

GSA SmartPay Post Award Deliverables

Section	Section Title	Deliverable	Due Date	Due To
C.2.2.1	Initial GSA SmartPay Program Implementation	Transition Schedule	Within 10 calendar days of the receipt of task order award	A/OPC
C.2.2.1	Initial GSA SmartPay Program Implementation	Program Forms	Prior to transactional period of performance	Not specified
C.2.2.1	Initial GSA SmartPay Program Implementation	Card Delivery	Prior to transactional period of performance	Account holders
C.2.2.1	Initial GSA SmartPay Program Implementation	Account Activation	Prior to transactional period of performance	Account holders
C.2.2.1	Initial GSA SmartPay Program Implementation	Training Materials	Prior to transactional period of performance	Account holders, A/OPCs, DBOs, TDOs
C.2.2.1	Initial GSA SmartPay Program Implementation	EAS Access	Prior to transactional period of performance	Account holders
C.2.2.1	Initial GSA SmartPay Program Implementation	Agency/Organization Assessment results conveying system compatibility	Prior to transactional period of performance	GSA
C.2.2.2.3	Kick Off Forum Presentation Packages	Kick Off Forum Presentation Package	Day of GSA SmartPay Master Contract Kick Off Forum	GSA
C.2.2.3.1	Initial Contractor Implementation	Implementation and training to customer agencies/organizations	Prior to transactional period of performance	Account Holders
C.3.2	Card Design	Card Model	60 calendar days after award	GSA COR
C.3.3.1	Account Set Up	Information regarding online account set up	Once account application is approved	Account holder
C.3.3.2	Card Issuance and Delivery	PIN number for both ATM and Chip Cards	Within 5 days of request from A/OPC	Not specified
C.3.3.6	Account Numbers	List of Bank Identification Numbers (BIN) proposed for utilization under this contract	Within 30 calendar days of contract award	GSA COR
C.3.3.7	Invoices	Itemized electronic invoices	Within 2 calendar days of the end of each billing cycle	DBO
C.3.3.8	Statement of Account	Statement of Account (if necessary)	Within 4 days (electronically) and 7 days (paper copy) after the end of each billing cycle	Account holder
C.3.4	Merchant Acceptance	Merchant coverage and full transaction data capture for merchants listed in J.9 Attachment 9: Top GSA SmartPay Merchants	At time of award	Not specified
C.3.4.2.1	Fleet Contractor Merchant Network Information	Merchant Network Guide	Within 10 calendar days of the receipt of request	GSA and Agency/Organization
C.4.1.3	Additions to Key Personnel	Notification of Additional Key Personnel	As applicable, 14 calendar days in advance of addition	GSA
C.4.1.4	Replacement of Key Personnel	Notification of Key Personnel Replacement	As applicable, 14 calendar days in advance of replacement	GSA
C.4.2.2	Training Requirements	Training Materials, as described in C.4.2.2	As applicable	GSA and Accountholders
C.4.2.3.1	Account Holder User Guides	Account Holder User Guide	Not specified	Account holder
C.4.2.3.2	Agency/Organization Program Coordinator Guide	Agency/Organization Program Coordinator Guide	Not specified	A/OPC
C.4.2.3.3	Designated Billing Office (DBO) Guide	DBO Guide	Not specified	DBO
C.4.2.3.4	Transaction Dispute Office (TDO) Guide	TDO Guide	Not specified	TDO
C.4.3.2	Master Contract Newsletter	Quarterly Master Contract Newsletter	Not specified	GSA COR for approval and then all A/OPC Program Participants
C.4.3.3	Statement Inserts	Statement Inserts (Electronic and/or Paper)	Within Active Account Holder Statements	GSA and/or Accountholders
C.4.3.3.1	Statement Messaging	Statement Messaging (Electronic and/or Paper)	Within Active Account Holder Statements	GSA and/or Accountholders
C.6.1.1	Software Quality Assurance	A log of all Call Center Interactions with GSA and/or Agencies/Organizations	Continuous	GSA
C.6.1.1.1	Test and Evaluation Master Plan (TEMP)	Test and Evaluation Master Plan	Submitted Quarterly (unless otherwise specified at Task Order Level)	GSA and Agency/Organization
C.6.1.1.2	Defect Management Plan	Defect Management Plan	Annually at Master Contract Level and monthly at Task Order Level	GSA and Agency/Organization
C.6.1.1.3	Web Application Security and Systems Security Vulnerabilities Test Plan	Web Application Security and Systems Security Test Plan	Annually at Master Contract Level and monthly at Task Order Level	GSA and Agency/Organization
C.6.1.2	Satisfaction Surveys	Satisfaction Surveys	Annually	GSA COR
C.6.1.2.3	Customer Service Metrics	Strategy for improvement in each area that a failing score is achieved	60 days prior to annual GSA SmartPay Training Forum and/or Annually	GSA COR
C.6.1.3	Contractor Problems Report	Contractor Problem Report	As applicable	GSA CO
C.6.2.2	Continuity of Operations	Government Shut Down Contingency Plan	Annually	GSA
C.7.2.2.1	Master File	Master File	Within 30 days of request	A/OPC
