U.S. General Services Administration

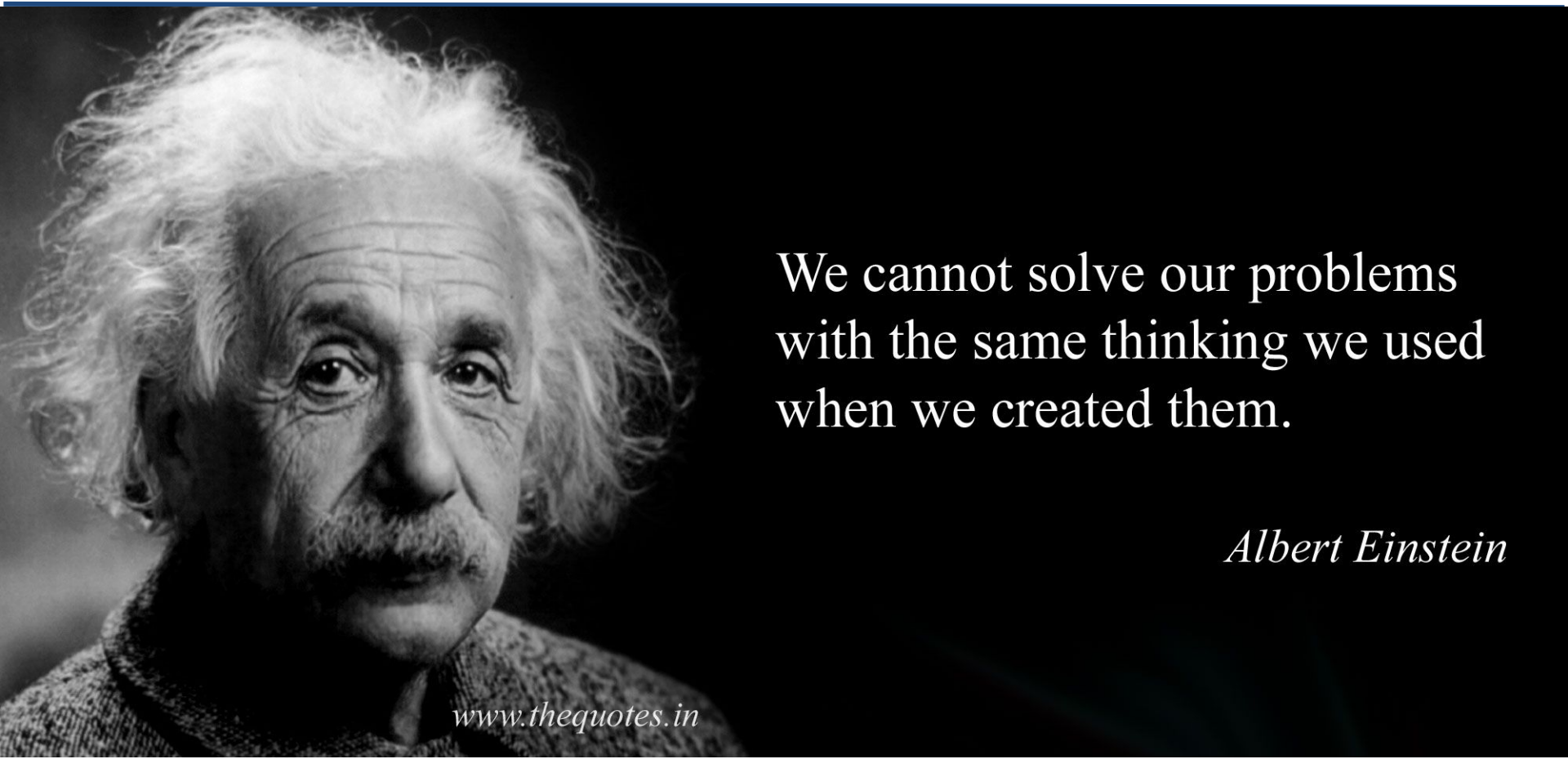
FCP Presentation
to the CGP General/ Office Products Committee
Catalog Management Office

