

# Office Solutions:

Supplies and Services  
for Organization, Efficiency and Productivity

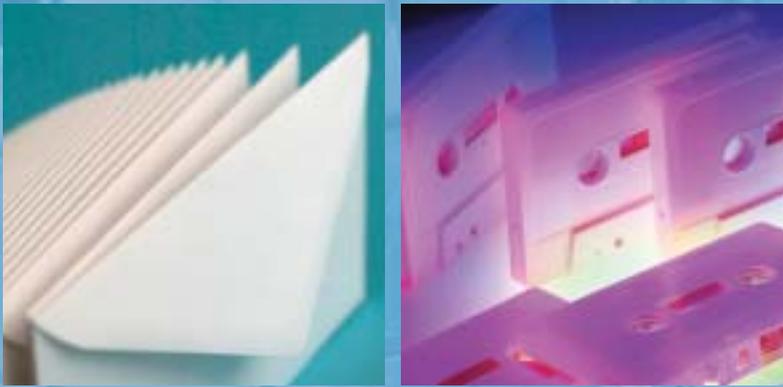
Schedule 75





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# Introduction



# Schedule 75

In today's increasingly fast-paced work environment, more than ever “time is money.” That’s why it’s also so more important now that all your office staff has easy and immediate access — *when and where they need it* — to the resources and tools necessary to maximize work efficiency and productivity. With GSA’s Office Solutions Schedule, you’re guaranteed just that and more!

Purchasing the everyday items to smoothly run an office is a snap. From the workspaces, to the copy room, to the restrooms, this Schedule is your one-stop resource for day-to-day basics and more — all ordered direct from the desktop! Going beyond the basics and staple office supplies, this Schedule is the ideal resource for select office furnishings, special office products and related services, to meet your agency goals for greater productivity and cost efficiencies.

Several hundred pre-qualified vendors stand ready to serve you with thousands of products, supplies and related services on GSA’s Office Solutions Schedule. Count on them to help your office work faster, easier and smarter by bringing directly to you the exact tools, supplies and working atmosphere your workers need for peak performance.

# Benefits of GSA's Office Solutions Schedule



## Substantial Time & Cost Savings

- Drastically reduces procurement lead times and administrative costs
- Frees up internal resources to concentrate on your agency's mission
- Pre-negotiated prices are fair and reasonable
- Aggregated purchasing power obtains goods and services at the best value and makes these savings available to you
- Ability to seek price reductions
- Easy ordering procedures

## Variety & Flexibility

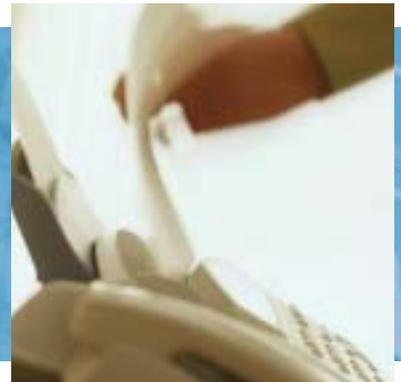
- Contractors on Schedule offer a wide variety of products and services
- Off-the-shelf and tailored solutions to meet a variety of needs
- Varying contract end dates to ensure coverage

## Peace of Mind

- Buying off of Schedule ensures compliance with all applicable regulations and competition requirements, including the Competition in Contracting Act (CICA) and the Federal Acquisition Regulation (FAR) Part 6, whenever easy-to-use ordering procedures are followed
- All contractors are determined to be responsible and technically qualified

## Acquisition Control

- Provides a direct relationship between the ordering agency and the vendor
- Allows requirements to be tailored within the scope of the contract



# Summary of Products and Services



# Office Products/Supplies

## ***Special Item Number (SIN) 75 200***

The impressive list of office products available through GSA's Office Solutions Schedule include, but is not limited to, basic office operating products and day-to-day supplies, such as:

