FREQUENTLY ASKED QUESTIONS

Introduction

The current GSA SmartPay® 2 Master Contracts expires on November 29, 2018. The future program is referred to as GSA SmartPay 3 or "SP3". This document addresses a number of the most common questions program participants may have about the transition to the new contract, including:

- General Questions,
- Establishing a New Task Order,
- Post-Award Transition Activities, and
- Transition Resources & Support.

If you do not find an answer to your question here, please contact a GSA SmartPay Point of Contact (POC) at (703) 605-2808 or gsa_smartpay@gsa.gov.

GENERAL QUESTIONS

1. What is GSA SmartPay? How is the program set up?

The existing GSA SmartPay program enables Federal agencies/organizations and other authorized users to obtain purchase, travel, fleet, and integrated charge card products and services through Master Contracts GSA has established with three banks – Citibank, JP Morgan Chase, and US Bank. Agencies/Organizations issue task orders against these existing Master Contracts to obtain charge card products and services. These existing contracts expire in November 2018. Collectively known as "GSA SmartPay 3," new, follow-on charge card service contracts are expected to be awarded in the summer of 2017.

2. What is GSA SmartPay 3?

As a result of extensive market research, focus group feedback, and new innovative solutions on the horizon in the marketplace, our proposed approach for the next generation of GSA SmartPay expands upon an already solid foundation of payment solutions. Updates include:

- Use of a Simplified Refund Structure which takes into account volume of spend, speed of pay, and other factors, eliminating the need for Productivity Refunds and associated calculations;
- Expanded ePayables solutions;

- A separate Fleet Business line that includes enhanced Tier 2 Product and Service Offerings;
- Interest in including additional Loyalty Programs offered and available from merchants which would benefit GSA SmartPay program customers; and
- A desire for innovative tax reclamation strategies such as working with merchants to ensure tax exemption (e.g., pay no taxes) at the point-of-sale, with particular interest in such strategies related to Travel and Fleet business lines.

3. What is the “transition”?

The “transition” refers to the activities involved in the movement from the current Master Contracts to the new Master Contracts (i.e., GSA SmartPay 3). These activities include:

- GSA awarding the new Master Contract(s);
- Agencies/Organizations preparing and awarding new task orders; and
- Agencies/Organizations completing post-award transition activities (e.g., coordinating the issuance of new charge cards, integration of the new Contractor’s system with agency/organization systems).

The Center for Charge Card Management will work closely with agencies/organizations to facilitate a smooth transition. The Center for Charge Card Management will provide a number of transition tools, and is also available to answer questions regarding transition processes.

4. Why does my agency/organization need to transition to GSA SmartPay 3?

The current Master Contracts expire on November 29, 2018. Presently, agencies/organizations cannot extend their current task orders beyond the expiration of the current Master Contracts.

5. When is this transition to GSA SmartPay 3 happening? When will the new Master Contracts be awarded?

The new Master Contracts are expected to be awarded in Quarter 4 of 2017. Agencies/Organizations should begin planning now so that they will be prepared to establish their task orders and perform transition activities necessary to ensure that the Contractor can begin processing transactions during the transactional period.

6. When can my agency/organization begin processing transactions under SP3?

Agencies/organizations will begin processing transactions under SP3 on November 30, 2018, the day after the current GSA SmartPay 2 Master Contracts expire unless the agency/organization specifies otherwise within their task order document and has received written approval from the GSA Contracting Officer.

7. As an Agency/Organization Program Coordinator (A/OPC), what will I need to do as part of the transition to GSA SmartPay 3?

A/OPCs will play a major role in transitioning their agencies'/organizations' card programs from the current contract to the new SP3 program.

Lead A/OPCs for each agency/organization, or those A/OPCs responsible for managing and coordinating the card programs at an agency-wide level, will be responsible for:

- Conducting an assessment of the agency's program requirements;
- Working with agency/organization contracting personnel to establish a new task order (or new task orders, if you have separate task orders for the different business lines – fleet, purchase, travel, integrated); and
- Completing transition activities to ensure that your Contractor (whether new or incumbent) is ready to begin processing transactions by November 30, 2018.

