

MAS Helpdesk and Vendor Support Center

- MAS Helpdesk (National Customer Service Center)

Phone: (800) 488-3111

E-mail: mashelpdesk@gsa.gov

- The Vendor Support Center provides vendors with information on: Getting on GSA Advantage, Reporting Sales, Contract Administration, Business Opportunities, and much more.

<https://vsc.gsa.gov/>

(877) 495-4849

vendor.support@gsa.gov

How to find your MAS Administrating Contracting Officer (ACO)

You can find your Administrating Contracting Officer by searching your Multiple Award Schedule (MAS) contract number at:

https://vsc.gsa.gov/vsc/pco_aco.cfm

Role of the GSA Industrial Operations Analyst (IOA)

- Educate contractors about their MAS contract
- Provide general business development resources
- Conduct Contractor Assistance Visits (CAVs)
- Explain MAS performance requirements
- Strategically located in major metropolitan areas

GSA Contractor Assistance Visits (CAVs) (Conducted by the GSA IOA)

Objectives:

- Assess the level of compliance with MAS Terms and Conditions
- Assists with vendor questions or concerns
- Identify potential problems and pitfalls
- Test various system controls and processes

Frequency:

- Generally two (2) times during each five (5) year contract term

Business Management Directors

General Supplies and Services (GSS):

All schedules except #70, 599, 48, 23V, 751

- **GSS Business Management Director :**
 - Carlton Shufflebarger: 703-605-2660, carlton.shufflebarger@gsa.gov
- **Center for Innovative Acquisition Development (FABS schedule):**
 - Business Management Director: Jacqueline Austin: 703-605-2820, jacqueline.austin@gsa.gov
- **Region 2 (Schedule #'s 67, 69, 75, 76, 738X, 81 IB, 874, OOWOD)**
 - Business Management Director: Jim Nichols: 212-264-4828, james.nicols@gsa.gov
- **Region 3 (Schedule #'s 36, 58-I, 71, 71-II-K, 72, 78)**
 - Business Management Director: Dan McAneney: 215-446-5115, daniel.mcaneney@gsa.gov
- **Region 6 (Schedule #'s 03FAC, 51V)**
 - Business Management Director: Tim Benoit: 816-926-5548, tim.benoit@gsa.gov
- **Region 7 (Schedule #'s 56, 66, 73, 84, 541, 736)**
 - Business Management Director: Lyn DePriest, 817-850-8162, lyn.depriest@gsa.gov
- **Region 10 (Schedule #'s 899, 738II, 874V, 874, 871, 00CORP)**
 - Business Management Director: Geri Haworth: 253-931-7064, geri.haworth@gsa.gov

Procurement Technical Assistance Program (PTAP)

Congress created the **Procurement Technical Assistance Program (PTAP)** to help businesses seeking to compete successfully in federal, state and local government contracting.

–Ninety-three Procurement Technical Assistance Centers (PTACs) - with over 300 local offices - form a nationwide network of dedicated procurement professionals working to help local businesses compete successfully in the government marketplace. PTACs are the bridge between buyer and supplier, bringing to bear their knowledge of both government contracting and the capabilities of contractors to maximize fast, reliable service to our government with better quality and at little to no charge.

Learn about the PTACs and connect to a center near you to get the help you need!

<http://www.aptac-us.org/new/>

Assisted Acquisition Services

- The Assisted Acquisition Services (AAS) program of the Federal Acquisition Service (FAS) offers value-added, customized, acquisition, project management, and financial management services for [Information Technology](#) and [Professional Services](#) solutions. AAS is comprised of 10 Client Support Centers: [FEDSIM](#) and 9 Regional offices.
 - Doing business with the Assisted Acquisition Services is simple. AAS works through Interagency Agreements to establish the service level expectation, schedule and funding mechanism. As a cost-reimbursable, non-appropriated organization, services are offered on a fee-for-service basis and include hourly rates, fixed price and surcharge options.
- You may reach AAS by calling (703) 605-3699 or through email at assistedservices@gsa.gov

Travel, Motor Vehicle, and Card Services (TMVCS)

- Develops and executes the Government-wide Travel and Transportation, Motor Vehicle, and Card services programs. They are responsible for commodity management including contracting, market research, industry analysis, and customer and industry relations.
- You can reach TMVCS through Dana Simpkins at 703-605-5632 or dana.simpkins@gsa.gov

Office of Integrated Technology Services (ITS)

- The Office of Integrated Technology Services within the Federal Acquisition Service is responsible for the planning, design, development, and implementation of information technology acquisition programs that offer value-added choice to our customers while improving their operating efficiency, enabling their appropriate use of technology, and enhancing the acquisition and delivery of best value across government. Simply put, the ITS mission is to enable government agencies to achieve their missions by providing acquisition programs that efficiently and cost-effectively deliver best value information technology solutions.
- You can contact ITS at 703-306-6372

Public Buildings Service (PBS)

- The mission of GSA's Public Buildings Service is to provide a superior workplace for the federal worker and superior value to the American taxpayer. The vision is to be the best real estate organization in the world. PBS is the landlord of the civilian federal government, with a total inventory of over 345 million square feet of workspace for a million federal employees in 2,000 American communities. This comprises over 1,600 government-owned buildings, or approximately 55 percent of GSA's total inventory. The remaining 45 percent is in privately owned leased facilities.
 - Learn more at: <https://www.pbsonesource.gsa.gov/pbs/home.do>
- The **PBS Industry Relations Division** is responsible for establishing and maintaining relationship with vendors and the general public.
 - For general inquiries, send an email to industryrelations@gsa.gov or call Kendra Turner, Director, Industry Relations, (202) 501-4381

Office of Small Business Utilization

Small business specialists at GSA headquarters and in 11 Regional Offices advocate for small businesses, including those owned by women, minorities, socially and economically disadvantaged individuals, and Armed Forces veterans.

For information visit: www.gsa.gov/smallbizhelp or call 202-501-1021