June 24, 2024

Agenda

- FCP Overview (What is the FCP, Planned Transition, How Does it Work)
- FCP Key Changes
- FCP Key Features
- FCP Results & Survey
- What’s Next: Services
- FCP Help Resources

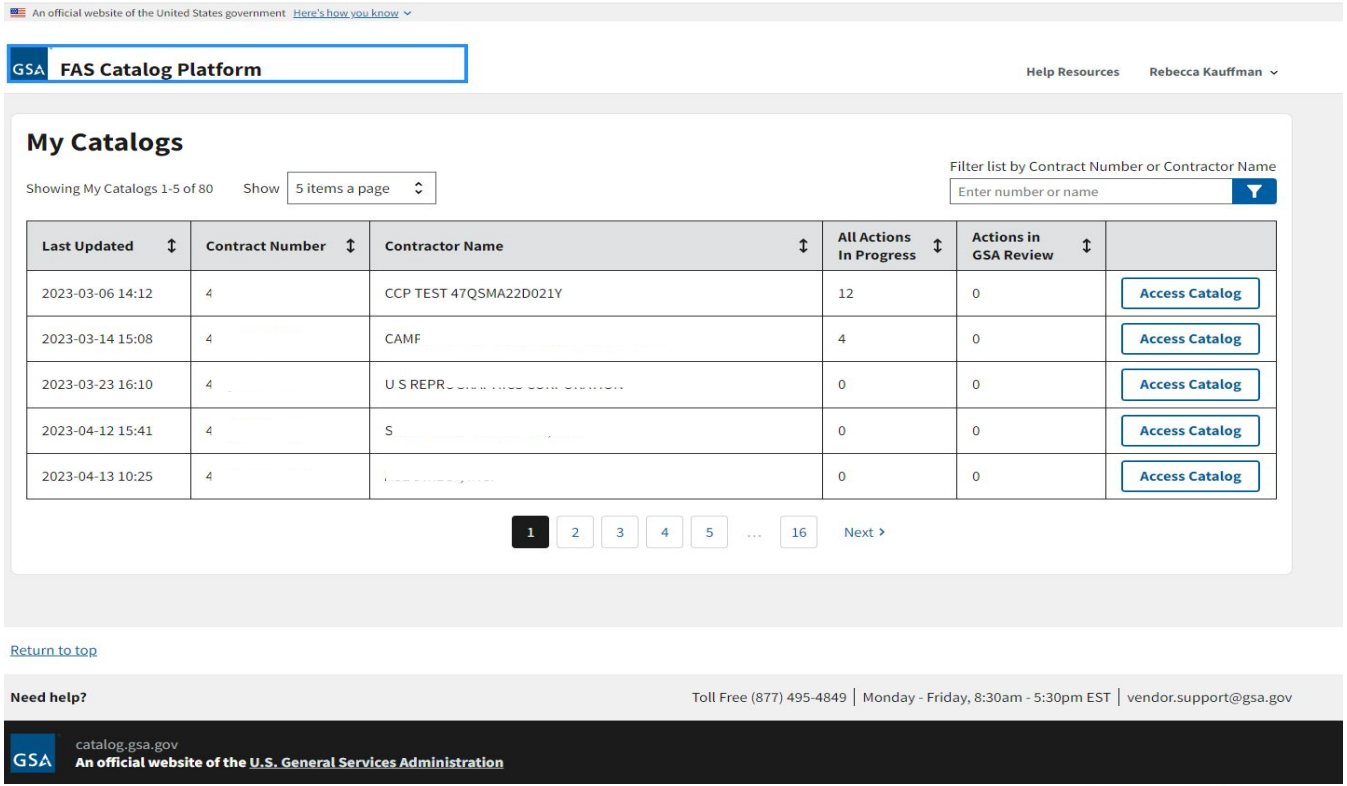
GSA & Catalog Management



GSA & Catalog Management

What is the FCP?

