**TAILORED TASK ORDER REQUEST FOR PURCHASE AND TRAVEL CARD SERVICES**").

- ACTIVITIES AUTHORIZED TO ISSUE ORDERS AGAINST THE TASK ORDER:** Specify which agencies, organizations, and/or components are authorized to use the task order. For example, if your agency/organization decided to award separate task orders at the component level, your agency/organization may need to specify the components that are authorized users. Additionally, if your agency/organization intends to allow other agencies/organizations to tag-along, these agencies/organizations should be listed in this section (if identified), or a statement to the effect that "Other activities may be allowed to tag-along at ABC Agency's/Organization's discretion at any time."

- PLACE OF DELIVERY OR PERFORMANCE:** Insert "As specified by each authorized user." This will allow all authorized agency/organization users, as specified in #2, "Activities Authorized to Issue Orders Against the Task Order," to provide the appropriate place(s) of performance. Some agencies/organizations may prefer to insert "worldwide" instead, if appropriate.
- PURCHASING HISTORY:** Insert information on your agency's/organization's purchasing history here. The GSA SmartPay website includes historic and current program data to illustrate spend, transaction, and account growth of the GSA SmartPay business lines, which is available at: <https://smartpay.gsa.gov>

The Center for Charge Card Management requires that your agency/organization request a price proposal from the SP3 Contractor(s). Therefore, agencies/organizations must include information regarding their historical average billing cycle length, historical average speed of payment, and historical delinquency information. The agency/organization may choose to fill in its information using the tables provided in the sample standard task order request or may opt to insert tables from existing reports. If the agency/organization does not collect particular statistics, it may be able to request some of this information from the Center for Charge Card Management and/or the incumbent SP2 contractor.

5. **PRIMARY POINTS OF CONTACT:** Insert contact information (e.g., name, title, telephone, e-mail address, physical address) for the primary agency/organization points of contact for the task order request here. These primary points of contact may include, but are not limited to the Task Order Contracting Officer and the Task Order Coordinator(s) for each business line and/or tag-along agency/organization.

6. **AGENCY ORGANIZATIONAL STRUCTURE:** Provide information on the agency's/organization's structure here (e.g., number of employees and locations and card program structure and users). This information is meant to provide the incoming SP3 Contractor with an understanding of the agency's/organization's needs prior to award of the task order and may result in more favorable pricing or a more precise match to the agency's/organization's programmatic needs than the Contractor would have otherwise proposed.

See Section V. Agency Organizational Structure, on page 24 of the Needs Assessment Tool

7. **TAILORED TASK ORDER REQUIREMENTS / STATEMENT OF WORK:** In addition to accepting the general requirements specified in the Master Contract (Sections B and C of the [SP3 solicitation](#)), your agency/organization may wish to change some of the "defaults." If so, list these variances here. It will be helpful to use the documented results of your agency's/organization's [Needs Assessment](#) to identify these variances and any other specific needs your agency/organization may have.

See Sections II. Task Order Pricing Requirements (pages 6-14) and III. Task Order Technical Requirements (pages 15 - 23) of the Needs Assessment Tool

If, during completion of the **Needs Assessment Tool**, your agency/organization determined it requires **additional** products/services or has other **additional** needs that fall within the general scope of the SP3 contract that must be included at the task order level, it is appropriate to identify your agency's/organization's specific needs here.

- For example: Section III W, question 89, of the Needs Assessment Tool asks, "Which standard reports does your agency/organization need? Does your agency/organization have additional reports required that are not listed?"

If your agency/organization answered "Yes, we require all standard reports and an additional report for Prompt Payment Interest," you might include the following statement in section 13 of your agency's/organization's **tailored** task order request:

Reporting

Agency/organization ABC requires all Standard Reports listed for the Purchase Card business line and an additional report for Prompt Payment Interest.

EVALUATION FACTORS: Insert a detailed list of your agency/organization evaluation factors here. Keep in mind that evaluation

factors should be directly based on the agency's/organization's specific tailored needs.

8. **TAILORED TASK ORDER PRICING:** Insert a request for a price proposal. This can include requests for more favorable pricing based on your agency/organization's historical pricing information and/or tiered pricing using single rates and detailed breakdown of pricing assumptions included within the single rates. As mentioned in #4, Purchasing History (page 15), agencies/organizations must ask for better pricing under a tailored task order. Contractors are not required to provide better pricing, but submission of a request for a price proposal is required. For additional details on items that may or may not be included in the pricing request, see Section B.2.1.2 of the GSA SmartPay 3 RFP.

