

**Target Audience for this Supplier Portal User Journey Narrative is the Supplier Portal contractor. This narrative is primarily focused on the journey through offer submission and modification processes.**

**Disclaimer: This user journey is a high-level representation of what we know of Supplier Portal requirements, and is subject to change as we go through the agile software development process as well as engagements with other initiatives.**

### **I. NEW OFFER Supplier Authorized Negotiator:**

As a new offeror, I would like to sell my products and/or services through one of GSA's acquisition vehicles. I am now ready to submit an offer. I understand that I can submit my offer in response to a 'closed' solicitation with a defined close date or an 'open' solicitation that lists the terms and conditions and rules for submitting an offer. (An open solicitation does not have a closing due date in which I must submit the entire package in order to be considered for award). My offer does not become a contract until a GSA Contracting Officer/Contract Specialist (CO/CS) reviews, negotiates, approves, and ultimately awards a contract to me.

I am able to navigate in the Supplier Portal through modules, as applicable to my situation, where I am able to input, upload, and make selections. Applicable offer paths include:

Offer Submission Paths for Supplier Portal									
Standard Offer Submission				Streamlined Offer Submission		Startup Springboard Offer Submission			
Joint Venture Offer		Non-Joint Venture Offer				Joint Venture Offer (Includes Mentor-Protege JV)		Non-Joint Venture of any type Offer	
TDR Products Only	Non-TDR Services Only	TDR Products Only	Non-TDR Services Only	TDR Products Only	Non-TDR Services Only	TDR Products Only	Non-TDR Services Only	TDR Products Only	Non-TDR Services Only
TDR Services Only	Non-TDR Services Only	TDR Services Only	Non-TDR Services Only	TDR Services Only	Non-TDR Services Only	TDR Services Only	Non-TDR Services Only	TDR Services Only	Non-TDR Services Only
TDR Both Products and Services	Non-TDR Both Products and Services	TDR Both Products and Services	Non-TDR Both Products and Services	TDR Both Products and Services	Non-TDR Both Products and Services	TDR Both Products and Services	Non-TDR Both Products and Services	TDR Both Products and Services	Non-TDR Both Products and Services

Depending on the path I need to take, the Supplier Portal will guide me through the process to complete the information that is necessary for my offer. I will not see information that does not apply to my offer path. Those modules include, but are not limited to the following:

Create Account

Start an Offer

Assign User Roles

Dashboard

Training and Readiness

Company/Entity Information OR Joint Venture - Company/Entity Information

Previously Awarded Contracts

SIN Selection Module

- SIN Selection - Select SIN & Categories
- SIN Selection - SIN Technical Requirements
- SIN Selection - Complementary SIN
- SIN Selection - NAICS Code Selection
- SIN Selection - TDR Sales and Discounts
- SIN Selection - Non-TDR Sales and Discounts OR Joint Venture - SIN Selection Non-TDR Sales and Discounts
- SIN Selection - EPA Methodology
- SIN Selection - Reseller/Dealer
- SIN Selection - Geographic scope
- SIN Selection - Cooperative Purchasing
- SIN Selection - FAS Lane

CSA (commercial supplier agreement)

SCRM (supply chain risk management)

\*FCP Interface (FAS Catalog Platform)

Streamlined Eligibility OR Small Business Joint Venture Partner - Streamlined Eligibility

Subcontracting Plan

Standard Offer Module

- Standard Process - Financial Responsibility OR Joint Venture - Standard Process - Financial Responsibility
- Standard Process - Corporate Experience
- Standard Process - Past Performance OR Joint Venture - Standard Process - Past Performance
- Standard Process - Quality Control (NOTE: also applies to streamlined)
- Standard Process - Project Experience OR Joint Venture - Standard Process - Project Experience

Solicitation Refresh -Offers in Progress (To occur anytime prior to submitting offer)  
Contract Terms and Conditions OR Joint Venture Contract Terms and Conditions  
Clause Exceptions (ONLY when clauses permit exceptions)  
MAS Contract Requirements Assertions  
Revise - Validate - Submit Offer OR Joint Venture - Revise - Validate - Submit  
Offer  
Solicitation Refresh -Offers Submitted  
Exit Offer

\*During the offer process, the FAS Catalog Platform (FCP) is where I will go to initiate, standardize, and validate my proposed price list in a FCP Product File, FCP Service File, and/or Price Proposal Template (PPT) as well as catalog data, and have access to a GSA-provided Market Analysis Report, before I can submit my offer. The FCP is seamlessly integrated so that I can be authenticated and do not feel like I have left the Supplier Portal and am now working in FCP.