Other A/OPCs will also play an important role in the transition by supporting their agencies'/organizations' Lead A/OPCs as needed to establish the new task order(s) (e.g., collecting requirements from program users) and complete transaction activities (e.g., helping account holders complete applications for new cards).

8. What is the deadline for transitioning to GSA SmartPay 3?

To ensure continuity of operations, your agency/organization and your selected Contractor(s) must be prepared to begin processing transactions under the new Master Contracts on November 30, 2018. There are a number of transition activities that will need to be completed between award of your agency's/organization's task order(s) and the start of transaction processing. Your agency/organization should plan to award its task order(s) sufficiently in advance for the agency/organization and the Contractor to prepare for transaction processing to begin on November 30, 2018.

9. How soon can I issue my agency's/organization's new task order(s)?

You cannot issue a new task order under the new Master Contracts until the Master Contracts are awarded AND you have received the Contractors' presentation packages, which will be available at the kick-off conference. At that point, if your agency/organization is ready to do so, you may issue your task order request.

10. What happens after the new Master Contracts are awarded?

Within a few weeks of the Master Contract awards, GSA will host a kick-off forum in the Washington, D.C. area to formally introduce the SP3 Contractors to the agencies/organizations. This forum will provide agency/organization representatives with an opportunity to learn more about each Contractor's product and service offerings under the new Master Contracts. More information about the date, time and location of the kick-off forum will be provided shortly after the GSA SmartPay 3 contract awards.

At the kick-off forum, each Contractor will provide agency/organization representatives with copies of its "presentation package", which will detail the types of products and services it offers under the Master Contract. These packages are intended to help your agency/organization determine which of the Contractors meet your agency's/organization's needs.

11. How many Contractors will be on the new contract? Will my current Contractor be awarded a new Master Contract?

As with the current contract, GSA intends to make multiple awards to Contractors remaining in the competitive range at the time of award. It is not possible to say how many awards will be made at this time.

It is also not possible to say which Contractors will be awarded new Master Contracts at this time. The incumbent Contractors, as well as other potential

Contractors, have an opportunity to respond to the SP3 Request for Proposals (RFP). GSA intends to award the new Master Contracts in summer of 2017.

12. When can Contractors begin work under the new task order(s)?

Task orders issued under the new Master Contracts cannot begin until after the kick-off forum (to be announced), and must begin *no later than* November 30, 2018 (the day after the current Master Contracts end).

Transactions or charges made to cards issued under the new task order(s) cannot be processed prior to November 30, 2018, unless the agency/organization specifies otherwise in their task order and receives written approval from the GSA Contracting Officer. However, the agency/organization and the Contractor can start working together on transition activities in preparation for transaction processing prior to this date (i.e., during the transitional period).

13. If transaction processing cannot begin prior to November 30, 2018, why would I want to award a task order that begins earlier than that date?

Whether your agency/organization retains its current Contractor under the new Master Contracts, or switches to a new Contractor, there are a number of transition activities that will need to be completed before transaction processing can begin under SP3. Your agency/organization will need time to begin working with the new or incumbent Contractor to complete these transition activities before transaction processing can begin.

Early planning is key for transition of a program that requires this level of coordination. The transition may require a good deal of collaboration with others in your organization to: define your agency's/organization's needs, plan the logistics, and secure resources.

14. What can I do now to prepare for the transition?

While you cannot issue your agency's/organization's task order and transition to the new contract until after the new Master Contracts are awarded and the kick-off forum has been held, there are a number of things A/OPCs should start doing now to facilitate a smooth transition:

- Establish a dedicated Transition Management Team (TMT), which will serve to drive and coordinate your agency's/organization's transition;
- Identify additional resources required, including additional Full Time Equivalents (FTEs) and/or funding to support the transition;
- Obtain executive support for the overall transition, the dedicated TMT, and any additional resources you will need;
- Communicate with the appropriate contracting officials at your agency/organization to let them know you will require support in setting up a task order contract; and
- Develop a communication plan that details "who" needs to know "what" about the transition, and "when" and "how" they will receive these communications.

