

CP-FSS-1-C (MAY 2000)

**WORLDWIDE FEDERAL SUPPLY SERVICE CONTRACT FOR PURCHASE,
TRAVEL, FLEET, AND INTEGRATED CARD SERVICES**

GENERAL SERVICES ADMINISTRATION

SOLICITATION NO. FCXC-G1-060001-N

NAICS: 522110, 522210

CONTRACT PERIOD: Date of award through November 29, 2018

ANY INFORMATION THAT MAY BE DESIRED ON THIS PARTICULAR SOLICITATION
CAN BE OBTAINED FROM THE ISSUING OFFICE ADDRESS SHOWN HEREIN.

TABLE OF CONTENTS

A.1 STANDARD FORM 1449	6
B.1 BACKGROUND INFORMATION.....	7
B.2 DEFINITIONS	9
B.3 PRICING REQUIREMENTS.....	10
B.4 REFUNDS.....	11
B.4.1 SALES REFUND	11
B.4.2 PRODUCTIVITY REFUND	12
B.4.3 ADDITIONAL REFUNDS	14
B.4.4 INSUFFICIENT REFUNDS	14
B.5 FREQUENCY OF REMITTANCE	15
B.6 REFUND OFFSETS ON TRAVEL CARD REFUNDS	16
B.7 PERFORMANCE BASED METHODS.....	16
B.8 BLOCKS 19-24 OF SF 1449: CONTRACT LINE ITEM NUMBERS	17
C.1 GENERAL SCOPE AND TERMS.....	40
C.1.1 BACKGROUND	41
C.1.2 SCOPE OF WORK.....	42
C.1.3 SCHEDULE OF SERVICES.....	46
C.1.4 DEFINITIONS	47
C.1.5 AGENCY/ORGANIZATION ELIGIBILITY DETERMINATIONS	56
C.1.6 OBJECTIVES.....	56
C.1.7 CARD PROGRAM REQUIREMENTS	57
C.1.8 CREDIT BUREAUS	58
C.1.9 DELINQUENCY CONTROL.....	58
C.1.10 RELEASE OF PROGRAM INFORMATION	58
C.1.11 CARD FEES.....	58
C.1.12 GOVERNMENT-WIDE SHUT DOWN	59
C.1.13 LIABILITY	59
C.1.14 MARKETING AND ADVERTISING	59
C.1.15 CARD DESIGN AND EMBOSSING	60
C.1.16 QUALITY ASSURANCE.....	63
C.1.17 CONTINUITY OF OPERATIONS.....	64
C.1.17.1 BACKUP SYSTEM.....	64
C.1.18 ESTABLISHING AND MAINTAINING ACCOUNTS.....	64
C.1.18.1 PROGRAM ACCOUNTS.....	64
C.1.18.2 ACCOUNT SUSPENSION AND CANCELLATION.....	75
C.1.19 TAX EXEMPT STATUS	80
C.1.20 RISK MITIGATION	81
C.1.21 CONTRACTOR PROBLEM REPORT	82
C.1.22 GOVERNMENT TO GOVERNMENT TRANSACTIONS	82
C.2 PRODUCTS, SERVICES, AND SUPPORT	83
C.2.1 MERCHANT ACCEPTANCE.....	83
C.2.2 PROGRAM SUPPORT	84
C.2.2.1 STRATEGIC SOURCING SUPPORT	84
C.2.2.2 DATA MINING.....	85
C.2.2.3 DELINQUENCY ASSISTANCE	85
C.2.2.4 RISK MITIGATION ASSISTANCE.....	85
C.2.2.5 TAX RECLAMATION.....	85
C.2.2.6 KNOWLEDGE SHARING.....	86
C.2.2.7 LARGE TICKET TRANSACTIONS	86
C.2.3 COLLABORATION WITH FRAUD, WASTE, AND ABUSE REVIEWS.....	86
C.2.3.1 INVESTIGATION ASSISTANCE	86
C.2.3.2 AUDIT ASSISTANCE	87

C.2.4 COMMUNICATION	87
C.2.4.1 MASTER CONTRACT NEWSLETTER	87
C.2.4.2 STATEMENT INSERTS	87
C.2.4.3 STATEMENT MESSAGING	88
C.2.5 ACCOUNT NUMBER	89
C.2.6 TECHNOLOGY	91
C.2.6.1 ELECTRONIC COMMERCE SUPPORT	91
C.2.6.2 PROGRAM VOLUME GROWTH AND TECHNOLOGICAL ADVANCES	91
C.2.6.3 ELECTRONIC ACCESS SYSTEMS (EAS)	91
C.2.7 TRAINING	93
C.2.7.1 MASTER CONTRACT TRAINING CONFERENCE	93
C.2.7.2 TRAINING REQUIREMENTS	94
C.2.8 TRAINING MATERIALS	96
C.2.9 CUSTOMIZED SERVICES	99
C.2.10 TRANSITION	100
C.2.10.1 START-UP/IMPLEMENTATION TRANSITION REQUIREMENTS	100
C.2.10.2 AGENCY/ORGANIZATION TRANSITION	103
C.2.10.3 MASTER CONTRACT TRANSITION	104
C.2.10.4 TECHNOLOGICAL ADVANCE TRANSITION	104
C.2.10.5 POST CONTRACT REQUIREMENTS	105
C.2.11 REQUIRED ADDITIONAL PRODUCT AND SERVICE OFFERINGS (TIER 1)	105
C.2.12 VALUE ADDED PRODUCT AND SERVICE OFFERINGS (TIER 2)	109
C.2.13 CUSTOMER SERVICE	111
C.2.14 CARD DELIVERY	113
C.3 DATA MANAGEMENT AND TRANSACTION SUPPORT	114
C.3.1 SECURITY REQUIREMENTS	114
C.3.2 PROGRAM AND TRANSACTION DATA	118
C.3.2.1 PROGRAM DATA	119
C.3.2.2 TRANSACTION DATA	122
C.3.3 REPORTING REQUIREMENTS	138
C.3.3.1 AGENCY/ORGANIZATION REPORTS	138
C.3.3.2 GSA REPORTS	142
C.3.4 RECORD RETENTION AND RETRIEVAL	153
C.3.5 TRANSACTION AUTHORIZATIONS	153
C.3.6 AUTHORIZATION CONTROLS	154
C.3.7 POSTING OF TRANSACTIONS	155
C.3.8 FOREIGN CURRENCY CONVERSION	155
C.4 CONTRACT TERMS AND CONDITIONS	156
C.4.1 CONTRACT TERMS AND CONDITIONS-- COMMERCIAL ITEMS (SEPT 2005) 52.212-4 (DEVIATION-SEPT 2006)	156
C.5 ADDENDUM TO CLAUSE 52.212-4: ADDITIONAL COMMERCIAL ITEM CONTRACT TERMS AND CONDITIONS	160
C.5.1 PLACE OF PERFORMANCE: 52.215-6 (OCT 1997)	160
C.5.2 OPTION TO EXTEND THE TERM OF THE CONTRACT: 52.217-9 (MAR 2000) Deviation	160
C.5.3 AVAILABILITY OF FUNDS FOR TASK ORDERS: CITC-FCXC-360 (MAR 2006)	160
C.5.4 BANKRUPTCY: 52.242-13 (JUL 1995) (DEVIATION)	160
C.5.5 AUTHORIZED DEVIATIONS IN CLAUSES (DEVIATION FAR 52.252-6) (SEP 1999)	160
C.5.6 REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA: 52.215-20 (OCT 1997) ALTERNATE IV (OCT 1997)	161
C.5.7 REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA—MODIFICATIONS: 52.215-21 (OCT 1997) (ALTERNATE IV—OCT 1997)	161
C.5.8 TYPE OF CONTRACT: 52.216-1 (APR 1984)	161
C.5.9 INDEFINITE QUANTITY: 52.216-22 (OCT 1995)	161
C.5.10 SINGLE OR MULTIPLE AWARDS: 52.216-27 (OCT 1995)	162
C.5.11 NOTICE TO THE GOVERNMENT OF LABOR DISPUTES: 52.222-1(FEB 1997)	162
C.5.12 INTEREST: 52.232-17 (JUN 1996)	162
C.5.13 F.O.B. DESTINATION: 52.247-34 (NOV 1991)	162

C.5.14 CONTRACT TERMS AND CONDITIONS APPLICABLE TO GSA ACQUISITION OF COMMERCIAL ITEMS: 552.212-71 (JUL 2003).....	163
C.5.15 INDUSTRIAL FUNDING FEE (IFF): CITC-FCXC-370 (MAR 2006).....	164
C.5.16 RESERVED.....	164
C.5.17 MODIFICATIONS (MASTER CONTRACTS): CITC-FCXC-380 (MAR 2006).....	164
C.5.18 ORDER LIMITATIONS: CITC-FCXC-390 (MAR 2006).....	165
C.5.19 CHANGES—FIXED-PRICE: 52.243-1 (AUG 1987).....	165
C.5.20 TERMINATION OF TASK ORDERS: CITC-FCXC-400 (MAR 2006).....	166
C.5.21 ELECTRONIC COMMERCE—FACNET: I-FSS-599 (APR 1997).....	166
C.5.22 INTERPRETATION OF MASTER CONTRACT REQUIREMENTS: CITC-FCXC-410 (MAR 2006)....	167
C.5.23 ORGANIZATIONAL CONFLICT OF INTEREST: CITC-FCXC-420 (MAR 2006).....	167
C.5.24 AUTHORIZED NEGOTIATORS: CITC-FCXC-430 (MAR 2006).....	167
C.5.25 CONTRACT ADMINISTRATION PLAN: CITC-FCXC-440 (MAR 2006).....	168
C.5.26 GOVERNMENT POINTS OF CONTACT: CITC-FCXC-450 (MAR 2006).....	168
C.5.27 GSA CONTRACTING OFFICER'S AUTHORITY: CITC-FCXC-460 (MAR 2006).....	169
C.5.28 ORDERING: CITC-FCXC-470 (MAR 2006).....	169
C.5.29 CARD ACTION TEAMS (CATS): CITC-FCXC-480 (MAR 2006).....	175
C.5.30 KICK OFF MEETING: CITC-FCXC-490 (MAR 2006).....	175
C.5.31 KEY PERSONNEL: CITC-FCXC-500 (MAR 2006).....	175
C.5.32 SERVICE IMPROVEMENTS: CITC-FCXC-510 (MAR 2006).....	176
C.5.33 CONTRACT PERFORMANCE STANDARDS: CITC-FCXC-520 (MAR 2006).....	177
C.5.34 PRIVACY ACT NOTIFICATION: 52.224-1 (APR 1984).....	177
C.5.35 PRIVACY ACT: 52.224-2 (APR 1984).....	177
C.5.36 GUARANTEED MINIMUM: CITC-FCXC-530 (MAR 2006).....	178
C.5.37 CONTRACTOR REQUEST FOR PAYMENT OF THE GUARANTEED MINIMUM: CITC-FCXC-540 (MAR 2006).....	179
C.5.38 GRATUITIES: 52.203-3 (APR 1984).....	179
C.5.39 PRINTING/COPYING DOUBLE-SIDED ON RECYCLED PAPER: 52.204-4 (AUG 2000).....	179
C.5.40 RESTRICTIONS ON CERTAIN FOREIGN PURCHASES: 52.225-13 (FEB 2006).....	180
C.5.41 OPTION TO EXTEND THE TERM OF TASK ORDERS: CITC-FCXC-550 (MAR 2006).....	180
C.5.42 NOTICE TO OFFERORS OF SUBCONTRACTING PLAN REQUIREMENTS: 552.219-71 (JUN 2005).....	181
C.5.43 LIQUIDATED DAMAGES -SUBCONTRACTING PLAN: 52.219-16 (JAN 1999).....	181
C.5.44 DATA UNIVERSAL NUMBERING SYSTEM (DUNS) NUMBER: 52.204-6 (OCT 2003).....	181
C.5.45 CENTRAL CONTRACTOR REGISTRATION: 52.204-7 (JULY 2006).....	182
C.5.46 RESERVED.....	183
C.5.47 RESTRICTION ON ADVERTISING (SEP 1999) 552.203-71.....	183

C.6 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS— COMMERCIAL ITEMS (AUG 2006) 52.212-5 184

D.1 INSTRUCTIONS TO OFFERORS--COMMERCIAL ITEMS (JAN 2006): 52.212-1 187

D.2 ADDENDUM TO 52.212-1 – ADDITIONAL INSTRUCTIONS TO OFFERORS 190

D.2.1 SUBMISSION OF OFFERS IN THE ENGLISH LANGUAGE: 52.214-34 (APR 1991).....	190
D.2.2 SUBMISSION OF OFFERS IN U.S. CURRENCY: 52.214-35 (APR 1991).....	190
D.2.3 PREAWARD ON-SITE EQUAL OPPORTUNITY COMPLIANCE REVIEW: 52.222-24 (FEB 1999).....	190
D.2.4 SERVICE OF PROTEST: 52.233-2 (AUG 1996).....	190
D.2.5 PERIOD FOR ACCEPTANCE OF OFFERS: L-FSS-FCXC-020 (JUL 1997).....	190
D.2.6 RESERVED.....	190
D.2.7 AWARD: L-FSS-FCXC-150 (APR 2006).....	190
D.2.8 DISPOSITION OF PROPOSALS: L-FSS-FCXC-160 (APR 2006).....	191
D.2.9 ANNOUNCEMENT OF AWARD(S): L-FSS-FCXC-170 (APR 2006).....	191
D.2.10 SUBMISSION OF PROPOSALS: L-FSS-FCXC-180 (APR 2006).....	191
D.2.11 RECEIPT OF OFFERS: L-FSS-FCXC-190 (APR 2006).....	204
D.2.12 552.219-72 PREPARATION, SUBMISSION, AND NEGOTIATION OF SUBCONTRACTING PLANS (JUN 2005) 519.708-70(b).....	204

D.2.13 552.219-73 GOALS FOR SUBCONTRACTING PLAN (JUN 2005) (ALTERNATE I--JUN 2005) 519.708-70(c)(2)	205
D.2.14 SPECIAL REQUIREMENTS: CITC-FCXC-570 (APR 2006)	206
D.3 EVALUATION—COMMERCIAL ITEMS: M-FSS-FCXC-130 (APR 2006)	207
D.3.1 METHOD OF AWARD: M-FSS-FCXC-140 (APR 2006)	208
D.3.2 EVALUATION OF TECHNICAL CRITERIA: M-FSS-FCXC-150 (APR 2006)	208
D.3.3 EVALUATION OF PRICE FOR EACH BUSINESS LINE: M-FSS-FCXC-160 (APR 2006)	213
E. DOCUMENTS, EXHIBITS, OR ATTACHMENTS	216

A.1 STANDARD FORM 1449

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30				1. REQUISITION NUMBER		PAGE 1 OF	
2. CONTRACT NO.		3. AWARD/EFFECTIVE DATE	4. ORDER NUMBER N/A		5. SOLICITATION FCXC-G1-060001-N		6. SOLICITATION ISSUE DATE 09/28/2006
7. FOR SOLICITATION INFORMATION CALL:		A. NAME Bertha L. Gelhaus, Contracting Officer			B. TELEPHONE NUMBER (No collect calls) 703-605-2865		8. OFFER DUE DATE/ LOCAL TIME 11/28/2006 4:30 p.m.
9. ISSUED BY GSA/FSS/FCXC 2200 Crystal Drive, Suite 706 Arlington, VA 22202 IMPORTANT: Complete all shaded blocks and submit proposal to the address above.				10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED OR <input type="checkbox"/> SET ASIDE: <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> HUZONE SMALL BUSINESS <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS % For: <input type="checkbox"/> EMERGING SMALL BUSINESS <input type="checkbox"/> 8(a) NAICS: 522110, 522210 SIZE STANDARD:			
11. DELIVERIES FOR FOB DESTINATION UNLESS BLOCK IS MARKED SEE SCHEDULE		12. DISCOUNT TERMS		<input type="checkbox"/> 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)		13b. RATING	
15. DELIVER TO As Shown On Individual Delivery/Task Orders				16. ADMINISTERED BY See Block 9			
17a. CONTRACTOR/OFFEROR CODE <u>N/A</u> FACILITY CODE <u>N/A</u> TELEPHONE NO.				18a. PAYMENT WILL BE MADE BY As Shown On Individual Delivery/Task Orders			
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER				18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM			
19. ITEM NO.		20. SCHEDULE OF SUPPLIES/SERVICES		21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
		See Section B					
25. ACCOUNTING AND APPROPRIATION DATA					26. TOTAL AWARD AMOUNT (For Govt. Use Only)		
<input checked="" type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3, AND 52.212-5 ARE ATTACHED.					ADDENDA <input checked="" type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.		
<input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, AND 52.212-5 IS ATTACHED.					ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.		
<input checked="" type="checkbox"/> 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN <u>10</u> COPY TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE OR AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED				<input type="checkbox"/> 29. AWARD OF CONTRACT: REF. _____ OFFER DATED _____. YOUR OFFER ON SOLICITATIONS (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS.			
30a. SIGNATURE OF OFFEROR/CONTRACTOR				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)			
30b. NAME AND TITLE OF SIGNER (Type or Print)		30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (Type or Print)		31c. DATE SIGNED	

SECTION B

Blocks 19-24 of SF 1449: Contract Line Item Numbers—Continued

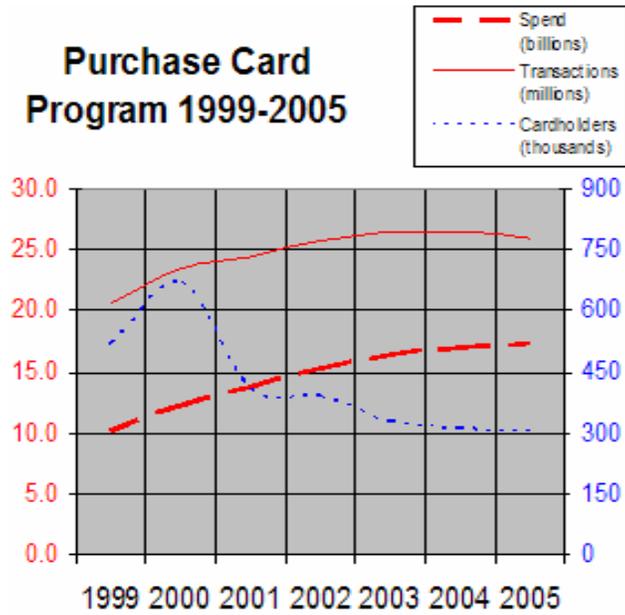
B.1 BACKGROUND INFORMATION¹

The current GSA SmartPay® Program master contract was awarded in November 1998, and the GSA SmartPay® Program has become the premier program for purchase, travel, fleet, and integrated card use throughout the Federal Government. The program experienced its strongest growth in its first years, as convenience and savings from program use over traditional procurement methods drove increased acceptance throughout the Federal Government. Meanwhile, the total number of cardholders has leveled or trended down due to the deactivation of dormant or infrequently used cards. This general trend is attributable to efforts in reducing government exposure to the risks associated with unused or underused cards. The following exhibits display the historical trends for spend, transactions, and number of cardholders for purchase, travel, and fleet card data:

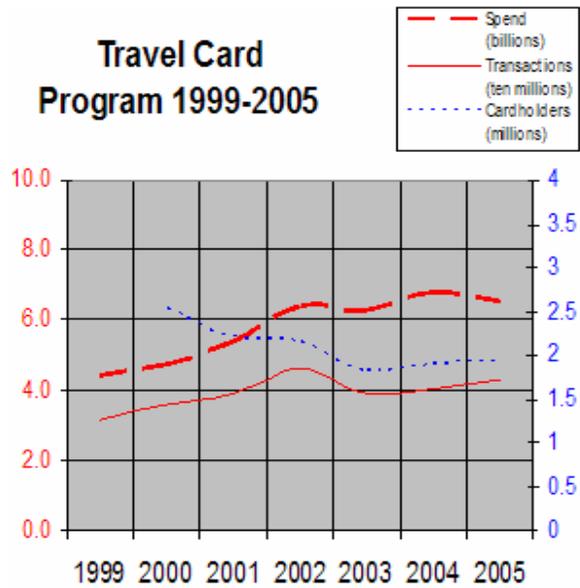
		1999	2000	2001	2002	2003	2004	2005
Sales	Purchase	\$10,189,959,831	\$12,288,744,026	\$13,787,668,676	\$15,247,501,991	\$16,370,886,269	\$17,082,562,875	\$17,432,502,460
	% Change		20.6%	12.2%	10.6%	7.4%	4.3%	2.0%
	Fleet	\$203,377,488	\$462,330,424	\$498,103,463	\$526,507,105	\$593,788,301	\$734,186,557	\$1,010,440,697
	% Change		127.3%	7.7%	5.7%	12.8%	23.6%	37.6%
	Travel	\$4,394,217,173	\$4,752,347,511	\$5,383,383,553	\$6,418,535,195	\$6,259,253,701	\$6,766,675,135	\$6,508,703,257
	% Change		8.2%	13.3%	19.2%	-2.5%	8.1%	-3.8%
Transactions	Purchase	20,635,328	23,457,456	24,443,850	25,752,314	26,494,400	26,523,928	25,931,575
	% Change		13.7%	4.2%	5.4%	2.9%	0.1%	-2.2%
	Fleet	8,563,183	3,957,985	18,048,689	20,266,768	21,123,699	22,424,737	23,910,446
	% Change		-53.8%	356.0%	12.3%	4.2%	6.2%	6.6%
	Travel	31,611,098	35,995,604	39,150,807	46,216,308	39,278,224	40,220,223	42,795,011
	% Change		13.9%	8.8%	18.0%	-15.0%	2.4%	6.4%
Cardholders	Purchase	517,082	670,374	406,290	392,576	326,850	310,861	301,216
	% Change		29.6%	-39.4%	-3.4%	-16.7%	-4.9%	-3.1%
	Fleet	388,639	163,894	547,680	590,615	384,330	420,168	415,023
	% Change		-57.8%	234.2%	7.8%	-34.9%	9.3%	-1.2%
	Travel		2,542,814	2,209,070	2,146,714	1,832,384	1,904,334	1,922,222
	% Change			-13.1%	-2.8%	-14.6%	3.9%	0.9%

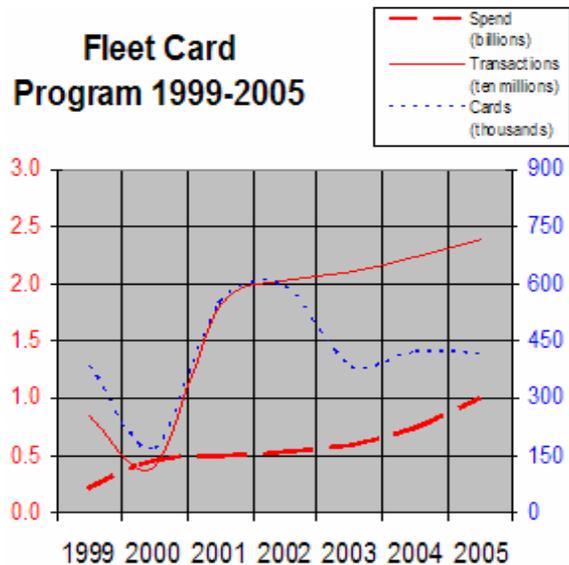
¹ This background information is for illustrative purposes only. The government makes no guarantee of specific transaction levels under the GSA SmartPay® Program.

Purchase Card Program 1999-2005



Travel Card Program 1999-2005





*Cards (thousands) data from 2003-2005 is incomplete. This created the sudden drop in cards as compared to transactions and spend.

B.2 DEFINITIONS

Agency/Organization Gross Refund: The calculated amount of the agency/organization refund (Sales, Productivity, and additional refunds as discussed in B.4 Refunds) inclusive of GSA's Industrial Funding Fee (IFF).

Agency/Organization Net Refund: The calculated amount of the Agency/Organization Gross Refund in dollars less GSA's IFF in dollars and other applicable adjustments.

Agency/Organization Net Refund after Positive/Negative Incentives: The calculated amount of agency/organization net refund adjusted for performance based positive/negative incentives.

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

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

Credit: Any transaction that lowers the Government's amount due.

Credit Loss Rate: Fee offset against agency/organization individually billed refunds when net credit losses on individually billed travel accounts during the reporting period are greater than or equal to 30 basis points of Net Charge Volume for individually billed travel accounts. The rate shall be calculated by dividing the net charge volume (for individually billed accounts) into the dollar amount of the 1) Net Credit Losses greater than or equal to 30 basis points in the current reporting period and 2) Net Credit Losses carried over from previous reporting period, if applicable. The rate shall be calculated at the Level 2 hierarchy, (i.e., Army, Navy, Air Force, Agency/organization Bureau, etc.) or in those cases where the agency/organization calculates the refunds at a higher level, at that level.

Dollar Basis to Determine Sales Refund: Net Charge Volume less Gross Credit Losses.

File Turn: Sum of Daily Balances divided by Sum of Daily Sales.

Gross Basis Points: The number of Contractor-offered basis points.

Gross Credit Loss: Balances that reach 180 calendar days past the closing date on the statement of account in which the charges appeared for the reporting period.

Industrial Funding Fee (IFF): Fee assessed against all agencies/organizations for all products and services under the GSA SmartPay® program.

Net Charge Volume: The sum of all purchases, including Travelers Checks, Convenience Checks, ATM, and other fee-generating products/services less merchant credits.

Net Credit Losses: Balances in individually billed accounts that reach 180 calendar days past the closing date on the statement of account in which the charges appeared for the reporting period less recovered amounts. Recovered amounts are net of recovery fees paid to third parties.

Productivity Refund²: Payments from the charge card Contractor to the agency/organization based on the timeliness and/or frequency of payments to the Contractor.

Sales Refund³: Payments from the charge card Contractor to the agency/organization based on the dollar or “spend” volume during a specified time period.

Sum of the Daily Balances: (Outstanding balance carried over from the previous quarter) + (Sum of each daily outstanding balance over the reporting quarter).

Sum of Daily Sales: Sum of the Net Charge Volume for each day of the quarter.

Tier 1: Core government-wide requirements.

Tier 2: Value-added products and services.

B.3 PRICING REQUIREMENTS

Pricing is broken out into three categories as follows:

B.3.1 Sales Refund: The Contractor shall offer a minimum sales refund of 8 basis points, as stated in B.4.1 Sales Refund, for each business line on all charge card, debit card, and pre-paid card transactions, to each agency/organization. GSA's industrial funding fee of 4 basis points of the Net Charge Volume is deducted from this sales refund. The sales refund shall be accrued daily, and remitted quarterly.

B.3.2 Productivity Refund: The Contractor shall offer one or more productivity refunds measured in basis points on all charge card and debit card transactions to each agency/organization based on net charge volume⁴. These refunds can be earned based on each agency's/organization's payment performance or streamlining initiatives (e.g., electronic payment). These refunds are in addition to the sales refund. For example, if a Contractor offers 60 basis points for the sales refund and is offering an additional 50 basis points if an agency/organization pays within 30 days of receipt of the invoice and accepts electronic reports, the agency/organization would receive a total of 110 basis points. Note that GSA's industrial funding fee does not change based on the productivity refund. Using the 110 basis points example, GSA's industrial funding fee would remain at 4 basis points, netting the agency/organization 106 basis points in refunds. The productivity refund shall be accrued daily, and credited quarterly.

B.3.3 Fee-Based Items: The Contractor shall offer fee-based items including, but not limited to, convenience checks, ATM access, travelers checks and customized services. These are expressed as a percentage, number of basis points, fixed fee, or an hourly rate. For example, if an agency/organization purchases \$100 in convenience checks and the fee is 250 basis points, the agency/organization will be charged \$2.50 for that \$100 convenience check ($\$100 \times .0250 = \2.50). If an agency/organization requires customized services (e.g., they want a training video or other customized service(s)), the agency/organization may be

² A “rebate” – a term used in prior government charge card guidance – is synonymous with a “refund.” Notably, Congress has used the term “refund” and “rebate” interchangeably. See P.L. 106-291, Department of Interior and Related Agencies Appropriations Act, 2001 (Sec. 113).

³ Both sales and productivity refunds are calculated by basis points.

⁴ This refund payment requirement excludes refund payments for convenience checks. Refunds on convenience checks may be negotiated at the task order level but are not required by the master contract. The Contractor shall reflect this exclusion in the pricing section.

charged a fee for that service based on an hourly rate. For example, if the agency/organization wants to develop a customized training CD ROM and it takes the Contractor 10 hours to accomplish this development at an hourly rate of \$100, the agency/organization will be charged \$1000 for that service (10 x \$100 = 1000). In some cases (such as ATM access) these fees may be a fixed-fee (e.g., \$1.50/ transaction), a percentage fee (e.g., 200 basis points) or a combination of the two. If a fee is charged for ATM withdrawal, the contractor shall charge its standard commercial fee for charge card, debit card, and pre-paid card withdrawals, respectively.

The Contractor shall offer additional products and services. Some of these additional product and service offerings are provided at no cost, while others are provided for a fee. Depending on the product/service ordered, the agency/organization will be assessed the appropriate fee, if any and as requested by the agency/organization this fee may be deducted from the quarterly refund payment. For example, if the agency/organization orders 100 card sleeves and the cost is \$.25 per card sleeve, the agency/organization could deduct \$25 from their refund (100 x \$.25 = \$25).

B.4 REFUNDS

B.4.1 SALES REFUND

The Contractor shall provide a minimum sales refund of 8 basis points of Net Charge Volume for each business line. The Contractor shall remit 4 basis points of the sales refund to GSA in accordance with C.5.15 Industrial Funding Fee, and the remaining basis points shall be remitted to the agency/organization, directly to the appropriate agency/organization level as specified by the agency/organization. The sales refund shall be calculated based on Net Charge Volume. The Contractor shall propose separate minimum sales refunds for each business line based on 30 day and 45 day billing cycles. The sales refund shall be accrued daily, and remitted quarterly.

Calculation of Sales Refund: For the purposes of sales refunds, refunds shall be calculated as follows:

- a) Identify the Net Charge Volume for each day ;
- b) Identify Convenience Check Spend for each day;
- c) Determine the Gross Credit Losses for each day; and
- d) Subtract Daily Convenience Check Spend⁵ and Daily Gross Credit Losses from Daily Net Charge Volume to begin refund computations;

Thus, the calculations shall follow this series of formulas:

1. $A \text{ (Daily Net Charge Volume)} - B \text{ (Daily Gross Credit Losses + Daily Convenience Check Spend)} = C \text{ (Daily Dollar Basis to Determine Sales Refund)}$
2. $C \text{ (Daily Dollar Basis to Determine Sales Refund)} \times X \text{ (Gross Basis Points)} = W \text{ (Daily Agency/Organization Gross Sales Refund)}$
3. $A \text{ (Daily Net Charge Volume)} \times Y \text{ (GSA Industrial Funding Fee)} = Q \text{ (Daily Dollars to GSA)}$
4. $W \text{ (Daily Agency/Organization Gross Sales Refund)} - Q \text{ (Daily Dollars to GSA)} = Z \text{ (Daily Agency/Organization Net Sales Refund)}$
5. $W \text{ (Daily Agency/Organization Gross Sales Refund)}, Q \text{ (Daily Dollars to GSA)}, \text{ and } Z \text{ (Daily Agency/Organization Net Sales Refund)}$ shall each be totaled for the reporting period to get Quarterly Agency/Organization Gross Sales Refund, Quarterly GSA IFF, and Quarterly Agency/Organization Net Sales Refund, respectively.

For example: Agency A has \$1,000 in Daily Net Charge Volume (A), \$100 in Daily Convenience Check Spend, and \$10 in Daily Gross Credit Losses (B). Gross basis points offered in this example is 60 basis points, 4 of which is GSA's Industrial Funding Fee. The daily sales refund would be calculated as follows:

⁵ This sales refund calculation assumes that no refunds are offered for convenience checks. If refunds on convenience checks are specified at the task order level, the contractor shall include Convenience Check Spend in the Dollar Basis to Determine Sales Refund.

1. $A (\$1,000\text{--Daily Net Charge Volume}) - B (\$10\text{--Daily Gross Credit Loss} + \$100\text{--Daily Convenience Check Spend}^6) = C (\$890\text{--Daily Dollar Basis to Determine Sales Refund})$
2. $C (\$890\text{--Daily Dollar Basis to Determine Sales Refund}) \times X (60 \text{ basis points--Gross Basis Points}) = W (\$5.34\text{--Daily Agency/Organization Gross Sales Refund})$
3. $A (\$1,000\text{--Daily Net Charge Volume}) \times Y (4 \text{ basis points--GSA Industrial Funding Fee}) = Q (\$0.400\text{--Daily Dollars to GSA})$
4. $W (\$5.34\text{--Daily Agency/Organization Gross Sales Refund}) - Q (\$0.400\text{--Daily GSA Dollars to GSA}) = Z (\$4.94\text{--Daily Agency/Organization Net Sales Refund})$
5. W (Daily Agency/Organization Gross Sales Refund),Q (Daily Dollars to GSA), and Z (Daily Agency/Organization Net Sales Refund) shall each be totaled for the reporting period to get Quarterly Agency/Organization Gross Sales Refund, Quarterly Dollars to GSA, and Quarterly Agency/Organization Net Sales Refund, respectively.

B.4.2 PRODUCTIVITY REFUND

In addition to the sales refund described in B.4.1 Sales Refund, the Contractor shall offer a separate refund schedule which will afford an opportunity for agencies/organizations to receive a productivity refund based on the agency's/organization's improved payment performance (i.e., improving speed of payment). The productivity refund should encourage and motivate agency/organization levels to improve and streamline operations and payments.

Productivity refunds provided by the Contractor shall be based on file turn. The productivity refund process reduces the costs to the Contractor of maintaining the account, thereby allowing a portion of that savings to be returned to the account in the form of the productivity refund. The productivity refunds are influenced by both the distribution of charges throughout the quarter and the time to pay each invoice. Agencies are required by the Prompt Payment Act to weigh the requirement to make early payment against the good stewardship inherent in effective cash management principles. Any productivity refund offered must take this requirement into account and must demonstrate how it is beneficial to the Government. The Contractor shall remit any productivity refund directly to the agency/organization level.

The Contractor shall propose a productivity refund based on file turn (See Figure B.1 Sample Agency/Organization Gross Refund Table). File turn is correlated with both timeliness of payment and the delinquency rate. For example, an agency/organization that pays bi-weekly will have a smaller file turn than an agency/organization that pays monthly, holding all else constant. Similarly, lower delinquency rates will be reflected in a lower file turn holding all else constant. Additionally, the file turn is negatively correlated with basis points (i.e., a lower file turn shall be associated with a higher number of basis points). The goal of the file turn/refund schedule is to incentivize agencies/organizations to decrease their file turn via decreased delinquencies and payment times. In calculating file turn, the Contractor shall use standard rounding practices⁷. In addition, calculation and rounding of file turn shall occur at the highest level of hierarchy unless otherwise specified by the agency/organization at the task order level.

The Contractor shall consider a file turn formula invalid if there is an outstanding balance carried over from the previous quarter, but there are no sales in the current quarter. The Contractor shall show a refund of zero (0) basis points and the balance will carry forward to the next cycle. For example, the formula would become undefined if there was a sum of daily balances carried over from a previous quarter, with no sales in the current quarter. In such a case, the balance will carry over until a positive daily balance is achieved.

A file turn exceeding 60 shall not receive incentives for quick payments. To illustrate this point, see Figure B.1 below. The sales refund in this illustration is set at 40 basis points. At a file turn equal to 60, no additional refunds can be attained above and beyond the fixed sales refund. As file turn decreases, however, the basis points increase.

In this example, the increase is linear; however, the Contractor may propose a schedule with a linear increase, a bracketed or tiered schedule, or any combination thereof. The Contractor shall calculate these refunds separately for each business line.

⁶ This sales refund calculation assumes that no refunds are offered for convenience checks. If refunds on convenience checks are specified at the task order level, the contractor shall include Convenience Check Spend in the Dollar Basis to Determine Sales Refund.

⁷ For this purpose, standard rounding means < 5 shall be rounded down, and ≥ 5 shall be rounded up to the nearest whole number.

Figure B.1 Sample Agency/Organization Gross Refund Table

Sales Refund = 40 bp		
File Turn	Productivity Refund (bp)	Total Refund (Sales+Productivity)
60	0	40
59	1.5	41.5
58	3	43
57	4.5	44.5
56	6	46
55	7.5	47.5
54	9	49
53	10.5	50.5
52	12	52
51	13.5	53.5
50	15	55
		
10	75	115
9	76.5	116.5
8	78	118
7	79.5	119.5
6	81	121
5	82.5	122.5
4	84	124
3	85.5	125.5
2	87	127
1	88.5	128.5

B.4.3 ADDITIONAL REFUNDS

The Contractor is encouraged to provide increased refunds for items such as: agency/organization implementation of electronic reports, electronic cardholder statements, and electronic centrally billed invoices. These additional refunds are offered at the agency/organization level only. Refunds are calculated by applying the basis points for each refund to the eligible charge volume.

B.4.4 INSUFFICIENT REFUNDS

In the event the amount of the Quarterly Agency/Organization Gross Refund is insufficient to cover GSA's Quarterly IFF and is a positive figure, the Contractor shall remit the available amount of the Agency/Organization Gross Refund to cover the IFF and carry-over any balance to the next reporting period. For example, if the Quarterly Agency/Organization Gross Refund is \$600 and the Quarterly IFF is \$1000, \$600 should be remitted to GSA and the remaining \$400 owed should be carried over to the next reporting period. In the event the amount of the Quarterly Agency/Organization Gross Refund is a negative figure, the Contractor shall carry-over the Quarterly IFF to the next reporting period in which there is a positive amount. For example, if the Agency/Organization Gross Refund is \$-600 and the IFF is \$1000, the Contractor will remit the IFF in the next reporting period in which there is a positive amount. In the event the Quarterly Agency/Organization Gross Refund is insufficient to cover GSA's Quarterly IFF and it is the last reporting period under the master contract or task order, GSA will obtain the IFF separately from the agency/organization.

It is theoretically possible for an agency to have a negative Quarterly Agency/Organization Net Refund. For example, an agency/organization with seasonal business may have several large charges in the summer and almost none in the winter, thus, any large summer charges over 180 days in the reporting period could overwhelm current charges during a winter month. In the event an agency/organization has a negative quarterly net refund in the reporting period, the Contractor shall carry forward the negative balance against future earned refunds. In the instances of a negative Quarterly Agency/Organization Net Refund, the refund formula would then be as follows:

1. $A \text{ (Daily Net Charge Volume)} - B \text{ (Daily Gross Credit Losses + Daily Convenience Check Sales}^8) = C \text{ (Daily Dollar Basis to Determine Sales Refund)}$
2. $C \text{ (Daily Dollar Basis to Determine Sales Refund)} \times X \text{ (Gross Basis Points)} = W \text{ (Daily Agency/Organization Gross Refund)}$
3. $A \text{ (Daily Net Charge Volume)} \times Y \text{ (GSA Industrial Funding Fee)} = Q \text{ (Daily Dollars to GSA)}$
4. $W \text{ (Daily Agency/Organization Gross Refund)} - Q \text{ (Daily Dollars to GSA)} = Z \text{ (Daily Agency/Organization Net Refund)}$
5. $W \text{ (Daily Agency/Organization Gross Refund)}, Q \text{ (Daily Dollars to GSA)}, \text{ and } Z \text{ (Daily Agency/Organization Net Refund)}$ shall each be totaled for the reporting period to get Quarterly Agency/Organization Gross Refund (negative figure), Quarterly Dollars to GSA, and Quarterly Agency/Organization Net Refund (negative figure), respectively.

For example:

Time Period 1: Period in which there is a negative Quarterly Agency Gross Refund:

In Period 1, after calculating the Quarterly Agency Gross Refund (negative figure), Quarterly Dollars to GSA, and Quarterly Agency Net Refund (negative figure) by summing the Daily Agency Gross Refund amounts, Daily Dollars to GSA, and Daily Agency Net Refund amounts respectively, the results are as follows:

$$(-\$600.00 - \text{Agency Gross Refund}) - (\$400 - \text{Dollars to GSA}) = Z (-\$1,000 - \text{Agency Net Refund})$$

Because the Quarterly Agency Gross Refund is a negative figure, the Contractor shall carry-over the Quarterly Dollars to GSA to the next reporting period in which there is a positive amount. Thus the Dollars to GSA is deferred to the next reporting period.

⁸ This sales refund calculation assumes that no refunds are offered for convenience checks. If refunds on convenience checks are specified at the task order level, the contractor shall include Convenience Check Spend in the Dollar Basis to Determine Sales Refund.

Subsequent Time Period 2: The next reporting period in which there is a positive Quarterly Agency Net Refund.

In Period 2, after calculating the Quarterly Agency Gross Refund, Quarterly Dollars to GSA, and Quarterly Agency Net Refund by summing the Daily Agency Gross Refund amounts, Daily Dollars to GSA, and Daily Agency Net Refund amounts respectively, the results are as follows:

$$(\$599.40\text{--Agency Gross Refund}) - (\$400\text{--Dollars to GSA}) = (\$199.40\text{--Agency Net Refund})$$

BUT

Because Agency A had a negative net refund balance carried over from the previous reporting period, the Quarterly Agency Net Refund for Period 2 is:
 $(\$1,000) + \$199.40 = (\$800.60)$

When an agency/organization has earned a negative net refund for two consecutive reporting periods, the Contractor shall promptly notify GSA. GSA will assist the Contractor in attempting to resolve the issue. The Contractor shall continue to carry forward the negative net balances, not to exceed 4 consecutive reporting periods. At the conclusion of the fourth consecutive reporting period, the Contractor may zero out any negative refund and cancel the account in accordance with C.1.18.2.2 Cancellation Procedures, or enter into an agreement with the agency/organization for continuing to carry a negative net balance. In no event shall the contractor be owed a negative refund.

B.4.5 NON INTERCHANGE BASED TRANSACTIONS

The Contractor may provide solutions for certain types of transactions (e.g., Government to Government transactions, large ticket transactions) that do not generate interchange and do not produce refunds to the agencies/organizations. These solutions may be priced as a flat fee to the agencies/organizations. If the Contractor charges an agency/organization a flat fee per transaction for these types of solutions (e.g., closed loop systems), the Contractor shall provide GSA with an Industrial Funding Fee of 56 cents per transaction to be remitted quarterly to GSA in accordance with C.5.15 Industrial Funding Fee. This IFF will be in addition to the IFF generated from agency/organization financial refunds. GSA reserves the right to adjust the non interchange based per transaction fee throughout the life of this contract. The Government will enter into a discussion with the successful Contractor(s) regarding the impact of this adjustment.

B.5 FREQUENCY OF REMITTANCE

Sales refunds, productivity refunds, and additional refunds shall be remitted to the agency/organization by the **15th calendar day of each fiscal year quarter**, unless otherwise specified by the agency/organization. If the 15th calendar day of a fiscal year quarter falls on a weekend or federal holiday, payment shall be remitted by the next business day. Refunds shall be remitted by the Contractor to the highest level of hierarchy unless otherwise specified by the agency/organization at the task order level. Refund remittance shall be consistent with the provisions outlined in OMB Circular A-123 Appendix B. The Contractor shall remit refunds electronically, as directed, unless otherwise specified by the agency/organization level. Agency/organization levels may require more frequent refund remittance schedules (e.g., daily, weekly, monthly) and will specify and request pricing for their requirements at the task order level. The agency/organization may establish and collect compensation for late refund payments at the task order level.

The Government operates on a fiscal year basis that spans from October 1 through September 30. In order for agencies/organizations to take advantage of refunds, the timing of such refunds must account for the Government's year end processing. The Contractor shall base fourth quarter refund payment estimates on the agency's/organization's previous year's fourth quarter transaction activity and make the refund payment based on those amounts. The fourth quarter payment for the first year of the task order shall be based on the agency's/organization's performance in the third quarter, unless otherwise specified by the agency/organization. The fourth quarter refund payment shall be remitted to the agency/organization on August 15th, unless otherwise specified by the agency/organization. The final calculation of the 4th quarter refund shall be reported by the 15th day of the first quarter of the next fiscal year and the balance shall be settled by the end of that quarter. During the first quarter of the next fiscal year, the Contractor shall adjust the refund payment to reflect any discrepancies between the estimated refund amount and the actual refund amount.

The first agency/organization refund payment is due by the 15th calendar day of the next fiscal year quarter from the start of the transactional period of performance. For example, if an agency/organization begins making transactions in February 2008, then the first agency/organization refund payment will be due April 15, 2008. However, the Agency/Organization Net Refund for the period beginning from the start of the transactional period of performance to the end of the first fiscal year quarter during the transactional period of performance may be submitted along with the following quarter's refund payment if the period from the beginning of the transactional period of performance to the end of the fiscal year quarter is not a full 3 month period. For example, if the agency/organization began making transactions in February 2008, then they could elect to receive their first refund payment July 15, 2008 instead of April 15, 2008. If the Contractor elects to defer the first scheduled payment date for refunds as noted above, the July 15, 2008 refund payment shall include interest on the refund amounts due for the period of the beginning of the transactional period of performance (February 2008) through the end of the next fiscal year quarter (March 31, 2008). Interest shall be paid at the rates established by the Secretary of the Treasury, in accordance with 31 USC 3717 in effect for the period specified above. This rate is published in the Federal Register semi-annually on or about January 1 and July 1. The Contractor shall notify each agency/organization 15 days prior to the end of the incomplete fiscal year quarter, in writing, which date the first refund payment will be remitted.

B.6 REFUND OFFSETS ON TRAVEL CARD REFUNDS

If Net Credit Losses on individually billed travel card accounts during the reporting period are greater than or equal to 30 basis points of Net Charge Volume for individually billed travel accounts, sales refunds for individually billed travel accounts shall be calculated as provided below. If not, calculate the IBA refunds in accordance with B.4.1 Sales Refund. Net Credit losses (greater than or equal to 30 basis points) on IBA accounts shall only be offset against refunds generated from IBA accounts. IBA credit losses shall not be offset against refunds generated from CBA accounts.

The calculations shall follow this series of formulas:

1. $A (\text{Net IBA Charge Volume}) - B (\text{Net Credit Losses} \geq 30 \text{ bp}) \times X (\text{Gross Basis Points}) = W (\text{Agency Gross IBA Sales Refund})$
2. $A (\text{Net IBA Charge Volume}) \times Y (\text{GSA Industrial Funding Fee}) = Q (\text{Dollars to GSA})$
3. $A (\text{Net IBA Charge Volume}) \times T (\text{Credit Loss Rate}) = P (\text{Dollars withheld by Contractor for Credit Loss Fee})$
4. $W (\text{Agency Gross IBA Sales Refund}) - Q (\text{Dollars to GSA}) - P (\text{Dollars withheld by Contractor for Credit Loss Fee}) = Z (\text{Agency Net IBA Sales Refund})$
5. If $P (\text{Dollars withheld by Contractor for Credit Loss Fee})$ for the current reporting period exceeds $Z (\text{Agency Net IBA Sales Refund})$, the Contractor may carry over the balance for offset against Agency Gross Sales Refunds for subsequent reporting periods.
6. The Government shall not be liable for any refund offsets in excess of the Agency Net Sales Refund amount, except as a refund offset carried over as provided in number 5 above.
7. Upon task order termination or expiration, the Government shall not be liable for any refund offset amounts remaining after calculating sales refunds and refund offsets for the final reporting period.

B.7 PERFORMANCE BASED METHODS

If at the task order level, the agency/organization decides to utilize positive and/or negative performance based monetary incentives, as described in C.1.16 Quality Assurance, the dollar amounts of positive and/or negative incentives shall be added or deducted from the Agency/Organization Net Refund, as calculated in B.4 Refunds. The Contractor shall report the dollar amount of Agency/Organization Net Refund before positive and/or negative incentives, the dollar amount of positive/negative incentives applied to the calculation, and the dollar amount of Agency/Organization Net Refund after positive and/or negative incentives to the agency/organization on a quarterly basis. The calculations for Dollar Amount of Positive and/or Negative Incentives are described below:

1. $C (\text{Dollar Basis to Determine Sales Refund}) \times K (\text{Positive/Negative Incentive Basis Points}) = D (\text{Dollar Amount of Positive/Negative Incentives})$

2. Follow Agency/Organization Net Sales Refund Calculation described in B.4.1 Sales Refund
3. $Z (\text{Agency Net Sales Refund}) \pm D (\text{Dollar Amount of Positive/Negative Incentives}) = N (\text{Agency/Organization Net Refund after Positive/Negative Incentives})$

If the dollar amount of the incentive is a positive number (i.e., a positive incentive), the Contractor shall subtract that amount from the Agency/Organization Net Sales Refund in step 3 and provide the agency/organization with a lower refund in exchange for outstanding performance. If the dollar amount of the incentive is a negative number (i.e., a negative incentive), the Contractor shall add that amount to the Agency/Organization Net Sales Refund in step 3, and provide the agency/organization with a higher refund in exchange for less than acceptable performance.

B.8 BLOCKS 19-24 OF SF 1449: CONTRACT LINE ITEM NUMBERS

This section describes the pricing structure for the individual business lines. Individual products are organized into Contract Line Item Numbers (CLINs) for pricing.

In addition to the separately priced product/service SUBCLINS listed under each CLIN, all CLIN pricing shall include products/services that are stated as required in Section C and are not separately priced. Some examples of these required services include: Collaboration with Fraud Waste, and Abuse Reviews, Communications, Technology Products/Services (24 hour EAS support, etc.), Training Products/Services, Transition Products/Services (transition assistance, etc.), Customer Service, Card Delivery, Program and Transaction Data, Reporting, and Authorization Controls. Additionally, CLIN pricing shall include business-line specific not separately priced products/services, in accordance with Section C. Figure B.2 CLINS and Applicable Section C Requirements lists all Tier 1 and Tier 2 CLINS, along with applicable requirements from Section C. The Contractor must consider all applicable requirements and not separately priced products/services when pricing each CLIN:

Figure B.2 CLINS AND APPLICABLE SECTION C REQUIREMENTS

	All CLINS that begin with	Non Value Added Products and Services				Value Added Products and Services			
		General ¹	Purchase Specific	Travel Specific	Fleet Specific	VA General ²	VA Purchase	VA Travel	VA Fleet
Tier 1	P	X	X						
	T	X		X					
	F	X			X				
	I	X	X	X	X				
Tier 2	VP					X	X		
	VT					X		X	
	VF					X			X
	VI					X	X	X	X

1. Required Products and Services include all sections within the Statement of Work except for Value Added sections.
2. All sections within the Value Added Products and Services Section, except for Program Specific (Purchase, Travel, Fleet).

PURCHASE CARD SERVICES

TIER 1 REQUIREMENTS – BASE PERIOD (4-YEARS)

CLIN	Description	Evaluated Quantity (Base Period)	Unit of Issue	Basis Points/ Price ⁹	Extended Total ¹⁰
P.0001	Purchase	-	-	-	[\$]
P.0001(a)	Charge Card Products and Services	\$400,000	Net Charge Volume	[Basis Points]	[\$]
P.0001(b)	Debit Card Products and Services	\$400,000	Net Charge Volume	[Basis Points]	[\$]
P.0001(c)	Pre-paid Card Products and Services	\$400,000	Net Charge Volume	[Basis Points]	[\$]
P.0001(d)	Association Program Management Tools	-	[Specify]	[\$]	[\$]
P.0001(e)	24 hour EAS Customer Service	-	[Specify]	[\$]	[\$]
P.0001(f)	Photo ID	-	[Specify]	[\$]	[\$]
P.0001(g)	Convenience Checks	\$1,000	Face Value	[Net Basis Points] ¹¹	[\$]
			ea	[Fixed Fee]	[\$]
P.0001(h)	Customized Services	-	[Labor Categories as Applicable]	[\$]	[\$]
P.0001(i)	Contactless Chip Cards	-	ea	[Fixed Fee]	[\$]

⁹ The contractor shall replace italicized language with their proposed corresponding values.

¹⁰ NOTE: When filling in pricing tables in B.8, refund dollar to agencies shall be listed as a positive figure. Separately priced or fee based core services (such as convenience checks, and travelers checks) will be negative figures. To get the ‘total dollar amount to be evaluated’ necessary to fill in the Evaluation table in D.3.3, these separately priced services shall be subtracted from the basis point refund.

¹¹ Refunds on convenience checks are not required, but may be specified at the task order level. If offered Net Basis Points is defined as check fee (in terms of basis points) minus any refunds, also in terms of basis points.

TRAVEL CARD SERVICES

TIER 1 REQUIREMENTS - BASE PERIOD (4-YEARS)

CLIN	Description	Evaluated Quantity (Base Period)	Unit of Issue	Basis Points/ Price¹²	Extended Total¹³
T.0001	Travel	-	-	-	[\$]
T.0001(a)(i)	Charge Card Products and Services IBA	\$400,000	Net Charge Volume	[Basis Points]	[\$]
T.0001(a)(ii)	Charge Card Products and Services CBA	\$400,000	Net Charge Volume	[Basis Points]	[\$]
T.0001(b)	Debit Card Products and Services	\$400,000	Net Charge Volume	[Basis Points]	[\$]
T.0001(c)	Pre-paid Card Products and Services	\$400,000	Net Charge Volume	[Basis Points]	[\$]
T.0001(d)	Association Program Management Tools	-	[Specify]	[\$]	[\$]
T.0001(e)	24 hour EAS Customer Service	-	[Specify]	[\$]	[\$]
T.0001(f)	Photo ID	-	[Specify]	[\$]	[\$]
T.0001(g)	Travelers Checks	\$1,000	Face Value	[Net Basis Points]	[\$]
			ea	[Fixed Fee]	[\$]
T.0001(h)	ATM Products and Services	-	[Specify]	[\$]	[\$]
T.0001(i)	Customized Services	-	[Labor Categories as Applicable]	[\$]	[\$]
T.0001(k)	Contactless Chip Cards	-	ea	[Fixed Fee]	[\$]

¹² The contractor shall replace italicized language with their proposed corresponding values.

¹³ NOTE: When filling in pricing tables in B.8, refund dollars to agencies shall be listed as a positive figure. Separately priced or fee based core services (such as convenience checks and traveler’s checks) will be negative figures. To get the ‘total dollar amount to be evaluated’ necessary to fill in the evaluation table in D.3.3, these separately priced services shall be subtracted from the basis point refund.

FLEET CARD SERVICES

TIER 1 REQUIREMENTS - BASE PERIOD (4-YEARS)

CLIN	Description	Evaluated Quantity (Base Period)	Unit of Issue	Basis Points/ Price¹⁴	Extended Total¹⁵
F.0001	Fleet	-	-	-	[\$]
F.0001(a)	Charge Card Products and Services	\$400,000	Net Charge Volume	[Basis Points]	[\$]
F.0001(b)	Debit Card Products and Services	\$400,000	Net Charge Volume	[Basis Points]	[\$]
F.0001(c)	Association Program Management Tools	-	[Specify]	[\$]	[\$]
F.0001(d)	24 hour EAS Customer Service	-	[Specify]	[\$]	[\$]
F.0001(e)	Photo ID	-	[Specify]	[\$]	[\$]
F.0001(f)	Customized Services	-	[Labor Categories as Applicable]	[\$]	[\$]
F.0001(g)	Contactless Chip Cards	-	ea	[Fixed Fee]	[\$]

¹⁴ The contractor shall replace italicized language with their proposed corresponding values.

¹⁵ NOTE: When filling in pricing tables in B.8, refund dollars to agencies shall be listed as a positive figure. Separately priced or fee based core services (such as convenience checks, and travelers checks) will be negative figures. To get the ‘total dollar amount to be evaluated’ necessary to fill in the Evaluation table in D.3.3 Evaluation of Price for Each Business Line, these separately priced services shall be subtracted from the basis point refund.

INTEGRATED CARD SERVICES

TIER 1 REQUIREMENTS - BASE PERIOD (4-YEARS)

CLIN	Description	Evaluated Quantity (Base Period)	Unit of Issue	Basis Points/ Price	¹⁶ Extended Total ¹⁷
I.0001	Integrated	-	-	-	-
I.0001(a)(i)	Charge Card Products and Services IBA	\$400,000	Net Charge Volume	<i>[Basis Points]</i>	<i>[\$]</i>
I.0001(a)(ii)	Charge Card Products and Services CBA	\$400,000	Net Charge Volume	<i>[Basis Points]</i>	<i>[\$]</i>
I.0001(b)	Debit Card Products and Services	\$400,000	Net Charge Volume	<i>[Basis Points]</i>	<i>[\$]</i>
I.0001(c)	Pre-paid Card Products and Services	\$400,000	Net Charge Volume	<i>[Basis Points]</i>	<i>[\$]</i>
I.0001(d)	Association Program Management Tools	-	<i>[Specify]</i>	<i>[\$]</i>	<i>[\$]</i>
I.0001(e)	24 hour EAS Customer Service	-	<i>[Specify]</i>	<i>[\$]</i>	<i>[\$]</i>
I.0001(f)	Photo ID	-	<i>[Specify]</i>	<i>[\$]</i>	<i>[\$]</i>
I.0001(g)	Convenience Checks	\$1,000	Face Value	<i>[Net Basis Points]¹⁸</i>	<i>[\$]</i>
			ea	<i>[Fixed Fee]</i>	<i>[\$]</i>
I.0001(h)	Travelers Checks	\$1,000	Face Value	<i>[Net Basis Points]</i>	<i>[\$]</i>
			ea	<i>[Fixed Fee]</i>	<i>[\$]</i>
I.0001(i)	ATM Products and Services	-	<i>[Specify]</i>	<i>[\$]</i>	<i>[\$]</i>
I.0001(j)	Customized Services	-	<i>[Labor Categories as Applicable]</i>	<i>[\$]</i>	<i>[\$]</i>
I.0001(k)	Contactless Chip Cards	-	ea	<i>[Fixed Fee]</i>	<i>[\$]</i>

¹⁶ The contractor shall replace italicized language with their proposed corresponding values.

¹⁷ NOTE: When filling in pricing tables in B.8, refund dollars to agencies shall be listed as a positive figure. Separately priced or fee based core services (such as convenience checks and traveler's checks) will be negative figures. To get the 'total dollar amount to be evaluated' necessary to fill in the evaluation table in D.3.3, these separately priced services shall be subtracted from the basis point refund.

¹⁸ Refunds on convenience checks are not required, but may be specified at the task order level. If offered, Net Basis Points is defined as check fee (in terms of basis points) minus any refunds, also in terms of basis points.

VALUE ADDED PRODUCT AND SERVICE OFFERINGS (PURCHASE, TRAVEL, FLEET, INTEGRATED)

TIER 2 REQUIREMENTS - BASE PERIOD (4-YEARS)

CLIN	Description	Unit of Issue¹⁹	Price
VP.0001	Value Added Purchase	-	-
VP.0001(a)	Additional Authorization Controls	<i>[Specify]</i>	<i>[\$]</i>
VP.0001(b)	Software	<i>[Specify]</i>	<i>[\$]</i>
VP.0001(c)	Additional International Customer Service	<i>[Specify]</i>	<i>[\$]</i>
VP.0001(d)	Inter/Intra-Governmental Services	<i>[Specify]</i>	<i>[\$]</i>
VP.0001(e)	Electronic Merchant Payment	<i>[Specify]</i>	<i>[\$]</i>
VP.0001(f)	Commercially Offered Convenience Services	<i>[Specify]</i>	<i>[\$]</i>
VP.0001(g)	Net Billing	<i>[Specify]</i>	<i>[\$]</i>
VP.0001(h)	Card Sleeves	<i>[Specify]</i>	<i>[\$]</i>
VP.0001(i)	Real Time Web Assistance	<i>[Specify]</i>	<i>[\$]</i>
VP.0001(j)	Combined Charge Card and Identification Card Technology	<i>[Specify]</i>	<i>[\$]</i>
VP.0001(k)	Emerging Technology	<i>[Specify]</i>	<i>[\$]</i>
VP.0001(l)	Virtual Cards	<i>[Specify]</i>	<i>[\$]</i>
VP.0001(m)	Additional Data Mining Tools	<i>[Specify]</i>	<i>[\$]</i>
VP.0001(n)	Optional ATM Products and Services	<i>[Specify]</i>	<i>[\$]</i>
VP.0001(o)	Contact Chip Cards	<i>[Specify]</i>	<i>[\$]</i>
VP.0001(p)	Foreign Currency Cards	<i>[Specify]</i>	<i>[\$]</i>
VT.0001	Value Added Travel	-	-
VT.0001(a)	Additional Authorization Controls	<i>[Specify]</i>	<i>[\$]</i>
VT.0001(b)	Software	<i>[Specify]</i>	<i>[\$]</i>
VT.0001(c)	Additional International Customer Service	<i>[Specify]</i>	<i>[\$]</i>
VT.0001(d)	Email Alert Service	<i>[Specify]</i>	<i>[\$]</i>
VT.0001(e)	Inter/Intra-Governmental Services	<i>[Specify]</i>	<i>[\$]</i>

¹⁹ The contractor shall replace italicized language with their proposed corresponding values.

CLIN	Description	Unit of Issue²⁰	Price
VT.0001(f)	Electronic Merchant Payment	<i>[Specify]</i>	<i>[\$]</i>
VT.0001(g)	Commercially Offered Convenience Services	<i>[Specify]</i>	<i>[\$]</i>
VT.0001(h)	Net Billing	<i>[Specify]</i>	<i>[\$]</i>
VT.0001(i)	Card Sleeves	<i>[Specify]</i>	<i>[\$]</i>
VT.0001(j)	Real Time Web Assistance	<i>[Specify]</i>	<i>[\$]</i>
VT.0001(k)	Combined Charge Card and Identification Card Technology	<i>[Specify]</i>	<i>[\$]</i>
VT.0001(l)	Emerging Technology	<i>[Specify]</i>	<i>[\$]</i>
VT.0001(m)	Virtual Cards	<i>[Specify]</i>	<i>[\$]</i>
VT.0001(n)	Additional Data Mining Tools	<i>[Specify]</i>	<i>[\$]</i>
VT.0001(p)	Contact Chip Cards	<i>[Specify]</i>	<i>[\$]</i>
VT.0001(q)	Foreign Currency Cards	<i>[Specify]</i>	<i>[\$]</i>
VF.0001	Value Added Fleet	-	-
VF.0001(a)	Additional Authorization Controls	<i>[Specify]</i>	<i>[\$]</i>
VF.0001(b)	Software	<i>[Specify]</i>	<i>[\$]</i>
VF.0001(c)	International Customer Service	<i>[Specify]</i>	<i>[\$]</i>
VF.0001(d)	Email Alert Service	<i>[Specify]</i>	<i>[\$]</i>
VF.0001(e)	Inter/Intra-Governmental Services	<i>[Specify]</i>	<i>[\$]</i>
VF.0001(f)	Electronic Merchant Payment	<i>[Specify]</i>	<i>[\$]</i>
VF.0001(g)	Commercially Offered Convenience Services	<i>[Specify]</i>	<i>[\$]</i>
VF.0001(h)	Card Sleeves	<i>[Specify]</i>	<i>[\$]</i>
VF.0001(i)	Real Time Web Assistance	<i>[Specify]</i>	<i>[\$]</i>
VF.0001(j)	Combined Charge Card and Identification Card Technology	<i>[Specify]</i>	<i>[\$]</i>
VF.0001(k)	Emerging Technology	<i>[Specify]</i>	<i>[\$]</i>
VF.0001(l)	Virtual Cards	<i>[Specify]</i>	<i>[\$]</i>
VF.0001(m)	Additional Data Mining Tools	<i>[Specify]</i>	<i>[\$]</i>
VF.0001(n)	Additional Authorization Controls for the Fleet Card	<i>[Specify]</i>	<i>[\$]</i>

²⁰ The contractor shall replace italicized language with their proposed corresponding values.

CLIN	Description	Unit of Issue ²¹		Price	
			Face Value	[Net Basis Points] ²²	[\$]
VF.0001(o)	Optional Convenience Check Products and Services	\$1000			
			<i>ea</i>	[Fixed Fee]	[\$]
VF.0001(p)	Contact Chip Cards		[Specify]		[\$]
VF.0001(q)	Foreign Currency Cards		[Specify]		[\$]
VI.0001	Value Added Integrated		-		-
VI.0001(a)	Additional Authorization Controls		[Specify]		[\$]
VI.0001(b)	Software		[Specify]		[\$]
VI.0001(c)	International Customer Service		[Specify]		[\$]
VI.0001(d)	Email Alert Service (travel and fleet transactions)		[Specify]		[\$]
VI.0001(e)	Inter/Intra-Governmental Services		[Specify]		[\$]
VI.0001(f)	Electronic Merchant Payment		[Specify]		[\$]
VI.0001(g)	Commercially Offered Convenience Services		[Specify]		[\$]
VI.0001(h)	Net Billing		[Specify]		[\$]
VI.0001(i)	Card Sleeves		[Specify]		[\$]
VI.0001(j)	Real Time Web Assistance		[Specify]		[\$]
VI.0001(k)	Combined Charge Card and Identification Card Technology		[Specify]		[\$]
VI.0001(l)	Emerging Technology		[Specify]		[\$]
VI.0001(m)	Virtual Cards		[Specify]		[\$]
VI.0001(n)	Additional Data Mining Tools		[Specify]		[\$]
VI.0001(o)	Optional ATM Products and Services for the Purchase Card		[Specify]		[\$]
VI.0001(p)	Additional Authorization Controls for the Fleet Card		[Specify]		[\$]
VI.0001(q)	Optional Convenience Check Products and Services (fleet transactions)	\$1000			
			<i>ea</i>	[Fixed Fee]	[\$]

²¹ The contractor shall replace italicized language with their proposed corresponding values.

²² Refunds on convenience checks are not required, but may be specified at the task order level. If offered Net Basis Points is defined as check fee (in terms of basis points) minus any refunds, also in terms of basis points.

²³ Refunds on convenience checks are not required, but may be specified at the task order level. If offered Net Basis Points is defined as check fee (in terms of basis points) minus any refunds, also in terms of basis points.

CLIN	Description	Unit of Issue ²⁴	Price
VI.0001(r)	Software for the Fleet Card	<i>[Specify]</i>	<i>[\$]</i>
VI.0001(s)	Contact Chip Cards	<i>[Specify]</i>	<i>[\$]</i>
VI.0001(t)	Foreign Currency Cards	<i>[Specify]</i>	<i>[\$]</i>

PURCHASE CARD SERVICES

TIER 1 REQUIREMENTS – OPTION PERIOD 1 (4-YEARS)

CLIN	Description	Evaluated Quantity (Base Period)	Unit of Issue	Basis Points/ Price ²⁵	Extended Total ²⁶
P.1001	Purchase	-	-	-	<i>[\$]</i>
P.1001(a)	Charge Card Products and Services	\$400,000	Net Charge Volume	<i>[Basis Points]</i>	<i>[\$]</i>
P.1001(b)	Debit Card Products and Services	\$400,000	Net Charge Volume	<i>[Basis Points]</i>	<i>[\$]</i>
P.1001(c)	Pre-paid Card Products and Services	\$400,000	Net Charge Volume	<i>[Basis Points]</i>	<i>[\$]</i>
P.1001(d)	Association Program Management Tools	-	<i>[Specify]</i>	<i>[\$]</i>	<i>[\$]</i>
P.1001(e)	24 hour EAS Customer Service	-	<i>[Specify]</i>	<i>[\$]</i>	<i>[\$]</i>
P.1001(f)	Photo ID	-	<i>[Specify]</i>	<i>[\$]</i>	<i>[\$]</i>
P.1001(g)	Convenience Checks	\$1,000	Face Value	<i>[Net Basis Points]²⁷</i>	<i>[\$]</i>
			ea	<i>[Fixed Fee]</i>	<i>[\$]</i>
P.1001(h)	Customized Services	-	<i>[Labor Categories as Applicable]</i>	<i>[\$]</i>	<i>[\$]</i>
P.1001(i)	Contactless Chip Cards	-	ea	<i>[Fixed Fee]</i>	<i>[\$]</i>

²⁴ The contractor shall replace italicized language with their proposed corresponding values.

²⁵ The contractor shall replace italicized language with their proposed corresponding values.

²⁶ NOTE: When filling in pricing tables in B.8, refund dollar to agencies shall be listed as a positive figure. Separately priced or fee based core services (such as convenience checks, and travelers checks) will be negative figures. To get the 'total dollar amount to be evaluated' necessary to fill in the Evaluation table in D.3.3, these separately priced services shall be subtracted from the basis point refund.

²⁷ Refunds on convenience checks are not required, but may be specified at the task order level. If offered Net Basis Points is defined as check fee (in terms of basis points) minus any refunds, also in terms of basis points.

TRAVEL CARD SERVICES

TIER 1 REQUIREMENTS – OPTION PERIOD 1 (4-YEARS)

CLIN	Description	Evaluated Quantity (Base Period)	Unit of Issue	Basis Points/ Price²⁸	Extended Total²⁹
T.1001	Travel	-	-	-	[\$]
T.1001(a)(i)	Charge Card Products and Services IBA	\$400,000	Net Charge Volume	[Basis Points]	[\$]
T.1001(a)(ii)	Charge Card Products and Services CBA	\$400,000	Net Charge Volume	[Basis Points]	[\$]
T.1001(b)	Debit Card Products and Services	\$400,000	Net Charge Volume	[Basis Points]	[\$]
T.1001(c)	Pre-paid Card Products and Services	\$400,000	Net Charge Volume	[Basis Points]	[\$]
T.1001(d)	Association Program Management Tools	-	[Specify]	[\$]	[\$]
T.1001(e)	24 hour EAS Customer Service	-	[Specify]	[\$]	[\$]
T.1001(f)	Photo ID	-	[Specify]	[\$]	[\$]
T.1001(g)	Travelers Checks	\$1,000	Face Value	[Net Basis Points]	[\$]
			ea	[Fixed Fee]	[\$]
T.1001(h)	ATM Products and Services	-	[Specify]	[\$]	[\$]
T.1001(i)	Customized Services	-	[Labor Categories as Applicable]	[\$]	[\$]
T.1001(k)	Contactless Chip Cards	-	ea	[Fixed Fee]	[\$]

²⁸ The contractor shall replace italicized language with their proposed corresponding values.

²⁹ NOTE: When filling in pricing tables in B.8, refund dollars to agencies shall be listed as a positive figure. Separately priced or fee based core services (such as convenience checks and traveler’s checks) will be negative figures. To get the ‘total dollar amount to be evaluated’ necessary to fill in the evaluation table in D.3.3, these separately priced services shall be subtracted from the basis point refund.

FLEET CARD SERVICES

TIER 1 REQUIREMENTS – OPTION PERIOD 1 (4-YEARS)

CLIN	Description	Evaluated Quantity (Base Period)	Unit of Issue	Basis Points/ Price³⁰	Extended Total³¹
F.1001	Fleet	-	-	-	[\$]
F.1001(a)	Charge Card Products and Services	\$400,000	Net Charge Volume	[Basis Points]	[\$]
F.1001(b)	Debit Card Products and Services	\$400,000	Net Charge Volume	[Basis Points]	[\$]
F.1001(c)	Association Program Management Tools	-	[Specify]	[\$]	[\$]
F.1001(d)	24 hour EAS Customer Service	-	[Specify]	[\$]	[\$]
F.1001(e)	Photo ID	-	[Specify]	[\$]	[\$]
F.1001(f)	Customized Services	-	[Labor Categories as Applicable]	[\$]	[\$]
F.1001(g)	Contactless Chip Cards	-	ea	[Fixed Fee]	[\$]

³⁰ The contractor shall replace italicized language with their proposed corresponding values.

³¹ NOTE: When filling in pricing tables in B.8, refund dollars to agencies shall be listed as a positive figure. Separately priced or fee based core services (such as convenience checks, and travelers checks) will be negative figures. To get the ‘total dollar amount to be evaluated’ necessary to fill in the Evaluation table in D.3.3 Evaluation of Price for Each Business Line, these separately priced services shall be subtracted from the basis point refund.

INTEGRATED CARD SERVICES

TIER 1 REQUIREMENTS – OPTION PERIOD 1 (4-YEARS)

CLIN	Description	Evaluated Quantity (Base Period)	Unit of Issue	Basis Points/ Price ³²	Extended Total ³³
I.1001	Integrated	-	-	-	-
I.1001(a)(i)	Charge Card Products and Services IBA	\$400,000	Net Charge Volume	<i>[Basis Points]</i>	<i>[\$]</i>
I.1001(a)(ii)	Charge Card Products and Services CBA	\$400,000	Net Charge Volume	<i>[Basis Points]</i>	<i>[\$]</i>
I.1001(b)	Debit Card Products and Services	\$400,000	Net Charge Volume	<i>[Basis Points]</i>	<i>[\$]</i>
I.1001(c)	Pre-paid Card Products and Services	\$400,000	Net Charge Volume	<i>[Basis Points]</i>	<i>[\$]</i>
I.1001(d)	Association Program Management Tools	-	<i>[Specify]</i>	<i>[\$]</i>	<i>[\$]</i>
I.1001(e)	24 hour EAS Customer Service	-	<i>[Specify]</i>	<i>[\$]</i>	<i>[\$]</i>
I.1001(f)	Photo ID	-	<i>[Specify]</i>	<i>[\$]</i>	<i>[\$]</i>
I.1001(g)	Convenience Checks	\$1,000	Face Value	<i>[Net Basis Points]³⁴</i>	<i>[\$]</i>
			ea	<i>[Fixed Fee]</i>	<i>[\$]</i>
I.1001(h)	Travelers Checks	\$1,000	Face Value	<i>[Net Basis Points]</i>	<i>[\$]</i>
			ea	<i>[Fixed Fee]</i>	<i>[\$]</i>
I.1001(i)	ATM Products and Services	-	<i>[Specify]</i>	<i>[\$]</i>	<i>[\$]</i>
I.1001(j)	Customized Services	-	<i>[Labor Categories as Applicable]</i>	<i>[\$]</i>	<i>[\$]</i>
I.1001(k)	Contactless Chip Cards	-	ea	<i>[Fixed Fee]</i>	<i>[\$]</i>

³² The contractor shall replace italicized language with their proposed corresponding values.

³³ NOTE: When filling in pricing tables in B.8, refund dollars to agencies shall be listed as a positive figure. Separately priced or fee based core services (such as convenience checks and traveler's checks) will be negative figures. To get the 'total dollar amount to be evaluated' necessary to fill in the evaluation table in D.3.3, these separately priced services shall be subtracted from the basis point refund.

³⁴ Refunds on convenience checks are not required, but may be specified at the task order level. If offered, Net Basis Points is defined as check fee (in terms of basis points) minus any refunds, also in terms of basis points.

VALUE ADDED PRODUCT AND SERVICE OFFERINGS (PURCHASE, TRAVEL, FLEET, INTEGRATED)

TIER 2 REQUIREMENTS – OPTION PERIOD 1 (4-YEARS)

CLIN	Description	Unit of Issue³⁵	Price
VP.1001	Value Added Purchase	-	-
VP.1001(a)	Additional Authorization Controls	<i>[Specify]</i>	<i>[\$]</i>
VP.1001(b)	Software	<i>[Specify]</i>	<i>[\$]</i>
VP.1001(c)	Additional International Customer Service	<i>[Specify]</i>	<i>[\$]</i>
VP.1001(d)	Inter/Intra-Governmental Services	<i>[Specify]</i>	<i>[\$]</i>
VP.1001(e)	Electronic Merchant Payment	<i>[Specify]</i>	<i>[\$]</i>
VP.1001(f)	Commercially Offered Convenience Services	<i>[Specify]</i>	<i>[\$]</i>
VP.1001(g)	Net Billing	<i>[Specify]</i>	<i>[\$]</i>
VP.1001(h)	Card Sleeves	<i>[Specify]</i>	<i>[\$]</i>
VP.1001(i)	Real Time Web Assistance	<i>[Specify]</i>	<i>[\$]</i>
VP.1001(j)	Combined Charge Card and Identification Card Technology	<i>[Specify]</i>	<i>[\$]</i>
VP.1001(k)	Emerging Technology	<i>[Specify]</i>	<i>[\$]</i>
VP.1001(l)	Virtual Cards	<i>[Specify]</i>	<i>[\$]</i>
VP.1001(m)	Additional Data Mining Tools	<i>[Specify]</i>	<i>[\$]</i>
VP.1001(n)	Optional ATM Products and Services	<i>[Specify]</i>	<i>[\$]</i>
VP.1001(o)	Contact Chip Cards	<i>[Specify]</i>	<i>[\$]</i>
VP.1001(p)	Foreign Currency Cards	<i>[Specify]</i>	<i>[\$]</i>
VT.1001	Value Added Travel	-	-
VT.1001(a)	Additional Authorization Controls	<i>[Specify]</i>	<i>[\$]</i>
VT.1001(b)	Software	<i>[Specify]</i>	<i>[\$]</i>
VT.1001(c)	Additional International Customer Service	<i>[Specify]</i>	<i>[\$]</i>
VT.1001(d)	Email Alert Service	<i>[Specify]</i>	<i>[\$]</i>
VT.1001(e)	Inter/Intra-Governmental Services	<i>[Specify]</i>	<i>[\$]</i>

³⁵ The contractor shall replace italicized language with their proposed corresponding values.

CLIN	Description	Unit of Issue³⁶	Price
VT.1001(f)	Electronic Merchant Payment	<i>[Specify]</i>	<i>[\$]</i>
VT.1001(g)	Commercially Offered Convenience Services	<i>[Specify]</i>	<i>[\$]</i>
VT.1001(h)	Net Billing	<i>[Specify]</i>	<i>[\$]</i>
VT.1001(i)	Card Sleeves	<i>[Specify]</i>	<i>[\$]</i>
VT.1001(j)	Real Time Web Assistance	<i>[Specify]</i>	<i>[\$]</i>
VT.1001(k)	Combined Charge Card and Identification Card Technology	<i>[Specify]</i>	<i>[\$]</i>
VT.1001(l)	Emerging Technology	<i>[Specify]</i>	<i>[\$]</i>
VT.1001(m)	Virtual Cards	<i>[Specify]</i>	<i>[\$]</i>
VT.1001(n)	Additional Data Mining Tools	<i>[Specify]</i>	<i>[\$]</i>
VT.1001(p)	Contact Chip Cards	<i>[Specify]</i>	<i>[\$]</i>
VT.1001(q)	Foreign Currency Cards	<i>[Specify]</i>	<i>[\$]</i>
VF.1001	Value Added Fleet	-	-
VF.1001(a)	Additional Authorization Controls	<i>[Specify]</i>	<i>[\$]</i>
VF.1001(b)	Software	<i>[Specify]</i>	<i>[\$]</i>
VF.1001(c)	International Customer Service	<i>[Specify]</i>	<i>[\$]</i>
VF.1001(d)	Email Alert Service	<i>[Specify]</i>	<i>[\$]</i>
VF.1001(e)	Inter/Intra-Governmental Services	<i>[Specify]</i>	<i>[\$]</i>
VF.1001(f)	Electronic Merchant Payment	<i>[Specify]</i>	<i>[\$]</i>
VF.1001(g)	Commercially Offered Convenience Services	<i>[Specify]</i>	<i>[\$]</i>
VF.1001(h)	Card Sleeves	<i>[Specify]</i>	<i>[\$]</i>
VF.1001(i)	Real Time Web Assistance	<i>[Specify]</i>	<i>[\$]</i>
VF.1001(j)	Combined Charge Card and Identification Card Technology	<i>[Specify]</i>	<i>[\$]</i>
VF.1001(k)	Emerging Technology	<i>[Specify]</i>	<i>[\$]</i>
VF.1001(l)	Virtual Cards	<i>[Specify]</i>	<i>[\$]</i>
VF.1001(m)	Additional Data Mining Tools	<i>[Specify]</i>	<i>[\$]</i>
VF.1001(n)	Additional Authorization Controls for the Fleet Card	<i>[Specify]</i>	<i>[\$]</i>

³⁶ The contractor shall replace italicized language with their proposed corresponding values.

CLIN	Description	Unit of Issue ³⁷		Price	
			Face Value	[Net Basis Points] ³⁸	[\$]
VF.1001(o)	Optional Convenience Check Products and Services	\$1000			
			<i>ea</i>	[Fixed Fee]	[\$]
VF.1001(p)	Contact Chip Cards		[Specify]		[\$]
VF.1001(q)	Foreign Currency Cards		[Specify]		[\$]
VI.1001	Value Added Integrated		-		-
VI.1001(a)	Additional Authorization Controls		[Specify]		[\$]
VI.1001(b)	Software		[Specify]		[\$]
VI.1001(c)	International Customer Service		[Specify]		[\$]
VI.1001(d)	Email Alert Service (travel and fleet transactions)		[Specify]		[\$]
VI.1001(e)	Inter/Intra-Governmental Services		[Specify]		[\$]
VI.1001(f)	Electronic Merchant Payment		[Specify]		[\$]
VI.1001(g)	Commercially Offered Convenience Services		[Specify]		[\$]
VI.1001(h)	Net Billing		[Specify]		[\$]
VI.1001(i)	Card Sleeves		[Specify]		[\$]
VI.1001(j)	Real Time Web Assistance		[Specify]		[\$]
VI.1001(k)	Combined Charge Card and Identification Card Technology		[Specify]		[\$]
VI.1001(l)	Emerging Technology		[Specify]		[\$]
VI.1001(m)	Virtual Cards		[Specify]		[\$]
VI.1001(n)	Additional Data Mining Tools		[Specify]		[\$]
VI.1001(o)	Optional ATM Products and Services for the Purchase Card		[Specify]		[\$]
VI.1001(p)	Additional Authorization Controls for the Fleet Card		[Specify]		[\$]
VI.1001(q)	Optional Convenience Check Products and Services (fleet transactions)	\$1000			
			<i>ea</i>	[Fixed Fee]	[\$]

³⁷ The contractor shall replace italicized language with their proposed corresponding values.

³⁸ Refunds on convenience checks are not required, but may be specified at the task order level. If offered Net Basis Points is defined as check fee (in terms of basis points) minus any refunds, also in terms of basis points.

³⁹ Refunds on convenience checks are not required, but may be specified at the task order level. If offered Net Basis Points is defined as check fee (in terms of basis points) minus any refunds, also in terms of basis points.

CLIN	Description	Unit of Issue ⁴⁰	Price
VI.1001(r)	Software for the Fleet Card	<i>[Specify]</i>	<i>[\$]</i>
VI.1001(s)	Contact Chip Cards	<i>[Specify]</i>	<i>[\$]</i>
VI.1001(t)	Foreign Currency Cards	<i>[Specify]</i>	<i>[\$]</i>

PURCHASE CARD SERVICES

TIER 1 REQUIREMENTS – OPTION PERIOD 2 (3-YEARS)

CLIN	Description	Evaluated Quantity (Base Period)	Unit of Issue	Basis Points/ Price ⁴¹	Extended Total ⁴²
P.2001	Purchase	-	-	-	<i>[\$]</i>
P.2001(a)	Charge Card Products and Services	\$400,000	Net Charge Volume	<i>[Basis Points]</i>	<i>[\$]</i>
P.2001(b)	Debit Card Products and Services	\$400,000	Net Charge Volume	<i>[Basis Points]</i>	<i>[\$]</i>
P.2001(c)	Pre-paid Card Products and Services	\$400,000	Net Charge Volume	<i>[Basis Points]</i>	<i>[\$]</i>
P.2001(d)	Association Program Management Tools	-	<i>[Specify]</i>	<i>[\$]</i>	<i>[\$]</i>
P.2001(e)	24 hour EAS Customer Service	-	<i>[Specify]</i>	<i>[\$]</i>	<i>[\$]</i>
P.2001(f)	Photo ID	-	<i>[Specify]</i>	<i>[\$]</i>	<i>[\$]</i>
P.2001(g)	Convenience Checks	\$1,000	Face Value	<i>[Net Basis Points]⁴³</i>	<i>[\$]</i>
			ea	<i>[Fixed Fee]</i>	<i>[\$]</i>
P.2001(h)	Customized Services	-	<i>[Labor Categories as Applicable]</i>	<i>[\$]</i>	<i>[\$]</i>
P.2001(i)	Contactless Chip Cards	-	ea	<i>[Fixed Fee]</i>	<i>[\$]</i>

⁴⁰ The contractor shall replace italicized language with their proposed corresponding values.

⁴¹ The contractor shall replace italicized language with their proposed corresponding values.

⁴² NOTE: When filling in pricing tables in B.8, refund dollar to agencies shall be listed as a positive figure. Separately priced or fee based core services (such as convenience checks, and travelers checks) will be negative figures. To get the 'total dollar amount to be evaluated' necessary to fill in the Evaluation table in D.3.3, these separately priced services shall be subtracted from the basis point refund.