- Office Essentials (clips, notes, books, tape, etc.)
- Writing Instruments (pens, pencils, markers, highlighters)
- Paper (copier, computer, fax, labels, etc.)
- Toner Cartridges
- Binding and Filing
- Cases and Portfolios
- Mailing and Shipping Supplies
- Business Machines (calculators, copier/fax supplies, etc.)
- Calendars and Personal Organizers
- Computer Accessories
- Data Storage Media & Supplies (CD/DVDs, cases, tapes, etc.)
- Forms
- Office Appliances
- Shredders
- Office Furnishings (clocks, frames, stools, etc.)
- Visual Communications and Meeting Aids

There are also more specialized items like anti-glare/anti-radiation screens (VDT), ergonomic products (wrist and foot rests), equipment cleaning supplies (head cleaners, disk drive cleaners, monitor cleaners, toner wipes, mini vacuums, etc.), optical disks, and physical storage containers, as well as security, protective and related ADP supplies.

Many Schedule vendors choose to offer GSA customers their entire commercial catalog product/service offerings. However, some do elect to offer a select, limited line of office products.

Furniture products may only be offered as part of a vendor's full office supply catalog. (GSA's Office Solutions Schedule contractors are prohibited from distributing catalogs exclusively for furniture to federal customers.)

Also important to note is that for toner cartridges, vendors must provide arrangements for empty toner cartridges to be returned from customers; this may include prepaid shipping labels in the products packaging and/or rebates.



## Services

### **Special Item Number (SIN) 75 210**

This Special Item Number covers all commercially available services that are related to the support of office products. This includes, but is not limited to, services such as:

- On-Site Stores
- Walk-In Stores
- Printer Repairs
- Cover Customization/Imprinting
- CD/DVD Recordable Duplication
- CD/DVD Recordable Media Custom Silk-Screening
- CD Replication
- CD/DVD Packaging/Assembly
- Shredding Services – Paper, Hard Drives, Mixed Media (CDs, Floppies, X-Rays, I.D. Badges, Credit Cards, Etc.)
- Monitor Recycling
- Ergonomic Workstation Evaluation/Training

## JWOD (NIB/NISH) Supplies and Services

The Javits-Wagner-O'Day (JWOD) Program (NIB/NISH) provides many supplies and services to federal customers under its mandatory source authority. Under GSA's Office Solutions Schedule, many contractors distribute JWOD products under the JWOD Distributor Program, so customers can obtain NIB/NISH products, as well as commercially available products.

Before making any purchase from a Schedule contractor, ordering agencies should determine if there is a comparable JWOD (NIB/NISH) supply or service. A JWOD representative can/should be contacted to determine if there is an appropriate supply manufactured or service performed by people who are blind or have other severe disabilities.



## Restroom Products

### ***Special Item Number (SIN) 75 85***

This includes, but is not limited to, workplace necessity items such as:

- Toilet Tissue
- Dispensers for Roll Toilet Tissue
- Toilet Seat Covers
- Paper Towels
- Dispensers for Paper Towels
- Facial Tissues
- Soaps and Lotions for Restroom Dispensers

## New Products/Technology

### ***Special Item Number (SIN) 75 99***

New or improved products and services — within the scope of the this Schedule, but not currently available under any GSA contract — with the potential (new service, function, task, or attribute) of being more economical or efficient in helping federal agencies to accomplish their mission. These products/services may presently exist in the commercial marketplace, are being developed or improved, and have not been introduced to the federal government.

These new offerings vary in purpose and use, and are often innovative, such as all-weather writing paper, which is a unique, patented paper created specifically for writing field notes in all-weather conditions.

# Using GSA Schedules Is Simple



## The Multiple Award Schedule

A Multiple Award Schedule (MAS), also known as a GSA Schedule, is one of the most powerful procurement tools available to you. Essentially, a MAS is a listing of awarded contractors that can be used by all federal entities to achieve their missions. GSA awards contracts to responsible companies that offer commercial items falling within the general descriptions of the Schedules. We have determined that prices are fair and reasonable by comparing the prices or discounts that a company offers the government with the prices or discounts that the company offers its best commercial customers. This negotiation objective is commonly known as “most favored customer” pricing. Ordering agencies simply follow the streamlined ordering procedures contained in Federal Acquisition Regulation Subpart 8.4.

## It's That Easy

The MAS program mirrors commercial buying practices more than any other procurement process in the federal government. GSA provides customers access to products and services at volume discount pricing on a direct delivery basis. This means you'll experience shorter procurement lead times, lower administrative costs, and reduced internal staff hours devoted to obtaining these products.