The Center for Charge Card Management will develop a number of transition tools and is available to provide additional assistance.

15. What additional resources might be required to support the transition?

Agencies/Organizations may require additional budget and/or resources to coordinate and implement all the necessary transition activities. For example, agencies/organizations may need additional dedicated FTEs or funding to provide support in the following areas:

- Coordinating User Training (e.g., on new or modified Contractor Electronic Access System, or EAS)
- System Testing
- Information Technology (e.g., financial interface, system security)
- Other Transition Support (e.g., project management, Contractor support)

Your agency's/organization's Transition Management Team should be responsible for identifying and securing executive support for additional necessary resources.

16. What's a TMT and why should my agency/organization use one?

GSA recommends that each agency/organization establish its own Transition Management Team (TMT) to support the move to the new task order(s). The

TMT is a group of dedicated resources focused on supporting and driving the transition.

The TMT will be responsible for:

- Developing a project plan and timelines;
- Coordinating the definition of agency/organization needs and development and issuance of the new task order(s);
- Developing and implementing a communication plan;
- Managing logistics, including issuance of new charge cards, coordinating the integration of bank systems with existing agency/organization infrastructure, providing training to account holders, etc.; and
- Coordinating or carrying out other transition-related activities, as needed

17. What is the New Tax Advantage travel card?

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

- Is the New Tax Advantage travel card an IBA or a CBA?

  The Tax Advantage card is not an IBA or a CBA, but rather a combination of both. The card acts as a CBA card at certain merchants, mainly at merchants such as hotels, and acts as an IBA card at other merchants. The purpose of the card is to cut down on taxes paid by Government travelers when on official Government travel. For example, a Government traveler using a Tax Advantage card will not have to pay state taxes for their hotel stay as those charges will be billed as a CBA. If the traveler utilizes an IBA card they will be responsible for paying taxes on the hotel stay in most states.

- Why can't regular IBA holders receive tax exemption using their regular IBA card?

  Most states do not allow tax exemption on IBA cards (with the exception of 11 states). This is due to the fact that the cardholder is ultimately responsible for the bill, as opposed to a CBA card where the Government is the ultimate responsible party for paying the bill. Under the Supremacy Clause of the U.S. Constitution, states are not permitted to levy a tax directly on the U.S. government. However, this immunity does not extend to military or civilian federal employees. Therefore, since the federal employee is ultimately responsible for payment, states do not have to provide tax exemption on IBA cards. For more information on state tax policies, please see our website at: https://smartpay.gsa.gov/content/about-gsa-smartpay#sa367

- Can't CBA holders receive tax exemption using their regular CBA?

  CBA cards are eligible to receive tax exemption under the Supremacy Clause of the U.S. Constitution. The majority of agencies, however, do not distribute CBA cards to all of their federal employees as that would ultimately put the risk on the Federal Government. For example, if a large agency distributed 100,000 CBA cards to federal employee travelers, all of the bills and payment for those cards and ultimately responsibility of any potential misuse would fall on the agency. If the cardholders have IBAs instead, however, the individual cardholders are responsible for any payment and misuse on that card.

18. What happens to orders placed on charge cards issued under the old contracts on November 29, 2018? What charge cards should travelers use when a trip takes place right before, on, or right after November 30?

The existing contracts expire at on November 29, 2018, at which time the current Contractors are required to close out all accounts. All charges made prior to expiration will continue to be processed; however, no new charges may occur under the existing contracts. Agencies/Organizations and account holders will be responsible for cancelling all automatically recurring charges (e.g., subscriptions), because recurring charges can be "forced" through by merchants even though cards are cancelled.

If a traveler's trip begins right before November 30 and ends on or right after November 30, travelers should attempt to charge the trip's costs on the SP2 card (for charges on and before November 29) and SP3 card (for charges on and after November 30). However, if that is not feasible, travelers should utilize the card that was in affect at the beginning of the trip. Travelers will not be able to utilize their SP3 card before November 30.

ESTABLISHING A NEW TASK ORDER

19. What steps are involved in establishing a new task order?

Establishment of task orders will be in accordance with the Federal Acquisition Regulations (FAR), as set forth at 48 CFR 16.505. The contracting officer of each agency/organization should be familiar with this FAR Part.