9. **DATE AND LOCATION FOR SUBMITTAL OF THE TASK ORDER PROPOSAL**

Next, place the text into your agency's/organization's template (or use the template provided in Appendix B), review your task order request with agency/organization Contracting Officials as required, and obtain the appropriate approvals. Finally, the agency/organization Contracting Officer will send the Task Order Request to all Contractors awarded the required business lines/CLINs. In addition, agencies/organizations shall furnish information to all Contractors and must treat all Contractors fairly. Allow a reasonable period of time (e.g., 2-3 weeks, depending on the level of complexity of your requirements) for the Contractors to respond with proposals. You may wish to allow Contractors to submit questions; if so, allow additional time for the Contractors to respond. Provide answers to any questions to all Contractors.

Step 2: Evaluation

Typically, an agency's/organization's Contracting Officer leads and manages the evaluation stage of the task order process; work closely with the Contracting office when evaluating proposals. If applicable, convene your TEP for evaluation of each proposal received against the evaluation factors as described in the task order request. Note that agencies/organizations are not required to develop formal evaluation plans or scoring schemes for task orders, but to do so will provide for a more structured, well documented selection process.

In addition to the written task order request, you may want to request oral presentations. If your agency/organization requests a written proposal, use streamlined procedures (e.g., electronic submittal, page restrictions, etc.).

Next, if desired, conduct negotiations with Contractors for revised pricing. Any negotiations must include your Ordering Contract Officer or their designated representative. Agencies/organizations may select the awardee without discussions or after conducting negotiations; be sure that you include a statement in your task order request indicating that your agency/organization reserves the right to award its task order without discussions. If negotiations take place, agencies/organizations may request final task order proposal revisions from the Contractor.

Select a Contractor for award of your task order and remember to document your process and decision as required (see FAR 16.505(b)(4)).

The ordering agency/organization's Contracting Officer will notify the other participating Contractors of which awardee will be issued the task order. Agencies/organizations may be required to develop formal negotiation or evaluation plans or scoring schemes for task orders. Debriefings of unsuccessful offerors are required for task orders exceeding \$5.5 million;

Step 3: Develop Task Order Award Document

Each agency's/organization's standard award document (e.g., SF 1449) should be used as the first page(s) of the Task Order Award Document. Immediately following the standard award document used by your agency/organization, include the information below to complete your Task Order Award Document.

1. **DATE OF ORDER:** Insert the date of task order award here.
2. **GSA CONTRACT NUMBER:** Insert the appropriate GSA SmartPay 3 Master Contract number here.
3. **TASK ORDER NUMBER:** Insert your agency's/organization's assigned task order number here.
This should be obtained through your agency's/organization's Contracting Officials.
4. **PERIOD OF PERFORMANCE:** At the task order level, the period of performance starts on the date of the task order award (see #1, Date of Order, above).

See Section VI, Period of Performance, on page 24 of the Needs Assessment Tool

*[Note: Specific dates should be referenced in this section, including the date for the base period and the option periods. In addition, the period of performance should be broken out into the **transitional** and **transactional** periods. For additional information on this topic, review the "Task Order Period of Performance" section on page 8, or contact the Center for Charge Card Management.]*

5. **ACCOUNTING AND APPROPRIATION DATA:** Insert "As specified by each authorized user." This will allow all authorized agency/organization users, as specified in the task order request #2, "Activities Authorized to Issue Orders Against the Task Order," to provide the appropriate accounting and appropriation data (e.g., designated billing offices for centrally billed statements).
6. **PRIMARY POINTS OF CONTACT:** Insert contact information (e.g., name, title, telephone, e-mail address, physical address) for the primary agency/organization points of contact for the task order administration here. These primary points of contact may include, but are not limited to the Task Order Contracting Officer and the Task Order Coordinator(s) for each business line and/or tag-along agency/organization.
7. **CONTRACT LINE ITEM NUMBERS (CLINS) ORDERED AND PRICE:** Incorporate the Contractor's final task order proposal revision (this includes the final task order revision pricing). Be sure to include the pricing for all option periods, as well as all refund data. The Contractor's pricing can be incorporated by reference, or may be copied and pasted from an electronic version of its task order proposal (or the Master Contract).

The Ordering Contracting Officer may, with approval from their legal counsel, incorporate the applicable sections of the Contractor's task order proposal and/or final task order proposal revision in your task order award document. Be careful to ensure that there are no conflicts between your standard task order request and the Contractor's proposal sections incorporated into it. If applicable, this document must be signed by the awarded Contractor and the Task Order Contracting Officer. The Contracting Officer will send the final task order award document to the awarded SP3 Contractor.

Your agency/organization's Contracting Officer will notify Contractors of the task order selection. Debriefings of unsuccessful offerors are required for task orders exceeding \$5.5 million, or when required by other agency/organization procurement policies. The Ordering Contracting Officer may choose to hold informal meetings with Contractors not selected for task order award.

If you have additional questions, contact the Center for Charge Card Management.

