



Smarter Solutions



GSA Federal Supply Service

Schedule 738 X

Human Resources & Equal Employment
Opportunity Services



U.S. General Services Administration
Federal Supply Service
Office Supplies & Administration Services
Marketing (2FMB)
26 Federal Plaza, Room 20-100
New York, NY 10278

FIRST CLASS MAIL
POSTAGE AND
FEES PAID
GSA PERMIT G-30

Official Business
Penalty for Private Use \$300

www.gsa.gov
Spring 2005
5-05-00248
5050-0248

Federal Recycling Program



Printed on Recycled Paper



- Introduction to GSA's Multiple Award Schedules Program2**
- Schedule 738 X: Scope of Schedule3**
- Schedule 738 X: Services Available3**
- Ordering Information for Schedule 738 X.....6**
 - Authorized Users6
 - Geographic Coverage6
 - Publicizing Contract Actions6
 - GSA SmartPay® Purchase Card6
 - Ordering Procedures.....6
 - Maximum Order and Price Reductions.....7
- GSA Advantage!®7**
- eBuy7**
- Schedules e-Library.....8**
- Small Business Participation.....8**
- Variable Contract Periods8**
- Blanket Purchase Agreements9**
- Contractor Team Arrangements9**
- Points of Contact for Schedule 738 X10**
- Contract Award Information.....10**

Acquiring the right products or services to fit your agency's needs can be a very complicated process. From finding the right contractor, to evaluating all the offers, the process can become very frustrating, not to mention costly and time-consuming.

GSA's Multiple Award Schedules (MAS) Program was designed to streamline the process for procuring commercial products and services, so that you can accomplish your agency's overall mission efficiently and effectively. How? We have on contract state-of-the-art vendors who provide the latest products and services to fulfill your ordering needs.

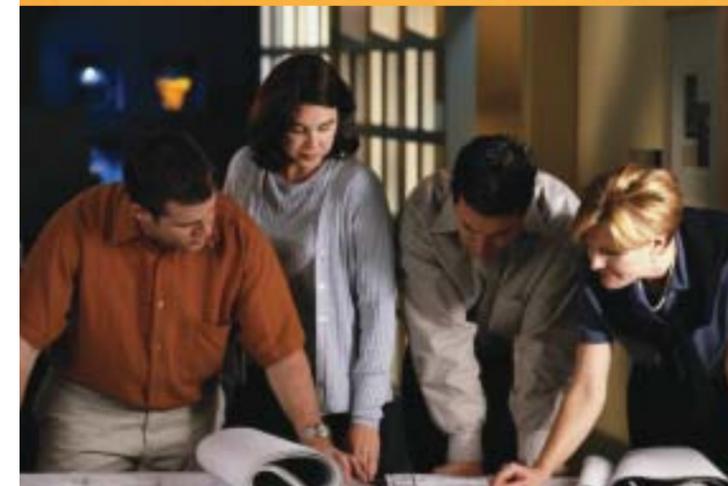
The Schedules Program places multiple qualified vendors on contract to provide related services and/or products to the entire federal government, including the military and federally-funded organizations. This means that all of the work has already been done for you! We evaluate the past performance of all our contractors and negotiate their prices, based on most favored customer pricing. The Schedules Program encourages you to ask for price discounts at any time.

The Schedules Program is also compliant with all FAR regulations, including the Competition in Contracting Act when following the ordering procedures in FAR 8.4. So you can be sure that you are doing the right thing when you are using the Schedules Program.

The Schedules Program is easy to use. Essentially, all you have to do is find the Schedule group that includes the product or service that you are seeking. Then, look at the appropriate number of contractors and their prices, which have already been determined. Select the one that provides the best value to your agency and then simply order via phone, fax or by using GSA **Advantage!**® online.

The Schedules Program is flexible; it is designed so that you can tailor it to your particular needs. For large quantities or complex procurements, you can arrange Blanket Purchase Agreements (BPAs) and Contractor Team Arrangements off the Schedule contracts. GSA also provides you with a variety of e-tools, such as GSA **Advantage!**® and eBuy to streamline your procurement processes. Ordering procedures and how to use GSA **Advantage!**® and eBuy are outlined within this brochure.