As I am working on my offer the system is tracking and displaying time/date stamping and validating the various actions I am taking in the Supplier Portal. Once I have completed all required information in these modules I am able to submit my offer. The documents I upload and the data I enter are stored for use on any solicitation I decide to respond to other solicitations.

After I have submitted my offer, the CO/CS will determine if the offer needs clarifications or if it is rejected. I also have the ability to withdraw my offer at any time. In some cases I will need to complete clarifications requests with my assigned CO.

### *Clarifications*

I receive an email or notification from the Supplier Portal from the CO/CS that he or she has some requests for clarification to my offer. For the questions relating to my offer, the CO/CS' comments will be visible to me related to each completed module. I am able to download and review. I am able to collaborate with the CO/CS to address all of the pending questions.

Following clarifications, a series of negotiations may occur. If we did not reach an agreement, the CO/CS might opt to reject the offer or I may withdraw my offer in the Supplier Portal.

### *Negotiations*

Once negotiations are complete and we have come to an agreement, the CO/CS instructs me to submit a Final Proposal Revision (FPR). The FPR reflects a final agreed upon terms of the contemplated contract award.

### *Submit for award*

The CO/CS indicates in the Supplier Portal that the offer is recommended for award and I receive a corresponding message in the Supplier Portal that my offer is pending award. The Supplier Portal sends me the award package and a SF1449 that I am able to sign agreeing to the terms of the contract and legally binding my organization. After I have signed the CO signs the SF 1449. I am now officially ready to sell to the US Government and other eligible users (as applicable) via my contract!

The SF 1449 and all attached documents are available to me to download in the Supplier Portal. After award, the contract data elements are updated in the Supplier Portal (as applicable) and sent to any applicable downstream applications, including the FCP which would publish relevant pricing and catalog data upon approval.

## **II. MODIFICATION SUBMISSION Supplier Authorized Negotiator:**

After my contract is awarded, I can request changes to my contract by submitting modification requests. I am ready to submit a modification request. GSA's Supplier Portal offers multiple modification types that I can choose from. I prepare my modifications requests and submit them via the Supplier Portal to my CO/CS.

In the Supplier Portal dashboard, I see my contract that I would like to modify as well as see the awarded, in-progress, withdrawn and rejected modifications. I can start modifications, not limited to the following:

### ■ Admin Mods

1. Company/Entity Address Change
2. Company/Entity Web Address Change
3. Authorized Negotiator
  - a. Add
  - b. Delete
  - c. Change Name
  - d. Change Email Address
  - e. Change Telephone Number (need ability to capture international)
  - f. Change Role (sign or no sign)
4. Contract Administrator/Point of Contact (POC)
  - a. Add
  - b. Delete
  - c. Change Name
  - d. Change Email Address
  - e. Change Telephone Number (need ability to capture international)

5. Order Point of Contract (domestic/overseas)
  - a. Add
  - b. Delete
  - c. Change Name
  - d. Change Email Address
  - e. Change Telephone Number (need ability to capture international)
6. Point of Contact for Manufacturer, Dealers, Resellers, Agents
  - a. Add
  - b. Delete
  - c. Change Name
  - d. Change Email Address
  - e. Change Telephone Number (need ability to capture international)
7. Cancel contract
  - Close Contract to New Awards
  - Novation
  - Change of Name
  - Change to Geographic Coverage
  - Manage Clause Exceptions
  - Participate in Cooperative Purchasing
  - Participate in Disaster Recovery
  - eVerify
  - Re-representation of non-Novated merger/acquisition
  - Re-representation of Business Size
  - Re-representation of Small Business Type
  - Subcontracting Plan
  - Commercial Supplier Agreement (CSA)
  - Revise Terms and Conditions
  - Participate in TDR
  - \*FCP mods
    1. Baseline
    2. Add
      - a. Add Product
      - b. Add Services
      - c. Add SIN
    3. Delete
      - a. Delete Products
      - b. Delete Services
      - c. Delete SIN
    4. Pricing
      - a. EPA
        - i. EPA based on Commercial Price List