⁴³ Refunds on convenience checks are not required, but may be specified at the task order level. If offered Net Basis Points is defined as check fee (in terms of basis points) minus any refunds, also in terms of basis points.

TRAVEL CARD SERVICES

TIER 1 REQUIREMENTS – OPTION PERIOD 2 (3-YEARS)

CLIN	Description	Evaluated Quantity (Base Period)	Unit of Issue	Basis Points/ Price⁴⁴	Extended Total⁴⁵
T.2001	Travel	-	-	-	[\$]
T.2001(a)(i)	Charge Card Products and Services	\$400,000	Net Charge Volume	[Basis Points]	[\$]
T.2001(a)(ii)	Charge Card Products and Services IBA	\$400,000	Net Charge Volume	[Basis Points]	[\$]
T.2001(b)	Debit Card Products and Services CBA	\$400,000	Net Charge Volume	[Basis Points]	[\$]
T.2001(c)	Pre-paid Card Products and Services	\$400,000	Net Charge Volume	[Basis Points]	[\$]
T.2001(d)	Association Program Management Tools	-	[Specify]	[\$]	[\$]
T.2001(e)	24 hour EAS Customer Service	-	[Specify]	[\$]	[\$]
T.2001(f)	Photo ID	-	[Specify]	[\$]	[\$]
T.2001(g)	Travelers Checks	\$1,000	Face Value	[Net Basis Points]	[\$]
			ea	[Fixed Fee]	[\$]
T.2001(h)	ATM Products and Services	-	[Specify]	[\$]	[\$]
T.2001(i)	Customized Services	-	[Labor Categories as Applicable]	[\$]	[\$]
T.2001(k)	Contactless Chip Cards	-	ea	[Fixed Fee]	[\$]

⁴⁴ The contractor shall replace italicized language with their proposed corresponding values.

⁴⁵ NOTE: When filling in pricing tables in B.8, refund dollars to agencies shall be listed as a positive figure. Separately priced or fee based core services (such as convenience checks and traveler’s checks) will be negative figures. To get the ‘total dollar amount to be evaluated’ necessary to fill in the evaluation table in D.3.3, these separately priced services shall be subtracted from the basis point refund.

FLEET CARD SERVICES

TIER 1 REQUIREMENTS – OPTION PERIOD 2 (3-YEARS)

CLIN	Description	Evaluated Quantity (Base Period)	Unit of Issue	Basis Points/ Price⁴⁶	Extended Total⁴⁷
F.2001	Fleet	-	-	-	[\$]
F.2001(a)	Charge Card Products and Services	\$400,000	Net Charge Volume	[Basis Points]	[\$]
F.2001(b)	Debit Card Products and Services	\$400,000	Net Charge Volume	[Basis Points]	[\$]
F.2001(c)	Association Program Management Tools	-	[Specify]	[\$]	[\$]
F.2001(d)	24 hour EAS Customer Service	-	[Specify]	[\$]	[\$]
F.2001(e)	Photo ID	-	[Specify]	[\$]	[\$]
F.2001(f)	Customized Services	-	[Labor Categories as Applicable]	[\$]	[\$]
F.2001(g)	Contactless Chip Cards	-	ea	[Fixed Fee]	[\$]

⁴⁶ The contractor shall replace italicized language with their proposed corresponding values.

⁴⁷ NOTE: When filling in pricing tables in B.8, refund dollars to agencies shall be listed as a positive figure. Separately priced or fee based core services (such as convenience checks, and travelers checks) will be negative figures. To get the ‘total dollar amount to be evaluated’ necessary to fill in the Evaluation table in D.3.3 Evaluation of Price for Each Business Line, these separately priced services shall be subtracted from the basis point refund.

INTEGRATED CARD SERVICES

TIER 1 REQUIREMENTS – OPTION PERIOD 2 (3-YEARS)

CLIN	Description	Evaluated Quantity (Base Period)	Unit of Issue	Basis Points/ Price	⁴⁸ Extended Total ⁴⁹
I.2001	Integrated	-	-	-	-
I.2001(a)(i)	Charge Card Products and Services IBA	\$400,000	Net Charge Volume	<i>[Basis Points]</i>	<i>[\$]</i>
I.2001(a)(ii)	Charge Card Products and Services CBA	\$400,000	Net Charge Volume	<i>[Basis Points]</i>	<i>[\$]</i>
I.2001(b)	Debit Card Products and Services	\$400,000	Net Charge Volume	<i>[Basis Points]</i>	<i>[\$]</i>
I.2001(c)	Pre-paid Card Products and Services	\$400,000	Net Charge Volume	<i>[Basis Points]</i>	<i>[\$]</i>
I.2001(d)	Association Program Management Tools	-	<i>[Specify]</i>	<i>[\$]</i>	<i>[\$]</i>
I.2001(e)	24 hour EAS Customer Service	-	<i>[Specify]</i>	<i>[\$]</i>	<i>[\$]</i>
I.2001(f)	Photo ID	-	<i>[Specify]</i>	<i>[\$]</i>	<i>[\$]</i>
I.2001(g)	Convenience Checks	\$1,000	Face Value	<i>[Net Basis Points]⁵⁰</i>	<i>[\$]</i>
			ea	<i>[Fixed Fee]</i>	<i>[\$]</i>
I.2001(h)	Travelers Checks	\$1,000	Face Value	<i>[Net Basis Points]</i>	<i>[\$]</i>
			ea	<i>[Fixed Fee]</i>	<i>[\$]</i>
I.2001(i)	ATM Products and Services	-	<i>[Specify]</i>	<i>[\$]</i>	<i>[\$]</i>
I.2001(j)	Customized Services	-	<i>[Labor Categories as Applicable]</i>	<i>[\$]</i>	<i>[\$]</i>
I.2001(k)	Contactless Chip Cards	-	ea	<i>[Fixed Fee]</i>	<i>[\$]</i>

⁴⁸ The contractor shall replace italicized language with their proposed corresponding values.

⁴⁹ NOTE: When filling in pricing tables in B.8, refund dollars to agencies shall be listed as a positive figure. Separately priced or fee based core services (such as convenience checks and traveler's checks) will be negative figures. To get the 'total dollar amount to be evaluated' necessary to fill in the evaluation table in D.3.3, these separately priced services shall be subtracted from the basis point refund.

⁵⁰ Refunds on convenience checks are not required, but may be specified at the task order level. If offered, Net Basis Points is defined as check fee (in terms of basis points) minus any refunds, also in terms of basis points.

VALUE ADDED PRODUCT AND SERVICE OFFERINGS (PURCHASE, TRAVEL, FLEET, INTEGRATED)

TIER 2 REQUIREMENTS – OPTION PERIOD 2 (3-YEARS)

CLIN	Description	Unit of Issue⁵¹	Price
VP.2001	Value Added Purchase	-	-
VP.2001(a)	Additional Authorization Controls	<i>[Specify]</i>	<i>[\$]</i>
VP.2001(b)	Software	<i>[Specify]</i>	<i>[\$]</i>
VP.2001(c)	Additional International Customer Service	<i>[Specify]</i>	<i>[\$]</i>
VP.2001(d)	Inter/Intra-Governmental Services	<i>[Specify]</i>	<i>[\$]</i>
VP.2001(e)	Electronic Merchant Payment	<i>[Specify]</i>	<i>[\$]</i>
VP.2001(f)	Commercially Offered Convenience Services	<i>[Specify]</i>	<i>[\$]</i>
VP.2001(g)	Net Billing	<i>[Specify]</i>	<i>[\$]</i>
VP.2001(h)	Card Sleeves	<i>[Specify]</i>	<i>[\$]</i>
VP.2001(i)	Real Time Web Assistance	<i>[Specify]</i>	<i>[\$]</i>
VP.2001(j)	Combined Charge Card and Identification Card Technology	<i>[Specify]</i>	<i>[\$]</i>
VP.2001(k)	Emerging Technology	<i>[Specify]</i>	<i>[\$]</i>
VP.2001(l)	Virtual Cards	<i>[Specify]</i>	<i>[\$]</i>
VP.2001(m)	Additional Data Mining Tools	<i>[Specify]</i>	<i>[\$]</i>
VP.2001(n)	Optional ATM Products and Services	<i>[Specify]</i>	<i>[\$]</i>
VP.2001(o)	Contact Chip Cards	<i>[Specify]</i>	<i>[\$]</i>
VP.2001(p)	Foreign Currency Cards	<i>[Specify]</i>	<i>[\$]</i>
VT.2001	Value Added Travel	-	-
VT.2001(a)	Additional Authorization Controls	<i>[Specify]</i>	<i>[\$]</i>
VT.2001(b)	Software	<i>[Specify]</i>	<i>[\$]</i>
VT.2001(c)	Additional International Customer Service	<i>[Specify]</i>	<i>[\$]</i>
VT.2001(d)	Email Alert Service	<i>[Specify]</i>	<i>[\$]</i>
VT.2001(e)	Inter/Intra-Governmental Services	<i>[Specify]</i>	<i>[\$]</i>

⁵¹ The contractor shall replace italicized language with their proposed corresponding values.

CLIN	Description	Unit of Issue⁵²	Price
VT.2001(f)	Electronic Merchant Payment	<i>[Specify]</i>	<i>[\$]</i>
VT.2001(g)	Commercially Offered Convenience Services	<i>[Specify]</i>	<i>[\$]</i>
VT.2001(h)	Net Billing	<i>[Specify]</i>	<i>[\$]</i>
VT.2001(i)	Card Sleeves	<i>[Specify]</i>	<i>[\$]</i>
VT.2001(j)	Real Time Web Assistance	<i>[Specify]</i>	<i>[\$]</i>
VT.2001(k)	Combined Charge Card and Identification Card Technology	<i>[Specify]</i>	<i>[\$]</i>
VT.2001(l)	Emerging Technology	<i>[Specify]</i>	<i>[\$]</i>
VT.2001(m)	Virtual Cards	<i>[Specify]</i>	<i>[\$]</i>
VT.2001(n)	Additional Data Mining Tools	<i>[Specify]</i>	<i>[\$]</i>
VT.2001(p)	Contact Chip Cards	<i>[Specify]</i>	<i>[\$]</i>
VT.2001(q)	Foreign Currency Cards	<i>[Specify]</i>	<i>[\$]</i>
VF.2001	Value Added Fleet	-	-
VF.2001(a)	Additional Authorization Controls	<i>[Specify]</i>	<i>[\$]</i>
VF.2001(b)	Software	<i>[Specify]</i>	<i>[\$]</i>
VF.2001(c)	International Customer Service	<i>[Specify]</i>	<i>[\$]</i>
VF.2001(d)	Email Alert Service	<i>[Specify]</i>	<i>[\$]</i>
VF.2001(e)	Inter/Intra-Governmental Services	<i>[Specify]</i>	<i>[\$]</i>
VF.2001(f)	Electronic Merchant Payment	<i>[Specify]</i>	<i>[\$]</i>
VF.2001(g)	Commercially Offered Convenience Services	<i>[Specify]</i>	<i>[\$]</i>
VF.2001(h)	Card Sleeves	<i>[Specify]</i>	<i>[\$]</i>
VF.2001(i)	Real Time Web Assistance	<i>[Specify]</i>	<i>[\$]</i>
VF.2001(j)	Combined Charge Card and Identification Card Technology	<i>[Specify]</i>	<i>[\$]</i>
VF.2001(k)	Emerging Technology	<i>[Specify]</i>	<i>[\$]</i>
VF.2001(l)	Virtual Cards	<i>[Specify]</i>	<i>[\$]</i>
VF.2001(m)	Additional Data Mining Tools	<i>[Specify]</i>	<i>[\$]</i>
VF.2001(n)	Additional Authorization Controls for the Fleet Card	<i>[Specify]</i>	<i>[\$]</i>

⁵² The contractor shall replace italicized language with their proposed corresponding values.

CLIN	Description	Unit of Issue ⁵³		Price	
			Face Value	[Net Basis Points] ⁵⁴	[\$]
VF.2001(o)	Optional Convenience Check Products and Services	\$1000			
			<i>ea</i>	[Fixed Fee]	[\$]
VF.2001(p)	Contact Chip Cards		[Specify]		[\$]
VF.2001(q)	Foreign Currency Cards		[Specify]		[\$]
VI.2001	Value Added Integrated		-		-
VI.2001(a)	Additional Authorization Controls		[Specify]		[\$]
VI.2001(b)	Software		[Specify]		[\$]
VI.2001(c)	International Customer Service		[Specify]		[\$]
VI.2001(d)	Email Alert Service (travel and fleet transactions)		[Specify]		[\$]
VI.2001(e)	Inter/Intra-Governmental Services		[Specify]		[\$]
VI.2001(f)	Electronic Merchant Payment		[Specify]		[\$]
VI.2001(g)	Commercially Offered Convenience Services		[Specify]		[\$]
VI.2001(h)	Net Billing		[Specify]		[\$]
VI.2001(i)	Card Sleeves		[Specify]		[\$]
VI.2001(j)	Real Time Web Assistance		[Specify]		[\$]
VI.2001(k)	Combined Charge Card and Identification Card Technology		[Specify]		[\$]
VI.2001(l)	Emerging Technology		[Specify]		[\$]
VI.2001(m)	Virtual Cards		[Specify]		[\$]
VI.2001(n)	Additional Data Mining Tools		[Specify]		[\$]
VI.2001(o)	Optional ATM Products and Services for the Purchase Card		[Specify]		[\$]
VI.2001(p)	Additional Authorization Controls for the Fleet Card		[Specify]		[\$]
VI.2001(q)	Optional Convenience Check Products and Services (fleet transactions)	\$1000			
			<i>ea</i>	[Fixed Fee]	[\$]

⁵³ The contractor shall replace italicized language with their proposed corresponding values.

⁵⁴ Refunds on convenience checks are not required, but may be specified at the task order level. If offered Net Basis Points is defined as check fee (in terms of basis points) minus any refunds, also in terms of basis points.

⁵⁵ Refunds on convenience checks are not required, but may be specified at the task order level. If offered Net Basis Points is defined as check fee (in terms of basis points) minus any refunds, also in terms of basis points.

CLIN	Description	Unit of Issue⁵⁶	Price
VI.2001(r)	Software for the Fleet Card	<i>[Specify]</i>	<i>[\$]</i>
VI.2001(s)	Contact Chip Cards	<i>[Specify]</i>	<i>[\$]</i>
VI.2001(t)	Foreign Currency Cards	<i>[Specify]</i>	<i>[\$]</i>

⁵⁶ The contractor shall replace italicized language with their proposed corresponding values.

SCHEDULE OF SERVICES

C.1 GENERAL SCOPE AND TERMS

Since 1998, with a comprehensive portfolio of program offerings that includes purchase, travel, fleet, and integrated cards, the GSA SmartPay® program has supported efficient procurement by providing an effective payment mechanism to agencies/organizations across the Government. The program has grown significantly since inception due to increased adoption by agencies and will continue to do so as the Government realizes the potential benefits of the data that the program yields and the increased convenience afforded by the products and services it provides. For the agencies, organizations, and tribal nations that participate in the program, charge cards provide a quick and convenient tool for purchase, travel, and fleet transactions.

While the GSA SmartPay® program will continue adding value to the Government in its current form, the program has widened its role to provide for the anticipated future needs of customers. Reviews and customer feedback have identified many potential opportunities for improving delivery of the program to customers. These opportunities are aligned with changes in technology, new government initiatives, and regulations such as the OMB Circular A-123, Appendix B and the Federal Information Security Management Act (FISMA) that impose increased requirements. The GSA SmartPay® program is placing increased focus on:

- Customer service excellence through improved service support, better customer tools, and greater responsiveness to evolving customer needs (e.g., emergency card use, strategic sourcing, tax reclamation);
- Partnerships in program management, control, and oversight to reduce fraud, waste, and abuse;
- Innovation in meeting unique government requirements, particularly relating to data management;
- Products and services that will make the future government charge card program more secure;
- Renewed focus on data management and reporting; and
- Additional product offerings beyond the traditional charge card services.

The Government views the master contract as the key to the future of government business processes by serving as the platform for a wide range of services supported through card and cardless technology. Additional services include a potential data warehouse that will enhance program management and monitoring.

Card-based procurement has played a key role in transforming government procurement. Ease of use, greater accountability, widespread distribution, and familiarity with the use of cards has helped to make charge cards a significant procurement and payment mechanism. There are currently over 2.6 million cards government-wide, distributed throughout 350 agencies and organizations that participate in the GSA SmartPay® program. In Fiscal Year 2005, nearly \$25 billion was spent on approximately 92 million transactions. This widespread use is driven in part by some departments requiring card use for all micropurchases and for the expenses of frequent travelers.

The functionality and widespread acceptance of cards has helped to make them a leading method of procurement and payment. The benefits of card payment have helped them to become the method of choice for small purchases, travel expenses, and fleet applications. Furthermore, the adaptability of cards to online and phone purchases aligns with emerging trends in the purchasing market. Account management systems for charge card programs also provide effective tools to prevent unauthorized purchases, such as card limits, merchant blocking, and fraud detection controls. Transaction data and reports generated by the program may increase the Government's ability to review purchases and to maintain accountability for spending. Such reports are crucial in providing agency/organization leadership with details of its spending habits to help with the management of card-based strategic sourcing and funds.

The benefits of the program are broader than ease of use alone. A 2005 purchase card study conducted by Palmer and Gupta estimated an average savings of \$67.38 per transaction when purchase cards are used instead of traditional paper-based purchase orders. As agencies/organizations have increasingly used card-based processes instead of paper-based processes for micropurchases over the last decade, card-based payments have become ingrained into the federal government procurement process. As a result, the infrastructure for non-card alternatives has become either obsolete or cannot be implemented in a timely manner without an adverse impact to the Government. Today, this program is essential to ensure government-wide continuity of operations.

C.1.1 BACKGROUND

CP.1.1 PURCHASE SPECIFIC

Regulatory: The Federal Acquisition Regulation (FAR) and agency/organization supplements direct how the Government acquires supplies and services.

Program History: Piloted in 1986, the Purchase Card Program began with 24 federal agencies. The success of the program led the Office of Management and Budget (OMB) to request that GSA acquire purchase card services on a government-wide basis. The first contract was competitively awarded by GSA in 1989, and the second contract was competitively awarded in 1994. The commercial Purchase Card Business Line was integrated into the GSA SmartPay® contract awarded on February 10, 1998. To illustrate the growth of this business line in terms of dollars, transactions, and cardholders, see historic program data found in the most updated charge card performance summary on the GSA SmartPay® website.

CT.1.1 TRAVEL SPECIFIC

Regulatory: Under federal regulations, agencies/organizations may pay for government travel with Government Transportation Requests (GTR's), charge instruments under contract to the Government, and in rare instances, cash. If the Federal Travel Regulation (FTR) is changed to remove restrictions prohibiting the use of the travel card for local travel, then use of the card for local travel will be available to GSA SmartPay® customer agencies/organizations, provided travel charge card management criteria established by GSA and/or agencies/organizations are met, and prior authorization is obtained from the GSA SmartPay® Program Office.

General: Individually billed charge card accounts are used to pay for official and local travel and other travel-related expenses. The Government reimburses employees only for authorized and allowable expenses. Any amounts charged in excess of the allowable reimbursement are paid to the Contractor out of the employee's personal funds. The travel card is to be used for official government use only.

Centrally billed charge card accounts are established by some agencies/organizations to pay for official travel charges and for other official travel-related expenses under special circumstances. Normally, charge cards are not issued in conjunction with centrally billed accounts. However, under certain circumstances, cards may be issued against a centrally billed account.

The majority of federal agency employees and uniformed members of the armed services purchase common carrier transportation tickets for official travel through third-party arrangements through the E-Gov Travel Service (ETS) for civilian agencies or the Defense Travel System (DTS) for Department of Defense. Agencies may also make purchases through Travel Management Centers (TMCs) and Commercial Travel Offices (CTOs), as well as other government contracts.

Program History: From 1983 to 1998, GSA contracted for a Travel and Transportation Payment and Expense Control System for official travel expenses. The system consists of individually billed employee accounts with and without automated teller machine (ATM) access, centrally billed accounts (CBA) and travelers checks for use in connection with official government travel and travel-related expenses on a domestic and international basis. Prior to the inception of this system, non-commercial payment practices were utilized by agencies/organizations who implemented their own separate travel programs. Most agencies/organizations used GTR's, which were a cumbersome technique requiring significant control mechanisms. This approach led to excessive costs and inconsistencies in implementation and management of the travel programs. Under this program, there was no payment mechanism, other than the GTR, in place for airlines to ensure eligibility for negotiated airfares.

The commercial Travel Card Business Line was integrated into the GSA SmartPay® contract awarded on February 10, 1998. To illustrate the growth of this business line in terms of sales, participating agencies/organizations, and cardholders, see historic program data found in the most updated charge card performance summary on the GSA SmartPay® website.

CF.1.1 FLEET SPECIFIC

Program History: The Defense Energy Support Center (DESC) is responsible for purchasing fuel for the Federal Government. Prior to 1979, the DESC contracts allowed each agency/organization to issue their own cards to be used as payment mechanisms.

In 1979, the General Services Administration (GSA) began procuring plastic card services which included inventory management. Each agency/organization was assigned specific account ranges within the overall account numbering scheme assigned by the American Petroleum Institute to the Federal Government. The card Contractor maintained a list of billing

office addresses for each account (obtained when the cards were ordered). This information was distributed to all fuel merchants under the DESC contracts. The fuel merchants then invoiced each account individually. The DESC contracted with the fuel merchants to ensure taxes were deducted and that the GSA card was accepted as a payment mechanism. GSA contracted for the issuance and distribution of the cards. Each agency/organization was responsible for payment from each fuel merchant at which the card was used. Both the current DESC fuel contract program and the GSA plastic card program expired in May 1997.

In October of 1996, GSA issued a solicitation for commercial fleet charge card services. Detailed fuel data from the fuel merchants was required; however, only pricing data was required for maintenance purchases. That contract was awarded on December 27, 1996.

The commercial Fleet Card Business Line was integrated into the GSA SmartPay® contract awarded on February 10, 1998. To illustrate the growth of this business line in terms of sales, participating agencies/organizations, and cardholders, see historic program data found in the most updated charge card performance summary on the GSA SmartPay® website.

CI.1.1 INTEGRATED SPECIFIC

Regulatory: The following regulations apply as applicable: the Federal Acquisition Regulation (FAR) and agency supplements direct how the Government acquires supplies and services. Government Travel Regulations allow agencies/organizations to pay for government travel with Government Transportation Requests (GTRs), charge instruments under contract to the Government, and in rare instances, cash. The Defense Energy Support Center (DESC) is responsible for purchasing fuel for the federal government. Prior to 1979, the DESC contracts allowed each agency/organization to issue their own cards to be used as payment mechanisms. For additional information see CP.1.1 Purchase Specific, CT.1.1 Travel Specific, and CF.1.1 Fleet Specific.

Program History: Under the current GSA SmartPay® contract, the Department of the Interior implemented an integrated charge card program. Through a collaborative effort across traditional program lines, purchase, travel, and fleet were combined creating the largest integrated card program in either the public or private sector.

An initial decision was made to award all three business lines travel, purchase, and fleet to the same Contractor in order to implement an integrated card program from the beginning, or to have the option to move to an integrated card further into the contract's period of performance.

An integrated card program may also include other cards (e.g., the Department of Interior, Bureau of Land Management uses a Uniform Card to manage acquisition of uniform components).

C.1.2 SCOPE OF WORK

The purpose of the master contract is to provide a worldwide procurement and payment mechanism to support authorized purchases, expenses, to streamline purchase and payment systems for the Purchase, Travel, Fleet, and Integrated Business Lines. All financial, management, and administrative products and services, current and emerging, that assist in the support of authorized purchases, expenses, and streamlining purchase and payment systems, fall within the scope of this contract. The Contractor shall provide the necessary products and services to accomplish all of the requirements stated herein.

Agencies/organizations that have agreed to participate in one or more of the core business line(s) under the GSA SmartPay® 2 contract have signed a User Participation Agreement. By signing the agreement, participants are precluded from purchasing similar core fleet, travel, purchase and/or integrated card products and services outside of the GSA SmartPay® 2 program.

If an agency/organization chooses to opt out of the program at a later date, the agency/organization must notify the GSA contracting officer at least 90 days prior to the date the agency/organization leaves the program. The intention of this approach is to incentivize Contractors to provide high levels of customer service. If an agency/organization chooses to leave, it is the agency's/organization's responsibility to terminate for convenience at the task order level or choose not to exercise its next task order option.

CP.1.2 SCOPE OF CONTRACT FOR PURCHASE CARD

This contract is to provide a purchase card and associated services, including additional product and service offerings and value added product and service offerings as described herein.

a) The following activities are authorized to use this contract:

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

b) The Contractor is required to provide centrally billed accounts for the following organizations: Employees of Tribes or Tribal Organizations when performing functions necessary to carry out their responsibilities that fall within the scope of their current Indian Self Determination and Education Assistance Act contract, grant, cooperative agreement, or funding agreement with the Department of the Interior or the Department of Health and Human Services, when such Tribe or Tribal Organization has been added to the master contract as a participant by the GSA Contracting Officer. Each eligible Tribe or Tribal Organization will be added individually by the GSA Contracting Officer (in writing to the master Contractors) at the sole discretion of the Government and at no additional cost to the Government.

- 1) Prior to the GSA Contracting Officer adding a Tribe or Tribal Organization as a participant, the Tribe or Tribal Organization will be required to submit an application for approval to use GSA sources of supply.
- 2) If, at any time during the contract, the Tribe or Tribal organization ceases having a contract, grant, cooperative agreement or funding agreement under the Indian Self Determination and Education Assistance Act, such Tribe or Tribal Organization shall cease being eligible to use the master contract. If the Tribe or Tribal Organization subsequently enters into a new contract, grant, cooperative agreement, or funding agreement under the Indian Self Determination and Education Assistance Act, the GSA Contracting Officer may again authorize the Tribe or Tribal Organization as a participant.

CT.1.2 SCOPE OF CONTRACT FOR TRAVEL CARD

This contract is to provide a travel payment card and associated services, including additional product and service offerings and value added product and service offerings as described herein. As the GSA travel card is the only form of card payment that is required to be accepted under City Pair Program, when changes are made to the City Pair contracts, analogous changes will be made to the travel card contracts at the discretion of the GSA Contracting Officer and at no cost to the Government.

a) Mandatory Users of the City Pair Program: Mandatory users for coach class service are—

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

committee of either House of Congress or of the two Houses and does not include the Government of the District of Columbia.

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

When any of (1) through (11) above travel at Government expense except military reservists traveling to and from inactive training;

- 12) Employees of the Farm Credit Administration when traveling on official Government business;
- 13) Employees of the Government of the Commonwealth of the Northern Mariana Islands on official travel;
- 14) Persons traveling on behalf of the American Red Cross National Sector for the purpose of overseas activities, or U.S. activities that support the organization's overseas operations (except Contractors working for the American Red Cross);
- 15) Employees of a tribe or tribal organization when performing travel necessary to carry out a contract, grant, or funding or cooperative agreement under the Indian Self-Determination and Education Assistance Act when such tribe or tribal organization has been added to the contract as a mandatory user by the Contracting Officer pursuant to this clause. Each eligible tribe or tribal organization will be added individually as a mandatory user by the GSA Contracting Officer (in writing to the master Contractors) at the sole discretion of the Government and at no additional cost to the Government.⁵⁷

A list of tribes or tribal organizations that are mandatory users may be found at: <http://fss.gsa.gov/citypairs/tribeslist.cfm>

- 16) Employees of and participants in the Eisenhower Exchange Fellowship Program when performing travel necessary to carry out the provisions of 20 U.S.C. § 5201.
- 17) Employees of the foundations established by Acts of Congress to solicit private sector funds on behalf of federal land management agencies for official travel, including, but not limited to:

⁵⁷ Prior to the GSA Contracting Officer adding a Tribe or Tribal Organization as a mandatory user, the Tribe or Tribal Organization will be required to submit an application for approval to use GSA sources of supply. If, at any time during the contract, the Tribe or Tribal organization ceases having a contract, grant, cooperative agreement or funding agreement under the Indian Self Determination and Education Assistance Act, such Tribe or Tribal Organization shall cease being eligible to use the master contract. If the Tribe or Tribal Organization subsequently enters into a new contract, grant, cooperative agreement, or funding agreement under the Indian Self Determination and Education Assistance Act, the GSA Contracting Officer may again authorize the Tribe or Tribal Organization as a mandatory user.

- a. National Park Foundation
- b. National Fish and Wildlife Foundation

18) District of Columbia Courts

b) Non-Mandatory Users of the City Pair Program: Non-mandatory users may request contract service on an optional basis. Contract carriers may, but are not required to, furnish any requested service to non-mandatory users. Non-mandatory users are—

- 1) All members and employees of the U.S. Congress; employees of the Judicial Branch of the Government; employees of the U.S. Postal Service; U.S. Foreign Service Officers; and employees of any agencies who are not subject to the provisions of 5 U.S.C. § 5701-09.
- 2) DOD recruits traveling from Military Entrance Processing Stations (MEPS).
- 3) Groups of 10 or more passengers traveling together on the same day, on the same flight, for the same mission requiring group integrity, and identified as a group by the travel management system upon booking.

c) City Pair Program Ineligible Users: Ineligible users in this category, upon approval of the GSA Contracting Officer, may request a centrally billed account and, if specifically authorized by the GSA Contracting Officer, may request individual cards. Users in this category are not anticipated to be permitted to participate in the City Pair Program and receive the city pair fares.

- 1) Government cost-reimbursable Contractors when authorized in writing by a federal agency pursuant to 48 CFR 51.1.
- 2) Any other entity authorized to use GSA sources of supply.

CF.1.2 SCOPE OF CONTRACT FOR THE FLEET CARD

This contract is to provide a fuel/maintenance fleet card for vehicles, equipment, aviation⁵⁸ (including airports, airbuses, and associated services), small marine vessels and large marine vessels (including ocean going ships, barges, tugs, dredges, and other marine conveyances that are not required to utilize DESC as the required integrated material manager for bunker fuel⁵⁹ and associated services), including additional product and service offerings; and value added product and service offerings as described herein.

a) The following activities are also authorized to use this contract:

- 1) Any executive agency (as defined in 40 U.S.C. § 102 (executive departments or independent establishments in the executive branch of the Government, including wholly owned government corporations)) except those entities specified in subparagraph 9);
- 2) The United States Postal Service;
- 3) The Tennessee Valley Authority;
- 4) Federal agencies, as defined in 40 U.S.C. § 102, not specified in b) below;
- 5) Non-appropriated fund instrumentalities;
- 6) Government cost-reimbursable Contractors when authorized in writing by a federal agency pursuant to 48 CFR 51.1;

⁵⁸ The Department of Defense and some other Federal Agencies currently do not use GSA's fleet card for aviation fuel and associated aviation services and instead uses its AIR card for aviation fuel and associated aviation services.

⁵⁹ Department of Defense vessels' bunkers transactions are paid by DESC and billed back to the customer via the Military Billing System. The fleet card is not an accepted means of payment for those vessel bunkers' fuel purchases whether the fuel was bought against a DESC contract or "open market."

- 7) Mixed-ownership Government corporations as defined in 31 U.S.C. § 9101;
- 8) The Government of the District of Columbia; and
- 9) Any other entity authorized to use GSA sources of supply.

b) The Contractor is required to provide centrally billed accounts for the following organizations: Employees of Tribes or Tribal Organizations when performing fleet functions necessary to carry out their responsibilities that fall within the scope of their current Indian Self Determination and Education Assistance Act contract, grant, cooperative agreement, or funding agreement with the Department of the Interior or the Department of Health and Human Services, when such Tribe or Tribal Organization has been added to the master contract as a participant by the GSA Contracting Officer. Each eligible Tribe or Tribal Organization will be added individually as a participant by the GSA Contracting Officer (in writing to the master Contractors) at the sole discretion of the Government and at no additional cost to the Government.

- 1) Prior to the GSA Contracting Officer adding a Tribe or Tribal Organization as a participant, the Tribe or Tribal Organization will be required to submit an application for approval to use GSA sources of supply.
- 2) If, at any time during the contract, the Tribe or Tribal organization ceases having a contract, grant, cooperative agreement or funding agreement under the Indian Self Determination and Education Assistance Act, such Tribe or Tribal Organization shall cease being eligible to use the master contract. If the Tribe or Tribal Organization subsequently enters into a new contract, grant, cooperative agreement, or funding agreement under the Indian Self Determination and Education Assistance Act, the GSA Contracting Officer may again authorize the Tribe or Tribal Organization as a participant.

CI.1.2 SCOPE OF CONTRACT FOR INTEGRATED CARD

This contract is to provide an integrated card and associated services as described for the travel, purchase and/or fleet cards in this document. Under an integrated program two or more business line processes are integrated on the front-end (e.g., at a minimum account set-up, account maintenance, customer service) or back-end (e.g., at a minimum reconciliation, reporting and invoicing) or both. It may be a single card or a single platform.

If the decision is made by the agency/organization to include both centrally billed and individually billed transactions, the ability to move/transfer transactions from centrally billed to individually billed and vice versa may be essential.

An account may be established in just one business line or in a combination of the Travel, Purchase, and Fleet Business Lines. See CP.1.2 Scope of Contract for Purchase Card for the history and activities authorized to use this contract; CT.1.2 Scope of Contract for Travel Card for the history and mandatory and non-mandatory uses for coach class service; and CF.1.2 Scope of Contract for the Fleet Card for the history and activities authorized to use this contract.

Notes for the Integrated Business Line, when it is referencing CP (purchase specific), CT (travel specific), or CF (fleet specific) section:

- References to purchase, travel, and fleet cards are analogous to the Travel, Purchase and Fleet Business Lines of an integrated program;
- References to accounts throughout the document are analogous to transactions when applied to the integrated program.

C.1.3 SCHEDULE OF SERVICES

The schedule of services is divided into sections as follows:

Performance Work Statement (Section C) - contains general terms and conditions that are applicable to all business lines. Section C is further specifically defined for each business line as noted below:

- a) Specific to Purchase Card (CP)
- b) Specific to Travel Card (CT)
- c) Specific to Fleet Card (CF)
- d) Specific to Integrated Card (CI)

C.1.4 DEFINITIONS

The offeror shall abide by the following definitions:

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

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

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

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

Ad Hoc Reporting: Provides the ability for the A/OPC community, at a minimum, to access all data elements of the AO, cardholder, and transaction records and create a report in html, Excel, and text (ASCII) formats as defined by the A/OPC.

Agency: The highest level of responsibility for an entity authorized to use the card/account (i.e., Administration, Agency, Board, Commission, Corporation, Department, Tribal Organizations, Institute, etc.). Agencies/organizations may be further broken down in sub-elements (e.g., bureau, service, activity, component, division, office).

Agency Location Code (ALC): A 3, 4, or 8-digit unique identifier similar to a bank account number. An 8 digit numerical ALC is used for agencies/organizations that use Treasury for disbursement of funds. The first two digits refer to the agency, the next two digits refer to the Bureau, and the last four digits refer to the particular agency accounting station. A 4 digit numerical code is used for agencies/organizations which have their own disbursing authority, (e.g., DOD). A 3 digit ALC is used to identify Treasury Financial Centers.

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

Agency/Organization Identifying Number: Provided in Federal Information Processing Standards (FIPS), Publication 95-2 codes for the identification of Federal and Federally-Assisted Organizations. This standard provides a four-character identifier for each agency/organization. The set of identifiers defines a standard data element. The two leftmost characters form a component data element which is identical with the two-digit numerical code used in the federal budgetary process to identify major federal organizations. Agency/Organization Identifying Numbers may be downloaded from the internet at: <http://www.itl.nist.gov/fipspubs/fip95-1.htm> Note: The information contained at the website may not be current, accurate or complete—Contractors shall verify the agency/organization identifying number at the task order level.

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

Agency/Organization Program Coordinator (A/OPC): The individual serving as the focal point for management, task order administration, establishing and maintaining accounts, and issuance and destruction of cards. The A/OPC oversees the card program for his or her agency/organization and establishes agency/organization guidelines. The A/OPC helps set-up accounts; serves as liaison between the cardholder and the card Contractor; provides on-going advice; audits card accounts as required; and keeps necessary account information current.

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

Associations: Organizations that are comprised of member banks and financial institutions that make the rules in regard to the acceptance of charge cards. These rules include fees that are charged for interchange.

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

Authorization Controls: A set of rule-based mechanisms that are used to enforce policies governing the allowable use of charge cards for the procurement and payment of products and services (e.g., MCC blocks, daily spend limits, transaction limits).

Automated Clearing House (ACH): Central distribution point for transferring funds electronically for participating depository financial institutions. Transactions are accumulated and sorted by destination for transmission during a predetermined period. It includes small dollar payments in large transaction volume.

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

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

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

Billing Date: For suspension of centrally billed travel accounts in accordance with C.1.18.2.1 Suspension Procedures, the billing date is defined as the cut-off date for which charges are processed for the billing cycle. For all other applications, the billing date is the date the invoice is received by the agency/organization Designated Billing Office in accordance with the Prompt Payment Act.

Break Down Data: The process of expanding summary level data into more detailed transaction data.

Business Day: Monday through Friday except federal holidays.

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

Cardholder: An individual to whom a card is issued to buy goods and services in support of official government business or travel. This may include a Contractor under a cost-reimbursable contract for purchase card accounts, fleet card accounts and centrally billed travel card accounts only. The cardholder holds the primary responsibility for the card's proper use.

Cardless Account: An established account without a physical card. For the purposes of this contract, cardless accounts have all account controls offered for other card types as defined in C.3.6 Authorizations Controls and have the authorization codes necessary for some remote transactions (e.g., CVC2, CVV2 codes) provided upon activation of the account.

Centrally Billed Account: A card/account established by the Contractor at the request of the agency/organization. These may be card/cardless accounts. Payments are made directly to the Contractor by the agency/organization. All fleet and purchase cards are centrally billed cards/accounts. Agencies/organizations will specify, at the task order level, which travel and integrated cards will be centrally billed cards/accounts.

Charge Card: A plastic card, issued to an individual or an entity, with an underlying account that is used for making payments. A charge card is similar to a credit card, except that generally the balance must be paid in full upon receipt of the statement, usually on a monthly basis.

Contactless Payment Card: A standard card with the added functionalities of Integrated Circuit Card (ICC) and Radio Frequency Identification (RFID) technologies. The card shall include a magnetic stripe, integrated circuit chip capabilities, and contactless transponder technology. For the purposes of this contract, card physical characteristics and encoding must be in compliance with standard industry specifications including, but not limited to parts 1-4 of International Standard Organization (ISO) 14443 standards and ISO standard 7813 Financial Transaction Cards.

Contract Period: See period of performance.

Convenience Check: Contractor-provided check that is written on a card/account within established dollar limits.

Core Requirements: Minimum government-wide requirements. All Contractors shall offer core requirements. The vast majority of customers will utilize core requirements. Core requirements are referred to as “Tier 1.”

Corporate Status: As used for 1099 purposes a declaration by the offeror whether it is a corporate entity or unincorporated entity (e.g., sole proprietorship, partnership).

Customization: The standard commercial practice of creating reports, invoices, and services to meet unique needs of a specific customer at a mutually agreeable fee, when applicable.

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

Debit Card: Contractor-provided product and service that deducts an account/fund within established dollar limits. May be on-line or off-line.

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

Delinquency/delinquent account: An undisputed charge card account balance that is unpaid for more than 61 days past the statement date.

Designated Billing Office (DBO): The office or third party entity designated by the ordering agency/organization to receive the official invoice and, in some instances, make payment. Typical DBO responsibilities are addressed in Attachment 10, Designated Billing Office (DBO).

DESC: Defense Energy Support Center.

Domestic: All 50 states, the District of Columbia, U.S. Territories, and Possessions.

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

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

Electronic: Format of information that can be disseminated by optically stored media, magnetic tape, computer disks, microfiche, microfilm, computer to computer communications via modem, networks, facsimile, or other electronic method of dissemination. It includes file transmissions through PC-based, CPU -to- CPU, or other communications protocol.

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

Electronic Commerce/Electronic Data Interchange Office (EO): The office designated by the ordering agency/organization for EC/EDI functions and support. Typical EO responsibilities are addressed in Attachment 10, EC/EDI Office (EO).

Electronic Funds Transfer (EFT): Delivery systems used to transfer payments of funds electronically. These systems transfer funds faster and more securely than transfers authorized by paper check.

Electronic Signature: A paperless way to sign a document using an electronic symbol or process attached or associated with the document.

Federal Acquisition Regulation (FAR): The regulation for use by federal executive agencies for acquisition of supplies and services with appropriated funds, as set forth in 48 CFR § 1-52. Some agencies/organizations may have additional FAR supplements specific to their purchases (e.g., Department of Defense’s Defense FAR Supplement (DFARS)).

Fedwire: One of the major wire transfer systems directly connected to the Federal Reserve Bank. Wire transfer of funds are executed through the Fedwire network, which is tied to all federal reserve branches, depository financial institutions, the Financial Management Service, a bureau of the Department of Treasury, and other government agencies/organizations. It is a method of electronic funds transfer. These payments usually involve large dollar amounts associated with small transaction volume.

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

Fiscal Year: October 1 through September 30.

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

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

Hierarchy: The organizational structure of the charge card program within the agency/organization which is composed of multiple levels from the cardholder to the top level of the agency/organization.

Integrated Card: Two or more business lines whose processes are integrated on the front-end (e.g., at a minimum, account set-up, account maintenance, customer service) or back-end (e.g., reconciliation, reporting, and invoicing), or both. May be a single card or a single platform.

Interchange Fee: A fee paid by the merchant's bank to the card issuing bank for processing the credit card transaction. This fee is generally a percentage of the total transaction amount, and is passed on to the merchant through the merchant bank's fees.

Inter/Intra-Governmental Service: Merchant acquiring services which involves setting up merchant agencies. This service is used for inter/intra-agency operations and payments in conjunction with the purchase, travel, fleet, and integrated cards.

International: Locations not within the definition of domestic.

Internet: A worldwide network of computers that uses TCP/IP network protocols to facilitate data transmission and exchange.

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

Invoice: See "Official Invoice"

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

Legacy System: An existing computer system or application program which continues to be used.

Level 1 Data: Standard commercial transaction data that includes the total purchase amount, the date of purchase, the merchant category code, merchant's name, city/state, debit/credit indicator, date charge/credit was processed by the Contractor, Contractor processing/transaction reference number for each charge/credit, and other data elements as defined by the Associations or similar entity.

Level 2 Data: In addition to Level 1 data, includes sales tax amount, company information, and other data elements as defined by the Associations or similar entity.

Level 3 Data: Full line-item detail in addition to the data in Level 1 and Level 2 includes unit cost, quantities, unit of measure, product codes, product descriptions, ship to/from zip codes, freight amount, duty amount, order date, discount amount, order number, and other data elements as defined by the Associations or similar entity.

Local Travel: Travel that is within the vicinity of an employee's regular duty station where an official government travel authorization is not provided nor necessary. Examples of local travel may include, but are not limited to public transportation passes/tokens, ferry tickets, etc.

Master File: File maintained by the Contractor that contains all essential account information described herein (Reference C.3.2.1.3 Master File).

Media: A broad spectrum of methods used to provide a permanent record of communications (e.g., paper, EDI, electronic, optically stored media, computer disks, microfiche, microfilm, computer to computer communications via modem, networks, facsimile, or any other acceptable methods of available communication).

Merchant: The source for agency/organization supplies or services. The merchant may be a required source inside or outside the Government, another government agency, or a private sector merchant of supplies or services.

Merchant Category Code (MCC): A four-digit code used to identify the type of business a merchant conducts (e.g., gas stations, restaurants, airlines). The merchant selects its MCC with their bank. The code controls where purchases are allowable and may determine if the item is centrally or individually billed.

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

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

Net Credit Losses: Balances in individually billed accounts that reach 180 calendar days past the closing date on the statement of account in which the charges appeared for the reporting period, less recovered amounts. Recovered amounts are net of recovery fees paid to third parties.

Non Interchange Based Transactions: Transactions that occur through nontraditional payment channels (e.g. closed loop systems) that do not generate interchange.

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

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

Official Travel: Travel performed at the direction of a federal agency under an official travel authorization.

On-Line: Accessible via a computer or computer network, such as the internet.

Organization: Individuals or entities authorized to use GSA sources of supply as specified by the GSA Contracting Officer.

Period of Performance: At the master contract level, the period of performance includes the transitional and transactional periods. The transitional period of performance begins on the date of award and ends November 29, 2008. The transactional period begins November 30, 2007 with a four year base period, one four year option period, and one three year option period. The total master contract period of performance shall not exceed twelve years. At the task order level, the period of performance is as follows:

- **Transitional period** – Task order level transitions will be staggered beginning on the date of the GSA SmartPay® kick off conference (post-award) and ending no later than November 29, 2008. Agencies/organizations will negotiate with their incumbent and incoming Contractor the date to begin transitioning during this time frame.
- **Transactional period** – Depending upon the agency's/organization's transitional period, transactions may begin November 30, 2007. No charges shall be made or processed prior to November 30, 2007. The incumbent and incoming Contractor shall not at any time during the task order period of performance process transactions at the same time. At the task order level, the transactional period shall not exceed the term of the master contract.

Personal Identification Number (PIN): A code assigned by the Contractor that the card/account holder possesses for verification of identity when using a card.

Pre-paid card: A card that is programmed with a monetary value, and has the capability to be reloaded. Systems operate in two ways. One is the “closed-loop” system, which may be used only for limited purposes. The other is the “open-loop” system, which offers the ability to utilize cards for multiple purposes and at multiple points of sale, such as making deposits on the card, withdrawing cash, and/or paying bills. They may be either rechargeable (value can be added to them) or disposable.

Pooling: A partnership between two or more agencies/organizations that work together to define requirements and choose a Contractor for their jointly awarded task order.

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

Quarter: See fiscal year quarter.

Refund: A monetary payment provided by the Contractor to agencies. Types of refunds include:

- Sales - Payments from the Contractor to the agency/organization based on the dollar or “spend” and/or frequency of payments to the Contractor; and
- Productivity – Payments from the Contractor to the agency/organization based on the timeliness and/or frequency of payments to the Contractor; and
- Additional payments from the Contractor to the agency/organization to correct improper or erroneous payments or an invoice adjustment.

Required Additional Product and Service Offerings: A set of selected products and services available to agencies/organizations that are separately priced. These products must be offered and are included in “Tier 1” pricing.

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

Rules-based: An approach to changing data that using rules such as “if-this, do that” to perform actions. This approach allows flexibility and enables tasks and data to be easily changed by replacing one or more rules.

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

Signature: Discrete, verifiable symbol of an individual affixed to a document, with the knowledge and consent of the individual. This may include electronic signatures.

Strategic Sourcing: The process of continually analyzing the way agencies/organizations spend funds through contracts, delivery orders, and through the Government card program in order to ensure agencies/organizations are making efficient and effective purchases by:

- Leveraging their sourcing power by seeking opportunities to achieve discounts on commonly purchased goods and services; and
- Applying discounts to all charge card transactions, as appropriate.

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

Summary Level Data: Transaction data that is grouped or categorized into high levels and is not detailed.

Suspension: The process by which a particular charge card account is deactivated due to delinquency or multiple pre-suspension actions.

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

Task Order: An order for services placed against an established contract or with government sources.

Task Order Ombudsman: The GSA individual that reviews Contractor complaints and ensures that all Contractors receive a fair opportunity to be considered, consistent with the contract procedures (as required under Section 303J (e) of the Federal Property and Administrative Services Act of 1949, as amended).

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

Tier 1: Core government-wide requirements (all requirements stated in Section C Schedule of Services except C.2.12 Value Added Product and Service Offerings).

Tier 2: Value Added Product and Service Offerings (all requirements stated in C.2.12)

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

Transaction Dispute Office (TDO): The office designated by the ordering agency/organization to assist the agency/organization and the Contractor in tracking and resolving disputed purchases or transactions. Typical TDO responsibilities are addressed in Attachment 10, Transaction Dispute Office (TDO).

Trust Agreement: A written agreement under which the Contractor transfers legal ownership of property to the agency/organization charged with administering the property for the benefit of a third person or persons.

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

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

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

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

Value Added Tax (VAT): A broad-based sales tax levied on business services purchased in the European community.

Virtual Cards: One time use account numbers that may be used during a limited time period (e.g., within a 30 day window), for a limited amount (specific or not to exceed), and possibly for a specific vendor.

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

Write-Off: A canceled account with an unpaid balance determined to be uncollectible by the Contractor. At the Contractor's discretion, collection action may continue on these accounts.

CP.1.4 PURCHASE SPECIFIC

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

Micropurchase: An acquisition of supplies or services, the aggregate amount of which does not exceed the threshold as defined in FAR 2.101.

Official Purchase: Supplies or services procured at the direction of a federal agency/organization under official purchase authorization.

Simplified Acquisition Threshold: As defined in FAR 2.101, currently \$100,000 (except that in the case of any contract to be awarded and performed, or purchase to be made, outside the United States in support of a contingency operation as defined in 10 U.S.C. § 101(a)(13)). This threshold may be revised by the Contracting Officer throughout the contract period to reflect any revisions to the FAR.

Statement of Account: Official document of all transactions (debits and credits) at the cardholder level posted during the billing cycle. The statement of account is NOT the official invoice.

CT.1.4 TRAVEL SPECIFIC

Cancelled Account: An account that is canceled due to an undisputed individually billed balance remaining unpaid 126 calendar days after the date of the statement of account on which the charge first appeared. An account may also be canceled for numerous suspensions.

Cardholder: Any individual or agency/organization component issued a card at the request of the agency/organization. This may include Contractors under a cost-reimbursable contract for centrally billed travel card accounts only.

Cardholder Agreement: A written agreement between the Contractor and a federal employee or an employee of the Tribe or Tribal Organization stating both the employee's and Contractor's responsibilities. By signing the application form and activating, signing, or using the card and/or account, a cardholder agrees to be bound by the terms and conditions of the agreement.

Cardholder Application: An application designed by the Contractor and used by federal employees or employees of the Tribe or Tribal Organizations to apply for individually billed accounts.

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

City Pair Program Identifier: A code that identifies an authorized user of GSA's City-Pair Program.

Closing Date (Applicable to Individually Billed Accounts only): For individually billed accounts, the closing date is the cut-off date for which charges are processed for the billing cycle. May be referred to as the billing date.

Commercial Travel Office (CTO): A Department of Defense (DOD) travel arranger. This office provides a full range of travel services for the DOD traveler. The CTO may be staffed with DOD personnel or may be a commercial travel agency.

Creditworthiness: An assessment used as an internal control to ensure that charge cardholders are financially responsible (OMB Circular A-123 Appendix B).

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

E-Gov Travel Service (ETS, or eTravel): A federal program that federal travelers use to manage their travel from end-to-end through a common, web based, government-wide service.

Government Travel Regulation: Regulations governing the travel and relocation allowances and entitlement of federal employees performing official temporary duty travel (TDY) or relocating for the Government. For federal civilian employees, see the Federal Travel Regulation (FTR) (41 CFR Chapters 301-304). For members of the Uniformed Services, see volume 1

of the Joint Federal Travel Regulations (JFTR). For Department of Defense civilian personnel, see volume 2 of the Joint Travel Regulations (JTR). The FTR, JFTR and JTR are available from the Superintendent of Documents, Government Printing Office, Washington, DC 20402. For members of the Foreign Service of the United States, see Chapter 100 of Volume 6 of the Foreign Affairs Manual (6 FAM 100). 6 FAM 100 is available from the Department of State, Publishing Services, Washington, DC 20520-0854.

Individually Billed Account: A government Contractor-issued charge card used by authorized individuals to pay for official travel and transportation-related expenses for which the Contractor bills the cardholder, and for which the individual is liable to pay.

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

Official Travel: Travel performed at the direction of a federal agency under an official travel authorization. A cardholder performing local travel and not in official travel status, is not traveling under an official travel authorization and therefore is prohibited from using the travel card.

Restricted Card: A travel card issued to applicants with a low credit score that contains more stringent restrictions defined by the agency/organization, which may require the Contractor to:

- Reduce the overall dollar limit for the card;
- Reduce the limit on individual transaction amounts;
- Limit the types of transactions allowed;
- Issue a pre-paid card that automatically restricts dollar amount and transaction types;
- Limit the dollar amount of transactions that can be applied to the card within a particular time period;
- Limit the length of time a card remains active, such as for the length of time in travel status only; and/or
- Restrict use at ATMs.

Salary Offset: The collection of an undisputed, delinquent charge card amount via a direct deduction from an employee's payroll disbursement or retirement annuity on behalf of the charge card Contractor. Salary offset applies to individually billed accounts only.

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

Statement of Account: Official document of all transactions (debits and credits) posted during the billing cycle that is sent to the individually billed account cardholder.

Travel Management Center (TMC): A commercial travel firm authorized by, or under contract to, civilian agencies/organizations to provide reservations, ticketing, and related travel management services for official travelers.

Travelers Check: A Contractor issued check, issued for a preset amount that may be cashed by countersigning in the presence of a payee, and is accepted domestically and internationally by financial and commercial firms.

CF.1.4 FLEET SPECIFIC

Cardholder: Any person, vehicle/equipment, or portion of an agency/organization designated by the agency/organization to be issued a card.

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

Card Identifier: Unique identification for each piece of plastic (card) issued to an account (Customer Unit).

Customer: (1) A user of this card; or (2) Any representative of the customer unit, service, or department/agency to which the card has been issued.

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

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

Official Purchase: Supplies or services procured at the direction of an agency/organization under official purchase authorization.

Statement of Account: Official document of all transactions (debits and credits) posted during the billing cycle sent to the cardholder.

CI.1.4 INTEGRATED SPECIFIC

These definitions are in addition to those stated in C.1.4 Definitions, CP.1.4 Purchase Specific, CT.1.4 Travel Specific, and CF.1.4 Fleet Specific.

Cardholder: Any individual issued a card. Cardholders include users of both charge cards and convenience checks. Specific to the Fleet Business Line: any individual, vehicle/equipment, or portion of an agency/organization issued a charge card.

Centrally Billed Transaction: Transactions that are billed directly to the Government to be paid. Generally includes all purchase transactions and may include other transactions not traditionally billed directly to the Government.

Integrated: Two or more business lines whose processes are combined on the front end (e.g., account maintenance and customer service), or the back end (e.g., reconciliation, reporting, and invoicing), or both; may be a single card or multiple cards. Cardholders may be authorized for only one business line or multiple business lines.

Transfer Transaction: Movement of a transaction from individually billed transactions to centrally billed or from centrally billed to individually billed.

C.1.5 AGENCY/ORGANIZATION ELIGIBILITY DETERMINATIONS

Agencies/organizations wishing to participate in the program shall issue a task order against the GSA contract directly to the Contractor. Agencies/organizations that did not sign the participation agreement agreeing to be a participant of the program shall send a task request/order to the General Services Administration, Federal Supply Service, Services Acquisition Center (FCX) ATTN: Contracting Officer, Suite 706, 2200 Crystal Drive, Arlington, VA 22202. The GSA Contracting Officer and/or his/her designee will forward all task requests/orders from these participants to the Contractor with the name and point of contact for each entity deemed eligible to participate in this contract. (See CP.1.2 Scope of Contract for the Purchase Card, CT.1.2 Scope of Contract for the Travel Card, CF.1.2 Scope of Contract for the Fleet Card, and CI.1.2 Scope of Contract for the Integrated Card). The services for which the participant has been approved shall be identified on the task request/order.

C.1.6 OBJECTIVES

The objectives of the Government's charge card program are to:

- Streamline ordering, procurement, payment, and administrative procedures;
- Reduce administrative costs;
- Provide electronic invoicing and payment processing;
- Offer performance based refunds;
- Improve customer service;
- Create partnerships in program management, control, and oversight to reduce fraud, waste, and abuse;
- Improve data management;
- Improve tax recovery;
- Support/enable card-based strategic sourcing;
- Support continued innovation;
- Streamline the dispute process;
- Provide convenience through integrated card capability;
- Follow commercial rules, procedures, and best practices to the maximum extent practicable;
- Improve government operations, particularly accountability and performance reporting;

- Provide procedural checks and feedback to improve security and management control on financial transactions and processes;
- Create the platform for a wide range of government functions and services to be accessed through a single card or system;
- Improve government cash management practices;
- Consolidate payments where possible;
- Obtain detailed and tailored management reports;
- Provide convenience to government employees; and
- Take advantage of state-of-the-art technology and technological advances.

The Government's requirements seek consistency with the best commercial practices to the maximum extent practicable.

C.1.7 CARD PROGRAM REQUIREMENTS

The Contractor shall offer a program that provides:

- Widespread merchant acceptance;
- Multiple card options (e.g., charge cards, debit cards, pre-paid cards);
- Centrally billed accounts (including agency/organization or vehicle/equipment accounts);
- Commercial billing and payment terms to the maximum extent practicable;
- Automated systems;
- Operational support;
- Continuous development to fulfill agency/organization needs through innovative solutions;
- Training and training support;
- Implementation support;
- Transaction dispute support;
- Transition support;
- Data analysis and reporting support;
- Program management and reporting tools;
- Knowledge sharing support;
- Customer service;
- Secure payment transactions and information transfer; and
- Controls for preventing card misuse.

CP.1.7 PURCHASE SPECIFIC

In addition to C.1.7 Card Program Requirements, the Contractor shall offer a program that provides:

- Convenience checks, as well as a strategy to replace convenience checks by substituting it with other tools and/or practices.

CT.1.7 TRAVEL SPECIFIC

In addition to C.1.7 Card Program Requirements, the Contractor shall offer a program that provides:

- Individually billed accounts;
- Automated teller machine access (ATM); and
- Travelers checks.

CF.1.7 FLEET SPECIFIC

In addition to the requirements specified in C.1.7 Card Program Requirements, the Contractor shall offer a program that provides:

- Acquisition of fuel and maintenance/repair in an economical and effective manner;
- Cards assigned to an individual piece or group of equipment;
- Cards assigned to an individual person or Customer Unit; and
- International acceptance to the maximum extent practicable.

CI.1.7 INTEGRATED SPECIFIC

The Contractor shall offer a program that provides all of the requirements of C.1.7 Card Program Requirements, CP.1.7 Purchase Specific, CT.1.7 Travel Specific, and CF.1.7 Fleet Specific, as applicable.

The Contractor shall define its integrated capabilities (e.g., centrally billed and individually billed transactions on the cardholder statement of account and on the same invoice; ability to transfer transactions from centrally billed to individually billed and vice versa).

C.1.8 CREDIT BUREAUS

The Contractor shall not provide any information regarding any centrally billed account to credit bureaus. As stated in OMB Circular A-123, Appendix B, information regarding individually billed accounts may be provided to credit bureaus.

C.1.9 DELINQUENCY CONTROL

The Contractor shall not utilize a collection agency for delinquency control on centrally billed accounts (see CT.1.9 Travel Specific for delinquency control on individually billed accounts). The Contractor may request the GSA Contracting Officer's assistance in resolving delinquent centrally billed accounts.

If any in-house collection effort results in a final settlement action, all Contractor records and reports shall so reflect the settlement action and the debt shall be considered discharged.

CT.1.9 TRAVEL SPECIFIC

The Contractor may elect to utilize a collection agency for delinquency control on individually billed accounts after the requirements of Account Maintenance CT.1.18.2.2 Travel Specific Cancellation Procedures (Individually Billed Accounts), have been met AND the Suspension/Cancellation Report (C.3.3.1.1 Essential Reports) has been provided to the A/OPC in accordance with the terms and conditions of the master contract and task order. Once the cancellation and reporting requirements have been met and the collection process is effectuated, the Contractor may assess its standard commercial fee to the cardholder for the recovery of debt collection costs. If the Contractor elects to use a collection agency for delinquency control on individually billed accounts, the Contractor shall require the collection agency in its contract or other agreement with the collection agency to abide by the terms and conditions of this contract, and all applicable laws, covering release of information.

If any collection effort results in a final settlement action, all Contractor records and reports shall so reflect the settlement action and the debt shall be considered discharged.

If an agency/organization charges the Contractor a fee to perform a salary offset authorized under section 2 of the Travel and Transportation Reform Act (TTRA) (Public Law 105-264) for collection of undisputed delinquent amounts that an employee (including a member of the uniformed services) owes to the Contractor, the Contractor may add the amount of that fee to the cardholder's account. The Contractor's records shall reflect the salary offset action and the assessment of the fee to the cardholder's account.

CI.1.9 INTEGRATED SPECIFIC

The Contractor shall offer a program that provides all of the requirements of C.1.9 Delinquency Control and CT.1.9 Travel Specific, as applicable.

As an additional risk mitigating measure, the Government may instruct that a delinquency on the Travel Business Line may make all business lines unavailable.

C.1.10 RELEASE OF PROGRAM INFORMATION

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

C.1.11 CARD FEES

Card fees (e.g., annual card fees, card issuance fees) for core (Tier 1) requirements are prohibited, unless otherwise specified herein.

C.1.12 GOVERNMENT-WIDE SHUT DOWN

Each year, Congress must pass appropriation bills that provide legal authority to spend or obligate U.S. Treasury Funds. The bills must then be signed into law by the President or become law through a Congressional override of a Presidential veto. It is possible that all of the appropriation bills will not be completed in time for the start of any given fiscal year. A continuing resolution is usually passed to allow the Government to continue to function; however, in recent years, the Government has been required to “shut down” non-essential functions. In the event of a government-wide shut down, payment to the Contractor would be late for most accounts; however, all centrally billed accounts would be paid with Prompt Payment Act interest upon a budget passing. The Contractor shall not deactivate any account in this situation unless otherwise notified by GSA or the agency/organization.

C.1.13 LIABILITY

C.1.13.1 *Liability for Centrally Billed Accounts:* The centrally billed account participant (i.e., the participating agency/organization) will notify the Contractor when it becomes evident that there is possible unauthorized use of the card. Centrally billed account participants accept liability only for those allowable charges made by an authorized centrally billed account cardholder using the card program(s) but shall not be liable for any unauthorized use.

Unauthorized use means the use of a charge card by a person, other than the cardholder, who does not have actual or implied authority for such use and from which the cardholder receives no benefit.

When the centrally billed account/card has been used by an authorized account/cardholder to make an unauthorized purchase, the centrally billed account participant is liable for the charge.

For example, when a centrally billed account participant’s account/card has been used by an authorized account/cardholder to make an unauthorized purchase, the Government/ Tribe or Tribal Organization is liable for the charge; when a cost-reimbursable Contractor is authorized to have a centrally billed account/card and uses the card to make an unauthorized purchase, the cost-reimbursable Contractor is liable for the charge.

C.1.13.2 *Liability for Lost or Stolen Cards on Centrally Billed Accounts:* The centrally billed account participant will notify the Contractor when it becomes evident that a card is lost or stolen. The liability of the centrally billed account participant for lost or stolen cards shall not exceed the lesser of \$50 or the amount of money, property, labor, or services obtained before notification to the Contractor.

C.1.13.3 *Notification:* Notification to the Contractor is given when steps have been taken, as may be reasonably required in the ordinary course of business, to provide the Contractor with the pertinent information about the loss or theft of a card, regardless of whether the Contractor does, in fact, receive the information. Notification may be given, at the option of the person giving it, by telephone or in writing. Notification in writing is considered given whether or not received at the time of receipt or at the expiration of the time ordinarily required for transmission, whichever is earlier.

CT.1.13 TRAVEL SPECIFIC (Individually Billed Accounts)

Full liability for all charges and fees rests with the individual cardholder. The Government shall not be liable for individually billed accounts.

CT.1.13.1 *Lost or Stolen Cards:* Cardholders must promptly report lost or stolen cards to the Contractor. The cardholder shall not be liable for purchases made on cards reported lost or stolen. The Government shall not be liable for individually billed accounts.

CI.1.13 INTEGRATED SPECIFIC (Individually Billed Transactions)

Full liability for all charges and fees rests with the individual cardholder. The Government shall not be liable for individually billed transactions.

C.1.14 MARKETING AND ADVERTISING

All marketing and advertising of the Contractor’s products and services under this master contract shall be the responsibility of the Contractor. Marketing and advertising materials that contain any and all references to the master contract to be disseminated under this contract shall not (1) imply government endorsement of the product/service or of one Contractor over another in accordance with C.5.47 Restriction On Advertising. A GSA SmartPay® logo will be provided to the Contractor(s) upon award. GSA reserves the right to include additional design requirements for GSA SmartPay® related communications, including, but not limited to, format, logos, color schemes, etc. The Contractor shall comply with GSA marketing and

advertising guidelines if provided. All marketing and advertising materials that contain any and all references to this contract to be disseminated under this contract shall be submitted to the GSA Contracting Officer for written approval prior to initial dissemination. The GSA Contracting Officer will review materials for content and adherence to the prohibitions described above and provide written approval/disapproval within 14 calendar days of receipt of the Contractor's materials. Revisions must be submitted to allow sufficient time for review without delaying distribution.

Transmittal letters and other form-type letters may be granted blanket approval using the process described above.

All costs, including travel costs, associated with marketing and advertising shall be borne by the Contractor. The Contractor may market directly to agencies/organizations after the opening ceremony of the kick-off conference (C.2.10.1.1 Kick-Off Conference) using approved materials.

C.1.15 CARD DESIGN AND EMBOSSING

The Government has provided four card background designs (see Attachment 8)—one for an integrated card, one for fleet, one for travel and one for purchase for the front of all non-generic cards for each business line under this contract. Non-generic cards are defined as all tier 1 cards except those cards discussed in C.1.15.2 Generic Card Requirements below and C.1.15.4 Quasi-Generic Card Requirements. The Contractor shall work with the card design Contractor selected by GSA to ensure final card design integrity and industry specifications.

The Contractor shall be responsible for the embossing/printing of the cards. This includes, but is not limited to, the great seal of the United States, the words "United States of America" and "For Official Government Use Only" and any additional requirements specified in each business line (reference CP.1.15 Purchase Specific, CT.1.15 Travel Specific, CF.1.15 Fleet Specific, and CI.15 Integrated Specific, all below). The final card model shall be submitted to the GSA Contracting Officer, for written approval, no later than 6 weeks after award. The Contractor shall immediately correct and replace, at its own expense, any cards issued that contain Contractor-caused errors.

The Government reserves the right to add other card designs during the contract period.

C.1.15.1 Back Side of Cards: The back side shall also include the Contractor's customer service toll-free telephone number and TTY number (if different). The Contractor may include other information on the back-side of the card (e.g., e-mail address) as approved.

C.1.15.2 Generic Card Requirements: Generic cards are used by agencies/organizations for security reasons (e.g., traveling or purchasing abroad, undercover operations).

C.1.15.3 Generic Cards: As requested by the A/OPC, the Contractor shall provide a generic card, using the Contractor's commercial design, showing no association with the Government. This shall include an account number which is indistinguishable from non-government personal cards. Generic cards issued under this contract shall be subject to the terms and conditions of this contract, except C.2.4.2 Statement Inserts, C.2.4.3 Statement Messaging, C.1.19 Tax Exempt Status, and C.2.5 Account Number. Each generic card shall be embossed with the following:

- a) Account name;
- b) Account number; and
- c) Expiration date.

C.1.15.4 Quasi-Generic Card Requirements: As requested by the A/OPC, the Contractor shall provide a quasi-generic card, using the Contractor's commercial design AND using the numbering system specified in C.2.5 Account Number that identifies it as a government account. Quasi-generic cards issued under this contract shall be subject to the terms and conditions of this contract. Quasi-generic cards shall be embossed with:

- a) Account name;
- b) Account number; and
- c) Expiration date.

C.1.15.5 Sample Card Requirements: From time to time, GSA or A/OPCs may request "sample" cards for demonstration or quality testing purposes only. Sample cards shall have the appearance of the final card model, with the embossing and printing required for each business line (reference CP.1.15 Purchase Specific, CT.1.15 Travel Specific, CF.1.15 Fleet Specific, and CI 1.15 Integrated Specific), but have no charge capability. Sample cards shall have "SAMPLE CARD" prominently printed or embossed on the face of the card.

C.1.15.6 *Test Card Requirements*: From time to time, GSA or A/OPCs may request “test” cards for testing purposes. Test cards may be blank, have a unique test card appearance, or may appear the same as the cards described herein. Test cards will have limited charge capability. These cards may be used to test card quality, inter-agency payment systems, and other emerging processing capabilities as they become available under this contract. Test cards shall have “TEST CARD” prominently printed or embossed on the face of the card.

C.1.15.7 *Camera Ready Art*: The Contractor shall provide to A/OPCs or GSA camera ready art of the final finished card model, as requested.

C.1.15.8 *Card Design Revisions*: The government-provided background card design for the front of the card may need to be modified to accommodate the various data elements for Value Added Products and Services. The Contractor shall work with the agency/organization and GSA to come to a mutually-agreeable solution for the placement of information on the card.

CP.1.15 PURCHASE SPECIFIC

The requirements stated in this section are in addition to C.1.15 Card Design and Embossing.

CP.1.15.1 *Face Side of Purchase Cards*: The Contractor shall emboss each card with four of the five following lines. The agency/organization will state which lines it requires at the task order level.

EMBOSSSED:

- a) Account name;
- b) Account number;
- c) Expiration date; and
- d) A 19 character alphanumeric field for agency/organization use (may be used for the agency’s/organization’s tax exempt number).

PRINTED:

- a) Individual department, agency/organization name;
- b) US Government Tax Exempt;
- c) A minimum 15 digit alphanumeric discretionary field; and
- d) The Contractor shall provide a toll free telephone number for agencies/organizations and/or merchants to contact if misuse of the card is suspected. The front side of the card shall include the words "If misuse suspected, call [number provided by Contractor]". Reports to the Contractor for suspected fraud shall be documented and immediately reported to the designated agency/organization Point of Contact.

CT.1.15 TRAVEL SPECIFIC

In addition to C.1.15, Card Design and Embossing, the Contractor shall provide for the following:

CT.1.15.1 *Face Side of Travel Cards*: The Contractor shall be able to emboss/print each card with the following:

EMBOSSSED:

- a) Account name;
- b) Account number;
- c) Expiration date; and
- d) A 19 character alphanumeric field for agency/organization use (may be used for the agency’s/organization’s tax exempt number).

PRINTED:

- a) Individual department, agency/organization name;
- b) A minimum 15 digit alphanumeric discretionary field; and
- c) The Contractor shall provide a toll free telephone number for agencies/organizations and/or merchants to contact if misuse of the card is suspected. The front side of the card shall include the words "If misuse suspected, call [number provided by Contractor]". Reports to the Contractor for suspected fraud shall be documented and immediately reported to the designated agency/organization Point of Contact.

CT.1.15.2 *Quasi-Generic Card Requirements*: In addition to C.1.15.4 Quasi-Generic Card Requirements, the Contractor shall ensure that it uses the numbering system specified in CT.2.5 Travel Specific that identifies it as a government account. Quasi-generic cards will not have the “CPP” symbol on them.

CF.1.15 FLEET SPECIFIC

The requirements stated in this section are in addition to the requirements specified in C.1.15 Card Design and Embossing.

CF.1.15.1 *Face Side of Fleet Cards*: The Contractor shall be able to emboss/print each card with the following:

EMBOSSSED:

- a) Account Number/Card Number;
- b) Customer Agency/Organization Identification (alphanumeric). This may be used for the agency’s/organization’s tax exempt number;
- c) Equipment Identification (alphanumeric). This should allow easy distinction between multiple cards issued to the same Customer Unit. (CF.3.2.1.1 Master File for the Fleet Card Program); and
- d) Expiration Date.

PRINTED:

- a) The Contractor shall provide a toll free telephone number for agencies/organizations and/or merchants to contact if misuse of the card is suspected. The front side of the card shall include the words "If misuse suspected, call [number provided by Contractor]". Reports to the Contractor for suspected fraud shall be documented and immediately reported to the designated agency/organization Point of Contact.

In addition, the following information is recommended to be on the card:

- Authorized Product Type

CF.1.15.2 *Back Side of Fleet Cards*: At the request of the agency/organization and as space permits, the Contractor shall print text that limits use of the card (e.g. “For fuel and minor parts/services acquired at time of fueling only”).

CI.1.15 INTEGRATED SPECIFIC

The requirements stated in this section are in addition to C.1.15 Card Design and Embossing.

CI.1.15.1 *Face Side of Integrated Cards*: The Contractor shall emboss each card with four of the five following lines. The agency/organization will state which lines it requires at the task order level:

EMBOSSSED:

- a) Account name;
- b) Account number;
- c) Expiration Date;
- d) A 19 character alphanumeric field for agency/organization use (may be used for the agency’s/organization’s tax exempt number); and
- e) Equipment Identification (alphanumeric). This should allow easy distinction between multiple cards issued to the same Customer Unit.

PRINTED:

- a) Individual department, agency/organization name;
- b) A minimum 15 digit alphanumeric discretionary field;
- c) The Contractor shall provide a toll free telephone number for agencies/organizations and/or merchants to contact if misuse of the card is suspected. The front side of the card shall include the words "If misuse suspected, call [number provided by Contractor]". Reports to the Contractor for suspected fraud shall be documented and immediately reported to the designated agency/organization Point of Contact.

CI.1.15.2 *Quasi-Generic Card Requirements*: In addition to C.1.15.4 Quasi-Generic Card Requirements, the Contractor shall ensure that it uses the numbering system specified in CI.2.5 Integrated Specific that identifies it as a government account. Quasi-generic cards will not have the “CPP” symbol on them.

C.1.16 QUALITY ASSURANCE

At a minimum, the Contractor shall maintain a quality assurance program that:

- a) Ensures the quality of the card products and services provided under this contract;
- b) Ensures that the information captured for reports in accordance with this contract is complete, accurate, and timely;
- c) Ensures timely delivery of cards (reference C.2.14 Card Delivery, C.1.18.1.3 Emergency Account Set-up & Card Delivery, and C.1.18.1.4 Short-Term Account Set-up and Card Delivery);
- d) Ensures that customer service assistance is available in accordance with the terms and conditions of this contract and is prompt, cooperative, and courteous (objectives stated in C.2.13 Customer Service);
- e) Ensures agencies/organizations receive required training (objectives stated in C.2.7.2 Training Requirements);
- f) Ensures that payments received on all accounts are posted in accordance with the terms and conditions of this contract;
- g) Ensures that transitions are seamless and in accordance with C.2.10 Transition; and
- h) Ensures proper security methods are in place (reference C.3.1 Security Requirements).

In addition, some agencies/organizations may require additional quality assurance measures. Specific requirements for these measures and requested pricing will be included at the task order level.

Furthermore, to assist in monitoring quality and performance, individual agencies/organizations may require performance measures. Agency/organization requirements for performance measures, including the methods for collection and reporting, will be outlined at the task order level.

C.1.16.1 In order to measure overall quality assurance, the Contractor shall annually assess A/OPC satisfaction with its performance. This shall be accomplished through electronic customer satisfaction surveys that provide comprehensive feedback on Contractor performance. Overall customer satisfaction will be collected and reported on areas such as:

- Customer Service;
- Training;
- Electronic Access Systems;
- Data Reporting; and
- Data/Card Security.

Contractors shall use the questions and rating scale provided by GSA for the survey. Contractors shall distribute the survey to all the A/OPCs of their customer agencies. The Contractor shall maintain records of survey results and provide access to GSA at GSA's request.

C.1.16.2 *Survey Result Report:* The Contractor shall provide a report of the survey results to GSA annually. The report shall be due to the GSA Contracting Officer two months before the annual master contract conference. The report shall provide the results of the surveys from 15 months to 3 months before the conference. (For example, if the conference is August 1, 2010, the report is due June 1, 2010, and will include survey results from May 1, 2009 to May 1, 2010). The report will include the following information:

- 1) Contractor Name;
- 2) Period Reported;
- 3) List of customer agencies/organizations;
- 4) Number surveyed;
- 5) Number of survey respondents; and
- 6) Survey Question Results.

C.1.16.3 *Overall Customer Satisfaction Survey Expectations:* A minimum response rate will be provided by GSA. Response rates below the minimum rate should be accompanied by an explanation and include a strategy for an increased response rate. GSA will work with Contractors and agencies/organizations to implement strategies to increase response rates. A minimum performance score will also be provided by GSA. Questions receiving a score lower than the minimum shall be reported with an explanation and include a strategy of how customer satisfaction may be improved to achieve a higher score in that area.

Results of the surveys shall be announced at the annual master contract conference. GSA reserves the right to verify survey results.

C.1.17 CONTINUITY OF OPERATIONS

The Contractor shall ensure continuity of operations. The Contractor shall submit a contingency plan, outlining the measures that will be taken in the event of a catastrophe, both with their proposal and annually, to be approved by the GSA Contracting Officer. This includes any operational problems or unusual events during the contract period that may disrupt operations domestically or internationally. The plan shall, at a minimum:

- Include a risk assessment;
- Include a business impact assessment;
- Identify essential functions or critical processes, components, and the relationship of critical workload to variables, such as time to recovery;
- Identify activities that can be suspended temporarily;
- Identify alternate procedures; and
- Identify action(s) to be taken to mitigate threats.

The contingency plan shall detail the taking of appropriate and timely action to return assets to use after damage, destruction, alteration, or misappropriation. The system recovery portion of the plan shall include, at a minimum:

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

The contingency plan shall state how the plan will be tested and how often the tests shall be completed. Annual testing is required as a minimum, and some tests shall be done without advance notice to Contractor personnel. The Contractor shall provide a contingency test report detailing the findings from the contingency test.

In the event of any emergency, the Contractor is responsible for continuing to provide the services awarded under the contract as directed by the GSA Contracting Officer.

C.1.17.1 BACKUP SYSTEM

The Contractor shall have a backup system in place and procedures to ensure that transaction processing and electronic access system services are not interrupted during system failures, except in the case of routine maintenance and periodic upgrades for which the Contractor shall give advance notice (as stated in C.2.6.2 Program Volume Growth and Technological Advances, C.2.6.3 Electronic Access Systems, and C.2.10.4 Technological Advance Transition) prior to the event. The backup system shall secure and protect all databases, information, and systems in the government card program(s) against deliberate or inadvertent loss, degradation, alteration, or damage of information. The backup system shall be seamless and ensure continuity of the Government's card program(s).

C.1.18 ESTABLISHING AND MAINTAINING ACCOUNTS

C.1.18.1 PROGRAM ACCOUNTS

The Contractor shall issue cards/cardless centrally billed accounts to the address and individual/agency/organization designated by the A/OPC after receipt of completed program forms. If requested by the A/OPC, the Contractor shall meet with agency/organization representatives to discuss implementation procedures. All travel costs incurred by the Contractor for these meetings shall be borne by the Contractor. Additional requirements specific to each business line are addressed in CP.1.18.1 Purchase Specific, CT.1.18.1 Travel Specific, CF.1.18.1 Fleet Specific, and CI.1.18.1 Integrated Specific.

C.1.18.1.1 *Account Set-Up*: Each agency/organization will provide master file information specified in C.3.2.1.3 Master File on Contractor-provided program forms. The Contractor shall, as requested by the agency/organization:

- a) Assist agencies/organizations in setting up accounts;
- b) Provide authorization controls as specified in C.3.6 Authorization Controls;
- c) Establish centrally billed cards/accounts;
- d) Provide single randomly generated account numbers with the ability to have multiple sub-accounts each with individual card numbers; and

- e) Make cards/accounts valid for a specific time period as agreed upon by the Contractor and the A/OPC, not to exceed the master contract base period or any options exercised, unless otherwise specified by the GSA Contracting Officer.

For purposes of opening centrally billed cards/accounts, the Contractor shall accept program forms electronically, unless other arrangements are made at the task order level.

C.1.18.1.2 *Card/Cardless Issuance and Delivery for Centrally Billed Accounts:* The Contractor shall:

- a) Establish new centrally billed accounts as approved by the A/OPC upon receipt of completed program forms electronically, unless other arrangements are made at the task order level;
- b) Process program forms and send cards/cardless accounts within **five (5) business days** of receipt of the completed program forms to the designated address;
- c) Provide standard commercial card activation procedures; and
- d) Process and mail replacements for lost, stolen, broken, or otherwise unusable cards within 1 business day of the agency/organization request.

C.1.18.1.3 *Emergency Account Set-Up and Card Delivery:* The Contractor shall process and send cards within 24 hours of the request of the A/OPC or GSA Contracting Officer. This includes international requests. These requests include, but are not limited to, responses to natural disasters (e.g., hurricanes, earthquakes), threats to national security, and military mobilization. Where the Government provides oral instruction to set-up an account and issue a card, written/electronic confirmation will follow within three (3) working days of the oral authorization. The agency/organization may use electronic means to forward program forms to the Contractor. Upon request of the A/OPC or GSA Contracting Officer, the Contractor shall send emergency cards by overnight delivery at Contractor expense.

C.1.18.1.4 *Short-Term Account Set-Up and Card Delivery:* The Contractor shall issue short-term cards/accounts as requested by the A/OPC or GSA Contracting Officer. These requests are generally in response to special events (e.g., Olympics, economic summits, anniversaries of historic events) or in response to emergencies as described in C.1.18.1.3 Emergency Account Set-Up and Card Delivery. The Contractor shall have a method of deactivating these short-term cards/accounts at the end of the specified period through short-term expiration dates, card/account cancellation, or other methods acceptable to the Government.

C.1.18.1.5 *Card Renewal:* At least 90 calendar days prior to the expiration of each account or card, the Contractor shall submit a report to the A/OPC listing all expiring accounts or cards. The report shall contain all information necessary for the agency/organization to renew the account or card. Cards shall automatically renew unless otherwise directed by the A/OPC. If accounts or cards are not to be renewed, the A/OPC will notify the Contractor, in writing or electronically, 45 calendar days prior to account or card expiration. Renewed cards shall be sent no earlier than 40 calendar days before the expiration date of the expiring card and no later than 20 calendar days before the expiring date of the existing card.

C.1.18.1.6 *Verification of Card Receipt:* The Contractor, at its expense, shall verify the receipt of every card issued under the program(s). Standard card activation procedures may be considered verification.

C.1.18.1.7 *Invoicing:* The Contractor shall send an itemized invoice to the Designated Billing Office for each centrally billed account no later than two days after the end of each billing cycle.

C.1.18.1.8 *Frequency of Invoicing:* Invoicing shall occur on a monthly billing cycle unless otherwise specified by the agency/organization. Agencies/organizations may choose to customize electronic billing to meet specific requirements and any customization fees shall be priced in their task order. The Contractor shall customize billing as requested by the agency/organization. Customization of billing includes shorter or longer billing cycles (e.g., daily, weekly, 45 day), alternate billing cycles, and/or alternate levels of billing as requested by the agency/organization.

C.1.18.1.9 *Medium of Invoicing:* Electronic invoicing shall be offered by the Contractor. The invoice shall be transmitted electronically to the Designated Billing Office following the close of the business cycle. It shall also be made available for download via the Contractor's electronic access system.

C.1.18.1.10 *Invoices:* There are two types of invoices that an agency/organization may choose from for centrally billed accounts: Itemized or EC/EDI. Agencies/organizations may choose one or both invoices.

- (i) Itemized Invoice: All invoices shall contain a header or footer record, which provides the invoice record count, posting date(s), creation date, invoice date, amount carried over from the previous invoice, prompt payment act interest charges, and total charges/credits for all transactions. For each transaction, the invoice shall, at a minimum, contain the following information (when received from merchants and obtained by the Contractor):
- (A) Account name/Equipment ID (e.g., license number, tail number, name)
 - (B) Account number
 - (C) Agency/organization name
 - (D) Agency/organization identifying number
 - (E) Merchant/Station name
 - (F) Merchant/Station city
 - (G) Merchant/Station state
 - (H) Merchant zip
 - (I) Merchant TIN
 - (J) Merchant telephone
 - (K) Merchant Category Code
 - (L) Transaction date (and identify ATM, travelers check or convenience check transaction)
 - (M) Transaction number
 - (N) Hotel/Motel Fire Safety Act (FSA) statistics (on each lodging transaction, provide the number of room nights (if available) and a yes/no indicator as to whether the lodging establishment is FSA certified)
 - (O) Posting date
 - (P) Master file accounting code
 - (Q) Foreign country, conversion rate, and methodology
 - (R) Debit/credit indicator
 - (S) Itemized charges/credits (including ATM, Travelers Checks, and Convenience Checks, customized services, value-added products and services and any miscellaneous fees as a separate item, where applicable), for each transaction
 - (T) Check fees (NOTE: Individual check fees shall be located next to the check for which they are charged.)