With over 4 million products and services available and thousands of contractors on Schedule, GSA's MAS Program is your preferred commercial procurement vehicle. To learn more, visit www.gsa.gov.





Schedule 738 X: Scope of Schedule

One of GSA's most popular Schedules is 738 X, for Human Resources & Equal Employment Opportunity Services. Schedule 738 X features 20 different Special Item Numbers (SINs) to handle all of your HR and EEO needs, including alternative dispute resolution. From security screening and background investigations to recruitment and internal placement, Schedule 738 X

Schedule 738 X: Services Available

Schedule 738 X is designed to be a comprehensive Schedule to provide federal agencies and the military with total solutions to all their HR needs. This Schedule's 20 different Special Item Numbers (SINs) each represent a different service category related to HR and EEO services. Schedule 738 X can also provide your agency with total HR solutions through BPAs and teaming arrangements as well. If it's related to human resources, you'll find it under Schedule 738 X!

The 20 SINs on Schedule 738 X are as follows:

595 21 General Support Services

This SIN includes, but is not limited to, such professional support services as:

- Planning — modeling, forecasting, and HR needs analysis
- Recruitment and Internal Placement — executive search, internships, and assessments
- Pre-Employment Screening — background investigations in accordance with Fair Credit Report Act (FCRA), and records verifications including national security and public trust related investigations in support of national agency checks and credit checks, local agency checks, single-scope background investigations (SSBI) and SSBI-Periodic Reinvestigations (SSBI-PR)
- Position Classification — review, evaluate, audit, and counsel
- Personnel Actions — manage and process OPM actions and records
- HR-Specific Training Support — development and coordination, management consultation, tailored off-the-shelf modules, and distance learning

offers services from top vendors covering the entire HR spectrum.

In short, using Schedule 738 X is an excellent way to satisfy your HR and EEO needs. So read on to find out more about the services offered under this Schedule, and other related information.

- Employee Assistance — advice, training, and counseling
- Employee Relations — guidance and assistance with employee matters
- Outplacement — career transition services, guidance and training

595 23 Review and Integration Services

Function review of the human resources department and other offices relating to the implementation function outsourced. Integrator shall act as program manager to connect/integrate the various functions performed by multiple contractors.

595 24 Workers' Compensation

Contractor shall support management of claims processing under the Federal Employees' Compensation Act (FECA) pursuant to the Department of Labor, Office of Workers' Compensation Program (OWCP).

Examples of Workers' Compensation support include, but are not limited to:

- Provide complete case management for employees with the aim to reduce lost work hours and workers' compensation costs for the federal client including technical and managerial assistance
- Monitor hearing and appeal responses
- Counsel claimants in filing injury reports and establishing the essential elements of the claim
- Develop training programs for employees and management
- Develop return-to-work strategies
- Perform claims revalidation assessments and administrative inquiries to confirm or refute suspicions or allegations of invalid claim status

EEO Services

Investigation of Discrimination Complaints and Preparation of Reports of Investigation

Contractor shall prepare reports of investigation (drafts and final) in conformance with the standards established by the EEOC. Investigations shall be performed to identify and obtain evidence from all relevant sources and gather sufficient information relevant to the issues in the complaint to ascertain the validity of the allegation. If the ordering agency determines a violation occurred, the report of investigation will provide the agency with a sufficient factual basis from which to fashion an appropriate remedy.

595 1 Individual Complaints With One (1) Issue

595 2 Additional Issue for Either Individual Complaint or Individual Continuing Violation

595 3 Individual Complaint - Continuing Violation

595 5 Consolidated Case - With One Issue

Consolidated complaint with one issue.

595 6 Consolidated Case - Per Additional Issue

Additional issue for either consolidated complaint or consolidated continuing violation.

595 7 Consolidated Case - Continuing Violation

595 9 Additional Copies of Investigation File

This service is for additional copies of reports inclusive of all materials and delivery cost.

