IT Policy Requirements Guide

CIO-12-2018

Note: This document provides guidance for policies other than the [IT Security and Privacy Procedural Guide](#).

Revision 2

June 9, 2023

VERSION HISTORY/CHANGE RECORD

Change Number	Person Posting Change and date	Change	Reason for Change	Page Number (s)
1.	Monica Fitzgerald, GSA IT, 31 Oct. 2022	Updated policy links to go to GSA IT policy library.	Since policies are sometimes revised the viewer will now always find the most recent policy.	4-9
2.	Monica Fitzgerald, GSA IT, 31 Oct. 2022	Added new policies.	Since the last update, several new policies have been created.	9
3.	Monica Fitzgerald, GSA IT, 9 Oct. 2023	Removed a canceled and a duplicate policy.	To keep content current.	9

Table of Contents

1.0 Introduction

The U.S. General Services Administration (GSA) has implemented various federal policies for providing direction, and constituting uniform rules and accountability for governing the acquisition and usage of information technology (IT). This document identifies GSA information technology policies other than security and privacy policies and provides guidance to help GSA employees and applicable contractors fulfill them. Having one comprehensive Guide identify policies will assist the GSA workforce's understanding and implementation of policies.

1.1 Scope

This IT Policy Requirements Guide covers IT policies other than security and privacy because GSA CIO 09-48 IT Security Procedural Guide covers all security and privacy IT policies. As a result of the close association of IT systems and IT governance processes in some cases one may be able to detect a relationship between the listed policies and what could be referred to as explicit IT security policy. However the primary scope of this guide is on IT policies outside of security and privacy.

1.2 Purpose

The purpose of this Guide is to identify applicable non-security and non-privacy IT policies and provide guidance on implementing these policies. The applicability of IT policy to the contracting phases is used to help highlight critical requirements that the acquisition professional must adhere to. There is emphasis given to the Contracting Officer's Representative (COR) due to their unique viewpoint in contract management. In addition, this guide identifies what IT policies a contractor must comply with when this guide has been incorporated into their contract. Section 3 specifies which policies are applicable for a contractor based on the products or services being acquired in the contract.

2.0 Contracting Life Cycle

Every acquisition, and its resulting contract, follows a four phase contracting life cycle. The Contracting Officer's Representative (COR) has significant supporting involvement in each phase.

2.1 Contracting Life Cycle Graphic
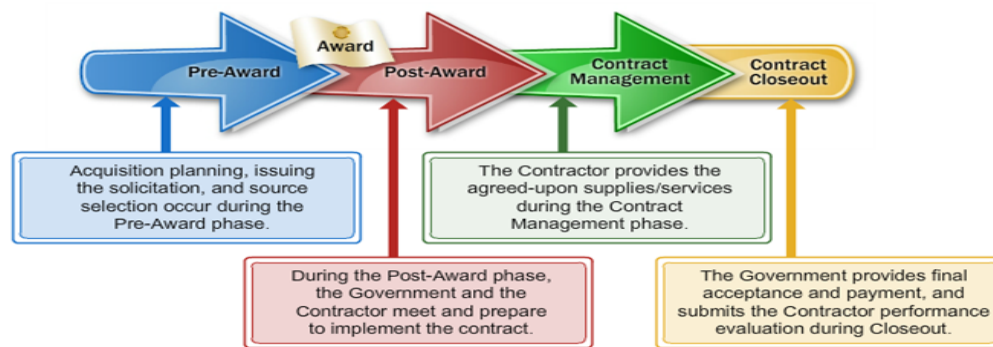
Source: Graphic is from DAU University's "FCR 100 Contracting Officer Level 1" 2017 online course.

2.2 Contracting Phase Activities for COR

The following list displays some primary activities performed by the COR during the four contracting phases. The Contracting Officer (CO) has the actual authority to act as an agent for the Government and can delegate responsibilities to the COR. The COR oversees technical aspects of the contracts and performs most of the administrative functions required to ensure acceptable service or product. The CO relies on the COR to be his or her "eyes and ears" to help manage the contract.

(1.) <u>Pre-Award</u>	**(2.) <u>Post-Award</u>**
● **Conducting Market Research** ● **Defining Requirements** ● **Support determining the Acquisition Strategy**	● **Supporting creation of the Management Plan & contract kick off meeting** ● **Creating of a COR Checklist** ● **Maintaining a COR Contract File** ● **Liaison/Communicating Concerns and Information** ● **Ongoing Market Research to stay current with market conditions, technology advances, and industry trends**
(3.) <u>Contract Administration</u>	**(4.) <u>Closeout</u>**
● **Monitoring Performance/Providing technical direction** ● **Managing Contract Changes** ● **Inspecting and accepting supplies and/or services** ● **Reviewing invoices and processing payments**	● **Supporting contract closeout procedures**** ● **Providing contract evaluation in the Contractor Performance Assessment Reporting System (CPARS)** ● **Completing contract file** ****NOTE: Final invoice & payment, deobligation of funds, etc..**

3.0 Non-Security & Non-Privacy IT Policies

The chart which begins on the following page, identifies which policies apply to GSA employees and contractors. To determine if a policy applies, first check if there is a green check mark (✔) in the column with the heading, "Who has primary responsibilities?". If there is a checkmark for an employee or contractor, then identify if the policy must be followed based on the scope of the policy as detailed in the column with the heading, "When does it apply?".

