



## Office of Telecommunications Services

# Conexus Today

### Conexus Operations Heat Up!

In the first quarter of FY2020, Conexus began receiving its first feeds of EIS agency task order awards. Conexus also began receiving its first systematic feeds of agency direct service orders from EIS contractors. Agency users are able to track the progress of their direct service orders within Conexus, from Service Order Acceptance (SOA) to Service Order Completion (SOCN).

Additionally, the first pass-through agency service orders were submitted

through Conexus and successfully received all contractor service order deliverables, including SOA, Service Order Confirmation (SOC), Firm Order Commitment Notification (FOCN) and SOCN.

In addition to receiving agency service order deliverables, Conexus also received a copy of the first EIS contractor invoice. The Conexus billing invoice reconciliation and validation process performed as planned and was deemed to be a success by the agency, the

contractor and Conexus.

Currently, Conexus is tracking over 2,000 open service orders in various states of contractor order fulfillment, and close to 3,800 service orders have been completed and received their SOCNs. The inventory module now contains inventory data by CLIN derived from the completed service orders, and a monthly true-up of Conexus inventory is performed against contractor inventory files. This process helps ensure that agency inventory remains as current as possible.

- > Access GSA Conexus at <https://conexus.gsa.gov>
- > Click [here](#) to register for Conexus Training
- > Contact the Conexus Management Team at [conexus@gsa.gov](mailto:conexus@gsa.gov)
- > Contact the Network Hosting Center at [nhc@gsa.gov](mailto:nhc@gsa.gov)
- > For Conexus help, call [855-482-4348](tel:855-482-4348) (Sun 8 PM ET - Fri 8:30 PM ET) or email [ITCSC@gsa.gov](mailto:ITCSC@gsa.gov)

### Conexus Invoice Reconciliation Process

One of the key features of Conexus is its systematic invoice reconciliation process. Conexus receives all agency service orders through contractor interfaces, regardless of the agency ordering method:

- ◆ **Direct** (agency service orders placed directly with the contractor)
- ◆ **Pass-through** (agency service orders placed within Conexus and systematically fed through to the contractor interface in real time)

When a contractor invoice file is received, Conexus can systematically and

quickly validate that what has been billed by the contractor matches what was received on Service Order Completion Notices. Any discrepancies between the two are flagged as errors, and agency users with the appropriate invoice permissions can easily view Conexus recommendations for pay/no pay by line item and also recommended disputes.

While Conexus makes pay/no pay and dispute recommendations, it is ultimately up to the agency to accept or override these recommendations. Contracting Officers and Contracting Officer Representatives can choose to accept all,

some or none of the Conexus recommendations. An invoice reconciliation report can then quickly be generated within Conexus and sent to the agency CO/COR so they, in turn, can submit it to the EIS contractor. Another option is for the agency CO/COR to choose to send the report directly to the contractor as well as themselves within the Conexus application.

Invoice reconciliation in the past has been time-consuming and labor intensive. By using sophisticated algorithmic processing and computing power, Conexus streamlines the agency invoice reconciliation process.

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## Task Orders, Mods and Conexus

Under EIS, agencies must make task order awards to EIS contractors. Agencies can choose to award task orders by service type, by all Contractor Line Item Numbers (CLINs) or by limited CLINs, and by certain locations or jurisdictions.

Regardless of these options, awarded task orders must be uploaded by the contractor awardee via the Network Hosting Center's (NHC) application called AcqServe. This process serves as GSA's official notification of the agency task order award. Once loaded into AcqServe, the awarded task order is then systemati-

cally fed into Conexus. Once Conexus receives the agency task order information, the task order data is loaded into the appropriate Conexus modules.

Awarded CLINs and CLIN pricing is probably one of the most critical pieces of the task order award. Without awarded CLINs, service orders cannot be created. When modifications or mods are submitted to add additional EIS base contract CLINs to a previously awarded task order, those additional CLINs must also come into Conexus via the NHC.

The task order award and mod dates are of importance, as well. Agencies cannot place service orders and EIS contractors are not able to bill for CLINs prior to their task order or mod award dates. Doing so is a contract violation, and will be flagged in Conexus as an error.

Another type of modification is a mod to the base EIS contract itself, usually to add CLINs for service not on the originally awarded EIS contract. This scenario is very different than that of agencies adding additional base contract CLINs to their awarded task order. A mod to the

base EIS contract itself is processed by GSA and does not directly impact an agency-awarded task order.

Need assistance with understanding more about EIS task orders and mods? Locate and contact your GSA Agency Account Manager at this site: <http://gsa.gov/npsupport>.



## Network Hosting Center's Inventories Tool

Did you know? The EIS Agency Pricer in the GSA Network Hosting Center (NHC) provides more than just lookup tools for each CLIN, service, and location available on the contract. One lesser-known but very powerful feature is the Inventories Tool. The tool allows users to upload large groups of CLINs, ser-

vices, and locations to derive bulk contract price results—effectively pricing entire networks at once. Users will be able to use this tool to compare their entire network prices against all the EIS contractors at one time, useful for future budgeting, negotiations, and market research. The EIS Agency

Pricer also provides the *unredacted* contracts for each vendor, maintained and updated throughout the life of the contract. The NHC provides easy access and protection for these sensitive products if agencies have any questions about the terms and conditions of vendor base contracts.

For more information about the NHC's Agency Pricer or to request access, contact us at [nhc@gsa.gov](mailto:nhc@gsa.gov).

## FAST 2020 Conference Coming Soon!



The Federal Acquisition Service Training (FAST) Conference will be held in Atlanta, GA on April 14-16, 2020. Registration and additional information is accessible through <https://www.gsa.gov/FAST>, and is operated by an authorized 3rd party event planner Professional & Scientific

Associates, Inc. (PSA). The conference is free for government employees, and industry partners will also be in attendance.

Conexus and the Network Hosting Center (NHC) will also be participating in the FAST Conference, and will be providing personal,

hands-on assistance with Conexus, the Agency and Public Pricers, and the Solicitation Assist Tool in an e-lab environment. We look forward to seeing you there!