

Target Audience for this Supplier Portal User Journey Narrative is the Supplier Portal contractor. This narrative is primarily focused on the journey through offer evaluation and modification evaluation 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 CO/CS:

As a Contracting Officer/Contracting Specialist (CO/CS), I am responsible for ensuring performance of all necessary actions for effective contracting, ensuring compliance with the terms of the contract as set in the solicitation, and safeguarding the interests of the United States in its contractual relationships. In order to perform these responsibilities, I am allowed wide latitude to exercise business judgment.

An offer has been submitted and I have been notified that I have been assigned as the CO/CS to evaluate the offer, seek clarifications, negotiate, and make an award/no award decision. I am now ready to evaluate an offer.

I am able to navigate in the Supplier Portal through modules using the dashboard, as applicable to the offer, where I am able to make selections to agree/disagree, provide comments, request clarification, collaborate with contractors, make determinations of acceptable/not acceptable, make acknowledgements, prepare documentation, consult 3rd party reviewers, etc. Applicable offer evaluation modules include, but are not limited to:

Evaluation - SIN Selection - SIN Technical Requirements
Evaluation - SIN Selection - SIN and NAICS
Evaluation - SIN Selection - EPA Methodology
Evaluation - SIN Selection - Cooperative Purchasing
Evaluation - SIN Selection - Reseller/Dealer
Evaluation - SIN Selection - TDR Sales and Discount
Evaluation - SIN Selection - Non-TDR Sales and Discounts
Evaluation - SIN Selection - FAST Lane
Evaluation - SIN Selection - Complementary SIN
Evaluation - SIN Selection - Geographic scope
Evaluation - Standard Process - Financial Responsibility
Evaluation - Standard Process - Corporate Experience
Evaluation - Standard Process - Past Performance

Evaluation - Standard Process - Quality Control
Evaluation - Standard Process - Project Experience
Evaluation - Company/Entity Information
Evaluation - Joint Venture - Company Entity Information
Evaluation - Joint Venture - SIN Selection - Non-TDR Sales and Discounts
Evaluation - Joint Venture - Standard Process - Financial Responsibility
Evaluation - Joint Venture - Standard Process - Past Performance
Evaluation - Joint Venture - Standard Process - Project Experience
Evaluation - Joint Venture - Contract Terms and Conditions
Evaluation - MAS Contract Requirements Assertions
Evaluation - Solicitation Refresh -Offers Submitted
Evaluation - CSA
Evaluation - Go to FCP*
Evaluation - Streamlined Eligibility
Evaluation - Small Business Joint Venture Partner - Streamlined Eligibility
Evaluation - Clause Exceptions
Evaluation - Contract Terms and Conditions
Evaluation - Subcontracting Plan
Evaluation - Previously Awarded Contract
EEO Compliance
PreNegotiation Memo
Price Negotiation Memo
Final Proposal Revision
Create GSA Price List After Award
Award/ Reject Decision
8(a) Partnership Agreement
Negotiations
Offer Assignment
Offer Overview
Joint Venture Offer Overview
CSA Reviewer Dashboard
Financials Reviewer Dashboard
SBTA Reviewer Dashboard
Exit Offer

*During the offer evaluation process, the FAS Catalog Platform (FCP) is where I will go to review pricing in the FCP Product File, FCP Service File, and/or Price Proposal Templates (PPT) as well as catalog data, and have access to a GSA-provided Market

Analysis Report for evaluation. 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.

Clarifications

Based on my initial review of an offer in the Supplier Portal I have questions to verify apparent inconsistencies or areas that need further explanation. I am able to ask questions as I evaluate each area of the offer in the applicable module. The answers to my questions will help determine whether the offer should be rejected by me, withdrawn by the offeror, or to continue a series of negotiations. I am able to collaborate with the offeror to address all of the pending questions.

Negotiations

After all my questions are answered and I determine negotiations are necessary, I set up negotiation objectives. I conduct negotiations with the Offeror. After negotiations are complete, I make the award/no award decision. If I decide not to award, I reject the offer in the Supplier Portal. If I decide to award, I instruct the contractor to submit a Final Proposal Revision (FPR).

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 recommend an offer for award. I can reject an offer at any time during the evaluation process.

Submit for award

Once I have accepted the offer overall, I compile the award package and recommend the offer for award. This sends a notification to the offeror where they can review and package and sign the SF 1449. After the offeror has signed the SF1449, the Supplier Portal sends me, as a warranted CO, the award package and a SF1449 that I am able to countersign agreeing to the terms of the contract and legally binding the government. The contract has officially been awarded.

After award, the contract data elements are loaded to the Supplier Portal and sent to any applicable downstream applications, including the FCP which would publish relevant pricing and catalog data upon approval in the Supplier Portal. The SF 1449 and all attached documents are stored in the electronic contracts file in the appropriate folders/tabs and subfolders/subtabs.