Note: Since policies are updated frequently with new version numbers, the hyperlink for each policy takes you to a list of current GSA IT policies where you can easily find the name and content of the policy you are seeking.

Policy	Who has primary responsibilities?		When does it apply?	Which contracting phase does it apply?
	GSA	**Contractor**		
GSA Open Source Software (OSS) Policy **This policy is for OAuth 2.0 integration of GSA.gov accounts with third party services including but not limited to Websites, Software as a Service (SaaS), mobile applications, and Google Apps Scripts.**	☑ See section entitled **Responsibilities**	☒	When there is a development requirement for new or existing software, component or functionality	- Pre-Award - Contract Administration
GSA Enterprise Information Technology Management (ITM) Policy **This policy reinforces several existing IT management processes; integrates GSA IT in all implementation, procurement, workforce, and IT-related budget matters; and strengthens our partnerships across GSA.**	☑ See sections entitled **Applicability** and **Responsibilities**	☒	When engaging with business lines, reviewing business plans, and/or conducting reviews (acquisition, budget, or post-implementation)	- Pre-Award - Contract Administration - Closeout
GSA Information and Data Quality Handbook **This order issues and transmits Handbook (HB), General Services Administration (GSA) Information and Data Quality Guidelines.**	☑ See section entitled **Applicability**	☒	When acquisition will result in a new asset or data update to an existing asset	- Contract Administration
GSA Information Technology IT General Rules of Behavior **This Order sets forth the General Services Administration's (GSA's) policy on IT General Rules of Behavior.**	☑ See section entitled **Applicability**	☑ See section entitled **Applicability**	When accessing GSA IT resources to conduct business on behalf of, or with, GSA or GSA supported Government organizations, and to all GSA IT resources which process or store GSA data, whether leased or owned	- Contract Administration

See more on the following page.

3.0 continued

Policy	Who has primary responsibilities?		When does it apply?	Which contracting phase does it apply?
	GSA	**Contractor**		
GSA Section 508: Managing Information and Communications Technology (ICT) for Individuals with Disabilities This Order provides direction and guidance for ensuring information and communications technology allows persons with disabilities to have access to information and data that is comparable to the access of individuals without disabilities.	✅ See section entitled **Responsibilities**	❌	When developing, procuring, maintaining, or using information and communications technology	- Pre-Award - Contract Administration
GSA Enterprise Architecture Policy This Order establishes agency-wide policy, principles, roles and responsibilities for the establishment and implementation of the General Services Administration (GSA) Enterprise Architecture (EA).	✅ See sections entitled **Applicability,** and **Roles and responsibilities**	❌	When building EA or when there is a requirement to purchase new software	- Pre-Award - Contract Administration
Enterprise IT Governance This policy provides direction and guidance on GSA Enterprise IT Governance (EIG). EIG is a structured decision-making framework for identifying, selecting, prioritizing, and tracking all IT investments and initiatives for the GSA enterprise. EIG integrates new business-driven approaches to investment evaluation and selection with existing agency activities and programs.	✅ See section entitled **Applicability**	❌	When EIG approval is needed	- Pre-Award

See more on the following page.

3.0 continued

Policy	Who has primary responsibilities?		When does it apply?	Which contracting phase does it apply?
	GSA	**Contractor**		
GSA Policy for Information Technology (IT) Capital Planning and Investment Control (CPIC) **This Order establishes agency-wide policies, roles and responsibilities for GSA's IT Capital Planning and Investment Control process (CPIC). CPIC is an integrated management process for the continuous selection, control, and evaluation of IT investments over their life cycles and is focused on achieving desired outcomes in support of GSA's missions, goals, and objectives.**	☑ See sections entitled <u>Applicability</u> and <u>CPIC responsibilities</u>	❌	When evaluating IT investments over their life cycles	- Pre-Award - Post-Award - Contract Administration - Closeout
Information Technology (IT) Solutions Life Cycle (SLC) Policy **This Order sets forth policy for planning and managing IT solutions developed for or operated by GSA. This policy has been developed to ensure the Solutions Life Cycle (SLC) discipline used is consistent with SLC guiding principles, acquisition planning requirements, and capital planning and investment control requirements. The term SLC replaces the term Software Development Life Cycle (SDLC) which was used in the past.**	☑ See section entitled <u>Applicability and scope</u>	❌	This policy applies to acquisition development, maintenance, enhancement, operation, and disposal of IT systems and solutions of any size, complexity, or significance that are part of the agency's' IT portfolio as defined in CIO 2135.2 GSA Information Technology (IT) Capital Planning and Investment Control	- Pre-Award - Post-Award - Contract Administration - Closeout
Information Technology Standards for Internal GSA Workplaces **This Order transmits the information technology (IT) standards for all new workplace projects, including new construction or alterations to existing space, for all GSA offices.**	☑ See section entitled <u>Scope and applicability</u>	☑ See section entitled <u>Scope and applicability</u>	When there is a requirement to purchase IT equipment for an internal GSA workplace	- Pre-Award

See more on the following page.