From the A/OPC's perspective, there are two major sets of tasks involved in the transition to SP3: (1) establishing a new task order, and (2) conducting transition activities. Steps involved in establishing a new task order include:

- Coordinating with others in your agency/organization to define your agency's/organization's needs;
- Attending the SP3 kick-off forum and review the Master Contract information provided by GSA as well as the Contractors' presentation packages;
- Selecting a task order type (i.e. standard or tailored task order);
- If needed, working with your agency/organization contracting officials to:
    - Draft your statement of work (SOW) and task order proposal request; and
    - Evaluate proposals, negotiate with Offerors, and make award.

20. How do I define my agency's/organization's needs?

A/OPCs responsible for managing the program at an agency-wide level should conduct self-assessments to determine their agencies'/organizations' needs under the new Master Contracts. This assessment should be completed prior to GSA awarding the new Master Contracts.

The program self-assessment will involve research and data gathering activities. A/OPCs should seek input from other A/OPCs within their agencies/organizations, as well as account holders and executives responsible for the program. Requirements such as program management and reporting, compliance with agency/organization policies, and system interfaces should be considered.

Findings and results from the self-assessment should be recorded in a "needs assessment document". The needs assessment document should also consider the needs of other stakeholders within your agency/organization, including finance, policy, procurement, and IT. Each of these groups may have special requirements or issues that you have not considered. You can solicit stakeholder input in many ways, including sending out surveys or holding forums.

To aid in the self-assessment and task order development, GSA will provide a Needs Assessment Tool as well as guidance and access to sample SOWs or tailored task orders for your reference.

21. What pricing information should my agency/organization provide in our task order request document?

Your agency/organization MUST request a pricing proposal, regardless of the task order type utilized. Agencies/organizations must include historical pricing/purchase information in the task order request document. This includes: historical spend information, historical average billing cycle length, historical average speed of payment, and historical delinquency information. In addition, agencies/organizations' task orders must include specific terms and conditions to address the event that an agency/organization fails to make payment consistent with the payment performance assumptions used as a basis for the task order level refund(s) awarded as stated in Section B.2.12 of the GSA SmartPay 3 RFP.

22. What task order types are there?

After the award of the new Master Contracts, agencies/organizations will need to make a final determination of the task order type that best meets its needs. There are four task order types:

- Standard, which contains the same requirements as the Master Contract;
- Tailored, which includes agency-specific requirements;
- Tag-along, using another agency's/organization's task order; or a
- Pooling arrangement, whereby two or more agencies/organizations collaborate to develop and issue one task order which will meet the multiple agencies'/organizations' needs.

No matter what task order type you choose, you must give fair consideration to all Contractors.

23. What is a standard task order?

If you determine that the Master Contract requirements meet your agency's/organization's needs, then you should choose the standard task order approach.

If you choose the standard task order approach, you will not need to provide a separate statement of work (SOW) to the Contractors. Standard task orders incorporate the SOW included in the Master Contracts. Under a standard task order, your agency/organization would solicit bids from only the Contractors that meet your agency's/organization's needs. Your agency/organization must request a task order pricing proposal from the Contractors when sending out a Standard Task Order Request. Contractors are not ***required*** to offer better pricing, but they may.

24. What is a tailored task order?

If you find that there are unique provisions, products or services that your agency/organization requires that are not included as a standard offerings under the Master Contract, but are within the scope of the Master Contract – for example, specific reports – you may choose to develop a tailored task order.

The purpose of the tailored task order is to incorporate agency-specific requirements that are not included in the Master Contract. You will need to specify these requirements in a statement of work (SOW) that you will issue to qualified Contractors.

This approach requires that you develop the SOW, so you will need to identify the resources needed to write the SOW, and translate the program self-assessment you conducted earlier into SOW language. You should also develop an evaluation framework so you can rate proposals based on the factors that are most important to meet your agency's/organization's needs. Your agency/organization contracting officials should be contacted to assist in this process. You may also contact the Center for Charge Card Management for additional questions.