The MAS program was designed with federal customers in mind, and it provides a vast array of commercial items and services that can be purchased quickly and easily. Not only does your agency receive fast, direct access to industry leaders, but you can also obtain many other products and services through other Schedules as well.

## Cutting the Red Tape

When placing orders under a Multiple Award Schedule, you do not need to synopsise your requirements, formally “set aside” for small business, or make a separate determination of fair and reasonable pricing. GSA has already complied with these requirements and determined that prices are fair and reasonable. By utilizing the Schedules, you can avoid the stress and work normally associated with conducting your own procurement.



## It Never Hurts to Ask for Extra Savings

The price reduction clause allows contractors to offer you a price reduction on any product at any time. The reduction can be based on an individual circumstance such as ordering a large volume of services. Agencies may negotiate price reductions, and Schedule contractors are free to offer spot discount pricing.

Additionally, FAR 8.405 requires ordering activities to seek price reductions when the order value is expected to exceed the established Maximum Order (MO) Threshold. When ordering at or above the Maximum Order Threshold, federal buyers should inquire about further Schedule price discounts. The contractor may then do one of the following:

- Offer a new lower price for this purchase
- Offer the lowest price available under the contract, or
- Decline the order within five days

A delivery order that exceeds the maximum order may be placed with the contractor selected in accordance with FAR 8.404. The order may be placed under the Schedule contract.

## Flexible Purchasing Options with Blanket Purchase Agreements

If you are dealing with repetitive buys, Blanket Purchase Agreements (BPAs) are for you. A BPA is a simplified method of filling recurring needs for services and products, while leveraging your buying power by taking advantage of quantity discounts, thereby saving administrative time and reducing paperwork. A BPA can be thought of as an “account” established by you (the customer) with a Schedule contractor. By setting up a BPA, you save time and resources. Simplify your ordering by processing a BPA once and then use it as your agency’s needs occur.

With a MAS BPA, you can order as little as you want, as much as you want, and as often as you want. You are not restricted by any dollar limitations when placing orders under a MAS BPA. Also, a BPA can be set up for your field offices across the nation to use, allowing them to participate in your BPA and place orders directly with Schedule contractors. In doing so, your entire agency reaps the benefits of additional discounts negotiated into your own BPA.

For further guidance on establishing a BPA, visit our GSA Center for Acquisition Excellence Campus at [www.gsa.gov/centerforacquisitionexcellence](http://www.gsa.gov/centerforacquisitionexcellence).

## Total Solutions through Contractor Teaming Arrangements

For complex tasks, Contractor Teaming Arrangements may be desirable from both government and industry perspectives. A Contractor Teaming Arrangement allows two or more GSA Schedule contractors to work together to meet agency requirements, allowing them to compete for orders for which they may not qualify independently. Contractors on the same Schedule, or across multiple Schedules, can team up.

By using Contractor Teaming Arrangements, contractors can complement each other's unique capabilities while offering government agencies the best turnkey solutions, based on a combination of performance, cost and delivery of acquired services. You can benefit from using Contractor Teaming Arrangements by buying a total solution, rather than making separate buys from various contractors. Visit [www.gsa.gov/schedules](http://www.gsa.gov/schedules) for more information.

## Small Business Means Big Business

The GSA and the Small Business Administration (SBA) strongly support the participation of small business concerns in the Multiple Award Schedules program. To enhance small business participation, SBA policy requires agencies to include in their procurement base and goals the dollar value of orders expected to be placed against the Multiple Award Schedules, and to report accomplishments against these goals. For more details, please visit [www.sba.gov](http://www.sba.gov).

The GSA Schedules eLibrary Web site contains information on business size and socioeconomic status. This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. While utilizing the information found on this Web site, you are also encouraged to consider small, 8(a), small disadvantaged, veteran-owned, service-disabled veteran-owned, HUBZone and women-owned small businesses when making a "best value" determination. To visit GSA Schedules eLibrary, log on to [www.gsa.gov/elibrary](http://www.gsa.gov/elibrary).