Additional Purchase Card Specific Data Items:

- (W) Merchant 1057 codes
- (X) Merchant 1099 code
- (Y) Merchant/Station DUNs
- (Z) Product/Service code
- (AA)
- (AB) Unit of measure
- (AC) Unit cost
- (AD) Quantity
- (AE) Sales tax amount
- (AF) Discount amount
- (AG) Ship to/from zip codes
- (AH) Freight amount
- (AI) Duty amount
- (AJ) Accounting code
- (AK) Order date
- (AL) Order number

Additional Travel Card Specific Data Items:

- (W)
- (X) Airline ticket numbers for common carrier transactions
- (Y) Class of travel identifier (carrier's fare/class of service code)
- (Z) Maximum available leg-by-leg itinerary (minimum of 4 legs) data for common air/rail/bus carrier transactions
- (AA) Unit of measure
- (AB) Unit cost
- (AC) Quantity

- (AD) Sales tax amount
- (AE) Discount amount

Additional Fleet Card Specific Data Items:

- (W) Driver ID/Access ID
- (X) Odometer reading
- (Y) Merchant category code/Fuel—Non-Fuel
- (AA) Brand name
- (AB) Station location number
- (AC) Station zip
- (AD) Type of purchase (fuel, non-fuel, both)
- (AE) Grade of fuel purchased (regular, mid-grade, premium gasoline, diesel, gasohol, CHG, E85, M85, etc.)
- (AF) Product/Service/Repair Descriptions (line item detail)
- (AG) Type of service (for gasoline-self serve, full)
- (AH) Type of unit (gallon, liter, gasoline gallon equivalent, alternative fuel)
- (AI) Unit of fuel purchased
- (AJ) Price per fuel unit (carried out to same decimal places as pump price)
- (AK) Total fuel price (gross-price per unit multiplied by number of units and carried out to two decimal places)
- (AL) Federal excise tax
- (AM) State motor fuel tax
- (AN) Local motor fuel tax
- (AO) State sales tax on fuel
- (AP) State sales tax on non-fuel
- (AQ) Federal excise tax
- (AR) Local sales tax
- (AS) Fuel discount (prior to net price)
- (AT) Non-fuel discount (prior to net price)
- (AU) Time of purchase
- (AV) Gross amount due
- (AW) Discount amount
- (AX) Total state motor fuel tax
- (AY) Total federal excise tax
- (AZ) Total state sales tax
- (BA) Total local motor fuel tax
- (BB) Total local sales tax
- (BC) Net charge/credit
- (BD) Merchant 1057 codes
- (BE) Merchant 1099 code
- (BF) Merchant/Station DUNs
- (BG) Product/Service code
- (BH) Standard price if provided by the agency/organization
- (BI) Standard cost if provided by the agency/organization (Standard price x quantity)

- (ii) EC/EDI Invoice: For each transaction, the invoice shall, at a minimum, contain the same information as listed in Itemized Invoice and shall be structured and formatted in accordance with I-FSS-599, C.5.21, Electronic Commerce.

The invoice shall include all transactions posted to the account during the billing cycle.

C.1.18.1.11 *Billing Discrepancies*: The invoice will be manually or electronically reconciled by the agency/organization or designee. The agency/organization is responsible for notifying the Contractor of any items in dispute and shall have 90 calendar days from the date that the transaction was processed to initiate a dispute. This notification of transaction dispute may occur via the electronic access system described in C.2.6.3 Electronic Access Systems (EAS), telephone, or other means (e.g., facsimile, mail), but must be followed up in writing if required by the Contractor's operating rules and regulations. The agency/organization shall adhere to the Contractor's operating rules and regulations regarding disputes. In the event of a transaction dispute, the Contractor shall:

- a) Provide immediate temporary credit to the account;
- b) Provide sufficient transaction data to identify the charge;
- c) Promptly investigate disputed items and use best efforts to resolve transaction disputes, including working with merchants and the Transaction Dispute Office;
- d) Provide a copy of the charge in dispute, if requested;
- e) Provide a copy of all Contractor correspondence regarding disputed items, if requested;
- f) Chargeback the merchant where appropriate;
- g) Detail the disputed charge on the Invoice Status Report (see C.3.3.1.1 Essential Reports); and
- h) Where appropriate, re-bill allowable charges in the subsequent billing period and include complete transaction data for the re-billed charge if available.

If a disputed item is resolved before the payment due date, the resolution shall appear on the agency's/organization's following official invoice.

C.1.18.1.12 *Reconciliation Assistance*: The Contractor shall provide agencies/organizations and/or their designee electronic reconciliation assistance of centrally billed accounts, unless otherwise specified at the task order level. In addition, the Contractor shall ensure that the official invoice is sent as a proper invoice as well as assisting agencies/organizations and/or their designee with downloading, or transferring and/or reading the transaction data and supporting documentation as requested.

C.1.18.1.13 *Payment Processing*: Any payment received by the Contractor for a past-due invoice shall be applied in accordance with the Prompt Payment Act. In case of a discrepancy of any payment received, the Contractor shall promptly notify the Designated Billing Office. The agency/organization may provide instructions for applying payment as referenced in C.1.18.1.14 Settlement for Centrally Billed Accounts.

C.1.18.1.14 *Settlement for Centrally Billed Accounts*: Settlements for centrally billed accounts are made directly by the agency/organization or designee. The Contractor shall accept payment from multiple sources electronically and post such payments within two (2) business days of receipt of payment. The Contractor shall ensure that their accounting system enables the accurate and timely posting of account payments. The Contractor shall develop procedures to ensure proper distribution of payment in accordance with agency/organization instructions. For all centrally billed accounts, the Contractor shall be paid in accordance with the Prompt Payment Act, as set forth at FAR subpart 32.9 and of 5 CFR § 1315.

Only an undisputed amount for which payment has not been made shall be considered delinquent. Agencies/organizations are responsible for calculating interest under the Prompt Payment Act.

CP.1.18.1 PURCHASE SPECIFIC

In addition to Program Accounts C.1.18.1 Program Accounts, the Contractor shall also provide the following:

CP.1.18.1.1 *Statement of Account*: The statement of account may or may not be necessary, depending on the agency/organization. If a statement of account is required, the Contractor shall provide an itemized statement of account electronically within two (2) business days and send a paper copy to each cardholder within five (5) business days after the end of each billing cycle. The statement of account is NOT the official invoice. The statement shall include all transactions (debits and credits) posted during the billing cycle. The statement of account shall include:

- a) Statement date;
- b) Cardholder address;
- c) Designated Billing Office identifier;
- d) Approving Official name;
- e) Foreign conversion rate and methodology, as applicable;
- f) Total dollar amount of the statement of account;
- g) Instructions for handling transaction disputes and any commercial regulations concerning disputed items;
- h) Toll-free telephone number for statement inquiries;
- i) Cardholder's monthly limit and single purchase limit;
- j) 150 digit alphanumeric master accounting code;
- k) 15 digit alphanumeric code;
- l) 20 digit alphanumeric agency/organization tax exempt number field;
- m) Account name;
- n) Account number;
- o) Agency/organization name;

- p) Agency/organization identifying number;
- q) Merchant name;
- r) Merchant city;
- s) Merchant state;
- t) Merchant zip;
- u) Merchant telephone;
- v) Debit or credit indicator (i.e., identify whether it was a charge or a credit);
- w) Transaction date;
- x) Transaction type (e.g., identify whether it was an ATM, Charge Card, or a convenience check transaction);
- y) Transaction reference number; and
- z) Itemized and total charges/credits (including ATM/Travelers Checks and convenience check, customized services, Value Added Product and Service Offerings and any miscellaneous fees as a separate item, where applicable) for each transaction.

CP.1.18.1.2 *Billing Discrepancies*: The statement of account will be manually or electronically reconciled by the cardholder, agency/organization or designee. The agency/organization is responsible for notifying the Contractor of any items in dispute and shall have 90 calendar days from the date that the transaction was processed to initiate a dispute. This notification of transaction dispute may occur via the electronic access system described in C.2.6.3 Electronic Access System (EAS), telephone, or other means (e.g., facsimile, mail), but must be followed up in writing if required by the Contractor's operating rules and regulations. The agency/organization shall adhere to the Contractor's operating rules and regulations regarding disputes. In the event of a transaction dispute, the Contractor shall:

- a) Provide immediate temporary credit to the account;
- b) Provide sufficient transaction data to identify the charge;
- c) Promptly investigate disputed items and use best efforts to resolve transaction disputes, including working with merchants and the Transaction Dispute Office;
- d) Provide a copy of the charge in dispute, if requested;
- e) Provide a copy of all Contractor correspondence regarding disputed items, if requested;
- f) Chargeback the merchant where appropriate;
- g) Detail the disputed charge on the Invoice Status Report (see C.3.3.1.1 Essential Reports); and
- h) Where appropriate, re-bill allowable charges in the subsequent billing period with any applicable Prompt Payment Act interest charge itemized separately and include complete transaction data for the re-billed charge if available.

If a disputed item is resolved before the payment due date, the resolution shall appear on the agency's/organization's following statement of account and official invoice.

CT.1.18.1 TRAVEL SPECIFIC

In addition to C.1.18.1 Program Accounts, the Contractor shall provide the following:

CT.1.18.1.1 *Centrally Billed Accounts*: Centrally billed accounts are used to meet the needs of individual agencies/organizations. These accounts may be used by agencies/organizations for common carriers, lodging, car rentals, and other special functions of an individual agency/organization. There may also be instances where an agency/organization requires charge cards to be issued under a centrally billed account and may request ATM access for these cards. In this case, the card shall be issued in an employee's name; however, the invoice shall be sent directly to the agency/organization for payment. If requested by the agency/organization, the Contractor shall meet with agency/organization representatives to discuss implementation procedures. All Contractor travel costs associated with these meetings shall be borne by the Contractor.

CT.1.18.1.1.1 *Account Set-Up for Centrally Billed Travel Card Accounts*: In addition to C.1.18.1.1 Account Set-Up, the Contractor shall:

- a) Provide a product with no preset authorization controls for travel and subsistence, unless otherwise specified by the A/OPC;
- b) Provide an ATM option as requested; and
- c) Provide travelers checks as requested.

CT.1.18.1.1.2 *Card Issuance and Delivery for Centrally Billed Travel Card Accounts*: In addition to C.1.18.1.2 Card/Cardless Issuance and Delivery for Centrally Billed Accounts, the Contractor shall send PIN numbers associated with the ATM option

separately from the card within three (3) business days after electronic or written notification by the A/OPC. Cards without initial ATM authorization may be authorized at a later date by the A/OPC. The Contractor shall allow the agency/organization the option to personalize a PIN number after initial issuance;

CT.1.18.1.1.3 Invoices for Centrally Billed Travel Card Accounts: In addition to C.1.18.1.10 Invoices, and subsequent subparagraphs, and as requested by the agency/organization, the Contractor shall concurrently provide a copy of the invoice and copy of the transaction data, as specified in the Program and Transaction Data table (C.3.2.2 Transaction Data), to the agency's/organization's TMC/CTO or ETS/DTS Contractors in a medium to be agreed upon by the Contractor and the agency/organization. If the agency/organization requests electronic transmissions to the TMC/CTO or ETS/DTS, then the Contractor shall provide the copy of the invoice and the transaction data in a format to be determined post contract award. TMC/CTO or ETS/DTS files provided by the Contractor will be in one of these formats (without revision) through December 31, 2016 (or until the end of the contract period, whichever is sooner). If the Contractor elects to add new file formats, then the Contractor shall provide a proposal to the GSA Contracting Officer that identifies the new file format and a schedule for implementation. The GSA Contracting Officer will have 30 calendar days to review and approve/disapprove the proposal. All new file formats will be incorporated by contract modification.

A proper invoice consists of the invoice and the transaction data to the Designated Billing Office, and as requested by the agency/organization, copies of the invoice and transaction data to the TMC/CTO or ETS/DTS Contractors. Both must be received in a readable format as required by the agency/organization, and must include complete transaction data as defined by this contract. Prompt Payment timeframes apply only when these conditions are met.

CT.1.18.1.1.4 Billing Discrepancies for Centrally Billed Travel Card Accounts: The agency/organization is responsible for notifying the Contractor of any items in dispute and shall have 90 calendar days from the date that the transaction was processed to initiate a dispute. This notification of transaction dispute may occur via the electronic access system described in C.2.6.3 Electronic Access Systems (EAS), telephone, or other means (e.g., facsimile, mail), but must be followed up in writing if required by the Contractor's operating rules and regulations. In addition to the requirements specified in C.1.18.1.11, Billing Discrepancies, the Contractor shall:

- a) Accept billing discrepancy reports which list unmatched items (both credits and debits) that have been manually or electronically reconciled against transaction records maintained by the TMC/CTO or ETS/DTS Contractors; and
- b) Subtract from the payments the dollar differences shown on the billing discrepancy reports pending receipt of additional information to be provided by the Contractor, merchant, or both.

CT.1.18.1.1.5 Advance Credit: The Contractor shall adhere to the Government's advance credit policy. This policy allows refunds for unused tickets to be deducted from the current bill if the refund due has been processed by the TMC/CTO or ETS/DTS Contractors, providing the corresponding charge has been paid or is on the current bill, and credit is not included in the current bill.

CT.1.18.1.1.6 Tracking Centrally Billed Account Payment: If the agency/organization specifies instructions for applying payment, the Contractor shall comply with those instructions. Payments shall be applied in accordance with the Prompt Payment Act. The Contractor shall be able to identify and track payment made by agencies/organizations and have the ability to cross reference payment to ticket numbers included under payment received. Payments shall be applied to the oldest charges, unless otherwise requested by the agency/organization.

CT.1.18.1.2 Individually Billed Accounts: In addition to C.1.18.1 Program Accounts, the Contractor shall issue individually billed cards to government employees only after receipt of a task order issued and authorized by the A/OPC in accordance with the terms and conditions of this contract. If requested by the A/OPC, the Contractor shall meet with agency/organization representatives to discuss implementation procedures. All Contractor travel costs associated with these meetings shall be borne by the Contractor. After approval of the application and prior to activating the card, the employee must electronically accept the agreement or sign the agreement, unless otherwise specified at the task order level. Although the Government authorizes individually billed accounts to be established, the Government accepts no liability for charges made against the individually billed accounts.

CT.1.18.1.2.1 Program Requirements for Individually Billed Accounts:
In addition to C.1.18.1 Program Accounts, the Contractor shall provide the following:

CT.1.18.1.2.1.1 Cardholder Agreement: The Contractor shall develop a cardholder agreement for individually billed accounts. The cardholder agreement shall include, at a minimum, the following:

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

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

CT.1.18.1.2.1.2 *Account Set-Up for Individually Billed Accounts*: The Contractor shall:

- a) Assist A/OPCs in setting up accounts, as requested;
- b) Provide a 28-45 calendar day billing cycle (as requested at the task order level);
- c) Provide a product with no preset authorization controls for travel and subsistence. The Contractor may suggest a variety of authorization control options as referenced in C.3.6 Authorization Controls and CT.3.6 Travel Specific.
- d) Provide an ATM option if requested by the A/OPC;
- e) Have the capability to provide required authorization controls as stated in C.3.6 Authorization Controls and CT.3.6 Travel Specific at the request of the A/OPC;
- f) Establish individually billed accounts as requested by the A/OPC, with credit checks or other creditworthiness assessments on new applicants, as specified by the agency/organization; and
- g) Make accounts valid for a specific time period as agreed upon by the Contractor and the A/OPC, not to exceed the master contract base period or any options exercised, unless otherwise specified by the GSA Contracting Officer.

For purposes of opening accounts, cardholder agreements shall be accepted by the Contractor via electronic medium, fax, and/or mail. The original cardholder agreement will be forwarded by the A/OPC within three (3) business days of the request to open the account.

CT.1.18.1.2.1.3 *Card Issuance and Delivery for Individually Billed Travel Card Accounts*: The Contractor shall:

- a) Establish new individually billed accounts upon receipt of a completed application that was approved by the A/OPC. A completed application is defined as account set-up information and signed cardholder agreement electronically, unless other arrangements are made at the task order level;
- b) Perform either credit checks or other creditworthiness assessments, as specified by the agency/organization, on new applicants before a card is issued;
- c) Process cardholder agreements and send cards within 5 business days of receipt of the completed application to the designated address;
- d) Send PIN numbers associated with the ATM option separately from the card within 3 business days after electronic or written notification by the A/OPC. Cards without initial ATM authorization may be authorized at a later date by the A/OPC. The Contractor shall allow the cardholder the option to personalize a PIN number after initial issuance;
- e) Make cards valid for a specific time period as agreed upon by the Contractor and the A/OPC, not to exceed the master contract base period or any options exercised, unless otherwise directed by the GSA Contracting Officer;
- f) Mail cards to the individual cardholder's physical address (e.g. no P.O. boxes), unless otherwise stated by the A/OPC; and
- g) Process and mail replacements for lost, stolen, broken or otherwise unusable cards within 1 business day of the agency/organization request.

CT.1.18.1.2.1.4 *Card Renewal for Individually Billed Accounts:* At least 90 calendar days prior to the expiration of each account or card, the Contractor shall submit a report to the A/OPC listing each expiring card. The report shall contain all information necessary for the agency/organization to renew the card. Cards shall automatically renew unless otherwise directed by the A/OPC. Per OMB Circular A-123, Appendix B, a creditworthiness assessment must be conducted for restricted cardholders before the cardholder is issued a renewed card. If cards are not to be renewed, the A/OPC will notify the Contractor, in writing, 45 calendar days prior to account or card expiration.

CT.1.18.1.2.1.5 *Statement of Account:* The Contractor shall provide an itemized statement of account electronically within two (2) business days and send a paper copy to each cardholder within 5 business days after the end of each billing cycle. This document is the official invoice for the individually billed account cardholder. The statement shall include all transactions (debits and credits) posted during the billing cycle. The statement of account shall include:

- a. Statement date;
- b. Cardholder address;
- c. Foreign conversion rate and methodology, as applicable;
- d. Total dollar amount of the statement of account;
- e. Instructions for handling transaction disputes and any commercial regulations concerning disputed items;
- f. Toll-free telephone number for statement inquiries;
- g. Cardholder's monthly limit and single purchase limit;
- h. 150 digit alphanumeric master accounting code;
- i. 15 digit alphanumeric code;
- j. 20 digit alphanumeric agency/organization tax exempt number field;
- k. Account name;
- l. Account number;
- m. Agency/organization name;
- n. Agency/organization identifying number;
- o. Merchant name;
- p. Merchant city;
- q. Merchant state;
- r. Merchant zip;
- s. Merchant telephone;
- t. Debit or credit indicator (i.e., identify whether it was a charge or a credit);
- u. Transaction date;
- v. Transaction type (i.e., identify whether it was an ATM, Charge Card or Travelers Check);
- w. Transaction reference number; and
- x. Itemized and total charges/credits (including ATM/Travelers Checks where applicable) for each transaction.

CT.1.18.1.2.1.6 *Split Disbursement:* The Contractor shall accept split disbursements in accordance with OMB Circular A-123 Appendix B. Disbursements that are typically split include, but are not limited to, common carrier transportation charges, hotel/motel charges, and car rental charges. The Contractor shall have the ability to record, for each split disbursement, the traveler's name, unique identifier (preferable) or Social Security Number, the traveler's account number, and identify the charges for split disbursement. Payments on Split disbursements shall be applied to the oldest charges, unless otherwise requested by the agency/organization.

CT.1.18.1.2.1.7 *Billing Discrepancies:* It is intended that cardholders will reconcile their statement of account and make payment for those items not in dispute. The cardholder is responsible for notifying the Contractor of any items in dispute and shall have 90 calendar days from the date that the transaction was processed to initiate a dispute. This notification of transaction dispute may occur via the electronic access system described in C.2.6.3 Electronic Access System (EAS), telephone, or other means (e.g., facsimile, mail), but must be followed up in writing if required by the Contractor's operating rules and regulations. The Contractor shall:

- a) Provide immediate temporary credit to the account;
- b) Provide sufficient transaction data to identify the charge;
- c) Promptly investigate disputed items and use best efforts to resolve transaction disputes, including working with merchants and the Transaction Dispute Office;
- d) Provide a copy of the charge in dispute, if requested;
- e) Provide a copy of all Contractor correspondence regarding disputed items, if requested;
- f) Chargeback the merchant where appropriate;
- g) Detail the disputed charge on the Invoice Status Report (see C.3.3.1.1 Essential Reports); and

- h) Re-bill allowable charges in the subsequent billing period and include complete transaction data for the re-billed charge if available.

If a disputed item is resolved before the payment due date, the resolution shall appear on the cardholder's following statement of account.

CT.1.18.1.2.1.8 *Reconciliation Assistance*: The Contractor shall provide their standard commercial reconciliation assistance to individually billed account cardholders, as requested.

CT.1.18.1.2.1.9 *Processing Payments*: The Contractor shall provide dedicated personnel to operationally support invoicing, transaction disputes, and payments under this contract.

CT.1.18.1.2.1.10 *Tracking Individually Billed Account Payment*: The Contractor shall be able to identify and track payment by the cardholder's unique identifier (preferable) or Social Security Number and account number at the agency's/organization's discretion. The Contractor shall have the ability to accept individually billed account payments electronically. The Contractor shall ensure that its accounting system enables the accurate and timely posting of account payments, to include matching of payment by account number and unique identifier (preferable) or Social Security Number made to an individually billed account by both the individual cardholder and the Government via split disbursements.

CT.1.18.1.2.1.11 *Payment for Individually Billed Accounts*: Payments for individually billed accounts are the cardholder's responsibility. The Government assumes no liability for individually billed accounts.

CF.1.18.1 FLEET SPECIFIC

In addition to C.1.18.1 Program Accounts, the Contractor shall also provide the following:

CF.1.18.1.1 *Invoices for the Fleet Card Program*: In addition to C.1.18.1.10 Invoices, the itemized invoice shall also contain the government purchase authorization. This is the driver ID/Access ID for each transaction unless otherwise requested by the agency/organization. Agencies/organizations may request the government purchase authorization on a separate report or may waive this requirement if an alternate agency/organization certification method is used (e.g., certification of the Statement of Account).

CF.1.18.1.2 *Statement of Account*: The statement of account shall be submitted to the agency/organization designated office/representative on the same cycle as the invoice unless otherwise requested by the using agency/organization. The statement of account is NOT the official invoice. Information on the Statement of Account will be the same as on the invoice except for the following additional data items:

- a) Merchant Type (based on Contractor's own designation or NAICS);
- b) Merchant Name (national, regional, or local corporate name);
- c) Merchant Location or Number (individual station or shop); and
- d) Identification of purchases outside of normal spending parameters governing the use of the fleet card as specified by the agency/organization.

CF.1.18.1.3 *Card Renewal*: At least 90 calendar days prior to the expiration of each account or card, the Contractor shall submit a report to the A/OPC listing each expiring account or card. The report shall contain all information necessary for the agency/organization to renew the account or card. Cards that have been used within the past 90 calendar days shall automatically renew unless otherwise directed from the A/OPC. If the card has not been used within the past 90 calendar days, the Contractor shall close the account unless a renewal request is received by the A/OPC. Renewed cards shall be sent no earlier than 40 calendar days before the expiration date of the existing card and no later than 20 calendar days before the expiration date of the existing card.

CI.1.18.1 INTEGRATED SPECIFIC

In addition to C.1.18.1 Program Accounts, the Contractor shall also provide the following:

CI.1.18.1.1 *Centrally Billed and Individually Billed Transactions*: Some travel transactions will be centrally billed to meet the needs of individual agencies/organizations. These accounts may be used by agencies/organizations for common carriers and other transactions as identified by the agency/organization. Invoices shall be sent directly to the agency/organization for payment. If requested by the agency/organization, the Contractor shall meet with agency/organization representatives to

discuss implementation procedures. All Contractor travel costs associated with these meetings shall be borne by the Contractor.

In addition to Centrally Billed Travel Transactions, some travel transactions will be individually billed to government employees. The government accepts no liability for individually billed transactions.

CI.1.18.1.2 *Statement of Account*: The statement of account may or may not be necessary depending on the agency/organization. The Contractor must be able to incorporate all applicable business lines (i.e., purchase, travel, and fleet) on one statement of account if required. The statement of account shall include all transaction data referenced in C.3.2.2 Transaction Data and CP.1.18.1.1 Statement of Account, CT1.18.1.2.1.5 Statement of Account and CF.1.18.1.2 Statement of Account. Additionally, the statement of account shall include the following:

- a) Individually billed amount of the statement of account; and
- b) Centrally billed amount of the statement of account.

Agencies/organizations will determine at the task order level which transactions shall be centrally billed (i.e., to be paid by the Government), and which transactions shall be individually billed to the cardholder for payment. Purchase transactions shall be centrally billed.

CI.1.18.1.3 *Account Set-Up*: The Contractor shall offer a program that provides all of the requirements of CT.1.18.1.1.1 Account Set-Up for Centrally Billed Travel Card Accounts, CT.1.18.1.2.1.2 Account Set-Up for Individually Billed Accounts, and CT.1.18.1.2.1.3 Card Issuance and Delivery for Individually Billed Travel Card Accounts, as applicable. Additionally, account set-up and issuance shall include the following:

- a) Establish new individually/centrally/combination billed accounts upon receipt of a completed application that was approved by the A/OPC. A completed application is defined as account set-up information unless other arrangements are made at the task order level.

CI.1.18.1.4 *Card Issuance and Delivery for Integrated Card Accounts*: The Contractor shall offer a program that provides all of the requirements of CT.1.18.1.1.2 Card Issuance and Delivery for Centrally Billed Travel Card Accounts, as applicable.

CI.1.18.1.5 *Advance Credit*: The Contractor shall offer a program that provides all of the requirements of CT.1.18.1.1.5 Advance Credit, as applicable.

CI.1.18.1.6 *Emergency Account Set-Up and Card Delivery*: The Contractor shall offer a program that provides all of the requirements of CT.1.18.1.2.1.4 Emergency Account Set-Up and Card Delivery, as applicable.

CI.1.18.1.7 *Card Renewal for Individually Billed Accounts*: The Contractor shall offer a program that provides all of the requirements of CT.1.18.1.2.1.4 Card Renewal for Individually Billed Accounts, as applicable.

CI.1.18.1.8 *Verification of Card Receipt*: The Contractor shall offer a program that provides all of the requirements of CT.1.18.1.2.1.5 Verification of Card Receipt, as applicable.

CI.1.18.1.9 *Split Disbursement*: The Contractor shall offer a program that provides all of the requirements of CT.1.18.1.2.1.6 Split Disbursement, as applicable.

CI.1.18.1.10 *Billing Discrepancies*: The Contractor shall offer a program that provides all of the requirements of CT.1.18.1.2.1.8 Billing Discrepancies, as applicable.

CI.1.18.1.11 *Reconciliation Assistance*: The Contractor shall offer a program that provides all of the requirements of CT.1.18.1.2.1.9 Reconciliation Assistance, as applicable.

CI.1.18.1.12 *Processing Payments*: The Contractor shall offer a program that provides all of the requirements of CT.1.18.1.2.1.10 Processing Payments, as applicable.

CI.1.18.1.13 *Tracking Centrally Billed Transaction Payment*: The Contractor shall offer a program that provides all of the requirements of CT.1.18.1.1.1.7 Tracking Centrally Billed Account Payment, as applicable.

CI.1.18.1.14 *Tracking Individually Billed Transaction Payment*: The Contractor shall offer a program that provides all of the requirements of CT.1.18.1.2.1.11 Tracking Individually Billed Account Payment, as applicable.

CI.1.18.1.15 *Payment for Individually Billed Transactions*: The Contractor shall offer a program that provides all of the requirements of CT.1.18.1.2.1.13 Payment for Individually Billed Accounts, as applicable.

C.1.18.2 ACCOUNT SUSPENSION AND CANCELLATION

C.1.18.2.1 SUSPENSION PROCEDURES

The Contractor has the discretion to initiate suspension procedures on centrally billed accounts. If suspension is initiated for a charge related reason, it must be initiated within 180 calendar days of the billing cycle date in which the charge appeared. If suspension is not initiated within 180 calendar days of the billing cycle date in which the charge appeared, the Contractor waives its right to suspend the centrally billed account for the particular charge. If the Contractor initiates suspension, it shall follow the procedures stated below.

For suspension purposes, an account is considered past due if payment for undisputed principal amounts has not been received within 45 calendar days from the billing date. The Contractor shall (1) send an email; and (2) send a letter to the A/OPC and Designated Billing Office or document a telephone call to the A/OPC and Designated Billing Office requesting payment on past due accounts for the undisputed principal amount.

The Contractor shall provide the Pre-Suspension/Pre-Cancellation Report (C.3.3.1.1 Essential Reports) to the A/OPC to identify the undisputed amount that is overdue on centrally billed accounts. If the Contractor chooses to begin the suspension process, it shall follow the procedures listed below if payment for the undisputed principal amount has not been received by the close of the 54th calendar day from the billing date of the billing period in which the charge appeared. The Contractor shall:

- 1) Notify the A/OPC and Designated Billing Office by email and by written letter that the account will be suspended if payment of the undisputed amount is not received in full by the close of the fifth (5th) calendar day after email notification; and
- 2) Notify the A/OPC and Designated Billing Office of the Contractor's point of contact to assist in resolving the past due account(s).

Suspension actions must be documented and, if requested, such documentation must be provided to the GSA Contracting Officer. If payment for the undisputed principal amount has not been received by the close of the 60th calendar day from the billing date of the billing period in which the charge appeared, the Contractor may suspend the account on the 61st day, unless otherwise directed by the A/OPC.

SUMMARY CHART OF CONTRACTOR ACTIONS REGARDING ACCOUNT SUSPENSION

No. of Calendar Days from Billing Date	Suspension Procedure
46 Days	Request payment from the A/OPC and Designated Billing Office on past due account
55 Days	Begin suspension process
61 Days	Account may be suspended, unless otherwise directed by the A/OPC
Within 180 Days	Suspension must be initiated

C.1.18.2.1.1 *Disputed Items*: The Contractor shall not suspend any account for amounts in dispute.

C.1.18.2.1.2 *Reinstatement of Centrally Billed Suspended Accounts*: The Contractor shall automatically reinstate suspended accounts upon payment of the undisputed principal amount.

C.1.18.2.1.3 *Suspension/Reinstatement Record*: The Contractor shall maintain a suspension/reinstatement file on accounts to include, at a minimum, the agency/organization office name, the agency/organization identifying number, the account number, the A/OPC and Designated Billing Office and telephone numbers, invoice numbers, principal, and estimated interest penalty for each invoice, the number of days past due for each invoice, documentation described in C.1.18.2.1 Suspension Procedures, the date of suspension, and the date of reinstatement. This file shall be made available to the A/OPC, Designated Billing Office and the GSA Contracting Officer within two business days of a request.

C.1.18.2.1.4 *Government Requested Suspension*: The A/OPC reserves the right to suspend and reinstate a centrally billed account under his/her purview and document the reasons for the suspension. The GSA Contracting Officer reserves the right to suspend a centrally billed account and document the reasons for suspension. In accordance with the requirements specified in C.3.6 Authorization Controls, the Contractor shall have the ability to void cards, PINs, and driver access codes at the request of the A/OPC or GSA Contracting Officer.

CT.1.18.2.1 TRAVEL SPECIFIC SUSPENSION PROCEDURES (INDIVIDUALLY BILLED ACCOUNTS)

The Contractor has the discretion to initiate suspension procedures on individually billed accounts unless alternative suspension procedures are otherwise defined by the agency/organization and priced at the task order level (e.g., using risk mitigation measures). If suspension is initiated for a charge related reason, it must be initiated within 180 calendar days of the closing date in which the charge appeared. If suspension is not initiated within 180 calendar days of the closing date in which the charge appeared, the Contractor waives its right to suspend the individually billed account for the particular charge. If the Contractor initiates suspension, it shall follow the procedures stated below.

For suspension purposes, an account is considered past due if payment for the undisputed principal amount has not been received within 45 calendar days from the closing date on the statement of account in which the charge appeared. The Contractor shall (1) send an email; and (2) send a letter to the individual cardholder or make a documented telephone call to the individual cardholder requesting payment on past due accounts for the undisputed principal amount.

The Contractor shall provide the Pre-Suspension/Pre-Cancellation Report (C.3.3.1.1 Essential Reports) to the A/OPC to identify the undisputed amount that is overdue on individually billed accounts. If the Contractor chooses to begin the suspension process, it shall follow the procedures listed below if payment for the undisputed principal amount has not been received by the close of the 54th calendar day from the closing date on the statement of account in which the charge appeared. The Contractor shall:

- 1) Notify the cardholder and A/OPC by email and by written letter that the account will be suspended if payment of the undisputed amount is not received in full by the close of the fifth (5th) calendar day after email notification; and
- 2) Notify the cardholder and A/OPC of the Contractor’s point of contact to assist in resolving the past due account(s).

Suspension actions must be documented and, if requested, such documentation must be provided to the A/OPC. If payment for the undisputed principal amount has not been received by the close of the 60th calendar day from the closing date on the statement of account in which the charge appeared, the Contractor may suspend the account on the 61st day, unless otherwise directed by the A/OPC. The A/OPC must notify the Contractor of any mission-related extenuating circumstances for which the account should not be suspended within the notification timeframes above. The Government accepts no liability for charges made against the individually billed account.

SUMMARY CHART OF CONTRACTOR ACTIONS REGARDING ACCOUNT SUSPENSION

No. of Calendar Days from Closing Date	Suspension Procedure
46 Days	Request payment from the individual cardholder on past due account
55 Days	Begin suspension process
61 Days	Account may be suspended, unless otherwise directed by the A/OPC
Within 180 Days	Suspension must be initiated

CT.1.18.2.1.1 *Disputed Items*: The Contractor shall not suspend any account for amounts in dispute.

CT.1.18.2.1.2 *Reinstatement of Suspended Individually Billed Accounts*: The Contractor shall automatically reinstate suspended accounts upon payment of the undisputed principal amount, unless otherwise specified by the A/OPC.

CT.1.18.2.1.3 *Credit Bureaus*: The Contractor shall not provide credit information on suspended individually billed accounts unless otherwise directed by the agency/organization.

CT.1.18.2.1.4 *Referral of Individually Billed Accounts to Debt Collection*: Suspended individually billed account balances shall not be referred to outside collection entities unless otherwise directed by the agency/organization.

CT.1.18.2.1.5 *Suspension/Reinstatement Record*: The Contractor shall maintain a suspension/reinstatement file on individually billed accounts to include, at a minimum, the cardholder name, the agency/organization office name, the agency/organization identifying number, the account number, the A/OPC and A/OPC's telephone number, invoice numbers, the amount for each invoice, the number of days past due for each invoice, documentation described in C.1.18.2.1 Suspension Procedures, the date of suspension, and the date of reinstatement. This file shall be made available to the A/OPC and the GSA Contracting Officer promptly upon request.

CT.1.18.2.1.6 *Repeated Suspensions*: If an individually billed account has been suspended two times during a 12-month period for undisputed amounts and is past due again within the same 12-month period as outlined in CT.1.18.2.1 Travel Specific Suspension Procedures (Individually Billed Accounts), the Contractor may cancel the account in accordance with the requirements of CT.1.18.2.2 Travel Specific Cancellation Procedures (Individually Billed Accounts).

CT.1.18.2.1.7 *Government Requested Suspension*: The A/OPC reserves the right to suspend an individually billed account under his/her purview and document the reasons for the suspension. The GSA Contracting Officer reserves the right to suspend an individually billed account and document the reasons for suspension. In accordance with the requirements specified in C.3.6 Authorization Controls, the Contractor shall have the ability to void cards and PINs at the request of the A/OPC or GSA Contracting Officer.

CI.1.18.2.1 INTEGRATED SPECIFIC

The Contractor shall offer a program that provides all of the requirements of C.1.18.2.1 Suspension Procedures and CT.1.18.2.1 Travel Specific (Individually Billed Accounts), as applicable.

Agencies/organizations will decide at the task order level, the impact of suspending one business line on other business lines.

C.1.18.2.2 CANCELLATION PROCEDURES

The Contractor has the discretion to initiate cancellation procedures on centrally billed accounts. The Contractor shall not initiate cancellation procedures on a centrally billed account without first going through the suspension process as described in C.1.18.2.1 Suspension Procedures. If cancellation is initiated for a charge related reason, it must be initiated within 180 calendar days of the billing cycle date in which the charge appeared. If cancellation is not initiated within 180 calendar days of the billing cycle date in which the charge appeared, the Contractor waives its right to cancel the centrally billed account for the particular charge. If the Contractor initiates cancellation, it shall follow the procedures stated below.

The Contractor shall provide the Pre-Suspension/Pre-Cancellation Report (reference C.3.3.1.1 Essential Reports) to the A/OPC to identify the undisputed amount that is overdue on centrally billed accounts.

There are two reasons for which the Contractor may initiate cancellation of a centrally billed account for non-payment of undisputed amounts:

- 1) The account has been suspended two (2) times during a 12-month period for undisputed amounts and is past due again within the same 12-month period as outlined in C.1.18.2.1 Suspension Procedures (e.g., an account that is suspended in January and in December of any given year and is past due again in March of the following year would be eligible for cancellation). The Contractor shall give consideration to the time that has elapsed between the second suspension and the third occurrence for late payment and shall exercise good judgment; or
- 2) Payment for the undisputed principal amount has not been received by the close of the 119th calendar day past the billing date, and the requirements of C.1.18.2.1 Suspension Procedures have been met.

The Contractor shall (1) send an email; and (2) send a letter to the A/OPC and Designated Billing Office or make a documented telephone call to the A/OPC and Designated Billing Office requesting payment on past due accounts for the undisputed principal amount. If the Contractor chooses to begin cancellation procedures, and one of more of the above conditions have been met, the Contractor shall follow the procedures listed below:

- 1) Notify the A/OPC and Designated Billing Office by email and by written letter that the account will be canceled if payment of the undisputed amount is not received in full by the close of the fifth (5th) calendar day after this notification; and
- 2) Notify the A/OPC and Designated Billing Office of the Contractor’s point of contact to assist in resolving the past due account(s).

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

Credit information shall not be referred to credit reporting agencies for centrally billed card accounts.

SUMMARY CHART OF CONTRACTOR ACTIONS REGARDING ACCOUNT CANCELLATION

Cancellation procedures shall begin only after the account has been suspended twice during a 12-month period or the account is past due for undisputed amounts and the suspension procedure requirements have been met.

No. of Calendar Days	Cancellation Procedure
120 Days from Billing Date	<ul style="list-style-type: none"> • Notify the A/OPC and Designated Billing Office electronically and in writing that the account will be canceled if payment is not received in full by the close of the fifth (5th) calendar day after this notification; and • Notify the A/OPC and Designated Billing Office of the Contractor’s point of contact to assist in resolving the past due account(s).
126 Days from Billing Date	Account may be canceled, unless otherwise directed by the A/OPC
Within 180 Days of the Billing Date	Cancellation must be initiated

C.1.18.2.2.1 *Disputed Items*: The Contractor shall not cancel any account for amounts in dispute.

C.1.18.2.2.2 *Reinstatement of Centrally Billed Cancelled Accounts*: With A/OPC approval, the Contractor may reinstate canceled accounts upon payment of the undisputed principal amount and Prompt Payment Act interest.

C.1.18.2.2.3 *Cancellation/Reinstatement Record*: The Contractor shall maintain a cancellation/reinstatement file on accounts to include, at a minimum, the agency/organization office name, the agency/organization identifying number, the account number, the A/OPC and Designated Billing Office and telephone numbers, invoice numbers, principal and estimated interest penalty for each invoice, the number of days past due for each invoice, documentation described in C.1.18.2.2 Cancellation Procedures, the date of suspension, the date of reinstatement from suspension, the date of cancellation, and the date of reinstatement from cancellation. This file shall be made available to the A/OPC, Designated Billing Office and the GSA Contracting Officer promptly upon request.

C.1.18.2.2.4 *Government Requested Cancellation*: The A/OPC reserves the right to direct or authorize a cancellation and reinstatement of a centrally billed account under his/her purview. The GSA Contracting Officer reserves the right to cancel a centrally billed account and document the reasons for cancellation. In accordance with the requirements specified in, C.3.6 Authorization Controls, the Contractor shall void cards at the request of the A/OPC or GSA Contracting Officer.

CT.1.18.2.2 TRAVEL SPECIFIC CANCELLATION PROCEDURES (INDIVIDUALLY BILLED ACCOUNTS)

The Contractor has the discretion to initiate cancellation procedures on individually billed accounts, unless alternative cancellation procedures are otherwise defined by the agency/organization and priced at the task order level (e.g., using risk

mitigation measures such as split disbursement and salary offset). The Contractor shall not initiate cancellation procedures on an individually billed account without first going through the suspension process as described in CT.1.18.2.1 Travel Specific Suspension Procedures (Individually Billed Accounts). If cancellation is initiated for a charge related reason, it must be initiated within 180 calendar days of the closing date in which the charge appeared. If cancellation is not initiated within 180 calendar days of the closing date in which the charge appeared, the Contractor waives its right to cancel the individually billed account for the particular charge. If the Contractor initiates cancellation, it shall follow the procedures stated below.

The Contractor shall provide the Pre-Suspension/Pre-Cancellation Report (reference C.3.3.1.1 Essential Reports) to the A/OPC to identify the undisputed amount that is overdue on individually billed accounts.

There are three reasons for which the Contractor may initiate cancellation of an individually billed account:

- 1) The account has been suspended two times during a 12-month period for undisputed amounts and is past due again in the same 12-month period as outlined in CT.1.18.2.1 Travel Specific Suspension Procedures (Individually Billed Accounts);
- 2) Payment for the undisputed principal amount has not been received by the close of the 119th calendar day from the closing date on the statement of account in which the charge appeared, and the requirements of CT.1.18.2.1 Travel Specific Suspension Procedures (Individually Billed Accounts) have been met; or
- 3) Use of the card for other than authorized purchases and cancellation is approved by the A/OPC.

The Contractor shall (1) send an email; and (2) send a letter to the cardholder and A/OPC or make a documented telephone call to the cardholder and A/OPC requesting payment on past due accounts for the undisputed principal amount. If the Contractor chooses to begin cancellation procedures, and one of more of the above conditions have been met, the Contractor shall follow the procedures listed below:

- 1) Notify the cardholder and A/OPC by email and by written letter that the account will be canceled if payment of the undisputed amount is not received in full by the close of the fifth (5th) calendar day after this notification; and
- 2) Notify the cardholder and A/OPC of the Contractor’s point of contact to assist in resolving the past due account(s).

Cancellation actions must be documented and, if requested, such documentation must be provided to the A/OPC. If payment for the undisputed principal amount has not been received by the close of the 125th calendar day from the closing date on the statement of account in which the charge appeared, the Contractor may cancel the account on the 126th day, unless otherwise directed by the A/OPC. The A/OPC must notify the Contractor of any mission-related extenuating circumstances for which the account should not be canceled within the notification timeframes specified above. The Government accepts no liability for charges made against the individually billed account.

SUMMARY CHART OF CONTRACTOR ACTIONS REGARDING ACCOUNT CANCELLATION

Cancellation procedures shall begin only after the account has been suspended twice during a 12-month period, the account is past due for undisputed amounts and the suspension procedures have been met, or the card was used for other than authorized purchases and cancellation is approved by the A/OPC.

No. of Calendar Days	Cancellation Procedure
120 Days from Closing Date	<ul style="list-style-type: none"> • Notify the cardholder and A/OPC electronically and in writing that the account will be canceled if payment is not received in full by the close of the fifth (5th) calendar day after this notification; and • Notify the cardholder and A/OPC of the Contractor’s point of contact to assist in resolving the past due account(s).
126 Days from Closing Date	Account may be canceled unless otherwise directed by the A/OPC
Within 180 Days of the Closing Date	Cancellation must be initiated

CT.1.18.2.2.1 *Disputed Items*: The Contractor shall not cancel any account for amounts in dispute.

CT.1.18.2.2.2 *Reinstatement of Cancelled Individually Billed Accounts*: The Contractor may reinstate canceled individually billed accounts upon payment of the principal amount and late fee. The Contractor may conduct a creditworthiness check as described in CT.1.18.1.2.1.2 Account Set-Up for Individually Billed Accounts prior to reinstatement of canceled individually billed accounts as governed by applicable law. The Government accepts no liability for charges made against the individually billed account.

CT.1.18.2.2.3 *Credit Bureaus*: Cancelled individually billed accounts may be reported to credit bureaus in if directed by the agency/organization and in accordance with OMB Circular A-123 Appendix B.

CT.1.18.2.2.4 *Referral to Debt Collection*: Cancelled individually billed accounts may be referred to outside collection entities if directed by the agency/organization and in accordance with OMB Circular A-123 Appendix B.

CT.1.18.2.2.5 *Cancellation/Reinstatement Record*: The Contractor shall maintain a cancellation/reinstatement file on individually billed accounts to include, at a minimum, the cardholder name, the agency/organization office name, the agency/organization identifying number, the account number, the A/OPC and A/OPC's telephone number, invoice number, the amount for each invoice, the number of days past due for each invoice, documentation described CT.1.18.2.2 Travel Specific Cancellation Procedures (Individually Billed Accounts), the date of suspension, the date of reinstatement from suspension, the date of cancellation, and the date of reinstatement from cancellation. This file shall be made available to the A/OPC and the GSA Contracting Officer immediately upon request.

CT.1.18.2.2.6 *Government Requested Cancellation*: The A/OPC reserves the right to direct or authorize cancellation of an individually billed account under his/her purview (e.g., employee has left the agency). The GSA Contracting Officer reserves the right to cancel an individually billed account. In accordance with the requirements specified in C.3.6 Authorization Controls, the Contractor shall have the ability to void cards and PINs at the request of the A/OPC or GSA Contracting Officer.

CT.1.18.2.2.7 *Cancellation for Payments Returned for Non-Sufficient Funds*: The Contractor may immediately cancel an Individually Billed Travel Account on which two (2) or more checks have been returned for non-sufficient funds (NSF) within a twelve (12) month period. If the Contractor cancels an account under this paragraph (CT.1.18.2.2 Travel Specific Cancellation Procedures (Individually Billed Accounts)), the Contractor will notify the cardholder by email or letter that the account has been canceled. In addition, the Contractor's Cancellation Report will provide notification to the A/OPC. The Contractor may apply CT.1.18.2.2.3 Credit Bureaus and CT.1.18.2.2.4 Referral to Debt Collection, to any account canceled in accordance with this paragraph. In those circumstances relating to financial institution discrepancies (e.g., account errors), the cardholder must provide written documentation from their financial institution to the Contractor for review. The Contractor shall reinstate the account if the review demonstrates that the NSF payment(s) was/were returned in error by or at the fault of the cardholder's financial institution; in such a case, if the account was reported to a credit bureau or similar entity under, or referred for debt collection, the Contractor shall withdraw the reporting or referral action.

1. Prior to implementation of paragraph CT.1.18.2.2.6 Government Requested Cancellation, in accordance with the Contractor's Travel Program Cardholder Account Agreement, the Contractor shall provide written notification to cardholders at least 30 calendar days prior to the effective date of the change to the cardholder agreement covering cancellation for NSF checks.
2. The Contractor shall provide the proposed revised cardholder agreement to GSA for approval prior to distribution to cardholders and agency/organization A/OPCs.
3. Any NSF payments received by the Contractor prior to the effective date of the change to the cardholder agreement will not be counted against the cardholder.

CI.1.18.2.2 INTEGRATED SPECIFIC

The Contractor shall offer a program that provides all of the requirements of C.1.18.2.2 Cancellation Procedures and CT.1.18.2.2 Travel Specific Cancellation Procedures (Individually Billed Accounts), as applicable.

Agencies/organizations will determine at the task order level, the impact of canceling one business line on other business lines.

C.1.19 TAX EXEMPT STATUS

Transactions against federal government accounts that are directly paid by the Government (i.e. purchase, centrally billed travel, fleet, and integrated accounts) are exempt from state and local taxes for purchases made within the United States. Some states also provide tax exemption on individually billed accounts. The Contractor shall assist the Federal Government to obtain

tax exemption by working with state governments and merchants to ensure that states and merchants do not tax these transactions at the point of sale. The Contractor shall assist the Government in the resolution of any other tax exemption issues that arise, including any tax exemptions applicable to foreign purchases. The Contractor shall provide a plan to increase tax exemption at the point of sale for all tax exempt transactions made on purchase, qualifying travel, fleet, and integrated cards. The plan may include providing agencies/organizations with educational materials to promote tax exemption practices and committing the offeror to contacting merchants at the Government's request regarding tax exemption.

At the request of the A/OPC, a tax exemption identification number may be embossed on the charge card (See C.1.15 Card Design and Embossing for further detail). Further assistance in tax recovery is detailed in C.2.2.5 Tax Reclamation. Cost reimbursable Contractors that pay the bank directly are not tax exempt under this program and should not have cards that state so.

CF.1.19 FLEET SPECIFIC

In addition to C.1.19, Tax Exempt Status, the Fleet Card Program requires the identification of all taxes that are exempted (invoiced net of taxes) or non-exempt (invoiced gross of taxes). This includes, at a minimum, Federal Excise Tax (FET) on fuel, state motor fuel tax, and state sales tax for fuel or non-fuel purchases. The Contractor may provide additional tax details (e.g., local taxes, FET on non-fuel items). The Contractor shall maintain accurate tax information. To the maximum extent possible, the Contractor shall establish agreements with merchants of fuel, maintenance, and parts to ensure that state/local taxes on transactions are not charged at the point of sale.

Taxes must be deducted prior to invoicing when applicable. Regardless of whether the Government is invoiced net taxes, all taxes shall be itemized on the invoice (exempt and non-exempt).

CI.1.19 INTEGRATED SPECIFIC

The Contractor shall meet the requirements of C.1.19 Tax Exempt Status and CF.1.9 Fleet Specific, as applicable.

C.1.20 RISK MITIGATION

CT.1.20 TRAVEL SPECIFIC (INDIVIDUALLY BILLED ACCOUNT)

CT.1.20.1 Late Fees at the Master Contract Level: At the master contract level, the Contractor may assess its standard commercial late fee on undisputed charges made on individually billed accounts that are 126 calendar days past the closing date on the statement of account in which the charge appeared and have been canceled in accordance with CT.1.18.2.2 Travel Specific Cancellation Procedures for the Travel Card Program (Individually Billed Accounts). If assessed, the late fee shall be calculated from 126 calendar days past the closing date on the statement of account in which the charge appeared and apply to the charge which is past due. The late fee that may be assessed is the financial responsibility of the individually billed account cardholder. The Government shall not be liable for late fees on individually billed accounts.

CT.1.20.2 Late Fees at the Task Order Level: Solely at the agency's/organization's discretion and at the task order level, late fees may be assessed on individually billed travel card accounts earlier than the master contract allows as specified above. Agencies/organizations may elect to allow the Contractor to charge their standard commercial late fee in accordance with standard commercial practice; however, inclusion of standard commercial late fees at the task order level is contingent upon the agency's/organization's successful negotiations with union officials, as appropriate. Late fees are the responsibility of the individual cardholder. The Government shall not be liable for late fees on individually billed accounts. If an agency/organization chooses earlier assessment of late fees, the agency/organization shall state so in their requirements and request more favorable pricing at the task order level.

CT.1.20.3 Reinstatement Fees at the Master Contract Level: The Contractor may not charge a reinstatement fee at the master contract level; however, the individual agency/organization may allow reinstatement fees at the task order level during the contract period on individually billed travel card accounts.

CT.1.20.4 Reinstatement Fees at the Task Order Level: Solely at the agency's/organization's discretion and at the task order level, reinstatement fees may be assessed on individually billed travel card accounts. Agencies/organizations may elect to allow the Contractor to charge their standard commercial reinstatement fee in accordance with standard commercial practice; however, inclusion of standard commercial reinstatement fees at the task order level is contingent upon the agency's/organization's successful negotiations with union officials, as appropriate. Reinstatement fees are the responsibility of the individual cardholder. The Government shall not be liable for reinstatement fees on individually billed accounts. If an agency/organization chooses reinstatement fees as a risk mitigation measure, the agency/organization shall state so in their requirements and request more favorable pricing at the task order level.

CT.1.20.5 *Credit Checks at the Task Order Level*: OMB Circular A-123, Appendix B requires creditworthiness assessments to be completed for all new applicants. The Contractor shall perform creditworthiness assessments in accordance with OMB Circular A-123, Appendix B, if requested by the agency/organization at the task order level.

CT.1.20.6 *Standard Commercial Risk Mitigation Measures at the Master Contract Level*: The Contractor must recognize that for master contract purposes, risk mitigation measures are not allowed; however, the Government reserves the right to allow risk mitigation measures not otherwise addressed herein during the contract period on individually billed travel card accounts.

CT.1.20.7 *Standard Commercial Risk Mitigation Measures at the Task Order Level*: The Contractor may offer standard commercial risk mitigation measures not already listed in C.2.2.4 Risk Mitigation Assistance. Ordering of any risk mitigation measure proposed is solely at the agency's/organization's discretion. At the task order level, the Contractor may offer risk mitigation measures other than standard commercial risk mitigation measures. The agency/organization is responsible for negotiating any change to the appropriate union agreements, if applicable for the risk mitigation measure proposed. If an agency/organization desires standard commercial risk mitigation measures to increase the value of their portfolio to industry, the agency/organization shall state so in their requirements and request pricing at the task order level.

CI.20.1 INTEGRATED SPECIFIC (INDIVIDUALLY BILLED TRANSACTIONS)

The Contractor shall meet the requirements of CT.1.20 Travel Specific (Individually Billed Accounts), as applicable.

C.1.21 CONTRACTOR PROBLEM REPORT

In some instances, issues may arise between the agencies/organizations and the Contractor in which GSA SmartPay® Office involvement is required. The Contractor shall notify the GSA SmartPay® Contracting Officer as such situations arise. In reporting such issues, the Contractor shall, at a minimum, submit via email the following information:

- Contractor name;
- Date that the issue was first noticed;
- Agencies/organizations involved;
- Background information/description of the problem or issue; and
- Recommended solution.

C.1.22 GOVERNMENT TO GOVERNMENT TRANSACTIONS

Federal government acquired charge card transactions generally fall into the Merchant Category Code of 9399 (Miscellaneous Government Services). This rate is generally recognized as a low risk category – it is unlikely that a charge card will be used fraudulently to make a payment to the federal government. The low risk of federal government transactions is further evidenced in the extremely low retrieval and chargeback rates observed by the current charge card acquiring banks processing for the Government. Nevertheless, the high cost of interchange creates a barrier to acceptance for government entities wishing to utilize charge cards as a collection option. Offerors shall provide a plan that details how they will work within the card associations to provide more cost effective options to government charge card acquirers for government to government transactions – including, but not limited to, reduced rates for low-risk government MCCs, reduction in rates as transaction value rises, caps on interchange fees, and flat rates for high dollar transactions. This plan shall be implemented within 120 calendar days after contract award. Offerors will be rated on how they address this issue.

C.2 PRODUCTS, SERVICES, AND SUPPORT

C.2.1 MERCHANT ACCEPTANCE

The Contractor shall not facilitate an environment in which government charge cards and charge card related products and services are less desirable to accept or have higher acceptance costs than their commercial counterparts. From the merchants' perspective, the government charge cards and charge card related products and services provided under this contract shall not have noticeable differences in processing costs, functionalities, etc. This is important to maintain merchant willingness to accept government charge cards and charge card related products and services.

At a minimum and except as noted, the Contractor shall have merchant coverage (and for the fleet card, full transaction data capture as listed in the Merchant Data section in Figure 3.2.2 (C.3.2.2 Transaction Data) at the merchants specified in Attachments 5, 6, and 7 by 60 days prior to contract award. The Contractor shall have a mechanism in place, including a point of contact, to add new merchants and merchant types to their network as needed by agencies/organizations. The Contractor shall assist, as requested, in promoting the benefits of accepting the card and recruiting merchants that do not currently accept the card, and upgrading merchant's point-of-sale capability to enable richer transaction data capture. The Contractor shall provide a merchant recruitment upgrade plan that, at a minimum, provides merchant brochures that discuss benefits of acceptance/richer transaction data capture to agencies/organizations for merchant dissemination. The Contractor shall also conduct small business outreach efforts to include small and rural merchants. Other actions can include recruitment or upgrading of staff, incentive/volume pricing, reduced merchant fees, etc. The Government will identify merchants for recruitment, where necessary.

C.2.1.1 Enhanced Data Capture: The Contractor shall provide enhanced data capture as merchants are able to pass higher levels of data through the card network and as data is obtained by the Contractor. The Contractor shall pass data as outlined in C.3.2 Program and Transaction data.

C.2.1.2 Point-of-Sale Discounts: Any merchant product or service discount negotiated by the Government on its own behalf directly with the merchant shall be identified where the discount information (i.e., Level 3 data) is provided to the Contractor by the merchant through the transaction process and as data is obtained by the Contractor. Contractors may also offer net billing services as described in C.2.12.8 Net Billing.

CP.2.1 PURCHASE SPECIFIC

In addition to C.2.1 Merchant Acceptance, the Contractor shall provide a product with widespread domestic and international merchant acceptance by a variety of merchants that supply products and services.

CT.2.1 TRAVEL SPECIFIC

In addition to C.2.1 Merchant Acceptance, the Contractor shall provide a product with widespread domestic and international merchant acceptance by:

- Domestic (US flag) passenger common carriers;
- International/foreign passenger common carriers;
- Airports (merchants located in airports);
- Bus services and stations;
- Train services and stations;
- Taxi services;
- Car rental agencies;
- Hotel and lodging establishments (plus reservation, confirmations, and payment);
- DoD installation services (BOQ's, exchanges, and clubs);
- Restaurants;
- Gas stations; and
- ATM networks/banks.

CF.2.1 FLEET SPECIFIC

In addition to the requirements specified in C.2.1 Merchant Acceptance, the Contractor shall provide a product with widespread merchant acceptance by fuel merchants (including vehicle, small marine craft, and aviation⁶⁰) and by automotive service, parts, and repair merchants with full data capture as required.

CF.2.1.1 *Merchant Discounts*: Any merchant product or service discount offered to the Contractor's non-federal customers shall be passed on to the Government. In addition, the Government may independently seek discounts directly from merchants. The Contractor shall have a mechanism which enables merchants to identify which agencies/organizations are eligible for the discounts. This may necessitate separate account ranges for service/bureaus and agencies/organizations.

In addition to the point-of-sale discount identified in C.2.1 Merchant Acceptance, another type of discount falls into this category:

- Discounts offered by the Contractor to their customers. These are discounts that are negotiated with the merchant based on guaranteed or implied business volume. For example, 1% off all fuel purchases or 10% off glass (parts).

CI.2.1 INTEGRATED SPECIFIC

The Contractor shall offer a program that provides all of the requirements of C.2.1 Merchant Acceptance, CP.2.1 Purchase Specific, CT.2.1 Travel Specific, and CF.2.1 Fleet Specific, as applicable.

C.2.2 PROGRAM SUPPORT

The Contractor shall work with the Government to support the Government's charge card program. In conjunction with all requirements outlined throughout this solicitation, the Contractor shall provide support to GSA, agencies, and cardholders as necessary in order to support the Government's mission, goals, and objectives. In addition to the support requirements specified in this section of this solicitation, further program support requirements may be defined at the task order level.

Required program support operations include, but are not limited, to the topics outlined below.

C.2.2.1 STRATEGIC SOURCING SUPPORT

The Government spends billions of dollars each year through its Purchase, Travel, Fleet, and Integrated charge cards (as well as other contract mechanisms). As a result, the Government is interested in understanding its spending patterns, and adopting strategic sourcing capabilities that enable agencies/organizations to combine their buying power to achieve significant savings, negotiate favorable terms and conditions, and receive the best value possible for the Government.

In accordance with the OMB Circular A-123 Appendix B – Improving the Management of Government Charge Card Programs, agencies/organizations are required to implement strategic sourcing for certain commodities, and should analyze charge card spending data as part of this effort.

At a minimum, the Contractor shall support GSA and agency/organization strategic sourcing efforts by providing tools and services including, but not limited to:

- Access to detailed (level 1, 2, and 3) transaction data elements as specified in C.3.2 Program and Transaction Data;
- Spend analysis reports as specified in C.3.3.1.2 Other Agency Reports;
- Analytical tools for assessing charge card transactions;
- Other tools that give similar abilities including, but not limited to: ability to scan receipts, support electronic purchase logs; and
- Provide the ability to integrate merchant data files with card transaction data at agency/organization request.

CP.2.2.1 PURCHASE SPECIFIC

In addition to the strategic sourcing requirements above, the Contractor shall provide, at a minimum, a listing (including discount amounts) of ten high sales volume GSA schedule vendors with whom they have arranged to offer point of sale discounts when a GSA SmartPay® purchase card is used. These discounts must be automatic (point of sale) and provided at the vendors' physical locations and online. The discounts must apply to all agencies/organizations that utilize a purchase card business line under a task order arrangement with the Contractor. At the task order level, an agency/organization may request greater discounts based upon detailed agency/organization spend data. The Contractor shall provide the list of discount

⁶⁰ See C.1.2 Scope of Contract for Fleet for further information on aviation fuel and related services.

arrangements to the GSA Contracting Officer by no later than the date of the GSA SmartPay® Master Contract Kick-off Conference. The list of discounts will be shared with participating agencies/organizations at the GSA SmartPay® Master Contract Kick-off Conference.

C.2.2.2 DATA MINING

The Contractor shall provide the agencies/organizations with products and services to assist with data mining as defined in C.1.4 Definitions. The Contractor shall offer, at a minimum, one data mining tool as a non-separately priced Tier 1 Product and Service Offering, unless otherwise specified at the task order level. This tool shall include capabilities to assist with identifying potential misuse, fraud, waste, and abuse as described in C.1.4 Definitions. In accordance with standard commercial practices, the Contractor shall work with the Government to monitor account transactions to identify any unusual spending patterns or frequency of transactions. In addition, Contractors shall monitor account transactions that have the characteristics of misuse and abuse, as defined by the Government. For example, identifying multiple purchases having the characteristics of a “split purchasing” pattern (a purchase split between two or more transactions), alerting to attempted purchases at excluded merchants, and flagging purchases that are made on dates and times that are outside of normal government cardholder spending patterns. The Contractor shall notify the A/OPC or other designated agency/organization representative of any unusual activities (e.g., through periodic reports, through electronic notices, by flagging transactions in EAS system). Additionally, the data mining product shall give the agency/organization and/or GSA the capability to monitor individual charges and transactions based upon an established hierarchy within the agency/organization.

In addition to the data mining tool described above, the Contractor may also offer separately priced data mining tools as stated in C.2.12 Value Added Product and Service Offerings (Tier 2).

C.2.2.3 DELINQUENCY ASSISTANCE

It is in the best interest of both the Contractor and the Government to take a proactive approach to monitoring delinquency.

The Contractor shall provide the Government with assistance in areas, including, but not limited to:

- Reports of delinquency levels, including pre-suspension and pre-cancellation, regularly and as requested;
- Early notice of delinquent accounts;
- Identifying areas for improvement;
- Delinquency prevention best practices; and
- Implementing regulations/guidance.

C.2.2.4 RISK MITIGATION ASSISTANCE

Risk mitigation controls, policies, and practices are critical tools for ensuring the efficiency and integrity of charge card programs by eliminating payment delinquencies, charge card fraud, waste, and abuse. The OMB Circular A-123 Appendix B places a great deal of emphasis on risk management, and the Contractor shall act in support of the Government’s goal to manage risk.

The Contractor shall, at a minimum, support the Government to mitigate risk by:

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

C.2.2.5 TAX RECLAMATION

NOTE: THIS SECTION ADDRESSES TAX RECLAMATION, NOT TAX EXEMPTION. FOR MORE INFORMATION ON TAX EXEMPTION, REFERENCE SECTION C.1.19 TAX EXEMPT STATUS.

Official centrally billed government purchases, excluding purchases made by cost reimbursable Contractors, are generally exempt from state and local taxes. Tax exemption letters can be found on the GSA SmartPay® website. Where exemption is

not possible, and in other cases where tax has been paid at the point of sale, the Contractor shall assist the Government to reclaim such taxes.

The Contractor shall assist the Government in tax reclamation, at a minimum, by:

- Providing a detailed plan to the Government to maximize recovery of taxes paid on charge cards;
- Passing all detailed transaction data, as specified in C.3.2 Program and Transaction Data, to include tax information;
- Developing Electronic Access System (EAS) functions that allow for increased reporting of tax information (e.g., ability to flag transactions that have paid tax, and generate reports by agency/organization and state); and
- Preparing tax reclamation documentation on behalf of the agency/organization for submission to states and merchants.

C.2.2.6 KNOWLEDGE SHARING

Effective knowledge sharing is crucial to the success of the Government's charge card program. The Contractor shall continuously increase its emphasis on disseminating relevant information to GSA, agencies, and cardholders.

In conjunction with all other requirements set forth in this solicitation, the Contractor shall effectively promote knowledge sharing by utilizing knowledge sharing channels including, but not limited to:

- Workgroups;
- Technical Advisory Groups (TAG);
- Publications (e.g. newsletters, program manuals, training guides);
- Master Contract Conference (e.g. training classes, breakout sessions); and
- Electronic media such as emails, web demos, etc.

The Contractor shall use the above channels as appropriate to share best practices, address current program needs, and promote effective controls for the card program.

Knowledge sharing is also particularly important with regard to the Contractor's technological capabilities. Contractors shall share information about their technological tools by demonstrating capabilities of current systems, sharing product enhancements, and actively working with GSA and agencies/organizations to identify changes that need to be made to these systems.

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

C.2.2.7 LARGE TICKET TRANSACTIONS

Charge cards are used for a range of purchase dollar amounts, from micropurchases to "large ticket" transactions. For the purposes of this section, large ticket transactions are defined as transactions in an amount that exceeds the micropurchase threshold. Merchants may be less willing to accept government charge cards for large ticket transactions, due to the interchange fee amounts levied on them. To counter reduced merchant acceptance of the government charge card for large ticket transactions, Contractor shall provide the Government options for processing large ticket transactions. These may include, but are not limited to, adjustments to the interchange fee on large ticket transactions (e.g., a fixed processing fee), alternative electronic payment mechanisms, or other solutions.

C.2.3 COLLABORATION WITH FRAUD, WASTE, AND ABUSE REVIEWS

The Contractor shall assist the Government in investigations and audits as detailed below:

C.2.3.1 INVESTIGATION ASSISTANCE

The Contractor shall assist any authorized investigative unit (e.g., The Office of Inspector General or authorized representative, the ordering or GSA Contracting Officer or authorized representative) of the U.S. Government concerning alleged wrongdoing or suspected fraud, waste, or abuse by agency/organization employees or those entities doing business with the U.S. Government using the card program(s). If charge card records are required to assist in the authorized investigative unit's investigation efforts, the Contractor shall provide, at no additional cost to the Government, any data requested within the

timeframes mutually-agreed to by the Contractor and the authorized investigative unit, unless otherwise specified by the ordering or GSA Contracting Officer.

C.2.3.2 AUDIT ASSISTANCE

The Contractor shall assist any authorized audit unit (the ordering or GSA Contracting Officer, or an authorized representative, or the Comptroller General of the United States, or an authorized representative) of the U.S. Government by providing reasonable access to all card program(s) administrative, financial, and management data. If charge card records are required to assist in the authorized audit unit's efforts, the Contractor shall provide, at no additional cost to the Government, any data requested within the timeframes mutually-agreed to by the Contractor and the authorized audit unit, unless otherwise specified by the ordering or GSA Contracting Officer.

C.2.3.3 MISUSE ASSISTANCE

The Contractor shall assist agency/organization representatives with identifying and investigating possible misuse of charge card and charge card related products and services. At a minimum, this assistance shall include providing a toll free number for agency/organization representatives (A/OPCs, cardholders, etc.) and merchants to contact if misuse is suspected, as discussed in C.15 CARD DESIGN AND EMBOSSING. Additionally, Contractors shall provide the findings of any resulting investigation to the agency/organization upon receiving the findings.

C.2.4 COMMUNICATION

Effective communications are crucial to supporting the Government's charge card program. In conjunction with all requirements outlined throughout this solicitation, the Contractor is expected to be readily accessible to GSA, agencies/organizations, and cardholders. The Contractor shall maintain open and timely communications with GSA and agencies/organizations, including the disclosure of any relevant information/events that may impact the Government's charge card program. Additional communication requirements may be outlined by agencies/organizations at the task order level.

Required communications, such as statement inserts, statement messaging, and A/OPC newsletters shall be in accordance with all terms set forth throughout this solicitation.

C.2.4.1 MASTER CONTRACT NEWSLETTER

The Contractor shall develop and electronically distribute a quarterly master contract newsletter to, at a minimum, all A/OPC program participants. Each newsletter shall include program information, news, issues relative to the business line and card program, etc., and a disclaimer as follows: "The information provided is for general use only. Contact the GSA Contracting Officer with any questions related to proper use of the master contract." The Contractor may use the newsletter to introduce new products and services as approved by the GSA Contracting Officer, or to market and advertise their products and services as approved by the GSA Contracting Officer to potential agency/organization customers. However, the primary focus of the newsletters shall be to disclose program information, news, issues relative to the card program, etc. In addition to distributing this newsletter quarterly, Contractors may issue interim newsletters as major issues or other important information develops. At a minimum, the Government requires an electronic master contract newsletter. At the Contractor's discretion, it may provide paper copies.

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

C.2.4.2 STATEMENT INSERTS

Statement inserts provide a method by which the Government and the Contractor can disseminate information about the card program(s) and program-related matters. The Contractor shall provide GSA and agencies/organizations the ability to include electronic or paper statement inserts into active cardholder statements of account to reach selected or entire government

audiences (e.g., only to GSA employees, all participating agencies/organizations). If statement inserts are used, they shall adhere to the following:

1. If the Contractor uses the statement insert feature relative to the card program(s), the Contractor shall be bound to the prohibitions described in, C.1.14 Marketing and Advertising. Further, all Contractor-requested statement inserts relative to the card program(s) shall be submitted to the GSA Contracting Officer for written approval prior to dissemination. The GSA Contracting Officer will review materials for content and provide written approval/disapproval within 14 calendar days of receipt of the Contractor's materials. Revisions must be submitted to allow sufficient time for re-review without delaying distribution. The GSA Contracting Officer reserves the right to edit statement inserts.
2. If an agency/organization uses the statement insert feature relative to the card program(s), the request for the insert shall be submitted directly to the Contractor. The agency/organization is responsible for creating, printing (or electronic equivalent) and providing the insert to the Contractor, using any Contractor-stated specifications (e.g., size, quantities, frequency, other parameters) required for the electronic or paper statement insert. The Contractor may offer creation and printing of agency/organization inserts as a separately priced service at the task order level. The Contractor may suggest editing revisions to the content of the agency's/organization's statement insert. In the event of significant program issues (e.g., possible release of proprietary information) that the Contractor may be concerned with regarding an agency's/organization's statement insert, it shall contact the GSA Contracting Officer for assistance.
3. The Contractor shall process statement inserts on a first-come, first-serve basis. However, if multiple inserts are requested concurrently for the same audience, the GSA Contracting Officer will work with the requesting agency/organization to determine the priority of the inserts. The GSA Contracting Officer reserves the right to override the Contractor's or agency's/organization's designation of the priority of the inserts.
4. The Contractor shall not allow any third-party to utilize the statement insert feature, unless approved in writing by the GSA Contracting Officer.

C.2.4.3 STATEMENT MESSAGING

Statement messaging provides a method in which the Government and the Contractor can disseminate information about the card program(s) and program-related matters. The Contractor shall provide GSA and agencies/organizations the ability to include statement messaging (electronic or on paper) on active cardholder statements of account to reach selected or entire government audiences (e.g., only to GSA employees, all participating agencies/organizations). If statement messaging is used, it shall adhere to the following:

1. If the Contractor uses the statement messaging feature relative to the card program(s), the Contractor shall be bound to the prohibitions described in, C.1.14 Marketing and Advertising. Further, all Contractor-requested statement messaging relative to the card program(s) shall be submitted to the GSA Contracting Officer for written approval prior to dissemination. The GSA Contracting Officer will review materials for content and provide written approval/disapproval within 14 calendar days of receipt of the Contractor's materials. Revisions must be submitted to allow sufficient time for re-review without delaying distribution. The GSA Contracting Officer reserves the right to edit statement messaging.
2. If an agency/organization uses the statement messaging feature relative to the card program(s), the request for the messaging shall be submitted directly to the Contractor. The agency/organization is responsible for drafting the message and providing the message to the Contractor, using any Contractor-stated specifications (e.g., word limits, frequency, other parameters) required for the statement messaging. The Contractor may suggest editing revisions to the content of the agency's/organization's statement messaging. In the event of significant program issues (e.g., possible release of proprietary information) that the Contractor may be concerned with regarding an agency's/organization's statement messaging, it shall contact the GSA Contracting Officer for assistance.
3. The Contractor shall process statement messaging on a first-come, first-serve basis. However, if multiple messaging is requested concurrently for the same audience, the GSA Contracting Officer will work with the requesting agency/organization to determine the priority of the messaging. The GSA Contracting Officer reserves the right to override the Contractor's or agency's/organization's designation of the priority of the messaging.

4. The Contractor shall not allow any third-party to utilize the statement messaging feature, unless approved in writing by the GSA Contracting Officer.

C.2.5 ACCOUNT NUMBER

The Contractor shall have an adequate number of prefixes unique to the Government for all card programs. The Contractor shall, within a common numbering system for each card type (e.g., charge, debit, or pre-paid), assign a government-unique account number to each card issued under the master contract, except for situations covered by C.1.15.3 Generic Cards. The numbering system for each card type shall be dedicated solely to the master contract.

The Contractor shall not utilize the same numbering system or sequence for other business purposes, including other federal government contracts.

It is imperative that the numbering system be unique to the Government and to the master contract, as it serves as an important control mechanism to access government-only products and services. GSA reserves the right to require multiple prefixes, separate numbering systems or sequences for control purposes. The Contractor shall provide GSA a list of the Bank Identification Numbers (BINs) that they will be utilizing for the purposes of this contract with their proposal submission. All BINs provided by the Contractor must be approved by the GSA Contracting Officer before cards are developed for this contract.

CT.2.5 TRAVEL SPECIFIC

CT.2.5.1 Account Number Prefixes: In addition to C.2.5 Account Number, the prefixes and numbering system utilized must distinguish between individually and centrally billed accounts. The Contractor shall have separate prefixes for individually billed accounts and centrally billed accounts as identified below. The Contractor shall not utilize the same prefixes and numbering system or sequence for non-federal government accounts, except as directed by the GSA Contracting Officer for authorized entities using the City Pair Program on a mandatory basis, such as designated Indian Tribes and the National Sector of the American Red Cross. The following categories require separate account numbering systems:

- a) Individually billed travel card accounts with City Pair Program access (separate prefixes and numbering system);
- b) Federal government centrally billed accounts with City Pair Program access (with separate prefixes and numbering system for authorized Native Americans and the National Sector of the American Red Cross);
- c) Other centrally billed accounts without City Pair Program access (separate prefixes and numbering system and a Contractor-provided card design); and
- d) Any other accounts in which the Government reserves the right to require additional separate prefixes and numbering system.

CT.2.5.2 City Pair Program Identifier: GSA annually awards contracts for air passenger transportation services. This program is generally referred to as the City Pair Program. From time to time there may be changes to the City Pair Program (e.g., revising the status of users under the City Pair Program contracts or designating additional users). As the GSA SmartPay® travel card is the only form of card payment that is accepted under City Pair Program, when changes are made to the City Pair contracts, analogous changes will be made to the travel card contracts at the discretion of the GSA Contracting Officer and at no cost to the Government.

Below is the required City Pair Program numbering sequences for travel card accounts:

City Pair Program (CPP) Account Numbering Sequences for GSA SmartPay® Travel Charge Accounts				
Association Prefixes	Fifth Digit		Sixth Digit	
XXXX	0-3 =	Authorized use of the CPP	0 =	Centrally billed account, non-mandatory CPP**
	4-5 =	Reserved	1 =	Individually billed account, non-mandatory CPP
	6-9 =	Non-Authorized use of CPP (no access to CPP)*	2-4 =	Individually billed account, mandatory CPP

			5 =	Reserved
			6-9 =	Centrally billed account, mandatory CPP

* Examples of appropriate use: Agencies/organizations that are not eligible for City Pair Program contract fares, accounts issued to Contractors, any fares purchased by the Government for Contractors, checkage, or other categories of travelers that are not authorized access to CPP contract fares, etc.

** Examples of appropriate use: DOD recruits traveling from Military Entrance Processing Stations (MEPS), Groups of 10 or more passengers, etc.

See CT.1.2 Scope of Contract for Travel Card for further explanation of mandatory verses non-mandatory.

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

For those entities that are not authorized users of the City Pair Program, the Contractor shall not include a CPP symbol on the face of the card, and shall use the account numbering requirements specified in CT.2.5.1 Account Number Prefixes. Based on the information provided by agencies/organizations in the master file, the Contractor shall ensure that non-authorized users of the City Pair Program have cards without the CPP symbol, and that do not have access to the City Pair Program.

CI.2.5 INTEGRATED SPECIFIC

CI.2.5.1 *Account Number Prefixes* In addition to C.2.5 Account Number and CT.2.5 Travel Specific, the prefixes for the following will be determined at the task order level:

- Centrally billed and/or individually billed transactions; and
- City Pair Program access.

CI.2.5.2 *City Pair Program Identifier:* GSA annually awards contracts for air passenger transportation services. This program is generally referred to as the City Pair Program. From time to time there may be changes to the City Pair Program (e.g., revising the status of users under the City Pair Program contracts or designating additional users). As the GSA travel card/integrated card with Travel Business Line is the only form of card payment that is accepted under City Pair Program, when changes are made to the City Pair contracts, analogous changes will be made to the integrated card contracts at the discretion of the GSA Contracting Officer and at no cost to the Government.

Integrated card programs that include the Travel Business Line shall include the city pair program identifier. See CT.2.5.2 City Pair Program Identifier for the required City Pair Program numbering sequences for integrated card accounts that include the Travel Business Line.

See CT.1.2 Scope of Contract for Travel Card for further explanation of mandatory verses non-mandatory.

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

For those entities that are not authorized users of the City Pair Program, the Contractor shall not include a CPP symbol on the face of the card, and shall use the account numbering requirements specified in CI.2.5.1 Account Number Prefixes. Based on the information provided by agencies/organizations in the master file, the Contractor shall ensure that non-authorized users of the City Pair Program have cards without the CPP symbol, and that do not have access to the City Pair Program.

C.2.6 TECHNOLOGY

C.2.6.1 ELECTRONIC COMMERCE SUPPORT

The Contractor shall assist in developing processes, guidance, and as appropriate, implementation support for agencies/organizations to implement Electronic Commerce (EC) for card processes. Further, the Contractor shall work with agencies/organizations to ensure that appropriate systems guidance includes complete systems documentation, test transactions, Section 508 considerations⁶¹, and procedural guidance for each document type. The Contractor shall have the capability to perform tests on all proposed electronic systems and shall provide a test environment for the agency/organization to test the systems before any changes go live at no additional cost to the Government. Additionally, the Contractor shall provide an interface to the agency's/organization's accounting systems at no additional cost to the Government. The Contractor shall make adjustments or updates to the agency/organization interface as required by the agency/organization for revisions to agency systems, migration to new agency/organization systems, and/or if the agency/organization contracts with a government shared service center for financial management services. The Contractor shall have the capability to successfully perform Electronic Commerce/Electronic Data Interchange (EC/EDI) under this contract within 60 calendar days of the agency's/organization's ability to come in line with federal EC/EDI standards. The Contractor's EDI capability shall adhere to the Electronic Commerce Federal Implementation Conventions (IC), as provided through the National Institute of Standards and Technology. The Contractor shall provide the data in a format that conforms to the ANSI X12 EDI standards. The X12 is the U.S. standards body for the cross-industry development, maintenance, and publication of electronic data exchange standards, based on, but not limited to X12 EDI, XML, and UN/EDIFACT formats.

C.2.6.2 PROGRAM VOLUME GROWTH AND TECHNOLOGICAL ADVANCES

The Contractor shall proactively accommodate program volume growth (see historic program data found in the most updated Executive Summary at the GSA SmartPay® website) with minimal disruption to the card program(s). All upgrades, replacement equipment, and software required by the Contractor to accommodate growth in program volume and/or technological advances are the Contractor's responsibility at no additional cost to the Government. The Contractor shall ensure that any change requiring a contract modification, or any major change or enhancement related to the resident platform that is brought about by program volume growth, is effectuated in a smooth, seamless manner, with minimal disruption to the card program(s). The Contractor shall give 90 days notice for changes and coordinate a mutually acceptable implementation strategy with the participating users and the GSA Contracting Officer at least 90 calendar days in advance, unless otherwise directed by the GSA Contracting Officer. The Contractor shall utilize its best efforts to ensure that the products and services offered comply with current commercial practice and assist in maximizing efficiencies to the Government.

New products and service offerings shall be consistent with the commercial marketplace, and technological advances shall be reviewed and approved by GSA and offered to agencies/organizations as they become available in accordance with C.5.32, Service Improvements, unless otherwise directed by the GSA Contracting Officer.

C.2.6.3 ELECTRONIC ACCESS SYSTEMS (EAS)

The Contractor shall provide an internet-based electronic access system that allows two-way communication between the agency/organization and the Contractor and which performs the functions as described below, or their commercially equivalent product that meets the Government's requirements. The Contractor, at its expense, shall also provide all associated software (either web-based or non-web-based EAS system as required by the agency/organization) and communication connections required to allow each requesting agency/organization to connect with and facilitate the timely exchange of data between the Contractor and the agency/organization system. The electronic method of access must be compatible with a variety of computer systems (including personal computers and mainframes) and be provided at the Contractor's expense, to each requesting agency/organization level. This does not include providing to the requesting agency/organization any underlying operating system (e.g., UNIX, OS/2, Macintosh, DOS, or Windows), commercially available web browser software (e.g., Netscape Navigator, Microsoft Internet Explorer), computer hardware, or providing any instruction on how to use the underlying operating system or computer hardware. For access through modems, the Contractor shall provide each requesting agency/organization the appropriate communications parameter information and any necessary procedural information (e.g.,

⁶¹ If the contractor cannot certify Section 508 compliance by the time of award, the contractor must provide a plan stating the current level of compliance and outlining what steps the contractor is taking to become certified as compliant. This plan shall also include a timeline of these steps and an estimated date for compliance certification. The contractor will not be eligible to receive task order awards under this contract until the contractor has provided sufficient documentation of 508 compliance to the GSA Contracting Officer, and the contractor has been notified that the GSA Contracting Officer has accepted the submitted 508 certification. GSA reserves the right to access the contractor's EAS in order to review the system for 508 compliance.

baud rate, function keys, screen sequences). The Contractor shall provide the file layout for each file as requested by the agency/organization.