25. What is a tag-along? Should my agency/organization be a tag-along or allow for tag-alongs?

If there are agency-specific requirements that are not included in the Master Contracts, but you do not have the desire or the resources to develop your own task order, you should look for an opportunity to "tag-along" with an agency/organization that has similar requirements built into its own task order. Under a “tag-along” agreement, your agency/organization agrees to the terms of another agency’s/organization’s task order and receives the same services and pricing as the primary agency/organization.

If you are interested in tagging-along on another agency’s/organization’s task order, and their task order meets your agency’s/organization’s needs, you should find out if they allow tag-alongs. Agencies/Organizations must state whether or not they allow tag-alongs in their task orders. GSA will allow other agencies/organization to tag-along in its task order(s).

For additional support in identifying agencies/organizations that your agency/organization may tag-along with, please contact the Center for Charge Card Management.

26. What’s a pooling arrangement, and should my agency/organization be part of one?

A pooling arrangement is one where two or more agencies/organizations develop a combined set of requirements, and jointly issue one task order.

Agencies/Organizations have the option of requesting GSA assistance to facilitate pooling arrangements. Interested agencies/organizations may contact the Center for Charge Card Management for additional assistance.

For agencies/organizations that want to pool their task orders without GSA’s assistance, GSA will compile and post, on the GSA SmartPay website, a list of agencies/organizations interested in pooling and points of contact for each.

27. My agency/organization has very unique needs. The new Master Contracts do not meet our needs. What should I do?

Since the GSA SmartPay 3 Master Contracts are designed to meet government-wide needs for charge card products and services, the Master Contracts may not address all of your agency’s/organization’s specific needs. The terms and conditions of a Master Contract cannot be amended or deleted by a task order contract. However, agencies/organizations may add requirements in their task orders, as long as they fall within the scope of the Master Contracts.

28. My agency/organization intends to use the Contractor’s EAS as our official records keeping system for transaction data. What should I do?

The GSA SmartPay 3 Master Contract has a requirement for records retention for a period of 6 years. This requirement includes review/approval and reconciliation data to be considered as parts of the transaction and is subject to the same six (6) year record retention requirement. You should state in your task order that you intend to use the Contractor’s EAS as your system of record. If you have a records retention and retrieval requirement longer than 6 years, you will also need to state the length of required retention period in your task order.

29. I’m not a Contracting Officer. How do I award my agency’s/organization’s task order?

If you are not a Contracting Officer, you will not be able to develop and award your agency’s/organization’s task order on your own. Only a Contracting Officer can serve as the Ordering Official for your agency/organization. You will need to work with your agency’s/organization’s contracting office.

There are a number of things you, as the A/OPC, will need to do to support the establishment of the task order. Talk to your agency/organization contracting officials to be sure that you are following the appropriate procedures. It is important to start conversations with your contracting officials early to ensure that there is plenty of time to prepare to award the task order.

30. I’m comfortable with the level of service my agency/organization is receiving from our current Contractor. Can’t I just award my agency’s/organization’s task order to the incumbent Contractor?

In order to promote competition and to comply with the Federal Acquisition Regulation agencies/organizations must provide fair consideration to all qualified Master Contractors. Fair consideration means that all qualified Master Contractors’ offers must be considered for potential award. Some Contractors may not be considered to be “suitable” at the task order level. For example, if your agency/organization requires a Tier 2 Product and Service Offering that not all Master Contractors are required to provide, you are only required to invite those Contractors that provide the needed products and/or services to compete for your task order.

31. My agency would like to award the fleet business line on the same task order with our purchase and travel business lines. Since the fleet business line is awarded separately at the Master Contract level, how can we award it under a single task order for our agency/organization?

Agencies/organizations must provide fair consideration to all qualified Master Contractor(s). In order to compete a task order for purchase, travel, and fleet business lines, your agency/organization must provide fair consideration to those Contractor(s) that have been awarded purchase, travel, and fleet Master Contracts. For example, if three Contractors receive an award for the purchase and travel business lines, but only two of those Contractors also have been awarded Master Contracts for the fleet business line, your agency/organization should only provide your task order request to those two Contractors awarded all three business lines.