## Variable Contract Periods

Generally, Multiple Award Schedules no longer have a prescribed beginning and ending date. The schedule periods will be continuous, and will contain contracts with contract periods that commence on the Date of Award (DOA) and expire in five years (exclusive of any options) from the DOA.

## Authorized Users

The agencies and activities named below may use contracts established under GSA Schedules:

- All federal agencies and activities in the executive, legislative and judicial branches;
- Government contractors authorized in writing by a federal agency pursuant to 48 CFR 51.1;
- Mixed ownership government corporations (as defined in the Government Corporation Control Act);
- The government of the District of Columbia; and
- Other activities and organizations authorized by statute or regulation to use GSA as a source of supply.

**Note:** The GSA Order, Eligibility to Use GSA Sources of Supply and Services, provides further information regarding agencies and activities authorized to use GSA Schedules.

## Disaster Recovery Purchasing (Section 833)

Disaster Recovery Purchasing makes all GSA Multiple Award Schedules available to all state and local governments to enable them to respond and assist in the recovery from a disaster.

State and local governmental entities may use GSA Schedule contracts to purchase products and services in advance of a major disaster declared by the president, as well as in the aftermath of an emergency event. State and local governmental entities are responsible for ensuring that the products or services purchased are to be used to facilitate recovery.

This is a voluntary program for Schedule contract holders and state and local governments.

All GSA Multiple Award Schedule contracts are open to state and local government agencies for the specific purpose of disaster recovery only.

For more information visit: [www.gsa.gov/disasterrecovery](http://www.gsa.gov/disasterrecovery).

## Geographic Coverage

All GSA Schedules provide contractors the opportunity to offer worldwide coverage. Schedule contractors may offer any of the following three categories of geographic coverage:

- Domestic, which will cover delivery to the 48 contiguous states; Washington, DC; Alaska, Hawaii, and Puerto Rico; and U.S. territories;
- Worldwide, which will cover delivery domestically and overseas; and
- Overseas Only, which will cover delivery to overseas destinations.

## Ordering Procedures for Supplies, and Services Not Requiring a Statement of Work (SOW)

Ordering activities shall use the procedures in Federal Acquisition Regulation (FAR) 8.405-1 when ordering Schedule contract supplies and fixed-price services for a specific task, where a Statement of Work (SOW) is not required — e.g., installation, maintenance, and repair. (**Note:** *Ordering activities shall use the procedures in FAR 8.405-2, Ordering Procedures for Services Requiring a Statement of Work (SOW), when ordering Schedule contract services priced at hourly rates.*)

When ordering services exceeding \$100,000 using Department of Defense (DoD) funds, ordering activities shall follow the Defense Federal Acquisition Regulation Supplement (DFARS), which has been amended to implement Section 803 of the National Defense Authorization Act for Fiscal Year 2002 (Public Law 107-107). DoD offices and non-DoD activities placing orders on behalf of DoD should refer to DFARS 208.404-70 for additional information regarding ordering procedures and documentation requirements.

### **Orders at, or Below, The Micro-Purchase Threshold**

The ordering activity may place orders with any GSA Schedule contractor that can meet the agency's needs. The ordering activity should attempt to distribute orders among Schedule contractors.

### **Orders Exceeding The Micro-Purchase Threshold, But Not Exceeding The Maximum Order Threshold**

*Note: Each Schedule contract has a maximum order threshold, which will vary by special item number. The maximum order threshold represents the point where, given the dollar value of the potential order, the ordering activity shall seek a price reduction.*

To ensure a **best value** determination is made, as required by FAR 8.404(d), the ordering activity shall:

- Survey at least three Schedule contractors through the GSA **Advantage!**<sup>®</sup> online shopping service or review the catalogs or pricelists of at least three Schedule contractors, and seek additional price reductions where appropriate;
- Select the best value; and
- Place the order directly with the Schedule contractor.

When determining “**best value**,” the ordering activity may consider, among other factors, the following:

- Price, including any additional price reductions offered;
- Past performance;
- Special features of the supply or service required for effective program performance;
- Trade-in considerations;
- Probable life of the item selected compared with that of a comparable item;
- Warranty considerations;
- Maintenance availability;
- Environmental and energy efficiency considerations;
- Delivery terms; and
- Socioeconomic status.