All program and transaction data shall be available electronically. At a minimum, the electronic access system shall:

- a) Provide authorized individuals/systems with the ability to electronically access program data, as specified in C.3.2 Program and Transaction Data;
- b) Provide authorized individuals/systems with the ability to maintain program and transaction data as specified in C.3.2 Program and Transaction Data and C.3.4 Record Retention and Retrieval;
- c) Provide single sign on capability if required by the agency/organization, in accordance with security requirements stated in C.3.1 Security Requirements. Updates to user password shall apply to all Contractor systems;
- d) Maintain an audit trail of account activity, updates, and user activity by card management personnel (e.g., primary vs. alternate A/OPC), as specified in C.3.1 Security Requirements;
- e) Provide authorized individuals with the ability to post comments to accounts (e.g. a detailed explanation of reason account was suspended);
- f) Provide cardholders with online access to their accounts, including access to online statements and online payment options;
- g) Provide authorized individuals/systems with electronic review and manipulation of all captured transaction information to include the ability to: support electronic reconciliation and certification of invoices, sort data by any field, filter out unnecessary information, edit account allocation manually as needed, and split transaction amounts into sub-units for multi-account allocation. This includes summary roll-up, review, and manipulation at different levels;
- h) Provide authorized individuals/systems with automatic default cost allocations for each transaction to include: the ability to assign an agency/organization account code automatically to each transaction as determined by the A/OPC; to assign a code based on the merchant, merchant category, cardholder or any combination of these fields; the account code must be sufficiently long to accommodate the accounting string of any agency/organization (maximum 150 characters); and the ability of the A/OPC to override the default code (agency/organization will specify if they require multiple accounting codes at the task order level);
- i) Provide the ability to search and sort by a specific value in a line of accounting (e.g., searching and sorting by organization codes within a common line of accounting);
- j) Provide authorized individuals/systems with the ability to flag and generate reports on transactions where state and local taxes have been assessed;
- k) Provide authorized individuals/systems with standard commercial reports as specified in C.3.3 Reporting Requirements;
- l) Provide authorized individuals/systems with the ability to generate ad hoc reports;
- m) Be user-friendly;
- n) Provide user defined date ranges (e.g., quarterly, biannually, annually, etc.) for report generation;
- o) Ensure that all program and transaction data of the government card program(s) is secured, at a minimum according to standard commercial practices and as required in C.3.1 Security Requirements;
- p) Update program and transaction data (to include delinquency information) as listed in C.3.2 Program and Transaction Data to reflect all payments and transactions as of 11:59 p.m. EST on the previous business day;
- q) Provide connectivity that facilitates electronic information sharing among agencies/organizations to include: the ability to allow multiple users concurrent access to the application and, if requested by the agency/organization, allow data via a local or wide area network (LAN/WAN); the ability to send email notification to cardholders of online statement availability; and a variety of connectivity options necessary to electronically link participating hierarchies of the agency/organization using the agency's/organization's preferred technology (options should include LAN, WAN, client/server, internet, and e-mail);
- r) Provide authorized individuals/systems with the ability to download data from the system. This includes the automatic creation and daily transmission of files containing accounting data (via secure electronic transfer) to agency/organization internal accounting systems. The Contractor shall provide program and transaction data in a format and frequency specified at the task order level (See C.3 Data Management and Transaction Support). If requested by the agency/organization, this shall include a custom interface file to any internal system(s) designated by the agency/organization. This custom interface file shall be created in such a manner that it can be imported into the agency's/organization's system with no interaction, special programming, or manual entry of transaction data. The Contractor must also have the capability to compress these custom interface files into zip files. The Contractor shall make adjustments or updates to the agency/organization interface as required by the agency/organization for revisions to agency systems, migration to new agency systems, and/or if the agency/organization contracts with a government shared service center for financial management services; Provide authorized individuals/systems with the ability to discern how a transaction is completed (point of sale, internet, etc.), if passed by the merchant;

- s) Provide authorized individuals/systems with the ability to change category block templates (e.g., MCC blocking templates), purchase limits, and activation status by hierarchy;
- t) Provide authorized individuals/systems with the ability to dispute transactions electronically, track transactions from the time of charge through final resolution of the charge, electronically cancel disputes, and automatically notify A/OPC and cardholder of final resolution and/or cancellation of dispute;
- u) Be available 24 hours a day, every day of the year, except in the case of routine maintenance and periodic upgrades for which the Contractor shall give a minimum of 30 calendar days notice prior to the event;
- v) Provide summary data for convenience checks to include check numbers and names of merchants, as well as provide integration of traveler convenience checks into EAS systems (reference CP.2.11.1 Convenience Checks);
- w) Be compliant with the requirements of Section 508 of the Rehabilitation Act⁶²;
- x) Provide authorized individuals/systems with the ability to limit value of large intra-governmental transactions (e.g., not allowing transactions greater than \$100,000);
- y) Provide the ability to accept and process cardholder applications online including the ability to track application status and verify receipt;
- z) Provide automatic activation and deactivation of accounts on date specified by agency/organization. No transactions shall be authorized on a deactivated account. If an account is deactivated, the Government assumes no liability for transactions made on that account;
- aa) Provide a purchase card log functionality with the capability to run reports from the purchase log data (e.g., aggregated strategic source data); and
- bb) Be able to adapt to meet additional future requirements due to program volume growth and technological advances, as stated in C.2.6.2 Program Volume Growth and Technological Advances and C.2.10.4 Technological Advance Transition, at the Contractor's expense.

C.2.7 TRAINING

The Contractor shall provide training in accordance with the guidelines outlined in this section and C.2.8 Training Materials.

C.2.7.1 MASTER CONTRACT TRAINING CONFERENCE

As directed by the GSA Contracting Officer, the Contractor shall participate in an annual master contract training conference, for card program management personnel, at different geographic locations each year (e.g., the first conference may be in Washington, DC; the second conference may be on the West coast, the third may be on the East coast, the fourth may be in the Midwest).

All Contractors under the master contract shall concurrently participate in this conference; however, the GSA Contracting Officer reserves the right to require a separate training conference for each business line. The annual master contract training conference is anticipated to be a duration of 4 to 5 days and generally comprised of an opening master ceremony and break outs to individual training classes that repeat throughout the length of the conference. Participation in each individual Contractor's training sessions may be restricted to program participants, government personnel and/or by Contractor-invitation only. Contractors shall offer training sessions based on experience level (e.g. have separate training for beginner, intermediate, and experienced A/OPCs). The amount of detail should reflect the targeted audience's level of experience.

This conference shall cover a variety of topics of interest to the card program(s) and include training on the various aspects of the card program(s). Topics should include commercial best practices while still being focused on the federal government procurement environment. Examples of such topics include common policies, government regulations, frequently asked questions, agency/organization best practices, current events and trends, etc. Examples of such training include electronic access, reconciliation, account set-up, fraud and misuse detection and avoidance, etc. For beginner A/OPC training, as well as refresher training, hands on training is preferred as opposed to a lecture type training atmosphere and should be used to the maximum extent practicable. All Contractor training must be available to all persons with disabilities. GSA will notify Contractors within 30 days of the conference if registrants have contacted GSA in advance of any special needs. The content of the training conference will be directed by the GSA Contracting Officer. Contractors are required to send their conference

⁶² If the contractor cannot certify Section 508 compliance by the time of award, the contractor must provide a plan stating the current level of compliance and outlining what steps the contractor is taking to become certified as compliant. This plan shall also include a timeline of these steps and an estimated date for compliance certification. The contractor will not be eligible to receive task order awards under this contract until the contractor has provided sufficient documentation of 508 compliance to the GSA Contracting Officer, and the contractor has been notified that the GSA Contracting Officer has accepted the submitted 508 certification. GSA reserves the right to access the contractor's EAS in order to review the system for 508 compliance.

curriculum (this includes titles and descriptions of training sessions) and training schedule to the GSA Contracting Officer 9 months before the conference for approval. Contractors are required to send their conference presentations and materials to the GSA Contracting Officer 3 months before the conference for approval.

The GSA Contracting Officer will be responsible for selecting the training location, contracting for the meeting space, arranging for presenters/speakers, and assuming primary responsibility for pre-conference logistics. The Contractor shall be responsible for identifying agency/organization best practices, maintaining appropriate points of contact, and Contractor furnished training materials and instructors. The Contractor shall also bear the cost of any audio-visual equipment, specific set-up requirements for the Contractor's training classes, all Contractor's travel, per diem, and personnel costs.

The GSA Contracting Officer reserves the right to require the Contractor to assist in the logistics of the training conference by providing personnel resources to assist in preparing/ mailing invitations; compiling and reporting registration; preparing name badges; collecting and remitting training fees, if any, on GSA's behalf, including setting up GSA as a merchant specific for these conferences to accept card payments where the Contractor has merchant acquiring abilities commercially available; providing confirmation; preparing training and/or welcome packets; and manning registration tables, at no additional cost to the Government. If the GSA Contracting Officer exercises this right, Contractor assistance will be limited to his/her business line and further limited to his/her participating government clients (e.g., the Contractor will help prepare/mail invitations to his/her A/OPC base, but not to the entire master contract card program A/OPC base).

The Contractor may use this forum to introduce new products and services as approved by the GSA Contracting Officer, or to market and advertise their products and services as approved by the GSA Contracting Officer to potential agency/organization customers. The Contractor shall be responsible for all costs associated with marketing and advertising, including any booth/exhibit space rent, audio-visual equipment and set-up, etc. This may include setting up a booth/exhibit space that is similar to those found in standard commercial trade fairs. However, the primary focus of this conference, particularly the Contractor facilitated sessions and workgroups, shall be training on the card program(s), products and services. GSA fully intends to participate in and/or present program information during the conference.

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

Agencies/organizations may require agency/organization-specific training conferences and will so state any such requirement and request pricing at the task order level.

C.2.7.2 TRAINING REQUIREMENTS

The Contractor, at its expense, shall provide training materials as specified below. The Contractor shall:

At the agency's/organization's discretion, and at Contractor expense, provide training materials/presentations on the Contractor's website, the agency's/organization's website, and/or through the agency's/organization's intranet. If the intranet is the chosen method of dissemination by the agency/organization, the Contractor shall provide a file in a mutually-agreeable standard commercial format so that the agency/organization may post the training materials to its intranet site. At the GSA Contracting Officer's request, the Contractor shall be required to submit to GSA, all training/presentations for posting on the GSA SmartPay® website. All training using electronic and information technology must comply with Section 508 of the Rehabilitation Act⁶³;

- 1) Provide web-based training. If requested by an agency/organization, this training shall be provided in a PowerPoint format;
- 2) Provide a hard copy of each training material for each cardholder/account to the A/OPC and GSA as requested;
- 3) As requested by agencies/organizations, provide on-site training at an agency/organization specified location to groups of 20 or more A/OPCs, Designated Billing Office and Transaction Disputes Office points of contact, or any

⁶³ If the contractor cannot certify Section 508 compliance by the time of award, the contractor must provide a plan stating the current level of compliance and outlining what steps the contractor is taking to become certified as compliant. This plan shall also include a timeline of these steps and an estimated date for compliance certification. The contractor will not be eligible to receive task order awards under this contract until the contractor has provided sufficient documentation of 508 compliance to the GSA Contracting Officer, and the contractor has been notified that the GSA Contracting Officer has accepted the submitted 508 certification. GSA reserves the right to access the contractor's EAS in order to review the system for 508 compliance.

combination thereof. Agencies/organizations may group together to form a group of 20 or more for on-site training. All Contractor travel and site related costs associated with on-site training shall be borne by the Contractor. In some instances, GSA may provide a site to host this type of training;

- 4) Provide agencies/organizations a schedule of Contractor site training locations and dates throughout the year. These training sessions shall be offered at least quarterly;
- 5) Assist in training agencies/organizations on all aspects of the card program(s), products and services, EAS systems, program leading practices, and program management;
- 6) Develop and distribute training materials as described in each business line, including updates and supplements as needed;
- 7) Periodically revise training materials as required by the GSA Contracting Officer in accordance with C.2.7.2.1 Training Content Review;
- 8) Educate program users on merchant responsibilities under their merchant agreements that are pertinent to the card program(s);
- 9) Provide certificates of completion for all Contractor administered training. The Contractor shall maintain electronic records for completion of training and provide this information to agencies/organizations upon request;
- 10) Ensure training format and content shall be in compliance with current government laws, regulations, and guidelines;
- 11) Provide training material to GSA for review in accordance with C.2.7.2.1 Training Content Review; and
- 12) Survey training participants in accordance with C.2.7.2.2 Training Participant Survey.

Agencies/organizations may also include additional training requirements at the task order level. Contractor training materials shall be precluded from:

- a) Implying government endorsement of the product/service or of one Contractor over another;
- b) Being promotional in nature; or
- c) Using government official seals and logos (excluding card design(s), unless otherwise approved in writing by GSA). Customized agency/organization-specific training materials (C.2.9 Customized Services) may use the agency's/organization's official seal/logo with agency/organization permission.

C.2.7.2.1 Training Content Review: Further, all Contractor training materials, and subsequent modifications thereto, relative to the master contract card program(s) shall be submitted to the GSA Contracting Officer for written approval prior to initial dissemination. The GSA Contracting Officer will review materials for content and provide written approval/disapproval within 14 calendar days of receipt of the Contractor's materials. Revisions must be submitted to allow sufficient time to re-review without delaying distribution. The GSA Contracting Officer reserves the right to edit master contract training materials.

C.2.7.2.2 Training Participant Survey: The Contractor shall distribute a survey to all training participants to assess all Contractor provided training. This shall be accomplished through surveys (the Contractor shall use questions provided by GSA for the survey) that provide feedback on Contractor training. The Contractor shall maintain electronic records of survey results and provide accessibility to GSA as needed.

C.2.7.2.3 Survey Result Report: The Contractor shall provide a report to GSA annually. The report is due to the GSA Contracting Officer two months before the annual master contract conference. The report will provide the results of the training participant survey from 15 months to 3 months before the conference. (For example, if the conference is August 1, 2006, the report is due June 1, 2006, and will include survey results from May 1, 2005 to May 1, 2006). The report will include the following information:

- a) Contractor Name;
- b) Period Reported;
- c) Number of survey respondents;
- d) Level of survey participation (number of survey respondents / number of training participants); and
- e) Survey Question Results.
 - i) Question 1 Average, rounded to the nearest hundredth.
 - ii) Question 2 Average, rounded to the nearest hundredth.
 - iii) Etc.

C.2.7.2.4 Training Survey Expectations: Full response rate is expected for the training participant survey, to the maximum extent practicable. Response rates below 90% shall be accompanied by an explanation and shall outline a strategy for an increased response rate. A minimum performance score will also be provided by GSA. Questions receiving a score lower than the minimum shall be reported with an explanation to include a strategy of how the training will be improved to achieve a higher score in that area for future training.

Results of the training surveys will be announced by GSA to all conference participants at the annual master contract conference and through other means.

In accordance with OMB Circular A-123 Appendix B, Approving Officials (AOs) must receive the same training as the cardholders. At the agency's/organization's request, tailored training for AOs may be specified at the task order level.

C.2.8 TRAINING MATERIALS

The Contractor shall furnish the following training materials as applicable:

C.2.8.1 Cardholder/Card User Guide: The Contractor shall develop a guide to be issued with each card for use by individual cardholders. This guide shall be sufficiently detailed to serve as a stand-alone reference for the cardholder. At a minimum this guide shall include:

- a) Procedures for reporting lost or stolen cards;
- b) Replacement card ordering procedures;
- c) Explanation of electronic access screens, necessary key sequences and functions for reviewing purchases, and disputing a transaction electronically (as applicable);
- d) Account suspension and cancellation procedures;
- e) Payment requirements;
- f) Transaction dispute procedures;
- g) Reconciliation procedures;
- h) Authorized uses of the card;
- i) Foreign currency conversion procedures;
- j) Unique international use procedures;
- k) List of cardholder responsibilities;
- l) Salary offset procedures;
- m) Toll-free customer service telephone number; and
- n) Emergency use procedures.

At the agency's/organization's discretion, the Contractor shall distribute an electronic copy (via internet/intranet address or digital media as specified by the agency/organization), and/or a hard copy of the cardholder guide to each participating A/OPC within 10 calendar days of the Contractor's receipt of the agency's/organization's distribution instruction. A copy of this guide shall also be provided to each cardholder in conjunction with the issuance of the card. Additional copies shall be made available to the A/OPC as requested.

C.2.8.2 Agency/Organization Program Coordinator Guide: The Contractor shall develop a guide for use by each participating A/OPC. This guide shall be sufficiently detailed to serve as a stand-alone reference for the A/OPC to conduct program management for the card program. At a minimum it shall include:

- a) Account set-up and maintenance procedures;
- b) Transaction dispute procedures;
- c) Reconciliation procedures;
- d) Account suspension and cancellation procedures;
- e) Payment requirements;
- f) Authorized uses;
- g) Unique international use procedures;
- h) A list of cardholder, Designated Billing Office, Transaction Dispute Office, and common A/OPC responsibilities;
- i) A list, samples, and explanations of contract reports and how to read them;
- j) Explanations of electronic access screens, necessary key sequences, and functions for performing the requirements stated in C.2.6.3 Electronic Access System (EAS); and
- k) Toll-free Customer Relationship Manager (CRM) telephone number.

At the agency's/organization's discretion, the Contractor shall distribute the internet/intranet address or a hard copy of the Agency/Organization Program Coordinator Guide to each participating A/OPC within 10 calendar days of the Contractor's receipt of the agency's/ organization's distribution instruction. Additional hard copies shall be made available to the A/OPC as requested.

C.2.8.3 *Designated Billing Office Guide*: The Contractor shall develop a guide for use by each participating billing office. This guide shall be sufficiently detailed to serve as a stand-alone reference for the Designated Billing Office to operate the card program. At a minimum it shall include:

- a) Explanation of billing cycles;
- b) Transaction dispute procedures;
- c) Reconciliation procedures;
- d) Account suspension and cancellation procedures;
- e) Payment requirements;
- f) Authorized uses;
- g) Unique international use procedures;
- h) A list, samples, and explanations of forms relating to invoices, transaction data, and transaction disputes, how to read them, required timeframes for submittal, etc.;
- i) Explanation of electronic access screens, necessary key sequences and functions for performing the requirements stated in C.2.6.3 Electronic Access System (EAS) relative to Designated Billing Office duties; and
- j) Toll-free Customer Relationship Manager and customer service telephone numbers.

At the agency's/organization's discretion, the Contractor shall distribute the internet/intranet address or a hard copy of the Designated Billing Office Guide to each participating A/OPC and each agency/organization Designated Billing Office within 10 calendar days of the Contractor's receipt of the agency's/organization's distribution instruction. Additional hard copies shall be made available to the A/OPC and Designated Billing Office as requested.

C.2.8.4 *Transaction Dispute Guide*: The Contractor shall develop a guide for use by each participating Transaction Dispute Office or other personnel. This guide shall be sufficiently detailed to serve as a stand-alone reference for the Transaction Dispute Office to operate the card program. At a minimum it shall include:

- a) Transaction dispute procedures;
- b) Transaction dispute office responsibilities;
- c) Contractor responsibilities;
- d) Required timeframes;
- e) Chargeback provisions;
- f) Unique international use procedures;
- g) A list, samples, and explanations of forms relating to transaction disputes and how to read and complete them;
- h) Explanation of electronic access screens, necessary key sequences and functions for performing the requirements stated in C.2.6.3 Electronic Access System (EAS) relative to Transaction Dispute Office duties; and
- i) Toll-free account manager and customer service telephone numbers.

At the agency's/organization's discretion, the Contractor shall distribute the internet/intranet address or a hard copy of the Transaction Dispute Office Guide to each participating A/OPC and each agency/organization Transaction Dispute Office within 10 calendar days of the Contractor's receipt of the agency's/organization's distribution instruction. Additional hard copies shall be made available to the A/OPC and the Transaction Dispute Office as requested.

CP.2.8 PURCHASE SPECIFIC

In addition to C.2.8 Training Materials, the Contractor shall also provide the following:

CP.2.8.1 *Cardholder Guide for Purchase Card Program*: In addition to C.2.8.1 Cardholder/Card User guide, this guide shall also include procedures for all Required Additional Product and Service Offerings (Tier 1) and Value Added Product and Service Offerings (Tier 2), where authorized, and a sample statement of account with instructions how to read the statement of account.

CP.2.8.2 *Agency/Organization Program Coordinator Guide for the Purchase Card Program*: In addition to C.2.8.2 Agency/Organization Program Coordinator Guide, this guide shall also include procedures for all Required Additional Product and Service Offerings (Tier 1) and Value Added Product and Service Offerings (Tier 2).

CT.2.8 TRAVEL SPECIFIC

In addition C.2.8 Training Materials, the Contractor shall also provide the following:

CT.2.8.1 *Cardholder Guide for the Travel Card Program*: In addition to C.2.8.1 Cardholder/Card User Guide, the guide shall also include:

- a) Statement of individual liability and cardholder responsibilities;
- b) Automated teller machine (ATM) procedures and locations (or internet address/toll-free telephone number to locate convenient locations), where authorized;
- c) Travelers checks procedures and locations for obtaining travelers checks (or internet address/toll-free telephone number to locate convenient locations);
- d) Sample statement of account and how to read the statement of account; and
- e) Procedures for all Required Additional Product and Service Offerings (Tier 1) and Value Added Product and Service Offerings (Tier 2).

CT.2.8.2 *Agency/Organization Program Coordinator Guide for the Travel Card Program*: In addition to C.2.8.2 Agency/Organization Program Coordinator Guide, the guide shall also include:

- a) Individually billed account requirements;
- b) Split disbursements (the Contractor shall work with the agency/organization to determine the proper split disbursement procedures).;
- c) ATM procedures and locations (or internet address/toll-free telephone number to locate convenient locations);
- d) Travelers check procedures and locations for obtaining travelers checks (or internet address/toll-free telephone number to locate convenient locations); and
- e) Procedures for all Required Additional Product and Service Offerings (Tier 1) and Value Added Product and Service Offerings (Tier 2).

CT.2.8.3 *Designated Billing Office Guide for the Travel Card Program*: In addition to C.2.8.3 Designated Billing Office Guide, the guide shall also include split disbursement procedures. The Contractor, in conjunction with the agency/organization, shall develop the proper split disbursement procedures.

CF.2.8 FLEET SPECIFIC

In addition to the requirements stated in C.2.8 Training Materials, the Contractor shall develop and distribute the following training materials:

CF.2.8.1 *Contractor's Merchant Network Guide*: For the Fleet Card Program, this guide is used in place of the cardholder guide referenced in C.2.8.1 Cardholder/Card User Guide. The Contractor shall provide a list of authorized merchants that will accept the card. Further, Fixed Based Operations (FBOs), airports, airbuses, etc. that accept the card shall be separately identified in the guide. At the agency's/organization's discretion, this list shall be made electronically available through the internet or the agency's/organization's intranet. If practicable, hard copies of this guide shall be sized to fit into a standard vehicle glove compartment, and electronic copies of this guide shall be made to print out in a similar "brochure-like" size and format. This list shall be updated and distributed to all customer units, A/OPCs, and the GSA Contracting Officer on a regular basis. A copy for each valid card is required for each update. Updates may take the form of a regular newsletter, be part of the monthly reports, or any other form used by the Contractor to update their commercial customers.

Each individual location of an authorized merchant need not be listed separately if all locations of that brand in a geographic area accept the card. This list only needs to state the brand and the geographic area in which the card is accepted.

Any discounts offered by the merchants shall be noted in the Merchant Network Guide. If the discount is taken at the point of sale (not passed through on the invoice), this information shall also be noted, to ensure the appropriate discount is applied.

The Contractor shall distribute a copy of the Contractor's Merchant Network Guide to each participating A/OPC within 10 calendar days of the Contractor's receipt of the agency's/organization's distribution instruction. A copy of this guide shall also be provided to each customer unit in conjunction with the issuance of their card. Additional copies shall be provided to the A/OPC and/or the GSA Contracting Officer upon request and be available electronically.

CF.2.8.2 *Card Use Instructions*: The Contractor shall provide instructions for the use of each card issued. These instructions shall cover information such as: authorized uses of the card, how to use the card (e.g., use of card activated terminals on the fuel pump, use of numeric keypads at the cash register, entering required data, and description of receipts the card user should receive), cardholder responsibilities, toll-free customer service number, and procedures for all Required Additional Product and Service Offerings (Tier 1) and Value Added Product and Service Offerings (Tier 2). These instructions may be a separate cardholder guide or may be included in the Contractor's Merchant Network Guide, and shall be distributed to each participating A/OPC within 10 calendar days of the Contractor's receipt of the agency's/organization's distribution instruction.

A copy of this guide shall also be provided to each customer unit in conjunction with the issuance of their card. Additional copies shall be provided to the A/OPC and/or GSA Contracting Officer upon request and be available electronically.

CI.2.8 INTEGRATED SPECIFIC

In addition to C.2.8 Training Materials, CP.2.8 Purchase Specific, CT.2.8 Training Specific, and CF.2.8 Fleet Specific, the Contractor shall also provide the following:

CI.2.8.1 *Card User Guide for the Integrated Card Program*: In addition to C.2.8.1 Cardholder/Card User Guide, the guide shall also include:

- a) Statement of individual and agency/organization liability and card user responsibilities;
- b) Automated teller machine (ATM) procedures and locations (or internet address/toll-free telephone number to locate convenient locations), where authorized;
- c) Travelers/Convenience check procedures and locations for obtaining travelers/convenience checks (or internet address/toll-free telephone number to locate convenient locations);
- d) Sample statement of account and how to read the statement of account; and
- e) Procedures for all Required Additional Product and Service Offerings (Tier 1) and Value Added Product and Service Offerings (Tier 2).

CI.2.8.2 *Agency/Organization Program Coordinator Guide for the Integrated Card Program*: In addition to C.2.8.2 Agency/Organization Program Coordinator Guide, the guide shall also include:

- a) Individually billed account requirements;
- b) Split disbursements (the Contractor shall work with the agency/organization to determine the proper split disbursement procedures).;
- c) ATM procedures and locations (or internet address/toll-free telephone number to locate convenient locations);
- d) Travelers/Convenience check procedures and locations for obtaining travelers/convenience checks (or internet address/toll-free telephone number to locate convenient locations); and
- e) Procedures for all Required Additional Product and Service Offerings (Tier 1) and Value Added Product and Service Offerings (Tier 2).

CI.2.8.3 *Designated Billing Office Guide for the Integrated Card Program*: In addition to C.2.8.3 Designated Billing Office Guide, the guide shall also include split disbursement procedures. The Contractor shall work with the agency/organization to determine the proper split disbursement procedures.

C.2.9 CUSTOMIZED SERVICES

C.2.9.1 *Customized Services for GSA*: These customized services are services that are a substantial modification or change to the core products and services within the scope of the master contract (e.g., pilot programs initiated by GSA with government-wide applicability, customized training materials for the card programs (e.g., creation of a CD/DVD, computer software), a pilot or demonstration of new processes, or Contractor-suggested or government-suggested service improvements in accordance with C.5.32 Service Improvements). Customized services may run for a period of time shorter than the master contract and may have requirements for evaluation, feedback, and reporting. Customized services will be negotiated and priced separately between the GSA Contracting Officer and the Contractor(s), and paid for by GSA.

The Contractor shall provide a detailed proposal within a mutually agreeable timeframe of the GSA Contracting Officer's request for customized services, unless otherwise directed. The proposal shall include, at a minimum, the technical and management approach, an identification of the CLIN(s), skill category(ies), number of hours, hourly rate, extended total, total price, and milestone schedule.

C.2.9.2 *Customized Services for Agencies/Organizations*: These customized services are services that are a substantial modification or change to an agency's/organization's core task order within the scope of the agency's/organization's task order (e.g., customized agency/organization-specific training materials (e.g., on CD/DVD, computer software), production and submittal of agency/organization 1099 information to the Internal Revenue Service), a pilot or demonstration of new processes, or Contractor-suggested or government-suggested service improvements in accordance with C.5.32 Service Improvements). Customized services may run for a period of time shorter than the agency/organization task order length and may have requirements for evaluation, feedback and reporting. Customized services will be negotiated and priced separately between the

agency/organization and the Contractor and paid for by the requesting agency/organization. An agency/organization may not modify or change the terms and conditions of the master contract.

Because agency/organization customized services may have wide-spread government applicability, the Contractor shall keep the GSA Contracting Officer apprised on a monthly basis (no later than the 15th calendar day of each month) of agency/organization customized services to include, but not be limited to, services performed, price, evaluation and feedback, etc. This is for informational purposes only—agencies/organizations will manage and monitor their own customized services or request that GSA do so on their behalf.

C.2.10 TRANSITION

Cooperative, orderly, and seamless transitions are crucial to the Government's mission requirements. Failure to transition in accordance with the requirements may be cause for termination for default, both at the task order and/or master contract levels.

There are four types of transitions the Contractor may have to participate in.

1. **Start-up/implementation transition:** The period that begins with the award of the master contract and includes the selection of Contractors by agencies/organizations under this contract and preparation to begin performance.
2. **Agency/organization transition:** Transition within the life of the master contract where an agency/organization may choose to switch Contractors. Transition includes requirements for both the future (incoming) and the current (outgoing) Contractor.
3. **Master contract transition:** Transition at the end of the master contract to a new master contract. Transition includes requirements for the current (outgoing) Contractor.
4. **Technological advance transition:** Transition of an agency/organization from one technology solution to another with the same Contractor.

During each transition type described, the Contractor shall maintain an adequate knowledge base of the Government's card program(s) to effectuate the transition with minimal disruption including maintaining a dedicated transition team. At a minimum, the Contractor will operate within the guidelines set forth below to assist agencies/organizations through each type of transition:

C.2.10.1 START-UP/IMPLEMENTATION TRANSITION REQUIREMENTS

The startup/implementation transition requirements are these processes required of the Contractor upon master contract award and task order award. This transition includes, but is not limited to, the following steps of contract startup transition:

- Kickoff Conference
- Task Order Process (both standard and tailored)
 - Task competition
 - Task order award
 - Preparation to begin transaction processing
- Transition from previous contract and implementation of services

C.2.10.1.1 *Kick-Off Conference:* GSA will conduct a GSA SmartPay® Master Contract Kick-Off Conference in the Washington, DC metropolitan area for all awarded master Contractors and the Government, which will be scheduled after the contract is awarded. GSA will kick-off the new contracts with an opening ceremony to welcome everyone, explain the master contract, ordering procedures, etc., and formally introduce master contract awardees to the Government. After the opening ceremony, Contractors may begin directly contacting the agencies/organizations to market and/or advertise their programs. Contractors shall have their final presentation package (described below) ready for distribution at the kick-off conference. Contractors are expected to set-up and pay for a booth/exhibit space, similar to those in commercial trade shows, where customer agencies/organizations may talk to master Contractors, review materials, see demonstrations, etc. All Contractor travel and travel-related costs shall be borne by the Contractor as well as any audio-visual needs, including telephone/voice/data lines for personal computers. GSA will provide the kick-off conference meeting space.

If the kick-off conference is canceled, the Contractor shall be responsible for all Contractor costs associated with the cancellation (e.g., booth/exhibit space rent, audio-visual needs, travel).

C.2.10.1.2 *Presentation Packages:* The Contractor shall develop a presentation package. The presentation package will be used by agencies/organizations to assist in their selection of their Contractor of choice and introduce agencies/organizations to the Contractor and the products and services offered under contract. The presentation package shall be available electronically and in hard copy. In addition, the presentation package must also be available in other formats as requested by GSA (e.g., Braille). The presentation package shall include such items as contract line item number pricing, products, services, points of contact, e-mail address, website, information on the Contractor's strategic sourcing discount program, as discussed in CP.2.2.1 Purchase Specific, and a discussion of whether or not the Contractor(s) is fully 508 compliant, as well as any timelines provided indicating when the Contractor(s) will be fully 508 compliant. Additionally, the transition approach shall be included in the presentation package (as outlined in C.2.10.1.3 Transition Approach).

The presentation package shall be sufficiently comprehensive for agencies/organizations to understand the Contractor's offering. This document will be in the public domain, and thus shall not divulge trade secrets or information that a Contractor may consider proprietary. The presentation package shall not exceed 15 pages in length. The Contractor shall be responsible for the design, publication, and distribution of these presentation packages. As requested by the agency/organization and after the kick-off conference (see C.2.10.1.1 Kick-Off Conference), the final presentation package shall be available electronically, through the internet or using a mutually agreeable standard commercial format.

The Contractor shall submit its final presentation package to the GSA Contracting Officer for written approval at least 30 days prior to the kick-off conference. Contractors (including subcontractors, teaming partners, associations on the Contractor's behalf, etc.) are prohibited from directly contacting government employees (except the GSA Contracting Officer), by mail, appointment, phone, fax, electronic or other means, to the extent it relates to the purchase, travel, fleet, and integrated solicitation from the time this solicitation closes until the conclusion of the opening ceremony at GSA's Kick-Off Conference.

C.2.10.1.3 *Transition Approach:* As part of the presentation package, the Contractor shall provide a transition approach for agency/organization consideration. The approach should include at a minimum, the following topics:

- Sample agency/organization transition schedule;
- Communication approach (including meetings with Contractor, agency/organization, and GSA);
- Customer requirements;
- Data transmission, storage, and security;
- Training; and
- New card distribution.

C.2.10.1.4 *Contract Start-Up Transition:* The Contractor shall furnish phase-in training to agencies/organizations transitioning to the master contract to effect a cooperative, orderly, and seamless transition from the current GSA contract. This shall include a cooperative and professional arrangement with the incumbent as well as agencies/organizations. GSA anticipates that agencies/organizations may take up to 18 months to effectuate their transition to the master contract.

C.2.10.1.5 *Implementation:* All Contractor costs associated with implementation shall be borne by the Contractor. The Contractor may perform all actions necessary, subject to the marketing restrictions in C.1.14 Marketing and Advertising, to implement card programs except that no charges shall be made or processed prior to the beginning of the transactional period of performance.

It is anticipated that agencies/organizations may take approximately 18 months to effectuate transition to the master contract. Within 10 calendar days of receipt of a task order from a customer agency/organization, the Contractor shall contact the A/OPC to develop an agency/organization transition schedule that is mutually agreeable to the agency/organization and the Contractor. The agency/organization transition schedule shall include a timeline for the various steps required to implement a program to include, but not be limited to, a detailed listing of necessary agency/organization actions (e.g., submittal of program forms, operating system specifications, communication plan, customer requirements collection, data transmission and storage, security, training, new card distribution) as well as the required timeframes to ensure implementation stays on schedule, and a detailed listing of necessary actions on the Contractor's part. The Contractor shall meet the following requirements to implement the card program prior to the transactional period of performance.

- a) Program Forms: During start-up implementation, the Contractor shall promptly provide program forms (e.g., cardholder applications) to agencies/organizations as requested.
- b) Card/Account Delivery: Cards shall not be delivered any earlier than 15 calendar days prior to the beginning of the transactional period of performance, unless otherwise mutually agreed to by the agency/organization and the Contractor. Delivery must be in accordance with the requirements set in C.2.14 Card Delivery. If an incumbent

Contractor is awarded to an agency/organization that used its services under the previous master contract, new cards with new account numbers shall be issued under the terms and conditions of the master contract.

- c) Card/Account Activation: Cards/accounts shall not be activated under any circumstance any earlier than the transactional period of performance. The Contractor shall ensure that activation procedures for the card are provided with card issuance, unless otherwise specified in the agency/organization task order.
- d) Training Materials: The internet/intranet address or hard copy training materials described in C.2.8 Training Materials, shall be provided to cardholders, A/OPCs, DBOs and TDOs in accordance with the implementation schedule, unless otherwise mutually agreed to in the task order by the agency/organization and the Contractor.
- e) Electronic Access: The Contractor's electronic access systems shall be fully operational and compatible with existing systems by the beginning of the transactional period of performance, unless otherwise mutually agreed to in the task order between the agency/organization and the Contractor. At the request of agencies/organizations, the Contractor shall demonstrate the functionality of the EAS systems, including agency/organization specific functions, prior to the beginning transactional period of performance.
- f) Data Transmission and Storage: The Contractor shall work with the agency/organization and the outgoing Contractor to receive any necessary agency/organization account data, such as account setup information, Master File, etc.
- g) No transactions shall be made or processed prior to November 30, 2007. Card/Account effective dates shall not be prior to the effective date of the master contract.

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

GSA intends to establish a process to certify Contractor's readiness before start of transaction processing with agencies/organizations. To this end, Contractors shall submit individual agency/organization assessment results conveying system compatibility and deployment readiness to GSA and the agency/organization. This shall certify that they meet all of the agency's/organization's interface requirements, all account set-up activity has been successfully accomplished, and all charge cards have been properly distributed before processing any transactions for that agency/organization. A Contractor shall not process transactions for an agency/organization under this contract until certification of system readiness has been reviewed and approved by the agency/organization. If the original planned date for the commencement of transaction processing is delayed, the agency/organization will be provided with other means to make purchases and process its transactions until such time that the Contractor's systems and related issues (proper account set-up, card deployment, etc.) have been certified as ready to process transactions. On a case-by-case basis, the GSA Contracting Officer may waive this requirement if determined to be in the best interest of the Government.

C.2.10.1.7 Account Information: New program forms (as specified in C.3.2 Program and Transaction Data) may be submitted, or an agency/organization may provide electronic program information from the predecessor Contractor to the successor Contractor to facilitate transition efforts. If an agency/organization provides electronic program information, it shall verify that the information provided is current, accurate, and complete and/or allow the successor Contractor additional time during implementation to verify the validity of the information provided. Data shall be properly managed and monitored closely during transition period. Integrity and security of data is a priority during the transition period, and shall be in accordance with C.3.1 Security Requirements. Agencies/organizations may have specific data migration requirements for the transition period.

CP.2.10.1 PURCHASE SPECIFIC

In addition to C.2.10.1 Start-Up Implementation Transition Requirements, the Contractor shall ensure that convenience checks are issued no earlier than 15 calendar days prior to the beginning of the transactional period of performance.

CT.2.10.1 TRAVEL SPECIFIC

In addition to C.2.10.1 Start-Up Implementation Transition Requirements, the Contractor shall ensure that travelers checks and associated equipment are issued no earlier than 15 calendar days prior to the beginning of the transactional period of performance.

CI.2.10.1 INTEGRATED SPECIFIC

The Contractor shall offer a program that provides all of the requirements of C.2.10.1 Start-Up Implementation Transition Requirements, CP.2.10.1 Purchase Specific, and CT.2.10.1 Travel Specific, as applicable.

C.2.10.2 AGENCY/ORGANIZATION TRANSITION

This section applies to transition within the life of the master contract where an agency/organization switches Contractors. Transition includes requirements for both the future (incoming) and the current (outgoing) Contractor.

The Contractor shall furnish phase-in training with a successor Contractor to effect a cooperative, orderly, and seamless transition should an agency/organization decide to change Contractors. The Contractor shall, upon the A/OPC's written notice, furnish phase-in, phase-out services for up to 180 calendar days prior to the expiration date of the task order. The Contractor shall provide sufficient, experienced personnel during the phase-in, phase-out period to ensure that there is no diminution in the quality of services provided under its task order.

The migration of data from the current (outgoing) to the future (incoming) Contractor shall be closely monitored to ensure that they adhere to the security measures in C.3.1 Security Requirements. The Contractor shall provide to the agency/organization and/or the successor Contractor at the request of the agency/organization, a complete, non-proprietary, current and accurate master file of individually billed and centrally billed accounts, in an agreed-upon format at least 90 calendar days prior to the end of the task order. The master file shall also include accurate information regarding suspended or canceled accounts. At its discretion, the Government may reduce the transition period. The Contractor shall maintain and offer access to legacy systems for a period of 16 months after the completed agency/organization transition. The Contractor shall continue post contract operations as required in paragraph C.2.10.5 Post Contract Requirements.

C.2.10.2.1 Incoming Contractor Implementation: All Contractor costs associated with implementation shall be borne by the Contractor. The Contractor may perform all actions necessary, subject to the marketing restrictions in C.1.14 Marketing and Advertising, to implement card programs except that no charges shall be made or processed prior to the beginning of the period of performance.

It is anticipated that agencies/organizations may take approximately 18 months to effectuate transition to the incoming Contractor. Within 10 calendar days of receipt of a task order from a customer agency/organization, the incoming Contractor shall contact the A/OPC to develop an agency/organization transition schedule that is mutually agreeable to the agency/organization and the incoming Contractor. The agency/organization transition schedule shall include a timeline for the various steps required to implement a program to include, but not be limited to, a detailed listing of necessary agency/organization actions (e.g., submittal of program forms, operating system specifications, communication plan, customer requirements collection, data transmission and storage, security, training, new card distribution) as well as the required timeframes to ensure implementation stays on schedule, and a detailed listing of necessary actions on the Contractor's part. The Contractor shall meet the following requirements to implement the card program prior to the period of performance.

- a) **Program Forms:** During start-up implementation, the incoming Contractor shall promptly provide program forms (e.g., cardholder applications) to agencies/organizations as requested.
- b) **Card/Account Delivery:** Cards shall not be delivered any earlier than 15 calendar days prior to the beginning of the period of performance, unless otherwise mutually agreed to by the agency/organization and the Contractor. Delivery must be in accordance with the requirements set in C.2.14 Card Delivery.
- c) **Card/Account Activation:** Cards/accounts shall not be activated under any circumstance any earlier than the period of performance. The Contractor shall ensure that activation procedures for the card are provided with card issuance, unless otherwise specified in the agency/organization task order.
- d) **Training Materials:** The internet/intranet address or hard copy training materials described in C.2.8 Training Materials, shall be provided to cardholders, A/OPCs, DBOs and TDOs in accordance with the implementation schedule, unless otherwise mutually agreed to in the task order by the agency/organization and the Contractor.

- e) **Electronic Access:** The Contractor's electronic access systems shall be fully operational and compatible with existing systems by the beginning of the transactional period of performance, unless otherwise mutually agreed to in the task order between the agency/organization and the Contractor. At the request of agencies/organizations, the Contractor shall demonstrate the functionality of the EAS systems, including agency/organization specific functions, prior to the beginning transactional period of performance.
- f) **Data Transmission and Storage:** The Contractor shall work with the agency/organization and the outgoing Contractor to receive any necessary agency/organization account data, such as account setup information, Master File, etc.

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

GSA intends to establish a process to certify Contractor's readiness before start of transaction processing with agencies/organizations. To this end, Contractors shall submit individual agency/organization assessment results conveying system compatibility and deployment readiness to GSA and the agency/organization. This shall certify that they meet all of the agency's/organization's interface requirements, all account set-up activity has been successfully accomplished, and all charge cards have been properly distributed before processing any transactions for that agency/organization. A Contractor shall not process transactions for an agency/organization under this contract until certification of system readiness has been reviewed and approved by the agency/organization. If the original planned date for the commencement of transaction processing is delayed, the agency/organization will be provided with other means to make purchases and process its transactions until such time that the Contractor's systems and related issues (proper account set-up, card deployment, etc.) have been certified as ready to process transactions. On a case-by-case basis, the GSA Contracting Officer may waive this requirement if determined to be in the best interest of the Government.

C.2.10.2.2 Account Information: New program forms (as specified in C.3.2 Program and Transaction Data) may be submitted, or an agency/organization may provide electronic program information from the predecessor Contractor to the successor Contractor to facilitate transition efforts. If an agency/organization provides electronic program information, it shall verify that the information provided is current, accurate, and complete and/or allow the successor Contractor additional time during implementation to verify the validity of the information provided. Data shall be properly managed and monitored closely during transition period. Integrity and security of data is a priority during the transition period, and shall be in accordance with C.3.1 Security Requirements. Agencies/organizations may have specific data migration requirements for the transition period.

C.2.10.3 MASTER CONTRACT TRANSITION

At the close of the master contract, the Contractor shall furnish phase-in training to a successor Contractor and exercise its best efforts to effectuate a cooperative, orderly, and seamless transition to a successor. The Contractor shall, upon the GSA Contracting Officer's written notice, furnish phase-in, phase-out services for up to 365 calendar days prior to the expiration date of this contract. The Contractor shall provide sufficient, experienced personnel during the phase-in, phase-out period to ensure that there is no diminution in the quality of services provided under the master contract and agency/organization task orders.

The migration of data from the Contractor to the successor Contractor shall be closely monitored and adhere to the security measures in C.3.1 Security Requirements. The Contractor shall provide to the agency/organization, and/or the successor Contractor and GSA Contracting Officer at the request of the agency/organization, a complete, non-proprietary, current and accurate master file of individually billed and centrally billed accounts in a format mutually agreed upon by GSA and the Contractor at least 90 calendar days prior to the end of the task order. The master file shall also include accurate information regarding suspended or canceled accounts. The Contractor shall also provide the master file layout within 10 business days of the Government's written request. At its discretion, the Government may reduce the transition period. The Contractor shall maintain and offer access to legacy systems for a period of 16 months after the completed agency/organization transition. The Contractor shall continue post contract operations as required in C.2.10.5 Post Contract Requirements.

C.2.10.4 TECHNOLOGICAL ADVANCE TRANSITION

During a transition from one technology solution to another with the same Contractor, (e.g. an updated EAS system) the Contractor shall ensure that the transition is effectuated in a smooth, seamless manner, without disruption to the card program.

The Contractor shall coordinate any technological transition or updates with the participating users and the GSA Contracting Officer at least 90 calendar days prior to transition. Updates or new technologies may subject program systems to reviews, audits, or certification and accreditation, as specified in C.3.1 Security Requirements.

Additionally, the Contractor shall notify the designated agency/organization point of contact of changes or updates to the program technology including, but not limited to, changes in functionality, usability, format, appearance, or security. Notification shall be submitted in writing to the designated agency/organization point of contact no less than 30 days in advance of any technological system update. If the update impacts other agency/organization systems (e.g. travel, financial systems), notification shall be submitted in writing to the designated agency/organization point of contact no later than 90 days in advance of the update. Updates or new technologies may subject program systems to reviews, audits, or certification and accreditation, as specified in C.3.1 Security Requirements. All written notifications shall include:

- a) The changes being made;
- b) The impact of the changes being made;
- c) Whether training is required, and the Contractor's plan for conducting training;
- d) The period of time in which the changes will occur;
- e) The anticipated time that the technology will be either partially or fully non-functional; and
- f) When the technology will return to full functionality.

After the effectuation of technology changes, the Contractor shall provide notice to the designated point of contact that the technology has returned to full functionality.

C.2.10.5 POST CONTRACT REQUIREMENTS

On the final expiration date of the master contract or agency/organization task order, all accounts must be deactivated. Only transactions authorized by the Government and dated prior to the expiration date of the master contract shall be processed.

The Contractor shall continue to generate and distribute all records, reports, and copies of documents and refunds originally required under the expired master contract or agency/organization task order, with respect to all transactions dated prior to the expiration date and all disputed transactions, until all activity under the master contract or agency/organization task order is completed.

Unless otherwise specified in the contract or task order, the requirement for the Contractor to perform work after the expiration date of the master contract or delivery or task order shall not exceed 16 months or until final conclusion of the activity, whichever is sooner. The Contractor shall reconcile each account balance and settle each transaction dispute within the 180-calendar day period. The Government is not liable for any activity under individually billed accounts (i.e., Travel Card Program). If no resolution occurs at the end of the 180-calendar day period following the expiration of the master contract or agency/organization task order, GSA or the ordering Contracting Officer, respectively, will make a final determination with respect to the matter in need of resolution. The ordering Contracting Officer will close out his/her task order and the GSA Contracting Officer will close out the master contract.

C.2.11 REQUIRED ADDITIONAL PRODUCT AND SERVICE OFFERINGS (TIER 1)

There are many commercially available products and services that add significant value to an agency's/organization's card program(s). However, due to an agency's/organization's individual composition, technology status, and other factors, the agency's/organization's ability to take advantage of these products and services vary significantly. Additional product and service offerings are required and must be offered by the Contractor and separately priced as Tier 1 products and services. For charge card, debit card, and pre-paid purchase/travel card products and services, separate pricing consists of separate refund schedules outlining refunds (number of basis points) offered for C.2.11.1 Charge Card Products and Services, C.2.11.2 Debit Card Products and Services, CP.2.11.2 Pre-paid Purchase Card Products and Services, and CT.2.11.3 Pre-paid Travel Card Products and Services. Additional fees may not be charged for these products and services.

C.2.11.1 Charge Card Products and Services: The Contractor shall provide standard magnetic stripe and cardless charge card products and services, as defined in C.1.4 Definitions for the card program(s). These charge cards must comply with the card design requirements as stated in C.1.15 Card Design and Embossing. Contractors shall include a separate refund schedule for charge card products and services (See Section B.8 Blocks 19-24 of SF 1449: Contract Line Item Numbers).

C.2.11.2 Debit Card Products and Services: The Contractor shall provide standard magnetic stripe and cardless debit card products and services for the card program(s). Debit cards shall have the standard physical characteristics of charge cards (as

defined in C.1.15 Card Design and Embossing). Debit cards shall be offered to agencies/organizations with options to have both signature and PIN debit functionality. Contractors shall include a refund schedule for debit card products and services (See B.8 Blocks 19-24 of SF 1449: Contract Line Item Numbers).

C.2.11.3 *Association Program Management Tools*: The Contractor shall offer additional program management products that are provided by associations. Program management products may include, but are not limited to: EAS tools, data mining tools, strategic sourcing tools, etc.

C.2.11.4 *24 hour EAS Customer Service*: The Contractor shall provide agencies/organizations with 24 hour EAS system support. This may be in the form of online support or customer service phone numbers.

C.2.11.5 *Photo ID*: The Contractor shall provide a service that will enable the cardholder to be identified by the exterior of the card (i.e., a photograph).

C.2.11.6 *Customized Services*: The Contractor shall offer Customized Services upon request of GSA or the agency/organization and in accordance with C.2.9 Customized Services. Customized services are services that are a substantial modification or change to the master contract or an agency's/organization's core task order within the scope of the master contract or an agency's/organization's task order. Pricing on customized services is anticipated to include skill categories, product or service components that are within the scope of work as defined in the statement of work (Section C), and as determined by the GSA Contracting Officer.

C.2.11.7 *Contactless Chip Cards*: The Contractor shall offer a contactless chip card as defined in C.1.4 Definitions for the card program(s). The contactless chip functionality shall available be for all charge, debit, and pre-paid cards. The Contractor shall submit pricing for contactless chip cards in terms of a fixed price per card (See Section B.8 Blocks 19-24 of SF 1449: Contract Line Item Numbers).

CP. 2.11 PURCHASE SPECIFIC

CP.2.11.1 *Convenience Checks*: The Contractor shall provide convenience checks that can be issued and accepted domestically and internationally by merchant establishments and financial institutions. Travelers checks are not acceptable as a substitute for convenience checks. The convenience checks shall be an integrated part of the Purchase Card Program. The checks shall be guaranteed by the Contractor against theft or loss. The centrally billed account participant will notify the Contractor when it becomes evident that checks are lost or stolen. The liability of the centrally billed account participant for lost or stolen checks shall not exceed the lesser of \$50 or the amount of money, property, labor, or services obtained before notification to the Contractor. Convenience checks are priced separately in the pricing schedule. The Contractor shall:

- a) Assist agencies/organizations in the implementation of their convenience check program;
- b) Provide a supply of checks, to a designated cardholder, that draws on a purchase card account;
- c) Provide ability for A/OPC to determine contents of custom text field on the front of each account's checks (e.g., maximum value of check, tax exempt status);
- d) Process the checks as they are presented for payment;
- e) Provide a listing of the checks cleared, with payee's name on the cardholder's statement of account and official invoice as a separate line item;
- f) Provide convenience checks that vary in maximum payment amounts as designated by the agency/organization, not to exceed the maximum value as stated in FAR 13, Simplified Acquisition Procedures);
- g) Ensure that convenience checks are duplex (one copy for the cardholder's records, the original for the merchant);
- h) Store cleared convenience checks in accordance with C.3.4 Record Retention and Retrieval;
- i) Have the ability to stop payment on the convenience check, at no cost to the agency, within 24 hours, as requested by the A/OPC;
- j) Provide online access or Contractor-provided software to enable agencies/organizations to automate their convenience check system. The system shall, at a minimum, provide the ability to track, add, tally, report and reorder convenience checks, view cleared checks, as well as input 1099 information such as merchant TIN, address etc.;
- k) Provide an audit trail which permits tracing of all transactions; and
- l) Establish payment procedures for agency/organization-issued convenience checks. Payment for these checks shall not occur prior to use by the agency/organization.

Agencies/organizations may have additional requirements at the task order level (e.g. convenience checks in foreign currencies).

CP.2.11.1.1 *Convenience Check Inventory Replenishment:* The Contractor shall provide the following inventory replenishment options:

- a) Automatic replenishment;
- b) EAS system or toll free telephone line reorder capability; and
- c) Replenishment within 1 business day as long as the contractor's time of day cut offs are met.

CP.2.11.1.2 *Convenience Check Design:* The Contractor shall provide a convenience check design(s) to be used under this contract. The Contractor shall be responsible for the encoding and printing of the checks. The Contractor, at its expense, shall immediately correct and replace any convenience checks issued that contain Contractor errors. The Contractor shall ensure that checks are sequentially pre-numbered with the following standard pre-printed information:

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

CP.2.11.2 *Pre-paid Purchase Card Products and Services:* The Contractor shall provide pre-paid standard magnetic stripe and cardless purchase card products and services for the card program(s). This service provides the cardholder a card for making purchases that has the capability to be reloaded. The reload function will only be accessible by the A/OPC, and the card may be PIN protected or not PIN protected (cardholder PIN) at the agency's/organization's option. The pre-paid system shall be a fully auditable governmental system including, but not limited to, the ability to fulfill the requirements stated in C.2.3.2 Audit Assistance. Pre-paid cards may be used for the purpose of general purchasing. Pricing shall not include any additional fees, such as for card issuance, reloading, etc.

Pre-paid purchase cards shall have the following tools and capabilities:

- Ability of A/OPCs, managers, or supervisors to issue/reload pre-paid purchase cards instantly;
- Transaction data shall be captured as with any other card type;
- Ability to deactivate and replace lost or stolen cards while retaining their value;
- Signature debit/PIN type transaction capability;
- Cards shall be usable through a common association platform and all major networks;
- Ability to emboss cards with cardholder name; and
- Training for cardholders and A/OPCs on pre-paid card use and physical security.

Pre-paid cards shall have the standard physical characteristics of charge cards (as defined in C.1.15 Card Design and Embossing).

Contractor shall provide agencies/organizations with a pre-paid card management program tools that has the following functional capabilities:

- Ability of the agency/organization to reload cards for additional purchasing capability;
- Authorization controls as defined in C.3.6 Authorizations Controls, such as MCC and other blocking methods, transaction limits, and ATM withdrawal limits;
- Ability to provide or prevent card ATM access; and
- Ability to keep funding in separate dedicated accounts.

The Contractor shall provide access to, and training for, an on-line tool to manage pre-paid card accounts, track account spend, and to detect potential fraud and misuse (e.g. exception reports, identifying high risk transactions). Contractors shall include a refund schedule for pre-paid card products and services (See B.8 Blocks 19-24 of SF 1449: Contract Line Item Numbers).

CT.2.11 TRAVEL SPECIFIC

CT.2.11.1 *Travelers Checks:* As requested by the agency/organization, the Contractor shall provide travelers checks that can be issued and accepted domestically and internationally by merchant establishments and financial institutions. Convenience

checks are not acceptable as a substitute for travelers checks. The travelers checks shall be an integrated part of the Travel Card Program. Travelers checks are priced separately in the pricing schedule. The Contractor shall:

- a) Assist agencies/organizations in the implementation of their travelers check program;
- b) Furnish all equipment (e.g., card reader, software) necessary to implement and manage the travelers check program, at no cost to the Government, and if requested by, the agency/organization;
- c) Provide, at a minimum, prepackaged sets of travelers checks in the following denominations: \$20; \$50; and \$100;
- d) Provide, at a minimum, individual travelers checks in the above stated denominations at the request of participating agencies/organizations;
- e) Provide holding envelopes with travelers checks to enable agencies/organizations to distribute checks in a packaged envelope;
- f) Provide dial-up/online access or Contractor-provided software to enable agencies/organizations to automate their travelers check system. The system shall, at a minimum, provide the ability to track, add, tally, report and reorder travelers checks;
- g) Issue travelers checks to both individually and centrally billed accounts, as directed by the A/OPC;
- h) Issue foreign currency travelers checks to participating domestic and international users, as requested by the A/OPC;
- i) Refund lost or stolen travelers checks domestically and internationally within 24 hours, as requested by the A/OPC; and
- j) Establish payment procedures for agency/organization-issued travelers checks. Payment of face-value of these checks shall not occur prior to issuance by the agency/organization.

CT.2.11.1.1 *Travelers Check Inventory Replenishment*: The Contractor shall provide the following inventory replenishment options:

- a) Automatic replenishment to pre-established dollar limits, by location;
- b) Toll free telephone line reorder capability; and
- c) Replenishment within 1 business day when requested by the A/OPC.

CT.2.11.1.2 *Contractors commercial trust agreements*: Trust agreements, if any, must fully describe the Government's liability for travelers checks held in inventory by the Government. Trust agreements are not to be priced.

CT.2.11.2 *ATM Products and Services for the Travel Card*: The Contractor shall provide ATM access for the Travel Card Program. The Contractor shall adhere to the limits, timeframes and requirements specified in CT.1.18.1.2.1.3 (d) Card Issuance and Delivery for Individually Billed Travel Card Accounts.

CT.2.11.3 *Pre-paid Travel Card Products and Services*: The Contractor shall provide pre-paid standard magnetic stripe and cardless travel card products and services for the card program(s). This service provides the cardholder a card for making purchases that has the capability to be reloaded. The reload function will only be accessible by the A/OPC, and the card may be PIN protected or not PIN protected (cardholder PIN) at the agency's/organization's option. The pre-paid system shall be a fully auditable governmental system including, but not limited to, the ability to fulfill the requirements stated in C.2.3.2 Audit Assistance. Pre-paid cards may be used for travel. Pricing shall not include any additional fees, such as for card issuance, reloading, etc.

Pre-paid travel cards shall have the following tools and capabilities:

- Ability of A/OPCs, managers, or supervisors to issue/reload pre-paid travel cards instantly;
- Transaction data shall be captured as with any other card type;
- Ability to deactivate and replace lost or stolen cards while retaining their value;
- Signature debit/PIN type transaction capability;
- Cards shall be usable through a common association platform and all major networks;
- Ability to emboss cards with cardholder name; and
- Training for cardholders and A/OPCs on pre-paid card use and physical security.

Pre-paid cards shall have the standard physical characteristics of charge cards (as defined in C.1.15 Card Design and Embossing).

Contractor shall provide agencies/organizations with a pre-paid card management tool that has the following functional capabilities:

- Ability of the agency/organization to reload cards for additional purchasing capability;

- Authorization controls as defined in C.3.6 Authorizations Controls, such as MCC and other blocking methods, transaction limits, and ATM withdrawal limits;
- Ability to provide or prevent card ATM access; and
- Ability to keep funding in separate dedicated accounts.

The Contractor shall provide access to, and training for, an on-line tool to manage pre-paid card accounts, track account spend, and to detect potential fraud and misuse (e.g. exception reports, identifying high risk transactions). Contractors shall include a refund schedule for pre-paid card products and services (See B.8 Blocks 19-24 of SF 1449: Contract Line Item Numbers).

CI.2.11 INTEGRATED SPECIFIC

The Contractor shall offer a program that provides all of the requirements of C.2.11 Required Additional Product and Service Offerings (Tier 1), CP.2.11 Purchase Specific, and CT.2.11 Travel Specific, as applicable.

As determined at the task order level, all Required Additional Products and Services Offerings may be integrated with other business lines in the administrative system as well as electronic access systems.

C.2.12 VALUE ADDED PRODUCT AND SERVICE OFFERINGS (TIER 2)

Contractors are not required to offer the following list of products and services for award of the master contract; however, if such products and services are offered, they must be offered at the master contract level in order to make them available at the agency/organization task order level. Contractors may distinguish themselves in the task order process by offering these and other types of products and services. Agencies/organizations may examine the Contractor's capability to provide these and other types of products and services to assist in their task order award decision.

The Contractor may provide a variety of Tier 2 products and services that enhance or facilitate the card program(s) for each respective business line. Offered products and services shall use commercial terms and conditions, and commercial pricing, unless otherwise specified. As advances become available to the commercial market, the Contractor may provide emerging technologies that facilitate or enhance the card program(s). Such technologies must be offered at the master contract level. While the types of products and services are NOT limited to those shown below; they are limited to the scope of the master contract, as determined by the Contracting Officer.

Value Added Product and Service Offerings shall be priced as Tier 2 products and services. The master contract will contain ceiling prices for value added products and services. The design, format, timing, medium, delivery, price reduction, or agency/organization requirements for of Tier 2 products and services may be specified and negotiated at the time of the task order award, or any modification thereto.

The following is a sample list of the types of products and services that may be offered under this contract.

C.2.12.1 *Additional Authorization Controls*: The Contractor may provide additional authorization controls that would add value to the card program other than those specified in C.3.6 Authorization Controls.

C.2.12.2 *Software*: In addition to the electronic access system required in C.2.6 Technology, and if offered, the Contractor may provide and support other commercial off-the-shelf or customized software that assists agencies/organizations in their card program(s). Customizing of software must be consistent with customizing of standard commercial software normally performed for commercial customers. This includes, but is not limited to, streamlining government backroom processes (e.g., vouchering, accounts payable). Specific to the Fleet Card Program, and if offered, the Contractor may provide integration with on-site fuel systems (e.g., military bases, national parks, ports) and integration with private alternative fuel systems (e.g., state governments, utilities).

C.2.12.3 *Additional International Customer Service*: The Contractor may provide customer service in languages other than those offered as a core requirement as specified in C.2.13.6 Cardholder Support Personnel.

C.2.12.4 *Inter/Intra-Governmental Services*: The Contractor may provide merchant bank services for inter/intra-governmental transactions, payments, and operations.

The Contractor may propose a cost effective system that:

- a) Provides sufficient functionality to support a wide range of inter/intra-governmental business activity, such as spontaneous transactions, pre-negotiated transactions, recurring transactions, etc.;

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

Inter/intra-governmental transactions shall adhere to proper government cash management principles as follows:

- a) Funds shall not leave the Government (i.e., no transfer of federal funds, however momentary, into or outside of the federal government);
- b) Fees shall be priced on an agreed-upon tiered flat transaction price (i.e., the higher the transaction volume, the lower the tiered flat transaction price) or substantially reduced or zero fee structure associated with accomplishing the requirement (fees may not be transaction value based (no discount or basis point fees)) and shall provide for the authorization, processing and settlement of the inter/intra-governmental card transactions; and
- c) Transactions shall be identified as inter/intra-governmental.

C.2.12.5 Electronic Merchant Payment: The Contractor may provide alternative merchant bill payment methods, other than those outlined in this contract. This may include paying merchants who traditionally do not accept card-based payments on behalf of the Government such as utility companies.

C.2.12.6 Commercially Offered Convenience Services: The Contractor may provide its commercial convenience services such as extended warranty programs, guaranteed return programs, merchant discount programs\ , etc.

C.2.12.7 Card Sleeves: The Contractor may offer standard or personalized agency/organization card sleeves to protect cards.

C.2.12.8 Real-Time Web Assistance: The Contractor may provide agencies/organizations with real-time web assistance for EAS systems. This functionality will enable bank representatives to provide EAS users with real-time, online technical support and assistance. This support shall be in the form of non-automated responses to questions in real time, without delay.

C.2.12.9 Combined Charge Card and Identification Card Technology: At some point in the future, the Government may decide to combine the functionality of charge cards and personnel identity cards into a single card. Banks may provide products or services that allow the merging of these functionalities onto one card, such as programming government issued identification cards with charge card functionality.

C.2.12.10 Emerging Technology: As advances become available to the commercial market, the Contractor may provide emerging technology that facilitates or enhances the card program(s) in accordance with C.5.32 Service Improvements.

C.2.12.11 Virtual Cards: The Contractor may provide one time use account numbers that may be used during a limited time period (i.e., within a 30 day window), for a limited amount (specific or not to exceed), and/or for a specific vendor.

C.2.12.12 Additional Data Mining Tools: The Contractor may offer additional data mining tools to the agencies/organizations. These additional data mining tools shall be capable of accepting rules-based parameters and allow the agencies/organizations flexibility to indicate specific rules for the data analysis at the task order level.

C.2.12.13 Contact Chip Cards: The Contractor may offer cards that utilize “Chip and PIN” technology. These cards must comply with Europay, MasterCard, and VISA (EMV) standards.

C.2.12.14 Foreign Currency Cards: The Contractor may offer cards in foreign currencies. All administrative functions, including billing and settlement, shall occur in the foreign currency desired by the agency/organization at the task order level.

CP.2.12 PURCHASE SPECIFIC

CP.2.12.1 Optional ATM Products and Services for the Purchase Card: The Contractor may provide ATM access for the purchase card program. If offered, the Contractor shall adhere to the limits, timeframes and requirements specified in CT.1.18.1.2.1.3 (d) Card Issuance and Delivery for Individually Billed Travel Card Accounts.

CP.2.12.2 *Net Billing for the Purchase Card Program:* The Contractor may provide net billing to agencies/organizations. Net billing is ensuring merchant discounts or rebates offered are deducted at the point of sale and guaranteeing such discount arrangements. For example, a cartridge toner costs \$100. The merchant agency/organization rebates of \$4.00 of that toner cartridge to the agency/organization based on existing agreements. The Contractor would only bill the agency/organization \$96 for cartridge toner. The Contractor shall ensure that discount information is identified on the invoice and passed to the agency/organization. The Government would be responsible for identifying to the Contractor any negotiated discount arrangements and terms.

CT.2.12 TRAVEL SPECIFIC

CT.2.12.1 *Email Alert Service for the Travel Card Program:* The Contractor may provide automatic email alerts at agency/organization request for travel transactions. The alerts are to be sent to A/OPCs, supervisors, AOs, and/or cardholders. The notification must include cardholder name, item purchase, and amount.

CT.2.12.2 *Net Billing for the Travel Card Program:* The Contractor may provide net billing to agencies/organizations. Net billing is ensuring merchant discounts or rebates offered are deducted at the point of sale and guaranteeing such discount arrangements. For example, an airline ticket costs \$250. The merchant agency/organization rebates of \$50.00 of the ticket to the agency/organization based on existing agreements. The Contractor would only bill the agency/organization \$200 for airline ticket. The Contractor shall ensure that discount information is identified on the invoice and passed to the agency/organization. The Government would be responsible for identifying to the Contractor any negotiated discount arrangements and terms.

CF.2.12 FLEET SPECIFIC

CF.2.12.1 *Optional convenience check products and services for the Fleet Card:* The Contractor may provide convenience check products and services for the fleet card program. If offered, the Contractor shall adhere to the limits, timeframes and requirements specified in the purchase card portion (see CP.2.11 Purchase Specific) of the statement of work for convenience check products and services. The checks shall be guaranteed by the Contractor against theft or loss, thus affording the agency/organization protection against financial loss when using the Contractor's product.

CF.2.12.2 *Additional Authorization Controls for the Fleet Card:* Specific to the Fleet Card Program, and if offered by the Contractor, additional controls such as maintenance pre-authorization integration with the customer's authorization system, or maintenance pre-authorization service based on vehicle-type history or specific vehicle history, (does not include directing users to particular merchants), would be value-added products and services to the Fleet Card Program.

CF.2.12.3 *Email Alert Service for the Fleet Card Program:* The Contractor may provide automatic email alerts at agency/organization request for fleet transactions. The alerts are to be sent to A/OPCs, supervisors, AOs, and/or cardholders. The notification must include cardholder name, item purchase, and amount.

CI.2.12 INTEGRATED SPECIFIC

The Contractor shall offer a program that provides all of the requirements of C.2.12 Value Added Product and Service Offerings (Tier 2), CP.2.12 Purchase Specific, CT.2.12 Travel Specific, and CF.2.12 Fleet Specific, as applicable.

C.2.13 CUSTOMER SERVICE

The Contractor shall provide skilled personnel together with the supervisory, management, and administrative services necessary to successfully meet the government requirements.

C.2.13.1 *Key Personnel Definition:* Personnel identified in the proposal as key individuals to be assigned for participation in the performance of the master contract, and individuals whom are designated as key personnel by agreement of the Government and the Contractor during negotiations. Key personnel shall not be subcontracted personnel.

C.2.13.2 *Key Personnel Categories:* The skill categories listed below are essential for successful Contractor performance. The Contractor shall assign dedicated personnel to the listed positions below. Dedicated personnel are defined as personnel that solely manage and administer federal government accounts under the master contract.

- a) Project Manager;
- b) Customer Relationship Manager (CRM); and
- c) Any other individual(s) designated as key personnel by agreement between the Contractor and the agency/organization or GSA.

C.2.13.3 *Key Personnel Responsibilities:*

- a) Project Manager: The Contractor shall designate a dedicated Project Manager for GSA for responsibilities including but not limited to:
- Day-to-day and special support activities;
 - Implementation;
 - Billing;
 - Reconciliation;
 - Suspension;
 - Cancellation;
 - Transaction overrides;
 - Transaction disputes;
 - Contract administration;
 - Supervision;
 - Coordination;
 - Customer service support; and
 - Transition Support.

This individual shall be well versed in all aspects of the card program(s), readily accessible, and be an overall point of contact for the GSA Contracting Officer and contracting support staff. The Contractor shall also designate an alternate in the event of the absence of the primary dedicated point of contact. The Contractor shall provide dedicated project management staff for GSA from 8:00 a.m. EST until 5:00 p.m. EST each business day.

- b) Customer Relationship Manager: The Contractor shall assign dedicated Customer Relationship Managers (CRM)⁶⁴ to agencies/organizations whose job is to perform services including, but not limited to:
- Program implementation (e.g., account set-up, account maintenance, account suspension or cancellation, training);
 - Program management (e.g., task order administration, day-to-day and special support management activities, problem solving, pilot programs, customized services, investigations, audits); and
 - Program operation (e.g., transaction overrides, individually and centrally billed account inquiries, reporting lost/stolen cards, billing, disputes, reconciliation, customer service).

The CRM shall be well versed in all aspects of the card program(s), readily accessible, and be an overall point of contact for A/OPCs. The CRM shall be knowledgeable about the internal processes of their assigned agencies. The Contractor shall also designate alternates in the event of the absence of the primary dedicated points of contact. The Contractor shall provide dedicated, full-time staff to both domestic and international A/OPCs through toll-free telephone numbers, from 7:00 a.m., EST until 9:00 p.m. EST each business day.

C.2.13.4 Additions to Key Personnel: If at any point, the Contractor concludes additional key personnel are required, it shall advise the GSA Contracting Officer at least 15 calendar days in advance. The Contractor shall demonstrate that the qualifications of the prospective additional key personnel are equal to or better than the qualifications of personnel approved under the master contract. The Contractor shall submit the same type of information to demonstrate qualifications of additions as was submitted with the proposal for the original key personnel. Additions to key personnel shall only be made via modification to the master contract.

C.2.13.5 Replacement of Key Personnel: Key personnel shall not be removed, replaced, or reassigned either permanently or temporarily, without 15 calendar day advance notification to the GSA Contracting Officer and the A/OPC when possible. If one or more of the key personnel are unavailable for work under this contract for a continuous period exceeding 30 calendar days, the Contractor shall immediately notify the GSA Contracting Officer and provide a temporary replacement. Any key personnel must be replaced within 30 calendar days from the date of a position vacancy. The Contractor shall demonstrate that the qualifications of the prospective replacement key personnel are equal to or better than the qualifications of personnel approved under the master contract. The Contractor shall submit the same type of information to demonstrate qualifications of replacements as was submitted with the proposal for the original key personnel. Replacements to key personnel shall only be made via a modification to the master contract. The Contractor shall provide a temporary replacement as an interim measure until key personnel are replaced.

⁶⁴ This does not mean that the Contractor provide a one-to-one ratio (i.e., Jane Doe is the customer relationship manager for Agency X and John Smith is the customer relationship manager for Agency Y), but means the Contractor personnel's sole job is to manage and administer federal government accounts under the master contract.

C.2.13.6 Cardholder Support Personnel: The Contractor shall provide the required personnel to successfully accomplish the Government's requirements. The following support personnel categories are required:

- a) **Customer Service Representatives (CSRs):** The Contractor shall provide dedicated customer service personnel to users of the card program(s). The CSR shall, at a minimum, be accessible to both domestic and international cardholders through toll-free numbers, 24 hours a day, every day of the year. Contractors shall offer customer service in the same languages as offered to commercial customers in the U.S. (e.g., English and Spanish) and may provide customer service in other languages. The services of the CSR shall include, but are not limited to, transaction authorization and verification, reporting of lost or stolen cards, cardholder account inquiries, etc. CSRs shall be well versed in the card program(s) and have unique knowledge of government accounts and account usage, both international and domestic, as compared to commercial accounts.

The Contractor may utilize a two-tier approach in providing customer service to cardholders. The first approach may utilize an interactive voice response unit for customer service that can readily accommodate routine requests for action or information. For example, a cardholder can request balances, last payment(s), last transaction(s), etc., through an interactive voice response unit that is in accordance with commercial practice. The second approach may then elevate the cardholder to Contractor personnel for direct response.

Personnel shall be well versed in aspects of the card program(s), readily accessible, and be overall points of contact for cardholders.

- b) **EC/EDI Coordinators:** The Contractor shall designate EC/EDI Coordinators for agencies/organizations and government EC/EDI Offices (EO) for electronic systems implementation and integration (e.g., development of EC/EDI processes, guidance, implementation support, mapping, trouble-shooting, systems documentation, testing).

These individuals shall be well versed in all EC/EDI aspects of the card program(s), readily accessible, and be an overall point of contact for the Government. The Contractor shall also designate alternates in the event of the absence of the primary points of contact. The Contractor shall provide dedicated, full-time staff through toll-free telephone numbers, from 9:00 a.m. (EST) until 6:00 p.m. (EST) each business day.

- c) Any other skill category designated as support personnel by agreement between the Contractor and the Government.

C.2.13.7 Customer Service Metrics: The Contractor shall propose customer service metrics for all areas of customer service on which they will be evaluated. In addition, the Contractor shall propose minimum performance standards against which they will be evaluated. GSA reserves the right to add to/edit the metrics/performance standards proposed by the Contractor and will use Contractor responses to develop uniform performance standards for all Contractors during the negotiation period.

Performance Standards for these metrics and others shall be consistent with the commercial standards. The Contractor shall report back to GSA a pass/fail score. For example, if the industry standard for "call abandon rate" is to not exceed 3%, then a 2% abandon rate would be a passing score whereas a 4% abandon rate would be a failing score.

Reports showing failing scores shall be accompanied by a strategy for improvement for each area in which a deficient score is achieved. Reports are due to GSA 60 days prior to the annual GSA SmartPay® Conference. Results for each Contractor will be ranked against one another and reported at the GSA SmartPay® Conference.

C.2.13.8 Other Considerations: All key Contractor personnel who work in the performance of this contract shall be acceptable to the Government in terms of professional conduct. Employment and staffing difficulties will not be justification for failure to meet established schedules, and if such impairs performance, the Contractor may be subject to termination for cause.

C.2.14 CARD DELIVERY

Cards and mail shall be delivered using the carrier specified by the agency/organization (e.g., the U.S. Postal Service or another common carrier, such as, but not limited to, DHL, Federal Express, and UPS). Additional agency/organization delivery requirements may be stated at the task order level.

C.3 DATA MANAGEMENT AND TRANSACTION SUPPORT

The Contractor shall interface with agency/organization systems and provide program and transaction data in a format and frequency specified at the task order level. The Contractor shall make adjustments or updates to the agency/organization interface as required by the agency/organization for revisions to agency systems, migration to new agency/organization systems, and/or if the agency/organization contracts with a government shared service center for financial management services.

To establish consistency in interagency information sharing and government-wide data management, reporting, and analysis, the Government may define a uniform set of data and technology standards. These standards will establish:

- Standard interface requirements for transmitting program and transaction data between Contractor systems and agency/organization systems. This includes, but is not limited to, infrastructure standards, security/privacy standards, data exchange format, and modes of transmission; and
- Standard definitions for program and transaction data including, but not limited to, field names, descriptions, types, and length.

The Contractor shall participate in the development and implementation of the standard interface. This may require attending planning sessions, suggesting options for interface standards, and providing feedback on draft interface standards.

C.3.1 SECURITY REQUIREMENTS

The Contractor shall, at a minimum, meet the security requirements/measures/procedures required of the Payment Card Industry (PCI) Security Standards, as commercially applicable. Additionally, the Contractor shall provide services and design technology systems that are compliant with all applicable sections of the U.S. Code and the Code of Federal Regulations including, but not limited to:

- All applicable Office of Management and Budget (OMB) Circulars;
- All applicable Office of the Comptroller of Currency (OCC) regulations;
- E-Government Act of 2002, Title III, Federal Information Security Management Act (FISMA); and
- Any other relevant legislation that is enacted throughout the course of the program

The Government anticipates that contractor systems will store personal information (e.g., social security numbers) as well as government financial and procurement information. The sensitive nature of this information requires the Government to implement additional security controls. For this reason, the Contractor shall physically maintain all systems that store government information, including all call centers, back-up facilities, and other sites which store government data, in a secure facility (or facilities) located within the United States. Contractor personnel access to these systems and the information contained therein shall be restricted to Contractor personnel who are located in the United States, and shall be in accordance with the requirements provided in Section C.3.1.3 Identification and Access Controls for Program Systems and C.3.1.6 Personnel Security. These restrictions apply to the locations where data is stored, Contractor personnel accessing the data, and to subcontractors at any level. The Government recognizes that transactions will occur around the world and data must therefore travel over foreign data networks. As a result, authorized Government personnel located outside of the United States (such as cardholders and A/OPCs) shall have role-based access to data and full EAS functionality, with appropriate levels of security necessary to protect the interests of the United States government and its employees.

The Contractor shall ensure that all third party data processing providers that handle government information shall meet or exceed the same security requirements/measures/procedures, as listed above. The Contractor is responsible for monitoring, updating, and maintaining compliance with the above requirements and regulations set forth in this section.

In addition, some agencies/organizations may require a higher level of security including, but not limited to, personnel and physical security requirements (e.g., a higher level of security clearance may be required for Contractors with access to sensitive government systems, there should be some level of background checks or investigation conducted for those with access). If additional security is required, the agency/organization will specify further requirements at the task order level.

C.3.1.1 Security Plan: The Contractor shall provide a plan that describes its security program and how the Contractor shall satisfy the security requirements as identified in this section, including how improved security-related processes and technologies are to be incorporated into the master contract as they become commercially available. The plan shall address the

Contractor's security measures and safeguards to ensure that all information systems utilized by Contractor and any third party personnel (e.g., subcontractors):

- Operate effectively and accurately;
- Are protected from unauthorized alteration, disclosure, and/or misuse of information processed, stored, or transmitted;
- Can maintain the continuity of support for organization missions, programs, and functions;
- Incorporate management, operational, and technical controls sufficient to provide cost-effective assurance of the system's integrity and accuracy;
- Have appropriate technical, personnel, administrative, environmental, and access safeguards; and
- Includes procedures for notifying the government of any and all vulnerabilities found.

At a minimum, the security plan shall discuss the following:

- Organizational security roles;
- Physical security of Contractor systems;
- Risk assessment procedures;
- Maintenance and testing of security systems;
- Security monitoring procedures;
- Procedures and timeframes for resolving security deficiencies;
- Procedures for the prevention of and response to security breaches; and
- Include a designated contact for security related issues.

The Contractor shall submit quarterly security and fraud management reports as well as individual reports of security breaches and fraud incidents to the GSA Contracting Officer by no later than the 15th calendar day of the next fiscal year quarter. GSA will review these reports and keep track of security breaches and fraud incidents as a means of monitoring the effectiveness of the Contractors' security practices. Based on the frequency, nature, and seriousness of security breaches and fraud incidents, GSA will assess Contractors' security controls in the specific areas where breaches occurred and take action as appropriate.

The Contractor shall implement standard procedures to be outlined in their security plan for reacting to fraudulent/questionable activity and security breaches including, but not limited to, the following:

- Immediately notifying the A/OPCs and cardholders when their accounts are compromised;
- Assigning new account numbers to accounts that are compromised;
- Providing additional monitoring for accounts that are known to have been compromised; and
- Regardless of the impact on the program, the Contractor shall immediately notify the designated agency/organization point of contact of any security breach that the Contractor experiences.

The Contractor's security requirements/measures/standard procedures shall protect the integrity, security, and proper functioning of all databases and systems involved in the operation of the Government's card program(s). The databases and information processing systems containing government information shall have sufficient security measures to protect against deliberate or inadvertent loss, degradation, alteration, release, or damage of information. The Contractor shall be held responsible for any misuse or fraud resulting in information mistakenly released by the Contractor. This plan will be included in any resulting contract for Contractor compliance.

For further guidance on the Security Plan, refer to NIST SP 800-14, SP 800-18, and SP 800-53.

C.3.1.2 Masking Sensitive Data: Unless otherwise specified by the agency/organization, the Contractor shall mask all sensitive cardholder data on reports, statement of accounts, invoices, master files, and other applicable areas on which it appears (e.g., the Social Security Number 123-45-6789 would appear as xxx-xx-6789). Sensitive cardholder data includes, but is not limited to, social security numbers and account numbers.

C.3.1.3 Identification and Access Controls for Program Systems: The Contractor shall provide measures to enforce access control to card program systems. Program systems shall use identification and authorization data to determine user access to information. Program systems shall be able to define and control access between subjects and objects in the computer system. The enforcement mechanism (e.g., self/group public controls, access control lists, and roles) shall allow users to specify and control sharing of those objects by other users, or defined groups of users, or by both, and shall provide controls to limit access rights to the system. The discretionary access control mechanism shall, either by explicit user action or by default, provide that objects are protected from unauthorized access. These access controls shall be capable of including or excluding access to the

granularity of a single user. Access permission to an object by users not already possessing access permission shall be assigned only by authorized users.

To ensure access control, the system shall, at a minimum:

- Include a mechanism to require users to uniquely identify themselves to the system before beginning to perform any other actions that the system is expected to mediate;
- Random generation of unique passwords for account access;
- Be able to maintain authentication data that includes information for verifying the claimed identity of individual users (e.g., passwords);
- Protect authentication data so that it cannot be accessed by any unauthorized user;
- Be able to enforce individual accountability by providing the capability to uniquely identify each individual computer system user; and
- Raise alarms when attempts are made to guess the authentication data either inadvertently or deliberately.

In addition, the Contractor shall implement protections for remote access by its employees to cardholders' personally identifiable information. The Contractor shall at a minimum:

- Implement NIST Publication 800-53 security controls requiring authenticated, virtual private network (VPN) connection;
- Implement security controls around the transportation of and remote access to personal information as required by OMB M-06-16 Steps 3 and 4;
- All data on mobile computers should be encrypted;
- Allow remote access only with two-factor authentication where one of the factors is provided by a device separate from the computer gaining access;
- Use a "time-out" function for remote access and mobile devices requiring user re-authentication after 30 minutes of inactivity; and
- Log all computer-readable data extracts from databases holding sensitive information and verify each extract including sensitive data has been erased within 90 days or its use is still required.

C.3.1.4 System Security Reviews and Audits: Program systems shall be subject to security reviews, as required by the Government, before and throughout the period of performance. The Contractor shall provide complete information and access to the Government, as required, to facilitate these reviews. Reviews include, but are not limited to the following:

- *Certification and Accreditation:* Before processing transactions, program systems shall be subject to certification and accreditation assessments to determine the extent to which operational and technical security requirements of program systems are implemented correctly, operating as intended, and producing the desired outcome with respect to meeting the security requirements for the system. As part of the certification and accreditation process, Contractors shall be required to provide:
 - Documentation that their systems meet specific levels of standards as described in NIST SP 800-37;
 - Support personnel as required;
 - OMB mandated contingency plans and reports as described in C.1.17 Continuity of Operations; and
 - Risk assessment report as described in C 3.1.9 Risk Assessment.

The Government reserves the right to conduct onsite inspections as it deems appropriate;

- *Program System Audits:* In order to test, verify, and continuously monitor security compliance, the Government reserves the right to perform audits of management, operational, and technical controls of the Contractor's systems annually, or as required;
- *Review of Security Controls:* The Government reserves the right to conduct security control reviews annually, or as required; and
- *SAS 70 Audit:* The Government requires the Contractor to conduct SAS 70 audits of their internal controls and provide certification upon request.

The Contractor is required to provide complete information and supporting evidence needed for the Government's detailed security control reviews, audits, and certification and accreditations of the Contractor's systems. For guidance to the security control reviews, refer to NIST SP 800-26. For guidance on the certification and accreditation process, refer to NIST SP 800-

37. The Contractor shall comply with changes to security control review, audit, and certification and accreditation requirements as they are updated.

C.3.1.5 Ability to Audit System Actions: Program systems shall be able to create, maintain, and protect from modification, unauthorized access, or destruction, an audit trail of accesses to the objects it protects. The audit data shall be protected so that read-access to it is limited to those who are authorized to have access. The system shall be able to record the following types of events:

- Use of identification and authentication mechanisms;
- Introduction of objects into a user's EAS account (e.g., filing dispute, requesting limit increase);
- Deletion of objects; and
- Actions taken by computer operators and system administrators and/or system security officers and other security relevant events.

The system shall also be able to audit any manual action that results in a change to system values or settings.

For each recorded event, the audit record shall be able to identify the date and time of the event, user, type of event, and success or failure of the event. For identification and authentication events, the origin of request (e.g., terminal or user ID) shall be included in the audit record. For events that introduce an object into a user's address space and for object deletion events, the audit record shall include the name of the object and the object's label. The system administrator shall be able to selectively audit the actions of any one or more users based on individual identity and/or object label. The audit system shall raise alarms whenever a threshold is reached with respect to an auditing system resource (disk space in audit log volume) or when auditing has been turned off (either inadvertently or deliberately).