C.7.2.4	File Format	New File Format	Upon request from GSA CO	GSA CO
C.7.3.1	Agency/Organization Reporting Requirements	Invoice Status Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	Transaction Dispute Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	Pre Suspension/Pre Cancellation Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	Suspension/Cancellation Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	Renewal Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	Delinquency Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	Fraud Analytics Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	Detailed Electronic Transaction File	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	OMB Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	Approving Official Listing/Span of Control Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	Refund Detail Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	Declined Transaction Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	Government to Government Transaction Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	Account Activity Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	Statistical Summary Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	Account Change Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	Current Accounts Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	1099 Report Information	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	1057 Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	Payment Performance and Refund Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	Write-Off Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	Summary Quarterly Merchant Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1	Agency/Organization Reporting Requirements	Summary Quarterly Merchant Analysis Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1.1	Additional Purchase Transaction Reports	Cash Withdrawals Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1.1	Additional Purchase Transaction Reports	Summary Quarterly Purchase Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1.2	Additional Travel Transaction Reports	Cash Withdrawals Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1.2	Additional Travel Transaction Reports	Airline Credit/Refund Report	As requested at Master Contract and Task Order Levels	As requested

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C.7.3.1.3	Additional Fleet Transaction Reports	Statistical Summary Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.1.3	Additional Fleet Transaction Reports	Account Activity Report	As requested at Master Contract and Task Order Levels	As requested
C.7.3.2	GSA SmartPay Program-wide Reporting Requirements	Monthly Spend Reports	By the 10th calendar day after the end of each FY month	As requested
C.7.3.2	Monthly Convenience Check Reports	Monthly Convenience Check Reports	By the 10th calendar day after the end of each FY month	As requested
C.7.3.2	Government-wide Aging Analysis Report	Government-wide Aging Analysis Report	By the 10th calendar day after the end of each FY month	As requested
C.7.3.2	Government to Government Transaction Report	Government to Government Transaction Report	As requested	As requested
C.7.3.2	Agency/Organization Refund Data File Report	Agency/Organization Refund Data File Report	By the 15th calendar day of each fiscal year quarter in which refunds are paid	As requested
C.7.3.2	Quarterly Refund Data Files Report	Quarterly Refund Data Files Report	By the 15th calendar day of each FY Quarter	As requested
C.7.3.2	Monthly EMV Report	Monthly EMV Report	By the 10th calendar day after the end of each FY month	As requested
C.7.3.2	OMB Report	Data file to support government-wide program metrics	As requested	As requested
C.7.3.2	Sustainability Report	Sustainability Report	By the 15th calendar day following the end of the FY	As requested
C.7.3.2.1	Socioeconomic Reporting for Federal Procurement Data Systems Reporting	Socioeconomic analysis of government purchase transactions for small business	Not specified	Not specified
C.7.3.2.2.1	Monthly GSA City Pair Program Travel Report	Monthly GSA City Pair Program Travel Report	By the 15th calendar day after each monthly reporting period with account activity	GSA
C.7.3.2.3	FedRooms Hotel Reporting	FedRooms Hotel Report	By the 15th calendar day of each month	GSA
C.7.3.2.4.1	Monthly Travel Audit Report	Monthly Travel Audit Report	Not Specified	GSA
C.7.3.2.4.2	Monthly Agency Travel Report	Monthly Agency Travel Report	By the 15th calendar day after each monthly reporting period with account activity	GSA
C.7.3.2.4.3	Annual Total Travel Report	Annual Total Travel Report	By the 15th calendar day after each completed government fiscal year	GSA
C.7.3.2.4.4	Summary ATM Report	Summary ATM Report	By the 10th calendar day after the end of each FY month	GSA