APPENDICES

Appendix A: Sample Standard Task Order Request

STANDARD TASK ORDER REQUEST FOR PURCHASE AND TRAVEL SERVICES

1. **SERVICES REQUIRED:** Purchase and travel services as specified in the GSA SmartPay 3 Master Contract with exceptions to the “defaults”¹ which may be modified at the task order level as specified in section 7, Standard Task Order Requirements (below).

2. **ACTIVITIES AUTHORIZED TO ISSUE ORDERS AGAINST THE TASK ORDER:** The following activities are authorized to issue orders against this task order.
 - o All services of the ABC Agency/organization (123 Service, 456 Service, and Headquarters); and

 - o All 11 regional activities of the ABC Agency/organization.

Other activities may be allowed to tag-along at ABC Agency’s/organization’s discretion at any time.

3. **PLACE OF DELIVERY OR PERFORMANCE:** As specified by each authorized user, or world-wide.

4. **PURCHASING HISTORY:** As shown in the tables below.

Spend History

Type	Period	Accounts	Transactions	Amount
Purchase Card	FY 14	1,000	32,000	\$9,600,000
Purchase Card	FY 15	1,150	35,000	\$10,500,000
Purchase Card	FY 16	1,375	38,000	\$11,400,000
Purchase Card	FY 17 (est.)	1,400	42,000	\$12,600,000
Travel Card (CBA)	FY 14	100	30,000	\$13,800,000
Travel Card (CBA)	FY 15	108	31,000	\$15,000,000
Travel Card (CBA)	FY 16	112	33,000	\$17,500,000
Travel Card (CBA)	FY 17 (est.)	113	39,000	\$19,100,000
Travel Card (IBA)	FY 14	10,000	50,000	\$25,000,000
Travel Card (IBA)	FY 15	10,100	51,000	\$27,500,000
Travel Card (IBA)	FY 16	10,250	53,000	\$32,000,000
Travel Card (IBA)	FY 17 (est.)	10,300	56,000	\$35,000,000

¹ There are a number of clauses in the Master Contracts followed by “unless otherwise specified by the agency/organization at the task order level” or similar text. These requirements are known as “defaults” and, as stated, may be modified at the task order level. For example, section C.3.3.7 Invoiced states that, “ 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.” This requirement may be modified to a bi-weekly, bi-monthly, or other timeframe as desired.

Payment History

Type	Period	Write-Offs	Delinquencies (%)	Avg. Days to Pay
Purchase Card	FY 14	Not Available	Not Available	Not Available
Purchase Card	FY 15	\$20,000	1.65%	8
Purchase Card	FY 16	\$23,000	1.20%	10
Purchase Card	FY 17 (est.)	\$26,000	1.70%	7
Travel Card (CBA)	FY 14	Not Available	Not Available	Not Available
Travel Card (CBA)	FY 15	\$15,000	2.10%	9
Travel Card (CBA)	FY 16	\$18,000	3.10%	11
Travel Card (CBA)	FY 17 (est.)	\$19,000	3.40%	10
Travel Card (IBA)	FY 14	Not Available	Not Available	Not Available
Travel Card (IBA)	FY 15	\$4,500,000	3.30%	30
Travel Card (IBA)	FY 16	\$5,000,000	3.15%	32
Travel Card (IBA)	FY 17 (est.)	\$6,000,000	3.85%	31

5. **PRIMARY POINTS OF CONTACT:** For all matters relating to this task order, please contact:

a. Contracting Officer:

Jane Smith, Contracting Officer
 Agency/organization ABC
 1000 Main Avenue, Room 203
 Washington, DC 20001
 Tel.: (XXX) XXX-XXXX
 E-mail jsmith@abc.gov
 Fax: (XXX) XXX-XXXX

b. Task Order Coordinators:

Purchase: Mary Wilson, Tel.: (XXX) XXX-XXXX, E-mail: mwilson@abc.gov
 Travel: Harry Lawson, Tel.: (XXX) XXX-XXXX, E-mail: hlawson@abc.gov

c. Secondary points of contact will be assigned for additional activities authorized to use this task order.

6. **AGENCY ORGANIZATIONAL STRUCTURE:** ABC Agency/organization has over 50,000 employees in its 12 main offices. The agency/organization is headquartered in Washington, DC, and has 11 regional activities located within the continental United States.

7. **STANDARD TASK ORDER REQUIREMENTS:** Agency/organization ABC requires variances from the Master Contract “defaults” as specified below (see a-j).

a. Card Design and Embossing (C.3.2)

Generic Cards: Agency/organization ABC requires 300 generic purchase cards, and 100 generic travel cards. The generic cards should **not** include the phrase “If misuse suspected, call [number provided by Contractor]”.