32. How can I find out about the past performance of the Contractors on the current Master Contracts?

Agencies/organizations will need to review the past performance information available on the Past Performance Information Retrieval System (PPIRs) website found at https://www.ppirs.gov/. Agencies/organizations should review this information when reviewing task order proposals for award. It is important to ensure that the appropriate individuals access the system. Only contracting officials and source selection team members should have access to the system. In addition, agencies/organizations should provide past performance information and feedback to Contractor Performance Assessment Reporting System (CPARs) annually throughout the life of their GSA SmartPay 3 task order. The CPARs website can be found at https://cpars.gov.

33. The GSA SmartPay 3 Master Contract and task order tools state that my agency should provide historical information (spend, transactions, number of accounts, write offs, delinquencies, and average speed of pay) in the pricing section of our task order request document. Where can I locate this information?

It is important that your agency provides historical information in the pricing section of your task order request so that contractors are able to provide adequate pricing proposals. You can locate spend, transaction, and number of accounts for your agency by going to the Statistics section of the GSA SmartPay website (see below link). If your agency has not archived information for write offs, delinquencies, and average speed of pay, you should contact your existing GSA SmartPay 2 contractor bank for this information.

https://smartpay.gsa.gov/content/about-gsa-smartpay#a3
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34. How to choose a GSA SmartPay 3 Brand for your agency?

Both of the GSA SmartPay 3 contractor banks are dual issuer banks meaning they issue both Visa and MasterCard branded cards. When an agency is conducting market research for its GSA SmartPay 3 requirements, Brand determination should be part of that research and any Brand specific requirements should be included in the task order request, if necessary. Agencies should request that offerors provide separate pricing for each Brand as part of their proposal response. This will ensure the agency has the opportunity to choose the Bank and Brand that meets their requirements and offers the best price. For more information about choosing a Brand, please watch this video.

POST-AWARD TRANSITION ACTIVITIES

35. What is the best way to communicate with others affected by the transition?

Due to the need for coordination with program stakeholders within and outside your agency/organization, it is recommended that you develop a formal communication plan. The plan can help you make sure you are communicating the right information to the right parties at the right time.

A communication plan is a written document that shows:

- What needs to be announced (the message);
- When it needs to be announced (the timing);
- To whom it needs to be announced (the audience); and
- How it needs to be announced (the medium).

The Center for Charge Card Management has developed a communication plan template for agency/organization use. This tool is be posted on the GSA SmartPay website.

Finally, you should also be sure to update your account holder address lists before communicating with stakeholders. An often overlooked but critical component of implementing communications plans involves maintaining up-to-date stakeholder addresses and distribution lists. You should check with your agency's/organization's HR organization and stakeholders (e.g., main points of contact for any current tag-along agencies/organizations) to validate addresses and email addresses.

36. If my agency/organization chooses the same Contractor under the new Master Contracts, can we continue using our existing charge cards?

No. All cards held under the current Master Contracts are required to be deactivated by the last day of the current contract, November 29, 2018. No transactions should be made on cards issued under the old Master Contracts. We suggest account holders be reminded to cancel automatically billed charges (e.g., magazine subscription fees).

37. Can account numbers remain the same and be carried over to the new contract?

The optimal transition approach to GSA SmartPay 3 includes issuance of new account numbers. New account numbers provide a clear delineation between amounts due and payable under the predecessor contract and GSA SmartPay 3. This delineation aids closeout at the task order and master contract levels, auditability, promotes competition, and provides for fair opportunity while reducing the risk of confusion among account holders.

Conditions for Use of GSA SmartPay 2 Account Numbers under GSA SmartPay 3: Large agencies/organizations may require or desire use of their existing GSA SmartPay 2 account numbers, by business line(s), under their GSA SmartPay 3 task orders. Under GSA SmartPay 3, agencies/organizations may choose to continue use of GSA SmartPay 2 account numbers when facing challenges associated with loading or implementing new account numbers in legacy financial management systems and other internal systems, but only when specific circumstances are met.