C.7.3.3	GSA Non-Data Reports	Customer Service Call Log	Quarterly	GSA
C.7.3.3	GSA Non-Data Reports	Satisfaction Survey Results	Annually	GSA COR
C.7.3.3	GSA Non-Data Reports	Training Survey Report	Annually, no later than 30 days after the end of the performance year	GSA CO
C.7.3.3	GSA Non-Data Reports	Security and Fraud Management Report	Quarterly	GSA CO, GSA ISSO, GSA Systems Manager
C.7.3.3	GSA Non-Data Reports	Risk Assessment Report	Annually	GSA CO and GSA ISSO
C.7.4.4	Case Management	Knowledge Transfer and Training Plan	Within 160 calendar days after award	GSA and/or Agency/Organization
C.8	Security Requirements	PCI Report of Compliance	As requested	GSA and/or Accountholders
C.8	Security Requirements	PCI Attestation of Compliance	By the 15th calendar day following the end of the FY	GSA and/or Accountholders
C.8	Security Requirements	Security Assessment/Risk Assessment in accordance with GSA IT Security Procedural Guide 06-30 "Managing Enterprise Risk"	When applicable	Not specified
C.8.1	Security Plan	PCI-DSS Attestation Compliance	By the 15th calendar day following the end of the FY	GSA
C.8.1	Security Plan	Penetration Test Results	By the 15th calendar day following the end of the FY	GSA
C.8.1	Security Plan	Vulnerability Scan Results	By the 15th calendar day following the end of the FY	GSA
C.8.1	Security Plan	Security Management Plan	By the 15th calendar day following the end of the FY	GSA
C.8.1	Security Plan	Card Not Present Plan	By the 15th calendar day following the end of the FY	GSA
C.8.13	Background Investigations	Initial Background Investigation Documentation Process for Designated Contractor Employees	As applicable	GSA
H.1	Special Requirements Following Contract Award	One electronic copy of technical and price proposal and one electronic copy of technical and price proposal with proposed redaction of proprietary information in accordance with the Freedom of Information Act	Within 21 days of award	GSA Contracting Officer
H.12.14	Copies of Task Order	One complete copy of each standard and tailored task order inclusive of modifications.	No later than the 10th calendar day of the month following the month in which the task order was awarded	GSA Contracting Officer
J.13	Attachment 13: GSA CIO-IT Security-09-48 Excerpts	Plan of Action & Milestones (POA&M) Update	Quarterly	GSA COR, GSA ISSO, GSA Systems Manager
J.13	Attachment 13: GSA CIO-IT Security-09-48 Excerpts	Vulnerability Scanning	Quarterly	GSA COR, GSA ISSO, GSA Systems Manager
J.13	Attachment 13: GSA CIO-IT Security-09-48 Excerpts	System Security Plan	Annually	GSA COR, GSA ISSO, GSA Systems Manager
J.13	Attachment 13: GSA CIO-IT Security-09-48 Excerpts	Contingency Plan	Annually	GSA COR, GSA ISSO, GSA Systems Manager
J.13	Attachment 13: GSA CIO-IT Security-09-48 Excerpts	User Certification/Authorization Review Documents	Annually	GSA COR, GSA ISSO, GSA Systems Manager
J.13	Attachment 13: GSA CIO-IT Security-09-48 Excerpts	Separation of Duties Matrix	Annually	GSA COR, GSA ISSO, GSA Systems Manager
J.13	Attachment 13: GSA CIO-IT Security-09-48 Excerpts	Information Security Awareness and Training Records	Annually	GSA COR, GSA ISSO, GSA Systems Manager
J.13	Attachment 13: GSA CIO-IT Security-09-48 Excerpts	Annual FISMA Assessment	Annually	GSA COR, GSA ISSO, GSA Systems Manager
J.13	Attachment 13: GSA CIO-IT Security-09-48 Excerpts	System(s) Baseline Configuration Standard Document	Annually	GSA COR, GSA ISSO, GSA Systems Manager
J.13	Attachment 13: GSA CIO-IT Security-09-48 Excerpts	System Configuration Settings	Annually	GSA COR, GSA ISSO, GSA Systems Manager
J.13	Attachment 13: GSA CIO-IT Security-09-48 Excerpts	Configuration Management Plan	Annually	GSA COR, GSA ISSO, GSA Systems Manager
J.13	Attachment 13: GSA CIO-IT Security-09-48 Excerpts	Contingency Plan Test Report	Annually	GSA COR, GSA ISSO, GSA Systems Manager
J.13	Attachment 13: GSA CIO-IT Security-09-48 Excerpts	Incident Response Test Report	Annually	GSA COR, GSA ISSO, GSA Systems Manager
J.13	Attachment 13: GSA CIO-IT Security-09-48 Excerpts	Results of Physical Security User Certification/Authorization Review	Annually	GSA COR, GSA ISSO, GSA Systems Manager
J.13	Attachment 13: GSA CIO-IT Security-09-48 Excerpts	Results of Review of Physical Access Records	Annually	GSA COR, GSA ISSO, GSA Systems Manager
J.13	Attachment 13: GSA CIO-IT Security-09-48 Excerpts	Information System Interconnection Agreements	Annually	GSA COR, GSA ISSO, GSA Systems Manager
J.13	Attachment 13: GSA CIO-IT Security-09-48 Excerpts	Rules of Behavior	Annually	GSA COR, GSA ISSO, GSA Systems Manager
J.13	Attachment 13: GSA CIO-IT Security-09-48 Excerpts	Personnel Screening and Security	Annually	GSA COR, GSA ISSO, GSA Systems Manager
J.13	Attachment 13: GSA CIO-IT Security-09-48 Excerpts	Policies and Procedures Outline	Biennially	GSA COR, GSA ISSO, GSA Systems Manager