595 18 Online Reporting Systems (Optional)

Preparation of an Analysis and Recommended Final Agency Decision (FAD) in Discrimination Complaints

595 4 Individual Case - Recommended Final Agency Decision

Individual complaint-preparation of case analysis or findings, conclusion and recommendation, any number of issues.

595 8 Consolidated Case - Recommended Final Agency Decision

Consolidated complaint-preparation of case analysis or findings, conclusion and recommendation, any number of issues.

595 10 Inquiry, Resolution Attempts and the Preparation of an Analysis and Recommended Final Agency Decision (FAD) on Allegations of Noncompliance with Settlement Agreements or Final Agency Decision

This service provides an avenue to aggrieved individuals who allege noncompliance with the settlement agreement in accordance with 29 C.F.R. Part 1614 and EEOC Management Directive (MD)-110.

595 11 Resolution Attempt & Report of Inquiry Regarding Notices of Intent to Sue Under Age Discrimination in Employment Act (ADEA) - Individual Case

Resolution Attempt & Report of Inquiry Regarding Notices of Intent to Sue Under ADEA - Individual Case.

595 12 Resolution Attempt & Report of Inquiry Regarding Notices of Intent to Sue Under ADEA - Consolidated Case

This service provides inquiry and resolution attempt regarding aggrieved employees or applicants for employment who believe they have been discriminated against on the basis of age and have chosen to bypass the administrative complaint processing system within an agency.

595 13 Alternative Dispute Resolution

Contractor shall provide the services of trained Alternative Dispute Resolution (ADR) professionals to attempt resolution of allegations of discrimination and other human resource matters. The ADR process will not replace already existing formal procedures, e.g. the administrative grievance procedure and the EEO administrative complaint procedure, but will supplement them in an effort to resolve problems before and after formal procedures are invoked. THIS SIN HAS BEEN EXPANDED TO COVER ADR FOR ANY ASPECT OF HUMAN RESOURCES.



595 14 Reference Material

This service secures a variety of reference materials relating to EEO programs to ensure that employees, supervisors and managers are aware of the policy of the government to provide equal opportunity in employment for all persons and to promote the full realization of equal employment opportunity.

595 15 EEO Training and Consulting

This service involves the delivery of EEO customized and off-the-shelf training and consultant services for the

instruction and development of EEO training courses for all employees, supervisors, managers, team leaders and others, on the policy of the government.

595 16 EEO Counseling Individual and Class Complaint

This service provides counseling for aggrieved employees or applicants for employment who believe they have been discriminated against in accordance with Title 29 C.F.R Part 1614 and EEOC Management Directive (MD) – 110.



Ordering Information for Schedule 738 X

The Schedules Program makes it easy to order commercial products and services while still following federal procurement regulations and procedures. Please follow the outlined procedures when using Schedule 738 X.

Authorized Users

The entities names below may use contracts established under this Federal Supply 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
- Other activities and organizations authorized by statute or regulation to use GSA as a source of supply

Geographic Coverage

All Federal Supply Schedules provide contractors the opportunity to offer worldwide coverage. Schedule contractors have three categories of geographic coverage to offer: 1) domestic, which will cover delivery to the 48 contiguous states, Washington D.C., Alaska, Hawaii and Puerto Rico; 2) worldwide, which will cover delivery domestically AND overseas; and 3) overseas only, which will cover delivery to overseas destinations. Please refer to specific contractors to determine the type of coverage they offer.

Publicizing Contract Actions

The Federal Supply Schedules have been synopsised on FedBizOpps at www.fedbizopps.gov, and they satisfy the requirements of the Competition in Contracting Act (Pub. Law 98-369) and FAR Part 5, Publicizing Contract Action.

GSA SmartPay® Purchase Card

Agencies may make payments for delivery orders by using the governmentwide commercial purchase card. Schedule contractors are required to accept the government purchase card as payment for acquisitions up to the micro-purchase threshold, currently at \$2,500.