Regular Cards: Purchase and travel cards should be embossed with the appropriate 16-digit alphanumeric organization code, which will be provided by Agency/organization ABC at the time of task order award.

b. Establishing and Maintaining Accounts (C.3.3)

Purchase and CBA travel cards shall be mailed to account holders at their agency/organization addresses. IBA travel cards shall be mailed to the account holders's personal addresses. These addresses will be provided by Agency/organization ABC with the master file data after task order award.

All cards shall be shipped using USPS Priority Mail service to ensure that the mailed cards can be tracked.

c. Invoicing/Billing/Payment (C.3.3.7)

Agency/organization ABC requires invoices on a 15 day billing cycle. Itemized invoices are not required.

d. Electronic Access System (C.7.1)

Agency/organization ABC requires single sign-on capability.

As stated in the Master Contract, Agency/organization ABC, working with GSA, will require that the Contractor's system is certified prior to the start of transaction processing to ensure that the system is properly integrated with Agency/organization ABC's systems and all set-up activities have been completed.

e. Data (C.7.2)

The Contractor's system must interface with Agency/organization ABC's XYZ Brand financial management system. Additionally, the Contractor's system must interface with Agency/organization ABC's travel management systems. Agency/organization ABC's travel management systems are agency/organization-specific systems. System specifications will be provided upon task order award.

A sample of the required master file format is included as Attachment 1 to this task order.

The Contractor shall provide program and transaction data in XML format to comply with Agency/organization ABC's requirements.

f. Reporting (C.7.3)

Agency/organization ABC requires all reports specified in the Master Contract with the following exceptions: Invoice Status Report, Declined Transaction Report.

Reports should be provided at the frequencies and to the individuals/groups specified in the table below. All reports should be available through the EAS via secure electronic transfer.

Report	Frequency	Individual/Group to Receive the Report
Invoice	Monthly	Designated Billing Office
Transaction Dispute Report	Monthly	Task Order Coordinators
Pre-Suspension/Pre-Cancellation Report	Weekly	Task Order Coordinators
Suspension/Cancellation Report	Weekly	Task Order Coordinators
Renewal Report	Monthly	Task Order Coordinators
Delinquency Report	Monthly	Task Order Coordinators, Designated Billing Office
Fraud Analytics Report	Weekly	Task Order Coordinators
Detailed Electronic Transaction File	Monthly	Task Order Coordinators, Designated Billing Office
OMB Report	Quarterly	Contracting Officer's Technical Representative
Approving Official List/Span of Control Report	Quarterly	Contracting Officer's Technical Representative, Task Order Coordinators
Refund Detail Report	Quarterly	Contracting Officer, Contracting Officer's Technical Representative, Task Order Coordinators

g. Communications (C.4.3)

Statement inserts may be required on an ad hoc basis to communicate important changes or events throughout the life of the task order. Agency/organization ABC will notify the Contractor of any needed statement messaging as required.

The Contractor shall provide an electronic version of the quarterly newsletter to Agency/organization ABC in PDF or Word format for posting on Agency/organization ABC's intranet.

h. Training (C.4.2)

The Contractor shall develop separate account holder/user guides for each business line (i.e., purchase and travel). The Contractor shall provide electronic versions of the account holder/user guides for purchase and travel in PDF or Word format for posting on Agency/organization ABC's intranet. The Contractor may be required to distribute up to 20,000 paper copies of each account holder/user guide (i.e., for purchase and travel).

i. Transition (C.2.2)

Agency/organization ABC estimates that it will require the following number of cards/accounts for each business line at the start of the task order. The number of new cards/accounts and total estimated number of cards/accounts required are also shown.

Business Line	Existing Cards/Accounts	Estimated New Cards/Accounts	Estimated Total Cards/Accounts Needed
Purchase	1,400	50	1,450
Travel (CBA)	113	10	123
Travel (IBA)	10,300	200	10,500

Agency/organization ABC will facilitate the transfer of master file data from the existing SP2 Contractor to the selected SP3 Contractor during the transitional period (i.e., after task order award), at a date to be determined.

Agency/organization ABC will require the Contractor’s support for training all existing and new A/OPCs and account holders prior to the cut-over to the Contractor’s new EAS system.

j. Controls / Authorization / Notification / Alerts / Risk Mitigation (C.3.3.18, C.8.14, C.3.1.1, C.6.2)

Agency/organization ABC does not require convenience checks or ATM access. Controls on these products are not required.

Agency/organization ABC requires a billing cycle office limit of \$1,000,000 for the purchase card business line.

Agency/organization ABC requires the Contractor to provide automatic e-mail alerts to supervisors for both the purchase and travel card business lines. These alerts shall be consolidated and sent to the appropriate supervisor on a daily (for purchase cards) or weekly (for travel) basis.