Limitations for conditions on the continued use of GSA SmartPay 2 account numbers under GSA SmartPay 3 exist. Please see the bullets and chart in section H.12.1 of the SmartPay 3 Master Contract for parameters of use.

- Citibank Customers - Civilian Agencies / Organizations: All Citibank civilian agencies/organizations who met the conditions in row 1 of H.12.1 chart and wanted to use their GSA SmartPay 2 account numbers under GSA SmartPay 3 were required to opt in to do so. However, not all agencies did, therefore these agencies/organizations are excluded.
- United States Postal Service (USPS) Uniform Allowance Program (UAP) -- shall meet the conditions in row 3 of H.12.1 chart.
- All other agencies/organizations shall meet the conditions in the chart in H.12.1 of the Master Contract.

When using account numbers from GSA SmartPay 2 under GSA SmartPay 3, agencies/organizations must coordinate with their GSA SmartPay 3 Contractor; the agency/organization shall self-certify and document that transactions of all types can be identified and segregated between the two contracts. See section H.20.2 of the SmartPay 3 Master Contract for additional information.

Agencies / organizations that want to use existing GSA SmartPay 2 account numbers under their GSA SmartPay 3 program must request advance approval from the GSA SmartPay 3 COR, no later than August 22, 2018. See section H.20.3 of the SmartPay 3 Master Contract for instructions on requesting approval.

Agencies / organizations may require modifications to their GSA SmartPay 3 task order requirements to execute the use of GSA SmartPay 2 account numbers, if approved by GSA. Agencies / organization shall consult with their Task Order Contracting Officer for specific guidance and any other approvals required.

***Please note** while the ability to keep account numbers exists for SmartPay3 is *may not exist* for SmartPay4.

38. What can I do to make sure all the current cards / accounts are deactivated?

Agencies/Organizations should follow the deactivation procedures established under the current task order(s). As required, A/OPCs responsible for managing and coordinating at an agency-wide level should contact the current Contractor to establish the deactivation date. Additionally, A/OPCs should provide guidance to their account holders on how to dispose of the cards, and remind them to cancel all recurring charges (e.g., magazine subscriptions).

Although significant coordination on the part of A/OPCs will be required, the GSA SmartPay team suggests that one secure way to dispose of all old charge cards is to ask account holders to deliver them to their assigned A/OPCs or AOs. The A/OPCs or AOs can account for and contact account holders from whom they have not received cards, monitor cards that remain outstanding, and personally destroy the cards they have received.

39. Will my agency/organization have to manage two charge card Contractors simultaneously (i.e., incoming and outgoing) until all of the transactions from the old bank clear?

Yes, you may need to work with the outgoing Contractor to make sure that charges under the outgoing contract are properly reconciled and paid even as the new Contractor begins processing transactions under SP3. The close out of the current contracts could take up to 180 days or longer depending upon the size and complexity of your agency's charge card program.

40. What type of data cleansing should we do before transition?

Depending on the state of your agency's/organization's electronic data files, it may be necessary to clean and validate your program master file data before transmitting it from the current Contractor's system to the new Contractor. For example, it may be necessary to remove improper characters, standardize data formats, delete invalid data, etc. You should work closely with your Contractors (incumbent and new, as applicable) and your agency's/organization's IT personnel to get a better understanding of the state of the program data and what will need to be done prior to transferring the data.

Additionally, it may be necessary to review account holder data (e.g., names, addresses) against agency/organization personnel records (e.g., HR or payroll records) to verify that this data is up to date.

40. What type(s) of guidance will I need to provide to account holders?

A/OPCs will need to make account holders aware that they will need to dispose of or hand in their current charge cards, cancel all recurring charges, apply for new charge cards with the new Contractor, activate their new cards, complete training (if required), and reconcile all transactions with the current Contractor.

42. What happens to orders placed on charge cards issued under the old contracts on November 29, 2018?

The existing contracts expire at on November 29, 2018, at which time the current Contractors are required to close out all accounts. All charges made prior to expiration will continue to be processed; however, no new charges may occur under the existing contracts. Agencies/Organizations and account holders will be responsible for cancelling all automatically recurring charges (e.g., subscriptions), because recurring charges can be “forced” through by merchants even though cards are cancelled.