C.3.1.6 Personnel Security: To ensure the security of government and cardholder information, the Contractor shall, at a minimum:

- The Contractor shall establish and maintain a training program for its personnel in security awareness and provide training to all personnel prior to their having access to government data in the performance of this contract. A copy of the Contractor's training program shall be provided to the contracting officer within 30 calendar days of contract award and shall be subject to the Contracting Officer's advice and approval;
- Require that Contractor personnel who have access to government data systems have, at a minimum, a background investigation that includes an acceptable result on Standard Form 85P Questionnaire for Public Trust Positions, or equivalent form (with an explanation as to how the form is equivalent to the Standard Form 85P), at no additional cost to the Government;
- Ensure that all Contractor personnel who have access to government or cardholder data sign a non-disclosure agreement, as required by the Government, prior to having access to agency/organization systems; and
- Remove access privileges for Contractor personnel for unauthorized, negligent, or inappropriate and willful actions.

The Contractor shall provide verification of compliance with the above personnel requirements at the request of the Government. Performance under the task order(s) may require the Contractor to have access to information classified up to and including "Top Secret." Therefore, upon award, and as requested by the agency/organization, the Contractor shall obtain and maintain the appropriate personnel and facility clearances to have access to and custody of such information as specified by the agency/organization, at no additional cost to the Government. Information about obtaining Top Secret and other security clearances may be obtained from the following organization:

Center for Federal Investigative Services
U.S. Office of Personnel Management (OPM)
1900 E Street NW, Washington, DC 20415-1000
(202) 606-1800
TTY (202) 606-2532

The Contractor shall take actions to ensure the proper paperwork is received by the government for processing within 30 calendar days, according to the OPM instructions, or the agency/organization may terminate the task order.

C.3.1.7 Privacy and Security Safeguards: The Contractor shall ensure confidentiality of data. The Contractor shall follow federal Government-accepted security principles and practices per NIST SP 800-14, or better, to protect government information in the Contractor's infrastructure from disclosure to unauthorized persons. This protection shall include, but not be

limited to, sensitive information maintained. The Contractor shall protect the integrity of government and cardholder data, including, but not limited to the following:

- The Contractor shall not publish or disclose in any manner, without the Contracting Officer's written consent, the details of any safeguards either designed or developed by the Contractor under this contract or otherwise provided by the Government;
- To the extent required to carry out a program of inspection to safeguard against threats and hazards to the security, integrity, and confidentiality of government data, the Contractor shall afford the Government access to the Contractor's facilities, installations, technical capabilities, operations, documentation, records, and databases; and
- If new or unanticipated threats or hazards are discovered by either the Government or the Contractor, or if existing safeguards have ceased to function, the discoverer shall immediately bring the situation to the attention of the other party.

C.3.1.8 Physical Security: The Contractor shall provide physical security to government and cardholder information including, but not limited, to the following:

- The Contractor shall control access to its GSA data housing facilities, equipment, material and documents by employees and visitors via electronic and/or physical methods corresponding to the critical nature of the work being performed, or the sensitive nature of the Government information being handled. Electronic and physical methods of security include, but are not limited to, guards, intrusion detection devices, surveillance cameras, lighting and fencing.
- The Contractor shall ensure offsite backup and storage of critical program data. Critical data and information is any data or information that is essential for the restoration of services and operation in the event of a disaster that impacts the Contractor's facilities or operation.

For a complete reference of recommended security controls, please refer to NIST Special Publication 800-53

C.3.1.9 Risk Assessment: The Contractor shall conduct a yearly security risk analysis and submit a risk assessment report and provide the report to the GSA Contracting Officer by no later than the end of the 3rd fiscal year quarter (June 30th). The Government shall review and approve these risk assessment reports. This review will provide an opportunity to judge the extent and scope of the Contractors' risk assessment, vulnerabilities identified, and actions that Contractors will take to mitigate risks. This review will ensure that Contractors are adequately addressing security vulnerabilities and threats in all required areas.

Contractors shall provide evidence that all risk mitigation actions have been implemented as described in their risk assessment reports. To further ensure that the Contractor is in compliance with security requirements and have adequately addressed risks, the Government will review such evidence. GSA will provide a copy of the Contractors' risk assessment report to agencies/organizations, upon request.

C.3.2 PROGRAM AND TRANSACTION DATA

The Contractor shall, at a minimum:

- Provide the ability to receive and pass Level 1, 2, and 3 transaction data;
- Forward to the Government all data received from merchants and obtained by the Contractor, as described in the paragraph below; and
- Have the ability to provide program and transaction data on a daily basis (each business day) in an industry standard format (e.g., XML, ASCII), via secure electronic file transfer protocol.

The Contractor shall support a secure interface to GSA and agency/organization systems (e.g. financial, travel, procurement, data warehouse, fuel reporting) to pass data to and from agency/organization systems as required by the agency/organization. The Contractor shall provide program and transaction data, including invoice data, at a frequency specified at the task order level. The Contractor shall provide the program and transaction data via secure electronic file transfer as requested by the agency. File formats that must be supported by the Contractor are XML, XBRL, and ASCII, unless otherwise specified by the agency/organization at the task order level.

The Contractor shall restrict access to program and transaction data and the ability to request changes to the information therein. Specifically:

- The Contractor shall only provide data access to individuals authorized by this contract or a designated representative of the agency/organization;
- The Contractor shall provide the capability for a designated representative of the agency/organization to grant, restrict, or revoke access to data, in writing or through the EAS;
- Information shall be based on an established reporting hierarchy restricted to inquiring agency/organization and subsequent level (e.g., Department of the Interior shall only have access to Interior information, National Park Service shall only have access to National Park Service information, Yellowstone National Park shall only have access to Yellowstone National Park information, a cardholder shall only have access to his/her account information) and business line;
- The GSA Contracting Officer shall have access to all program and transaction data, except as limited by the GSA Contracting Officer (e.g., security sensitive information);
- The Contractor shall provide higher levels of security for reviewing detailed transaction data or making changes and lower levels of security for obtaining program forms, training materials, etc.; and
- The Contractor shall demonstrate their encrypted email capability, and shall ensure the safety of data transmitted via email by providing this encrypted email capability to the Government.

If the Contractor elects to use subcontractors, the subcontractors shall abide by the terms and conditions of this contract, and all applicable laws and regulations referenced in this contract.

Use of Data: Any data collected shall be used only for carrying out the provisions of this contract. Information contained in such material shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Disclosure to anyone other than an authorized officer or employee of the Contractor shall require written approval of the Contracting Officer.

Any data collected shall be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output shall be given the same level of protection as required for the source material. If it is necessary to disclose information to perform under the contract, the Contractor shall request written preauthorization from the Contracting Officer to make such necessary disclosure. Additionally:

- Except as provided elsewhere in this contract, the Contractor shall not disclose information except to the individual specified in this contract;
- Only those disclosures specifically preauthorized in writing by the Contracting Officer may be made, and only when it is clearly shown by the Contractor that such disclosures are essential to successfully perform under this contract; and The Contractor shall provide encrypted email capability and shall ensure the security of data transmitted via email.

C.3.2.1 PROGRAM DATA

C.3.2.1.1 *Program Implementation and Program Management:* The Contractor shall provide each participating A/OPC with online access to program data, as discussed in C.2.6.3 Electronic Access Systems (EAS), to enable program implementation and program management activities including, but not be limited to:

- a) Online form preparation and submission;
- b) Account set-up;
- c) Account maintenance;
- d) Activating/deactivating a card;
- e) Renewing a card;
- f) Updating required authorization controls;
- g) Disputing a transaction;
- h) Sorting, reviewing, and manipulating transaction data;
- i) Downloading reports, statements of accounts, or invoices;
- j) Generating ad hoc reports; and
- k) Granting and restricting EAS and data access.

The Contractor shall provide A/OPCs and AOs with the ability to access this information by hierarchy level and include blocking capabilities. This access shall be granted, tracked, and viewable in accordance with C.2.6.3 Electronic Access Systems (EAS). Contractors shall also provide online access to data, as stated in C.3.4 Record Retention and Retrieval.

C.3.2.1.2 *Program Forms:* The Contractor shall:

- a) Develop all program forms;
- b) Date and number all program forms;
- c) Ensure that the program forms capture the data required in C.3.6 Authorization Controls; and Figure 3.2.2 Program and Transaction Data Table;
- d) Provide a copy of any proposed additions/revisions/deletions to the GSA Contracting Officer at least 7 calendar days prior to the Contractor's notification to the agencies/organizations of any change in forms. The GSA Contracting Officer reserves the right to disapprove any proposed change to the form(s). New or updated forms and explanation of such shall be electronically provided to each participating A/OPC, at no expense to the Government, at all levels, at least 14 calendar days prior to the effective date of the addition/change;
- e) Accept all forms completed by a participating agency/organization and approved by the A/OPC, via electronic means, fax, and/or mail; and
- f) Assist participating agencies/organizations in completing forms, as requested.

The Contractor shall also provide electronic copies of each program form, which can be downloaded from the EAS as needed by GSA or the A/OPC, and process such forms within the timeframes specified.

C.3.2.1.3 Master File: The Contractor shall develop, maintain, and update a master file for each cardholder, AO, A/OPC, DBO, TDO, EO Office, Report Office, and alternates. The master file shall be electronically accessible to the A/OPC and provide the ability to request the Contractor to make changes to the master file. The A/OPC shall be able to browse the master file via a secure web browser, as well as request the entire file to be sent via secure electronic file transfer (i.e., a secure file transfer protocol (FTP)).

Required changes to the master file resulting from program requirements, internal reorganizations, personnel movements, or other agency/organization changes, shall be completed within 3 business days after receipt of such changes by the Contractor. Appropriate forms for such changes shall be provided by the Contractor, as referenced above, and be accessible electronically by agencies/organizations. The Contractor shall ensure data integrity within all program related systems (i.e., a change to the master file shall result in system-wide changes for all program data).

For the travel and purchase cards, the Contractor shall have the ability to transfer cardholders and accounts within an agency/organization level without reissuing a new card, if requested by the participating agency/organization.

Upon request of the GSA Contracting Officer, the Contractor shall provide a current, complete, and accurate master file of all program participants in a mutually agreeable format, within 30 calendar days of the request. Upon request of the A/OPC, the Contractor shall provide a current, complete and accurate master file of the requesting agency/organization level's participants in a mutually agreeable format, within 30 calendar days of the request.

The master file shall be capable of recording the information listed in Figure 3.2.2 Program and Transaction Data Table. These fields shall be provided by the Contractor based upon the needs of each individual agency/organization. In addition to the information listed herein, the master file shall include additional master file information required at the task order level. The master file shall also include any and all information maintained and/or recorded in the same manner as performed commercially, in accordance with standard commercial practice for card programs.

C.3.2.1.4 Report Specific Information: [NOTE: This is the record of address(es) to which reports are to be distributed.]

- a) Contact name;
- b) Email address;
- c) Report title/number;
- d) Report address;
- e) Area code and telephone number, including fax number;
- f) Agency/organization level; and
- g) Reporting period..

CP.3.2.1 PURCHASE SPECIFIC

In addition to the data elements listed in Figure 3.2.2 Program and Transaction Data Table, the Contractor shall provide the following:

CP.3.2.1.1 Purchase Card Program Master File: In addition to C.3.2.1.3 Master File and Figure 3.2.2 Program and Transaction Data Table, the Contractor shall record the following information as set-up by the agency/organization:

- a) 12 digit alphanumeric identification number (This number may be used at the option of the Government as a cross check with personnel records to verify cardholder employment); and
- b) Convenience check access indicator (i.e., whether user is authorized to utilize convenience checks) and limits.

Agencies/organizations may require additional master file elements to be recorded and will state specific requirements and request pricing at the task order level.

CT.3.2.1 TRAVEL SPECIFIC (CENTRALLY BILLED ACCOUNTS AND INDIVIDUALLY BILLED ACCOUNTS)

In addition to the data elements listed in Figure 3.2.2 Program and Transaction Data Table, the Contractor shall provide the following:

CT.3.2.1.1 Master File for the Travel Card Program/Centrally Billed Accounts: In addition to C.3.2.1.3 Master File and Figure 3.2.2 Program and Transaction Data Table, the Contractor shall also have the ability to record the following information for each centrally billed account as set-up by the agency/organization:

- a) ATM access indicator (i.e., whether user is authorized to utilize ATMs) and limits;
- b) Travelers check access indicator (i.e., whether user is authorized to utilize travelers checks) and limits; and
- c) City Pair Program Identifier.

CT.3.2.1.2 Master File for the Travel Card Program/Individually Billed Accounts: In addition to C.3.2.1.3 Master File, Figure 3.2.2 Program and Transaction Data Table, and CT.3.2.1.1 Master File for the Travel Card Program/Centrally Billed Accounts, the Contractor shall also record:

- a) 12 digit alphanumeric identification number (this number may be used at the option of the Government as a cross check with personnel records to verify cardholder employment); and
- b) Billing address (minimum 30 digit alphanumeric field per line, 4 line address).

Agencies/organizations may require additional master file elements to be recorded and will so state specific requirements and request pricing in their task order.

CF.3.2.1 FLEET SPECIFIC

In addition to the data elements listed in Figure 3.2.2 Program and Transaction Data Table, the Contractor shall provide the following:

CF.3.2.1.1 Master File for the Fleet Card Program: In addition to C.3.2.1.3 Master File and Figure 3.2.2 Program and Transaction Data Table, the Contractor shall have the ability to record the following information:

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

Agencies/organizations may require additional master file elements to be recorded and will so state specific requirements and request pricing in their task order.

CI.3.2.1 INTEGRATED SPECIFIC

CF.3.2.1.1 Master File for the Integrated Card Program: The Contractor shall offer a program that provides all of the data elements listed in Figure 3.2.2 Program and Transaction Data Table and meets the requirements of C.3.2.1 Program Data, CP.3.2.1 Purchase Specific, CT.3.2.1 Travel Specific, and CF.3.2.1 Fleet Specific, as applicable.

C.3.2.2 TRANSACTION DATA

The Contractor shall provide, at a minimum, the ability to receive and pass Level 1,2,and 3 transaction data. The Contractor shall forward to the Government all data received from merchants and passed to the Contractor. The Government reserves the right to require the resubmission of transaction data that:

- Does not include the data elements required for invoicing (see data elements in C.1.18.1.10 Invoices); and
- Does not meet the data quality standards specified by the agency/organization.

The Contractor shall be required to resubmit the data promptly within the timeframe defined by the agency/organization and at no additional cost to the Government. Program data shall be available at the frequency requested by the A/OPC. Additionally, the Contractor shall provide the transaction data daily (each business day) via secure electronic file transfer (XML format or a standard flat file format (ASCII format, etc.)), unless otherwise specified by the agency/organization at the task order level.

The Contractor shall provide the transaction data elements listed in Figure 3.2.2 Program and Transaction Data Table, which also contains definitions of each data element. As additional or enhanced data elements are available from the merchant and obtained by the Contractor, the Contractor shall pass the data to the Government.

FIGURE 3.2.2 Program and Transaction Data Table

The figure below is a logical representation of charge card data required. It does not represent a physical structure or a format of a data file.

	Data Field	Description	Purchase	Travel	Fleet	Master File	Transaction
APPROVING OFFICIAL (AO) DATA	1	AO First Name	First name of the Approving Official	X	X		X
	2	AO Last Name	Last name of the Approving Official	X	X		X
	3	AO Agency/Organization ID #	Codes that identify Federal and Federally Assisted Organizations (formerly FIPS 95-2). Available at http://csrc.nist.gov/publications/nistpubs/index.html , Document# sp 800-87	X	X		X
	4	AO Agency/Organization Name	The name of the Approving Official's agency/organization	X	X		X
	5	AO Agency/Org Hierarchy Level	The Approving Official's reporting hierarchy level within the agency/organization	X	X		X
	6	AO Agency/Org Address 1	Line 1 street address of the Approving Official's agency/organization	X	X		X
	7	AO Agency/Org Address 2	Line 2 street address of the Approving Official's agency/organization	X	X		X
	8	AO Agency/Org Address 3	Line 3 street address of the approving official's agency/organization	X	X		X
	9	AO Agency/Org Address 4	Line 4 street address of the Approving Official's agency/organization	X	X		X
	10	AO Agency/Org City	City of the Approving official's agency/organization	X	X		X
	11	AO Agency/Org State	State of the Approving official's agency/organization	X	X		X
	12	AO Agency/Org Zip + 4	The zip code of the Approving Official's agency/organization	X	X		X
	13	AO E-mail	Email address of the Approving Official	X	X		X
	14	AO Facsimile	Fax number of the Approving Official	X	X		X
	15	AO Phone	Phone number of the Approving Official	X	X		X
	16	AO Alternate Information	Repeated set of Data elements 1-15 above for alternate Approving Official	X	X		X

	Data Field	Description	Purchase	Travel	Fleet	Master File	Transaction
AGENCY/ORGANIZATION PROGRAM COORDINATOR (A/OPC) DATA	1	A/OPC First Name	First name of Agency Organization Program Coordinator	X	X	X	X
	2	A/OPC Last Name	Last name of Agency Organization Program Coordinator	X	X	X	X
	3	A/OPC Agency/Organization ID #	Codes that identify Federal and Federally Assisted Organizations (formerly FIPS 95-2). Available at http://csrc.nist.gov/publications/nistpubs/index.html , Document# sp 800-87	X	X	X	X
	4	A/OPC Agency/Organization Name	The name of the Agency Organization Program Coordinator's	X	X	X	X
	5	A/OPC Agency/Org Hierarchy Level	The Agency Organization Program Coordinator's reporting hierarchy level within the agency/organization	X	X	X	X
	6	A/OPC Agency/Org Address 1	Line 1 Street Address of the Agency Organization Program Coordinator's agency/Organization	X	X	X	X
	7	A/OPC Agency/Org Address 2	Line 2 Street Address of the Agency Organization Program Coordinator's agency/Organization	X	X	X	X
	8	A/OPC Agency/Org Address 3	Line 3 Street Address of the Agency Organization Program Coordinator's agency/Organization	X	X	X	X
	9	A/OPC Agency/Org Address 4	Line 4 Street Address of the Agency Organization Program Coordinator's agency/Organization	X	X	X	X
	10	A/OPC Agency/Org City	City of the Agency Organization Program Coordinator's agency/organization	X	X	X	X
	11	A/OPC Agency/Org State	State of the Agency Organization Program Coordinator's	X	X	X	X
	12	A/OPC Agency/Org Zip + 4	The zip code of the Agency Organization Program Coordinator's agency/organization	X	X	X	X
	13	A/OPC E-mail	Email address of the Agency Organization Program Coordinator	X	X	X	X
	14	A/OPC Facsimile	Fax number of the Agency Organization Program Coordinator	X	X	X	X
	15	A/OPC Phone	Phone number of the Agency Organization Program Coordinator	X	X	X	X
	16	Task Order Number	Alphanumeric number that uniquely identifies an agency's task order	X	X	X	X
	17	A/OPC Alternate Information	Repeated set of data elements 1-15 above for alternate Agency Organization Program Coordinator	X	X	X	X

	Data Field	Description	Purchase	Travel	Fleet	Master File	Transaction
DESIGNATED BILLING OFFICE (DBO) DATA	1	DBO First Name	First name of the Designated Billing Official (DBO)	X	X	X	X
	2	DBO Last Name	Last name of the Designated Billing Official (DBO)	X	X	X	X
	3	DBO Agency/Organization ID #	Codes that identify Federal and Federally Assisted Organizations (formerly FIPS 95-2). Available at http://csrc.nist.gov/publications/nistpubs/index.html , Document# sp 800-87	X	X	X	X
	4	DBO Agency/Organization Name	The name of the Designated Billing Official's Agency/organization	X	X	X	X
	5	DBO Agency/Org Hierarchy Level	The Designated Billing Official's reporting hierarchy level within the agency/organization	X	X	X	X
	6	DBO Agency/Org Address 1	Line 1 Street Address of the Designated Billing Official's agency/organization	X	X	X	X
	7	DBO Agency/Org Address 2	Line 2 Street Address of the Designated Billing Official's agency/organization	X	X	X	X
	8	DBO Agency/Org Address 3	Line 3 Street Address of the Designated Billing Official's agency/organization	X	X	X	X
	9	DBO Agency/Org Address 4	Line 4 Street Address of the Designated Billing Official's agency/organization	X	X	X	X
	10	DBO Agency/Org City	City of the Designated Billing Official	X	X	X	X
	11	DBO Agency/Org State	State of the Designated Billing Official	X	X	X	X
	12	DBO Agency/Org Zip + 4	The zip code of the Designated Billing Official	X	X	X	X
	13	DBO E-mail	Email address of the Designated Billing Official	X	X	X	X
	14	DBO Facsimile	Fax number of the Designated Billing Official	X	X	X	X
	15	DBO Phone	Phone number of the Designated Billing Official	X	X	X	X
	16	DBO Alternate Information	Repeated set of data elements 1-15 above for alternate Designated Billing Official	X	X	X	X

	Data Field	Description	Purchase	Travel	Fleet	Master File	Transaction
EC/EDI OFFICE (EO) DATA	1 EO First Name	First name of Electronic Commerce/Electronic Data Interchange Official	X	X	X	X	
	2 EO Last Name	Last name of Electronic Commerce/Electronic Data Interchange Official	X	X	X	X	
	3 EO Agency/Organization ID #	Codes that identify Federal and Federally Assisted Organizations (formerly FIPS 95-2). Available at http://csrc.nist.gov/publications/nistpubs/index.html , Document# sp 800-87	X	X	X	X	
	4 EO Agency/Organization Name	The name of the Electronic Commerce/Electronic Data Interchange Official's Agency/organization	X	X	X	X	
	5 EO Agency/Org Hierarchy Level	The Electronic Commerce/Electronic Data Interchange Official's reporting hierarchy level within the agency/organization	X	X	X	X	
	6 EO Agency/Org Address 1	Line 1 Street Address of the Electronic Commerce/Electronic Data Interchange Official's agency/organization	X	X	X	X	
	7 EO Agency/Org Address 2	Line 2 Street Address of the Electronic Commerce/Electronic Data Interchange Official's agency/organization	X	X	X	X	
	8 EO Agency/Org Address 3	Line 3 Street Address of the Electronic Commerce/Electronic Data Interchange Official's agency/organization	X	X	X	X	
	9 EO Agency/Org Address 4	Line 4 Street Address of the Electronic Commerce/Electronic Data Interchange Official's agency/organization	X	X	X	X	
	10 EO Agency/Org City	City of the Electronic Commerce/Electronic Data Interchange Official	X	X	X	X	
	11 EO Agency/Org State	State of the Electronic Commerce/Electronic Data Interchange Official	X	X	X	X	
	12 EO Agency/Org Zip + 4	The zip code of the Electronic Commerce/Electronic Data Interchange Official	X	X	X	X	
	13 EO E-mail	Email address of the Electronic Commerce/Electronic Data Interchange official	X	X	X	X	
	14 EO Facsimile	Fax Number of the Electronic Commerce/Electronic Data Interchange official	X	X	X	X	
	15 EO Phone	Phone Number of the Electronic Commerce/Electronic Data Interchange official	X	X	X	X	
	16 EO Alternate Information	Repeated set of data elements 1-15 above for alternate EC/EDI official	X	X	X	X	

	Data Field	Description	Purchase	Travel	Fleet	Master File	Transaction
TRANSACTION DISPUTE OFFICE (TDO) DATA	1	TDO First Name	First name of Transaction Dispute official	X	X	X	X
	2	TDO Last Name	Last name of Transaction Dispute official	X	X	X	X
	3	TDO Agency/Organization ID #	Codes that identify Federal and Federally Assisted Organizations (formerly FIPS 95-2). Available at http://csrc.nist.gov/publications/nistpubs/index.html , Document# sp 800-87	X	X	X	X
	4	TDO Agency/Organization Name	The name of the Transaction Dispute official's Agency/organization	X	X	X	X
	5	TDO Agency/Org Hierarchy Level	The Transaction Dispute official's reporting hierarchy level within the Agency/organization	X	X	X	X
	6	TDO Agency/Org Address 1	Line 1 Street Address of the Transaction Dispute official's Agency/Organization	X	X	X	X
	7	TDO Agency/Org Address 2	Line 2 Street Address of the Transaction Dispute official's Agency/Organization	X	X	X	X
	8	TDO Agency/Org Address 3	Line 3 Street Address of the Transaction Dispute official's Agency/Organization	X	X	X	X
	9	TDO Agency/Org Address 4	Line 4 Street Address of the Transaction Dispute official's Agency/Organization	X	X	X	X
	10	TDO Agency/Org City	City of the Transaction Dispute official	X	X	X	X
	11	TDO Agency/Org State	State of the Transaction Dispute official	X	X	X	X
	12	TDO Agency/Org Zip + 4	The zip code of the Transaction Dispute official	X	X	X	X
	13	TDO E-mail	Email address of the Transaction Dispute official	X	X	X	X
	14	TDO Facsimile	Fax number of the Transaction Dispute official	X	X	X	X
	15	TDO Phone	Phone number of the Transaction Dispute official	X	X	X	X
	16	TDO Alternate Information	Repeated set of data elements 1-15 above for alternate Transaction Dispute official	X	X	X	X

	Data Field	Description	Purchase	Travel	Fleet	Master File	Transaction
REPORT SPECIFIC DATA	1	Contact Name	Contact name of the recipient of the report	X	X	X	X
	2	Report Title/Number	Title/Number of the report	X	X	X	X
	3	Reporting Period	The reporting period of the report	X	X	X	X
	4	Report Address 1	Line 1 Street Address of the report recipient	X	X	X	X
	5	Report Address 2	Line 2 Street Address of the report recipient	X	X	X	X
	6	Report Address 3	Line 3 Street Address of the report recipient	X	X	X	X
	7	Report Address 4	Line 4 Street Address of the report recipient	X	X	X	X
	8	Report City	City of the report recipient	X	X	X	X
	9	Report State	State of the report recipient	X	X	X	X
	10	Report Zip + 4	The zip code of the report recipient	X	X	X	X
	11	Report E-mail	Email address of the report recipient	X	X	X	X
	12	Phone Number	Phone number of the report recipient	X	X	X	X
	13	Facsimile Number	Fax number of the report recipient	X	X	X	X
	14	Agency/Organization Level	Agency/organization level of the report recipient	X	X	X	X

	Data Field	Description	Purchase	Travel	Fleet	Master File	Transaction
MERCHANT DATA	1	Association Identification Number for Merchant	A number assigned by card associations to uniquely identify the merchant location.	X	X	X	X
	2	Merchant Business Legal Name	Legal name of the merchant.	X	X	X	X
	3	Doing Business As	Business name of the merchant	X	X	X	X
	4	Merchant Type	Indicator identifying whether the business is for profit, non-profit, federal or state government, other or unknown.	X	X	X	X
	5	Business Size	Indicator identifying whether the business is large, small, or unknown.	X	X	X	X
	6	Woman-Owned	Indicator identifying whether the business is woman owned.	X	X	X	X
	7	Veteran-Owned	Indicator identifying whether the business is veteran owned.	X	X	X	X
	8	Service-Disabled Veteran-Owned	Indicator identifying whether the business is service disabled veteran owned	X	X	X	X
	9	Other Disadvantaged Business	Indicator identifying whether the business is other disadvantaged business	X	X	X	X
	10	SBA Certified HUBZone Small Business	Indicator identifying whether the business is a Small Business Administration certified Historically	X	X	X	X
	11	SBA 8(a) Certified	Indicator identifying whether the business is a Small Business Administration 8(a) certified small business.	X	X	X	X
	12	SBA Certified Small Disadvantaged	Indicator identifying whether the business is a Small Business Administration certified small disadvantaged business	X	X	X	X
	13	Merchant Ethnicity Code	A code identifying the ethnicity of the merchant.	X	X	X	X
	14	Merchant Austin Tetra (AT) Number	Number assigned by Austin Tetra to identify the merchant.	X	X	X	X
	15	Parent Austin Tetra (AT) Number	Number assigned by Austin Tetra to identify the parent company of the merchant	X	X	X	X
	16	Parent Austin Tetra (AT) Name	Name assigned by Austin Tetra for the parent company of the merchant.	X	X	X	X
	17	Ultimate Austin Tetra (AT) Number	Number assigned by Austin Tetra to identify the ultimate parent company of the merchant.	X	X	X	X
	18	Ultimate Austin Tetra (AT) Name	Name assigned by Austin Tetra to identify the name of the ultimate parent company of the merchant.	X	X	X	X
19	Company Address	The full address of the merchant's primary location	X	X	X	X	
20	Merchant 1099 Status	A designation as to whether the merchant is a corporate entity, and unincorporated entity (e.g., sole proprietorship or partnership), etc.	X		X	X	
21	Merchant Address 1	Line 1 Street Address of the merchant	X	X	X	X	
22	Merchant Address 2	Line 2 Street Address of the merchant	X	X	X	X	
23	Merchant Category Code	Code to identify a merchant's type or type or mode of business and the merchandise sold by the merchant. (e.g., airlines, car rental)	X	X	X	X	
24	Merchant Category Code Description	Description of the merchant's category code	X	X	X	X	
25	Merchant/Station City	City name of the merchant's location	X	X	X	X	
26	Merchant County	County name of the merchant location	X	X	X	X	
27	Merchant Country	Country of the merchant	X	X	X	X	
28	Merchant DUNS	A 9 character Data Universal Numbering System (DUNS) number that identifies a merchant	X		X	X	
29	Merchant ID	Merchant identification (MID) number assigned by the acquirer to the merchant	X	X	X	X	
30	Merchant/Station Name	Name of the merchant	X	X	X	X	
31	Merchant/Station Phone	Phone number of the merchant	X	X	X	X	
32	Merchant/Station State	State of the merchant	X	X	X	X	
33	Merchant/Station TIN	Merchant's tax identification number	X	X	X	X	
34	Merchant/Station Zip	Zip code of the merchant location	X	X	X	X	
35	NAICS Code	North American Industry Classification System Code of the merchant	X	X	X	X	
36	NAICS Code Description	North American Industry Classification System Code Industry description of the merchant	X	X	X	X	

	Data Field	Description	Purchase	Travel	Fleet	Master File	Transaction
TRANSACTION PROCESSING DATA	1	Card Program Type	Code identifying the type of the card program. (i.e., Purchase, Fleet, Travel (IBA), Travel (CBA/GTA))	X	X	X	X
	2	Credit Card Rebate	The amount of credit card rebate	X	X	X	X
	3	Debit-Credit Indicator	Code identifying a debit or credit	X	X	X	X
	4	Master Accounting Code	The accounting code assigned by the agency's approving officials which is part of every transaction Consists of details of organization, fiscal year, project, etc	X	X	X	X
	5	Posting Date	The date when the transaction was posted to the account	X	X	X	X
	6	Rebate Type	Type of credit card rebate received	X	X	X	X
	7	Credit Card Rebate Amount	Amount of credit card rebate received	X	X	X	X
	8	Sales tax	The rate of sales tax	X	X	X	X
	9	Sales tax amount	Amount of sales tax charged for the transaction	X	X	X	X
	10	Transaction Amount	Total amount of the transaction	X	X	X	X
	11	Transaction Date	Date of the transaction	X	X	X	X
	12	Transaction Number	Contractor processing/transaction reference number for each debit/credit	X	X	X	X
	13	Transaction Time	Time of the transaction	X	X	X	X
	14	Transaction Type	Identifies the type of the transaction (i.e., ATM, travelers check or convenience check transactions)	X	X	X	X
	15	Card Brand	A code assigned by GSA SmartPay® to uniquely identify a card brand.	X	X	X	X
	16	Internet Transaction (yes/no)	Yes/No indicator identifying if the transaction was performed over the internet	X	X	X	X

	Data Field	Description	Purchase	Travel	Fleet	Master File	Transaction
AUTHORIZATION DATA	1 Authorization Code	The code sent by the contractor verifying that the sale has been authorized	X	X	X		X
	2 Authorization Date	Date when the transaction was authorized	X	X	X		X
	3 Authorization Status	The status of the transaction returned after the transaction is submitted for approval (e.g., Approved, Declined)	X	X	X		X
	4 Authorization Time	Time when the transaction was authorized	X	X	X		X
	5 Customer Verification Number (CVN)	Three digit code printed on the reverse of the charge card and is specific to that card	X	X	X		X
	Data Field	Description	Purchase	Travel	Fleet	Master File	Transaction
DISPUTE DATA	1 Dispute Code	Code that shows the type of dispute; D = Dispute (Suppress Charges); H = Advocate; B = Debt Card Dispute	X	X	X		X
	2 Dispute Date	Date the transaction was disputed	X	X	X		X
	3 Dispute Reason	Code that shows the reason the cardholder requested a dispute of the transaction	X	X	X		X
	4 Dispute Settled Date	Date of resolution of the transaction dispute (mm/dd/yyyy)	X	X	X		X
	5 Dispute Source	The party originating the dispute	X	X	X		X
	6 Dispute Status	Code that shows the current status of a dispute. This value changes as the dispute is processed	X	X	X		X
	Data Field	Description	Purchase	Travel	Fleet	Master File	Transaction
REFUND DATA	1 Refunds ID	Unique ID to identify a refund transaction	X	X	X		X
	2 Refund/Credit Amount	Dollar amount refunded to the cardholder	X	X	X		X
	3 Refund Description	Description of the refund (e.g., incorrect charge, item return etc)	X	X	X		X
	6 Refund Date	Date of the request of the refund	X	X	X		X
	7 Credit Issue Date	Date the refund was issued	X	X	X		X
	8 Credit Ticket Number	Ticket number of the refund issued		X			X
	9 Airline Code	Unique 2 to 4 letter SCAC (Standard Carrier Alpha Code) used to identify transportation companies identified by the National Motor Freight Traffic Association					X
					X		
							X

	Data Field	Description	Purchase	Travel	Fleet	Master File	Transaction
PRODUCT/SERVICE DATA	1	Account number/extension	Account number of the external party receiving products/services	X			X
	2	Merchant Contract Number	Contract number of the merchant providing the service				
	3	Customer Code	Free form 16 character level 2 and 3 data field defining customers as established by the merchant	X			X
	4	Detailed tax information	Tax details including local tax, sales tax and other taxes	X			X
	5	Duty amount	The amount of tax assessed on an item imported or exported	X			X
	6	Freight/shipping amount	The amount of shipping and/or freight charges	X			X
	7	Line item total	Total amount of each of the individual items purchased	X		X	X
	8	Merchant order number/format	The order number of the purchase	X			X
	9	Order date	The date the order was placed	X			X
	10	Internet order (yes/no)	Yes/No indicator identifying if the transaction was performed over the internet				
	11	Product/Service code	A two position alpha numeric code that defines the type of a product or a service per line item	X		X	X
	12	Product/Service Description	Description of the product/service offered at a line item level	X		X	X
	13	Quantity	Number of items ordered	X		X	X
	14	Ship from country code	The country code designating the origin of the shipment	X			X
	15	Ship from zip codes	The zip codes designating the origin of the shipment	X			X
	16	Ship to country code	The country code designating the destination of the shipment	X			X
	17	Ship to ZIP codes	The zip codes designating the destination of the shipment	X			X
	18	Summary/item commodity code and descriptor	A four position field summary or item commodity code	X			X
	19	Total discount amount/discount per line item	Total discount per unit item purchased	X			X
	20	Unit cost	Total cost per unit item purchased	X		X	X
	21	Unit of measure/code	Unit of measure/code of the purchased item	X			X
	22	Invoice number	The invoice number of the purchase	X	X		X

	Data Field	Description	Purchase	Travel	Fleet	Master File	Transaction
AIRLINE INDUSTRY TRANSACTION DATA	1	Air Miles		X			X
	2	ARC Carrier Code		X			X
	3	Arrival time	The time of arrival at the destination		X		X
	4	Class service	The code identifying the class (i.e., YDG, YCA, CA)		X		X
	5	Conjunction ticket	The ticket number of the conjunction tickets when travel comprises of more than four legs		X		X
	6	Coupon No.	The number identifying the travel leg of a multi-leg trip. (i.e., 1,2,3,4)		X		X
	7	Currency code	The code identifying the currency used for payment		X		X
	8	Departure date	The date of departure from the origin		X		X
	9	Departure time	The time of departure from the origin		X		X
	10	Destination city	Destination city for each leg traveled		X		X
	11	Endorsement/Restrictions	Additional ticket endorsements or restrictions. (i.e., Checkage[1], Invitational Travel Order[2], Prisoner[3], etc.)		X		X
	12	Exchange ticket amount	The total amount of reissued ticket including fare, fees and taxes		X		X
	13	Exchange ticket number	The ticket number of the exchanged/reissued ticket		X		X
	14	Fare basis code	The fare basis code associated for the service class including YCA, YDG, etc		X		X
	15	Fee	The amount of Applicable fees/surcharges		X		X
	16	Flight No.	The flight number of the flight		X		X
	17	Frequent Flyer Number	The frequent flyer number of the cardholder		X		X
	18	Internet indicator	Yes/No indicator identifying if the transaction was performed over the internet		X		X
	19	Invoice Number	The invoice number that is supplied by the booking agent		X		X
	20	Issue Date	Date of issue of the airline ticket		X		X
	21	Issuing Carrier	The code of the airline issuing the ticket		X		X
	22	One Way Flag	Indicator identifying if the ticket is a one way ticket		X		X
	23	Origin city	The city of origin for each leg traveled		X		X
	24	Passenger Name	The name of the passenger		X		X
	25	PNR locator	Passenger Name Record number identifying a booking Links records between hotel, car and air travel Generated when booking travel via third party vendor		X		X
	26	Stopover	Indicator identifying whether a leg is a stopover or not. (i.e., X or O each leg traveled)		X		X
	27	Taxes	The total tax amount charged including domestic/international taxes		X		X
	28	Ticket Number	Airline Control Number or the number on the ticket issued by the airline		X		X
	29	Total cost	The total amount of the ticket comprising of Total fare + fees + taxes		X		X
	30	Total fare	Total fare for all legs traveled not including taxes and fees		X		X
	31	Tour code	The airline discount number		X		X
	32	Travel agency code	Code of the travel agency through which booking was done An 8 digit IATA Code that identifies a travel agent		X		X
	33	Travel agency name	Name of the travel agency through which booking was done		X		X
	34	Travel Type	The type indicating the geographic region of the travel. (i.e., CONUS, OCONUS, FOREIGN, LOCAL)		X		X

	Data Field	Description	Purchase	Travel	Fleet	Master File	Transaction
LODGING INDUSTRY TRANSACTION DATA	1	Business Center charges		X			X
	2	Cancellation Charges		X			X
	3	Cash advances		X			X
	4	Check in date		X			X
	5	Check out date		X			X
	6	Daily room rate		X			X
	7	Domestic/international flag		X			X
	8	Extra charges		X			X
	9	FEMA Approved		X			X
	10	FEMA Number		X			X
	11	Food/beverage and mini bar charges		X			X
	12	FSA Certified		X			X
	13	Gift shop purchases		X			X
	14	Health club charges		X			X
	15	Hotel folio number		X			X
	16	Laundry charges		X			X
	17	Movie charges		X			X
	18	No Show indicator		X			X
	19	Non-room charges		X			X
	20	PNR Locator (connects to air)		X			X
	21	Prepaid expenses		X			X
	22	Property Address		X			X
	23	Property Chain code		X			X
	24	Property Fax number		X			X
	25	Property name		X			X
	26	Property phone number		X			X
	27	Rate Code (CD Number)		X			X
	28	Room nights		X			X
	29	Room type		X			X
	30	Summary tax elements		X			X
	31	Telephone charges		X			X
	32	Valet parking charges		X			X

	Data Field	Description	Purchase	Travel	Fleet	Master File	Transaction
CAR RENTAL INDUSTRY TRANSACTION DATA	1	Car class code	The code indicating the type of car (e.g., Economy, Compact)		X		X
	2	Car rental agreement number	The number identifying the car rental agreement		X		X
	3	Check in date	The pick up date of the rental car		X		X
	4	Check out date	The drop-off date the rental car		X		X
	5	Collision Damage Wavier	Indicator to identify if Collision Damage insurance was waived		X		X
	6	Country code	The ISO 3166 3-digit country code identifying the country where the car was rented		X		X
	7	Daily/weekly rental rate	The daily/weekly rental rates for the car		X		X
	8	Days rented	Number of days the car was rented		X		X
	9	Extra/Other Charges	The amount denoting all other non-line item charges		X		X
	10	Fuel charges	The total amount of fuel charges incurred during the rental period		X		X
	11	GARS	Supplemental fee charged for insurance		X		X
	12	Insurance charges	Charges incurred due to rental car		X		X
	13	Late return charges/hourly rate	Hourly rate charges due to late return of rental car		X		X
	14	Location car returned to	The location where the rental car was returned		X		X
	15	No Show Indicator	Indicator to identify if cardholder did not pick up or cancel the rental reservation		X		X
	16	One-way/drop-off charges	Charges incurred due to one way/drop off		X		X
	17	Other Charges Description	The description of any other non-line item charges. (e.g., Incidental Damage Charges)		X		X
	18	PNR locator (link to air)	Passenger Name Record number identifying a booking. Links records between hotel, car and air travel. Generated when booking travel via third party vendor		X		X
	19	Rate Code	The code identifying the rental rate of the car. (e.g., Govt., AARP, AAA rates)		X		X
	20	Regular and extra mileage charges	Total mileage charges incurred during the rental period		X		X
	21	Renter name	Name of the renter of the car		X		X
	22	Summary Tax Elements	The total dollar amount of all taxes paid		X		X
	23	Telephone charges	Charges incurred due to usage of telephone		X		X

	Data Field	Description	Purchase	Travel	Fleet	Master File	Transaction
FLEET CARD SPECIFIC TRANSACTION DATA	1	Driver ID/Access ID			X		X
	2	Equipment ID			X		X
	3	Station location number			X		X
	4	Brand name			X		X
	5	Discount amount and per line item discount			X		X
	6	Federal excise tax			X		X
	7	Fuel type			X		X
	8	Gross and net non-fuel price			X		X
	9	Gross fuel price			X		X
	10	Local motor fuel tax			X		X
	11	Local sales tax			X		X
	12	Miscellaneous fuel tax exemption status			X		X
	13	Net fuel price			X		X
	14	Odometer reading			X		X
	15	Service type			X		X
	16	State motor fuel tax			X		X
	17	State sales tax			X		X
	18	Time of purchase			X		X
	19	Type of purchase			X		X
	20	Unit of measure			X		X

	Data Field		Purchase	Travel	Fleet	Master File	Transaction	
SUMMARY TRANSACTION DATA	1	Total Dollar Charge Volume	Total dollar value of purchases and charges including credits calculated on a monthly and YTD basis	X	X	X		X
	2	Total Net Dollar Charge Volume	Total dollar value of purchases and charges less credits calculated on a monthly and YTD basis	X	X	X		X
	3	Total Number of Charge Transactions	Count of total transactions processed calculated on a monthly and YTD basis	X	X	X		X
	4	Total Dollar Credits	Total dollar value of credits calculated on a monthly and YTD basis	X	X	X		X
	5	Total ATM Fees	Total dollar value of fees for ATM transactions calculated on a monthly and cumulative YTD basis		X			X
	6	Total ATM Transactions	Total number of ATM transactions calculated on a monthly and YTD basis		X			X
	7	Total ATM Volume	Total dollar value of ATM transactions calculated on a monthly and YTD basis		X			X
	8	Total Travelers Check Fees	Total fee dollar value on traveler checks calculated on a monthly and YTD basis		X			X
	9	Total Travelers Check Transactions	Total number of travelers checks calculated on a monthly and YTD basis		X			X
	10	Total Travelers Check Volume	Total dollar value of travelers checks calculated on a monthly and YTD basis		X			X
	11	Total Cash Product	The Total dollar value of ATM and travelers check dollars calculated on a monthly and YTD basis	X	X			X
	12	% of Spend	ATM and travelers checks spend as a percentage of total program spend calculated on a monthly and YTD basis	X	X			X
	13	Total Convenience Check Fees	The total dollar value of fees assessed on convenience checks calculated on a monthly and cumulative YTD basis	X				X
	14	Total YTD Convenience Check Transactions	The total number of convenience checks calculated on a monthly and YTD basis	X				X
	15	Total Convenience Check Volume	Total dollar value of convenience checks calculated on a monthly and YTD basis	X				X
	16	Number of Transactions Over the Micro-purchase Threshold	The number (count) of transactions over \$2500	X	X	X		X
	17	Number of Transactions Under the Micro-purchase Threshold	The number (count) of transactions at or below \$2500	X	X	X		X
	18	Total Dollar Value of Transactions Over the Micro-purchase threshold	The dollar value (sum) of transactions over \$2500	X	X	X		X
	19	Total Dollar Value of Transactions Under the Micro-purchase Threshold	The dollar value (sum) of transactions at or below \$2500	X	X	X		X
	20	Comparison % of Reporting Period	Percentages of transactions and spend for the current reporting period and fiscal year activity compared to the prior reporting period/fiscal year	X	X	X		X
	21	Total number of transactions per (1) MCC and (2) Merchant	The number of transactions per merchant and merchant category. Calculated on a quarterly and/or cumulative YTD basis	X	X	X		X
	22	Total Transaction Dollar Amount per (1) MCC and (2) Merchant	The total dollar amount for merchant and merchant category. Calculated on a quarterly and/or cumulative YTD basis	X	X	X		X
	23	Average Dollar Amount per (1) MCC and (2) Merchant	The average dollar amount for merchant and merchant category. Calculated on a quarterly and/or cumulative YTD basis	X	X	X		X
	24	% Change from Preceding Quarter	Percentage change in transactions and spend from the prior quarter					X
	25	% Change from Same Quarter of Previous Year	Percentage change in transactions and spend from the same quarter of previous fiscal year	X	X	X		X
	26	Gross amount due	The total amount due to the issuing bank			X		X
	27	Discount amount	The total dollar value of discounts received			X		X
	28	Total Federal Excise tax	The total dollar value of excise tax			X		X
	29	Total local motor fuel tax	The total dollar value of local motor fuel tax			X		X
	30	Total local sales tax	The total dollar value of local sales tax			X		X
	31	Total state motor fuel tax	The total dollar value of state motor fuel tax			X		X
	32	Total state sales tax	The total dollar value of state sales tax			X		X
	33	Net charge/credit	Gross amount due to the issuing bank less credits and adjustments			X		X

	Data Field	Description	Purchase	Travel	Fleet	Master File	Transaction
SUMMARY AIRLINE/LODGING/CAR RENTAL INDUSTRY DATA	1	Airport/city pair code 1	The airport code of the origination city	X			X
	2	Airport/city pair code 2	The airport code of the destination city	X			X
	3	YCA Dollars	The total dollar spend, excluding taxes, fees and surcharges on the travel fare basis code YCA. YCA is the contract award fare for travel class "coach"		X		X
	4	YCA Fees	The total dollar fees assessed on the travel fare basis code YCA. YCA is the contract award fare for travel class "coach"		X		X
	5	YCA Taxes	The total dollar taxes assessed on the travel fare basis code YCA. YCA is the contract award fare for travel class "coach"		X		X
	6	YCA Trips	The total number of trips using travel fare basis code YCA. YCA is the contract award fare for travel class "coach"		X		X
	7	CA Dollars	The total dollar spend, excluding taxes, fees and surcharges on the travel fare basis code CA (i.e., Contract Award.)		X		X
	8	CA Fees	The total dollar fees assessed on the travel fare basis code CA (i.e., Contract Award)		X		X
	9	CA Taxes	The total dollar taxes assessed on the travel fare basis code CA (i.e., Contract Award)		X		X
	10	CA Trips	The total number of trips using travel fare basis code CA. (i.e., Contract Award)		X		X
	11	YDG Dollars	The total dollar spend, excluding taxes, fees and surcharges on the travel fare basis code YDG. YDG is the discounted coach fare from airline carriers that do not have a City Pair Contract award		X		X
	12	YDG Fees	The total dollar fees assessed on the travel fare basis code YDG. YDG is the discounted coach fare from airline carriers that do not have a City Pair Contract award		X		X
	13	YDG Taxes	The total dollar taxes assessed on the travel fare basis code YDG. YDG is the discounted coach fare from airline carriers that do not have a City Pair Contract award		X		X
	14	YDG Trips	The total number of trips using travel fare basis code YDG. YDG is the discounted coach fare from airline carriers that do not have a City Pair Contract award		X		X
	15	DG Dollars	The total dollar spend, excluding taxes, fees and surcharges on the travel fare basis code DG. DG is the discounted fare from airline carriers that do not have a 'City Pair' Contract award		X		X
	16	DG Fees	The total dollar fees assessed on the travel fare basis code DG. DG is the discounted fare from airline carriers that do not have a 'City Pair' Contract award		X		X
	17	DG Taxes	The total dollar taxes assessed on the travel fare basis code DG. DG is the discounted fare from airline carriers that do not have a 'City Pair' Contract award		X		X
	18	DG Trips	The total number of trips using travel fare basis code DG. DG is the discounted fare from airline carriers that do not have a 'City Pair' Contract award		X		X
	19	Non-CA Dollars	The total dollar spend, excluding taxes, fees and surcharges on travel fare basis codes other than CA		X		X
	20	Non-CA Fees	The total dollar fees assessed on travel fare basis codes other than CA		X		X
	21	Non-CA Taxes	The total dollar taxes assessed on travel fare basis codes other than CA		X		X
	22	Non-CA Trips	The total number of trips using travel fare basis code other than CA		X		X
	23	Total dollars	The total amount of all fares excluding taxes and fees/surcharges	X	X	X	X
	24	Total fees	The total dollar amount of all applicable fees/surcharges	X	X	X	X
	25	Total taxes	The total dollar amount of all domestic/international taxes	X	X	X	X
	26	Total trips	Total number of trips between city pairs		X		X
	27	Number of Transactions per Property	Total number of transactions by property by customers		X		X
	28	Number of Room Nights per Property	Total number of room nights per property		X		X
	29	Amount Spent per Property	The dollar amount spent per property		X		X
	30	Extra/other charges	The amount denoting all other non-line item charges		X		X

	Data Field		Purchase	Travel	Fleet	Master File	Transaction
SUMMARY AGING DATA	1 Outstanding Balance	Total dollar amount due to the issuing bank	X	X	X		X
	2 Current Balance	The dollar amount of unpaid charges made during the monthly billing cycle most recently completed	X	X	X		X
	3 # of accounts Past Due	Number of accounts past due for the following aging buckets: 31-60 days, 61-90 days; 91-120 days; over 120 days (excluding write offs)	X	X	X		X
	4 \$ amount of unpaid charges Past Due	Total amount of unpaid charges past due for the following aging buckets: 31-60 days, 61-90 days; 91-120 days; over 120 days	X	X	X		X
	5 # of Accounts Written-off	Number of accounts that have been written off	X	X	X		X
	6 Total \$ in Recoveries	Total amount of dollars recovered from previously written off transactions	X	X	X		X
	7 Total \$ in Write-offs	Total amount written off	X	X	X		X
	Data Field	Description	Purchase	Travel	Fleet	Master File	Transaction
SUMMARY CH	1 Number of Active Cards/Cardholders	Total number of active accounts/cards/cardholders. Calculated on a monthly and YTD basis	X	X	X		X
	2 Total Number of Cards/Cardholders	Total number of accounts/cards/cardholders	X	X	X		X
	3 % of Total Dollars	The percentage of dollar spend by agency hierarchy level compared to the total agency spend for that business line	X	X	X		X

C.3.3 REPORTING REQUIREMENTS

As specified in C.3.2 Program and Transaction Data, the Contractor shall provide, at a minimum, Level 1, 2, and 3 program and transaction data and transmit all data provided by merchants and obtained by the Contractor to the Government. Once data has been transmitted to the Government and is in the Government's possession, the data becomes the property of the Government.

The ability for the Government to create ad-hoc reports electronically based on program and transaction data elements is required. Electronic reports shall provide the full functionality, including the ability to roll-up or break down the reports by agency/organization levels within an agency/organization (e.g., department, major components within a department, offices within major components, sub-elements within offices) and summary levels. Electronic transmission of reports is required through the electronic access system, unless otherwise specified by the agency/organization at the task order level. At a minimum, the reports shall correspond with the agency/organization billing cycle. In addition, the Contractor shall offer alternative electronic reporting cycles (including, but not limited to, daily, weekly, monthly). Agencies/organizations may choose more frequent electronic reporting (i.e., daily, weekly, etc.) to meet specific requirements.

The Contractor shall provide its standard commercial reports as well as reports specified below. Agencies/organizations may choose to receive some or all of the standard reports and shall determine the frequency, distribution points and method of transmission at the task order level. The agency/organization may develop performance objectives to assess Contractor compliance with agency/organization reporting requirements at the task order level. For each performance objective, the agency/organization may specify performance standards, acceptable quality level, and a method of assessment. Examples of performance objectives for reporting include, but are not limited to, timeliness and accuracy of the reports.

All data and reports provided by the Contractor shall be consistent. All reports shall be titled, dated, numbered, and paginated. Report information must coincide with invoice information and transaction data information.

Release of program and transaction data is generally governed by 5 U.S.C. § 552, Freedom of Information Act (FOIA). Reports submitted to the Government pursuant to this contract may be releasable under FOIA.

C.3.3.1 AGENCY/ORGANIZATION REPORTS

C.3.3.1.1 *Essential Reports*: The Contractor shall offer its standard commercial reports. Where the following reports are required by the agency/organization, the Contractor shall provide them to the agency/organization through the EAS via secure electronic file transfer, unless otherwise specified by the agency/organization at the task order level., for the time period (if

applicable) and at the frequency (if applicable) requested by the agency/organization. NOTE: If the Contractor has a commercial report that will meet the stated specific need, it may propose that report in lieu of the one specified and demonstrate how the proposed substitution meets the need.

- a) Invoice: This is the official invoice. Required data elements are stated in C.1.18.1.10 Invoices;
- b) Invoice Status Report: This report lists payment status on each outstanding invoice and includes all transaction data including original invoice number and other references required to identify the charge. This report is generally used by Designated Billing Offices to manage payments and disputes;
- c) Transaction Dispute Report: This report lists all outstanding and resolved transaction disputes and includes all information necessary to identify, track, balance, and obtain status on the dispute from the original charge through resolution. This report must include all attributes of the original charge. This report is generally used by the Transaction Dispute Office to manage disputes. NOTE: The Travel Card Program requires this information segregated by individually and centrally billed accounts;
- d) Pre-Suspension/Pre-Cancellation Report: This report lists accounts eligible for suspension or cancellation as defined in C.1.18.2 Account Suspension and Cancellation and identifies account name, account number, status, balance past due, number of days past due, and interest penalty for centrally billed accounts. This report is generally used by the A/OPC to flag cardholders and accounts for A/OPC action and delinquency control. NOTE: The Travel Card Program requires this information segregated by individually and centrally billed accounts;
- e) Suspension/Cancellation Report: This report lists accounts that have been suspended or canceled as defined in C.1.18.2 Account Suspension and Cancellation and identifies account name, account number, status (suspended or canceled), date of status, balance past due, number of days past due, and interest penalty for centrally billed accounts. This report is generally used by the A/OPC for delinquency management. NOTE: The Travel Card Program requires this information segregated by individually and centrally billed accounts;
- f) Renewal Report: This report lists cards/accounts due to expire and identifies account name, account number, expiration date, and any other information required to determine renewal status. This report is generally used by the A/OPC to flag expiring cards;
- g) Delinquency Report: This report lists account status for each 30-120+ day time frame (i.e., 30, 60, 90, 120 or more days). This report is generally used by the Designated Billing Office and the Chief Financial Officer to identify and manage delinquencies. NOTE: The Travel Card Program requires this information segregated by individually and centrally billed accounts;
- h) Exception Report: This report or series of reports identifies lost, stolen, invalid or canceled cards, declined transactions and unusual spending activity, and details such as unusual transaction activity. It includes current and past due balances. The Contractor shall include agency/organization specific exception report data elements in this report upon request. This report is generally used by A/OPCs and Designated Billing Offices to monitor cardholder activity, track misuse, and/or identify training needs of a cardholder;
- i) Detailed Electronic Transaction File: This electronic file lists each cardholder's detailed transactions for the reporting period and contains all transaction data. This file is generally used by the agency/organization in processing transactions through their financial systems and for reporting purposes;
- j) OMB Report: This report provides transaction data required by Chapter 5 – Performance Metrics and Data Requirements of OMB Circular A-123, Appendix B for both the Travel and Purchase Card Business Lines. Examples of this transaction data includes, but is not limited to, number of cards, number of active accounts, etc.;
- k) Approving Official Listing/Span of Control Report: This report provides a listing of AOs within the agency/organization, and the number of accounts and names of cardholders under each AO;
- l) ATM Report: This report lists the number of ATM withdrawals and ATM withdrawal limits for each account/cardholder; and

- m) Refund Detail Report: This report lists detailed sales and productivity refunds earned by each agency/organization by organizational level. This report shall also include the percentage of potential refunds earned by the agency/organization and an explanation of how this figure was derived. This report shall include daily accrual figures.

C.3.3.1.2 *Other Agency Reports:* The Contractor(s) shall offer its standard commercial reports. Agencies/organizations may choose to receive some or all of the following reports or the Contractor's standard commercial reports. Electronic reports are required, unless otherwise specified by the agency/organization at the task order level:

- a) Account Activity Report: This report consists of summary totals for the reporting period, the fiscal year-to-date, by card and agency/organization. This report is generally used at all levels to obtain and manipulate program data. See CP.3.3.1 Account Activity Report for the Purchase Card Program, CT.3.3.1.1 Account Activity Report for the Travel Card Program, and CF.3.3.1.1 Account Activity Report for the Fleet Card Program for specific data elements;
- b) Master File Report: This report consists of master file information specified in C.3.2.1.3 Master File and Figure 3.2.2 Program and Transaction Data Table. It shall indicate whether the account is new since the previous Master File Report or within a period of time as specified by the A/OPC. This report is generally used by the A/OPC to manage program data;
- c) Statistical Summary Report: This report shall provide program summary information. This report is generally used at all levels to obtain and manipulate summary data. See CF.3.3.1.2 Statistical Summary Report for the Fleet Card Program, CT.3.3.1.2 Statistical Summary Report for the Travel Card Program and CP.3.3.1.2 Statistical Summary Report for the Purchase Card Program for specific data elements;
- d) Account Change Report: This report lists any changes made to the master file information specified in C.3.2.1.3 Master File and Figure 3.2.2 Program and Transaction Data Table, and identifies what and when elements(s) were changed. This report is generally used by A/OPCs to manage program data as well as to flag/verify changes;
- e) Current Accounts Report: This report lists all accounts in alphabetical order and includes all information necessary to identify and contact the account holder. This report is generally used by A/OPCs as an easy reference to cardholder identification. NOTE: The Travel Card Program requires this information segregated by individually and centrally billed accounts;
- f) 1099 Report Information: This report lists summary payments made to merchants on a quarterly and cumulative calendar year basis. It shall be in merchant TIN ascending numeric order and include a description of the purchase, amount of purchase, merchant name, merchant corporate status (see C.1.4 Definitions), identify doing business as (DBA) if applicable, and merchant address. This report is generally used to assist the agency/organization in fulfilling the requirements of 26 U.S.C. § 6041 and § 6041(A);
- g) 1057 Report: This report lists summary merchant demographic information (minority, women-owned business) on a quarterly and cumulative fiscal year basis. It shall be in merchant TIN ascending numeric order and include amount of purchase, merchant name, merchant address, merchant demographic information, the North American Industrial Classification System (NAICS) Code, and size standard. This report is generally used by the agency/organization in fulfilling its small business and small disadvantaged business goals;
- h) Payment Performance and Refund Report: This report lists the payment performance (average payment time) and any refunds paid to the agency/organization level. It includes total net charge volume, payment performance, refund amount and type of refund. This report is generally used by the agency/organization to analyze payment performance and refunds as well as for audit purposes. This report shall include daily accrual figures. This report shall also include the percentage of potential refunds earned by the agency/organization and an explanation of how this figure was derived;
- i) Write-Off Report: This report lists the amount of the write-off and date written off. This report is generally used by the agency/organization to identify problem areas to better manage delinquencies in the future, to analyze and project programmatic data for the future, and to verify and balance delinquent data in contract reports;
- j) Summary Quarterly Merchant Report: This report lists, by fiscal year quarter, summary spending information by merchant category code and product categories. This report includes merchant category code description, number of transactions per merchant category code, total dollar amount per merchant category code, and average dollar amount

per merchant category code. This report is generally used by the agency/organization to summarize supplier categories where the agency/organization dollars are spent, trend analysis, etc.;

- k) **Summary Quarterly Merchant Analysis Report:** This report lists, by fiscal year, a detailed quarterly and cumulative summary of the top 100 merchants, by individual merchant, city, state, and service type, in total dollars and total number of transactions. This report is generally used by the agency/organization to negotiate better discounts with merchants, trend analysis, etc.; and
- l) **Summary Quarterly Merchant Ranking Report:** This report lists, by fiscal year, a quarterly and comparative summary by name and type of merchant, ranking the major merchants and their dollar charges, along with a percentage breakdown of totals and changes from the previous quarter and the same quarter a year ago, if applicable. This report is generally used by the agency/organization for market and trend analysis, etc.

CP.3.3.1 PURCHASE SPECIFIC

In addition to C.3.3 Reporting Requirements, the Contractor shall also provide the data listed in this section.

CP.3.3.1.1 *Account Activity Report for the Purchase Card Program:* This report includes complete account activity, both active and inactive, and includes a roll-up section. It includes convenience check transactions. It reports current and fiscal year account activity. It segregates charges and credits by individual or agency/organization accounts with current period totals of the data elements identified. It includes merchant information such as name, address, TIN, merchant category code, etc.

CP.3.3.1.2 *Statistical Summary Report for the Purchase Card Program:* This report lists dollar volume, convenience check volume, number of transactions, active cardholders, total number of accounts, new accounts, miscellaneous fees, and identification of fees (e.g., fees for customized services, fees for convenience checks, fees for value added product and service offerings) on a current and fiscal year basis.

CP.3.3.1.3 *Summary Quarterly Purchase Report:* This report provides a summary of purchases under the micro-purchase threshold as described in FAR 2.5. It also provides a summary of purchases over the micro-purchase threshold. It includes number of transactions, the dollar volume and comparative percentages for the current reporting period and fiscal year activity.

CP.3.3.1.4 *OMB Report for the Purchase Card Program:* This report provides transaction data required by Chapter 5 – Performance Metrics and Data Requirements of OMB Circular A-123, Appendix B for purchase cards only. Examples of this transaction data include ratio of purchase cardholders to approving officials (span of control), average number of monthly purchase card transactions reviewed per approving official, etc.

CT.3.3.1 TRAVEL SPECIFIC

In addition to, C.3.3 Reporting Requirements, the Contractor shall also provide the data listed in this section.

CT.3.3.1.1 *Account Activity Report for the Travel Card Program:* This report includes complete account activity, both active and inactive, and includes a roll-up section. It includes ATM and travelers check transactions. It reports current and fiscal year account activity. It segregates all charges and credits by individually or centrally billed accounts, with current period totals of the data elements identified. It includes merchant information such as name, address, TIN, merchant category code, etc.

CT.3.3.1.2 *Statistical Summary Report for the Travel Card Program:* This report lists dollar volume, ATM volume, travelers check volume, number of transactions, active cardholders, total accounts, new accounts, miscellaneous fees, and identification of fees (e.g., fees for customized services, fees for value added product and service offerings) on a current and fiscal year basis.

CT.3.3.1.3 *Airline Credit/Refund Report:* This report lists all credits, including refunds, by individually billed accounts and centrally billed accounts. It includes merchant name, credit amount, and credit date. If available, the Contractor shall provide the original ticket number for which the credit was issued.

CT.3.3.1.4 *Write-off Report for the Travel Card Program:* In addition to the requirements of C.3.3.1 Agency/Organization Reports, subparagraph i, this report shall also list the amount of the write-off and the date written off for individually billed accounts.

CT.3.3.1.5 *Invoice Status Report for the Travel Card Program:* In addition to the requirements of C.3.3.1 Agency/Organization Reports, subparagraph b, this report shall also list ticket numbers.

CT.3.3.1.6 *Pre-paid Cards on Individually Billed Accounts*: This report lists, by name and account number, the number of pre-paid cards provided and associated dollar value of the pre-funded cards for each agency/organization.

CT.3.3.1.7 *OMB Report for the Travel Card Program*: This report provides transaction data required by Chapter 5 – Performance Metrics and Data Requirements of OMB Circular A-123, Appendix B for travel cards only. Examples of this transaction data include percentage of travel cardholders that travel less than 5 times annually, number and percentage of travel cards with monthly and/or transaction limits, etc.

CF.3.3.1 FLEET SPECIFIC

In addition to C.3.3 Reporting Requirements, the Contractor shall also provide the data listed in this section.

CF.3.3.1.1 *Account Activity Report for the Fleet Card Program*: Data elements required for the reporting period are:

- a) Total Transactions;
- b) Total Units for the Reporting Period for each Fuel Type by Unit Type;
- c) Total Taxes for each state by tax category;
- d) Total Gross Fuel Charges for each Fuel Type;
- e) Total Gross Non-Fuel Charges for Non-Fuel Category;
- f) Total Net Fuel Charges for each Fuel Type;
- g) Total Net Non-Fuel Charges for Non-Fuel Category;
- h) Grand Total Gross Fuel Charges;
- i) Grand Total Gross Non-Fuel Charges;
- j) Grand Total Taxes Deducted;
- k) Grand Total Net Fuel Charges; and
- l) Grand Total Net Non-Fuel Charges.

CF.3.3.1.2 *Statistical Summary Report for the Fleet Card Program*: Data elements required for the reporting period are:

- a) Agency/Organization;
- b) Customer Account;
- c) Task Order Number;
- d) Fuel Sales (Purchases made using card);
- e) Non-Fuel Sales (Purchases made using card);
- f) Number of Fuel Transactions;
- g) Number of Non-Fuel Transactions;
- h) Miscellaneous Charges (line item description);
- i) Number of Active (recently used) Cards;
- j) New Cards Issued;
- k) Number of Replacement Cards Issued;
- l) Number of Cards Cancelled;
- m) Number of Cards Reported Lost;
- n) Number of Cards Reported Stolen;
- o) Total Customer Units (Accounts);
- p) Total New Customer Units; and
- q) Total Number of Cards in Inventory.

CI.3.3.1 INTEGRATED SPECIFIC

The Contractor shall offer a program that provides all of the requirements of C.3.3.1 Agency/Organization Reports, CP.3.3.1 Purchase Specific, CT.3.3.1 Travel Specific, and CF.3.3.1 Fleet Specific, as applicable.

C.3.3.2 GSA REPORTS

GSA intends to develop or contract separately with a third party vendor for data warehousing services in order to compile data from multiple databases, different operating systems, and various platforms. The Contractor shall provide GSA or a designated 3rd party vendor with the support required during the design, construction, testing, and implementation of the data warehousing services. This includes, but is not limited to, support in understanding the Contractor's technology infrastructure/platform to

help in design and construction, as well as access to current and historic government charge card data to support testing and implementation.

Once the data warehouse capabilities are in place, the Contractor shall provide GSA or the designated third party vendor with detailed transaction data as specified in C.3.2 Program and Transaction Data. The Contractor shall provide GSA with complete data dictionaries for all data elements. At a minimum the data dictionaries should include detailed field level descriptions, business rules used, data lengths, data types, and file layouts. In addition the Contractor shall provide GSA with the data specified in (a) to (d) below, which is required for oversight and management of the program.

The Contractor shall provide all transaction data in a standard commercial flat file format (ASCII format) with the option to provide additional file formats including, but not limited to, XML and XBRL. The flat file shall be transmitted electronically on a daily basis via secure file transfer protocol (FTP) at an FTP address to be specified by GSA or the GSA designated 3rd party vendor. GSA reserves the right to unilaterally change the electronic format specified during the contract period, at no cost to the Government. Additionally, the Contractor shall provide the capability for GSA to utilize the ad hoc reporting functionality of the EAS Systems for any additional future reporting needs that are not listed in the aforementioned sections.

All data fields are mandatory unless otherwise specified. All mandatory fields must contain data/value (i.e., they cannot be left blank). All files must be in CSV format.

- a) Government-Wide Aging Analysis Data File: This data file lists summary account status and ranking for 30-120+ day time frame on a government-wide basis for each agency/organization and each business line by reporting hierarchy levels. It shall segregate account status by 30, 60, 90, 120+, write-offs and recoveries, by agency/organization. It shall include both individually and centrally billed accounts. The data shall be submitted electronically to GSA or the GSA designated 3rd party on a daily basis.

Field Name	Description
Agency/Organization Name	The name of the Approving Official's agency/organization
Agency/Organization ID Number	Codes that identify Federal and Federally Assisted Organizations (formerly FIPS 95-2). Available at http://csrc.nist.gov/publications/nistpubs/index.html , Document# sp 800-87
Bank Name/ID	Name of the bank/bank identifier as defined by the Government
Outstanding Balance	Total dollar amount due to the issuing bank
Current Balance	The dollar amount of unpaid charges made during the monthly billing cycle most recently completed
Number of accounts Past Due	Number of accounts past due for the following aging buckets: 31-60 days, 61-90 days; 91-120 days; over 120 days (excluding write-offs)
Dollar amount of unpaid charges Past Due	Total amount of unpaid charges past due for the following aging buckets: 31-60 days, 61-90 days; 91-120 days; over 120 days
Number of Accounts Written-off	Number of accounts that have been written off
Total Dollar in Write-offs*	Total amount written off
Total Dollar in Recoveries	Total amount of dollars recovered from previously written off transactions
Card Program Type	Code identifying the type of the card program. (i.e., Purchase, Fleet, Travel (IBA), Travel (CBA/GTA))

* Do not send net write-off figures (i.e., write-offs less recoveries).

- b) Agency/Organization Refund Data File: This report lists sales and productivity refunds at the summary level to the agency/organization for each business line by reporting hierarchy levels. This report shall be sent by the 15th calendar day of each fiscal year quarter.

Field Name
Agency/Organization Name
Agency/Organization ID #
Contractor Name/ID
Total Refund Amount for Quarter
Agency/Organization Net Charge Volume for Quarter
Total number of Non Interchange Based Transactions for Quarter ⁶⁵
Total dollar spend through Non Interchange Based Transactions for Quarter ¹
Card Program Type

- c) Task Order Copies: The Contractor shall post an electronic copy of each awarded task order for each business line on their website and provide access to this information via a link on GSA’s website. The Contractor shall include the agency/organization task order and the awarded terms and conditions and pricing. Complete copies shall be posted once the task order has been awarded. In addition, the Contractor shall post an electronic copy of all modifications to the task orders on their website and provide access to this information via a link on GSA’s website. The Contractor shall inform the GSA Contracting Officer of newly posted modifications throughout the life of the contract.
- d) Agency/Organization Levels: The Contractor shall provide GSA with a file describing agency/organization levels. The agency/organization level is the reporting hierarchy established by the agency/organization. The file shall contain the complete agency/organization level data and shall be sent to GSA when a change is posted to an agency/organization level.

C.3.3.2.1 GSA REPORTING REQUIREMENTS – OTHER

a) This report provides a socioeconomic analysis of government purchase charge card transactions on small businesses. Specified in this section are the data requirements, record formats, and data validation rules.

This data file shall be submitted via Secure File Transfer Protocol (SFTP) to the Federal Procurement Data System-Next Generation (FPDS-NG) not later than the 60th calendar day after the end of each federal government fiscal year quarter (i.e., Oct-Dec - 1st quarter/Jan-Mar -2nd quarter/Apr-Jun - 3rd quarter/Jul-Sep - 4th quarter). The contractor shall provide socioeconomic data in a standard commercial flat file format (ASCII format) with the option to expand to other file formats (e.g. XML, XBRL, Unicode). This is to ensure the correct conversion of line termination code(s) when transferring data between computers running different operating systems. Contractors shall follow the below guidance in fulfilling this reporting requirement:

- (1) The Contractor shall use the Central Contractor Registration (CCR) to determine the business type, size, and socioeconomic characteristics. (Note: Data coming from a 3rd party source is also acceptable.) CCR is the only source for SBA certified Historically Underutilized Business Zone (HUBZone), SBA certified Small Disadvantaged Business (SDB), and SBA certified 8(a) businesses. The CCR should also be used to determine the type and ownership of other businesses including: woman-owned business, veteran-owned business, service-disabled veteran-owned business, and other disadvantaged business.

⁶⁵ For the purposes of this report, Non Interchange Based Transactions refer to transactions described in B.4.5 Non Interchange Based Transactions. These transactions do not include Fee Based Items described in B.3.3 Fee-Based Items.

- (2) For merchants that are not registered in CCR, a third party source may be used to determine business type, size, and socio-economic characteristics. However, the small business size criteria applied by a third party source must meet the SBA small business size definitions based upon annual revenue or number of employees, assets, or megawatt hours as outlined in 13 CFR 121. If the business size cannot be determined by a third party source, merchant size shall continue to be identified as unknown for the reporting period.
- (3) The file naming convention for submission to FPDS-NG via SFTP in a compressed zip format is as follows: must be a valid UNIX or Windows file name containing the three character alpha code GSA SmartPay® Contractor name, the underscore character, the Card Brand (VI or MC), the underscore character, the Period of Report (YYYYQ where Q is 1-4), the underscore character, a running serial number to distinguish multiple versions of the same file, the underscore character, and a file extension of txt.Z. The files shall also be encrypted and decrypted using PGP. For e.g., ABC_VI_20061_1_txt.Z
- (4) The contractor shall submit an updated list of **Merchant Category Codes (MCC)** to the GSA SmartPay® program office at the beginning of each federal government fiscal year (October 1st). In addition, the Contractor shall provide the MCC list when updated.
- (5) The contractor shall submit an updated list of **Merchant Ethnicity Codes (MEC)** to the GSA SmartPay® program office at the beginning of each federal government fiscal year (October 1st). In addition, the Contractor shall provide the MEC list when updated.
- (6) The Contractor shall submit ALL purchase charge card transactions within the US, US outlying areas (as defined in the table below), and ALL international purchase charge card transactions.

Country Name	Country Code
United States	US
American Samoa	AS
Federated States of Micronesia	FM
Guam	GU
Marshall Islands	MH
Northern Mariana Islands	MP
Palau	PW
Puerto Rico	PR
U.S. Minor Outlying Islands	UM
Virgin Islands of the U.S.	VI

- (7) The FTP files submitted by the Contractor shall contain a header specification in the following format:

Field/Element Name	Data Type	Max Size	Fixed Positions		Description
			Start	End	
FPDSNG-PCARD	String	12	1	12	Constant value: FPDSNG-PCARD
GSA SmartPay® Contractor Name	String	3	13	15	Three position alpha code contractor identifier to be assigned by GSA SmartPay®
Total number of records	Integer	8	16	23	Total number of records in the data file provided by the contractor
Positive/Negative Sign Value	Character	1	24	24	Positive or negative sign value indicator
Total Dollars<= Micro-Purchase Threshold (MPT)	Currency	15	25	39	Total dollar value of transactions less than or equal to the Micro-Purchase Threshold (MPT)
Positive/Negative Sign Value	Character	1	40	40	Positive or negative sign value

					indicator
Total Dollars>MPT	Currency	15	41	55	Total dollar value of transactions greater than the MPT

Sample Header Record Fields:

GSA SmartPay® Contractor Name: ABC
 Total Number of Records: 999555
 Positive/Negative Sign: +
 Total Dollars<=MPT: 123456.75
 Positive/Negative Sign: -
 Total Dollars>MPT: 8765432.75
Zero to be treated as positive

- (8) The Contractor shall correct errors contained in reports upon e-mail notification from the FPDS-NG system regarding files that contain errors. The Contractor shall correct and resubmit only those records that contain errors within 10 business days. An error is defined as any data element that does not meet the data validation rules set forth in this reporting requirement.
- (9) Error Correction Process: The process for correction of errors received from the contractor is as defined below:
 - a) FPDS-NG to filter the erroneous records and send it to the contractor.
 - b) The contractor shall correct and resubmit the corrected records to FPDS-NG within 10 business days and rename the file as defined in the file naming convention.
 - c) FPDS-NG to validate and process the corrected records.

For e.g., see sample steps below:

- Step 1: Original file submitted by contractor: ABC_VI_20061_1_txt.Z.
- Step 2: File with error records resent to contractor by FPDS-NG: ABC_VI_20061_2_txt.Z.
- Step 3: Corrected records submitted by contractor: ABC_VI_20061_3_txt.Z.
- Step 4: Above process may be repeated until all the error records are corrected.

- (10) Transactions with a value less than or equal to the MPT (i.e., between \$0.01 and the MPT, inclusive) shall be included in data items 23 "Total number of transactions less than or equal to the MPT for the period of report" and 24 "Total purchase dollars less than or equal to the MPT for the period of report." Transactions greater than the MPT shall be included in data items 25 "Total number of transactions over the MPT for the period of report" and 26 "Total purchase dollars greater than the MPT for the period of report." Credits shall be treated as positive for transaction counts and negative for dollar values.

For example:

Data Element	Normal Purchases	Credit Transactions	Sum	Comments
Total number of transactions less than or equal to the MPT for the period of report	5	2	7	Add Credit Transaction Counts
Total purchase dollars less than or equal to the MPT for the period of report	\$1,000.00	\$100.00	\$900.00	Subtract Credit Transaction Values
Total number of transactions greater than the MPT for the period of report	2	1	3	Add Credit Transaction Counts
Total purchase dollars greater than the MPT for the period of report	\$6,000.00	\$3,000.00	\$3,000.00	Subtract Credit Transaction Values

TRANSACTION DATA FILE RECORD FORMAT

TRANSACTION DATA FILE RECORD FORMAT
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No.	Data Element	Record Position	Custodian (Source/Owner of the data element)
1	Association Identification Number for Merchant	1-12	Associations
2	Agency Code NIST SP800-87 (formerly <i>FIPS 95</i>)	13-16	Contractor/NIST
3	Agency Name	17-116	Contractor/NIST
4	Merchant Business Legal Name	117-146	Acquirer/ Third Party
5	Doing Business As	147-176	Acquirer
6	Mailing Address	177-216	Acquirer/ Third Party
7	City	217-246	Acquirer/ Third Party
8	State Code (if US) <i>FIPS 55</i>	247-248	Acquirer/ Third Party
9	Country Code <i>ISO Code</i>	249-250	Acquirer
10	Postal Code (ZIP if US)	251-259	Acquirer
11	Merchant TIN	260-268	Acquirer
12	NAICS Code	269-274	Census Bureau
13	Merchant Category Code	275-278	Acquirer
14	Period of Report (year and quarter)	279-283	Contractor/Associations
15	Number of purchase transactions less than or equal to the MPT for the period of the report	284-289	Contractor/Associations
16	Purchase dollars less than or equal to the MPT for the period of the report	290-301	Contractor/Associations
17	Number of purchase transactions greater than the MPT for the period of the report	302-307	Contractor/Associations
18	Purchase dollars greater than the MPT for the period of the report	308-319	Contractor/Associations
19	Number of credit transactions less than or equal to the MPT for the period of the report	320-325	Contractor/Associations
20	Dollar value of credits less than or equal to the MPT for the period of the report	326-337	Contractor/Associations
21	Number of credit transactions greater than the MPT for the period of the report	338-343	Contractor/Associations
22	Dollar value of credits greater than the MPT for the period of the report	344-355	Contractor/Associations
23	Total number of transactions less than or equal to the MPT for the period of the report	356-361	Contractor/Associations
24	Total purchase dollars less than or equal to the MPT for the period of the report	362-373	Contractor/Associations
25	Total number of transactions greater than the MPT for the period of the report	374-379	Contractor/Associations
26	Total purchase dollars greater than the MPT for the period of the report	380-391	Contractor/Associations
27	Merchant Type: F = For Profit Business N = Non Profit Organization U = US Government S = State/Local Government O = other (e.g., foreign government/international organization) X = Unknown	392	CCR/Third Party
28	Business Size: S = Small Business O = Other X = Unknown	393	CCR/Third Party
	Business Ownership:		
29	Woman-Owned = Y or N or X	394	CCR/Third Party
30	Veteran-Owned = Y or N or X	395	CCR/Third Party

31	Service-Disabled Veteran-Owned = Y or N or X	396	CCR/Third Party
32	SBA Certified HUBZone Small Business = Y or N	397	CCR
33	SBA 8(a) Certified = Y or N	398	CCR
34	SBA Certified SDB = Y or N	399	CCR
35	Self Certified Small Disadvantaged Business = Y or N or X	400	CCR/Third Party
	Optional Data Elements:		CCR/Third Party
36	Merchant Ethnicity Code	401-402	CCR/Third Party
37	Merchant's Austin Tetra Number	403-414	Austin Tetra
38	Parent Austin Tetra Number	415-426	Austin Tetra
39	Parent Austin Tetra Name	427-456	Austin Tetra
40	Ultimate Austin Tetra Number	457-468	Austin Tetra
41	Ultimate Austin Tetra Name	469-498	Austin Tetra
42	Dun & Bradstreet Number	499-507	Dun & Bradstreet
43	GSA SmartPay® Contractor Name	508-510	Contractor/Associations
44	Card Brand	511-512	Associations

Legend:

Acquirer: The merchant's bank/financial institution.

Associations: Payment card associations (e.g., Visa, MasterCard).

Custodian: The owner or the source of the data element.

NIST: National Institute of Standards and Technology, an agency of the US Department of Commerce that maintains and provides standard reference materials, including codes identifying agencies/organizations.

Third Party: Includes third party data providers (e.g., Austin Tetra, Dun and Bradstreet).

DATA VALIDATION RULES FOR CHARGE CARD TRANSACTIONS			
No.	Data Element	No. of Positions	Description/Validation Rule
1	Association Identification Number for Merchant	12	Description: A number assigned to uniquely identify the merchant location. Validation: May be blank. Must be numeric. Must be left justified.
2	Agency Code	4	Description: A code assigned to uniquely identify a federal agency or federally assisted organization. Validation: May be blank, if agency name is provided. If provided, must be a valid SP800-87 (formerly <i>FIPS 95</i>) code which can be obtained at: http://csrc.nist.gov/publications/nistpubs/800-87/sp800-87-Final.pdf
3	Agency Name	100	Description: Name of the agency/organization. Validation: May be blank, if agency code is provided. If provided, must be a valid SP800-87 (formerly <i>FIPS-95</i>) agency/organization name. Must be left justified.
4	Merchant Business Legal Name	30	Description: Legal name of the merchant. Validation: May be blank. If not blank, must be left justified.
5	Doing Business As	30	Description: Business name of the merchant Validation: Must not be blank. Must be left justified.
6	Mailing Address	40	Description: Mailing address of the merchant business location. Validation: May be blank. If not blank, must be left justified.
7	City	30	Description: City of the mailing address of the merchant's business location. Validation: May be blank. Must be left justified. May contain a URL, e-mail, and/or phone number.