8. STANDARD TASK ORDER PRICING

Agency/organization ABC anticipates more competitive task order pricing than the pricing provided in the Master Contracts. Agency/organization ABC requires Contractors to submit task order-specific pricing for all ordered CLINs. The Contractor shall include completed pricing tables for base and option periods for the following CLINs: 0001-0024 (Base Period), 1001-024 (Option Period 1), 2001-2024 (Option Period 2), and 3001-3024 (Option Period 3) for the purchase business line AND CLINs 0040-0063 (Base Period), 1040-1063 (Option Period 1), 2040-2063 (Option Period 2), and 3040-3063 (Option Period 3) for the travel business line.

[Note: The Center for Charge Card Management requires that your agency/organization request a price proposal from the SP3 Contractor(s) awarded the required business lines/CLINs. Be sure to include a statement similar to that above in the task order request (see the instructions for #4, Purchasing History and #8, Standard Task Order Pricing on pages 15 and 16, respectively).]

9. DATE AND LOCATION FOR SUBMITTAL OF THE TASK ORDER PROPOSAL

Contractors shall submit hard copy of the task order proposal by October 30, 2017 to the following address:

Jane Smith, Contracting Officer

Agency/organization ABC
1000 Main Avenue, Room 203
Washington, DC 20001

Appendix B: Sample Standard Task Order Award Document

STANDARD TASK ORDER FOR PURCHASE AND TRAVEL SERVICES

1. **DATE OF ORDER:** November 21, 2017
2. **GSA CONTRACT NUMBER:** GS-XXX-XXXXX
3. **TASK ORDER NUMBER:** ABC-00001
4. **PERIOD OF PERFORMANCE:**
 - a. **Transitional Period of Performance:** November 21, 2017 (date of task order award) through November 29, 2018
 - b. **Transactional Period of Performance:**
 - Base Period: November 30, 2018 through November 29, 2022
 - Option Period 1: November 30, 2022 through November 29, 2025
 - Option Period 2: November 30, 2025 through November 29, 2028
 - Option Period 3: November 30, 2028 through November 29, 2031
5. **ACCOUNTING AND APPROPRIATION DATA:** As specified by each authorized user.
6. **PRIMARY POINTS OF CONTACT:** For all matters relating to this task order, please contact:
 - a. Contracting Officer:

Jane Smith, Contracting Officer
Agency/organization ABC
1000 Main Avenue, Room 203
Washington, DC 20001
Tel.: (XXX) XXX-XXXX
E-mail jsmith@abc.gov
Fax: (XXX) XXX-XXXX
 - b. Contracting Officer's Technical Representative:

Bill Jones, Program Manager
Agency/organization ABC
1000 Main Avenue, Room 510
Washington, DC 20001
Tel.: (XXX) XXX-XXXX
E-mail wjones@abc.gov

Fax: (XXX) XXX-XXXX

c. Task Order Coordinators:

Purchase: Mary Wilson, Tel.: (XXX) XXX-XXXX, E-mail: mwilson@abc.gov

Travel: Harry Lawson, Tel.: (XXX) XXX-XXXX, E-mail: hlawson@abc.gov

- d. Secondary points of contact will be assigned for additional activities authorized to use this task order.

7. CONTRACT LINE ITEM NUMBERS (CLINS) ORDERED AND PRICE:

The following documents are hereby incorporated into the contract:

- Contractor ABC's Master Contract (Contract # GS-XXX-XXXXX); and
- Contractor ABC's task order proposal pricing revisions dated October 30, 2017 for the following CLINS: XXXX and XXXX.

[NOTE: Task order pricing will be reflected in the task order document by CLIN and Item Title with the proposed pricing reflected as applicable to the task order requirements. This is required even if task order pricing is the same as the Master Contract pricing.]

Appendix C: Sample Tailored Task Order Request

TAILORED TASK ORDER REQUEST FOR PURCHASE AND TRAVEL SERVICES

1. **SERVICES REQUIRED:** Purchase and travel card services as specified in Sections A, B, and C in the GSA SmartPay 3 Master Contract with exceptions to the “defaults”² which may be modified at the task order level as specified in section 7, Standard Task Order Requirements (below).
2. **ACTIVITIES AUTHORIZED TO ISSUE ORDERS AGAINST THE TASK ORDER:** The following activities are authorized to issue orders against this task order.
 - o All services of the ABC Agency/organization (123 Service, 456 Service, and Headquarters); and
 - o All 11 regional activities of the ABC Agency/organization.

Other activities may be allowed to tag-along at ABC Agency's/organization's discretion at any time.

3. **PLACE OF DELIVERY OR PERFORMANCE:** As specified by each authorized user.
4. **PURCHASING HISTORY:** As shown in the tables below.