Ordering activities may consider socioeconomic status when identifying contractors for consideration or competition for award of an order or a Blanket Purchase Agreement (BPA). At a minimum, ordering activities should consider, if available, at least one small business, veteran-owned small business, service disabled veteran-owned small business, HUBZone small business, women-owned small business, or small disadvantaged business Schedule contractor. GSA **Advantage!**<sup>®</sup> and Schedules eLibrary contain information on small business representations of Schedule contractors.

### **Orders Exceeding The Maximum Order Threshold or When Establishing a BPA**

In addition to following the ordering procedures, above, for orders exceeding the micro-purchase threshold, but not exceeding the maximum order threshold, the ordering activity shall:

- Review the pricelists of additional Schedule contractors (the GSA **Advantage!**<sup>®</sup> online shopping service can be used to facilitate this review);
- Based upon the initial evaluation, seek price reductions from the Schedule contractors considered to offer the best value; and
- Place the order, or establish the BPA, with the Schedule contractor that provides the best value. If further price reductions are not offered, an order may still be placed.

### **Documentation**

At a minimum, the ordering activity shall document:

- The Schedule contracts considered, noting the contractor from which the supply or service was purchased;
- A description of the supply or service purchased;
- The amount paid; and
- If applicable, the circumstances and rationale for restricting consideration of Schedule contractors to fewer than required in these ordering procedures

(see FAR 8.405-6).

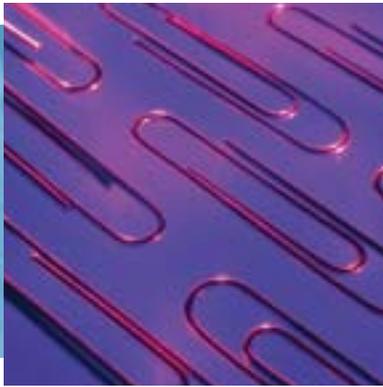
### **GSA Advantage!**<sup>®</sup>

GSA's online shopping site makes your federal buying process safe, fast and easy! Online convenience enables you to research millions of products and services right from your chair. This direct purchasing tool provides the comprehensive and flexible procurement process you've been looking for! Now, Special Categories are also available to streamline specific searches for your important buys — Disaster Relief, Security Related Items, etc. [www.gsaadvantage.gov](http://www.gsaadvantage.gov)

### **eBuy**

Designed to improve the quote and comparison part of your acquisition process. This reliable (and free!) resource enables you to make a single Request for Quote (RFQ) online and receive quotes from vendors who specialize in the service you require. A component of GSA **Advantage!**<sup>®</sup>, eBuy is one of GSA's many innovations focused on providing "best value" products and services. Power up today with e-acquisition in action!

[www.gsa.gov/ebuy](http://www.gsa.gov/ebuy)



### **eLibrary**

eLibrary is your online source for complete Multiple Award Schedules and GWAC information, and it's only a click away. This fast and easy way to make federal acquisitions gives you access to a wealth of powerful tools, including comprehensive searches, improved contractor-find features, and new category listings. View contract clauses online! [www.gsa.gov/elibrary](http://www.gsa.gov/elibrary)

## Resources for Additional Information

For questions concerning ordering procedures and/or products and services on GSA's Office Solutions Schedule 75, contact the SmartShop customer service team at:

Phone: (212) 264-0868

E-mail: [smartshop@gsa.gov](mailto:smartshop@gsa.gov)

For questions concerning the solicitation or contracting inquiries, contact the contracting team at:

Phone: (212)-264-2666

Phone: (212) 264-3026

## Need More Schedules?

For copies of Schedules and other GSA publications, visit the Centralized Mailing List Service at [www.gsa.gov/cmls](http://www.gsa.gov/cmls). For additional information or for customer assistance, please call the CMLS call center at (817) 334-5215 or send an e-mail to [cmls@gsa.gov](mailto:cmls@gsa.gov).

## Multiple Award Schedule

### Ordering and Best Value Determination Guidelines

It is important to follow the ordering procedures set forth in FAR 8.4. They require that you make a best value determination before placing Multiple Award Schedule orders above the micro-purchase threshold (currently \$3,000). Here is a quick checklist to ensure you've gone through a best value determination process when following the ordering procedures for services on Schedule buys.