DATA VALIDATION RULES FOR CHARGE CARD TRANSACTIONS			
No.	Data Element	No. of Positions	Description/Validation Rule
8	State Code	2	Description: Code identifying the State of the mailing address of the merchant's business location. Validation: Must be completed if the business is in the US defined at: http://www.itl.nist.gov/fipspubs/fip55-3.htm . Must be a 2 character alpha code from <i>FIPS 55-3</i> , may be "XX". May be blank if transaction is outside the U.S.
9	Country Code	2	Description: Code identifying the country of the merchant business location. Validation: Must not be blank. Use 2 character alpha codes from ISO.
10	Postal Code	9	Description: 5 or 9 numeric character identifying the zip code of the merchant. Validation: Must be a 5 or 9 numeric character U.S. zip code, if state code is not blank and state code is not "XX" or unknown. If not blank, must be left justified. Must not be all zeroes.
11	Merchant TIN	9	Description: The Tax Identification Number (TIN) of the merchant. Validation: May be blank. Must be a 9 digit numeric code, if present. Must not include hyphens. Must not be all zeroes. Must not be all 9s or other string of same numbers (e.g., all 1s, all 2s, etc.).
12	NAICS	6	Description: North American Industry Classification System code identifying the industry of the merchant. Validation: May be blank. If not blank, must be a valid code from the NAICS Table at: www.census.gov/naics .
13	Merchant Category Code (MCC)	4	Description: A code identifying the business type of the merchant. Validation: May be blank. If not blank, must be a valid 4 digit numeric Merchant Category Code.
14	Period of the Report (YYYYQ)	5	Description: The reporting period of the report. Validation: Must be numeric. Must be a federal government fiscal year quarter. Cannot be greater than the current fiscal year quarter.
15	Number of purchase transactions less than or equal to the MPT for the period of the report	6	Description: Number indicating the number of purchase transactions with dollar value less than or equal to the MPT. Validation: May be blank or zero. If not blank, must be numeric, left justified, and cannot include spaces or special characters.
16	Purchase dollars less than or equal to the MPT for the period of the report	12	Description: Dollar value of purchase transactions less than or equal to the MPT. Validation: Must be numeric. Must be right justified with preceding zeroes. Third position from right must be decimal.
17	Number of purchase transactions greater than the MPT for the period of the report	6	Description: Number indicating the number of purchase transactions greater than the MPT. Validation: May be blank or zero. If not blank, must be numeric, left justified, and cannot include spaces or special characters.
18	Purchase dollars greater than the MPT for the period of the report	12	Description: Dollar value of purchase transactions greater than MPT. Validation: Must be numeric. Must be > zero if "Number of

DATA VALIDATION RULES FOR CHARGE CARD TRANSACTIONS			
No.	Data Element	No. of Positions	Description/Validation Rule
			Transactions over the MPT” is > zero. Must be right justified with preceding zeroes. Third position from right must be decimal.
19	Number of credit transactions less than or equal to the MPT for the period of the report	6	Description: Number indicating the number of credit transactions less than or equal to the MPT. Validation: May be blank or zero. If not blank, must be numeric, left justified, and cannot include spaces or special characters.
20	Dollar value of credits less than or equal to the MPT for the period of the report	12	Description: Dollar value of credit transactions less than or equal to the MPT. Validation: Must be numeric. Must be > zero if “Number of Credit Transactions under the MPT” is > zero. Must be right justified with preceding zeroes. Third position from right must be decimal.
21	Number of credit transactions greater than the MPT for the period of the report	6	Description: Number indicating the number of credit transactions greater than the MPT. Validation: May be blank or zero. If not blank, must be numeric, left justified, and cannot include spaces or special characters.
22	Dollar value of credits greater than the MPT for the period of the report	12	Description: Dollar value of credit transactions greater than the MPT. Validation: Must be numeric. Must be > zero if “Number of Credit Transactions over the MPT” is > zero. Must be right justified with preceding zeroes. Third position from right must be decimal.
23	Total number of transactions less than or equal to the MPT for the period of the report	6	Description: Number indicating the total number of purchase transactions less than or equal to the MPT. Validation: May be blank or zero. If not blank, must be numeric, left justified and cannot include spaces or special characters.
24	Total purchase dollars less than or equal to the MPT for the period of the report	12	Description: Total dollar value of purchase transactions less than or equal to the MPT. Validation: Must be numeric. Must be right justified with preceding zeroes. Third position from right must be a decimal.
25	Total number of transactions greater than the MPT for the period of the report	6	Description: Number indicating the total number of purchase transactions greater than the MPT. Validation: May be blank or zero. If not blank, must be numeric, left justified, and cannot include spaces or special characters.
26	Total purchase dollars greater than the MPT for the period of the report	12	Description: Total dollar value of purchase transactions greater than the MPT. Validation: Must be numeric. Must be right justified with preceding zeroes. Third position from right must be a decimal.
27	Merchant Type	1	Description: Indicator identifying whether the business is for profit, non-profit, federal or state government, other or unknown. Validation: Must be F, N, U, S, O, or X.
28	Business Size	1	Description: Indicator identifying whether the business is small, other, or unknown. Validation: Must be S, O or X when merchant type equals F. Must be X or O for all other merchant types.

DATA VALIDATION RULES FOR CHARGE CARD TRANSACTIONS			
No.	Data Element	No. of Positions	Description/Validation Rule
29	Woman-Owned	1	Description: Indicator identifying whether the business is woman owned. Validation: Must be Y, N, or X when merchant type equals F. Must be X or O for all other merchant types.
30	Veteran-Owned	1	Description: Indicator identifying whether the business is veteran owned. Validation: Must be Y, N, or X when merchant type equals F. Must be X or O for all other merchant types.
31	Service-Disabled Veteran-Owned	1	Description: Indicator identifying whether the business is service disabled veteran owned. Validation: Must be Y, N, or X when merchant type equals F. Must be X or O for all other merchant types.
32	SBA Certified HUBZone Small Business	1	Description: Indicator identifying whether the business is a Small Business Administration certified Historically Underutilized Business Zone small business. Validation: Must be Y or N when merchant type equals F.
33	SBA 8(a) Certified	1	Description: Indicator identifying whether the business is a Small Business Administration 8(a) certified small business. Validation: Must be Y or N when merchant type equals F.
34	SBA Certified Small Disadvantaged	1	Description: Indicator identifying whether the business is a Small Business Administration certified small disadvantaged business. Validation: Must be Y or N when merchant type equals F.
35	Self Certified Small Disadvantaged Business	1	Description: Indicator identifying whether the business is a self certified small disadvantaged business. Validation: Must be Y, N, or X when merchant type equals F.
36	Merchant Ethnicity Code	2	Description: A code identifying the ethnicity of the merchant. Validation: May be blank. If not blank, must be a two character alpha code.
37	Merchant Austin Tetra (AT) Number	12	Description: Number assigned by Austin Tetra to identify the merchant. Validation: May be blank. Must be numeric. If not blank, must be left justified.
38	Parent Austin Tetra (AT) Number	12	Description: Number assigned by Austin Tetra to identify the parent company of the merchant. Validation: May be blank. Must be numeric. If not blank, must be left justified.
49	Parent Austin Tetra (AT) Name	30	Description: Name assigned by Austin Tetra for the parent company of the merchant. Validation: May be blank. Must be numeric. Must not be blank if a Parent Austin Tetra number is provided. If not blank, must be left justified.
40	Ultimate Austin Tetra (AT) Number	12	Description: Number assigned by Austin Tetra to identify the ultimate parent company of the merchant. Validation: May be blank. If not blank, must be left justified.
41	Ultimate Austin Tetra (AT) Name	30	Description: Name assigned by Austin Tetra to identify the name of the ultimate parent company of the merchant. Validation: May be blank, if Ultimate Austin Tetra number is blank.
42	Dun & Bradstreet (DUNS) Number	9	Description: Dun and Bradstreet Data Universal Numbering System. A number assigned by Dun and Bradstreet to uniquely identify the merchant.

DATA VALIDATION RULES FOR CHARGE CARD TRANSACTIONS			
No.	Data Element	No. of Positions	Description/Validation Rule
			Validation: May be blank. If not blank, must be a 9 digit numeric number.
43	GSA SmartPay® Contractor Name	3	Description: A code assigned by GSA SmartPay® to uniquely identify a contractor. Validation: Must not be blank. Must be a three character alpha code assigned by GSA SmartPay®.
44	Card Brand	2	Description: A code assigned by GSA SmartPay® to uniquely identify a card brand. Validation: Must not be blank. Must be a two character alpha code assigned by GSA SmartPay®.

b) Fedrooms Hotel Report: This report shall provide detailed monthly transactional data for all United States (US) and non-US lodging establishments (e.g., hotels, motels). This report shall be submitted on the 15th calendar day of each month for the prior month. This report title and file name shall state the Fiscal Year and Month Number of that Fiscal Year and ensure that the data corresponds to that Fiscal Year Month Number. The format for Fiscal Year and Fiscal Year Month is FYXXXX. (Examples: October of Fiscal Year 06 is FY0610 and September of Fiscal Year 06 is FY0609).

Field Name	Field Type	Field Length in Characters	Description
Contractor Name/ID	AN	4	A four character institution name as assigned by GSA SmartPay®
Account Type	AN	1	C = Centrally Billed; I = Individually Billed
Transaction Type	AN	1	Designates the transaction as a credit/debit Valid Values: C = Credit; D = Debit
Transaction Date	AN	8	Authorization date of transaction Format: MM/DD/YY
Transaction Amount	N	17	Transaction amount in U.S currency. Signed (13.2)
Sales Tax	N	13	Sales Tax entered at the POS (Level II data capture). The capability requires Merchants to upgrade their POS terminals to Level II. Signed (9.2)
Merchant Name	AN	30	Legal name of the merchant
Merchant ID	AN	30	Assigned by acquirer
Merchant City	AN	26	City of transaction originating merchant
Merchant State	AN	2	State of transaction originating merchant
Merchant Zip Code	AN	12	Merchant zip code in zip plus 4 format (e.g. 12345-6789)
MCC	AN	4	Merchant Category Code assigned to the Hotel Property which classifies suppliers into business types
MCC Description	AN	25	Description of Merchant Category Code
Agency/Organization ID	AN	4	A code assigned to uniquely identify a federal agency or federally assisted organization. Must be a valid NIST SP800-87 (formerly FIPS-95) agency/organization name
Service Staff Office	AN	10	Specific federal agency, service/staff office code with corresponding code definition.
Merchant Address1	AN	50	Street address of merchant
Merchant Address2	AN	50	Additional address field if needed
Country Code	AN	2	Use Standard 2 letter ISO codes, http://www.iso.org/iso/en/prods-services/iso3166ma/02iso-3166-code-lists/list-en1.html

Merchant Phone	AN	12	Phone number of merchant (if available). Format: 123-456-7890
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C.3.4 RECORD RETENTION AND RETRIEVAL

In addition to the record retention requirements of FAR 4.703, the Contractor shall be the Government’s agent for document repository as it relates to all transactions under the card program(s). The Contractor shall maintain electronic records of all transactions that exceed \$25,000 for a period of 6 years and 3 months after final payment, and for all transactions of less than \$25,000, for a period of 3 years after final payment. Final payment is defined as the final payment for the particular charge under each agency’s/organization’s task order. The Contractor shall segregate this transaction information (i.e., transactions exceeding \$25,000 and less than \$25,000). Upon written request of the GSA Contracting Officer, the ordering Contracting Officer, the A/OPC, or the Internal Revenue Service with A/OPC knowledge and approval, the Contractor shall provide the requested information in an electronic format within 30 calendar days, unless otherwise specified at no additional cost to the Government.

In addition, Contractors shall provide online access to data for a minimum of 18 months after the transaction occurs.

C.3.5 TRANSACTION AUTHORIZATIONS

The Contractor shall provide a system which has domestic and international transaction authorization support, 24 hours a day, every day of the year for the Purchase, Travel, and Integrated Card Programs. For the Fleet Card Program, the Contractor shall have a system which provides domestic authorization support, 24 hours a day, every day of the year.

The Contractor shall adhere to the authorization procedures established by the Contractor or, if the Contractor is not a bank or charge card association, the Contractor’s bank or charge card association. Transactions that violate the restrictions established by the authorization controls shall be denied authorization at the point-of-sale. The authorization system shall have a backup system in place should the Contractor's normal authorization system malfunction or become otherwise inoperable. Immediate override capabilities shall be provided to allow the authorized A/OPC or GSA to direct the Contractor to authorize specific transactions that may otherwise be prohibited. The Contractor shall have a method in place to ensure that the request to override a transaction is from an authorized individual.

In accordance with standard commercial practices, the Contractor shall work with the Government to monitor account transactions to identify and notify the A/OPC through exception reporting, of any unusual spending patterns or frequencies. In addition, Contractors shall monitor account transactions that have the characteristics of misuse and abuse, as defined by the Government. For example, identifying multiple purchases having the characteristics of a “split purchasing” pattern (a purchase split between two or more transactions); alerting to attempted purchases at excluded merchants; and flagging purchases that are made on dates and times that are outside of normal government cardholder spending patterns. Perceived fraudulent purchases as defined in C.1.4 Definitions shall be reported by the Contractor within one business day to the agencies/organizations.

The Government assumes no liability for transactions that are processed on canceled cards more than 90 days after the account has been closed. The Contractor shall notify the A/OPC of transactions that are processed on canceled cards more than 90 days after the account has been closed.

C.3.5.1 Bulletins and Alerts: The Contractor shall immediately notify the Government of bulletins or alerts, issued either by the Contractor or the associations, which may impact acceptance of the card at the point of sale. This includes both domestic locations and international regions/countries. The notification shall include the areas affected, the duration of the alert, and steps that cardholders can take to continue use of the card in the affected areas.

CP.3.5 PURCHASE SPECIFIC

CP.3.5.1 Email Alert Service: The Contractor shall have the ability to instantaneously notify cardholder’s supervisors, AOs, and A/OPCs electronically, via an encrypted email service, of individual transactions made by each cardholder. This service will default to sending an email alert for every transaction made, however, each agency/organization shall have the capability to turn off this function or reduce the frequency of the alerts, as requested at the task order level.

CI.3.5 INTEGRATED SPECIFIC

The Contractor shall offer a program that provides all of the requirements of C.3.5 Transaction Authorizations and CP.3.5 Purchase Specific, as applicable.

C.3.6 AUTHORIZATION CONTROLS

The Contractor shall provide its standard commercial authorization controls during the transaction authorization process. The Contractor shall also have the ability to provide any additional controls requested by the A/OPC at the task order level. In addition to its standard commercial authorization controls, the Contractor shall have the ability to void cards, PINs, or driver access codes at the request of the agency/organization or GSA Contracting Officer. The Contractor shall also have the ability to set different authorization controls as requested by the agency/organization (e.g., unrestrictive controls on inter/intra-governmental services). The Contractor shall also have the ability to promptly change authorization controls as requested by the agency/organization. The Contractor shall also update GSA and the agencies/organizations as new authorization controls become commercially available. The following are examples of the typical standard commercial authorization controls:

- a) Default limit: These are standard commercial default limits suggested by the Contractor during card/account set-up that may be changed by an agency/organization;
- b) Dollars per transaction limit: Restricting the dollars per single transaction that can be spent on each card/account as set by the A/OPC;
- c) Dollars per month limit: Restricting the dollars per month that can be spent on each card/account as set by the A/OPC;
- d) Transactions per day limit: Restricting the number of transactions per day on each card/account as set by the A/OPC;
- e) Transactions per month limit: This is restricting the number of transactions per month on each card/account as set by the A/OPC;
- f) Merchant category code: Restricting the types of purchases made by each card/account as set by the A/OPC. Purchases are generally restricted depending on the type of merchant (identified by the merchant category code);
- g) Preferred supplier listing: Each account may be restricted from making purchases at certain merchants;
- h) Preferred supplier listing threshold: Each account may be restricted to certain dollar thresholds and preferred suppliers;
- i) Automatic controls that flag and deny invalid cards (lost, stolen, suspended/canceled);
- j) Mass Changes: The ability for the A/OPC to make changes on a large number of accounts (to meet contingency operations such as natural disasters);
- k) Information adjustments: The ability for the A/OPC to adjust account information based upon hierarchy levels; and
- l) Activation/Deactivation on Demand: The ability for the A/OPC to activate/deactivate multiple accounts upon demand or activate/deactivate automatically based upon established business rules provided by the agency/organization at the task order level. No transactions shall be authorized on a deactivated account.

Additionally, the Contractor shall inform the agencies/organizations of available technologies/services that focus on proactive approaches to identify and control unusual spending patterns or frequencies at the point of sale.

CP.3.6 PURCHASE SPECIFIC

In addition to C.3.6 Authorization Controls, the Contractor shall provide a billing cycle office limit if requested by the A/OPC. The billing cycle office limit is used by agencies/organizations primarily for budget control purposes and may be on a monthly, quarterly, or other basis. Each office may be assigned a billing cycle office dollar limit set by the A/OPC. Any office limit may be assigned; however, the Contractor shall provide, at a minimum, an office limit that can accommodate 9 digits in length.

The Contractor shall have a mechanism to further restrict the use of the purchase card for:

- The long-term rental or lease of land or buildings. Long-term is defined as any rental or lease that is intended for more than a temporary basis, not to exceed one year. The purchase card may be used as a payment mechanism in the case of space acquired for a month or several weeks not to exceed one year. Appropriate purchase card use examples include use in payment in renting a facility for a conference or meeting on a short-term basis (where a centrally billed travel card/account would not be appropriate); use as the payment mechanism in agency/organization acquisition of space for several weeks in case of an emergency such as responding to a natural disaster or act of terrorism; or where a unit is deployed and requires space for such a time period;
- Travel or travel-related expenses (excluding conference rooms, meeting spaces, and authorized local transportation services (e.g., metro fare cards, subway tokens));
- Cash advances (unless permitted by agency/organization selected value-added option or an integrated card which includes the Travel Card Program).

CT.3.6 TRAVEL SPECIFIC

In addition to C.3.6 Authorization Controls, the Contractor shall provide the ability to limit access to the ATM option. Each account may be assigned a daily, weekly or billing cycle ATM limit by the A/OPC.

CF.3.6 FLEET SPECIFIC

In addition to C.3.6 Authorization Controls, the Contractor shall have a method of providing the appropriate designated customer unit billing office address to merchants not on the Contractor's merchant network, in the event charges are made at these locations. This service shall be provided at no cost to the merchant. The following are examples of the typical standard commercial authorization controls for fleet cards:

- a) Service industry daily dollar limit: Restricting the dollars per day per service industry on each card/account as set by the A/OPC; and
- b) Service industry daily transaction limit: Restricting the number of transactions per day per service industry on each card/account as set by the A/OPC.

CI.3.6 INTEGRATED SPECIFIC

The Contractor shall offer a program that provides all of the requirements of C.3.6 Authorization Controls, CP.3.6 Purchase Specific, CT.3.6 Travel Specific, and CF.3.6 Fleet Specific, as applicable.

C.3.7 POSTING OF TRANSACTIONS

All electronic transactions shall be posted on the same day of the Contractor's receipt of the posted and settled transaction. Posted credit transactions shall include the reference number assigned at the time of the original charge or another identifier that will enable the cardholder to match the original charge with the credit.

Manual transactions must be posted on the same day of the Contractor's receipt of the posted and settled transaction. The Contractor shall ensure that there are adequate tracking controls for manually processed transactions.

C.3.8 FOREIGN CURRENCY CONVERSION

The Contractor shall ensure that charges made in a foreign currency are converted into U.S. Dollars on the statement of account, invoice, and related reports using a favorable conversion rate established by an interbank rate or, where required by law, an official rate. This rate shall be the one in existence at the time the transaction is processed. The Contractor shall identify the conversion rate and any other third party fees related to foreign purchases charged on the statement of account, invoice, and related reports, unless otherwise specified at the task order level.

C.4 CONTRACT TERMS AND CONDITIONS

C.4.1 CONTRACT TERMS AND CONDITIONS-- COMMERCIAL ITEMS (SEPT 2005) 52.212-4 (DEVIATION-SEPT 2006)

(a) Inspection/Acceptance. The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The Government reserves the right to inspect or test any supplies or services that have been tendered for acceptance. The Government may require repair or replacement of nonconforming supplies or reperformance of nonconforming services at no increase in contract price. The Government must exercise its post-acceptance rights—

- (1) Within a reasonable time after the defect was discovered or should have been discovered; and
- (2) Before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

(b) Assignment. The Contractor or its assignee may assign its rights to receive payment due as a result of performance of this contract to a bank, trust company, or other financing institution, including any federal lending agency in accordance with the Assignment of Claims Act (31 U.S.C. 3727). However, when a third party makes payment (e.g., use of the Government-wide commercial purchase card), the Contractor may not assign its rights to receive payment under this contract.

~~(c) Changes. Changes in the terms and conditions of this contract may be made only by written agreement of the parties.~~

(c) Changes. This is replaced with C.5.19 CHANGES—FIXED PRICE: 52.243-1 (AUG 1987)

(d) Disputes. This contract is subject to the Contract Disputes Act of 1978, as amended (41 U.S.C. 601-613). Failure of the parties to this contract to reach agreement on any request for equitable adjustment, claim, appeal or action arising under or relating to this contract shall be a dispute to be resolved in accordance with the clause at FAR 52.233-1, Disputes, which is incorporated herein by reference. The Contractor shall proceed diligently with performance of this contract, pending final resolution of any dispute arising under the contract.

(e) Definitions. The clause at FAR 52.202-1, Definitions, is incorporated herein by reference.

(f) Excusable delays. The Contractor shall be liable for default unless nonperformance is caused by an occurrence beyond the reasonable control of the Contractor and without its fault or negligence such as, acts of God or the public enemy, acts of the Government in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, unusually severe weather, and delays of common carriers. The Contractor shall notify the Contracting Officer in writing as soon as it is reasonably possible after the commencement of any excusable delay, setting forth the full particulars in connection therewith, shall remedy such occurrence with all reasonable dispatch, and shall promptly give written notice to the Contracting Officer of the cessation of such occurrence.

~~(g) Invoice.~~

~~(1) The Contractor shall submit an original invoice and three copies (or electronic invoice, if authorized) to the address designated in the contract to receive invoices. An invoice must include—~~

- ~~(i) Name and address of the Contractor;~~
- ~~(ii) Invoice date and number;~~
- ~~(iii) Contract number, contract line item number and, if applicable, the order number;~~
- ~~(iv) Description, quantity, unit of measure, unit price and extended price of the items delivered;~~
- ~~(v) Shipping number and date of shipment, including the bill of lading number and weight of shipment if shipped on Government bill of lading;~~
- ~~(vi) Terms of any discount for prompt payment offered;~~
- ~~(vii) Name and address of official to whom payment is to be sent;~~
- ~~(viii) Name, title, and phone number of person to notify in event of defective invoice; and~~
- ~~(ix) Taxpayer Identification Number (TIN). The Contractor shall include its TIN on the invoice only if required elsewhere in this contract.~~

~~(x) Electronic funds transfer (EFT) banking information.~~

~~(A) The Contractor shall include EFT banking information on the invoice only if required elsewhere in this contract.~~

~~(B) If EFT banking information is not required to be on the invoice, in order for the invoice to be a proper invoice, the Contractor shall have submitted correct EFT banking information in accordance with the applicable solicitation provision, contract clause (e.g., 52.232-33, Payment by Electronic Funds Transfer—Central Contractor Registration, or 52.232-34, Payment by Electronic Funds Transfer—Other Than Central Contractor Registration), or applicable agency procedures.~~

~~(C) EFT banking information is not required if the Government waived the requirement to pay by EFT.~~

~~(2) Invoices will be handled in accordance with the Prompt Payment Act (31 U.S.C. 3903) and Office of Management and Budget (OMB) prompt payment regulations at 5 CFR Part 1315.~~

~~(h) Patent indemnity. The Contractor shall indemnify the Government and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any United States or foreign patent, trademark or copyright, arising out of the performance of this contract, provided the Contractor is reasonably notified of such claims and proceedings.~~

(g) Invoice requirements are specified in C.1.18.1 Program Accounts.

~~(i) Payment.—~~

~~(1) Items accepted. Payment shall be made for items accepted by the Government that have been delivered to the delivery destinations set forth in this contract.~~

~~(2) Prompt payment. The Government will make payment in accordance with the Prompt Payment Act (31 U.S.C. 3903) and prompt payment regulations at 5 CFR Part 1315.~~

~~(3) Electronic Funds Transfer (EFT). If the Government makes payment by EFT, see 52.212-5(b) for the appropriate EFT clause.~~

~~(4) Discount. In connection with any discount offered for early payment, time shall be computed from the date of the invoice. For the purpose of computing the discount earned, payment shall be considered to have been made on the date which appears on the payment check or the specified payment date if an electronic funds transfer payment is made.~~

~~(5) Overpayments. If the Contractor becomes aware of a duplicate contract financing or invoice payment or that the Government has otherwise overpaid on a contract financing or invoice payment, the Contractor shall immediately notify the Contracting Officer and request instructions for disposition of the overpayment.~~

(i) Payment.—

(1) Items or Services accepted. Payment shall be made for items or services accepted by the Government that have been delivered to the delivery destinations set forth in this contract.

(2) Prompt payment. The Government will make payment in accordance with the Prompt Payment Act (31 U.S.C. 3903) and prompt payment regulations at 5 CFR Part 1315.

(3) Electronic Funds Transfer (EFT). If the Government makes payment by EFT, see 52.212-5(b) for the appropriate EFT clause.

(4) Discount. In connection with any discount offered for early payment, time shall be computed from the date of the invoice. For the purpose of computing the discount earned, payment shall be considered to have been made on the date which appears on the payment check or the specified payment date if an electronic funds transfer payment is made.

(5) Overpayments. If the Contractor becomes aware of a duplicate contract financing or invoice payment or that the Government has otherwise overpaid on a contract financing or invoice payment, the Contractor shall immediately notify the Contracting Officer and request instructions for disposition of the overpayment.

(j) Risk of loss. Unless the contract specifically provides otherwise, risk of loss or damage to the supplies provided under this contract shall remain with the Contractor until, and shall pass to the Government upon:

(1) Delivery of the supplies to a carrier, if transportation is f.o.b. origin; or

(2) Delivery of the supplies to the Government at the destination specified in the contract, if transportation is f.o.b. destination.

(k) Taxes. The contract price includes all applicable federal, state, and local taxes and duties.

(l) Termination for the Government's convenience. The Government reserves the right to terminate this contract, or any part hereof, for its sole convenience. In the event of such termination, the Contractor shall immediately stop all work hereunder and shall immediately cause any and all of its suppliers and subcontractors to cease work. Subject to the terms of this contract, the Contractor shall be paid a percentage of the contract price reflecting the percentage of the work performed prior to the notice of termination, plus reasonable charges the Contractor can demonstrate to the satisfaction of the Government using its standard

record keeping system, have resulted from the termination. The Contractor shall not be required to comply with the cost accounting standards or contract cost principles for this purpose. This paragraph does not give the Government any right to audit the Contractor's records. The Contractor shall not be paid for any work performed or costs incurred which reasonably could have been avoided.

(m) Termination for cause. The Government may terminate this contract, or any part hereof, for cause in the event of any default by the Contractor, or if the Contractor fails to comply with any contract terms and conditions, or fails to provide the Government, upon request, with adequate assurances of future performance. In the event of termination for cause, the Government shall not be liable to the Contractor for any amount for supplies or services not accepted, and the Contractor shall be liable to the Government for any and all rights and remedies provided by law. If it is determined that the Government improperly terminated this contract for default, such termination shall be deemed a termination for convenience.

(n) Title. Unless specified elsewhere in this contract, title to items furnished under this contract shall pass to the Government upon acceptance, regardless of when or where the Government takes physical possession.

(o) Warranty. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

(p) Limitation of liability. Except as otherwise provided by an express warranty, the Contractor will not be liable to the Government for consequential damages resulting from any defect or deficiencies in accepted items.

(q) Other compliances. The Contractor shall comply with all applicable federal, state and local laws, executive orders, rules and regulations applicable to its performance under this contract.

(r) Compliance with laws unique to Government contracts. The Contractor agrees to comply with 31 U.S.C. 1352 relating to limitations on the use of appropriated funds to influence certain federal contracts; 18 U.S.C. 431 relating to officials not to benefit; 40 U.S.C. 3701, et seq., Contract Work Hours and Safety Standards Act; 41 U.S.C. 51-58, Anti-Kickback Act of 1986; 41 U.S.C. 265 and 10 U.S.C. 2409 relating to whistleblower protections; 49 U.S.C. 40118, Fly American; and 41 U.S.C. 423 relating to procurement integrity.

(s) Order of precedence. Any inconsistencies in this solicitation or contract shall be resolved by giving precedence in the following order:

- (1) The schedule of supplies/services.
- (2) The Assignments, Disputes, Payments, Invoice, Other Compliances, and Compliance with Laws Unique to Government Contracts paragraphs of this clause.
- (3) The clause at 52.212-5.
- (4) Addenda to this solicitation or contract, including any license agreements for computer software.
- (5) Solicitation provisions if this is a solicitation.
- (6) Other paragraphs of this clause.
- (7) The Standard Form 1449.
- (8) Other documents, exhibits, and attachments.
- (9) The specification.

(t) Central Contractor Registration (CCR).

(1) Unless exempted by an addendum to this contract, the Contractor is responsible during performance and through final payment of any contract for the accuracy and completeness of the data within the CCR database, and for any liability resulting from the Government's reliance on inaccurate or incomplete data. To remain registered in the CCR database after the initial registration, the Contractor is required to review and update on an annual basis from the date of initial registration or subsequent updates its information in the CCR database to ensure it is current, accurate and complete. Updating information in the CCR does not alter the terms and conditions of this contract and is not a substitute for a properly executed contractual document.

(2) (i) If a Contractor has legally changed its business name, "doing business as" name, or division name (whichever is shown on the contract), or has transferred the assets used in performing the contract, but has not completed the necessary requirements regarding novation and change-of-name agreements in FAR Subpart 42.12, the Contractor shall provide the responsible Contracting Officer a minimum of one business day's written notification of its intention to (A) change the name in the CCR database; (B) comply with the requirements of Subpart 42.12; and (C) agree in writing to the timeline and procedures specified by the responsible Contracting Officer. The Contractor must provide with the notification sufficient documentation to support the legally changed name.

(ii) If the Contractor fails to comply with the requirements of paragraph (t)(2)(i) of this clause, or fails to perform the agreement at paragraph (t)(2)(i)(C) of this clause, and, in the absence of a properly executed novation or change-of-name agreement, the CCR information that shows the Contractor to be other than the Contractor indicated in the contract will be considered to be incorrect information within the meaning of the “Suspension of Payment” paragraph of the electronic funds transfer (EFT) clause of this contract.

(3) The Contractor shall not change the name or address for EFT payments or manual payments, as appropriate, in the CCR record to reflect an assignee for the purpose of assignment of claims (see Subpart 32.8 Assignment of Claims). Assignees shall be separately registered in the CCR database. Information provided to the Contractor’s CCR record that indicates payments, including those made by EFT, to an ultimate recipient other than that Contractor will be considered to be incorrect information within the meaning of the “Suspension of payment” paragraph of the EFT clause of this contract.

(4) Offerors and Contractors may obtain information on registration and annual confirmation requirements via the internet at <http://www.ccr.gov> or by calling 1-888-227-2423 or 269-961-5757.

END OF FAR 52.212-4, CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS SECTION

C.5 ADDENDUM TO CLAUSE 52.212-4: ADDITIONAL COMMERCIAL ITEM CONTRACT TERMS AND CONDITIONS

C.5.1 PLACE OF PERFORMANCE: 52.215-6 (OCT 1997)

(a) The offeror or respondent, in the performance of any contract resulting from this solicitation, intends, does not intend [check applicable block] to use one or more plants or facilities located at a different address from the address of the offeror or respondent as indicated in this proposal or response to request for information.

(b) If the offeror or respondent checks “intends” in paragraph (a) of this provision, it shall insert in the following spaces the required information:

PLACE OF PERFORMANCE (STREET ADDRESS, CITY, STATE, COUNTY, ZIP CODE)	NAME AND ADDRESS OF OWNER AND OPERATOR OF THE PLANT OR FACILITY IF OTHER THAN OFFEROR OR RESPONDENT
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C.5.2 OPTION TO EXTEND THE TERM OF THE CONTRACT: 52.217-9 (MAR 2000) Deviation

a) The Government may extend the term of this contract by written notice to the Contractor within 30 days prior to expiration of the contract; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 12 years.

C.5.3 AVAILABILITY OF FUNDS FOR TASK ORDERS: CITC-FCXC-360 (MAR 2006)

Funds are not presently available for any task orders placed under this contract. The Government’s obligation under this contract is contingent upon the availability of appropriated funds from which payment for task order purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer for the agency/organization task order and until the Contractor receives notice of such availability, to be confirmed in writing by the ordering Contracting Officer.

C.5.4 BANKRUPTCY: 52.242-13 (JUL 1995) (DEVIATION)

In the event the Contractor enters into proceedings relating to bankruptcy, whether voluntary or involuntary, the Contractor agrees to furnish, by certified mail or electronic commerce method authorized by the contract, written notification of the bankruptcy to the Contracting Officer responsible for administering the contract. This notification shall be furnished immediately upon the initiation of the proceedings relating to bankruptcy filing. This notification shall include the date on which the bankruptcy petition was filed, the identity of the court in which the bankruptcy petition was filed, and a listing of Government contract numbers and contracting offices for all Government contracts against which final payment has not been made. This obligation remains in effect until final payment under this contract.

C.5.5 AUTHORIZED DEVIATIONS IN CLAUSES (DEVIATION FAR 52.252-6) (SEP 1999)

(a) Deviations to FAR clauses.

- (1) This solicitation or contract indicates any authorized deviation to a Federal Acquisition Regulation (48 CFR Chapter 1) clause by the addition of “(DEVIATION)” after the date of the clause, if the clause is not published in the General Services Administration Acquisition Regulation (48 CFR Chapter 5).

(2) This solicitation indicates any authorized deviation to a Federal Acquisition Regulation (FAR) clause that is published in the General Services Administration Acquisition Regulation by the addition of “(DEVIATION (FAR clause no.))” after the date of the clause.

(b) Deviations to GSAR clauses. This solicitation indicates any authorized deviation to a General Services Administration Acquisition Regulation clause by the addition of “(DEVIATION)” after the date of the clause.

(c) “Substantially the same as” clauses. Changes in wording of clauses prescribed for use on a “substantially the same as” basis are not considered deviations.

C.5.6 REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA: 52.215-20 (OCT 1997) ALTERNATE IV (OCT 1997)

(a) Submission of cost or pricing data is not required.

(b) Provide information described below:

- (1) An offer prepared and submitted in accordance with the provision in Section D.1 Instructions to Offerors – Commercial Items (Jan 2006) 52.212-1;
- (2) Information regarding the offeror’s commercial pricing practices submitted in the format provided in this solicitation in accordance with the instructions in the solicitation; and
- (3) Any additional supporting information requested by the Contracting Officer to determine whether the price(s) offered is fair and reasonable.
- (4) By submission of an offer in response to this solicitation or a request for modification, the offeror grants the Contracting Officer or an authorized representative the right to examine additional information necessary to determine the reasonableness of the price and/or to determine the cost realism of competing offers or to evaluate competing approaches. The Contracting Officer shall, to the maximum extent practicable, limit the scope of the request to include only information that is in the form regularly maintained by the offeror in commercial operations.

C.5.7 REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA—MODIFICATIONS: 52.215-21 (OCT 1997) (ALTERNATE IV—OCT 1997)

(a) Submission of cost or pricing data is not required.

(b) Provide information described below.

Information required shall be in accordance with the provisions of clause REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA clause found elsewhere in this solicitation.

C.5.8 TYPE OF CONTRACT: 52.216-1 (APR 1984)

The government contemplates award of Fixed Price Indefinite Delivery, Indefinite Quantity (IDIQ) contracts resulting from this solicitation.

C.5.9 INDEFINITE QUANTITY: 52.216-22 (OCT 1995)

(a) This is an indefinite-quantity contract for the supplies or services specified and effective for the period stated. The quantities of supplies and services specified in the contract are estimates only and are not purchased by this contract.

(b) Delivery or performance shall be made only as authorized by orders issued in accordance with the Ordering clause. The Contractor shall furnish to the government, when and if ordered, the supplies or services specified in the contract. The Government shall order at least the quantity of supplies or services designated in the contract as the "minimum."

(c) Except for any limitations on quantities in the Guaranteed Minimum clause or Order Limitations clause, there is no limit on the number of orders that may be issued. The Government may issue orders requiring delivery to multiple destinations or performance at multiple locations.

(d) Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and Government's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period.

C.5.10 SINGLE OR MULTIPLE AWARDS: 52.216-27 (OCT 1995)

The Government may elect to award a single delivery order contract or task order contract or to award multiple delivery order contracts or task order contracts for the same or similar supplies or services to two or more sources under this solicitation.

C.5.11 NOTICE TO THE GOVERNMENT OF LABOR DISPUTES: 52.222-1(FEB 1997)

If the Contractor has knowledge that any actual or potential labor dispute is delaying or threatens to delay the timely performance of this contract, the Contractor shall immediately give notice, including all relevant information, to the Contracting Officer.

C.5.12 INTEREST: 52.232-17 (JUN 1996)

(a) Except as otherwise provided in this contract under a Price for Defective Cost or Pricing Data clause or a Cost Accounting Standards clause, all amounts that become payable by the Contractor to the Government under this contract shall bear simple interest from the date due until paid unless paid within 30 days of becoming due. The interest rate shall be the interest rate established by the Secretary of the Treasury as provided in Section 12 of the Contract Disputes Act of 1978 (Public Law 95-563), which is applicable to the period in which the amount becomes due, as provided in paragraph (b) of this clause, and then at the rate applicable for each six-month period as fixed by the Secretary until the amount is paid.

(b) Amounts shall be due at the earliest of the following dates:

- (1) The date fixed under this contract.
- (2) The date of the first written demand for payment consistent with this contract, including any demand resulting from a default termination.
- (3) The date the Government transmits to the Contractor a proposed supplemental agreement to confirm completed negotiations establishing the amount of debt.
- (4) If this contract provides for revision of prices, the date of written notice to the Contractor stating the amount of refund payable in connection with a pricing proposal or a negotiated pricing agreement not confirmed by contract modification.

(c) The interest charge made under this clause may be reduced under the procedures prescribed in 32.614-2 of the Federal Acquisition Regulation in effect on the date of this contract.

C.5.13 F.O.B. DESTINATION: 52.247-34 (NOV 1991)

(a) The term "f.o.b. destination," means—Free of expense to the Government delivered and laid down within the doors of the consignee's premises, including delivery to specific rooms within a building if so specified.

(b) The Contractor shall:

- (1) Prepare the shipment in conformance with standard commercial practice;
- (2) Deliver the shipment in good order and condition to the point of delivery specified in the task order or master contract;
- (3) Be responsible for any loss of and/or damage to the goods occurring before receipt of the shipment by the consignee at the delivery point specified in the task order or master contract;
- (4) Pay and bear all charges to the specified point of delivery.

(c) The Contractor shall be responsible for mailing and shipping costs including costs for overnight or express mail deliveries.

C.5.14 CONTRACT TERMS AND CONDITIONS APPLICABLE TO GSA ACQUISITION OF COMMERCIAL ITEMS: 552.212-71 (JUL 2003)

The Contractor agrees to comply with any provision or clause that is incorporated herein by reference to implement agency policy applicable to acquisition of commercial items or components. The provision or clause in effect based on the applicable regulation cited on the date the solicitation is issued applies unless otherwise stated herein. The following provisions and clauses are incorporated by reference:

(a) *Provisions.*

552.237-70 Qualifications of Offerors

(b) *Clauses.*

552.203- 71 Restriction on Advertising

552.211-73 Marking

552.215-70 Examination of Records by GSA

552.215-71 Examination of Records by GSA (Multiple Award Schedule)

552.215-72 Price Adjustment—Failure to Provide Accurate Information

552.219-70 Allocation of Orders—Partially Set-Aside Items

552.228-70 Workers' Compensation Laws

552.229-70 Federal, State, and Local Taxes

552.232-8 Discounts for Prompt Payment

552.232-23 Assignment of Claims

552.232-76 Payments by Electronic Funds Transfer

552.232-71 Adjusting Payments

552.232-72 Final Payment

552.232-73 Availability of Funds

552.232-78 Payment Information

552.237-71 Qualifications of Employees

552.238-71 Submission and Distribution of Authorized FSS Schedule Price List

552.238-74 Industrial Funding Fee and Sales Reporting

552.238-75 Price Reductions

552.242-70 Status Report of Orders and Shipments

552.243-72 Modifications (Multiple Award Schedule)

552.246-73 Warranty—Multiple Award Schedule

552.246-76 Warranty of Pesticides

C.5.15 INDUSTRIAL FUNDING FEE (IFF): CITC-FCXC-370 (MAR 2006)

The Contractor shall provide a proposal which will provide each participating agency/organization and level a sales refund of 8 basis points, based on Net Charge Volume, as calculated in B.4.1 Sales Refund and paid directly to the agency/organization level as described below. The Contractor shall ensure that any financial refund offered to each agency/organization level fully covers GSA's IFF for each business line offered.

The Contractor shall withhold four (4) basis points of net charge volume of the agency/organization level's financial refund under each business line ordered and shall withhold 56 cents of each flat fee charged on non interchange based transactions. The Contractor shall remit all withholdings to GSA by the 15th calendar day of each fiscal year quarter to industrially fund the programs. If the 15th calendar day of each fiscal year quarter falls on a weekend or federal holiday, payment shall be remitted by the next business day. This is GSA's Industrial Funding Fee (IFF) and serves to cover GSA's costs charged to agencies/organizations in providing and administering the GSA SmartPay® Program. GSA reserves the right to revise up or down the industrial funding fee during the contract period not to exceed 6 basis points of an agency's/organization's and level's net charge volume for each business line. Any such revision to the IFF will be based upon GSA's review of program volume growth, expense in administering the program, agency/organization participation, etc. This review is done twice each fiscal year. The Contractor shall have the ability to revise the IFF accordingly. The Contractor shall remit GSA's IFF electronically via ACH or wire transfers to the following address:

ACH Payments:

General Services Administration
Financial Control Branch (6BCD)
1500 East Bannister Road
Kansas City, MO 64131

Wire Transfers:

J.P. Morgan Chase
Attn: Lock Box 73221
525 West Monroe Suite 0239
Chicago, IL 60670

The Contractor shall utilize an addendum to the ACH or wire transfer that contains "SP2IFF" in order for GSA to identify the payment.

The remaining basis points shall be remitted to the appropriate agency/organization and level as described in B.4.

C.5.16 RESERVED

C.5.17 MODIFICATIONS (MASTER CONTRACTS): CITC-FCXC-380 (MAR 2006)

(a) General. The Contractor may request a master contract modification by submitting a request to the GSA Contracting Officer for approval. A separate request should be submitted for each type of proposed modification. At a minimum, every request shall describe the proposed change(s) and provide the rationale for the requested change(s).

(b) Types of Modifications:

(1) Additional items or services within a business line:

(i) A request for an exemption from the requirement to submit cost and pricing data shall be provided. To add items or services, submit the request to the GSA Contracting Officer.

(ii) Price information for the new item(s) or new services must be provided. Specifically, submit the following information: Name of item/service, evidence of commercial selling price, and price offered to the Government.

(iii) A full description of the new items or services must be provided.

(2) Additional Business Line. The Contractor may not offer any new business lines.

(3) Deletions. The Contractor(s) may delete a product or service under a Contract Line Item Number with GSA Contracting Officer approval. The Contractor(s) shall provide an explanation for the deletion (e.g., obsolete technology). The Government reserves the right to reject any subsequent offer of the same item or a substantially equal item at a higher price during the same contract period, if the GSA Contracting Officer finds the higher price to be unreasonable when compared with the deleted item.

- (4) Any major change or enhancement related to the resident platform that is brought about by program volume or technological growth.
- (5) Any change in key personnel.
- (6) Any other change required or allowed by the contract.

(c) Effective dates. The effective date of any modification is the date specified in the modification.

(d) Electronic file updates. The Contractor shall update electronic file submissions to reflect all modifications.

(e) Notification of Master Contract Modification to Agencies/Organizations: The Contractor shall distribute a notification to participating agencies/organizations that reflects accepted changes within 15 calendar days after the effective date of the modification. At a minimum, distribution shall be made to these ordering activities utilizing the service which changed.

C.5.18 ORDER LIMITATIONS: CITC-FCXC-390 (MAR 2006)

(a) Minimum order. The Contractor shall provide services for all standard task orders. When the Government requires supplies or services for tailored task orders covered by this contract in an amount less than the minimum specified in C.5.28.6 Minimum Task Order Size for Tailored Task Requests and Orders, the Government is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the master contract(s). However, offerors may, if willing to accept smaller orders, specify a smaller amount in their offers. If a smaller amount is offered, it is mutually agreed that the Contractor will accept such orders and specify the smaller minimum order limitation in the applicable Contractor publications. If the offeror fails to specify a smaller amount, the Government may place orders for a smaller amount. Such orders shall be deemed to be accepted by the Contractor, unless returned to the ordering office within five (5) business days after receipt by the Contractor.

(b) Maximum task order. The maximum order will be negotiated individually for each agency/organization task order.

(c) Total orders placed against each master contract shall not exceed \$5 trillion over the transactional period of performance.

C.5.19 CHANGES—FIXED-PRICE: 52.243-1 (AUG 1987)

(a) The Contracting Officer may at any time, by written order, and without notice to the sureties, if any, make changes within the general scope of this contract in any one or more of the following:

- (1) Description of services to be performed.
- (2) Time of performance (i.e., hours of the day, days of the week, etc.).
- (3) Place of performance of the services.
- (4) Drawings, designs, or specifications when the supplies to be furnished are to be specially manufactured for the Government in accordance with the drawings, designs, or specifications.
- (5) Method of shipment or packing of supplies.
- (6) Place of delivery.

(b) If any such change causes an increase or decrease in the cost of, or the time required for, performance of any part of the work under this contract, whether or not changed by the order, the Contracting Officer shall make an equitable adjustment in the contract price, the delivery schedule, or both, and shall modify the contract.

(c) The Contractor must assert its right to an adjustment under this clause within 30 days from the date of receipt of the written order. However, if the Contracting Officer decides that the facts justify it, the Contracting Officer may receive and act upon a proposal submitted before final payment of the contract.

(d) If the Contractor's proposal includes the cost of property made obsolete or excess by the change, the Contracting Officer shall have the right to prescribe the manner of the disposition of the property.

(e) Failure to agree to any adjustment shall be a dispute under the Disputes clause. However, nothing in this clause shall excuse the Contractor from proceeding with the contract as changed.

C.5.20 TERMINATION OF TASK ORDERS: CITC-FCXC-400 (MAR 2006)

Any ordering office may, in respect to any one or more task orders placed by it under the contract, exercise the same right of termination as described in C.4.1 Contract Terms and Conditions-Commercial Items (SEPT 2005) 52.212-4 Deviation (SEPT 2006) subparagraph (l) Termination for the Government's convenience, and subparagraph (m) Termination for Cause.

C.5.21 ELECTRONIC COMMERCE—FACNET: I-FSS-599 (APR 1997)

(a) General Background. The Federal Acquisition Streamlining Act (FASA) of 1994 establishes the Federal Acquisition Computer Network (FACNET) requiring the Government to evolve its acquisition process from one driven by paperwork into an expedited process based on electronic commerce/electronic data interchange (EC/EDI). EC/EDI means more than merely automating manual processes and eliminating paper transactions. It can and will help to move business processes (e.g., procurement, finance, logistics) into a fully electronic environment and fundamentally change the way organizations operate.

(b) Trading Partners and Value-Added Networks (VAN's). Within the FACNET architecture, electronic documents (e.g., orders, invoices) are carried between the Federal Government's procuring office and Contractors (now known as "trading partners"). These transactions are carried by commercial telecommunications companies called Value-Added Networks (VAN's). Federal Government transactions are provided only to those VAN's that have been certified by DOD and connected to FACNET.

EDI can be done using commercially available hardware, software, and telecommunications. The selection of a VAN is a business decision Contractors must make. There are many different VAN's which provide a variety of electronic services and different pricing strategies. If your VAN only provides communications services, you may also need a software translation package.

(c) Registration Instructions. DOD will require Contractors to register as trading partners to do business with the Government. This policy can be reviewed via the INTERNET at <http://acq.osd.mil/ec/nwsltr.html>.

To do EDI with the Government, Contractors must register as a trading partner. Contractors will provide regular business information, banking information, and EDI capabilities to all agencies in this single registration. A central repository of all trading partners, **called the Central Contractor Registration (CCR)**, has been developed. All Government procuring offices and other interested parties will have access to this central repository. The database is structured to identify the types of data elements which are public information and those which are confidential and not releasable.

To register, Contractors must provide their Dun and Bradstreet (DUNS) number. The DUNS number is available by calling 1(800)333-0505. It is provided and maintained free of charge and only takes a few minutes to obtain. Contractors will need to provide their Tax Identification Number (TIN). The TIN is assigned by the Internal Revenue Service by calling 1(800)829-1040. Contractors will also be required to provide information about company bank or financial institution for electronic funds transfer (EFT).

Contractors may register through their Value Added Network (VAN) using an American National Standards Institute (ANSI) ASC X12 838 transaction set, called a "Trading Partner Profile." A transaction set is a standard format for moving electronic data. VAN's will be able to assist Contractors with registration. A list of certified VAN's and software providers is available from the Department of Defense (DOD) by calling 1(800) EDI-3414, or from the world wide web at http://www.acq.osd.mil/ec/van_list.html. Contractors who wish to register without going through a VAN may do so via the INTERNET at <http://ccr.edi.disa.mil>.

(d) Implementation Conventions. All EDI transactions must comply with the Federal Implementation Conventions (IC's). Many VAN's and software providers have already built the IC requirements into their products. If you need to see the IC's, they are available on a registry maintained by the National Institute of Standards and Technology (NIST). It is accessible via the INTERNET at <http://snad.ncsl.nist.gov/dartg/edi/fededi.html>. IC's are available for common business documents such as Purchase Order, Price Sales Catalog, Invoice, and Request for Quotes, etc.

(e) Additional Information. GSA has additional information available for who are interested in starting to use EC/EDI. Contact the Contracting Officer for a copy of the latest handbook. Several resources are available to vendors to assist in implementing EC/EDI; specific addresses are available in the handbook or from the Contracting Officer:

- (1) Electronic Commerce Resource Centers (ECRC's) are a network of U.S. Government-sponsored centers that provide EC/EDI training and support to the Contractor community. They are found in over a dozen locations around the country.
- (2) Procurement Technical Assistance Centers (PTAC's) and Small Business Development Centers (SBDC's) provide management assistance to small business owners. Each state has several locations.
- (3) Most major U.S. cities have an EDI user group of companies who meet periodically to share information on EDI-related subjects.

(f) **GSA Advantage!TM**.

- (1) **GSA Advantage!TM** will use this FACNET system to receive catalogs, invoices and text messages; and to send purchase orders, application advice, and functional acknowledgments. **GSA Advantage!TM** enables customers to:
 - (i) Perform database searches across all contracts by manufacturer; manufacturer's model/part number; vendor; and generic product categories.
 - (ii) Generate their own EDI delivery orders to Contractors, generate EDI delivery orders from the Federal Supply Service to Contractors, or download files to create their own delivery orders.
 - (iii) Use the Federal purchase card(s).
- (2) **GSA Advantage!TM** may be accessed via the GSA Home Page. The INTERNET address is: <http://www.gsa.gov>.

C.5.22 INTERPRETATION OF MASTER CONTRACT REQUIREMENTS: CITC-FCXC-410 (MAR 2006)

No interpretation of any provision of this master contract, including applicable specifications, shall be binding on the Government unless furnished or agreed to in writing by the GSA Contracting Officer or his/her designated representative.

C.5.23 ORGANIZATIONAL CONFLICT OF INTEREST: CITC-FCXC-420 (MAR 2006)

Based on the nature of work anticipated under this effort, the GSA Contracting Officer sees a potential conflict of interest in that, as described in FAR 9-505, the Contractor may be providing systems engineering and technical direction or preparing specifications or work statements at the task order level.

At the time of proposal submission and at the time of task order placement, the Contractor shall identify and describe to the GSA Contracting Officer or agency/organization any potential organizational conflict of interest or unfair competitive advantage it may have in providing the services requested under this solicitation as a result of its own actions or those actions of a marketing consultant. For example, if a Contractor was involved in development of the statement of work or card system, it would have a conflict of interest in providing the services/system. The term marketing consultant means any independent Contractor who furnishes advice, information, direction, or assistance to an offeror or any other Contractor in support of the preparation or submission of an offer for a Government contract by that offeror. An independent Contractor is not a marketing consultant when rendering the services described in FAR 9.501. The term organizational conflict of interest means that because of other activities or relationships with other persons, a person is unable or potentially unable to render impartial assistance or advice to the Government, or the person's objectivity in performing the contract work is or might be otherwise impaired, or a person has an unfair competitive advantage.

If an organizational conflict of interest is deemed to exist for systems engineering and technical direction, the Contractor shall be restricted from furnishing the system or any of its major components or be a subcontractor or consultant to a supplier of the system or any of its major components as described in FAR 9.505-1. If an organizational conflict of interest is deemed to exist for preparing specifications or work statements, the Contractor shall be restricted from furnishing the services in question, either as a prime Contractor or as a subcontractor, for a reasonable period of time including, at least, the duration of the initial task order as described in FAR 9.505-2.

C.5.24 AUTHORIZED NEGOTIATORS: CITC-FCXC-430 (MAR 2006)

The offeror represents that the following persons are authorized to negotiate on its behalf with the Government in connection with this request for proposals **FOR THE MASTER CONTRACT** (list names, titles, telephone numbers, and electronic mail address of the authorized negotiators).

The offeror represents that the following persons are authorized to negotiate on its behalf with the Government in connection with **INDIVIDUAL TASK ORDERS UNDER THE MASTER CONTRACT** (list names, titles, telephone numbers, and electronic mail address of the authorized negotiators).

C.5.25 CONTRACT ADMINISTRATION PLAN: CITC-FCXC-440 (MAR 2006)

Offerors are required to submit with their proposal, a description of their contract administration plan. This shall include, at a minimum, who will administer the contract, who has signature authority to financially commit and contractually bind the company for contract modifications, along with names, titles, addresses, telephone and facsimile numbers, and e-mail addresses.

Administration of Contract:

Signature Authority:

NOTE: A contract modification is required to change the contact for contract administration.

C.5.26 GOVERNMENT POINTS OF CONTACT: CITC-FCXC-450 (MAR 2006)

Designated Points of Contact are:

Purchase Card Travel Card Fleet Card Integrated Card	David Shea GSA SmartPay® Office 2200 Crystal Drive, Suite 706 Arlington, VA 20406 Tel: (703) 605-2867 Fax: (703) 605-9843 e-mail: david.shea@gsa.gov
Contracting Officer	Bertha Gelhaus GSA SmartPay® Office 2200 Crystal Drive, Suite 706 Arlington, VA 20406 Tel: (703) 605-2865 Fax: (703) 605-9843 email: bertha.gelhaus@gsa.gov
A/OPC	As Determined by the Agency/Organization

C.5.27 GSA CONTRACTING OFFICER'S AUTHORITY: CITC-FCXC-460 (MAR 2006)

The GSA Contracting Officer is the only person authorized to make any changes in any of the requirements of the master contract, and notwithstanding any provisions contained elsewhere in this contract, said authority remains solely with the GSA Contracting Officer. In the event the Contractor makes any changes to the master contract at the direction of any person other than the GSA Contracting Officer, the change will be considered to have been made without authority and no adjustment will be made in the master contract price to cover any increase in costs incurred as a result thereof.

The GSA Contracting Officer is the only individual who can legally commit or obligate the Government to the expenditure of public funds for the master contract. No cost chargeable to the proposed master contract can be incurred before award of the contract or specific authorization from the GSA Contracting Officer.

C.5.28 ORDERING: CITC-FCXC-470 (MAR 2006)

C.5.28.1 *Definitions:* The following definitions are provided:

Fair Opportunity: Reviewing all qualified master Contractors for potential award. This can be accomplished through agency/organization review of the presentation packages, the task order guide, or contact with master Contractors.

Fair Opportunity Exceptions: The requirement for fair opportunity does not apply to orders above the micro-purchase threshold where the ordering Contracting Officer determines that: (1) the need for the services or property ordered is of such unusual urgency that providing such opportunity to all such Contractors would result in unacceptable delays in fulfilling that need; (2) only one such Contractor is capable of providing the services or property required at the level of quality required because the services or property ordered are unique or highly specialized; (3) the task order should be issued on a sole-source basis in the interest of economy and efficiency because it is a logical follow-on to a task order already issued on a competitive basis provided that all awardees were given a fair opportunity to be considered for the original order; or (4) it is necessary to place the order with a particular Contractor in order to satisfy a minimum guarantee.

Task Order Guide: A government-designed and issued publication that summarizes master contract terms and conditions and summarizes awarded contracts. Includes a matrix of Contractor(s) offerings in the areas of contract line item numbers; additional product and service offerings; value added products and service offerings; type of electronic access and specifications; an indication of how current the program and transaction data is; strengths; past performance rating; price; etc.

Qualified Contractor: Those master contract awardees that meet agency/organization requirements. See example 1 of C.5.28.23 Examples of Task Order Award Process.

Standard Task Order: An agency's/organization's written or electronic order for the products and services as described (off-the-shelf) in the Task Order Guide or the Contractor's presentation package. The standard task order is the document that starts the implementation timeframes described in the Schedule of Services. Agencies/organizations will only issue a standard task order when they have selected the awardee. The standard task order is NOT a request for additional information from the Contractors. If an agency/organization is still in the process of reviewing master Contractors, they may contact the Contractors for additional information, as desired.

Tailored Task Request: An agency/organization written or electronic task request for a proposal to provide the products and services similar to those described in the task order guide or the Contractor's presentation package, but tailored to the agency's/organization's requirements. The tailored task request is not an actual task order--it is the agency's/organization's request for proposal from master contract awardees. Agencies/organizations will only issue a tailored task request when they have developed their performance work statement, evaluation factors, relative importance of evaluation factors, and methodology for award of the task order.

Tailored Task Order Proposal: The Contractor's bona-fide proposal describing how it intends to accomplish the agency's/organization's requirements stated in the tailored task request and at what price.

Tailored Task Order: An agency's/organization's written or electronic order for the tailored products and services at the negotiated price.

C.5.28.2 *Menu-Driven Options*: In order to ease the administrative burden to ordering agencies/organizations and Contractors, the GSA has devised menu-driven options of various products and services. These menu-driven options allow agencies/organizations to review Contractor capabilities based on requirements stated herein and place an order with the Contractor that best meets the agency's/organization's needs at the price stipulated in Block 19-24 of the SF 1449, Contract Line Item Numbers (CLINs).

C.5.28.3 *Task Orders*: It is not possible to accurately estimate the number or volume of task orders that will be provided during the contract term. All costs associated with the marketing, development, proposal preparation, presentation, submission, and negotiation in response to any task request or task order shall be at the Contractor's expense. All travel costs associated with task order process shall be borne by the Contractor.

C.5.28.4 *Order Placement*: Each agency's/organization's Chief Financial Officer (CFO), Chief Acquisition Officer (CAO), and Senior Procurement Executive (SPE), or designees of each, will be responsible for making the decision on how the agency/organization will place a task order for his/her agency/organization. The CFO, CAO, and SPE, or designees, may allow various organizational elements to place their task order directly with the Contractor or may ask GSA to do so on their behalf.

For orders more than the micropurchase threshold, agencies/organizations are required to review all qualified Contractors using either the task order guide or Contractor presentation packages prior to placing their task order.

C.5.28.5 *Minimum Task Order Size for Standard Task Requests/Orders*: There is no minimum task order size for standard task requests/orders. The Contractor shall provide services for all standard task orders.

C.5.28.6 *Minimum Task Order Size for Tailored Task Requests and Orders*: The minimum task order size for tailored task requests and orders is as follows:

- a) Fleet Card: \$300,000 annual charge volume;
- b) Travel Card: \$3,000,000 annual charge volume;
- c) Purchase Card: \$3,000,000 annual charge volume; and
- d) Integrated Card: The annual charge volume will be that of the business lines being integrated.

The Contractor may accept tailored task orders that are less than the minimum charge volume specified. Should the Contractor elect not to accept a task order less than the minimum charge volume, the Contractor shall submit a "no offer" response including a brief statement as to the reason why they chose not to respond.

C.5.28.7 *Minimum Length of Initial Task Orders (both standard and tailored)*: For the agency's/organization's initial task order placed against the master contract, the minimum task order length for both standard and tailored task orders is 2 years or the duration of the master contract, whichever is sooner, unless otherwise specified. Agency/organization task orders may contain options to renew the initial task order; however, the task order shall not exceed the period of the master contract.

Subsequent agency/organization task orders are not required to have any minimum length, but must not exceed the transactional period.

The Contractor may accept initial task orders placed against the master contract that are less than the minimum length specified. Should the Contractor elect not to accept a task order less than the minimum length, the Contractor shall submit a "no offer" response including a brief statement as to the reason why they chose not to respond.

C.5.28.8 *Maximum Length of Task Orders (both standard and tailored)*: Agency/organization task orders may not exceed the master contract length. The maximum agency/organization task order for the initial order placement may be a maximum of 4 years with 1 four-year option and 1 three-year option to renew, or duration of master contract length, whichever is sooner. The agency/organization task order may vary from the master contract for the base period and option periods (e.g. an agency/organization may choose to have a two year base period and one year option periods) as long as the task order meets the minimum two year requirement for initial task order and does not exceed the duration of the master contract.

C.5.28.9 *Task Request/Order Development Assistance*: GSA offers all agencies/organizations standard and tailored task order development assistance, upon request, at no additional cost to the agency/organization.

C.5.28.10 *Task Request/Order Placement Assistance*:

a) Contractor Provided Order Placement Assistance: Agencies/organizations are encouraged to pool their standard and tailored task orders together to obtain maximum benefits. The Contractor shall, upon request, facilitate agencies/organizations to pool orders. This includes comparing agency/organization requirements it receives to find similarities in requirements and suggesting a match, providing points of contact, and telephone numbers.

b) GSA and Other Agency/Organization Provided Order Placement Assistance: At the agency's/organization's request and as described below, GSA will facilitate any pooling effort desired for both standard and tailored task orders. A list of interested pooling parties and/or agency/organization task orders may be available on the GSA SmartPay® website for agencies to review and obtain ideas from. **GSA will not submit orders to any particular Contractor to satisfy a guaranteed minimum.** Additionally, agencies/organizations may request assistance from another agency/organization in tagging-along with that agency's/organization's task order.

- 1) Order Assistance: For agencies/organizations that want to pool their task orders together without GSA or Contractor assistance, GSA will make available on the GSA SmartPay® website a list of agencies/organizations interested in pooling along with points of contact and telephone numbers. Agencies/organizations may arrange their own pooling efforts in this manner. GSA may also make available agency/organization awarded task orders (see C.5.28.22 Electronic Task Order Posting) for agencies to review and obtain ideas from. It is important for agencies/organizations to submit their task requests electronically to facilitate this process.
- 2) GSA Pool Assistance: For agencies/organizations that want to pool their task orders together with GSA's assistance, GSA will facilitate this process upon request. Agencies/organizations may submit their requirements to GSA, and GSA will compare agency/organization requirements to find a similar match and provide the agency/organization a point of contact and telephone number. GSA will consolidate agency/organization requirements and either provide the consolidated requirements to the ordering agency/organization or place the order on the agency's/organization's behalf as requested. Contractors must accept all GSA-pooled orders.
- 3) Tag-Along Assistance: Agencies/organizations that want to tag-along with another agency/organization task order should contact the agency/organization that they are interested in tagging-along with (i.e., the primary agency/organization) to see if they allow tagging-along and to review the primary agency/organization requirements. The primary agency/organization must state whether or not they will allow tagging-along within their task order. The primary agency's/organization's Contractor will provide the agency/organization that is tagging-along with the same services as provided to the primary agency/organization.
- 4) GSA Task Order Tag-Along Assistance: Upon request, agencies/organizations may tag-along with GSA's task order. Contractors must accept GSA's task order(s). Note: An agency requiring paper (e.g., invoices or reports) for centrally billed accounts cannot tag along. GSA's task order is 100% electronic for centrally billed accounts.

C.5.28.11 *Ordering Process*: The GSA will share award information with agencies/organizations and/or provide a library in which the Contractor's oral presentation/demonstration videotapes and/or transcripts are made available for review. Orders will be placed as follows:

C.5.28.12 *Standard Task Order Process*: For orders over the micropurchase threshold, the following procedures will apply:

a) The agency/organization will review the Task Order Guide or Contractor presentation package and determine which Contractor best meets its requirements. The agency/organization may contact the master Contractors for additional information, as desired, so long as they give fair opportunity to all qualified Contractors under the master contract. Agencies/organizations may, however, request better pricing for products and services offered. Contractors are not required or obligated to provide better pricing.

b) Once the agency/organization has made their selection, the agency/organization then submits a written 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), date of order, GSA contract number, task order number, CLINs, price, period of performance, and accounting and appropriation data. The written order may be on an official government order form (e.g., DD1155, GSA300), on agency/organization letterhead, or electronic, but must be in writing. Agencies/organizations do not submit a separate work statement with their standard task request/order.

- c) The Contractor acknowledges the standard task order and begins implementation within the timeframes specified in the Schedule of Services. A separate technical and price proposal is not required for the standard task request/order.
- d) When issuing standard task requests/orders, agencies/organizations are not required to formally or informally compete the requirement or negotiate with Contractors.

C.5.28.13 *Tailored Task Request/Order Process*: For orders over the micro-purchase threshold, the following procedures will apply:

- a) The agency/organization will review the Task Order Guide or Contractor presentation packages and determine which Contractors may meet its requirements. The agency/organization may contact qualified Contractors for additional information, as desired, so long as they give fair opportunity to all qualified Contractors under the master contract;
- b) The agency/organization may post their tailored task request on the internet/intranet in a separate area reserved for access by qualified master Contractors or utilize another medium (e.g., mail, fax, e-mail, or other electronic means). NOTE: Electronic submission is preferred as GSA may post final task orders on the GSA SmartPay® website (see C.5.28.22 Electronic Task Order Posting);
- c) 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 qualified Contractors. Agencies/organizations will treat all prospective awardees fairly. The agency/organization will submit a tailored task request to all qualified Contractors. The tailored task request must be in writing (e.g., mail, fax) or electronic (NOTE: Electronic submission is preferred as GSA may post final task orders on the GSA SmartPay® website—see C.5.28.22 Electronic Task Order Posting). The tailored task request shall include, at a minimum: the performance work statement for a particular requirement or project that clearly specifies all tasks to be performed and products to be delivered under the task order, period of performance, evaluation factors, relative importance of evaluation factors, methodology for award of the task order, and a request for proposals from qualified Contractors. Agencies/organizations are encouraged to request oral proposals from qualified Contractors where practicable. Agencies/organizations are encouraged to utilize streamlined procedures (e.g., electronic submission of proposals, page restrictions on proposals);
- d) As designated by the agency/organization, qualified 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 qualified Contractors;
- e) Within the timeframes specified in C.5.28.15 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 shall be firm fixed price. It shall identify all costs and/or the reduction or increase in refunds offered;
- f) Based on the information provided by the qualified master Contractors, the agency/organization will evaluate the offers received in accordance with the established evaluation criteria and methodology. The ordering agency/organization 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 not required;
- g) 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 (h) of this section; and
- h) 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.

C.5.28.14 *Task Order Issuance*:

- a) A tailored task order may be issued by the ordering Contracting Officer after receipt and review of all of the qualified Contractors' initial proposals (and final proposal revision, if applicable) in accordance with the established evaluation criteria and methodology.

b) The tailored task order will include, at a minimum, the statement “THIS IS A TAILORED 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) , date of order, GSA contract number, task order number, the tailored task request, the awarded Contractor’s initial, subsequent, and best and final proposal(s), CLINs, hours/units, price, period of performance, place of delivery or performance and accounting and appropriation data.

c) A completed tailored task order will result in the performance of a specified unit of work in a definable service or applications area having one or more related deliverable products. No work will be performed except as authorized by a tailored task order and no payment will be made except upon satisfactory performance accepted and approved by the ordering Contracting Officer. The completion dates may be extended in the event performance is delayed due to causes beyond the control and without the fault or negligence of the Contractor as set forth in C.4.1 Contract Terms and Conditions--Commercial Items (SEPT 2005) 52.212-4 (Deviation – SEPT 2006), and as determined by the ordering Contracting Officer.

C.5.28.15 *Schedule*: Each task order will establish a milestone or work break down schedule for submissions (deliverables, testing, etc.). Failure by the Contractor to perform in accordance with the schedule will be sufficient grounds for the ordering Contracting Officer to terminate the task order. It may also be sufficient grounds for the GSA Contracting Officer to terminate the Contractor’s contract under the master contract pursuant to the termination for cause clause of the master contract.

C.5.28.16 *Changes*: Any changes to a standard or tailored task order will be issued in writing by the ordering Contracting Officer, or as requested by the agency/organization, by the GSA Contracting Officer on the agency’s/organization’s behalf. Only the ordering or GSA Contracting Officer on the agency’s/organization’s behalf may modify the terms and conditions of the standard or tailored task order. The ordering Contracting Officer does not have the authority to modify the terms and conditions of the master contract.

If a participating agency/organization develops additional requirement(s) for products and services not offered under their current task order during the period of performance of this Master Contract, the agency/organization will first consider their current GSA SmartPay® Contractor for the requirement(s). If the agency’s/organization’s current Contractor cannot fulfill the requirement(s), the agency/organization will give fair consideration to all other GSA SmartPay® Contractors before competing the requirement(s) outside of this Master Contract. If the agency/organization makes the determination that their additional requirement(s) can not be met by any GSA SmartPay® Contractor, or that the requirement(s) are out of the scope of this Master Contract, the agency/organization may compete the requirement(s) outside of this Master Contract.

C.5.28.17 *Restrictions*: A standard or tailored task order may not increase the scope, period, or maximum value of the master contract under which the task order is issued. Unique to the Travel Card Program, a standard or tailored task order may not split agency requirements between individually and centrally billed accounts (i.e., if an agency places a task order, it must include both individually and centrally billed accounts (if applicable) in the task order. The agency 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).

C.5.28.18 *Submission of Task Orders by the Contractor*: The Contractor shall provide one complete copy of each standard and tailored task order (technical and price) awarded in that month, and any modifications thereof, to the GSA Contracting Officer no later than the **10th calendar day** of each subsequent month. Electronic copies are preferred. For example, task orders awarded during the month of January would be forwarded to the GSA Contracting Officer no later than February 10.

C.5.28.19 *Limitations*: Except for the maximum order per task order, if any, there is no limit on the number of orders that may be placed, so long as it does not exceed the maximum value for the master contract as a whole.

C.5.28.20 *Protests*: Under FAR subpart 33.1, 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.

C.5.28.21 *Task Order Ombudsman*: The GSA Task Order Ombudsman may hear concerns from offerors, potential offerors, and Contractors for the master contract. 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 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:

The GSA Office of Acquisition Policy
General Services Administration

The task order ombudsman does not have the authority to overturn award decisions or adjudicate formal contract disputes.

C.5.28.22 Electronic Task Order Posting: All standard and tailored task orders and contact line item number prices, as well as any modifications thereto, may be posted on the GSA SmartPay® website created and maintained by GSA. All Contractor technical proposals at the master contract level may also be posted on the GSA SmartPay® website, giving due regard to any information protected by the Freedom of Information Act.

C.5.28.23 An agency/organization may award a separate task order for each business line. However, an additional task order for services under the same business line may only be awarded if the agency's/organization's primary task order does not offer the value added products and services requested by the agency/organization.

C.5.28.24 Examples of the Task Order Award Process: The following examples are provided to demonstrate fair opportunity and how the task orders may be awarded:

- Example 1: This is an example of giving all Contractors fair opportunity. ABC agency/organization requires, at a minimum, current transaction data. DEF Contractor can provide real time data, GHI and JKL Contractors can provide current transaction data, and MNO and PQR Contractors can only provide transaction data that is 30-days old. Because MNO and PQR Contractors do not meet the minimum requirement, they are not considered qualified Contractors. ABC agency/organization excludes them from further consideration.
- Example 2: This is an example of a standard task request/order. ABC agency/organization only requires the core requirements for the purchase card. It reviews each master Contractor's presentation package or the task order guide for that particular business line. Based on the information contained in the presentation packages, XYZ Contractor is selected. ABC agency/organization places a standard task request/order to XYZ Contractor.
- Example 3: This is an example of a tailored task request. BBB agency/organization requires a pre-paid card in addition to the core requirements for the travel and fleet card. In addition, BBB requires value added services "x," "y," and "z" on both Travel and Fleet Business Lines. Based on its review of all master Contractors' presentation packages or the task order guide for those business lines, only DDD and EEE Contractors can do the work required (they are the only Contractors on contract that has a pre-paid card, "x," "y," and "z" on both business lines). BBB submits its tailored task request to DDD and EEE Contractors and defines its requirement for the pre-paid card, "x," "y," and "z." Proposals are received by both Contractors. Based on the evaluation criteria and methodology stated in its task request, BBB agency/organization determines that DDD Contractor is the awardee for both business lines. BBB places a tailored task order to DDD Contractor.
- Example 4: This is an example of a tailored task request. 222 agency/organization requires value added products and services in addition to the core requirements for the fleet, travel and purchase card. The 222 agency/organization requires "a," "b," and "c" on the fleet card; "a" and "b" on the travel card; and "a" on the purchase card. While 222 agency/organization will look at each business line separately, it states that it prefers an integrated card and the evaluation criterion reflects the importance of an integrated card. 222 agency/organization reviews the presentation packages or the task order guide. It determines that LLL, MMM and NNN Contractors can do the independent business lines and OOO Contractor can do the integrated card. 222 agency/organization submits its tailored task request to all four Contractors. Based on the evaluation criteria and methodology stated in its task request, and after negotiations, 222 agency/organization determines that while OOO Contractor can do the integrated card, the cost and technical tradeoffs do not merit the price proposed by OOO Contractor. 222 agency/organization determines that it is in its best interest to award independent business lines to LLL, MMM, and NNN Contractors, respectively, and places three separate tailored task orders.

C.5.28.25 Refinement of Ordering Process: GSA reserves the right to refine the ordering procedures throughout the term of the contract (see C.5.29 Card Action Teams).

C.5.29 CARD ACTION TEAMS (CATS): CITC-FCXC-480 (MAR 2006)

GSA may establish Card Action Teams (CATS) consisting of high-level Government personnel, GSA Contracting Office, and the CEO, President or Vice-President, or designee, from each awardee. CATS may meet periodically to discuss ordering procedures, planned requirements, program status, etc., to facilitate open communications in all areas. The meetings are intended to be informative, open, and candid and will serve to continuously seek Contractor input to further improve the Government’s card programs. All Contractor travel costs associated with participating in CATS shall be borne by the Contractor. The following individuals will represent the awardee on the CATS:

Name	Title
Name	Title

C.5.30 KICK OFF MEETING: CITC-FCXC-490 (MAR 2006)

The Contracting Officer intends to conduct a kick-off meeting shortly after award. Government attendees may include the GSA Contracting Officer, agency/organization representatives, and other pertinent Government personnel. Contractor attendees shall include the Project Manager and any other personnel as needed. All Contractor-travel costs associated with this kick off meeting shall be borne by the Contractor. The objective of the meeting is to:

- Discuss kick-off conference;
- Identify responsibilities and roles;
- Address reports needed/regular meetings/schedules;
- Address acceptance criteria/nonconforming supplies;
- Discussion of task order process; and
- Review other issues as required.

C.5.31 KEY PERSONNEL: CITC-FCXC-500 (MAR 2006)

(a) Key Personnel: The Contractor shall include in its proposal, by name and labor category, the key personnel to be assigned to perform and carry out all phases of work under the master contract. The Contractor shall include key personnel resumes. Key personnel include those individuals who are designated as key personnel by agreement of the Government and the Contractor during negotiations and those individuals listed below:

<u>LABOR CATEGORY</u>	<u>NAME</u>
Project Manager	_____
Alternate Project Manager	_____
Customer Relationship Manager(s)	_____

Alternate Customer Relationship Manager(s)	_____

Other (identify name/title) _____

[If additional space is required, please use additional paper and indicate the clause number and key personnel category.]

The persons named above are considered by the Government to be key personnel and essential for the successful completion of all work assigned under this contract. During the first 90 days of the contract performance period, no personnel substitutions will be permitted unless substitutions are necessitated by an individual's sudden illness, death, or termination of employment. In any of these events, the Contractor shall promptly notify the GSA Contracting Officer and provide a detailed explanation of the circumstances necessitating the proposed substitution, a complete resume for the proposed substitute, and any other information requested by the GSA Contracting Officer needed to approve the proposed substitution. After the initial ninety (90) day period, all proposed substitutions must be submitted, in writing, at least 15 calendar days in advance of the proposed substitutions to the GSA Contracting Officer, and provide the information required as stated above. Any key personnel lost from an active project must be replaced within 30 calendar days from the date of the vacancy and replaced with personnel of equal or greater qualifications to the personnel being replaced. All proposed substitutes shall have qualifications that are equal to or higher than the qualifications of the person immediately being replaced. The Contractor shall provide a temporary replacement as an interim measure until key personnel are replaced.

(b) Support Personnel: Personnel other than key personnel are considered support personnel. Resumes for specified support personnel positions may be required at the time of order placement or task order proposal submission, as directed by the ordering Contracting Officer.

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

C.5.32 SERVICE IMPROVEMENTS: CITC-FCXC-510 (MAR 2006)

(a) After contract award, the Government may solicit, and the Contractor is encouraged to propose independently, improvements to the services, features, or other requirements of the master contract. These improvements may be proposed to save money, to improve technology or performance, or for any other purpose which presents a service advantage to the Government. As part of the proposed changes, the Contractor must submit a price proposal to the GSA Contracting Officer for evaluation. Those proposed service improvements that are acceptable to the Government will be processed as modifications to the master contract.

(b) At a minimum, the following information shall be submitted by the Contractor with each proposal:

- (1) A description of the difference between the existing contract requirements and the proposed change(s), and the comparative advantages and disadvantages of each;
- (2) Itemized requirements of the contract which must be changed if the proposal is adopted, and the proposed revisions to the contract for each such change;
- (3) An estimate of the change(s) in performance and cost/price, if any, that will result from adoption of the proposal;
- (4) An evaluation of the effects that the proposed change(s) would have on collateral costs to the Government (e.g., Government-furnished property costs, costs of related items, and costs of maintenance, operation and conversion (including Government premise equipment));
- (5) A statement of the time by which the contract modification adopting the proposal must be issued so as to obtain the maximum benefits of the change(s) during the remainder of this contract including supporting rationale; and
- (6) A description of the impact of the proposed change(s) on the contract completion time or delivery schedule.

(c) The Government will not be liable for proposal preparation costs or any delay in acting upon any proposal submitted pursuant to this clause. The Contractor has the right to withdraw, in whole or in part, any proposal not accepted by the Government within the period specified in the proposal. The decision of the GSA Contracting Officer as to the acceptance of any such proposal under this contract is final and not subject to the "Disputes" clause of this contract.

(d) The GSA Contracting Officer may accept any proposal submitted pursuant to this clause by giving the Contractor written notice thereof. This written notice will be given by issuance of a modification to the master contract. Unless a modification is executed to incorporate a proposal under this contract, the Contractor shall remain obligated to perform in accordance with the requirements, terms and conditions of the existing contract.

C.5.33 CONTRACT PERFORMANCE STANDARDS: CITC-FCXC-520 (MAR 2006)

The Government will evaluate the Contractor's performance based on successful performance of a combination of the following:

1. Customer satisfaction as demonstrated through the satisfactory annual Contractor Quality Survey results (referenced in C.1.16 Quality Assurance) with a typical rating of "satisfactory" or higher.
2. Customer input during the normal course of business.

On a quarterly basis, using random, statistical, or similar sampling methods, the GSA Contracting Office will evaluate technical and management performance, as well as customer satisfaction with the Contractor. The Contractor will be afforded the opportunity to comment on both the completed master contract and task order evaluations. The Government reserves the right to contract with a third party performance measure evaluator.

The GSA Contracting Office will consolidate and tabulate all completed agency/organization task order evaluations, review the Contractor's performance under the Master Contract, and complete the Master Contract evaluation form annually. Once complete, the GSA Contracting Office will forward the completed Master Contract evaluation form to the Contractor for comments. The Contractor shall make no changes to the Master Contract evaluation, but may provide comments in the space provided. Additional paper may be used if necessary. If the Contractor has no comments, it shall so indicate in the comment area. The Contractor shall return the completed Master Contract evaluation form to the GSA Contracting Office within 10 calendar days of receipt of the evaluation.

At the conclusion of the master contract, the GSA Contracting Office will provide an overall assessment of Contractor performance utilizing the performance standards indicated. Contractors shall be given a minimum of 30 calendar days to submit comments, rebutting statements, or additional information. The GSA will provide for review at a level above the GSA Contracting Officer to consider disagreements between the parties regarding the evaluation. The ultimate conclusion on the performance evaluation is a decision of the GSA. Copies of the evaluation, Contractor response, and review comments, if any, shall be retained as part of the evaluation and may be used to support future award decisions for a period no longer than 3 years after completion of contract performance. The completed evaluation shall not be released to other than Government personnel and the Contractor whose performance is being evaluated and will be considered "Source Selection Information."

The GSA Contracting Office will maintain a database of Contractor performance ratings for all task orders. The task order ratings, along with performance documentation supporting the original contract awards, will be made available to agencies/organizations for review. Master and task order evaluations, along with the Contractor's comments, will be made a part of the contract file and will be used as a portion of the past performance indicators for future Government work.

C.5.34 PRIVACY ACT NOTIFICATION: 52.224-1 (APR 1984)

The Contractor will be required to design, develop, or operate a system of records on individuals, to accomplish an agency function subject to the Privacy Act of 1974, Public Law 93-579, December 31, 1974 (5 U.S.C. §552a) and applicable agency regulations. Violation of the Act may involve the imposition of criminal penalties.

C.5.35 PRIVACY ACT: 52.224-2 (APR 1984)

(a) The Contractor agrees to--

- (1) Comply with the Privacy Act of 1974 (the Act) and the agency rules and regulations issued under the Act in the design, development, or operation of any system of records on individuals to accomplish an agency function when the contract specifically identifies--

- (i) The systems of records; and
- (ii) The design, development, or operation work that the Contractor is to perform;

(2) Include the Privacy Act notification contained in this contract in every solicitation and resulting subcontract and in every subcontract awarded without a solicitation, when the work statement in the proposed subcontract requires the redesign, development, or operation of a system of records on individuals that is subject to the Act; and

(3) Include this clause, including this subparagraph (3), in all subcontracts awarded under this contract which requires the design, development, or operation of such a system of records.

(b) In the event of violations of the Act, a civil action may be brought against the agency involved when the violation concerns the design, development, or operation of a system of records on individuals to accomplish an agency function, and criminal penalties may be imposed upon the officers or employees of the agency when the violation concerns the operation of a system of records on individuals to accomplish an agency function. For purposes of the Act, when the contract is for the operation of a system of records on individuals to accomplish an agency function, the Contractor is considered to be an employee of the agency.

(c)

(1) "Operation of a system of records," as used in this clause, means performance of any of the activities associated with maintaining the system of records, including the collection, use, and dissemination of records.

(2) "Record," as used in this clause, means any item, collection, or grouping of information about an individual that is maintained by an agency, including, but not limited to, education, financial transactions, medical history, and criminal or employment history and that contains the person's name, or the identifying number, symbol, or other identifying particular assigned to the individual, such as a fingerprint or voiceprint or a photograph.

(3) "System of records on individuals," as used in this clause, means a group of any records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual.

C.5.36 GUARANTEED MINIMUM: CITC-FCXC-530 (MAR 2006)

GSA guarantees a minimum charge volume on each purchase, travel, fleet, and integrated card master contract (not each task order) as indicated in the subparagraphs below. Payment of the guaranteed minimum is contingent upon satisfactory contract performance. In order to determine whether contract performance has been satisfactory, the Government will continually evaluate the Contractor's performance by utilizing:

1. Annual Contractor Quality Survey results (referenced in C.1.16 Quality Assurance); and
2. Contract performance standards as described in C.5.33 Contract Performance Standards.

Contractors not responding to every task request/order received, either with a proposal to the task order or a no offer response, will not be eligible to receive the guaranteed minimum.

Payment of the guaranteed minimum (as detailed below) will occur at the conclusion of the initial 4-year base period with demonstrated satisfactory performance. Contracts terminated for cause are not entitled to any guaranteed minimum.

Contractors must request payment in accordance with C.5.37 Contractor Request for Payment of the Guaranteed Minimum.

No guaranteed minimum amounts will be offered by the Government beyond the initial 4-year base period.

C.5.36.1 Guaranteed Minimum for the Purchase, Travel, Fleet, and Integrated Card Programs: The guaranteed minimum for the Purchase, Travel, Fleet, and Integrated Card Programs is \$44,000, to be calculated as follows: GSA anticipates a minimum charge volume of \$40,075,000 flowing through each master contract for all combined business lines (purchase, travel, fleet, and integrated) for the initial 4-year base period, provided that the Contractor demonstrates satisfactory contract performance as described in C.5.33 Contract Performance Standards. If a Contractor does not realize the minimum charge volume of \$40,075,000 for all combined business lines (purchase, travel, fleet, and integrated), GSA will pay an amount equal to 0.1% of the amount required to bring the volume up to the anticipated \$40,075,000 charge volume, not to exceed the \$44,000 guaranteed minimum.