- New **web-based** application with a **shared user Interface** for **vendors & workforce** to manage **catalog data**
- **Integrates** with **contracting systems eMod** and **modernizes** & **replaces SIP**
- **Contractors** can **submit, modify, and view** catalogs
- **Workforce** can **view and approve/disapprove** catalogs
- **Vendor Support Center** (VSC) Staff can **view** catalogs, action error logs, and catalog history
- Accessible at catalog.gsa.gov
- **Launched** in **March 2023, agile development**



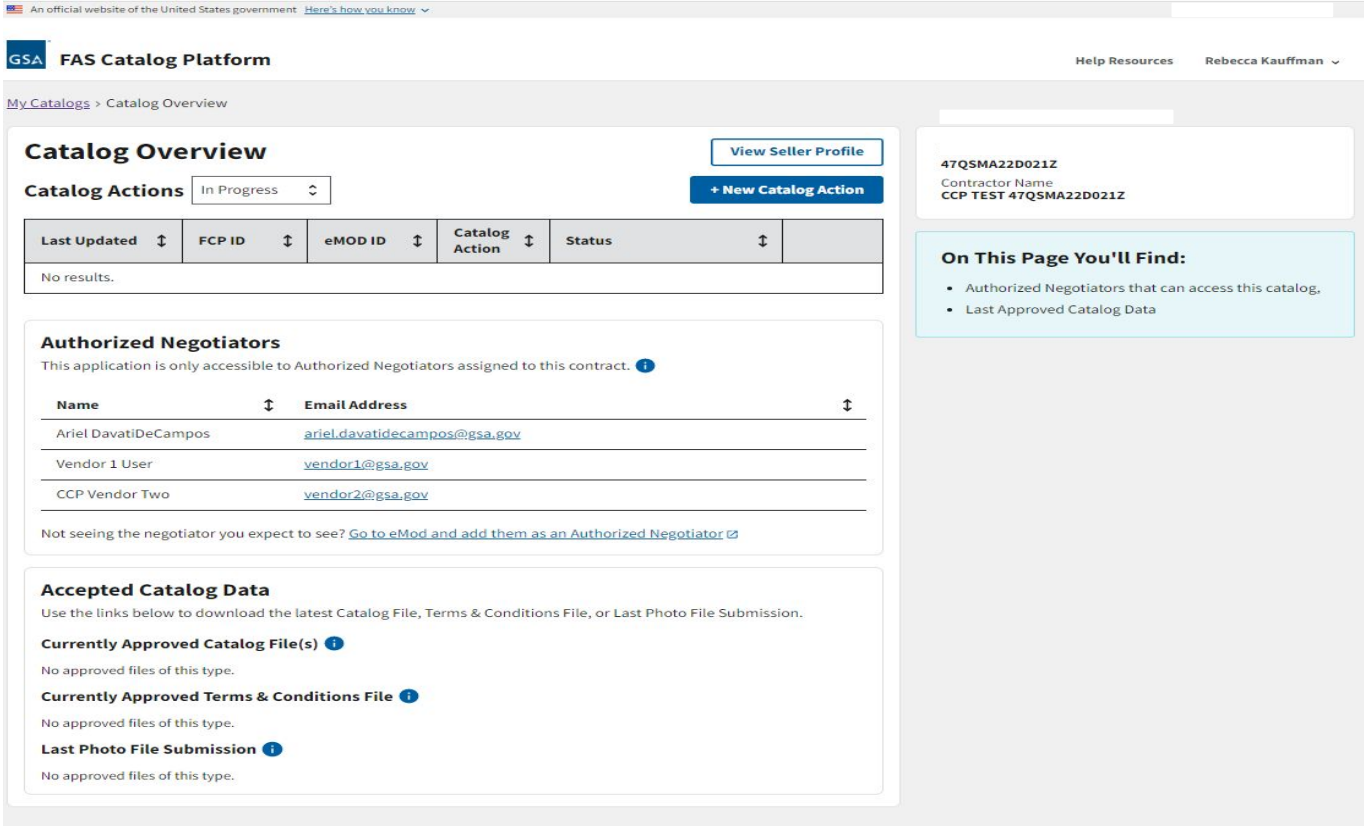
What is the FCP?