#### Did you prepare a request for quote, including a statement of work, that:

- Outlined the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria and any special requirements
- Requested contractors to submit either a firm-fixed price or a ceiling price to provide services outlined in the statement of work
- Requested a project plan or past performance/experience information, if necessary and appropriate
- Stated the basis to be used for selecting the contractor to receive the order

#### Did you provide the request to at least three sources under the Multiple Award Schedule?

Please list the names of the contractors to whom the request was provided:

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#### Was the requirement in excess of the Schedule's maximum order? If yes, did you provide the request to additional sources under the Multiple Award Schedule AND ask for a price reduction?

Please list the names of the contractors to whom the request was provided:

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**Did you evaluate responses against the factors identified in the request for quote and select the contractor that represents the best value?** Indicate which of the non-price factors below were considered in your best value decision:

- Past performance (e.g., experience)
- Special features of the service
- Warranty considerations
- Technical qualifications
- Training
- Service availability
- Other: \_\_\_\_\_

#### Have you documented your Schedule buy? If yes, did you:

- Identify the service purchased
- Identify the Schedule contractor from which the services were purchased
- Identify the amount paid
- Document the evaluation of Schedule contractors' quotes that formed the basis for selecting the contractor that received the order and the rationale for any trade-offs used in making the selection (if above the micro-purchase threshold)
- Include the basis for the determination to use a labor-hour or time-and-materials order (if other than a firm-fixed price order)



BPA Number \_\_\_\_\_

(Customer Name)

# Blanket Purchase Agreement

Pursuant to GSA Multiple Award Schedule Contract Number(s) \_\_\_\_\_, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Agency):

- (1) The following contract services/products can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

ITEM (Special Item Number or Type of Service)	Special BPA Discount/Price
_____	_____
_____	_____

- (2) Delivery:

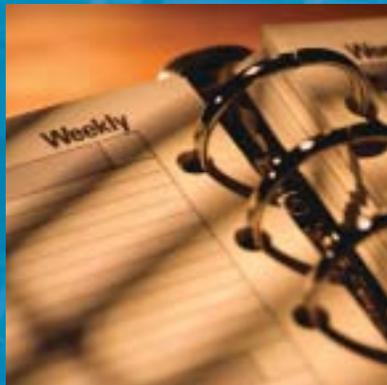
Destination	Delivery Schedules/Dates
_____	_____
_____	_____

- (3) The government estimates, but does not guarantee, that the volume of purchases through this agreement will be \_\_\_\_\_.
- (4) This BPA does not obligate any funds.
- (5) This BPA expires on \_\_\_\_\_ or at the end of the contract period, whichever is earlier.
- (6) The following office(s) is hereby authorized to place orders under this BPA:

Office	Point of Contact
_____	_____
_____	_____

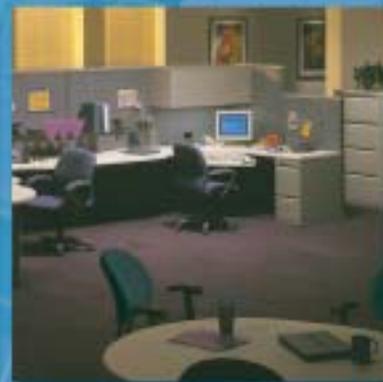
- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, paper, or oral communications.
- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:
  - (a) Name of Contractor;
  - (b) Contract Number;
  - (c) BPA Number;
  - (d) Model Number or National Stock Number (NSN);
  - (e) Task/Delivery Order Number;
  - (f) Date of Purchase;
  - (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
  - (h) Date of Shipment.
- (9) The requirements of a proper invoice are as specified in the Multiple Award Schedule contract. Invoices will be submitted to the address specified within the task/delivery order transmission issued against this BPA.
- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

*\*IMPORTANT — The Multiple Award Schedules Program permits contractors to offer price reductions in accordance with commercial practice. Contractor Team Arrangements are permitted with Multiple Award Schedule contractors in accordance with FAR Subpart 9.6.*





Smarter Solutions



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