C.5.36.2 Examples of How the Guaranteed Minimum Will Work: Contractor "x" has a master contract containing all four business lines (purchase, travel, fleet, and integrated). Contractor "x" had \$35 million of charge volume and satisfactory

performance for all combined business lines during the initial 4-year base period, a shortfall of \$5,075,000. GSA will pay 0.1% on the \$5,075,000 shortfall in charge volume, or \$5,075.

C.5.37 CONTRACTOR REQUEST FOR PAYMENT OF THE GUARANTEED MINIMUM: CITC-FCXC-540 (MAR 2006)

At the conclusion of the initial 4-year base period and satisfactory performance, the Contractor may request payment of the guaranteed minimum. The request shall include:

- a) GSA Contract Number;
- b) Identification of business line(s) and CLIN(s);
- c) Date of request;
- d) The statement: "In accordance with Clause CITC-FSS-FCXC-540 (MAR 2006) entitled Contractor Request for Payment of the Guaranteed Minimum, [Company Name] is requesting payment of the guaranteed minimum; and
- e) Demonstrate satisfactory performance in accordance with C.1.16 Quality Assurance, and C.5.33 Contract Performance Standards.

C.5.38 GRATUITIES: 52.203-3 (APR 1984)

(a) The right of the Contractor to proceed may be terminated by written notice if, after notice and hearing, the agency head or a designee determines that the Contractor, its agent, or another representative—

- (1) Offered or gave a gratuity (e.g., an entertainment or gift) to an officer, official, or employee of the Government; and
- (2) Intended, by the gratuity, to obtain a contract or favorable treatment under a contract.

(b) The facts supporting this determination may be reviewed by any court having lawful jurisdiction.

(c) If this contract is terminated under paragraph (a) above, the Government is entitled—

- (1) To pursue the same remedies as in a breach of the contract; and
- (2) In addition to any other damages provided by law, to exemplary damages of not less than 3 nor more than 10 times the cost incurred by the Contractor in giving gratuities to the person concerned, as determined by the agency head or a designee. (This subparagraph (c)(2) is applicable only if this contract uses money appropriated to the Department of Defense.)

(d) The rights and remedies of the Government provided in this clause shall not be exclusive and are in addition to any other rights and remedies provided by law or under this contract.

C.5.39 PRINTING/COPYING DOUBLE-SIDED ON RECYCLED PAPER: 52.204-4 (AUG 2000)

(a) Definitions. As used in this clause—

"Post consumer material" means a material or finished product that has served its intended use and has been discarded for disposal or recovery, having completed its life as a consumer item. Post consumer material is a part of the broader category of "recovered material." For paper and paper products, post consumer material means "post consumer fiber" defined by the U.S. Environmental Protection Agency (EPA) as—

- (1) Paper, paperboard, and fibrous materials from retail stores, office buildings, homes, and so forth, after they have passed through their end-usage as a consumer item, including: used corrugated boxes; old newspapers; old magazines; mixed waste paper; tabulating cards; and used cordage; or
- (2) All paper, paperboard, and fibrous materials that enter and are collected from municipal solid waste; but not
- (3) Fiber derived from printers' over-runs, converters' scrap, and over-issue publications.

"Printed or copied double-sided" means printing or reproducing a document so that information is on both sides of a sheet of paper.

“Recovered material,” for paper and paper products, is defined by EPA in its Comprehensive Procurement Guideline as “recovered fiber” and means the following materials:

- (1) Post consumer fiber; and
- (2) Manufacturing wastes such as—
 - (i) Dry paper and paperboard waste generated after completion of the papermaking process (that is, those manufacturing operations up to and including the cutting and trimming of the paper machine reel into smaller rolls or rough sheets) including: envelope cuttings, bindery trimmings, and other paper and paperboard waste resulting from printing, cutting, forming, and other converting operations; bag, box, and carton manufacturing wastes; and butt rolls, mill wrappers, and rejected unused stock; and
 - (ii) Repulped finished paper and paperboard from obsolete inventories of paper and paperboard manufacturers, merchants, wholesalers, dealers, printers, converters, or others.

(b) In accordance with Section 101 of Executive Order 13101 of September 14, 1998, Greening the Government through Waste Prevention, Recycling, and Federal Acquisition, the Contractor is encouraged to submit paper documents, such as offers, letters, or reports, that are printed or copied double-sided on recycled paper that meet minimum content standards specified in Section 505 of Executive Order 13101, when not using electronic commerce methods to submit information or data to the Government.

(c) If the Contractor cannot purchase high-speed copier paper, offset paper, forms bond, computer printout paper, carbonless paper, file folders, white wove envelopes, writing and office paper, book paper, cotton fiber paper, and cover stock meeting the 30 percent postconsumer material standard for use in submitting paper documents to the Government, it should use paper containing no less than 20 percent post consumer material. This lesser standard should be used only when paper meeting the 30 percent post consumer material standard is not obtainable at a reasonable price or does not meet reasonable performance standards.

C.5.40 RESTRICTIONS ON CERTAIN FOREIGN PURCHASES: 52.225-13 (FEB 2006)

(a) Except as authorized by the Office of Foreign Assets Control (OFAC) in the Department of the Treasury, the Contractor shall not acquire, for use in the performance of this contract, any supplies or services if any proclamation, Executive order, or statute administered by OFAC, or if OFAC’s implementing regulations at 31 CFR Chapter V, would prohibit such a transaction by a person subject to the jurisdiction of the United States.

(b) Except as authorized by OFAC, most transactions involving Cuba, Iran, and Sudan are prohibited, as are most imports from North Korea, into the United States or its outlying areas. Lists of entities and individuals subject to economic sanctions are included in OFAC’s List of Specially Designated Nationals and Blocked Persons at <http://www.treas.gov/offices/enforcement/ofac/sdn>. More information about these restrictions, as well as updates, is available in the OFAC’s regulations at 31 CFR Chapter V and/or on OFAC’s website at <http://www.treas.gov/offices/enforcement/ofac>.

(c) The Contractor shall insert this clause, including this paragraph (c), in all subcontracts.

C.5.41 OPTION TO EXTEND THE TERM OF TASK ORDERS: CITC-FCXC-550 (MAR 2006)

For task orders that include options to extend the period of performance:

(a) Unless otherwise provided in the task order, the ordering agency/organization may extend the term of its task order by written notice to the Contractor prior to expiration of the task order. If the ordering agency/ organization exercises this option, the extended task order shall be considered to include this option provision.

(b) The total duration of the task order, including any options under this clause, shall not exceed the transactional period of performance.

C.5.42 NOTICE TO OFFERORS OF SUBCONTRACTING PLAN REQUIREMENTS: 552.219-71 (JUN 2005)

The General Services Administration (GSA) is committed to assuring that maximum practicable opportunity is provided to small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns to participate in the performance of this contract consistent with its efficient performance. GSA expects any subcontracting plan submitted pursuant to FAR 52.219--9, Small Business Subcontracting Plan, to reflect this commitment. Consequently, an offeror, other than a small business concern, before being awarded a contract exceeding \$500,000 (\$1,000,000 for construction), must demonstrate that its subcontracting plan represents a creative and innovative program for involving small, HUBZone small, small disadvantaged, and women-owned small business concerns as subcontractors in the performance of this contract.

NOTE: See Attachment 2 for a sample subcontracting plan.

C.5.43 LIQUIDATED DAMAGES -SUBCONTRACTING PLAN: 52.219-16 (JAN 1999)

(a) "Failure to make a good faith effort to comply with the subcontracting plan," as used in this clause, means a willful or intentional failure to perform in accordance with the requirements of the subcontracting plan approved under the clause in this contract entitled "Small Business Subcontracting Plan," or willful or intentional action to frustrate the plan.

(b) Performance shall be measured by applying the percentage goals to the total actual subcontracting dollars or, if a commercial plan is involved, to the pro rata share of actual subcontracting dollars attributable to Government contracts covered by the commercial plan. If, at contract completion or, in the case of a commercial plan, at the close of the fiscal year for which the plan is applicable, the Contractor has failed to meet its subcontracting goals and the Contracting Officer decides in accordance with paragraph (c) of this clause that the Contractor failed to make a good faith effort to comply with its subcontracting plan, established in accordance with the clause in this contract entitled "Small Business Subcontracting Plan," the Contractor shall pay the Government liquidated damages in an amount stated. The amount of probable damages attributable to the Contractor's failure to comply shall be an amount equal to the actual dollar amount by which the Contractor failed to achieve each subcontract goal.

(c) Before the Contracting Officer makes a final decision that the Contractor has failed to make such good faith effort, the Contracting Officer shall give the Contractor written notice specifying the failure and permitting the Contractor to demonstrate what good faith efforts have been made and to discuss the matter. Failure to respond to the notice may be taken as an admission that no valid explanation exists. If, after consideration of all the pertinent data, the Contracting Officer finds that the Contractor failed to make a good faith effort to comply with the subcontracting plan, the Contracting Officer shall issue a final decision to that effect and require that the Contractor pay the Government liquidated damages as provided in paragraph (b) of this clause.

(d) With respect to commercial plans, the Contracting Officer who approved the plan will perform the functions of the Contracting Officer under this clause on behalf of all agencies with contracts covered by the commercial plan.

(e) The Contractor shall have the right of appeal, under the clause in this contract entitled, Disputes, from any final decision of the Contracting Officer.

(f) Liquidated damages shall be in addition to any other remedies that the Government may have.

C.5.44 DATA UNIVERSAL NUMBERING SYSTEM (DUNS) NUMBER: 52.204-6 (OCT 2003)

(a) The offeror shall enter, in the block with its name and address on the cover page of its offer, the annotation "DUNS" or "DUNS+4" followed by the DUNS number or "DUNS+4" that identifies the offeror's name and address exactly as stated in the offer. The DUNS number is a nine-digit number assigned by Dun and Bradstreet, Inc. The DUNS+4 is the DUNS number plus a 4-character suffix that may be assigned at the discretion of the offeror to establish additional CCR records for identifying alternative Electronic Funds Transfer (EFT) accounts (see Subpart 32.11) for the same parent concern.

(b) If the offeror does not have a DUNS number, it should contact Dun and Bradstreet directly to obtain one.

(1) An offeror may obtain a DUNS number—

(i) If located within the United States, by calling Dun and Bradstreet at 1-866-705-5711 or via the internet at <http://www.dnb.com>; or

- (ii) If located outside the United States, by contacting the local Dun and Bradstreet office.
- (2) The offeror should be prepared to provide the following information:
 - (i) Company legal business name.
 - (ii) Tradestyle, doing business, or other name by which your entity is commonly recognized.
 - (iii) Company physical street address, city, state and ZIP Code.
 - (iv) Company mailing address, city, state and ZIP Code (if separate from physical).
 - (v) Company telephone number.
 - (vi) Date the company was started.
 - (vii) Number of employees at your location.
 - (viii) Chief executive officer/key manager.
 - (ix) Line of business (industry).
 - (x) Company Headquarters name and address (reporting relationship within your entity).

C.5.45 CENTRAL CONTRACTOR REGISTRATION: 52.204-7 (JULY 2006)

(a) Definitions. As used in this clause—

“Central Contractor Registration (CCR) database” means the primary Government repository for Contractor information required for the conduct of business with the Government.

“Data Universal Numbering System (DUNS) number” means the 9-digit number assigned by Dun and Bradstreet, Inc. (D&B) to identify unique business entities.

“Data Universal Numbering System +4 (DUNS+4) number” means the DUNS number assigned by D&B plus a 4-character suffix that may be assigned by a business concern. (D&B has no affiliation with this 4-character suffix.) This 4-character suffix may be assigned at the discretion of the business concern to establish additional CCR records for identifying alternative Electronic Funds Transfer (EFT) accounts (see the FAR at Subpart 32.11) for the same parent concern.

“Registered in the CCR database” means that—

- (1) The Contractor has entered all mandatory information, including the DUNS number or the DUNS+4 number, into the CCR database; and
- (2) The Government has validated all mandatory data fields, to include validation of the Taxpayer Identification Number (TIN) with the Internal Revenue Service (IRS), and has marked the record “Active”. The Contractor will be required to provide consent for TIN validation to the Government as a part of the CCR registration process.

(b)

- (1) By submission of an offer, the offeror acknowledges the requirement that a prospective awardee shall be registered in the CCR database prior to award, during performance, and through final payment of any contract, basic agreement, basic ordering agreement, or blanket purchasing agreement resulting from this solicitation.
- (2) The offeror shall enter, in the block with its name and address on the cover page of its offer, the annotation “DUNS” or “DUNS +4” followed by the DUNS or DUNS +4 number that identifies the offeror’s name and address exactly as stated in the offer. The DUNS number will be used by the Contracting Officer to verify that the offeror is registered in the CCR database.

(c) If the offeror does not have a DUNS number, it should contact Dun and Bradstreet directly to obtain one.

- (1) An offeror may obtain a DUNS number—
 - (i) If located within the United States, by calling Dun and Bradstreet at 1-866-705-5711 or via the internet at <http://www.dnb.com>; or
 - (ii) If located outside the United States, by contacting the local Dun and Bradstreet office.
- (2) The offeror should be prepared to provide the following information:
 - (i) Company legal business.
 - (ii) Tradestyle, doing business, or other name by which your entity is commonly recognized.
 - (iii) Company Physical Street Address, City, State, and ZIP Code.
 - (iv) Company Mailing Address, City, State and ZIP Code (if separate from physical).
 - (v) Company Telephone Number.
 - (vi) Date the company was started.
 - (vii) Number of employees at your location.
 - (viii) Chief executive officer/key manager.
 - (ix) Line of business (industry).
 - (x) Company Headquarters name and address (reporting relationship within your entity).

(d) If the Offeror does not become registered in the CCR database in the time prescribed by the Contracting Officer, the Contracting Officer will proceed to award to the next otherwise successful registered Offeror.

(e) Processing time, which normally takes 48 hours, should be taken into consideration when registering. Offerors who are not registered should consider applying for registration immediately upon receipt of this solicitation.

(f) The Contractor is responsible for the accuracy and completeness of the data within the CCR database, and for any liability resulting from the Government's reliance on inaccurate or incomplete data. To remain registered in the CCR database after the initial registration, the Contractor is required to review and update on an annual basis from the date of initial registration or subsequent updates its information in the CCR database to ensure it is current, accurate and complete. Updating information in the CCR does not alter the terms and conditions of this contract and is not a substitute for a properly executed contractual document.

(g)

(1) (i) If a Contractor has legally changed its business name, "doing business as" name, or division name (whichever is shown on the contract), or has transferred the assets used in performing the contract, but has not completed the necessary requirements regarding novation and change-of-name agreements in Subpart 42.12, the Contractor shall provide the responsible Contracting Officer a minimum of one business day's written notification of its intention to (A) change the name in the CCR database; (B) comply with the requirements of Subpart 42.12 of the FAR; and (C) agree in writing to the timeline and procedures specified by the responsible Contracting Officer. The Contractor must provide with the notification sufficient documentation to support the legally changed name.

(ii) If the Contractor fails to comply with the requirements of paragraph (g)(1)(i) of this clause, or fails to perform the agreement at paragraph (g)(1)(i)(C) of this clause, and, in the absence of a properly executed novation or change-of-name agreement, the CCR information that shows the Contractor to be other than the Contractor indicated in the contract will be considered to be incorrect information within the meaning of the "Suspension of Payment" paragraph of the electronic funds transfer (EFT) clause of this contract.

(2) The Contractor shall not change the name or address for EFT payments or manual payments, as appropriate, in the CCR record to reflect an assignee for the purpose of assignment of claims (see FAR Subpart 32.8 Assignment of Claims). Assignees shall be separately registered in the CCR database. Information provided to the Contractor's CCR record that indicates payments, including those made by EFT, to an ultimate recipient other than that Contractor will be considered to be incorrect information within the meaning of the "Suspension of payment" paragraph of the EFT clause of this contract.

(h) Offerors and Contractors may obtain information on registration and annual confirmation requirements via the internet at <http://www.ccr.gov> or by calling 1-888-227-2423, or 269-961-5757.

C.5.46 OPTION TO EXTEND SERVICES: 52.217-8 (Nov 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 90 days prior to the expiration of the contract.

C.5.47 RESTRICTION ON ADVERTISING (SEP 1999) 552.203-71

The Contractor shall not refer to this contract in commercial advertising or similar promotions in such a manner as to state or imply that the product or service provided is endorsed or preferred by the White House, the Executive Office of the President, or any other element of the Federal Government, or is considered by these entities to be superior to other products or services. Any advertisement by the Contractor, including price-off coupons, that refers to a military resale activity shall contain the following statement: "This advertisement is neither paid for nor sponsored, in whole or in part, by any element of the United States Government."

END OF ADDENDUM TO CLAUSE 52.212-4 SECTION

C.6 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS— COMMERCIAL ITEMS (AUG 2006) 52.212-5

(a) The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clauses, which are incorporated in this contract by reference, to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

- (1) 52.233-3, Protest After Award (AUG 1996) (31 U.S.C. 3553).
- (2) 52.233-4, Applicable Law for Breach of Contract Claim (OCT 2004) (Pub. L. 108-77, 108-78)

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

[Contracting Officer check as appropriate.]

- (1) 52.203-6, Restrictions on Subcontractor Sales to the Government (Jul 1995), with Alternate I (Oct 1995) (41 U.S.C. 253g and 10 U.S.C. 2402).
- (2) 52.219-3, Notice of Total HUBZone Set-Aside (Jan 1999) (15 U.S.C. 657a).
- (3) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (JULY 2005) (if the offeror elects to waive the preference, it shall so indicate in its offer) (15 U.S.C. 657a).
- (4) [Reserved]
- (5)(i) 52.219-6, Notice of Total Small Business Set-Aside (June 2003) (15 U.S.C. 644).
- (ii) Alternate I (Oct 1995) of 52.219-6.
- (iii) Alternate II (Mar 2004) of 52.219-6.
- (6)(i) 52.219-7, Notice of Partial Small Business Set-Aside (June 2003) (15 U.S.C. 644).
- (ii) Alternate I (Oct 1995) of 52.219-7.
- (iii) Alternate II (Mar 2004) of 52.219-7.
- (7) 52.219-8, Utilization of Small Business Concerns (May 2004) (15 U.S.C. 637(d)(2) and (3)).
- (8)(i) 52.219-9, Small Business Subcontracting Plan (July 2005) (15 U.S.C. 637(d)(4)).
- (ii) Alternate I (Oct 2001) of 52.219-9.
- (iii) Alternate II (Oct 2001) of 52.219-9.
- (9) 52.219-14, Limitations on Subcontracting (Dec 1996) (15 U.S.C. 637(a)(14)).
- (10)(i) 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns (SEPT 2005) (10 U.S.C. 2323) (if the offeror elects to waive the adjustment, it shall so indicate in its offer).
- (ii) Alternate I (June 2003) of 52.219-23.
- (11) 52.219-25, Small Disadvantaged Business Participation Program—Disadvantaged Status and Reporting (Oct 1999) (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).
- (12) 52.219-26, Small Disadvantaged Business Participation Program—Incentive Subcontracting (Oct 2000) (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).
- (13) 52.219-27, Notice of Total Service-Disabled Veteran-Owned Small Business Set-Aside (May 2004).
- (14) 52.222-3, Convict Labor (June 2003) (E.O. 11755).
- (15) 52.222-19, Child Labor—Cooperation with Authorities and Remedies (Jan 2006) (E.O. 13126).
- (16) 52.222-21, Prohibition of Segregated Facilities (Feb 1999).
- (17) 52.222-26, Equal Opportunity (Apr 2002) (E.O. 11246).
- (18) 52.222-35, Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (Dec 2001) (38 U.S.C. 4212).

- X_ (19) 52.222-36, Affirmative Action for Workers with Disabilities (Jun 1998) (29 U.S.C. 793).
- _X_ (20) 52.222-37, Employment Reports on Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (Dec 2001) (38 U.S.C. 4212).
- __ (21) 52.222-39, Notification of Employee Rights Concerning Payment of Union Dues or Fees (Dec 2004) (E.O. 13201).
- __ (22)(i) 52.223-9, Estimate of Percentage of Recovered Material Content for EPA-Designated Products (Aug 2000) (42 U.S.C. 6962(c)(3)(A)(ii)).
- __ (ii) Alternate I (Aug 2000) of 52.223-9 (42 U.S.C. 6962(i)(2)(C)).
- __ (23) 52.225-1, Buy American Act—Supplies (June 2003) (41 U.S.C. 10a-10d).
- __ (24)(i) 52.225-3, Buy American Act—Free Trade Agreements—Israeli Trade Act (JUNE 2006) (41 U.S.C. 10a-10d, 19 U.S.C. 3301 note, 19 U.S.C. 2112 note, Pub. L. 108-77, 108-78, 108-286), and 109-53.
- __ (ii) Alternate I (Jan 2004) of 52.225-3.
- __ (iii) Alternate II (Jan 2004) of 52.225-3.
- __ (25) 52.225-5, Trade Agreements (June 2006) (19 U.S.C. 2501, *et seq.*, 19 U.S.C. 3301 note).
- _X_ (26) 52.225-13, Restrictions on Certain Foreign Purchases (Feb 2006) (E.o.s, proclamations, and statutes administered by the Office of Foreign Assets Control of the Department of the Treasury).
- __ (27) 52.226-4, Notice of Disaster or Emergency Area Set-Aside (42 U.S.C. 5150).
- __ (28) 52.226-5, Restrictions on Subcontracting Outside Disaster or Emergency Area (42 U.S.C. 5150).
- __ (29) 52.232-29, Terms for Financing of Purchases of Commercial Items (Feb 2002) (41 U.S.C. 255(f), 10 U.S.C. 2307(f)).
- __ (30) 52.232-30, Installment Payments for Commercial Items (Oct 1995) (41 U.S.C. 255(f), 10 U.S.C. 2307(f)).
- _X_ (31) 52.232-33, Payment by Electronic Funds Transfer—Central Contractor Registration (Oct 2003) (31 U.S.C. 3332).
- _X_ (32) 52.232-34, Payment by Electronic Funds Transfer—Other than Central Contractor Registration (May 1999) (31 U.S.C. 3332).
- __ (33) 52.232-36, Payment by Third Party (May 1999) (31 U.S.C. 3332).
- _X_ (34) 52.239-1, Privacy or Security Safeguards (Aug 1996) (5 U.S.C. 552a).
- __ (35)(i) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx. 1241(b) and 10 U.S.C. 2631).
- __ (ii) Alternate I (Apr 2003) of 52.247-64.

(c) The Contractor shall comply with the FAR clauses in this paragraph (c), applicable to commercial services, that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

[Contracting Officer check as appropriate.]

- __ (1) 52.222-41, Service Contract Act of 1965, as Amended (July 2005) (41 U.S.C. 351, *et seq.*).
- __ (2) 52.222-42, Statement of Equivalent Rates for Federal Hires (May 1989) (29 U.S.C. 206 and 41 U.S.C. 351, *et seq.*).
- __ (3) 52.222-43, Fair Labor Standards Act and Service Contract Act—Price Adjustment (Multiple Year and Option Contracts) (May 1989) (29 U.S.C. 206 and 41 U.S.C. 351, *et seq.*).
- __ (4) 52.222-44, Fair Labor Standards Act and Service Contract Act—Price Adjustment (Feb 2002) (29 U.S.C. 206 and 41 U.S.C. 351, *et seq.*).

(d) *Comptroller General Examination of Record.* The Contractor shall comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, and does not contain the clause at 52.215-2, Audit and Records—Negotiation.

(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor's directly pertinent records involving transactions related to this contract.

(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR Subpart 4.7 Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.

(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.

(e) (1) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c), and (d) of this clause, the Contractor is not required to flow down any FAR clause, other than those in paragraphs (i) through (vii) of this paragraph in a subcontract for commercial items. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause—

(i) 52.219-8, Utilization of Small Business Concerns (May 2004) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds \$500,000 (\$1,000,000 for construction of any public facility), the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.

(ii) 52.222-26, Equal Opportunity (Apr 2002) (E.O. 11246).

(iii) 52.222-35, Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans (Dec 2001) (38 U.S.C. 4212).

(iv) 52.222-36, Affirmative Action for Workers with Disabilities (June 1998) (29 U.S.C. 793).

(v) 52.222-39, Notification of Employee Rights Concerning Payment of Union Dues or Fees (Dec 2004) (E.O. 13201).

(vi) 52.222-41, Service Contract Act of 1965, as Amended (July 2005), flow down required for all subcontracts subject to the Service Contract Act of 1965 (41 U.S.C. 351, *et seq.*).

(vii) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx. 1241(b) and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247-64.

(2) While not required, the Contractor may include in its subcontracts for commercial items a minimal number of additional clauses necessary to satisfy its contractual obligations.

END OF 52.212-5, CONTRACT TERMS AND CONDITIONS SECTION

SECTION D

D.1 INSTRUCTIONS TO OFFERORS--COMMERCIAL ITEMS (JAN 2006): 52.212-1

- (a) North American Industry Classification System (NAICS) code and small business size standard. The NAICS code and small business size standard for this acquisition appear in Block 10 of the solicitation cover sheet (SF 1449). However, the small business size standard for a concern which submits an offer in its own name, but which proposes to furnish an item which it did not itself manufacture, is 500 employees.
- (b) Submission of offers. Submit signed and dated offers to the office specified in this solicitation at or before the exact time specified in this solicitation. Offers may be submitted on the SF 1449, letterhead stationery, or as otherwise specified in the solicitation. As a minimum, offers must show--
- (1) The solicitation number;
 - (2) The time specified in the solicitation for receipt of offers;
 - (3) The name, address, and telephone number of the offeror;
 - (4) A technical description of the items being offered in sufficient detail to evaluate compliance with the requirements in the solicitation. This may include product literature, or other documents, if necessary;
 - (5) Terms of any express warranty;
 - (6) Price and any discount terms;
 - (7) "Remit to" address, if different than mailing address;
 - (8) A completed copy of the representations and certifications at FAR 52.212-3 (see FAR 52.212-3(j) for those representations and certifications that the offeror shall complete electronically);
 - (9) Acknowledgment of Solicitation Amendments;
 - (10) Past performance information, when included as an evaluation factor, to include recent and relevant contracts for the same or similar items and other references (including contract numbers, points of contact with telephone numbers and other relevant information); and
 - (11) If the offer is not submitted on the SF 1449, include a statement specifying the extent of agreement with all terms, conditions, and provisions included in the solicitation. Offers that fail to furnish required representations or information, or reject the terms and conditions of the solicitation may be excluded from consideration.
- (c) Period for acceptance of offers. The offeror agrees to hold the prices in its offer firm for 30 calendar days from the date specified for receipt of offers, unless another time period is specified in an addendum to the solicitation.
- (d) Product samples. When required by the solicitation, product samples shall be submitted at or prior to the time specified for receipt of offers. Unless otherwise specified in this solicitation, these samples shall be submitted at no expense to the Government, and returned at the sender's request and expense, unless they are destroyed during preaward testing.
- (e) Multiple offers. Offerors are encouraged to submit multiple offers presenting alternative terms and conditions or commercial items for satisfying the requirements of this solicitation. Each offer submitted will be evaluated separately.
- (f) Late submissions, modifications, revisions, and withdrawals of offers.

(1) Offerors are responsible for submitting offers, and any modifications, revisions, or withdrawals, so as to reach the government office designated in the solicitation by the time specified in the solicitation. If no time is specified in the solicitation, the time for receipt is 4:30 p.m., local time, for the designated government office on the date that offers or revisions are due.

(2) (i) Any offer, modification, revision, or withdrawal of an offer received at the government office designated in the solicitation after the exact time specified for receipt of offers is "late" and will not be considered unless it is received before award is made, the Contracting Officer determines that accepting the late offer would not unduly delay the acquisition; and--

(A) If it was transmitted through an electronic commerce method authorized by the solicitation, it was received at the initial point of entry to the government infrastructure not later than 5:00 p.m. one working day prior to the date specified for receipt of offers; or

(B) There is acceptable evidence to establish that it was received at the government installation designated for receipt of offers and was under the Government's control prior to the time set for receipt of offers; or

(C) If this solicitation is a request for proposals, it was the only proposal received.

(ii) However, a late modification of an otherwise successful offer, that makes its terms more favorable to the Government, will be considered at any time it is received and may be accepted.

(3) Acceptable evidence to establish the time of receipt at the government installation includes the time/date stamp of that installation on the offer wrapper, other documentary evidence of receipt maintained by the installation, or oral testimony or statements of government personnel.

(4) If an emergency or unanticipated event interrupts normal government processes so that offers cannot be received at the government office designated for receipt of offers by the exact time specified in the solicitation, and urgent government requirements preclude amendment of the solicitation or other notice of an extension of the closing date, the time specified for receipt of offers will be deemed to be extended to the same time of day specified in the solicitation on the first work day on which normal government processes resume.

(5) Offers may be withdrawn by written notice received at any time before the exact time set for receipt of offers. Oral offers in response to oral solicitations may be withdrawn orally. If the solicitation authorizes facsimile offers, offers may be withdrawn via facsimile received at any time before the exact time set for receipt of offers, subject to the conditions specified in the solicitation concerning facsimile offers. An offer may be withdrawn in person by an offeror or its authorized representative if, before the exact time set for receipt of offers, the identity of the person requesting withdrawal is established and the person signs a receipt for the offer.

(g) Contract award (not applicable to Invitation for Bids). The Government intends to evaluate offers and award a contract without discussions with offerors. Therefore, the offeror's initial offer should contain the offeror's best terms from a price and technical standpoint. However, the Government reserves the right to conduct discussions if later determined by the Contracting Officer to be necessary. The Government may reject any or all offers if such action is in the public interest; accept other than the lowest offer; and waive informalities and minor irregularities in offers received.

(h) Multiple awards. The Government may accept any item or group of items of an offer, unless the offeror qualifies the offer by specific limitations. Unless otherwise provided in the Schedule, offers may not be submitted for quantities less than those specified. The Government reserves the right to make an award on any item for a quantity less than the quantity offered, at the unit prices offered, unless the offeror specifies otherwise in the offer.

(i) Availability of requirements documents cited in the solicitation.

(1) (i) Availability of requirements documents cited in the solicitation. (1) (i) The GSA Index of Federal Specifications, Standards and Commercial Item Descriptions, FPMR Part 101-29, and copies of specifications, standards, and commercial item descriptions cited in this solicitation may be obtained for a fee by submitting a request to--GSA Federal

Supply Service Specifications Section, Suite 8100, 470 East L'Enfant Plaza, SW, Washington, DC 20407, Telephone (202) 619-8925, Facsimile (202) 619-8978.

(ii) If the General Services Administration, Department of Agriculture, or Department of Veterans Affairs issued this solicitation, a single copy of specifications, standards, and commercial item descriptions cited in this solicitation may be obtained free of charge by submitting a request to the addressee in paragraph (i)(1)(i) of this provision. Additional copies will be issued for a fee.

(2) Most unclassified Defense specifications and standards may be downloaded from the following ASSIST websites:

(i) ASSIST (<http://assist.daps.dla.mil>).

(ii) Quick Search (<http://assist.daps.dla.mil/quicksearch>).

(iii) ASSISTdocs.com (<http://assistdocs.com>).

(3) Documents not available from ASSIST may be ordered

(i) Using the ASSIST Shopping Wizard (<http://assist.daps.dla.mil/wizard>);

(ii) Phoning the DoDSSP Customer Service Desk (215) 697-2179, Mon-Fri, 0730 to 1600 EST; or

(iii) Ordering from DoDSSP, Building 4, Section D, 700 Robbins Avenue, Philadelphia, PA 19111-5094, Telephone (215) 697-2667/2179, Facsimile (215) 697-1462.

(4) Nongovernmental (voluntary) standards must be obtained from the organization responsible for their preparation, publication or maintenance.

(j) Data Universal Numbering System (DUNS) Number. (Applies to all offers exceeding \$25,000, and offers of \$25,000 or less if the solicitation requires the Contractor to be registered in the Central Contractor Registration (CCR) database.) The offeror shall enter, in the block with its name and address on the cover page of its offer, the annotation "DUNS" or "DUNS +4" followed by the DUNS or DUNS +4 number that identifies the offeror's name and address. The DUNS +4 is the DUNS number plus a 4-character suffix that may be assigned at the discretion of the offeror to establish additional CCR records for identifying alternative Electronic Funds Transfer (EFT) accounts (see FAR Subpart 32.11) for the same parent concern. If the offeror does not have a DUNS number, it should contact Dun and Bradstreet directly to obtain one. An offeror within the United States may contact Dun and Bradstreet by calling 1-866-705-5711 or via the internet at <http://www.dnb.com>. An offeror located outside the United States must contact the local Dun and Bradstreet office for a DUNS number.

(k) Central Contractor Registration. Unless exempted by an addendum to this solicitation, by submission of an offer, the offeror acknowledges the requirement that a prospective awardee shall be registered in the CCR database prior to award, during performance and through final payment of any contract resulting from this solicitation. If the Offeror does not become registered in the CCR database in the time prescribed by the Contracting Officer, the Contracting Officer will proceed to award to the next otherwise successful registered Offeror. Offerors may obtain information on registration and annual confirmation requirements via the internet at <http://www.ccr.gov> or by calling 1-888-227-2423 or 269-961-5757.

(l) Debriefing. If a post-award briefing is given to requesting offerors, the Government shall disclose the following information, if applicable:

(1) The agency's evaluation of the significant weak or deficient factors in the debriefed offeror's offer.

(2) The overall evaluated cost or price and technical rating of the successful and the debriefed offeror and past performance information on the debriefed offeror.

(3) The overall ranking of all offerors, when any ranking was developed by the agency during source selection.

- (4) A summary of the rationale for award;
- (5) For acquisitions of commercial items, the make and model of the item to be delivered by the successful offeror.
- (6) Reasonable responses to relevant questions posed by the debriefed offeror as to whether source-selection procedures set forth in the solicitation, applicable regulations, and other applicable authorities were followed by the agency.

D.2 ADDENDUM TO 52.212-1 – ADDITIONAL INSTRUCTIONS TO OFFERORS

D.2.1 SUBMISSION OF OFFERS IN THE ENGLISH LANGUAGE: 52.214-34 (APR 1991)

Offers submitted in response to this solicitation shall be in the English language. Offers received in other than English shall be rejected.

D.2.2 SUBMISSION OF OFFERS IN U.S. CURRENCY: 52.214-35 (APR 1991)

Offers submitted in response to this solicitation shall be in terms of U.S. dollars. Offers received in other than U.S. dollars shall be rejected.

D.2.3 PREAWARD ON-SITE EQUAL OPPORTUNITY COMPLIANCE REVIEW: 52.222-24 (FEB 1999)

If a contract in the amount of \$10 million or more will result from this solicitation, the prospective Contractor and its known first-tier subcontractors with anticipated subcontracts of \$10 million or more shall be subject to a preaward compliance evaluation by the Office of Federal Contract Compliance Programs (OFCCP), unless, within the preceding 24 months, OFCCP has conducted an evaluation and found the prospective Contractor and subcontractors to be in compliance with Executive Order 1124.

D.2.4 SERVICE OF PROTEST: 52.233-2 (AUG 1996)

(a) Protests, as defined in section 33.101 of the Federal Acquisition Regulation, that are filed directly with an agency, and copies of any protests that are filed with the Government Accountability Office (GAO), shall be served on the Contracting Officer (addressed as follows) by obtaining written and dated acknowledgment of receipt from:

General Services Administration
Federal Supply Service, FCXC
Attn: Ms. Bertha Gelhaus
2200 Crystal Drive, Suite 706
Arlington, VA 22202

(b) The copy of any protest shall be received in the office designated above within one day of filing a protest with the GAO.

D.2.5 PERIOD FOR ACCEPTANCE OF OFFERS: L-FSS-FCXC-020 (JUL 1997)

The offeror agrees to hold its offer (both technical and price) firm for 8 months from the date specified for receipt of offers within which offer may be accepted.

D.2.6 RESERVED

D.2.7 AWARD: L-FSS-FCXC-150 (APR 2006)

Until a formal notice of award is issued, no communication by the Government, whether written or oral, shall be interpreted as a promise that an award will be made.

- (a) The Government reserves the right to award based upon initial proposals without any discussions; however, if it is deemed in the best interests of the Government, the Government will conduct discussions.
- (b) If discussions are conducted, the Contracting Officer will request a final proposal revision upon the conclusion of discussions. Oral requests will be confirmed in writing.
- (c) The request will include—
 - (1) Notice that discussions are concluded;
 - (2) Notice that this is the opportunity to submit a final proposal revision;
 - (3) The specified cutoff date and time;
 - (4) A statement that any modification proposed as a result of the final proposal revision must be received by the date and time specified and will be subject to the Late Submissions, Modifications, and Withdrawals of Proposals provision in 52.212-1, Instructions to Offerors.
- (d) The Contracting Officer will not reopen discussions after receipt of the final proposal revision unless it is clearly in the interest of the Government to do so. If discussions are reopened, the Contracting Officer will issue an additional request for a final proposal revision.

D.2.8 DISPOSITION OF PROPOSALS: L-FSS-FCXC-160 (APR 2006)

After a Contractor has been selected, unsuccessful proposals will be disposed of as follows: GSA will retain one copy of each proposal and the remainder will be destroyed by shredding. No destruction certificate will be furnished.

D.2.9 ANNOUNCEMENT OF AWARD(S): L-FSS-FCXC-170 (APR 2006)

After having notified the successful offeror(s) and all other participating offerors, announcement of the contract award(s) will be made in FedBizOpps.

D.2.10 SUBMISSION OF PROPOSALS: L-FSS-FCXC-180 (APR 2006)

D.2.10.1 Summary Instructions:

- a. The information provided shall be concise, complete, and shall demonstrate a thorough understanding of the requirements as described in the Schedule of Services (Section C) of the solicitation. Note: It is imperative that the offeror thoroughly reads and understands the Schedule of Services when preparing the proposal. Additionally, the offeror must demonstrate a balanced, reasonable price relationship for each contract line item and base and option period(s) of the contract. Proposals that merely offer to conduct a program in accordance with the Government's requirements, as described in the Schedule of Services without going into further detail, will not be considered acceptable and will not receive further consideration. The offeror must submit a technical proposal in compliance with the Government's requirements.
- b. Technical proposals shall clearly address the requirements of the Schedule of Services. The technical proposal is the primary determining factor of an offeror's ability to perform. Offerors are cautioned that the use of any format other than the one described in this section could result in the evaluation panel's inability to give maximum ratings. In order to assist in completing all requirements of this RFP, the proposal shall include Attachment 1, Cover Page to Offer and Proposal Checklist indicating the specific locations of all responses to the Government's various requirements.
- c. Each offeror must submit an offer as described in this section. When evaluating an offeror's capability to perform the prospective contract, the Government will also consider how well the offeror complied with these instructions.
- d. The Government will not be liable for any costs associated with the development, preparation, transmittal or presentation of any proposal or material submitted in response to this RFP. The proposal and all materials submitted by the bidder in connection with this RFP shall become the property of the Government.

D.2.10.2 Form of Technical and Price Proposals:

- a. The proposal submission shall be on 8-1/2 x 11-inch paper (double sided), in a commercially standard font size (no smaller than 12-point), double-spaced, three-hole punched, and securely placed in several three-ring loose leaf binders as described below. The double-spacing and font size requirement applies to all proposal submissions (including tables) as stated herein, but excludes the following:
- The Contract Terms and Conditions including fill-ins for Volume I - Contract Data;
 - The list of client references in Volume II – Technical Proposal;
 - The information requested in Volume III - Other Technical Information;
 - Government-provided pricing tables in the SF 1449 or alternate pricing tables;
 - The fill-ins for Attachments 1, 2 and 4;
 - Graphics (shall not have extensive text); and
 - An organizational chart, if used in defining the organizational structure.
- b. Each page shall be separately numbered in Arabic numerals in the footer portion, flush right (e.g., using double-sided, the front side would be page 1, the reverse side would be page 2).
- c. Unnecessarily elaborate brochures or other presentations beyond that sufficient to present a complete proposal are not desired. Elaborate art work, expensive paper and bindings, and expensive visual and other presentation aids are not solicited.
- d. Proposals shall be arranged in four physically separate volumes and individually titled:
- Volume I - Contract Data;
 - Volume II - Technical Proposal;
 - Volume III - Other Technical Information;
 - Volume IV - Price Proposal.

Each volume shall have a table of contents for easy reference. Table of Contents are not included in the page limitations. The separate volumes are fully described below.

Offerors shall submit one proposal covering the four business lines. The technical proposal must demonstrate how the offeror meets all requirements for the four business lines offered. Stating that the offeror understands and will comply with the requirements is not adequate. Similarly, phrases such as “standard procedures will be employed” or “well-known techniques will be used” are also inadequate. The offeror’s statements will be construed as a guideline for similar tasks arising under the contract.

In order to meet the requirement for the Integrated Business Line, the offeror must have the ability to integrate two or more business lines. The Government will only consider award to offerors who meet minimum requirements for all four business lines (purchase, travel, fleet, and integrated). Separate pricing proposals (not separate volumes) are required (i.e., a pricing proposal for each separate business line with Volume IV, Price Proposal).

D.2.10.3 Volume I - Contract Data:

a. Quantity:

For Volume I, the offeror shall submit one (1) original and one (1) copy of Volume I - Contract Data. The Original shall be marked in the footer “ORIGINAL” so that it appears on every page. If the requested information is different for the business lines, tab or otherwise divide each section within Volume I.

b. Content:

For Volume I - Contract Data shall include the Contract Terms and Conditions in its entirety (Sections C.4 and C.5) including the fill-in clauses listed below (numbers 5-10). There are no page restrictions on this section.

1. Attachment 1, Cover Page to Offer and Proposal Checklist

2. Table of Contents for Volume I
3. Standard Form (SF) 1449 (not including Blocks 19-24)
4. Copy of contract Terms and Conditions, C.4 and C.5 (in its entirety)
5. The information required in C.5.1 Place of Performance
6. The information required in C.5.23 Organizational Conflict of Interest. If no conflict of interest exists, indicate none.
7. The information required in C.5.24 Authorized Negotiators.
8. The information required in C.5.25 Contract Administration Plan.
9. The information required in C.5.29 Card Action Teams.
10. The information required (including resumes) in C.5.31 Key Personnel.
11. Large business concerns (see NAICS codes on the cover page, CP-FSS-1-C) are advised of the requirement to submit with their Contract Data (Volume I) a Small Business Subcontracting Plan. There are two NAICS codes under this solicitation. If the offeror is a small business for all NAICS codes, no subcontracting plan is required. If, however, an offeror is a small business for one NAICS code and a large business for another, it will need to submit a subcontracting plan for the NAICS code(s) in which it is a large business. The Government will review each plan to ensure it is consistent with the provisions of clause 552.219-9 incorporated in this RFP. Subcontracting plans are subject to negotiation along with the terms and conditions of any contract which results from this solicitation. Offers are hereby informed that failure to submit the subcontracting plan may make the offeror ineligible for contract award. A sample outline that may be used in preparing a subcontracting plan is included in this solicitation as Attachment 2. In addition, Attachment 3 shows GSA's internal subcontracting goals and an example of how to calculate percentage and dollar value goals for each business category.
12. The information required in Attachment 4, Offeror Representations and Certifications. Note: This attachment is required if offeror has not completed the application through the Online Representations and Certifications Application (ORCA). The ORCA website is located at <https://orca.bpn.gov/login.aspx>.
13. Contractor Teaming Arrangement Agreement (if applicable)
14. Letter(s) of Commitment from Subcontractors (if applicable)

D.2.10.4 Volume II - Technical Proposal:

a. Quantity:

For Volume II, the offeror shall submit one (1) original and eight (8) copies of Volume II - Technical Proposal. The original shall be marked in the footer "ORIGINAL" so that it appears on every page. Copies shall be marked "COPY" so that it appears on every page. If the requested information is different by business line, tab or otherwise divide each section within Volume II. Blank tabbed pages are not included in the page limitations.

b. Page Limitation:

For Volume II - Technical Proposal, the offeror's technical proposal is limited to 150 numbered pages each numbered from cover to cover with the exception of C.3.1 Security Requirements (listed under Subfactor 2A). C.3.1 Security Requirements may be submitted as an appendix to Volume II. If the offeror submits pages in excess of the limitations, the Government will only read and evaluate the stated number of pages of the offeror's technical proposal. There is not a page limitation for C.3.1 Security Requirements if included as an appendix.

c. Content:

For Volume II - Technical Proposal shall only include the technical information described below. **No pricing information shall be included in any portion of the technical proposal.** A table of contents for Volume II shall be provided.

(1) Factor 1 - Performance

This part consists of narrative technical information only. The information provided shall be clear, concise, specific and complete, and shall demonstrate the offeror's past performance and corporate and/or government experience. The offeror must submit a technical proposal in compliance with the Government's requirements as described below.

Subfactor 1A, Past Performance:

References: Provide 20 client references (five recent client references per business line). Client references must be for the entity performing services for that particular business line. Client is defined as a corporate or government entity for which the Contractor provides card services. References are individuals within the client organization. Provide one (1) copy of the names, addresses, telephone, email addresses and facsimile numbers of references by business line offered that can provide feedback and evaluation on the offeror's past performance and that can verify statements made by the offeror. Offerors must include and identify references which can provide feedback and evaluation on submitted card projects, best and promising card practices, and corporate/and or government card accounts (see Subfactor 1B). Note: If offering value added products and services, include and identify the references that can address the offeror's past performance of value-added products and services.

Subfactor 1B, Previous Experience:

a. The Government requires offerors to demonstrate 2 years of corporate and/or government experience in each separate business line in providing similar core requirements anticipated under the solicitation. Offerors in a teaming arrangement may use team experience for the portion of the work relative to the teaming arrangement.

For each business line, provide the charge volume, number of transactions, and number of cardholders for the offeror's top 10 accounts, as measured in sales volume for the most recent 2-year period (or portion thereof for recent corporate and/or government card accounts). Break out the information for each type of account (i.e., centrally billed account, individually billed account)

b. For each separate business line, provide a concise narrative description of 2 government (e.g., county, city, state, federal) and/or corporate card projects. These projects must have been successfully completed within the past ten years, or must be current and ongoing. Each project shall be similar to the work that is to be completed under the core requirements (i.e., different types and sized accounts serviced)

- Fleet Card--accounts assigned to an individual piece or group of equipment and accounts assigned to an individual person or customer unit;
- Travel Card--accounts set-up as centrally and individually billed accounts, with or without ATM access;
- Purchase Card--accounts assigned to an individual or an office; and
- Integrated Card--demonstrate successful integration of front-end or back-end or both processes.

Fully describe each project from start-up to completion. Discuss the tools and processes used to perform each card project. Discuss any security issues/breaches that occurred during the project and include the measures and procedures taken to address these issues. Also, include the measures and procedures that will be taken in the future to avoid any further security problems. Provide the project schedule for each card project showing the milestones for each major step of the project. The narrative shall address whether major tasks/milestones/deliverables were on schedule and, if applicable, the rationale for changing the schedule.

Provide the charge volume, number of transactions and number of cardholders for each of the card projects. Break out the charge volume, number of transactions and cardholders by each type of account.

c. Provide a brief narrative description of “best practices” performed by the offeror and detail how the best practice may be applied to any resultant contract. A “best practice” is defined as one considered to be superior to a “usual practice” because it produced significant or extraordinary results or saved significant amounts of time, money, and/or resources. The best practice must be exportable to other organizations though may require some adaptation. Include a discussion of what the client objective was, how the best practice met client objectives, and whether there were significant or extraordinary results or significant savings of time, money, and/or resources.

d. Provide a brief narrative description of “promising practices” performed by the offeror. A “promising practice” is a conditional “best practice.” It is determined to be conditional because it was tried once or tried under unusual circumstances. It may not be readily exportable, however. Identify what the client objectives were. Provide an analysis of the promising practice to include how the practice met client objectives; achieved significant or extraordinary results or saved significant amounts of time, money and/or resources. Discuss challenges and risks encountered, possible options contemplated, direction taken and rationale, and end result. Discuss lessons learned.

(2) Factor 2 - Technical Excellence

This part consists of narrative technical information and a technology demonstration. The information provided shall be clear, concise, complete, and shall demonstrate the offeror’s operational processes, technical expertise, electronic capability, and transition plans. The information provided shall demonstrate the offeror’s understanding of and ability to successfully accomplish the Government’s requirements as stated in Section C, Schedule of Services. The offeror must submit a technical proposal in compliance with the Government's requirements.

Each requirement section is numbered C.X. Each decimal place that is carried out for a particular section is considered to be a subsection to the previous section (e.g., C.1.13.1 is a subsection for C.1.13 Liability). Also, every section labeled CP.X, CT.X, CF.X, or CI.X is considered a subsection of the associated section numbered C.X and relates specifically to purchase, travel, fleet, and integrated card programs respectively. For every section listed below in Factor 2, all subsections to that section shall be addressed.

Subfactor 2A, Operational Processes:

This part consists of detailed narrative technical information only. The Government requires that the offeror demonstrate its understanding of and ability to accomplish the following requirements as described in the following sections of the Schedule of Services (Section C):

- 1) C.1.9 Delinquency Control
- 2) C.1.12 Government-Wide Shut Down
- 3) C.1.13 Liability
- 4) C.1.15 Card Design and Embossing
- 5) C.1.17 Continuity of Operations
- 6) C.1.19 Tax Exempt Status
- 7) C.1.22 Government to Government Transactions
- 8) C.2.7.2 Training Requirements
- 9) C.2.8 Training Materials
- 10) C.2.13 Customer Service
- 11) C.3.1 Security Requirements

In addition to the C.1.15 Card Design and Embossing, provide one copy of the offeror’s quasi-generic and generic card design. [NOTE: The card designs shall be submitted under Volume III – Other Technical Information.]

In addition to the C.2.8 Training Materials, provide three different samples of government and/or corporate training materials. [NOTE: The three different samples of government and/or corporate training materials shall be submitted under Volume III – Other Technical Information.]

Subfactor 2B, Technical Expertise:

This part consists of detailed narrative technical information only. The Government requires that offeror's demonstrate their understanding of and ability to accomplish the following requirements as described in the following sections of the Schedule of Services (Section C):

- 1) C.1.20 Risk Mitigation
- 2) C.2.1 Merchant Acceptance
- 3) C.2.2 Program Support
- 4) C.3.5 Transaction Authorizations
- 5) C.3.6 Authorization Controls

In addition to the C.2.1 Merchant Acceptance narrative, provide the following:

- a. Ensure for the fleet card, merchant acceptance with full transaction data capture as listed in the Merchant Data section in Figure 3.2.2 (C.3.2.2 Transaction Data), at a minimum of 100,000 domestic fuel outlets. Offerors may propose any combination of fueling merchants that will reach the 100,000 requirement. In order to determine the geographic dispersion of merchants, include the merchant's state and type of merchant (e.g. fixed based operations (FBOs), automotive service). If offering international card acceptance, provide a list of the countries in which the card is accepted. Offerors may also submit their own list of individually-branded stations.
- b. For the travel and purchase card, ensure that the offeror's card product is accepted at the Government's historic top merchants, which is listed in Attachments 5 and 6. Provide the total number of accepting merchants of the offered card product.

[NOTE: Merchant Acceptance listing shall be submitted under Volume III – Other Technical Information.]

If offered, the offeror must describe the commercial value-added products and services offered (C.2.12 Value Added Product and Service Offerings (Tier 2)) and discuss its commercial terms and conditions [NOTE: The pricing of commercial value-added products and services shall be provided in Volume IV Price Proposal].

The offeror must also describe the integrated card including the streamlining capabilities, consolidation of functions (e.g., front-end, back-end processes) and efficiencies that may be gained.

Subfactor 2C, Electronic Capability: (OFFEROR TECHNOLOGY DEMONSTRATION)

This part consists of a technology demonstration of the offeror's electronic access and reporting systems for each business line. This demonstration will be presented to the Source Selection Evaluation Board (SSEB) and GSA following the offeror's oral presentation (see D.2.10.7 Oral Presentations and D.2.10.8 Instructions for Oral Presentations and Technology Demonstrations). The information provided shall be clear, concise, specific, complete, and shall demonstrate a thorough understanding of the requirements in C.2.6.3 Electronic Access System (EAS), C.3.2 Program and Transaction Data, and C.3.3 Reporting Requirements and demonstrate how the offeror will accomplish the requirements.

The offeror must present a technology demonstration in compliance with the Government's requirements, in the format and order as described below. At a minimum, the demonstration shall:

- a. Begin with the presenters' introduction including name, position, and company affiliation and introduce the presentation team.
- b. Describe the electronic access and reporting system proposed.

c. Using the offeror's proposed electronic and access system, demonstrate in detail the level and extent of the offeror's understanding of and ability to successfully accomplish the Government's requirements as stated in C.2.6.3 Electronic Access System (EAS).

d. Include a detailed discussion of the types of data elements and levels of data that can be captured or obtained by the offeror and provided to the Government at both the agency and GSA level with the proposed system. Discuss the offeror's ability to provide or obtain the data elements specified in C.3.2 Program and Transaction Data and C.3.3 Reporting Requirements. Discuss how current the program and transaction data is (e.g., real-time, current within 24 hours, 30 days).

e. Describe in detail how the offeror will accomplish integration of two or more business lines and at what level integration is proposed (i.e., front-end, back-end, or both). Describe what and how functions can be consolidated and how integration will accomplish the requirements.

f. In closing, summarize the technology presentation/demonstration.

Documentation for Offeror's Technology Demonstration: See D.2.10.5 Volume III, Other Technical Information for required documentation.

NOTE: All functionality proposed by the offeror will be subjected to a live test demonstration as described in D.2.10.9, Instructions for the Live Test Demonstration (LTD). Agencies/organizations will be provided the opportunity to review the evaluation results of the offeror's LTD in preparation for task order award.

Subfactor 2D, Transition Plan:

This part consists of narrative technical information only. The information provided shall be clear, concise, specific and complete, and shall demonstrate the offeror's understanding of the Government's requirements as it relates to transitions and how the offeror will manage and perform transitions under the Government's card program(s) as described in C.2.10 Transition, in a smooth and seamless manner. The offeror must submit a technical proposal in compliance with the Government's requirements. The offeror's narrative statements will be construed as a guideline for similar transitions arising under the contract.

a. Describe the offeror's transition plan for each of the following types of transition: Start-up Implementation (as a successor), Agency/Organization Transition (as an incumbent and a successor), Master Contract Transition (as an incumbent), and Technological Advance Transition (as an incumbent). Address both the technical aspects and managerial aspects of each type of transition and demonstrate a smooth, seamless transition.

b. For all types of transitions, the offeror must demonstrate the level and extent to which the offeror's transition plans minimize impact to the Government in the phase-in and phase-out process of each type of transition.

c. For an integrated card, describe in detail how the offeror will accomplish transitions as described in paragraph a., above, of two or more Integrated Business Lines in a seamless manner.

(3) Factor 3 - Management

This part consists of narrative technical information only. The information provided shall be clear, concise, specific and complete, and shall demonstrate the offeror's understanding of and ability to manage and oversee the Government's card program(s). The narrative shall demonstrate the offeror's ability to manage and staff all aspects of the Government's requirements to effectuate a high-quality, seamless card program(s) operation. The offeror shall provide a plan of accomplishment, and a quality assurance plan. The offeror must submit a technical proposal in compliance with the Government's requirements as described below.

Subfactor 3A, Plan of Accomplishment:

This part consists of detailed narrative technical information only. The offeror must demonstrate its understanding of and ability to manage and oversee the Government's card programs as described below:

The offeror shall submit a plan of accomplishment that defines its operational structure. Discuss how various organizational components work together in a coordinated, organized manner to ensure successful accomplishment of the requirements and ensure that problem resolution occurs at the earliest possible moment. Identify the number of dedicated employees anticipated to be assigned to each applicable organizational element as well as any organizational changes anticipated to perform the contract. The offeror must demonstrate how it will staff and manage different and concurrent types of projects, accounts, and sizes of tasks within required timeframes. Provide resumes of key personnel (and alternates) that demonstrate the background, education and experience of key personnel proposed (NOTE: Provide resumes in Volume I). Discuss support personnel and describe the customer service process. Resumes must be signed and dated by the applicable individual and countersigned by the offeror. The offeror must state its understanding that the qualifications of the individuals demonstrated on the resumes shall be the standard for all personnel in the same job category under any resultant contract. The offeror must describe its employment methodologies and recruitment strategies for determining and obtaining personnel resources.

If subcontractors are used, explain how, why and when the offeror anticipates the use of subcontractors, to include the specific types of tasks to be subcontracted and the identification of subcontractors and synopsis of the corporate experience of each subcontractor. Address how the offeror will establish and maintain communication with a variety of program management and contract personnel.

The plan must be clear, complete and detailed to allow for application to actual work performed under this contract. The offeror's descriptive statements will be construed as a guideline for staffing and managing similar projects arising under the contract.

For the integrated card, describe in detail how the offeror's plan of accomplishment will provide singularity in management oversight and card operations staff for two or more business lines as described above.

Subfactor 3B, Quality Assurance Plan:

This part consists of detailed narrative technical information only. The offeror must demonstrate the level and extent of its understanding of and ability to meet the quality requirements stated in C.1.16 Quality Assurance and as described below:

Provide a quality assurance plan including but not limited to the items listed in C.1.16 Quality Assurance. The offeror must demonstrate how it will ensure quality of the products/services provided under any resultant contract to include identifying who is responsible for monitoring quality, management review levels, corrective measures and prevention. The offeror shall describe how it will meet the performance based objectives stated in C.2.13 Customer Service and C.2.7.2 Training Requirements. Discuss the assessment/measurement tool(s) to be used. Discuss how the offeror will apply commercial best practices to improve government processes.

D.2.10.5 Volume III – Other Technical Information:

a. Quantity:

For Volume III, the offeror shall submit one (1) original and (1) copy of Volume III – Other Technical Information, unless otherwise specified in paragraph b., below. The original shall be marked in the footer "ORIGINAL" so that it appears on every page. The copy shall be marked "COPY" so that it appears on every page. If the requested information is different for the business lines, tab or otherwise divide each section within Volume III.

b. Content:

For Volume III – Other Technical Information shall only include the technical information described below. **No pricing information shall be included in any portion of the technical proposal.** A table of contents shall be provided for Volume III. Required CDs shall be inserted in sleeves within Volume III.

1. **Operating Rules/Regulations:** Provide one (1) compact disc of the offeror's bank or charge card association operating rules/regulations (or similar document that describes operating procedures as it relates to providing card products and services). If an offeror has other operating rules/regulations in addition to those imposed by a bank or charge card association or similar entity that describe operating procedures as it relates to providing card products and services, the offeror shall also submit those operating procedures.

2. **D.2.10.7 Oral Presentation:** Provide the PowerPoint presentation on the same compact disc used for number one above. Provide 15 paper copies listing the names, firms, and position titles of all presenters (REQUIRED IN THE ORIGINAL VOLUME ONLY).

3. **D.2.10.4 Subfactor 2C, Electronic Capability, Technology Demonstration:** Provide the PowerPoint presentation (on the same compact disc as numbers one and two above), **which will be used in the demonstration** that briefly describes the processes of the electronic access system that cannot be demonstrated and include system specifications, hardware/software requirements, format of data, and storage term and capability. Provide 15 paper copies listing the names, firms, and position titles of all presenters if different from those presenting for the oral presentation above. Provide 15 paper copies of a clear, concise handout of the electronic access and report screens, **which will be used in the demonstration**. COPIES REQUIRED IN THE ORIGINAL VOLUME ONLY.

4. **C.1.15 Card Design and Embossing:** Provide the offeror's quasi-generic and generic card design.

5. **C.2.1 Merchant Acceptance:** Provide the merchant acceptance listings for the purchase, travel and fleet card.

6. **C.2.8 Training Materials:** Provide each of three different samples of government and/or corporate training materials.

7. **C.2.10.1.2 Presentation Packages:** Provide the offeror's draft presentation package on the same compact disc used for numbers one through three above.

8. **CP.2.11.1 Convenience Checks:** Provide the convenience check design.

9. **D.2.10.9 Live Test Demonstrations:** Provide the LTD script on a separate compact disc (i.e., not the same one used for numbers one, two, and three above).

D.2.10.6 Volume IV - Price Proposal(s):

a. Quantity:

For Volume IV, the offeror shall submit one (1) original and two (2) copies of Volume IV - Pricing Proposal(s). Originals shall be marked in the footer "ORIGINAL" so that it appears on every page. Copies shall be marked "COPY" so that it appears on every page. The requested information for each separate business line must be consolidated into Volume IV. If the requested information is different for the business lines, tab or otherwise divide each section within Volume IV. There are no page restrictions for Volume IV.

b. Pricing Instructions:

For Volume IV – Except for the allowed fixed prices for separately priced items of each core business line and the value-added products and services as detailed in Section B, this is a no cost contract to the Government. The Government expects a minimum refund of 8 basis points for each business line based on Net Charge Volume as calculated in B.4 Sales Refunds. Offers that do not provide the required minimum refund for each business line will be considered unacceptable. The offeror must submit the pricing sheets as instructed:

1. Offered prices shall be inclusive of all direct and indirect costs. This shall include all direct labor costs (inclusive of G&A, overhead, profit, fringe benefits, escalation) and other direct costs (products, supplies, and materials) associated with the requirement and be in a manner consistent with the offeror's cost or

general accounting standards. All costs required to meet the Government's requirements are to be included in this commercial price.

2. Offerors shall address the Industrial Funding Fee and B.3 Pricing Requirements to agencies/organizations in their price proposal. A minimum sales refund of 8 basis points for each business line based on net charge volume as defined in B.2 Pricing Definitions is required. The offeror must demonstrate the level and extent of its understanding of, and ability to accomplish the technical requirements of the Pricing Requirements to agencies/organizations. The offeror must describe the process, mechanism, and systems to be used; describe how it will work; and demonstrate how the offeror will accommodate multiple remittance frequencies at end of fiscal year government processing.
3. All prices (paid by the agency/organization to the Contractor) proposed, are to be the maximum prices of the product/service. Because agencies/organizations may simply place a standard task order after reviewing all master Contractor(s) presentation packages without further contact with the master Contractor(s), and because the maximum prices will be evaluated for purposes of the master contract, offerors are encouraged to aggressively price contract line items offered at the outset.
4. Agency/organization sales refunds including GSA's IFF as discussed in B.4.1 Sales Refund, B.4.2 Productivity Refund, and B.4.3 Additional Refunds shall be floor prices (i.e., the minimum amount of the refund/IFF). In B.4.1 Sales Refund, the Contractor shall propose separate refund schedules for sales refunds based on both a 30 day billing cycle period and a 45 day billing cycle period.
5. The offeror may reproduce the Contract Line Item Number forms as necessary.
6. If offerors adopt a volume-based approach to pricing, the pricing proposed must not adversely affect agencies/organizations that place their orders or reach a certain threshold first. As individual agencies/organizations will place separate orders with Contractors, it would not be prudent to create an incentive to wait for other agencies/organizations to place orders to obtain a volume based discount. Volume-based pricing that adversely affects agencies/organizations that place their orders first or reach a certain threshold first will not be considered.
7. Where additional space is necessary, use additional paper, and clearly mark the contract line item number for which the pricing is being offered.
8. If alternative pricing proposals are offered, please provide a complete detailed explanation of the pricing proposed, including all assumptions, as well as examples of the alternative pricing proposal. Alternative pricing proposals must demonstrate how they are to the Government's benefit.
9. If there is no charge for a contract line item, please indicate "0" (zero).
10. Core requirements are defined in the Schedule of Services, (Section C) and associated sections distinct to each business line. Pricing for financial refunds are described in B.4 Refunds.

Specific to the Travel Card: Offerors shall include core pricing for traveler's checks and traveler's checks related products/services. Specific to the purchase card: Offerors shall include core pricing for convenience checks and convenience check/related products/services. Specific to the Integrated Card: Offerors shall include convenience checks and convenience check related products/services, and traveler's checks and traveler's check related products/services.
11. For value-added products and services, submit commercial pricing and evidence of commercial sales (i.e., commercial price list, invoices, etc.). All terms and conditions offered shall be in accordance with standard commercial pricing, unless otherwise specified. If not offering the value-added product or service, please indicate "not offered."

c. Content:

Volume IV - Price Proposal(s) shall only include the price information described below. **No other technical information shall be included in any portion of the price proposal than that requested in D.2.10.6 paragraph b. 2, above.** A table of contents shall be provided. For each separate business line, provide the

information as stated below. If multiple pricing is proposed, tab or otherwise divide each pricing proposal separately within Volume IV. For example, if you are offering separate pricing for all four business lines, your proposal would contain the following (although not necessarily in the tabbed order as shown in the example—offerors may include the information in any logical order):

Table of Contents

- Tab 1, Integrated Card, addressing paragraphs 1 through 5 below.
- Tab 2, Fleet Card, addressing paragraphs 1 through 5 below.
- Tab 3, Travel Card, addressing paragraphs 1 through 5 below.
- Tab 4, Purchase Card, addressing paragraphs 1 through 5 below.

Indicate whether offering to integrate 2 business lines, 3 business lines, or both.

1. Pricing tables 1 - 15 for base and option periods and assumptions, if any, shall be provided in detail as well as the basis for those assumptions.
2. Proposed refunds to agencies/organizations, inclusive of the required Industrial Funding Fee.
3. Proposed pricing for separately priced additional required products and service offerings including, but not limited to, convenience checks, travelers checks, and customized services. For customized services, list and price each proposed customized service separately. Provide evidence of commercial pricing for each separately priced core product and service (e.g., commercial price list, invoices).
4. If quantity discounts are offered on the value added product and service offerings, please indicate what the quantity discounts are. Include evidence of commercial pricing for all proposed value added product and service offerings.
5. Alternate pricing proposals for base and option years and assumptions shall be provided in detail as well as the basis for those assumptions.

D.2.10.7 Oral Presentations:

An overview of the proposal information shall be presented to the Source Selection Evaluation Board (SSEB - Referenced in the D.3 Evaluation of Commercial Items, paragraph c) and GSA. The information provided shall be a clear and concise summary demonstrating the offeror's ability to successfully accomplish the requirements in Section C, Schedule of Services. Following the oral presentation, the offeror shall provide the technology demonstration as described in Subfactor 2C Electronic Capability under Factor 2 Technical Excellence. The offeror must present an oral proposal in compliance with the Government's requirements, in the format as described below. At a minimum, the oral presentation shall:

- a. Begin with the presenters' introduction of himself/herself by name, position, and company affiliation and introduce the presentation team.
- b. Provide the total charge volume of all business and the total number of years of corporate and/or government experience. Provide the total charge volume of corporate and/or government business classified by type of experience with each card product and service programs (e.g., centrally billed accounts, individually billed accounts (Travel Card Program only), ATM (Travel Card Program only)).

Documentation for Offeror's Oral Presentation: See D.2.10.5 Volume III, Other Technical information for required documentation.

D.2.10.8 Instructions for Oral Presentations and Technology Demonstrations:

- a. **Where:** Oral presentations and technology demonstrations will be conducted at the General Services Administration, 2200 Crystal Drive, Arlington, VA 22202. The facility will be available for inspection by the offerors prior to the time set for the actual presentation and demonstration.
- b. **Schedule:** Oral presentations and technology demonstrations will be scheduled with offerors as soon as possible after the closing date for receipt of proposals. The scheduling of the oral presentations and demonstrations will be dependent upon the number of offers received.

The order in which offerors will make their presentation/demonstration to the SSEB and GSA will be determined by lottery at a time determined by the GSA Contracting Officer after receipt of proposals. **OFFERORS WILL NOT BE PERMITTED TO ATTEND THE ORAL PRESENTATION\DEMONSTRATION LOTTERY DRAWING.** Once notified of their scheduled presentation/demonstration date and time, offerors shall complete their presentation/demonstration on the scheduled date and time. Requests from offerors to reschedule their presentation/demonstration will not be entertained and no rescheduling of the presentation/demonstration will be done unless determined necessary by the Government to resolve unanticipated problems or delays encountered. GSA reserves the right to reschedule the oral presentation/demonstration, with reasonable notice, at the sole discretion of the GSA Contracting Officer.

c. **Form of Presentations:** Offerors shall make their oral presentation/demonstration in person to the SSEB and GSA. Submission of video tapes or other forms of media containing the presentation/demonstration for evaluation is not authorized and shall be rejected. Offerors shall only use PowerPoint for the oral presentation. Offerors shall use PowerPoint in conjunction with the technology demonstration of the electronic access system.

d. **Format of Presentation/Demonstration PowerPoint:**

General Specifications

- No more than eight lines (bullets) per slide;
- Graphics are permitted (charts, graphs, pictures);
- Company name/logo in upper left-hand corner;
- No other layout devices (borders, etc.); and
- No accompanying notes.

Type Specification

- Font: Times New Roman
- Size:
 - Headings -- 44 points
 - Subheadings -- 36 points
 - Body text -- no less than 18 points

e. **Equipment:** The Government will provide an internet connection and wall space or other projection surface for the oral presentation and technology demonstration. The Government will also provide a voice line for the demonstration portion of the electronic access system. Contractors must use a calling card or a 1-800 number or other method to ensure GSA is not charged for line time. For the demonstration portion only, all other equipment necessary to demonstrate the electronic access system, including computer equipment, shall be supplied by the offeror. The Government assumes no liability for loss of or damage to Contractor-provided equipment.

f. **Time Allowed for Oral Presentations/Demonstrations:** Each offeror will have a maximum of three (3) hours (excluding Q&As) in which to make its presentation/demonstration to the SSEB and authorized procurement personnel, broken out as follows: One (1) hour for the oral presentation followed by questions and answers and two (2) hours for the technology demonstration followed by questions and answers. The oral presentation will be followed by a short break and reconvene for the technology demonstration. The sessions will run over the course of one business day. Each session's and segment's time limit will begin with the GSA Contracting Officer's direction to begin.

g. **Clarification of Oral Presentation/Demonstration Points:** After completion of the oral presentation/demonstration or each session's time limit, whichever occurs first, the Government may request clarification of any of the points addressed in the oral presentation and/or technology demonstration and/or other areas of the proposal that may not have been addressed, which are unclear and may ask for elaboration by the offeror on any point which was not adequately supported. Any such interaction between the offeror and the Government will be for clarification only, and will not constitute discussions within the meaning of FAR 15.306. **The time required for clarifications will not be counted against the offeror's time limit.** Only persons making the presentation are allowed to respond to the question. The Government will not inform an offeror of their strengths, deficiencies, or weaknesses during the presentation/demonstration, and the Government will not engage in discussions during the presentation/demonstration.

h. **Offeror's Presentation/Demonstration Team:** The offeror's presentation/ demonstration team shall be limited to no more than 5 people. Only Key Personnel or Support Personnel (defined in C.5.31 Key Personnel) members of

the offeror's in-house staff shall participate in the presentation/demonstration. The only exception is that any individuals who are proposed as Key Personnel or Support Personnel to perform on the contract, but who are not currently employed by the offeror, may participate in the presentation/demonstration or any individuals who are major subcontractors AND who have a substantial role in a teaming arrangement for one or more business lines may participate in oral presentation/demonstration. For example, a fleet card Contractor teamed with a purchase card Contractor may present/demonstrate information relative to the fleet card during the oral presentation/demonstration. Note that personnel shall not be switched during the oral presentation/demonstration. For example, an offeror shall not have the fleet card presenter in for ½ hour of the presentation and then substitute another member for the balance. Within those constraints, offerors shall have the option of selecting the participants to make their firm's oral presentation/demonstration to the SSEB and GSA. **Any information provided by a subcontractor during the oral presentation/demonstration shall be binding on the offeror.**

i. **Documentation:** With the submission of the written proposal, the offeror shall provide the information required in D.2.10.5 Volume III – Other Technical Information, above. Oral presentation/demonstration materials shall be legible. No additions or changes to this written documentation will be accepted after receipt of proposal. The original PowerPoint presentation will be given to the offeror to use on presentation/demonstration day. The Government will not accept for evaluation any additional documentation (such as procedures, manuals, administrative handbooks or guides, etc.) which may or may not have been referenced during the presentation/demonstration. The offeror may not record the oral presentation or documentation. At its election, GSA will videotape and/or record each offeror's oral presentation/ demonstration and any subsequent questions and answers. This will be the official record of the oral presentation/demonstration. Such videotapes and/or transcripts will be used by the SSEB and GSA Contracting Office, if necessary, during scoring of the technical proposal. A copy of the videotape and/or transcript will be provided to the offeror for its records upon written request. After contract award, such videotapes and/or transcripts may also be used by GSA to assist agencies in their task order selection process. GSA may set-up an award library for official government personnel to view such videotapes and/or read such transcripts.

j. **Price:** No price information shall be included in the offeror's oral presentation or documentation.

k. **Page Restrictions:** There is no limit to the number of slides for the presentation/demonstration.

l. The oral presentation/demonstration shall not constitute discussions as defined in FAR 15.306 and 15.307.

m. Presenters should not include overly detailed, technical information or materials. Do not duplicate the technical proposal(s) in the PowerPoint presentation.

n. **Content of Oral Presentations/Demonstrations:** For oral presentations, offerors shall present the information requested in D.2.10.7 Oral Presentations. For the technology demonstration, offerors shall demonstrate the information requested in D.2.10.4 Volume II - Technical Proposal, Subfactor 2C, Electronic Capability (Offeror Technology Demonstration).

D.2.10.9 Instructions for the Live Test Demonstrations (LTDs):

After initial evaluation of all proposals, the Government will conduct Live Test Demonstrations (LTDs) of the offeror's Electronic Access System (EAS). Only offerors that have been determined to fall within the competitive range will be asked to provide an LTD. Those offerors whose proposals have been determined to be within the competitive range will be notified by the Government when their LTDs must be ready. The LTD shall demonstrate the capability of the EAS system to support the data requirements and provide functionality that meets the requirements documented in C.2.6.3 Electronic Access System. The offeror shall provide EAS-specific scripts that include detailed steps required to execute the actions outlined in the GSA-provided action list. Please refer to Attachment 9 for the GSA-provided action list and required test script submission format. The test script shall be provided in D.2.10.5 Volume III, Other Technical Information.

In addition, offerors shall provide certification regarding Section 508 compliance⁶⁶ to the GSA contracting officer by time of award.

Upon notification of the requirement to provide the LTD, the offeror shall:

1. Set-up test environment, with test data on live production system.
2. Provide GSA with web-browser access to test environment for a period of two weeks. During the two week time period, the offeror shall have an expert available on call, during times to be specified by the GSA Contracting Officer, to handle any technical problems that may occur during testing.

As stated above, the requirements listed in numbers 1 and 2 shall not be submitted in the original proposal, but upon notification by the Government.

D.2.11 RECEIPT OF OFFERS: L-FSS-FCXC-190 (APR 2006)

Proposals must be received at the General Services Administration, 2200 Crystal Drive, Arlington, VA 22202 (For FedEx, UPS, DHL, etc.) and the General Services Administration, 2200 Crystal Drive, Arlington, VA 20406 (For USPS Express Mail), ATTN: RFP FCXC-G1-060001-N, by 4:30 p.m., January 8, 2007.

D.2.12 552.219-72 PREPARATION, SUBMISSION, AND NEGOTIATION OF SUBCONTRACTING PLANS (JUN 2005) 519.708-70(b)

(a) An offeror, other than a small business concern, submitting an offer that exceeds \$500,000 (\$1,000,000 for construction) shall submit a subcontracting plan with its initial offer. The subcontracting plan will be negotiated concurrently with price and any required technical and management proposals, unless the offeror submits a previously-approved commercial plan.

(b) Maximum practicable utilization of small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns as subcontractors is a matter of national interest with both social and economic benefits. The General Services Administration (GSA) expects that an offeror's subcontracting plan will reflect a commitment to assuring that small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns are provided the maximum practicable opportunity, consistent with efficient contract performance, to participate as subcontractors in the performance of the resulting contract. An offeror submitting a commercial plan can reflect this commitment through subcontracting opportunities it provides that relate to the offeror's production generally; i.e., for both its commercial and Government business.

(c) GSA believes that this potential contract provides significant opportunities for the use of small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns as subcontractors. Consequently, in addressing the eleven elements described at FAR 52.219-9(d) of the clause in this contract entitled Small Business Subcontracting Plan, the offeror shall:

(1) Demonstrate that its subcontracting plan represents a creative and innovative program for involving small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns in performing the contract.

(2) Include a description of the offeror's subcontracting strategies used in any previous contracts, significant achievements, and how this plan will build upon those earlier achievements.

⁶⁶ If the contractor cannot certify Section 508 compliance by the time of award, the contractor must provide a plan stating the current level of compliance and outlining what steps the contractor is taking to become certified as compliant. This plan shall also include a timeline of these steps and an estimated date for compliance certification. The contractor will not be eligible to receive task order awards under this contract until the contractor has provided sufficient documentation of 508 compliance to the GSA Contracting Officer, and the contractor has been notified that the GSA Contracting Officer has accepted the submitted 508 certification. GSA reserves the right to access the contractor's EAS in order to review the system for 508 compliance.

(3) Demonstrate through its plan that it understands the small business subcontracting program's objectives and GSA's expectations, and it is committed to taking those actions necessary to meet these goals or objectives.

(d) In determining the acceptability of any subcontracting plan, the Contracting Officer will take each of the following actions:

(1) Review the plan to verify that the offeror demonstrates an understanding of the small business subcontracting program's objectives and GSA's expectations with respect to the program and has included all the information, goals, and assurances required by FAR 52.219-9.

(2) Consider previous goals and achievements of contractors in the same industry.

(3) Consider information and potential sources obtained from agencies administering national and local preference programs and other advocacy groups in evaluating whether the goals stated in the plan adequately reflect the anticipated potential for subcontracting to small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns.

(4) Review the offeror's description of its strategies, historical performance and significant achievements in placing subcontracts for the same or similar products or services with small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns. The offeror's description can apply to commercial as well as previous Government contracts.

(e) Failure to submit an acceptable subcontracting plan and/or correct deficiencies in a plan within the time specified by the Contracting Officer shall make the offeror ineligible for award.

D.2.13 552.219-73 GOALS FOR SUBCONTRACTING PLAN (JUN 2005) (ALTERNATE I-- JUN 2005) 519.708-70(c)(2)

(a) Maximum practicable utilization of small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns as subcontractors is a matter of national interest with both social and economic benefits.

(1) The General Services Administration's (GSA's) commitment to ensuring that maximum practicable opportunity is provided to small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns to participate as subcontractors in the performance of this contract, consistent with its efficient performance, must be reflected in the offeror's subcontracting plan submitted pursuant to the clause of this contract at FAR 52.219-9, Small Business Subcontracting Plan.

(2) In addressing the eleven elements described at FAR 52.219-9(d), the offeror shall demonstrate that its subcontracting plan represents a creative and innovative program for involving small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns in performing this contract. An offeror submitting a commercial plan can demonstrate its commitment in providing maximum practicable opportunities through subcontracting opportunities it provides to small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns that relate to the offeror's production generally; i.e., for both its commercial and government business.

(3) The subcontracting plan shall include a description of the offeror's subcontracting strategies used in previous contracts and significant achievements, with an explanation of how this plan will build upon those earlier achievements. Additionally, the offeror shall demonstrate through its plan that it understands the small business subcontracting program's objectives, GSA's expectations, and is committed to taking those actions necessary to meet these goals or objectives.

(b) In determining the acceptability of any subcontracting plan, the Contracting Officer will--

(1) Review the plan to verify that the offeror has demonstrated an understanding of the small business subcontracting program's objectives and GSA's expectations with respect to the programs and has included all the information, goals, and assurances required by FAR 52.219-9;

(2) Consider previous goals and achievements of Contractors in the same industry;

(3) Consider information and potential sources obtained from agencies administering national and local preference programs and other advocacy groups in evaluating whether the goals stated in the plan adequately reflect the anticipated potential for subcontracting to small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns; and

(4) Review the offeror's description of its strategies, historical performance and significant achievements in placing subcontracts for the same or similar products or services with small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns. The offeror's description can apply to commercial as well as previous government contracts.

(c) Failure to submit an acceptable subcontracting plan and/or correct deficiencies in a plan within the time specified by the Contracting Officer shall make the offeror ineligible for award.

D.2.14 SPECIAL REQUIREMENTS: CITC-FCXC-570 (APR 2006)

To assist agencies in evaluating Contractors at the task order level, GSA requires a consolidated document from which agencies can review contract offerings. The Contractor shall merge its proposal with its Final Proposal Revision in order to facilitate this consolidation. The Contractor shall submit the following by the date provided by the Contracting Officer after contract award:

1. One complete hard copy of its technical and price proposal (Volumes I, II, III (except sample training materials) and IV), inclusive of all changes made by Final Proposal Revisions.
2. One hard copy with redactions of proprietary information in accordance with the Freedom of Information Act (FOIA) of its technical and price proposal (Volumes I, II, III (except sample training materials) and IV), inclusive of all changes made by Final Proposal Revisions and any contract modifications.

Two business days after the GSA makes a final determination on the redactions, the Contractor shall submit the following:

1. One complete electronic copy of its technical and price proposal (Volumes I, II, III (except sample training materials) and IV), inclusive of all changes made by Final Proposal Revisions and any contract modifications, on a CD in Microsoft Word format or other mutually agreeable electronic format.
2. One redacted electronic copy of its technical and price proposal (Volumes I, II, III (except training sample materials) and IV), inclusive of all changes made by Final Proposal Revisions and any contract modifications, on a CD in Microsoft Word format or other mutually agreeable electronic format.
3. One final redacted hard copy of its technical and price proposal (Volumes I, II, III (except training sample materials) and IV), inclusive of all changes made by Final Proposal Revisions and any contract modifications.

END OF ADDENDUM TO CLAUSE 52.212-1 SECTION

D.3 EVALUATION—COMMERCIAL ITEMS: M-FSS-FCXC-130 (APR 2006)

a. The Government anticipates awarding multiple contracts resulting from this solicitation to the responsible offerors whose offer conforming to the solicitation will be most advantageous to the Government. The following factors shall be used to evaluate offers:

Evaluation Factor/ Subfactor	Description
<i>Evaluation Factor 1</i>	<i>Performance</i>
Subfactor 1A	Past Performance
Subfactor 1B	Corporate Experience
<i>Evaluation Factor 2</i>	<i>Technical Excellence</i>
Subfactor 2A	Operational Processes
Subfactor 2B	Technical Expertise
Subfactor 2C	Electronic Capability
Subfactor 2D	Transition Plan
<i>Evaluation Factor 3</i>	<i>Management</i>
Subfactor 3A	Plan of Accomplishment
Subfactor 3B	Quality Assurance Plan

Evaluation Factor 2, Technical Excellence, is given more weight than Evaluation Factor 1, Performance, which is given more weight than Evaluation Factor 3, Management. Under Evaluation Factor 1, Past Performance is given more weight than Corporate Experience. Operational Processes, Technical Expertise, Electronic Capability, and Transition Plan are all weighted equally under Evaluation Factor 2. In Evaluation Factor 3, Quality Assurance Plan is given more weight than Plan of Accomplishment.

Evaluation factors, when combined, are more important than price. As technical proposals become more equal in their technical merit, price becomes more important.

b. Each of the evaluation factors have been divided into subfactors. All elements will be measured against standards which have been developed to represent specific requirements of the RFP. The evaluation will include the determination of advantages, disadvantages, and risks for each factor and subfactor.

c. Offerors' technical proposals, containing the material specified in D.2.10 Submission of Proposals, of this solicitation, will be reviewed, evaluated, and rated by members of a Source Selection Evaluation Board (SSEB) set-up for this purpose. Because the number of anticipated proposals is unknown and the Government desires to streamline the evaluation process, the SSEB will be divided into groups for each business line (purchase, travel, fleet, and/or integrated charge cards). Each group of board members will review all proposals including the section or sections of each proposal in line with their area of evaluation. Proposals which are unrealistic in terms of technical content or price will be deemed reflective of a lack of technical competence or indicative of failure to comprehend the complexity and risk of the contract requirements and will be rejected. Determination of advantageous offers will be made in terms of the results of the evaluation against the source selection evaluation criteria. Acceptable technical proposals will be evaluated for price.

d. After evaluation of proposals, the Government will determine if it is in its best interests to conduct written or oral discussions with all responsible offerors whose proposals have been determined to be within the competitive range. Per FAR 15.306, the Contracting Officer reserves the right to limit the number of proposals in the competitive range to the greatest number that will permit an efficient competition among the most highly rated proposals. Each initial offer should contain the offeror's best terms from a cost or price and technical standpoint. The Government reserves the right to award on the basis of the initial proposal without any discussions.

e. Options. The Government will evaluate offers for award purposes by adding the total price for all options to the total price for the base period. The Government may determine that an offer is unacceptable if the option prices are significantly unbalanced. Evaluation of options shall not obligate the Government to exercise the option(s).

f. A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party. Before the offer's

specified expiration time, the Government may accept an offer, whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award.