The card may be used for payment in excess of this threshold if the ordering agency and the contractor agree. Relevant terms and instructions for use of the governmentwide commercial purchase card are contained in the GSA Fleet, Travel and Purchase Payment System Program Guide and within your agency's written internal operating procedures.

Ordering Procedures

Ordering Products and Services that Require NO Statement of Work

Orders up to the micro-purchase threshold:

- Place the order directly with the contractor for the item that best meets your needs

Orders over the micro-purchase threshold:

- Review the GSA **Advantage!**® online electronic ordering system
- or-

- Review at least three Schedule pricelists
- Select the best value (consider price, administrative costs, etc.)
- Place order directly with contractor

Orders over the maximum threshold:

- Review GSA **Advantage!**® and pricelists
- Seek price reductions

Ordering Services that Require a Statement of Work

Orders up to the micro-purchase threshold:

- Place your order with the Schedule contractor offering the best value

Orders over the micro-purchase threshold:

- Prepare a Statement of Work (SOW)*
- Send your Request for Quote (RFQ) and SOW to three Schedule contractors
- Evaluate and make a best value decision

Orders over the maximum threshold:

- Prepare a SOW
- Send your RFQ and SOW to more than three Schedule contractors AND seek price reductions
- Evaluate and make a best value decision



* When ordering services over \$100,000, Department of Defense (DoD) ordering offices and non-DoD agencies placing orders on behalf of DoD must follow the policies and procedures in the Defense Federal Acquisition Regulation Supplement (DFARS) 208.404-70 – Additional ordering procedures for services.

Maximum Order and Price Reductions

Federal buyers are encouraged to ask for price reductions at any time but especially when ordering in large quantities off the Schedule contracts. The Maximum Order threshold — the dollar value at which price reductions can be requested —varies by SIN for Schedule 738 X:

Special Item Number (SIN)	Maximum Order Threshold
595-1 through 595-16	\$ 20,000
595-18	\$ 20,000
595-21	\$1,000,000
595-23	\$1,000,000
595-24	\$1,000,000

GSA Advantage!®

GSA **Advantage!**® is the premier online shopping source for federal purchasing agents. With GSA **Advantage!**® you have access to millions of products and services from thousands of commercial vendors — all available from your computer, on the Web — 24 hours a day, 365 days a year.

GSA **Advantage!**® offers a wide range of products and services, including office supplies, computer equipment, professional services, furniture, scientific equipment,

eBuy

eBuy is a component of GSA **Advantage!**®. The eBuy system facilitates the Request for Quote (RFQ) process electronically over the Web, maximizing the competition on your RFQ, while minimizing the administrative duties of the procedure. Simply fill out the RFQ form on the web, tailoring it to your specifications. You can attach the written Statement of Work directly to this form. Then you can choose to e-mail the Request for Quote to at least three vendors that sell under the corresponding Special Item Number.

When ordering at or above this dollar amount, 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.

industrial goods and even vehicles. With its extensive vendor and product database, GSA **Advantage!**® provides a powerful tool for performing market research. This online tool allows you to compare prices and features, so you can get the best value for your agency. What's more, all products meet FAR purchasing requirements and you can even shop from overseas! To get started and learn, more visit www.gsaadvantage.gov.

The RFQ will also be available for viewing by all other Schedule contractors under that same SIN. This way you get the maximum competition without the extensive research. You have the information at your fingertips to determine best value! Also, you can be sure that you are complying with procurement regulations when you use the eBuy system.

To learn more, visit eBuy online at www.ebuy.gsa.gov.

Schedules e-Library

Schedules e-Library is your first stop for market research for Federal Supply Schedules and Schedule contractors. It's the online database of GSA and Department of Veterans Affairs (VA) Federal Supply Schedule contract award information. On e-Library you can find out which suppliers have a contract and under what Schedule a product or service is sold.