Spend History

Type	Period	Accounts	Transactions	Amount
Purchase Card	FY 14	1,000	32,000	\$9,600,000
Purchase Card	FY 15	1,150	35,000	\$10,500,000
Purchase Card	FY 16	1,375	38,000	\$11,400,000
Purchase Card	FY 17 (est.)	1,400	42,000	\$12,600,000
Travel Card (CBA)	FY 14	100	30,000	\$13,800,000
Travel Card (CBA)	FY 15	108	31,000	\$15,000,000
Travel Card (CBA)	FY 16	112	33,000	\$17,500,000
Travel Card (CBA)	FY 17 (est.)	113	39,000	\$19,100,000
Travel Card (IBA)	FY 14	10,000	50,000	\$25,000,000
Travel Card (IBA)	FY 15	10,100	51,000	\$27,500,000
Travel Card (IBA)	FY 16	10,250	53,000	\$32,000,000
Travel Card (IBA)	FY 17 (est.)	10,300	56,000	\$35,000,000

² There are a number of clauses in the Master Contracts followed by “unless otherwise specified by the agency/organization at the task order level” or similar text. These requirements are known as “defaults” and, as stated, may be modified at the task order level. For example, section C.2.10.2, Frequency of Invoicing states that, “Invoicing shall occur on a 30 day billing cycle unless otherwise specified by the agency/organization. Agencies/organizations may choose to customize electronic billing to meet specific requirements. The Contractor shall customize billing as requested by the agency/organization.” This requirement may be modified to a biweekly, bimonthly, or other timeframe as desired.

Payment History

Type	Period	Write-Offs	Delinquencies (%)	Avg. Days to Pay
Purchase Card	FY 14	Not Available	Not Available	Not Available
Purchase Card	FY 15	\$20,000	1.65%	8
Purchase Card	FY 16	\$23,000	1.20%	10
Purchase Card	FY 17 (est.)	\$26,000	1.70%	7
Travel Card (CBA)	FY 14	Not Available	Not Available	Not Available
Travel Card (CBA)	FY 15	\$15,000	2.10%	9
Travel Card (CBA)	FY 16	\$18,000	3.10%	11
Travel Card (CBA)	FY 17 (est.)	\$19,000	3.40%	10
Travel Card (IBA)	FY 14	Not Available	Not Available	Not Available
Travel Card (IBA)	FY 15	\$4,500,000	3.30%	30
Travel Card (IBA)	FY 16	\$5,000,000	3.15%	32
Travel Card (IBA)	FY 17 (est.)	\$6,000,000	3.85%	31

5. **PRIMARY POINTS OF CONTACT:** For all matters relating to this task order, please contact:

- o Contracting Officer:
Jane Smith, Contracting Officer
Agency/organization ABC
1000 Main Avenue, Room 203
Washington, DC 20001
Tel.: (XXX) XXX-XXXX
E-mail jsmith@abc.gov
Fax: (XXX) XXX-XXXX

- o Task Order Coordinators:
Purchase: Mary Wilson, Tel.: (XXX) XXX-XXXX, E-mail: mwilson@abc.gov
Travel: Harry Lawson, Tel.: (XXX) XXX-XXXX, E-mail: hlawson@abc.gov

- o Secondary points of contact will be assigned for additional activities authorized to use this task order.

6. **AGENCY ORGANIZATIONAL STRUCTURE:** ABC Agency/organization has over 50,000 employees in its 12 main offices. The agency/organization is headquartered in Washington, DC, and has 11 regional activities located within the continental United States.

7. **TAILORED TASK ORDER REQUIREMENTS / STATEMENT OF WORK:** In addition to the requirements of the GSA SmartPay 3 Master Contracts, Agency/Organization ABC has the following tailored task order requirements (see a-c). In addition, Agency/Organization ABC requires variances from the Master Contract “defaults” as specified below (see d-m).

a. Customer Service – Tailored Needs (C.4.1)

Agency/Organization ABC requires that the program manager or his/her deputy be available from 6:00 a.m. – 9:00 p.m. Eastern Time.

b. Security – Tailored Needs (C.8)

Agency/organization ABC requires that Contractor personnel who will have access to data related to its generic cards undergo additional security screening. Specifically, these personnel shall hold an active Secret clearance or higher.

c. Training – Tailored Needs (C.4.2)

Agency/organization ABC requires that the Contractor provide agency/organization-specific training to all A/OPCs on an annual basis. This training should take place at a forum directly prior to or following the annual GSA SmartPay forum, in the same location. Specific break-out sessions should be provided for A/OPCs in each of the two business lines (i.e., purchase and travel). The Contractor shall provide no less than eight hours of training. The training materials must be approved for continuous learning credit by Agency/organization ABC’s Contracting Officer and Training Office no less than two months prior to the start of the training conference. The Contractor shall provide hard copies of all training materials (e.g., presentations, booklets) to all conference participants (estimated at 1,000). Electronic versions must also be made available to the Contracting Officer’s Technical Representative at the close of the conference for posting to Agency/Organization ABC’s intranet. These materials should be provided in PDF, PowerPoint, or Word format.

d. Card Design and Embossing (C.3.2)

Generic Cards: Agency/organization ABC requires 300 generic purchase cards, and 100 generic travel cards. The generic cards should **not** include the phrase “If misuse suspected, call [number provided by Contractor]”.