D.3.1 METHOD OF AWARD: M-FSS-FCXC-140 (APR 2006)

D.3.2 EVALUATION OF TECHNICAL CRITERIA: M-FSS-FCXC-150 (APR 2006)

The technical factors for the Purchase, Travel, Fleet, and Integrated Card Programs are listed below. The technical proposals will be evaluated based on the material specified in the Instructions to Offerors Section and Addendum of this solicitation and the offeror's demonstrated understanding of and ability to accomplish the requirements of the solicitation as set forth in the proposal(s).

Each business line will be evaluated as described herein.

The offerors ratings will determine whether it is excellent, satisfactory or unsatisfactory/technically unacceptable. All minimum requirements must be met. For initial proposals, failure to meet a minimum requirement in any one subfactor, will deem the offeror unsatisfactory/technically unacceptable for that particular subfactor, and will disqualify the offeror from further consideration.

Adjectival ratings of nominal, moderate, and high may be used to determine higher ratings given for excellence. The definitions for these adjectival ratings are as follows:

Nominal – The response to this subfactor slightly exceeds the “satisfactory” rating by offering capabilities or processes of some added value to the Government.

Moderate – The response to this subfactor exceeds the requirement by offering superior capabilities in some areas that are of considerable value to the Government, but only “satisfactory” capabilities in others.

High – The response to this subfactor greatly exceeds the requirement, encompassing highly innovative practices and procedures including but not limited to features such as new technologies, significant improvements in efficiency, and/or new capabilities of great value to the Government.

To be rated excellent, the offeror must exceed the minimum requirements by doing at least one of the following: (1) add value; (2) provide innovative solutions; and/or (3) otherwise result in a more advantageous offer.

To be rated satisfactory, the offeror must meet all minimum requirements.

To be rated unsatisfactory/technically unacceptable, the offeror fails to meet a minimum requirement; has significant weaknesses that would require major revisions to the proposal to make it correct; demonstrates a lack of understanding of requirements; or has omissions in major areas.

The evaluation factors are as follows:

(1) Factor 1 - Performance

Factor 1, Performance, contains two subfactors: Past Performance and Corporate Experience. Past Performance is worth more than Corporate Experience for Factor 1. Offerors are to provide a narrative proposal as stated in the solicitation.

A large portion of the evaluation under Factor 1 will be based upon past performance references. The offeror is required to submit references, as instructed in D.2.10.4 Volume II – Technical Proposal that can independently corroborate the offeror's assertions of performance. The Government reserves the right to contact all provided references. In addition, the Government may consider any other relevant information regarding past performance in accordance with FAR 15.305(a)(2)(ii).

References will be checked through a standard questionnaire. The questionnaire will focus on client satisfaction of several key areas as follows:

- Understanding and satisfying client requirements
- Merchant acceptance of offeror’s card product
- Adding new merchants and merchant types
- Upgrading existing and new merchant’s point-of-sale equipment
- Implementation/Transition
- Timeliness
- Transaction and Reporting
- Service
- Communication/Training
- Responsiveness
- Innovation
- Integrated cards
- Value-added products and services

In the event that any of the 20 provided references does not respond, the Government will request the offeror to submit additional references. If the offeror is unable to provide additional references, the Government will use the available references and weight them as if all requested questionnaires were received. Follow-up discussions with references may be used to clarify statements made by the references if necessary.

a. **Subfactor 1A, Past Performance:**

Using the reference questionnaire, the Government will evaluate the offeror’s past performance to successfully perform card projects similar to the work anticipated for the core requirements under any resultant contract. The Government will consider the offeror’s performance in the key areas identified above.

Satisfactory performance of value-added products and services will be credited under all relevant business lines.

In order to be satisfactory, the offeror must score at least “satisfactory” (i.e., at least 51% of respondents score satisfactory) on all questions in the reference questionnaire not related to value added products and services.

The Government prefers those offerors that receive a higher score than “satisfactory” on all questions in the reference questionnaire not related to value added products and services and higher ratings will be given for these scores.

The Government also prefers those offerors that score at least satisfactory on questions related to value added products and services.

b. **Subfactor 1B Previous Experience:**

As specified in D.2.10.4 Subfactor 1B, subparagraph a, the offeror must have at least 2 years of corporate and/or government experience in each separate business line. Offers that do not meet the 2 year corporate and/or government experience requirement for each separate business line will be considered unacceptable and will not be considered for award. Offerors in a teaming arrangement may use team corporate and/or government experience for the portion of the work relative to the teaming arrangement. The Government will consider the volume of corporate and/or government experience for the offeror’s top 10 accounts. The Government will determine if the offeror’s narrative demonstrates successful, completed or ongoing projects by the offeror. The charge volumes will be evaluated to determine whether the offeror can manage the scope of work of this contract.

The Government will evaluate the offeror’s previous experience in providing core card programs for each separate business line including best and promising practices as specified in D.2.10.4 Volume II – Technical Proposal, C. Content, Subfactor 1B, subparagraphs b through d.

In order to be satisfactory, the offeror must submit all information required under D.2.10.4 Volume II – Technical Proposal, C. Content, Subfactor 1B, subparagraphs a through d. Additional ratings will not be given for this subfactor.

(2) Factor 2 - Technical Excellence

Factor Two, Technical Excellence, contains four subfactors of equal importance: Operational Processes, Technical Expertise, Electronic Capability and Transition Plans. Offerors are to provide a combination of a narrative proposal and technology demonstration as stated in the solicitation.

a. Subfactor 2A Operational Processes:

Using the narrative proposal, the Government will evaluate the ability, timeliness, adequacy and ease of use as demonstrated by the offeror in meeting the Government's requirements. In order to be satisfactory for this subfactor, the offeror must address each of the following requirements of the RFP:

- 1) C.1.9 Delinquency Control
- 2) C.1.12 Government-Wide Shut Down
- 3) C.1.13 Liability
- 4) C.1.15 Card Design and Embossing
- 5) C.1.17 Continuity of Operations
- 6) C.1.19 Tax Exempt Status
- 7) C.1.22 Government to Government Transactions
- 8) C.2.7.2 Training Requirements
- 9) C.2.8 Training Materials
- 10) C.2.13 Customer Service
- 11) C.3.1 Security Requirements

The Government prefers those offerors that excel in their understanding of and ability to accomplish the Government's requirements referenced above and will give higher ratings based on the degree of exceeding the requirements (i.e., nominal, moderate, high).

The Government prefers those offerors that provide a plan that explains how the offeror will obtain tax exemption, such as committing the offeror to contacting merchants at the government's request and providing education to agencies to promote tax exemption practices. Specific to the fleet card program, the government prefers those offerors that can provide additional tax details on purchases (e.g., amounts of local taxes, FET on non-fuel purchases). The Government will consider the degree of likelihood of the plan to improve tax exemption by giving higher ratings (i.e., nominal, moderate, high).

The Government prefers offerors that propose a plan to increase the number of merchants providing level 3 data. The Government will consider the degree of likelihood of the plan to increase the capture of level 3 data by giving higher ratings (i.e., nominal, moderate, high).

b. Subfactor 2B Technical Expertise:

The Government will evaluate the ability, timeliness, adequacy and ease of use as demonstrated by the offeror in meeting the Government's requirements. In order to be satisfactory for this subfactor, the offeror must address each requirement of the RFP as follows:

- 1) C.1.20 Risk Mitigation
- 2) C.2.1 Merchant Acceptance*
- 3) C.2.2 Program Support
- 4) C.3.5 Transaction Authorizations
- 5) C.3.6 Authorization Controls

*When evaluating C.2.1 Merchant Acceptance, the Government will consider whether the offeror has satisfactory merchant acceptance. The Government will rely on the offeror's assertion of satisfactory merchant acceptance in each business line as described below. While higher ratings are not given for the offeror's assertion of satisfactory merchant acceptance, in the event offerors are technically equal, the offeror that can provide higher merchant acceptance (and full data capture for the fleet card) will be deemed the better value for the Government.

1. For the fleet card, minimum merchant acceptance is 100,000 domestic fuel outlets (stations). 100% of the required 100,000 domestic fuel outlets must accept the offeror's card product and provide the transaction data required in the Merchant Data section in figure 3.2.2 (C.3.2.2 Transaction Data). The merchant's state and type of merchant (e.g. fixed based operations (FBOs), automotive service) must also be included.

2. For the travel card, minimum merchant acceptance is not specific to any one number, but is required both domestically and internationally at locations that maximize the Government's ability to purchase travel and travel-related services while providing the greatest convenience to the cardholder. The Government will use its historical record of top purchases at the stated merchant groups and/or merchants (see Attachment 6) as a guide to determine acceptable merchant acceptance. 100% of the merchants listed in Attachment 6 must accept the offeror's card product.

3. For the purchase card, minimum merchant acceptance is not specific to any one number, but is required both domestically and internationally at locations that maximize the Government's ability to purchase goods or services while providing the greatest convenience to the cardholder. The Government will use its historical record of top purchases at the stated merchant groups and/or merchants (see Attachment 5) as a guide to determine acceptable merchant acceptance. 100% of the merchants listed in Attachment 5 must accept the offeror's card product.

4. For the Integrated Card, minimum merchant acceptance requirements for fleet, travel, and purchase apply as applicable.

For the integrated card, the Government will evaluate the streamlining capabilities, consolidation of functions (e.g., front-end, back-end processes) and efficiencies that may be gained.

The Government prefers those offerors that excel in their understanding of and ability to accomplish the Government's requirements as stated above and will give higher ratings based on the degree of exceeding the requirements (i.e., nominal, moderate, high).

Preference is also given to those offerors that provide commercial value-added products and services (C.2.12 Value Added Product and Service Offerings (Tier 2)) and will give higher ratings (i.e., nominal, moderate, high).

The Government prefers offerors that provide alternatives to convenience/travelers checks usage. The Government will consider the degree of likelihood of these alternatives to replace convenience/travelers checks and will give higher ratings (i.e., nominal, moderate, high).

The government anticipates agencies with international missions may be interested in international fleet merchant acceptance. Preference will be given to those offerors that also provide a listing of international merchant acceptance for the fleet card (CF.2.1 Fleet Specific) and offerors will receive higher ratings (i.e., nominal, moderate, high).

The Government prefers offerors that integrate the front-end administrative processes of account set-up, account maintenance and customer service among business lines to eliminate multiple forms processing, multiple systems to administer two or more business lines and multiple points of contact for program operation for two or more business lines. Back-end integration of the financial processes of invoicing, reconciliation, and reporting in order to eliminate multiple "stove-pipes" of data to feed into agency financial systems is also preferred for two or more business lines. Offerors able to demonstrate both front- and back-end integration of business processes on two or more business lines, and provide a single card option will be given the most preference. The Government will consider the ability of the integrated card to streamline processes and improve efficiencies (i.e., nominal, moderate, high).

c. **Subfactor 2C Electronic Capability(Technology Demonstration):**

Through the offeror's technology demonstration of its electronic access and reporting system, the Government will evaluate the ability, timeliness, adequacy, and ease of use demonstrated by the offeror in meeting the requirements in sections C.2.6.3 Electronic Access System (EAS), C.3.2 Program and Transaction Data, and C.3.3 Reporting Requirements.

For the integrated card, the Government will consider the electronic access system's capability to streamline functions and improve efficiencies (e.g., front-end, back-end processes, and data access).

The Government prefers those offerors that excel in their understanding of and ability to accomplish the requirements as stated above and will give higher ratings based on the degree of exceeding the requirements (i.e., nominal, moderate, high).

For the integrated card, the Government prefers offerors whose electronic access system is capable of streamlining functions and improving efficiencies, including but not limited to, those that provide front- and back-end processes and data access of two or more business lines and a single card option. The Government will consider the degree of likelihood of the integrated card to streamline processes and improve efficiencies (i.e., nominal, moderate, high).

d. Subfactor 2D, Transition Plan:

Through the offeror's narrative, the Government will evaluate the offeror's ability, timeliness, and adequacy in demonstrating the transition requirements in the four types of transitions detailed in C.2.10 Transition.

For the integrated card, the Government will evaluate the ease, accuracy, timeliness and adequacy of the approach to transitioning two or more business lines in accordance with the requirements stated in C.2.10 Transition.

The Government prefers those offerors that excel in their understanding of and ability to accomplish each type of transition as stated above and will give higher ratings based on the degree of exceeding the requirements (i.e., nominal, moderate, high).

(3) Factor 3 - Management

Factor 3, Management, contains two subfactors: Plan of Accomplishment and Quality Assurance Plan. Subfactor 3A, Plan of Accomplishment is worth less than Subfactor 3B, Quality Assurance Plan.

Factor 3, Management, is based upon the offeror's understanding of, and ability to manage and staff, all aspects of the Government's card programs to effectuate a high-quality, seamless card program operation.

a. Subfactor 3A, Plan of Accomplishment:

Using the narrative proposal, the Government will evaluate the comprehensiveness, abilities and adequacies demonstrated by the offeror in the requirements specified under D.2.10.4 Volume II – Technical Proposal, Subfactor 3A.

For the integrated card, the Government will evaluate the offeror's capability to provide consolidated and centralized management oversight and card operations staff (including key personnel) for two or more Integrated Business Lines.

The Government prefers those offerors that excel in its understanding of and ability to accomplish the requirements stated above and will give higher ratings based on the degree of exceeding the requirements (i.e., nominal, moderate, high).

b. Subfactor 3B, Quality Assurance Plan:

Using the narrative proposal, the Government will evaluate the comprehensiveness, abilities and adequacies demonstrated by the offeror in the requirements specified under D.2.10.4 Volume II – Technical Proposal, Subfactor 3B.

The Government prefers those offerors that excel in its understanding of and ability to accomplish the requirements as stated above with higher ratings given based on the degree of exceeding the requirements (i.e., nominal, moderate, high).

D.3.2.1 EVALUATION OF THE LIVE TEST DEMONSTRATION (LTD)

As detailed in D.2.10.9 Instructions for the Live Test Demonstration, evaluation of the LTDs will be conducted after initial evaluation of proposals. The LTDs will be performed by a select group of agency personnel who will use the EAS systems on a daily basis. Evaluation will be based on the Government's ability to:

- Verify that the expected/required results of each test step, meets the EAS functionality actions outlined in Attachment 9.
- Verify that the EAS functionality meets system quality requirements including:
 - User friendliness

Offerors will receive a score for each test action in the LTD. Greater weight will be given to critical EAS functions. Required functionality and system quality requirements will receive a pass, pass with comments, or fail score:

- Pass: System action is fully functional and fulfills all the government's requirements
- Pass with Comments: System action is fully functional, but does not fulfill all of the government's requirements
- Fail: System action is not fully functional or substantially fails to fulfill the government's requirements

Failure to pass the LTD or pass the LTD with comments will result in the offeror being removed from further consideration. GSA reserves the right to allow offerors within the competitive range an opportunity for a second LTD test (after an offeror makes EAS corrections/changes) no later than 30 calendar days after the initial test.

D.3.3 EVALUATION OF PRICE FOR EACH BUSINESS LINE: M-FSS-FCXC-160 (APR 2006)

a. GSA plans to award long-term master contracts to multiple Contractors offering a wide variety of products and services, and meeting the requirements of this solicitation. Each qualifying offeror is eligible for award for all four business lines (purchase, travel, fleet, and integrated). Offerors are not eligible for award for only one, two or three business lines. Offerors must meet the requirements as stated in the Schedule of Services for each of the business lines in order to be eligible for award. Offerors must offer all core requirements and required additional product and service offerings for each business line to be considered. Value-added products and services may not be offered separately from the core requirement. This is to ensure that the products and services ordered are interoperable with agency systems.

b. Offerors are encouraged to utilize small businesses, HUBZone small, small disadvantaged businesses, service-disabled veteran- owned small businesses and women-owned businesses where possible. Contractor team arrangements are encouraged (e.g., to provide consulting services on re-engineering efforts (reference GSA's Mission Oriented Business Integrated Services (MOBIS) Schedule No. 874; to enhance the Government's desire to integrate business lines as addressed in the Schedule of Services). Reference Federal Acquisition Regulation (FAR) 9.6 Contractor Team Arrangements for additional information on Contractor team arrangements.

Solely for the purposes of evaluation, the Government will evaluate the prices offered utilizing the evaluation method stated below. The numbers utilized in the Government's method of evaluation are hypothetical numbers only and **do not represent** actual or historical figures, government estimates, likely prices, or likely amount of orders. They are used solely for the purpose of illustrating the price evaluation method. **Offerors are cautioned that there are no guarantees given that any orders will be placed with them** (See C.5.36 Guaranteed Minimum).

c. **Price Evaluation:** For each business line, a price evaluation will be conducted in each of two separate areas. They are: Tier 1 requirements (core) and Tier 2 requirements (value added). Offerors must provide a minimum sales refund of 8 basis points for each business line based on Net Charge Volume, as calculated in B.4 Sales Refunds in order to be considered for award. The Government will also evaluate the timeliness and adequacy of the offeror's proposed methodology to accommodate required multiple remittance frequencies and end of fiscal year government processing.

Offerors must price as instructed. Unbalanced offers may be rejected. Offers will be analyzed to determine whether they are unbalanced with respect to prices or separately priced line items. An offer will be considered mathematically unbalanced if it is based on prices which are significantly less than cost for some contract line items and significantly overstated in relation to cost for others. An offer is materially unbalanced if it is mathematically unbalanced, and if (1) there is a reasonable doubt that the offer would result in the lowest overall cost to the Government, even though it is the lowest evaluated offer; or (2) the offer is so grossly unbalanced that its acceptance would be tantamount to allowing an advance payment.

1. TIER 1 PRICE EVALUATION:

The Tier 1 requirements are uniform within each business line. Although their approaches will differ, they will be directly comparable. All Tier 1 pricing approaches for Purchase, Travel, Fleet, and Integrated business lines must include charge card services, debit card services, and pre-paid card services. Each of these card services must also include a cardless account option. This option shall not be separately priced. In

addition, all pricing approaches must include all other items listed as “not separately priced” in Section C. For a complete checklist of Tier 1 Requirements, reference the CLIN tables in B.8 Contract Line Item Numbers. The Contractor shall use the Tier 1 CLIN tables to calculate the Evaluated Totals for Purchase, Travel, Fleet and Integrated Business Lines for the base period, option period 1, and option period 2⁶⁷. The Contractor shall also submit the filled in CLIN tables in B.8 Contract Line Item Numbers as part of their Pricing proposal in order for GSA to verify the total dollar amount for evaluation purposes.

TIER 1 PRICING

CLINs	Description	Extended Total	
P.0001 P.1001 P.2001	Purchase		[Total Dollar Amount to be Evaluated]
		[\$]	
T.0001 T.1001 T.2001	Travel		
		[\$]	
FC.0001 FC.1001 FC.2001	Fleet		
		[\$]	
I.0001 I.1001 I.2001	Integrated		
		[\$]	

Pricing on customized services is anticipated to include skill categories, product or service components that are within the scope of work as defined in the statement of work (Section C), and as determined by the GSA Contracting Officer. Because different agencies have very different needs in customized services, the price evaluation for these components will focus on determining fair and reasonable prices for offerors otherwise in line for award. These components of customized services will be compared to prices and terms and conditions offered to commercial customers.

2. TIER 2 PRICE EVALUATION:

Tier 2 approach and requirements will vary significantly, depending upon which value added products and services are offered. For Tier 2, 20 potential value added product and service offerings have been identified in the solicitation and one of several possible pricing structures listed. The value added product and service offerings listed in the pricing tables are listed by business line. In addition to those listed, there are many other possible value added products and services and a multitude of pricing options. There is a high

⁶⁷ NOTE: When filling in pricing tables in B.8, refund dollar to agencies shall be listed a positive figure. Separately priced or fee based core services (such as, convenience checks, and travelers checks) will be negative figures. To get the ‘total dollar amount to be evaluated’ necessary to fill in the Evaluation table below, these separately priced services shall be subtracted from the basis point refund.

likelihood that different offerors will offer different value added product and service offerings. Multiple alternative pricing proposals are anticipated.

Because different agencies have very different needs in value added product and services offerings, the price evaluation will focus on determining fair and reasonable prices for offerors otherwise in line for award.

All value added product and service offerings are expected to be commercial items with established prices, terms, and conditions, except where noted. Therefore, most of the price evaluation will compare the prices, terms and conditions offered to the Government with prices, terms and conditions offered to commercial customers. Prices must be determined fair and reasonable.

Pricing, if any, shall be inclusive of products/services as described in C.2.12 Value Added Product and Service Offerings, unless otherwise specified. All pricing offered shall be in accordance with standard commercial pricing, except where noted. All terms and conditions proposed shall be in accordance with commercial terms and conditions, unless otherwise specified herein.

d. Alternative Pricing Proposals: In addition to the required standard pricing proposals, alternative pricing proposals may be provided. Proposals based other than on a basis point refund per dollar transacted must demonstrate how it is to the Government's advantage to be considered. The evaluation of alternative proposals shall include a comparison of estimated refunds, an assessment of the likelihood of achieving refunds, and an assessment of the risk involved with the alternative. Even the most remote possibility of an adjustment leading to the Government paying a transaction fee of any type is unacceptable.

e. Productivity Refunds: The Government acknowledges that productivity based refunds will be offered. Productivity refunds offered will impact the aggregate price evaluation. Additionally, as the difference in aggregate price proposals becomes less significant, the offeror's productivity refunds become more significant. Agencies are required by OMB Circular A-123, Appendix B to utilize proper cash management decision making to maximize agency productivity refunds. Any productivity refund offered must take this requirement into account.

END OF EVALUATION OF COMMERCIAL ITEMS SECTION

SECTION E

E. DOCUMENTS, EXHIBITS, OR ATTACHMENTS

Attachment 1 – Cover Page to Offer & Proposal Checklist

Attachment 2 – Small Business Subcontracting Plan Format

Attachment 3 – Subcontracting Goals – How to Do the Math

Attachment 4 – Offeror Representations and Certifications

Attachment 5 – Merchant Acceptance - Purchase Card

Attachment 6 – Merchant Acceptance – Travel Card

Attachment 7 – Merchant Acceptance – Fleet Card

Attachment 8 – Card Designs (**not included in the document for space reasons**)

Attachment 9 – Live Test Demonstration Script

Attachment 10 – Key Agency/Organization Roles

ATTACHMENT 1 – COVER PAGE TO OFFER & PROPOSAL CHECKLIST

The offeror shall complete and submit this cover page as the first page of the offer.

Offeror's Legal Name (include a "Doing Business As" (DBA) if applicable):

Offeror's Address: _____
(including county) _____

Business Size/Designation (check one):

- | | |
|--|---|
| <input type="checkbox"/> 8(a) | <input type="checkbox"/> Small Business |
| <input type="checkbox"/> Small Disadvantaged Small Business | <input type="checkbox"/> HUBZone Small Business |
| <input type="checkbox"/> Women-Owned Small Business | <input type="checkbox"/> Veteran-Owned Small Business |
| <input type="checkbox"/> Service Disabled Veteran Owned Small Business | <input type="checkbox"/> Large Business |
| <input type="checkbox"/> Woman Owned Large Business | |

DUNS Number: _____

Estimated Spend: _____

Basis For Estimate: _____

Each Authorized Negotiator's Name, Title, Phone and Fax Numbers, and E-mail Address:

I, _____, represent, to the best of my knowledge and belief that the information included in my offer is complete, accurate, and true.

Signature

Date

Printed Name

Title

Email Address: _____

Phone: _____

ATTACHMENT 1 (CONTINUED)

PROPOSAL CHECKLIST

Did you verify Past Performance References phone numbers, fax numbers, and email addresses?

(circle one) YES NO

Items	Page#/Tab#	Agency Use
D.2.10.3 VOLUME I – CONTRACT DATA		
Cover Page & Proposal Checklist (Attachment 1)		
Table of Contents for Volume I		
Standard Form (SF) 1449 (not including Blocks 19-24)		
Amendments to SF 1449 (if applicable)		
C.4 and C.5 Copy of Contract Terms and Conditions (in its entirety)		
C.5.1 Place of Performance		
C.5.23 Organization Conflict of Interest		
C.5.24 Authorized Negotiators		
C.5.25 Contract Administration Plan		
C.5.29 Card Action Teams		
C.5.31 Key Personnel (including resumes)		
Small Business Subcontracting Plan (if applicable) (Attachment 2)		
Offeror Representations and Certifications (Attachment 4)		
Teaming Arrangement (if applicable)		
Letter(s) of Commitment from Subcontractors (if applicable)		
D.2.10.4 VOLUME II –TECHNICAL PROPOSAL		
Table of Contents for Volume II		
1A Past Performance (include Client References)		
1B Previous Experience		
2A Operational Processes		
2B Technical Expertise		
2C Electronic Capability		
2D Transition Plan		
3A Plan of Accomplishment		
3B Quality Assurance Plan		
D.2.10.5 VOLUME III- OTHER TECHNICAL INFORMATION		
Table of Contents for Volume III		
Operating Rules and Regulations (provide on CD)		
PowerPoint presentation (provide on CD) and presenter list for oral presentation		
PowerPoint presentation (provided on CD), presenter list, electronic access & report screen handouts for Technology Demonstration		
Card Design		
Merchant Acceptance		
Training Materials		
Presentation Packages		
Convenience Checks		
LTD Script (provide on separate CD)		
D.2.10.6 VOLUME IV-PRICE PROPOSAL(S)		
Table of Contents for Volume IV		
Pricing Tables (1-15)		
Proposed Refunds		
Proposed pricing for separately priced core products and services (including supporting commercial backup)		
Quantity discounts on value added products and services including supporting commercial backup (if offered)		
Alternate pricing proposals (if offered)		

ATTACHMENT 2 – SMALL BUSINESS SUBCONTRACTING PLAN FORMAT

[COMPANY XXX]

SMALL BUSINESS SUBCONTRACTING PLAN

(For informational purposes only. The following outline meets the minimum requirements as imposed by Section 8(d) of the Small Business Act, and meets the minimum requirements of the Federal Acquisition Regulation (FAR) Subpart 19.7. This model plan is intended to be used as a guideline. It is not intended to replace any existing corporate plan which may be more extensive. If assistance is needed to locate small business sources, contact the Office of Small Business Utilization at 18th and F Streets, NW, Washington, DC 20405 (Phone: (202) 501-1021; Fax (202) 208-5938), or access the Central Contractor Registration (CCR) Dynamic Small Business Search database at www.ccr.gov.)

I. IDENTIFICATION DATA:

Company Name: _____
Address: _____
Date Prepared: _____
Item/Service: _____
Solicitation Number: _____
Contract Number: _____
Estimated Contract Value/Estimated Sales: (Basic or Option) \$ _____
Individual Contract Period:
 Base: _____ Option: _____
Commercial Plan Period: _____

II. TYPE OF PLAN: (Check only one)

_____ **COMMERCIAL PLAN:** Covers the offeror's fiscal year and applies to the entire production of commercial items sold by either the entire company or a portion thereof (e.g., division, plant, or product line) Used when the company sells large quantities of commercial items to many government agencies, and goals are negotiated on a company-wide basis. Plan is done annually, effective during the company's fiscal year, approved by the first federal agency awarding a contract for commercial supplies/services during the Contractor's fiscal year, and is applicable to every additional federal contract for commercial supplies/services awarded to that Contractor during the same fiscal year. A new plan must be obtained and approved 30 days prior to the expiration of the current plan. The Contractor must provide a copy of the approved plan to each agency Contracting Officer responsible for an ongoing contract subject to the plan.

_____ **INDIVIDUAL CONTRACT PLAN:** Covers the entire contract period (including option periods), applies to a specific contract, and has goals that are based on the offeror's planned subcontracting and purchasing in support of the specific contract, except that indirect costs incurred for common or joint purposes may be allocated on a prorated basis to the contract. GSA requires that goals be re-negotiated for each option period.

_____ **INDIVIDUAL CONTRACT PLAN INCORPORATING MASTER PLAN:** A Master plan containing all the required elements of an individual contract plan, except goals, may be incorporated into an individual contract plan providing the master plan has been approved (and the approval document from the approving agency is attached). A master plan must be approved once every three years. Once incorporated into a contract with specific goals, it is valid for the life of that contract.

III. GOALS:

A. (For information only, FAR 19.704(a)(1) requires separate dollar & percentage goals for using small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service-disabled veteran-owned small business concerns as subcontractors; and a statement of the total dollars planned to be subcontracted and total dollars planned to small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service-disabled veteran-owned small business concerns. NOTE: The dollar amounts planned for subcontracting to SB, HUBZ, SDB, WOSB, VOSB, and to SDVOSB's

must be expressed as percentages of the total subcontracting dollars as shown below.) Commercial plans will always reflect annual company wide goals. Individual plans will reflect contract goals for either the Base contract period or the respective Option period(s). Remember that renewal of options is not guaranteed by the Government.)

[Company XXX] provides the following separate dollar and percentage goals for small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service-disabled veteran-owned small business concerns. These goals are a percentage of the total subcontracting dollars.

1. Estimated TOTAL dollars planned to be subcontracted; i.e., to all types of business concerns under this contract is:

Base Contract: \$ _____ equals 100% subcontracted
Or Option Period: \$ _____

2. Planned subcontracting to large business concerns (those classified as other than small) is:

Base Contract: \$ _____ = _____ % of total
Or Option Period: \$ _____ = _____ % of total

3. Planned subcontracting to all small business concerns (includes HUBZone small, small disadvantaged, women-owned small, veteran-owned small, service-disabled veteran-owned small, and OTHER small businesses) is:

Base Contract: \$ _____ = _____ % of total
Or Option Period: \$ _____ = _____ % of total

4. Planned subcontracting to HUBZone small business concerns is:

Base Contract: \$ _____ = _____ % of total
Or Option Period: \$ _____ = _____ % of total

5. Planned subcontracting to small disadvantaged business concerns is:

Base Contract: \$ _____ = _____ % of total
Or Option Period: \$ _____ = _____ % of total

6. Planned subcontracting to women-owned small business concerns is:

Base Contract: \$ _____ = _____ % of total
Or Option Period: \$ _____ = _____ % of total

7. Planned subcontracting to veteran-owned small business concerns (includes service-disabled veteran-owned small business) is:

Base Contract: \$ _____ = _____ % of total
Or Option Period: \$ _____ = _____ % of total

8. Planned subcontracting to service-disabled veteran-owned small business concerns (subset of VOSB above) is:

Base Contract: \$ _____ = _____ % of total
Or Option Period: \$ _____ = _____ % of total

B. (For information only, FAR 19.704(a)(3) requires a description of ALL of the principal types of supplies and services to be subcontracted and an identification of the types planned for subcontracting to SB, HUBZ, SDB, WOSB, VOSB, and to SDVOSB concerns.) Check all that apply below, ensuring that at least one item is indicated for each column.

The principal types of supplies and/or services that [Company XXX] anticipates to be subcontracted and the identification of the type of business concern planned are as follows:

Business Category or Size

Supplies/Services	Large	Small	HUBZ	SDB	WOSB	VOSB	SDVOSB

C. (For information only, FAR 19.704(a)(4) requires a description of the method used to develop the subcontracting goals above. Explain the method used and state the basis for establishing your proposed goals; provide justification for any low goal(s); state how the areas to be subcontracted to SB, HUBZ, SDB, WOSB, VOSB; and to SDVOSB concerns were determined, and how the capabilities of each were determined.)

[Company XXX] used the following method to develop the subcontracting goals:

D. (For information only, FAR 19.704(a)(5) requires a description of the method used to identify potential sources for solicitation purpose. Identify all source lists used in the determination below, including various web sites or agencies and organizations contacted.)

[Company XXX] identifies potential subcontractors using the following source lists and organizations:

E. (For information only, FAR 19.704(a)(6) requires a statement as to whether or not your company included indirect costs in establishing subcontracting goals, and a description of the method used to determine the proportionate share of indirect costs to be incurred with SB, HUBZ, SDB, WOSB, VOSB, and SDVOSB concerns.)

Indirect and overhead costs _____ HAVE BEEN (or) _____ HAVE NOT BEEN included in the dollar and percentage subcontracting goals stated above. The indirect and overhead portion was based on the following:

IV. PROGRAM ADMINISTRATOR:

(For information only, FAR 19.704(a)(7) requires information about the company employee who will administer the subcontracting program. Please provide the name, title, address, telephone number, fax number and/or email of this person, position within the corporate structure, and list of duties of that employee. Provide an alternate point of contact responsible for this subcontracting plan, in case of questions. Consultants used as contacts are welcome.)

Name: _____
Title/Position: _____
Address: _____
Telephone number: _____
Fax Machine number: _____
Email Address: _____

Alternate POC with contact information: _____

Duties: The Program Administrator shall have general overall responsibility for the Contractors subcontracting program; i.e., developing, preparing, and executing individual subcontracting plans and monitoring performance relative to this particular plan. Such duties may include, but are not limited to, the following activities:

- A. Developing and promoting company/division policy statements that demonstrate the company's/division's support for awarding contracts and subcontracts to small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service-disabled veteran-owned small business concerns.
- B. Developing and maintaining bidders' lists of small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service-disabled veteran-owned small business concerns from all possible sources.
- C. Ensuring periodic rotation of potential subcontractors on bidders' lists.
- D. Assuring that small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service-disabled veteran-owned small businesses are included on the bidders' list for every subcontract solicitation for supplies and services they are capable of providing.
- E. Ensuring that subcontract procurement "packages" are designed to permit the maximum possible participation of small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service-disabled veteran-owned small businesses.
- F. Reviewing subcontract solicitations to remove statements, clauses, etc. which might tend to restrict or prohibit small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service-disabled veteran-owned small businesses.
- G. Ensuring that the subcontract bid proposal review board documents its reasons for not selecting any low bids submitted by small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service-disabled veteran-owned small businesses.
- H. Overseeing the establishment and maintenance of contract and subcontract award records.
- I. Attending or arranging for the attendance of company counselors at Business Opportunity Workshops, Minority Business Enterprise Seminars, Trade Fairs, etc.
- J. Directly or indirectly counseling small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service-disabled veteran-owned small business concerns on subcontracting opportunities and how to prepare bids to the company.
- K. Providing notice to subcontractors concerning penalties for misrepresentations of business status as small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, or service-disabled veteran-owned small business, for the purpose of obtaining a subcontract that is to be included in any part of the Contractor's goals contained in this plan. Small disadvantaged and HUBZone small business concerns shall provide a copy of their Small Business Administration (SBA) certification.

(Each SB, WOSB, VOSB, and SDVOSB concern on record as a potential subcontractor shall complete a self-certification form stating their business size. A penalties clause for falsifying information will also be on the form according to the legal statute 15 U.S.C. 645(d). Note, the following notice will read near the business owner's signature. "NOTICE: In accordance with U.S.C. 645(d), any person who misrepresents a firm's proper size classification shall (1) be punishable by imposition of a fine, imprisonment, or both, (2) be subject to administrative remedies, and (3) be ineligible for participation in programs conducted under the authority of the Small Business Act.")

- L. Conducting or arranging training for purchasing personnel regarding the intent and impact of Section 8(d) of the Small Business Act on purchasing procedures.

- M. Developing and maintaining an incentive program for buyers that supports the subcontracting program.
- N. Monitoring the company’s performance and making any adjustments necessary to achieve the subcontract plan goals.
- O. Preparing and submitting timely reports.
- P. Coordinating the company’s activities during compliance review by federal agencies.

V. EQUITABLE OPPORTUNITY:

(For information only, FAR 19.704(a)(8) requires a description of the efforts the Contractor will make to ensure that SB, HUBZ, SDB, WOSB, VOSB, and SDVOSB concerns have an equitable opportunity to compete for subcontracts.)

[Company XXX] will make every effort to ensure that small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service-disabled veteran-owned small business concerns will have an equitable opportunity to compete for subcontracts. These efforts may include one or more of the following activities (please indicate which ones apply or provide your own personalized list of efforts):

A. Outreach efforts to obtain sources:

- Contacting minority and small business trade associations
- Contacting business development organizations
- Requesting sources from the Central Contractor Registration (CCR), Dynamic Small Business Search, which integrated data from the previous SBA PRO-Net database
- Attending small and minority business trade fairs and procurement conferences

B. Internal efforts to guide and encourage purchasing personnel:

- Presenting workshops, seminars and training programs
- Establishing, maintaining and using small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service-disabled veteran-owned small business source lists, guides, and other data for soliciting subcontracts
- Monitoring activities to evaluate compliance with the subcontracting plan

C. Other Additional efforts: (Please describe.)

VI. CLAUSE INCLUSION AND FLOW DOWN:

(For informational only, FAR 19.704(a)(9) requires assurances that your company will include the FAR Clause 52.219-8, “Utilization of Small Business Concerns” in all subcontracts that offer further subcontracting opportunities, and that your company will require all subcontractors (except small business concerns) that receive subcontracts in excess of \$500,000 (\$1,000,000 for construction) to adopt a similar plan that complies with the requirements of Clause 52.219-9, “Small Business Subcontracting Plan.”)

[Company XXX] agrees to include the FAR Clause 52.219-8, "Utilization of Small Business Concerns" in all subcontracts that offer further subcontracting opportunities, and will further require all subcontractors (except SB concerns), who receive subcontracts in excess of \$500,000, (\$1,000,000 for construction) to adopt a plan that complies with the requirements of Clause 52.219-9, "Small Business Subcontracting Plan."

VII. REPORTING AND COOPERATION:

(For informational only, FAR 19.704(a)(10) requires assurances that your company will: (1) cooperate in any studies or surveys as may be required; (2) submit periodic reports so that the Government can determine the extent of compliance with the subcontracting plan; (3)* submit Standard Form (SF) 294, "Subcontracting Reports for Individual Contracts," and SF 295, "Summary Subcontract Report," following the instructions on the forms or as provided in agency regulations; and (4) ensure that subcontractors agree to submit SF 294 and SF 295.)

[Company XXX] agrees to: (1) cooperate in any studies or surveys as may be required; (2) submit periodic reports which show compliance with the subcontracting plan; (3) submit SF 294 and SF 295 or equivalent, in accordance with agency instructions or regulations; and (4) ensure that subcontractors agree to submit electronic Individual and/or Summary Subcontract Reports (ISR and/or SSR's) via the electronic Subcontracting Reporting System (eSRS).

Reports are to be submitted within 30 days after the close of each calendar period as indicated in the following chart:

Calendar Period	Report Due*	Date Due
10/01—03/31	SF 294	04/30
04/01—09/30	SF 294	10/30
10/01—09/30	SF 295	10/30

*Note: Standard Forms 294 and 295 are no longer acceptable, and have been replaced with the electronic submission of Individual Subcontracting Reports (ISR) and Summary Subcontract Reports (SSR), respectively, to eSRS via www.esrs.gov.

VIII. RECORDKEEPING:

(For informational only, FAR 19.704(a)(11) requires a description or list of the types of records that will be maintained concerning procedures adopted to comply with the requirements and goals in the plan, including establishing source lists; a description of your efforts to locate small business concerns and to award subcontracts to them.)

[Company XXX] will maintain at least the following types of records concerning procedures adopted to comply with the requirements and goals in the plan. Such records may include, but are not limited to:

- A. Small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service-disabled veteran-owned small business concern source lists, guides, and other data identifying and locating such vendors, subcontractors or suppliers.
- B. Organizations contacted for small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service-disabled veteran-owned small business sources.
 - 1. On a contract-by-contract basis, all subcontract solicitations over \$100,000, which indicate for each solicitation (1) whether small business concerns were solicited, and if not, why not; (2) whether HUBZone small business concerns were solicited, and if not, why not; (3) whether small disadvantaged business concerns were solicited, and if not, why not; (4) whether women-owned small business concerns were solicited, and if not, why not; (5) whether veteran-owned small business concerns were solicited, and if not, why not; (6) whether service-disabled veteran-owned small business concerns were solicited, and if not, why not; and, (7) reasons for the failure of solicited concerns to receive the award.

2. Records to support other outreach efforts, e.g., contacts with minority and small business trade associations, attendance at small, minority, and women-owned small business procurement conference and trade fairs.
3. Records to support internal activities to (1) guide and encourage purchasing personnel, e.g., workshops, seminars, training programs, incentive awards; and (2) monitor activities to evaluate compliance.
4. On a contract-by-contract basis, records to support subcontract award data including the name, address and business size of each subcontractor. (This item is not required for company or division wide commercial plans).
5. Other records to support your compliance with the subcontracting plan: (Please describe)

IX. TIMELY PAYMENTS TO SUBCONTRACTORS:

(For information only, FAR 19.702 requires your company to establish and use procedures to ensure the timely payment of amounts due pursuant to the terms of your subcontracts with small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service-disabled veteran-owned small business concerns.)

[Company XXX] uses procedures to ensure timely payments of amounts due, pursuant to the terms of its subcontracts with small business concerns, as required in FAR 19.702. (Briefly describe internal systems below.)

X. DESCRIPTION OF GOOD FAITH EFFORT:

(For information only, maximum practicable utilization of small, HUBZone small, small disadvantaged, women-owned small, veteran-owned small, and service-disabled veteran-owned small business concerns as subcontractors in Government contracts is a matter of national interest with both social and economic benefits. When a Contractor fails to make a good faith effort to comply with a subcontracting plan, these objectives are not achieved, and 15 U.S.C. 637(d)(4)(F) directs that liquidated damages shall be paid by the Contractor. In order to demonstrate your compliance with a good faith effort to achieve the small business subcontracting goals, outline the steps below that your company plans to take.)

[Company XXX] will take the following steps to demonstrate compliance with a good faith effort in achieving small business subcontracting goals:

These steps will be negotiated with the Contracting Officer prior to approval of the plan. We understand that this subcontracting plan will be made a material part of the contract and that the submission of reports, mentioned in section VII, will be made a line item deliverable in the contract.

XI. SIGNATURE REQUIRED: Plan must be signed and dated by a company official

This subcontracting plan was SUBMITTED by:

Signature: _____

Typed Name: _____

Title: _____

Date Signed: _____

ATTACHMENT 3 - SUBCONTRACTING GOALS – HOW TO DO THE MATH

- Goals must be stated in both dollars (\$) and percentages (%).
- The Contractor must state the estimated total subcontracting dollars planned to be subcontracted to all types of business concerns, then state separately the total dollars that will be subcontracted to: (1) large business, (2) small business, (3) HUBZone small, (4) small disadvantaged, (5) women-owned small, (6) veteran-owned small, and (7) service-disabled veteran-owned small business concerns.
- The small business dollar amount must include all subset category amounts, i.e., HUBZone, SDB, WOSB, VOSB, SDVOSB (and other small businesses which do not fall within any of these specified subset groups).
- The dollar amounts planned for subcontracting to Small, HUBZone, SDB, WOSB, VOSB, and SDVOSB concerns must be expressed in the subcontracting plan as percentages of the total subcontracting dollars to all concerns.

\$ and % examples below are actual GSA goals negotiated for FY 2005. [To review prime or subcontract goals online, visit www.sba.gov/GC/goals and select fiscal year link(s).]

	Dollars	Percentage
Total Dollars To Be Subcontracted (to large and small business concerns)	\$100,000	100%
To Large Business Concerns	\$61,000	61%
To Small Business Concerns (includes HUBZone small, small disadvantaged, women-owned small, veteran-owned small, service-disabled veteran-owned small, and other small business concerns)	\$39,000	39%
To HUBZone Small Business Concerns	\$3,000	3%
To Small Disadvantaged Business Concerns	\$6,000	6%
To Women-Owned Small Business Concerns	\$5,000	5%
To Veteran-Owned Small Business Concerns (include Service-Disabled Veteran-Owned small business concerns in this total)	\$5,000	5%
Service-Disabled Veteran-Owned Small Business Concerns (subset of Veteran-Owned above)	(\$3,000	3%)

Note that of the \$39,000 to be subcontracted ‘To Small Business Concerns’, \$19,000 is going to the sub-groups (HUBZone, SDB, WOSB, VOSB, and SDVOSB) and the remaining \$20,000 is going to other small businesses not included in these categories.

ATTACHMENT 4 – OFFEROR REPRESENTATIONS AND CERTIFICATIONS

52.212-3 Offeror Representations and Certifications—Commercial Items (June 2006)

An offeror shall complete only paragraph (j) of this provision if the offeror has completed the annual representations and certifications electronically at <http://orca.bpn.gov>. If an offeror has not completed the annual representations and certifications electronically at the ORCA website, the offeror shall complete only paragraphs (b) through (i) of this provision.

(a) *Definitions.* As used in this provision:

“Emerging small business” means a small business concern whose size is no greater than 50 percent of the numerical size standard for the NAICS code designated.

“Forced or indentured child labor” means all work or service—

(1) Exacted from any person under the age of 18 under the menace of any penalty for its nonperformance and for which the worker does not offer himself voluntarily; or

(2) Performed by any person under the age of 18 pursuant to a contract the enforcement of which can be accomplished by process or penalties.

“Service-disabled veteran-owned small business concern”—

(1) Means a small business concern—

(i) Not less than 51 percent of which is owned by one or more service-disabled veterans or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more service-disabled veterans; and

(ii) The management and daily business operations of which are controlled by one or more service-disabled veterans or, in the case of a service-disabled veteran with permanent and severe disability, the spouse or permanent caregiver of such veteran.

(2) Service-disabled veteran means a veteran, as defined in 38 U.S.C. 101(2), with a disability that is service-connected, as defined in 38 U.S.C. 101(16).

“Small business concern” means a concern, including its affiliates that is independently owned and operated, not dominant in the field of operation in which it is bidding on Government contracts, and qualified as a small business under the criteria in 13 CFR Part 121 and size standards in this solicitation.

“Veteran-owned small business concern” means a small business concern—

(1) Not less than 51 percent of which is owned by one or more veterans (as defined at 38 U.S.C. 101(2)) or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more veterans; and

(2) The management and daily business operations of which are controlled by one or more veterans.

“Women-owned business concern” means a concern which is at least 51 percent owned by one or more women; or in the case of any publicly owned business, at least 51 percent of its stock is owned by one or more women; and whose management and daily business operations are controlled by one or more women.

“Women-owned small business concern” means a small business concern—

(1) That is at least 51 percent owned by one or more women; or, in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or more women; and

(2) Whose management and daily business operations are controlled by one or more women.

(b) *Taxpayer Identification Number (TIN)* (26 U.S.C. 6109, 31 U.S.C. 7701). (Not applicable if the offeror is required to provide this information to a central contractor registration database to be eligible for award.)

(1) All offerors must submit the information required in paragraphs (b)(3) through (b)(5) of this provision to comply with debt collection requirements of 31 U.S.C. 7701(c) and 3325(d), reporting requirements of 26 U.S.C. 6041, 6041A, and 6050M, and implementing regulations issued by the Internal Revenue Service (IRS).

(2) The TIN may be used by the Government to collect and report on any delinquent amounts arising out of the offeror’s relationship with the Government (31 U.S.C. 7701(c)(3)). If the resulting contract is subject to the payment reporting

requirements described in FAR 4.904, the TIN provided hereunder may be matched with IRS records to verify the accuracy of the offeror's TIN.

(3) *Taxpayer Identification Number (TIN).*

- o TIN: _____.
- o TIN has been applied for.
- o TIN is not required because:
 - o Offeror is a nonresident alien, foreign corporation, or foreign partnership that does not have income effectively connected with the conduct of a trade or business in the United States and does not have an office or place of business or a fiscal paying agent in the United States;
 - o Offeror is an agency or instrumentality of a foreign government;
 - o Offeror is an agency or instrumentality of the Federal Government.

(4) *Type of organization.*

- o Sole proprietorship;
- o Partnership;
- o Corporate entity (not tax-exempt);
- o Corporate entity (tax-exempt);
- o Government entity (federal, state, or local);
- o Foreign government;
- o International organization per 26 CFR 1.6049-4;
- o Other _____.

(5) *Common parent.*

- o Offeror is not owned or controlled by a common parent;
- o Name and TIN of common parent:
 - Name _____.
 - TIN _____.

(c) Offerors must complete the following representations when the resulting contract will be performed in the United States or its outlying areas. Check all that apply.

(1) *Small business concern.* The offeror represents as part of its offer that it o is, o is not a small business concern.

(2) *Veteran-owned small business concern.* [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents as part of its offer that it o is, o is not a veteran-owned small business concern.

(3) *Service-disabled veteran-owned small business concern.* [Complete only if the offeror represented itself as a veteran-owned small business concern in paragraph (c)(2) of this provision.] The offeror represents as part of its offer that it o is, o is not a service-disabled veteran-owned small business concern.

(4) *Small disadvantaged business concern.* [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents, for general statistical purposes, that it o is, o is not a small disadvantaged business concern as defined in 13 CFR 124.1002.

(5) *Women-owned small business concern.* [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents that it o is, o is not a women-owned small business concern.

Note: Complete paragraphs (c)(6) and (c)(7) only if this solicitation is expected to exceed the simplified acquisition threshold.

(6) *Women-owned business concern (other than small business concern).* [Complete only if the offeror is a women-owned business concern and did not represent itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents that it o is a women-owned business concern.

(7) *Tie bid priority for labor surplus area concerns.* If this is an invitation for bid, small business offerors may identify the labor surplus areas in which costs to be incurred on account of manufacturing or production (by offeror or first-tier subcontractors) amount to more than 50 percent of the contract price:

(8) Small Business Size for the Small Business Competitiveness Demonstration Program and for the Targeted Industry Categories under the Small Business Competitiveness Demonstration Program. [Complete only if the offeror has represented itself to be a small business concern under the size standards for this solicitation.]

(i) [Complete only for solicitations indicated in an addendum as being set-aside for emerging small businesses in one of the designated industry groups (DIGs).] The offeror represents as part of its offer that it is, or is not an emerging small business.

(ii) [Complete only for solicitations indicated in an addendum as being for one of the targeted industry categories (TICs) or designated industry groups (DIGs).] Offeror represents as follows:

(A) Offeror's number of employees for the past 12 months (check the Employees column if size standard stated in the solicitation is expressed in terms of number of employees); or

(B) Offeror's average annual gross revenue for the last 3 fiscal years (check the Average Annual Gross Number of Revenues column if size standard stated in the solicitation is expressed in terms of annual receipts).

(Check one of the following):

Number of Employees Average Annual Gross Revenues

<input type="checkbox"/> 50 or fewer	<input type="checkbox"/> \$1 million or less
<input type="checkbox"/> 51–100	<input type="checkbox"/> \$1,000,001–\$2 million
<input type="checkbox"/> 101–250	<input type="checkbox"/> \$2,000,001–\$3.5 million
<input type="checkbox"/> 251–500	<input type="checkbox"/> \$3,500,001–\$5 million
<input type="checkbox"/> 501–750	<input type="checkbox"/> \$5,000,001–\$10 million
<input type="checkbox"/> 751–1,000	<input type="checkbox"/> \$10,000,001–\$17 million
<input type="checkbox"/> Over 1,000	<input type="checkbox"/> Over \$17 million

(9) [Complete only if the solicitation contains the clause at FAR 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns, or FAR 52.219-25, Small Disadvantaged Business Participation Program—Disadvantaged Status and Reporting, and the offeror desires a benefit based on its disadvantaged status.]

(i) General. The offeror represents that either—

(A) It is, or is not certified by the Small Business Administration as a small disadvantaged business concern and identified, on the date of this representation, as a certified small disadvantaged business concern in the database maintained by the Small Business Administration (PRO-Net), and that no material change in disadvantaged ownership and control has occurred since its certification, and, where the concern is owned by one or more individuals claiming disadvantaged status, the net worth of each individual upon whom the certification is based does not exceed \$750,000 after taking into account the applicable exclusions set forth at 13 CFR 124.104(c)(2); or

(B) It has, or has not submitted a completed application to the Small Business Administration or a Private Certifier to be certified as a small disadvantaged business concern in accordance with 13 CFR 124, Subpart B, and a decision on that application is pending, and that no material change in disadvantaged ownership and control has occurred since its application was submitted.

(ii) Joint Ventures under the Price Evaluation Adjustment for Small Disadvantaged Business Concerns. The offeror represents, as part of its offer, that it is a joint venture that complies with the requirements in 13 CFR 124.1002(f) and that the representation in paragraph (c)(9)(i) of this provision is accurate for the small disadvantaged business concern that is participating in the joint venture. [The offeror shall enter the name of the small disadvantaged business concern that is participating in the joint venture: _____.]

(10) HUBZone small business concern. [Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.] The offeror represents, as part of its offer, that—

(i) It is, or is not a HUBZone small business concern listed, on the date of this representation, on the List of Qualified HUBZone Small Business Concerns maintained by the Small Business Administration, and no material change in ownership and control, principal office, or HUBZone employee percentage has occurred since it was certified by the Small Business Administration in accordance with 13 CFR Part 126; and

(ii) It o is, o is not a joint venture that complies with the requirements of 13 CFR Part 126, and the representation in paragraph (c)(10)(i) of this provision is accurate for the HUBZone small business concern or concerns that are participating in the joint venture. [*The offeror shall enter the name or names of the HUBZone small business concern or concerns that are participating in the joint venture: _____.*] Each HUBZone small business concern participating in the joint venture shall submit a separate signed copy of the HUBZone representation.

(d) Representations required to implement provisions of Executive Order 11246—

(1) Previous contracts and compliance. The offeror represents that—

(i) It o has, o has not participated in a previous contract or subcontract subject to the Equal Opportunity clause of this solicitation; and

(ii) It o has, o has not filed all required compliance reports.

(2) *Affirmative Action Compliance.* The offeror represents that—

(i) It o has developed and has on file, o has not developed and does not have on file, at each establishment, affirmative action programs required by rules and regulations of the Secretary of Labor (41 cfr parts 60-1 and 60-2), or

(ii) It o has not previously had contracts subject to the written affirmative action programs requirement of the rules and regulations of the Secretary of Labor.

(e) *Certification Regarding Payments to Influence Federal Transactions (31 U.S.C. 1352).* (Applies only if the contract is expected to exceed \$100,000.) By submission of its offer, the offeror certifies to the best of its knowledge and belief that no federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress on his or her behalf in connection with the award of any resultant contract.

(f) *Buy American Act Certificate.* (Applies only if the clause at Federal Acquisition Regulation (FAR) 52.225-1, Buy American Act—Supplies, is included in this solicitation.)

(1) The offeror certifies that each end product, except those listed in paragraph (f)(2) of this provision, is a domestic end product and that the offeror has considered components of unknown origin to have been mined, produced, or manufactured outside the United States. The offeror shall list as foreign end products those end products manufactured in the United States that do not qualify as domestic end products. The terms “component,” “domestic end product,” “end product,” “foreign end product,” and “United States” are defined in the clause of this solicitation entitled “Buy American Act—Supplies.”

(2) Foreign End Products:

Line Item No. Country of Origin

Line Item No.	Country of Origin
_____	_____
_____	_____
_____	_____

[List as necessary]

(3) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25.

(g) (1) *Buy American Act—Free Trade Agreements—Israeli Trade Act Certificate.* (Applies only if the clause at FAR 52.225-3, Buy American Act—Free Trade Agreements—Israeli Trade Act, is included in this solicitation.)

(i) The offeror certifies that each end product, except those listed in paragraph (g)(1)(ii) or (g)(1)(iii) of this provision, is a domestic end product and that the offeror has considered components of unknown origin to have been mined, produced, or manufactured outside the United States. The terms “component,” “domestic end product,” “end product,” “foreign end product,” “Free Trade Agreement country,” and “United States” are defined in the clause of this solicitation entitled “Buy American Act—Free Trade Agreements—Israeli Trade Act.”

(ii) The offeror certifies that the following supplies are Free Trade Agreement country end products (other than Moroccan end products) or Israeli end products as defined in the clause of this solicitation entitled “Buy American Act—Free Trade Agreements—Israeli Trade Act”:

Free Trade Agreement Country End Products (Other than Moroccan End Products) or Israeli End Products:

Line Item No. Country of Origin

[List as necessary]

(iii) The offeror shall list those supplies that are foreign end products (other than those listed in paragraph (g)(1)(ii) of this provision) as defined in the clause of this solicitation entitled “Buy American Act—Free Trade Agreements—Israeli Trade Act.” The offeror shall list as other foreign end products those end products manufactured in the United States that do not qualify as domestic end products.

Other Foreign End Products:

Line Item No. Country of Origin

[List as necessary]

(iv) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25.

(2) *Buy American Act—Free Trade Agreements—Israeli Trade Act Certificate, Alternate I.* If Alternate I to the clause at FAR 52.225-3 is included in this solicitation, substitute the following paragraph (g)(1)(ii) for paragraph (g)(1)(ii) of the basic provision:

(g) (1)(ii) The offeror certifies that the following supplies are Canadian end products as defined in the clause of this solicitation entitled “Buy American Act—Free Trade Agreements—Israeli Trade Act”:

Canadian End Products:

Line Item No.

[List as necessary]

(3) *Buy American Act—Free Trade Agreements—Israeli Trade Act Certificate, Alternate II.* If Alternate II to the clause at FAR 52.225-3 is included in this solicitation, substitute the following paragraph (g)(1)(ii) for paragraph (g)(1)(ii) of the basic provision:

(g) (1)(ii) The offeror certifies that the following supplies are Canadian end products or Israeli end products as defined in the clause of this solicitation entitled “Buy American Act—Free Trade Agreements—Israeli Trade Act”:

Canadian or Israeli End Products:

Line Item No. Country of Origin

[List as necessary]

(4) *Trade Agreements Certificate.* (Applies only if the clause at FAR 52.225-5, Trade Agreements, is included in this solicitation.)

(i) The offeror certifies that each end product, except those listed in paragraph (g)(4)(ii) of this provision, is a U.S.-made or designated country end product, as defined in the clause of this solicitation entitled "Trade Agreements."

(ii) The offeror shall list as other end products those end products that are not U.S.-made or designated country end products.

Other End Products:

Line Item No. Country of Origin

Line Item No.	Country of Origin
_____	_____
_____	_____
_____	_____

[List as necessary]

(iii) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25. For line items covered by the WTO GPA, the Government will evaluate offers of U.S.-made or designated country end products without regard to the restrictions of the Buy American Act. The Government will consider for award only offers of U.S.-made or designated country end products unless the Contracting Officer determines that there are no offers for such products or that the offers for such products are insufficient to fulfill the requirements of the solicitation.

(h) *Certification Regarding Debarment, Suspension or Ineligibility for Award (Executive Order 12689)*. (Applies only if the contract value is expected to exceed the simplified acquisition threshold.) The offeror certifies, to the best of its knowledge and belief, that the offeror and/or any of its principals—

(1) o Are, o are not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any federal agency; and

(2) o Have, o have not, within a three-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state or local government contract or subcontract; violation of federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, or receiving stolen property; and

(3) o Are, o are not presently indicted for, or otherwise criminally or civilly charged by a Government entity with, commission of any of these offenses.

(i) *Certification Regarding Knowledge of Child Labor for Listed End Products (Executive Order 13126)*. [The Contracting Officer must list in paragraph (i)(1) any end products being acquired under this solicitation that are included in the List of Products Requiring Contractor Certification as to Forced or Indentured Child Labor, unless excluded at 22.1503(b).]

(1) *Listed end products.*

Listed End Product Listed Countries of Origin

Listed End Product	Listed Countries of Origin
_____	_____
_____	_____

(2) *Certification*. [If the Contracting Officer has identified end products and countries of origin in paragraph (i)(1) of this provision, then the offeror must certify to either (i)(2)(i) or (i)(2)(ii) by checking the appropriate block.]

[] (i) The offeror will not supply any end product listed in paragraph (i)(1) of this provision that was mined, produced, or manufactured in the corresponding country as listed for that product.

[] (ii) The offeror may supply an end product listed in paragraph (i)(1) of this provision that was mined, produced, or manufactured in the corresponding country as listed for that product. The offeror certifies that it has made a good faith effort to determine whether forced or indentured child labor was used to mine, produce, or manufacture any such end product furnished under this contract. On the basis of those efforts, the offeror certifies that it is not aware of any such use of child labor.

(j) (1) *Annual Representations and Certifications*. Any changes provided by the offeror in paragraph (j) of this provision do not automatically change the representations and certifications posted on the Online Representations and Certifications Application (ORCA) website.

(2) The offeror has completed the annual representations and certifications electronically via the ORCA website at <http://orca.bpn.gov>. After reviewing the ORCA database information, the offeror verifies by submission of this offer that the representations and certifications currently posted electronically at FAR 52.212-3, Offeror Representations and Certifications—Commercial Items, have been entered or updated in the last 12 months, are current, accurate, complete, and applicable to this solicitation (including the business size standard applicable to the NAICS code referenced for this solicitation), as of the date of this offer and are incorporated in this offer by reference (see FAR 4.1201), except for paragraphs

[Offeror to identify the applicable paragraphs at (b) through (i) of this provision that the offeror has completed for the purposes of this solicitation only, if any.]

These amended representation(s) and/or certification(s) are also incorporated in this offer and are current, accurate, and complete as of the date of this offer.

Any changes provided by the offeror are applicable to this solicitation only, and do not result in an update to the representations and certifications posted on ORCA.]

ATTACHMENT 5 – MERCHANT ACCEPTANCE-PURCHASE CARD (FY05)

The following lists the top merchants for GSA SmartPay® purchase card acceptance in FY05:

Merchant Name

1. DELL MARKETING L.P.
2. CDW GOVERNMENT INC
3. DAPS
4. MEDTRONIC, INC.
5. GSA
6. GTSI
7. BOSTON SCIENTIFIC
8. CARDINAL HEALTH MP&S
9. KEEFE SUPPLY COMPANY
10. CORP EXPR
11. J J HEALTH CARE SYS
12. OFFICEMAX
13. GUIDANT CORPORATION
14. UNICOR FED PRISON
15. ROTECH/FIRST COMM
16. HP DIRECT-PUBLICSECTOR
17. INVACARE
18. XEROX
19. COMMAND MANAGEMENT
20. MANCON SUPERSERVMART
21. LESCO
22. ZIMMER US INC
23. LCI SERVMART
24. MSC INDUSTRIAL SUPPLY
25. AAFES ORGNTN RECEIVABLES
26. SPRINT WIRELESS SVCS
27. CLIFTON STEEL COMPANY
28. 001 HMILLERINC20019295
29. JORDAN RESES SUPPLY CO
30. NORTHROP GRUMMAN
31. SUNRISE MEDICAL
32. HENRY SCHEIN INC
33. IVG INVITROGEN CORPORA
34. LABSAFE
35. RDC ROCHE DIAGNOSTICS
36. BAXTER GOV'T SALES
37. UOP-ONLINE-PN
38. EMBRY-RIDDLE AERONAUTICAL
39. APPLIED BIOSYSTEMS
40. COOK INCORPORATED
41. POINT BLANK BODY ARMOR
42. SOI SNAP-ON INDUSTRIAL
43. MEDLINE IND *
44. DEPUY JOHNSON/JOHNSON
45. KINETIC CONCEPTS INC

46. SYNTHES USA #1
47. SATOTRAVEL
48. COMPUTER SYSTEMS MANAG
49. MCMASTER CARR
50. SYNEX
51. STAPLES
52. NEXTEL WIRELESS SVCS
53. BLACKWATER LDG TR CENT
54. VOLUMATIC
55. LAB SAFETY SUPPLY INC
56. IBM
57. AVENTIS PASTEUR
58. MOTOROLA INC.
59. OFFICE DEPOT
60. AMZ
61. FOOD EXPRESS
62. JOZEV PRODUCTS INC.
63. MILLER S OFFICE PRODUC
64. USDA GRADUATE SCHOOL
65. CETC CHERRY POINT SUPP
66. JWOD.COM
67. SHAVER FOODS
68. AFS
69. GAL GALLS INC
70. MANAGEMENT CONCEPTS IN
71. COUNTY EQUIPMENT SERVI

ATTACHMENT 6 – MERCHANT ACCEPTANCE - TRAVEL CARD (FY05)

The following lists the top merchants for GSA SmartPay® travel card acceptance in FY05:

- Merchant Name**
1. AIR TRAN AIRWAYS
 2. ALASKA AIR
 3. AMERICAN
 4. HILTON
 5. HOMEWOOD SUITES
 6. DELTA
 7. UNITED
 8. AMERICA WEST
 9. HAMPTON INN
 10. HYATT
 11. MIDWEST EXPRESS
 12. MARRIOTT
 13. CONTINENTAL
 14. HOLIDAY INN
 15. NORTHWEST
 16. TRI-MET ACCOUNTING
 17. ENTERPRISE RENT-A-CAR
 18. HERTZ
 19. EMBASSY SUITES
 20. COMFORT INN
 21. AVIS RENT-A-CAR
 22. BEST WESTERN
 23. COURTYARD BY MARRIOTT
 24. BUDGET RENT-A-CAR
 25. THRIFTY CAR RENTAL
 26. LUFTHANSA
 27. DOUBLETREE HOTEL
 28. RADISSON HOTEL
 29. SHERATON
 30. SOUTHWEST
 31. ALAMO RENT-A-CAR
 32. US AIRWAYS
 33. DOLLAR RENT-A-CAR
 34. FAIRFIELD INN
 35. RAMADA INN
 36. QUALITY INN
 37. NATIONAL CAR RENTAL
 38. RENAISSANCE HOTELS
 39. DAYS INN
 40. CROWNE PLAZA HOTELS
 41. WYNDHAM
 42. WESTIN HOTELS
 43. RESIDENCE INN
 44. LA QUINTA MOTOR INN
 45. BRITISH AWYS

46. TOWNEPLACE SUITES
47. GULF AIR (BAHRAIN)
48. CLARION HOTEL
49. OUTRIGGER HOTELS AND
RESORTS
50. OMNI HOTEL
51. HOWARD JOHNSON
52. ARC AGENT FEE
53. EZPASS PREPAID TOLL
54. FRONTIER AIR
55. AMTRAK
56. RTD OPERATION
57. MULTINACIONAL LOGISTIC
58. HAWAIIAN AIR
59. UTOPIA LIFESTYLE INN
60. FOUR POINTS BY SHER

ATTACHMENT 7 –MERCHANT ACCEPTANCE-FLEET CARD

The following lists the top merchants for GSA SmartPay® fleet card acceptance in FY05:

Merchant Name

1. EXXONMOBIL
2. SHELL EQUIVA
3. CHEVRON
4. AAFES
5. CITGO
6. INDEPENDENT
7. BP
8. CONOCO
9. PHILLIPS 66
10. UNOCAL 76
11. SUNOCO
12. DIAMOND SHAMROCK
13. SINCLAIR
14. TEXACO
15. FUELSTREAM
16. SPEEDWAYSUPERAMERICA
17. MARATHON
18. TESORO ALASKA
19. CENEX
20. CIRCLE K
21. SHEETZ
22. NEXCOM
23. HESS
24. FINA
25. GIANT
26. GULF OIL
27. HOLIDAY
28. THE PANTRY
29. PILOT
30. FLYING J
31. GETTY
32. LOVES
33. MURPHY OIL
34. KWIK TRIP
35. WILCO
36. CROWN
37. FASTRAC
38. LIL CHAMP
39. KWIKFILL
40. GAS CITY
41. TOTAL
42. MFA
43. CLARK
44. TRADE OIL
45. IRVING OIL

46. HUCKS OIL
47. GAS AMERICA
48. KEYSTONE
49. ADMIRAL
50. ENGLEFIELD OIL
51. UNI MARTS

ATTACHMENT 9 – Live Test Demonstration (LTD)

This attachment provides a list of actions that will be tested as part of the EAS LTD process. It also provides a required template that offerors must adhere to in submitting their completed LTD scripts.

EAS Test Areas

Test categories are described below. Each category consists of functional groups, which contain specific test actions. The test actions are designed to test EAS functionality that is specific to the functional groups.

Categories, functional groups, test actions, and specific scenarios are listed according to the structure below. Contractors shall submit scripts for each test action and specific scenario.

Category

Functional Group

1. Numbered Action Item
 - a. Test specific scenario

The following areas will be tested:

User Options

Access EAS

1. Create user name and password
2. Log-on using user name and password
 - a. Verify repeated unsuccessful attempts before ID is denied
3. Verify periodic password change requirement
4. Change password
5. Search for accounts using:
 - a. Name
 - b. Account number
 - c. Employee ID
 - d. Managing account number
 - e. Hierarchy level
6. Log-off

Maintain User Options

7. Update EAS system fields and choices
 - a. Hierarchy levels/fields that the EAS provides as choices or default settings
 - b. Delete user
 - c. Update user profile and roles
8. Setting Hierarchy access levels
9. Error messages for incorrect field entries
 - a. All fields
10. Request that new card is sent

Account Setup and Maintenance

Setup

11. Set user access and maintenance restrictions
12. Verify access and maintenance restrictions
13. Establish user profiles and assign roles
14. Create a new user profile
15. Create a new managing account
16. Create a new cardholder account
 - a. From scratch
 - b. From user profile
17. Verify status of submitted account applications

18. Verify the following cardholder and management account information
 - a. Employee ID, Name, Address, Phone, Fax, Email
 - b. Approving Official Name, Address, Phone, Fax, Email
 - c. Supervisor Name, Address, Phone, Fax, Email
 - d. A/OPC Name, Address, Phone, Fax, Email
 - e. Designated Billing Office information
 - f. Hierarchy level
 - g. Unit within agency/organization

Modify Account Information

19. A/OPC modifies existing managing account
 - a. Add new cardholder account number to an existing managing account
20. A/OPC modifies the following information on an existing cardholder and managing account
 - a. Employee ID, Address, Phone, Fax, Email
 - b. Approving Official Name, Address, Phone, Fax, Email
 - c. Supervisor Name, Address, Phone, Fax, Email
 - d. A/OPC Name, Address, Phone, Fax, Email
 - e. Payment office information
 - f. Hierarchy level
 - g. Unit within agency/organization
21. Perform bulk account information change
22. Verify account modifications

Access and Maintain Controls (should be executable in bulk and by hierarchy)

23. Verify and change dollar and transaction limits
 - a. Daily spend limit
 - b. Cycle spend limit
 - c. Transaction size limit
 - d. Daily transaction limit
 - e. Cycle transaction limit
 - f. Limit government to government transaction size
24. Verify and change MCC restrictions
 - a. Verify account MCC restrictions
 - b. Block all MCCs
 - c. Unblock all MCCs
 - d. Block single MCC
 - e. Unblock single MCC
 - f. Develop preset MCC blocking template
 - g. Set MCC blocking template to account
25. Verify account status
 - a. New
 - b. Approved
 - c. Active
 - d. Inactive
 - e. Suspended
 - f. Cancelled
26. Activate account
27. De-activate account
28. Close account

Perform Account Inquiries

29. Verify authorized user access to required online functionality
 - a. Online account/cardholder application
 - b. Online payment options
 - c. Online invoices
30. Search for account information
 - a. Search by account/cardholder name
 - b. Search by account number
 - c. Search by hierarchy level
31. Verify cardholder account information

- a. Verify cardholder account information
- b. Verify managing account information

Tracking Account Access and Changes

- 32. Review account access history
 - a. Cardholder
 - b. A/OPC (Primary and Alternate)
- 33. Review account changes history
 - a. Cardholder
 - b. A/OPC (Primary and Alternate)
- 34. Generate account access report

Manage Convenience Checks

- 35. Request that convenience checks be added to the account
- 36. Order additional checks
- 37. View spent checks
- 38. Perform stop payment on check

Manage Travelers Checks

- 39. Order additional checks
- 40. Report checks missing

Transaction Maintenance

Electronic Reconciliation

- 41. Cardholder inquires and verifies transactions
 - a. All transactions listed in online statements match invoice/posted transactions
 - b. All data for single transactions listed in online statements matches invoice/posted transactions
- 42. Cardholder approves transactions
- 43. Cardholder disputes transactions (see 54 – 58)
- 44. Attach reconciliation notes/comments to transactions
- 45. Cardholder submits reconciled transactions to AO for approval
- 46. AO rejects transaction submitted by cardholder
- 47. AO approves and submits reconciled transactions to multi-level hierarchy for approval
- 48. Third and/or multi-level hierarchies reject transaction submitted by AO
- 49. Third and/or multi-level hierarchies accept transactions submitted by AO
- 50. Inquire and verify that rejected transactions and associated notes/comments are recorded and tracked
- 51. AO un-certifies transactions
- 52. Match credits to purchases

Disputes

- 53. Dispute transactions electronically
 - a. Cardholder
 - b. A/OPC
- 54. Transaction dispute triggers email
 - a. To A/OPC
 - b. To cardholder
- 55. Check transaction dispute status
 - a. Cardholder
 - b. A/OPC
- 56. Cancel Dispute
 - a. Cardholder
 - b. A/OPC
- 57. Dispute resolution triggers email
 - a. To A/OPC
 - b. To Cardholder

Transaction Viewing and Inquiries

- 58. Cardholder inquires and views current statement online
- 59. AO and A/OPC sort/filter transaction data using multiple data fields

60. A/OPC verifies transaction data by searching on name and account number
61. View itemized invoice

Allocations

62. Cardholder reallocates transactions with master accounting codes
63. A/OPC overrides default accounting codes
64. A/OPC assigns accounting codes to transactions
65. Cardholder split allocates transactions across multiple lines of accounting
66. Cardholder reallocates entire transactions to new line of accounting

Reporting

Generate Reports

67. Generate/run ad hoc reports
68. Save ad hoc report
69. Modify saved ad hoc report

View Reports

70. View standard agency reports (For descriptions, see RFP Section C.3.3.1 Agency/Organization Reports)
 - a. Invoice
 - b. Invoice Status Report
 - c. Transaction Dispute Report
 - d. Pre-Suspension/Pre-Cancellation Report
 - e. Suspension/Cancellation Report
 - f. Renewal Report
 - g. Delinquency Report
 - h. Exception Report
 - i. Detailed Electronic Transaction File
 - j. OMB Report
 - k. AO Listing/Span of Control Report
 - l. ATM Report
 - m. Refund Detail Report
 - n. Account Activity Report
 - o. Master File Report
 - p. Statistical Summary Report
 - q. Account Change Report
 - r. Current Accounts Report
 - s. 1099 Report Information
 - t. 1057 Report
 - u. Payment Performance and Refund Report
 - v. Write-off Report
 - w. Summary Quarterly Merchant Report
 - x. Summary Quarterly Merchant Analysis Report
 - y. Summary Quarterly Merchant Ranking Report
71. View standard GSA Data Files (For descriptions, see RFP Section C.3.3.2 GSA Reports). Please note these reports are not a requirement of the EAS but will be validated as part of the LTD process.
 - a. Government-wide Aging Analysis Data File
 - b. Agency/Organization Refund Data File
 - c. Socioeconomic Data File
 - d. FedRooms Hotel Report
72. View saved ad hoc report
73. Print report
74. Download report to Microsoft Excel

LTD Script Framework

Offerors shall submit test scripts that provide comprehensive instructions on completing the above actions using their EAS system. The test scripts will be formatted according to the following template, including areas for GSA testers to input the results of the test, the score for the action, and any required comments.

GSA Provided Actions			Bank Provided Script				Evaluation Info			
Category										
Functional Group	Numbered Action Item	Test specific scenarios (where applicable)		Numbered Action Item	Test/ Input Data	Expected Results		Actual Results	Score	Comments

The header of the document will also include bank information and the following areas to be completed by the testing individual/group.

Bank information (To be completed by offerors)

- Bank name
- EAS name
- Technical Representative contact information

Agency Information (To be completed by testers)

- Names of tester(s)
- Date of test
- Duration of test

Offerors shall provide separate test scripts for each test category, as well as an overall test script for all test categories.

Offeror shall develop the test script in Microsoft Excel and provide GSA with the electronic files on a CD.

Offerors shall return their test scripts according to the example on the following page.

GSA Provided Actions			Bank Provided Script				Evaluation Info		
Category									
Functional Group	Numbered Action Item	Test specific scenarios (where applicable)	Test Action Steps	Test/Input Data	Expected Results	Actual Results	Score	Comments	

Example:

User Options										
Access EAS	1. Log on using user name and password	1a. Correct username, correct password	1. Start at homepage		User is granted access to EAS tool					
			2. Enter username and password in appropriate fields on screen	Username: USERNAME Password PASSWORD1						
			3. Click on "Enter" button							
		1b. Wrong username, wrong password	1. Start at homepage		User is denied access to EAS tool, login prompt reappears					
			2. Enter username and password in appropriate fields on screen	Username: USERNAME Password PASSWORD2						
			3. Click on "Enter" button							

CERTIFICATION

The offeror must complete, sign, and return this certification to GSA with the test scripts.

Name of Offeror: _____

Name of Electronic Access System: _____

I, the undersigned, hereby certify that the test environment provided by the above named offeror to the Government for the purposes of conducting a Live Test Demonstration of the above named Electronic Access System, has been established on the offeror's live production system and the demonstrated application functionality is part of the offeror's core production application.

Signed: _____ Date: _____

Name: _____

Title: _____

ATTACHMENT 10– KEY AGENCY/ORGANIZATION ROLES

APPROVING OFFICIAL (AO):

The Approving Official (AO) is responsible for ensuring that all purchases made by the cardholder(s) within his/her cognizance are appropriate and the charges are accurate. The AO must resolve all questionable purchases with the cardholder. In the event an unauthorized purchase is detected, the AO must notify the A/OPC and other appropriate personnel in accordance with agency policy. After review, the AO signs the account statement and maintains the documentation in accordance with agency procedures. In addition to these responsibilities, the agency/organization may require the AO to:

- (1) Certify the monthly invoice resulting from transactions of the cardholder;
- (2) Conduct informal compliance reviews; and
- (3) Sign the travel voucher for an IBA travel cardholder account.

AGENCY/ORGANIZATION PROGRAM COORDINATOR (A/OPC):

The Agency/Organization Program Coordinator (A/OPC) generally serves as the focal point for answering questions, contract administration, coordination of the applications, issuance and destruction of cards, establishment and review of reports, administrative training, and is the overall point of contact. For some agencies/organizations, the A/OPC may be the ordering Contracting Officer. For those agencies/organizations where the A/OPC is not the ordering Contracting Officer, the agency's/organization's ordering Contracting Officer will award the task order and approve any modifications to the agency's/organization's task order. In this case the A/OPC will work as the liaison between the Contractor and the ordering Contracting Officer. Only the A/OPC or the GSA Contracting Officer is authorized to request the Contractor to establish new accounts. This individual also serves as the liaison between the agency/organization, Contractor, and the GSA Contracting Officer. The A/OPC oversees the GSA SmartPay® Program for his/her agency/organization and establishes guidelines. Changes to required authorization controls must be submitted to the Contractor by the A/OPC. Responsibilities typically include administration of the agency's/organization's task order as follows:

- (1) Maintain an up-to-date list of account names, account numbers, addresses, e-mail addresses, telephone numbers, etc., of all current cardholders and accounts;
- (2) Maintain an up-to-date list of agency/organization points of contact a list of each travelers check/convenience check distribution points, points of contact for each site and telephone numbers of contacts for the Designated Billing Offices (DBO), Transaction Dispute Offices (TDO) and EC/EDI Offices (EO), as applicable;
- (3) Provide to the Contractor(s) any changes in their agency's/organization's organizational structure that affect invoice/report distribution;
- (4) As requested by the GSA Contracting Office, and on a quarterly basis, review and evaluate the Contractor's technical and administrative task order performance and compliance, including conformance with price and schedule provisions of the work effort, and accepting deliverables. The A/OPC will ensure that DBO, TDO and EO Offices provide feedback to the A/OPC. The A/OPC will consolidate feedback on the task order evaluation forms;
- (5) Resolve technical and operational problems between the Contractor and the user as required;
- (6) As applicable, assist the GSA Contracting Officer in authorizing unique contract support changes;
- (7) Take appropriate action regarding delinquent accounts or non-compliance with task order performance, notifying the Contractor and GSA Contracting Officer as appropriate, and reporting to the GSA Contracting Officer any observed violations of applicable executive orders, laws, or regulations;
- (8) As necessary, conduct site visits of the Contractor's facility;

- (9) Ensure that task orders and change orders to the task orders are within the maximum dollar volume limit, and include:
 - (a) Clearly defined requirements, acceptance plan and criteria, and an appropriate management and technical approach; and
 - (b) Defined milestones and deliverable products, schedules, and prices;
- (10) Develop an independent government estimate for each task order and/or change orders to the task order, for use in negotiating price;
- (11) Participate in annual training conferences and disseminating to the agency/organization basic information learned during conference proceedings;
- (12) Ensure cardholders use the card program correctly;
- (13) Monitor account activity and managing delinquencies; and
- (14) Ensure that appropriate steps are taken to mitigate suspension or cancellation actions.

The A/OPC will not provide supervisory or instructional assistance to the Contractor's personnel. The A/OPC is not authorized to change any of the terms and conditions of the master contract. Master contract changes can only be authorized by the GSA Contracting Officer.

DESIGNATED BILLING OFFICE (DBO):

The Designated Billing Office (DBO) generally serves as the focal point for receipt of official centrally billed invoices. This office also serves as the liaison between the agency/organization, A/OPC, and the centrally billed account. The DBO oversees the proper processing of invoices and ensures invoices are paid within the Prompt Payment Act timeframes. Responsibilities typically include the following:

- (1) Ensure that changes to DBO are provided to the A/OPC in a timely fashion;
- (2) Reconcile invoices;
- (3) Provide quarterly feedback to the A/OPC on Contractor performance;
- (4) Identify billing discrepancies to the Transaction Dispute Office (TDO);
- (5) Identify and analyze whether faster payment of official invoices in order to take advantage of productivity refunds are in the best interests of the Government, and if so, effectuate payment on the proper date;
- (6) Ensure that payment for items is made within the Prompt Payment Act timeframes;
- (7) Ensure that if payment exceeds Prompt Payment Act timeframes that the proper interest penalty is also provided;
- (8) Analyze and monitor Contractor reports on invoices, invoice status, payment performance, and delinquencies;
- (9) As necessary, conduct site visits of the Contractor's facility;
- (10) Ensure the agency/organization task order is adequately funded, if applicable;
- (11) Authorize and effectuate split disbursements (travel card only);
- (12) Participate in annual training conferences and disseminate to agency/organization basic information learned during conference proceedings;
- (13) Ensure that appropriate steps are taken to mitigate suspension or cancellation actions; and

- (14) Process agency/organization refunds as designated by the agency/organization.

The DBO will not provide supervisory or instructional assistance to the Contractor's personnel. The DBO is not authorized to change any of the terms and conditions of the master contract. Master contract changes can only be authorized by the GSA Contracting Officer.

TRANSACTION DISPUTE OFFICE (TDO) OR EQUIVALENT OFFICE AS APPLICABLE:

The Transaction Dispute Office (TDO) generally serves as the focal point for disputing transactions on centrally billed invoices. This office also serves as the liaison between the DBO, A/OPC, and the centrally billed account. The TDO oversees the proper processing of transaction disputes and works with the Contractor to resolve transaction disputes. Responsibilities typically include the following:

- (1) Ensure that changes to TDO are provided to the A/OPC in a timely fashion;
- (2) Report disputed transactions to the Contractor in a timely fashion;
- (3) Track disputed transactions;
- (4) Provide quarterly feedback to the A/OPC on Contractor performance;
- (5) Analyze and monitor Contractor reports on transaction disputes;
- (6) As necessary, conduct site visits of the Contractor's facility; and
- (7) Participate in annual training conferences and disseminate to agency/organization basic information learned during conference proceedings.

EC/EDI OFFICE (EO) OR EQUIVALENT OFFICE:

The EC/EDI Office (EO) generally serves as the focal point for electronic commerce/electronic data interchange for the agency/organization. This office also serves as the liaison between the A/OPC, EC/EDI systems staff, and the Contractor. The EO oversees the proper implementation of the agency/organization EC/EDI capabilities and processes. Responsibilities typically include the following:

- (1) Ensure that changes to EO are provided to the A/OPC in a timely fashion;
- (2) Determine agency/organization EC/EDI processes and platforms;
- (3) Work with the Contractor to receive and transmit data electronically;
- (4) Provide quarterly feedback to the A/OPC on Contractor performance;
- (5) As necessary, conduct site visits of the Contractor's facility; and
- (6) Participate in annual training conferences and disseminate to the agency/organization basic information learned during conference proceedings.

The EO will not provide supervisory or instructional assistance to the Contractor's personnel. The EO is not authorized to change any of the terms and conditions of the master contract. Master contract changes can only be authorized by the GSA Contracting Officer.