3.0 continued

Policy	Who has primary responsibilities?		When does it apply?	Which contracting phase does it apply?
	GSA	**Contractor**		
GSA Information Technology (IT) Standards Profile **To ensure acquisition and use of standard information technologies and proper maintenance of the IT Standards Profile. The IT Standards Profile is the official GSA repository of all approved software applications. It is managed by GSA IT and can be found at ea.gsa.gov.**	✅ **See sections entitled Applicability, Responsibilities and Compliance**	❌	**When acquiring or using information technologies in the conduct of GSA business**	**- Pre-Award**
GSA Electronic Messaging and Related Services **This Order updates GSA's directive on electronic messaging due to the move from a server-based messaging system to cloud-based e-mail and collaboration tools and additional federal requirements for managing electronic mail records. This directive addresses security, appropriate use, and recordkeeping of the GSA Enterprise Messaging Services (GEMS) in a cloud-based environment.**	✅ **See section entitled Applicability**	✅ **See section entitled Applicability**	**All authorized users who are granted access to GEMS and to all communications sent or received via GEMS**	**- Pre-Award**
GSA Telecommunications Policy **This policy establishes the policy for General Services Administration (GSA) authorized users for utilization of GSA-provided telecommunications equipment, systems and services (hereafter, GSA telecommunications).**	✅ **See section entitled Applicability**	✅ **See section entitled Applicability**	**When creating any agreement (e.g. MOU) that results in that process or handle of any GSA-owned information, data, or IT system equipment**	**- Pre-Award**

3.0 continued

Policy	Who has primary responsibilities?		When does it apply?	Which contracting phase does it apply?
	GSA	**Contractor**		
Internal Clearance Process for GSA Data Assets **This Order provides the internal clearance process that the General Services Administration (GSA) must follow before releasing GSA data assets. GSA IT's Office of Enterprise Information & Data Management (IDM) established this process in collaboration with the Office of General Counsel (OGC), the Freedom of Information Act (FOIA) Division, the Privacy Officer in GSA IT, and the Executive Secretariat Division. The established clearance process ensures that the privacy, security, and confidentiality of GSA's critical data assets are protected from unauthorized access, release, and dissemination.**	☑ **See section entitled Applicability**	☒	**Before releasing GSA data assets**	**- Contract Administration**
GSA Data Release Policy **This Order provides GSA's policy on releasing information relating to GSA employees, contractors, and others on whom GSA maintains information described in this document.**	☑ **See section entitled Applicability**	☒	**When releasing information to the public as through FOIA or other official requests and who collect, maintain, use, manage, or come in contact with personally identifiable or sensitive information owned by GSA**	**- Contract Administration** **- Contract Closeout**
Provisioning of Information Technology (IT) Devices **This Order provides direction and guidance on the deployment of computer workstations, mobile devices, and printers for agency and designated contractor personnel.**	☑ **See sections entitled Applicability and Roles and responsibilities**	☑ **See section entitled Applicability**	**When writing SOW. Compliance with policy should be addressed in Statements of Work (SOWs) for contractors.**	**- Pre-Award** **- Contract Administration** **- Closeout**

3.0 continued

Policy	Who has primary responsibilities?		When does it apply?	Which contracting phase does it apply?
	GSA	**Contractor**		
Software License Management **GSA is consolidating software license management and establishing a software license management program. This Order establishes software license management roles, responsibilities, and procedures.**	☑ See sections entitled <u>Scope and applicability,</u> and <u>Responsibilities</u>	☑ See sections entitled <u>Scope and applicability,</u> and <u>Responsibilities</u>	**When there is a requirement to acquire software**	**- Pre-Award** **- Contract Administration** **- Closeout**
Internet Protocol Version 6 (IPv6) Policy **This order provides acquisition and IT policy for the General Services Administration (GSA) on the provisioning of products and services, and the continued transition, implementation and use of the next generation of the Internet Protocol (IP), which is the primary protocol that serves as the building block of nearly all information and communication technology (IT or ICT) and operational technology (OT).**	☑ See section entitled <u>Applicability</u>	☑ See section entitled <u>Applicability</u>	**When working on activities and contracts for supplies, products, and services associated with IT and/or ICT, OT or "Internet of Things"), and associated digital services, CO's must include compliance with this policy in the contract or task order for contractor employees.**	**- Pre-Award** **- Post-Award** **- Contract Administration**

4.0 <u>Internal GSA Resources</u>

- Security and Privacy Procedural Guide 09-48 Rev. 6
  https://insite.gsa.gov/cdnstatic/insite/Security_and_Privacy

- Contract Guidance Frequently Asked Questions
  https://insite.gsa.gov/topics

5.0 <u>External GSA Resources</u>

- GSA Directives Library
  https://www.gsa.gov/directives-library
- GSA IT Directives
  https://www.gsa.gov/directives-library#I