Regular Cards: Purchase and travel cards should be embossed with the appropriate 16-digit alphanumeric organization code, which will be provided by Agency/organization ABC at the time of task order award.

e. Establishing and Maintaining Accounts (C.3.3)

Purchase and centrally-billed account (CBA) travel fleet cards shall be mailed to account holders at their agency/organization addresses. Individually-billed account (IBA) travel cards shall be mailed to the account holders’ personal addresses. These addresses will be provided by Agency/Organization ABC with the master file data after task order award.

All cards shall be shipped using USPS Priority Mail service to ensure that the mailed cards can be tracked.

f. Electronic Access System (C.7.1)

Agency/Organization ABC requires single sign-on capability.

As stated in the Master Contract, Agency/Organization ABC, working with GSA, will require that the Contractor’s system is certified prior to the start of transaction processing to ensure that the system is properly integrated with Agency/Organization ABC’s systems and all set-up activities have been completed.

g. Data (C.7)

The Contractor's system must interface with Agency/Organization ABC's XYZ Brand financial management system. Additionally, the Contractor's system must interface with Agency/organization ABC's travel and fleet management systems. Agency/organization ABC's travel and fleet management systems are agency/organization-specific systems. System specifications will be provided upon task order award.

A sample of the required master file format is included as Attachment 1 to this task order.

The Contractor shall provide program and transaction data in XML format to comply with Agency/organization ABC's requirements.

h. Reporting (C.7.3)

Agency/Organization ABC requires all reports specified in the Master Contract with the following exceptions: Invoice Status Report, Declined Transaction Report .

Reports should be provided at the frequencies and to the individuals/groups specified in the table below. All reports should be available through the EAS via secure electronic transfer.

Report	Frequency	Individual/Group to Receive the Report
Invoice	Monthly	Designated Billing Office
Transaction Dispute Report	Monthly	Task Order Coordinators
Pre-Suspension/Pre-Cancellation Report	Weekly	Task Order Coordinators
Suspension/Cancellation Report	Weekly	Task Order Coordinators
Renewal Report	Monthly	Task Order Coordinators
Delinquency Report	Monthly	Task Order Coordinators, Designated Billing Office
Fraud Analytics Report	Weekly	Task Order Coordinators
Detailed Electronic Transaction File	Monthly	Task Order Coordinators, Designated Billing Office
OMB Report	Quarterly	Contracting Officer's Technical Representative
Approving Official List/Span of Control Report	Quarterly	Contracting Officer's Technical Representative, Task Order Coordinators
Refund Detail Report	Quarterly	Contracting Officer, Contracting Officer's Technical Representative, Task Order Coordinators

i. Communications (C.4.3)

Statement inserts may be required on an ad hoc basis to communicate important changes or events throughout the life of the task order. Agency/organization ABC will notify the Contractor of any needed statement messaging as required.

The Contractor shall provide an electronic version of the quarterly newsletter to Agency/organization ABC in PDF or Word format for posting on Agency/organization ABC's intranet.

j. Training (C.4.2)

The Contractor shall develop separate account holder/user guides for each business line (i.e., purchase, travel, and fleet). The Contractor shall provide electronic versions of the account holder/user guides for purchase, travel, and fleet in PDF or Word format for posting on Agency/organization ABC's intranet. The Contractor may be required to distribute up to 20,000 paper copies of each account holder/user guide (i.e., for purchase and travel).

k. Transition (C.2.2)

Agency/organization ABC estimates that it will require the following number of cards/accounts for each business line at the start of the task order. The number of new cards/accounts and total estimated number of cards/accounts required are also shown.

Business Line	Existing Cards/Accounts	Estimated New Cards/Accounts	Estimated Total Cards/Accounts Needed
Purchase	1,400	50	1,450
Travel (CBA)	113	10	123
Travel (IBA)	10,300	200	10,500

Agency/organization ABC will facilitate the transfer of master file data from the existing SP2 Contractor to the selected SP3 Contractor during the transitional period (i.e., after task order award), at a date to be determined.

Agency/organization ABC will require the Contractor's support for training all existing and new A/OPCs and account holders prior to the cut-over to the Contractor's new EAS system.

l. Controls / Authorization / Notification / Alerts / Risk Mitigation (C.3.3.18, C.8.14, C.3.1.1, C.6.2)

Agency/organization ABC does not require convenience checks or ATM access. Controls on these products are not required.