43. Must credit worthiness checks be done for all accounts transitioning from SP2 to SP3?

Unless specifically requested by the agency, creditworthiness checks do not need to be conducted on active accounts that are being transferred from the SP2 bank to the awarded SP3 bank as the check was already performed prior to the initial set-up of the account under SP2.

Any new accounts (not already existing under SP2) will need to undergo a creditworthiness check prior to the account being setup. See C.3.3.2.1 of the Master Contract.

TRANSITION RESOURCES & SUPPORT

44. Who else will be involved in the transition to GSA SmartPay 3?

As stated earlier, there are a number of parties involved in the transition to the new Master Contracts. These groups and their respective roles include:

- **Lead A/OPCs** – Drive and coordinate the transition at the task order level;
- **Other A/OPCs** – Support the transition, as needed;
- **Agency/Organization executives** – Provide resources and make critical decisions at the agency-wide level;
- **Agency/Organization contracting officials** – Support the establishment of the task order;
- **Agency/Organization Finance and IT Systems Personnel** – Provide input to define agency/organization requirements and support the integration of Contractor systems;

- **Account holders** – Apply for new card accounts, and retain purchase records and/or charge card statements as required by your agency/organization; and
- **The Center for Charge Card Management** – Develop and award the Master Contracts, and provide tools, guidance, and support as needed to the agencies/organizations.

45. I'm already stretched thin. How am I going to be able to do all this planning and transition work, when I can barely handle my current tasks?

A/OPCs are encouraged to take a close look at their resource needs for the transition as soon as possible. The transition may require additional resources additional resources (e.g., FTEs and funding), in which case you will need to secure the support of agency/organization executives. A/OPCs can also look for support elsewhere in their agencies/organizations (e.g., Contracting support, IT, and finance resources). Finally, the Center for Charge Card Management will offer transitional tools, transition training, and be available to answer questions throughout the transition process.

46. How can I get my agency/organization executives' attention to make decisions or provide additional resources for the transition?

There are several areas where agency/organization executives will need to make decisions or provide support to facilitate the transition:

- Will the agency/organization provide support/resources required for a Transition Management Team (TMT)?
- Can the agency/organization provide the other resources needed to support the transition?
- What task order type will the agency/organization use (i.e., standard, tailored, join a "pool" or "tag along" with another agency/organization)?

Keep in mind that agency/organization executives have constraints on their time and often have to make tough resource allocation decisions for multiple initiatives. Therefore, it is important to weigh your needs carefully and present your "case" logically for your executive's consideration.

47. What steps will account holders have to take during the transition?

Account holders will need to cancel all recurring charges on their old accounts, and arrange for new charge card issuance with the GSA SmartPay 3 Contractor. Additionally, account holders should review and adhere to their agencies'/organizations' record retention policies for charge card files. Agency/organization policy may dictate that the account holder retain records for a specific period of time and/or forward records to a central repository.

48. What is the GSA SmartPay Team doing to support the transition?

The Center for Charge Card Management will work closely with agencies/organizations and banks to facilitate a smooth transition. Specifically, the Center for Charge Card Management will:

- Provide transition planning resources for agencies/organizations to use, including pre- and post-award checklists, an agency/organization program needs assessment tool, a sample Statement of Work (SOW) for a new task order, an executive briefing, transition quick reference guides, and FAQs;
- Provide guidance on developing SOWs;
- Provide assistance with questions when developing task orders;
- Coordinate "pool" arrangements; and
- Provide training on utilizing transition tools and on the transition process.

49. Where can I find the transition resources/tools provided by GSA?

The Center for Charge Card Management will be developing and posting a number of transition resources and tools on the GSA SmartPay website (https://smartpay.gsa.gov). Check back regularly for new tools or look out for more information in emails from the Program Office.

50. How can I get in touch with GSA for additional support?

The Center for Charge Card Management is available to provide additional assistance throughout the transition process. Please contact the Center for Charge Card Management at (703) 605-2808 or gsa_smartpay@gsa.gov.