II. MODIFICATION EVALUATION - CO/CS/ACO:

I am notified by the Supplier Portal that a contractor has submitted for review a new

modification for one of my assigned contracts. After logging into the Supplier Portal, on a dashboard, I can review open modifications that are assigned to me. I am able to open the modification request to make selections to agree/disagree, provide comments, request clarification, collaborate with contractors, make determinations of acceptable/not acceptable, make acknowledgements, prepare documentation, consult 3rd party reviewers, etc.

During the modification evaluation process, depending on the changes requested, the FAS Catalog Platform (FCP) is where I will go to review pricing in the FCP Product File, FCP Service File, and/or Price Proposal Templates (PPT) as well as catalog data, and have access to a GSA-provided Market Analysis Report for evaluation. 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 evaluating a 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 evaluation, I am able to award the modification.

Clarifications

Based on my initial review of a modification request in the Supplier Portal I have questions to verify apparent inconsistencies or areas that need further explanation. I am able to ask questions as I evaluate the modification. The answers to my questions will help determine whether the modification request should be rejected by me, withdrawn by the contractor, or to continue a series of negotiations. I am able to collaborate with the contractor to address all of the pending questions.

Negotiations

Following clarifications, a series of negotiations may occur. If we did not reach an agreement, I may opt to reject the modification request or the contractor may withdraw the modification request in the Supplier Portal.

After all my questions are answered and I determine negotiations are necessary, I set up negotiation objectives. I conduct negotiations with the contractor. After negotiations are complete, I make the award/no award decision. If I decide not to award, I reject the offer in the Supplier Portal. If I decide to award, I instruct the contractor to submit a Final Proposal Revision (FPR), as applicable based on the nature of the contract action. The FPR reflects a final agreed upon terms of the contemplated modification award.

Submit for award

Once I have accepted the modification request overall, I compile the award package and

recommend the modification for award. This sends a notification to the contractor where they can review and package and sign the SF 30. After the offeror has signed the SF 30, the Supplier Portal sends me the award package and a SF 30 that I, as a warranted CO, am able to countersign agreeing to the terms of the modification and legally binding the government. The modification has officially been awarded.

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 in the Supplier Portal. The SF 30 and all attached documents are stored in the electronic contracts file in the appropriate folders/tabs and subfolders/subtabs.

III. CO INITIATED MODIFICATIONS

I have the ability to create unilateral and bilateral modifications in the Supplier Portal and send them to a contractor. For unilateral modifications, the supplier portal sends a copy of the notification and a copy of the modification that has been applied to the contract.

For bilateral modifications the Supplier Portal sends a notification to the contractor where they can review the modification package and sign the SF 30. After the offeror has signed the SF 30, the Supplier Portal sends me the award package and a SF 30 that I, as a warranted CO, am able to countersign agreeing to the terms of the modification and legally binding the government. The modification has officially been awarded.

After award, the contract data elements are updated in the Supplier Portal (as applicable) and sent to any applicable downstream applications. The SF 30 and all attached documents are stored in the electronic contracts file in the appropriate folders/tabs and subfolders/subtabs.

IV. NOTIFICATIONS

CONTRACTOR INITIATED ADMINISTRATIVE MODIFICATIONS - CO/CS/ACO/IOA

I am notified by The Supplier Portal that a contractor has submitted an administrative modification request that does not require my intervention and the supplier portal has automatically processed the changes. No action is required and the SF 30 and all attached documents are stored in the electronic contracts file in the appropriate folders/tabs and subfolders/subtabs. After award, the contract data elements are updated in the Supplier Portal (as applicable) and sent to any applicable downstream applications.

GOVERNMENT INITIATED MASS MODIFICATIONS - CO/CS/ACO

I am notified by The Supplier Portal when a contractor seeks clarification or has

responded to a government initiated Mass Modification request and the supplier portal has automatically processed the changes. I am able to collaborate with the contractor to address all of their pending questions. When the contractor accepts the Mass Mod no action is required and the SF 30 and all attached documents are stored in the electronic contracts file in the appropriate folders/tabs and subfolders/subtabs. After award, the contract data elements are updated in the Supplier Portal (as applicable) and sent to any applicable downstream applications.

GOVERNMENT INITIATED MODIFICATIONS (e.g. RoboMod) - CO/CS/ACO

I am notified by The Supplier Portal when a unilateral modification is applied to a contract when the Supplier Portal has automatically processed the changes. No action is required and the SF 30 and all attached documents are stored in the electronic contracts file in the appropriate folders/tabs and subfolders/subtabs. 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 in the Supplier Portal.