Agency/organization ABC requires a billing cycle office limit of \$1,000,000 for the purchase card business line.

Agency/organization ABC requires the Contractor to provide automatic e-mail alerts to supervisors for both the purchase and travel card business lines. These alerts shall be consolidated and sent to the appropriate supervisor on a daily (for purchase cards) or weekly (for travel) basis.

8. EVALUATION FACTORS:

Agency/organization ABC will evaluate Contractors' task order proposals based on the tailored task order requirements: Customer Service Tailored Needs, Security Tailored Needs, and Training Tailored Needs. Though technical quality is more important than price, price becomes more important as the technical quality of proposals becomes more equal. The evaluation factors are as follows:

Factor 1: Technical Approach

Factor 2: Transition Plan

Factor 3: Price

[Note: Above factors are provided as examples. Evaluation factors should be tailored based on the agency's/organization's specific needs.]

9. TAILORED TASK ORDER PRICING

Agency/organization ABC anticipates more competitive task order pricing than the pricing provided in the Master Contracts. Agency/organization ABC requires Contractors to submit task order-specific pricing for all ordered CLINs. The Contractor shall include completed pricing tables for base and option periods for the following CLINs: 0001-0024 (Base Period), 1001-024 (Option Period 1), 2001-2024 (Option Period 2), and 3001-3024 (Option Period 3) for the purchase business line AND CLINs 0040-0063 (Base Period), 1040-1063 (Option Period 1), 2040-2063 (Option Period 2), and 3040-3063 (Option Period 3) for the travel business line.

[Note: The Center for Charge Card Management requires that your agency/organization request a price proposal from the SP3 Contractor(s) awarded the required business lines/CLINs. Be sure to include a statement similar to that above in the task order request (see the instructions for #4, Purchasing History and #8, Standard Task Order Pricing on pages 15 and 16, respectively).]

10. DATE AND LOCATION FOR SUBMITTAL OF THE TASK ORDER PROPOSAL

Contractors shall submit hard copy of the task order proposal by October 20, 2017 to the following address:

Jane Smith, Contracting Officer
Agency/organization ABC
1000 Main Avenue, Room 203
Washington, DC 20001

Appendix D: Sample Tailored Task Order Award Document

TAILORED TASK ORDER FOR PURCHASE AND TRAVEL CARD SERVICES

1. **DATE OF ORDER:** January 21, 2018
2. **GSA CONTRACT NUMBER:** GS-XXX-XXXXX
3. **TASK ORDER NUMBER:** ABC-00001
4. **PERIOD OF PERFORMANCE:**
 - a. Transitional Period of Performance: January 21, 2018 (date of task order award) through November 29, 2018
 - b. Transactional Period of Performance:
 - Base Period: November 30, 2018 through November 29, 2022
 - Option Period 1: November 30, 2022 through November 29, 2025
 - Option Period 2: November 30, 2025 through November 29, 2028
 - Option Period 3: November 30, 2028 through November 29, 2031
5. **ACCOUNTING AND APPROPRIATION DATA:** As specified by each authorized user.
6. **PRIMARY POINTS OF CONTACT:** For all matters relating to this task order, please contact:
 - a. Contracting Officer:

Jane Smith, Contracting Officer
Agency/organization ABC
1000 Main Avenue, Room 203
Washington, DC 20001
Tel.: (XXX) XXX-XXXX
E-mail jsmith@abc.gov
Fax: (XXX) XXX-XXXX
 - b. Contracting Officer's Technical Representative:

Bill Jones, Program Manager
Agency/organization ABC
1000 Main Avenue, Room 510
Washington, DC 20001
Tel.: (XXX) XXX-XXXX
E-mail wjones@abc.gov

Fax: (XXX) XXX-XXXX

c. Task Order Coordinators:

Purchase: Mary Wilson, Tel.: (XXX) XXX-XXXX, E-mail: mwilson@abc.gov

Travel: Harry Lawson, Tel.: (XXX) XXX-XXXX, E-mail: hlawson@abc.gov

- d. Secondary points of contact will be assigned for additional activities authorized to use this task order.

7. CONTRACT LINE ITEM NUMBERS (CLINS) ORDERED AND PRICE:

The following documents are hereby incorporated into the contract:

- Contractor ABC's Master Contract (Contract # GS-XXX-XXXXX)
- Contractor ABC's task order technical proposal dated October 30, 2017
- Contractor ABC's task order proposal pricing dated October 30, 2017 for the following CLINS: XXXX and XXXX.

[NOTE: Task order pricing will be reflected in the task order document by CLIN and Item Title with the proposed pricing reflected as applicable to the task order requirements. This is required even if task order pricing is the same as the Master Contract pricing.]