Small Business Participation

GSA and the Small Business Administration (SBA), strongly support the participation of small business concerns in the Federal Supply Schedules Program. Over 75% of Schedule contractors are within one of the small business socio-economic categories. When you buy from

You can use various search options on e-Library, such as keywords, contractor names, contract numbers or Schedule numbers, making e-Library convenient and easy to use. Schedules e-Library is available 24 hours a day, 365 days a year. For more information, visit e-Library at www.gsaelibrary.gsa.gov.

one of these vendors using the Schedules contracts, your agency can count that towards your socio-economic fiscal year goals. Visit the following Web site for guidance on setting socio-economic goals: www.sba.gov/GC/goals/indexinfo.html.

Variable Contract Periods

Generally, Federal Supply Schedules will 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.





Blanket Purchase Agreements

Blanket Purchase Agreements (BPAs) are established directly with GSA Schedule contractors. In accordance with FAR 8.404, an ordering office may request a price reduction based on the total estimated volume of the BPA, regardless of the size of individual orders. The Request For Quotation (RFQ) should specify the ordering office's requirements, including estimated quantities and work to be performed, and should advise GSA Schedule contractors whether the ordering office intends to establish a single BPA or multiple BPAs.

Generally, a single BPA should be established when the ordering office can easily define its services and/or products requirements and a firm-fixed price or ceiling price can be established. Since a best value selection is made when the single BPA is established, the ordering office does not need to make a separate best value selection for each order under the BPA.

Multiple BPAs should be established when the ordering office cannot easily define its services and/or products requirements, or it determines that more than one BPA is needed to meet its needs. First determine which GSA Schedule contractors are technically qualified and then establish BPAs with them. When multiple BPAs are established, each order must be competed among all BPA holders and a best value selection must be made each time an order is placed.

Contractor Team Arrangements

Under a Contractor Team Arrangement (CTA), two or more GSA Schedule contractors work together, by complementing each other's capabilities, to offer a total solution to meet an agency's requirement. Contractor Team Arrangements provide a "win-win" situation for both GSA Schedule contractors and ordering offices because:

All BPAs must contain certain information, as follows:

- The name of the GSA Schedule contractor
- The GSA Schedule contract number
- The BPA number assigned by the ordering office
- A description of the requirement, to include estimated quantities and work to be performed
- The prices and/or discounts
- The extent of the obligation
- Any additional price reductions negotiated by the ordering office, based on the proposed dollar value of the BPA
- A listing of individuals authorized to purchase under the BPA
- The delivery or performance time frames
- The location of deliveries
- The frequency of ordering and invoicing
- The date of BPA expiration
- A statement that all other terms and conditions are contained in the GSA Federal Supply Schedule contract

- GSA Schedule contractors may compete for Schedule orders for which they may not independently qualify.
- Ordering offices may procure a total solution rather than making separate buys for each part of a requirement.

Points of Contact for Schedule 738 X

For questions concerning ordering procedures and/or products and services off Schedule 738 X, contact the SmartShop customer service team at:

- **Phone: (212) 264-0868**
- **E-mail: smartshop@gsa.gov**

For questions concerning the solicitation or contracting inquiries, contact the Office Supplies and Administrative Services Acquisition Center, Northeast and Caribbean Region, Schedule 738 X contracting team at:

- **(212) 264-3548**
- **(212) 264-2496**
- **(212) 264-8733**
- **(212) 264-2675**

For copies of all Schedules, contact the Centralized Mailing List Service at cmls@gsa.gov, or (817) 334-5215.

To download a copy of the solicitation, go to GSA Schedules e-Library at www.gsaelibrary.gsa.gov, click on the link for Schedule 738 X, and then click on the

hyperlink that says "View Solicitation on FedBizOpps.gov."

Contractor Award Information

For a listing of the very latest contract award information, visit e-Library at www.gsa.gov/elibrary. You can search the e-Library by Special Item Number (SIN), contractor, contract number, Schedule number or by a keyword. When you get to the Schedule you want, you'll see the list of SINs and the Contractors listed below each SIN. When the contractor's Internet address is available, it will be shown and you can use it to link to the contractor's Web site.

The contractor's e-mail address, if available, will enable you to e-mail the contractor for pricelists or any other contract information. Internet addresses and e-mail addresses will only be available if contractors are on GSA **Advantage!**[®].