- ii. EPA based on Market Rates
- b. Wage Determinations
- c. Price Reductions
  - i. Permanent based on Most Favored Customer (MFC) - Non-TDR
  - ii. Permanent Contractor Requested - TDR or non-TDR
  - iii. Temporary Price Reduction (TPR)
- 5. Technical
  - a. Product description change
  - b. Service Description Changes

\*During the modification submission process, the FAS Catalog Platform (FCP) is where I will go to initiate, standardize, and validate my proposed price list in a FCP Product File, FCP Service File, and/or Price Proposal Template (PPT) as well as catalog data, and have access to a GSA-provided Market Analysis Report, before I can submit my modification. The FCP is seamlessly integrated so that I can be authenticated and do not feel like I have left the Supplier Portal and am now working in FCP.

As I am working on my modification the Supplier Portal is tracking and displaying time/date stamping and validating the various actions I am taking in the Supplier Portal. Once I have completed all required information for the modification I am able to submit my modification request. The documents I upload and the data I enter are stored for use on any solicitation I decide to respond to other solicitations.

After I have submitted my modification request, the CO/CS will determine if the offer needs clarifications or if it is rejected. I also have the ability to withdraw my modification request at any time. In some cases I will need to complete clarifications requests with my assigned CO.

#### *Clarifications*

I receive an email or notification from the Supplier Portal from the CO/CS that he or she has some requests for clarification to my modification request. For the questions relating to my modification request, the CO/CS' comments will be visible to me related to the modification request. I am able to download and review. I am able to collaborate with the CO/CS to address all of the pending questions.

#### *Negotiations*

Following clarifications, a series of negotiations may occur. If we did not reach an

agreement, the CO/CS might opt to reject the modification request or I may withdraw my modification request in the Supplier Portal.

Once negotiations are complete and we have come to an agreement, the CO/CS may instruct me to submit a Final Proposal Revision (FPR). The FPR reflects a final agreed upon terms of the contemplated modification award.

#### *Submit for award*

The CO/CS indicates in the Supplier Portal that the modification is recommended for award and I receive a corresponding message in the Supplier Portal that my offer is pending award. The Supplier Portal sends me the award package and a SF 30 that I am able to sign agreeing to the terms of the modification and legally binding my organization. After I have signed the CO signs the SF 30. My contract has officially been updated.

The SF 30 and all attached documents are available to me to download in the Supplier Portal. After award, the contract data elements are updated in the Supplier Portal (as applicable) and sent to any applicable downstream applications, including the FCP which would publish relevant pricing and catalog data upon approval.

### **III. GOVERNMENT INITIATED MODIFICATION Supplier Authorized Negotiator:**

After my contract is awarded, there are instances where the government may apply unilateral changes to my contract. In the Supplier Portal dashboard, I can see these types of modifications, pertinent information about the modifications, supporting documentation, and the status of the modification. These modifications include, but are not limited to the following:

- Options process/modifications
- Temporary extensions
- Extend beyond 20 years
- Cancellations
- Contract transfer
- Contract reassignment
  - PCO
  - PCS
  - ACO
  - IOA
- Robomods to apply changes to a contract
- Contract closeout

After my contract is awarded, there are instances where the government may initiate bilateral modifications to my contract that I must act upon. In the Supplier Portal dashboard, I can see these types of modifications, pertinent information about the modifications, supporting documentation, and the status of the modification. These system generated modifications include, but are not limited to the following:

- Refresh Mass Mods
- Customized Mass Mods

### *Clarifications*

I can send an email or notification from the Supplier Portal from the CO/CS to requests clarification on the government initiated bi-lateral modification. I am able to collaborate with the CO/CS to address all of the pending questions.

### *Award*

After I accept the Mass Mod it is automatically processed by the system without intervention from my CO/CS and I can access the final awarded SF 30 for my records.