- **FAS Catalog Platform** currently active with **1,712 contracts,** as of 6/2024, accounting for 26M items on Adv

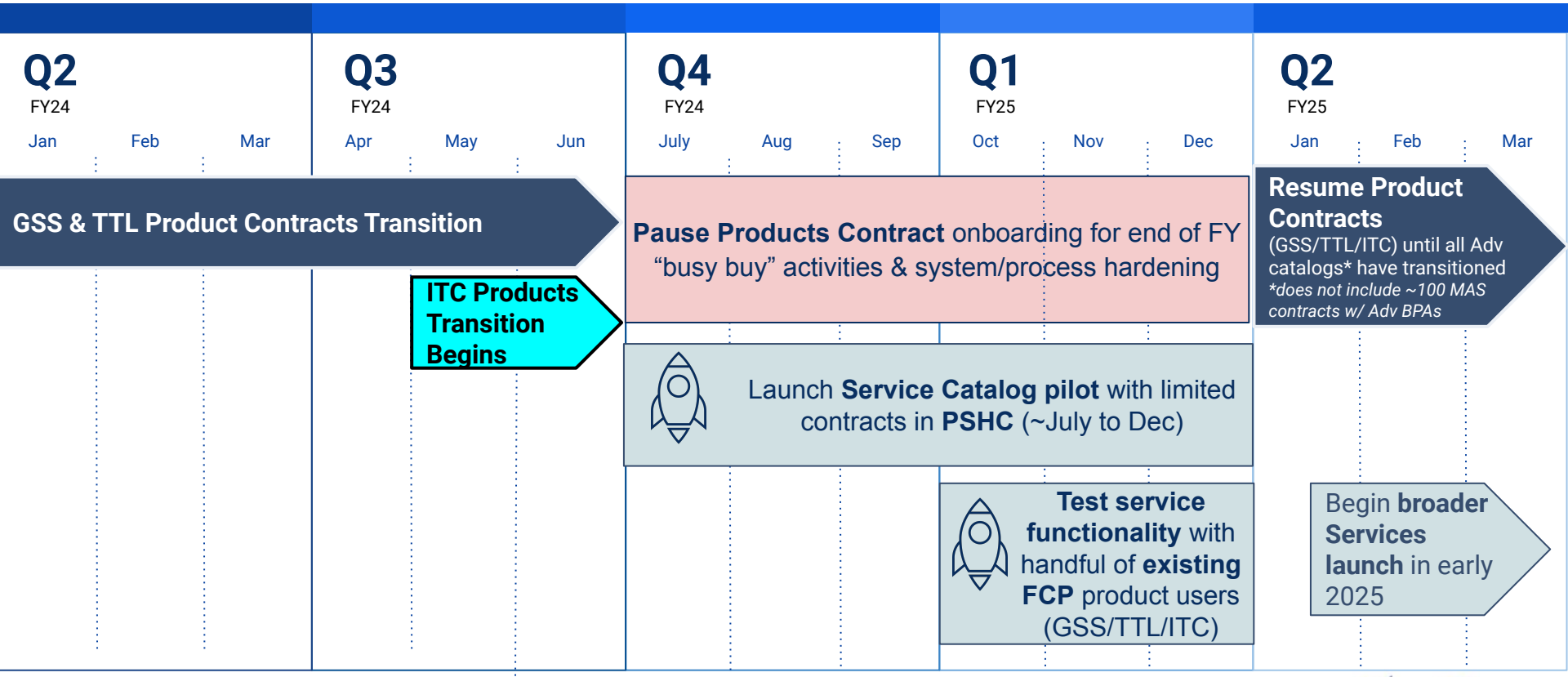
- Another ~1600 products contracts (~18M items on Adv) planned in FY25+

- Total ~14,000 MAS contracts

- Users **must be Authorized Negotiators** to access FCP



FCP: Planned Transition Sequence



FCP: On-boarding Stats

FAS Catalog Platform (FCP) active with 1,712 Contracts, as of June 11

On Boarding Stats
As of June 11:

Seller Profiles **Completed**: **1,398**

Baseline Action **Completed**: **847**

Total Actions **Completed: 3,471**
(Seller Profile, Baseline, Adds, Deletes, Changes, TPRs)

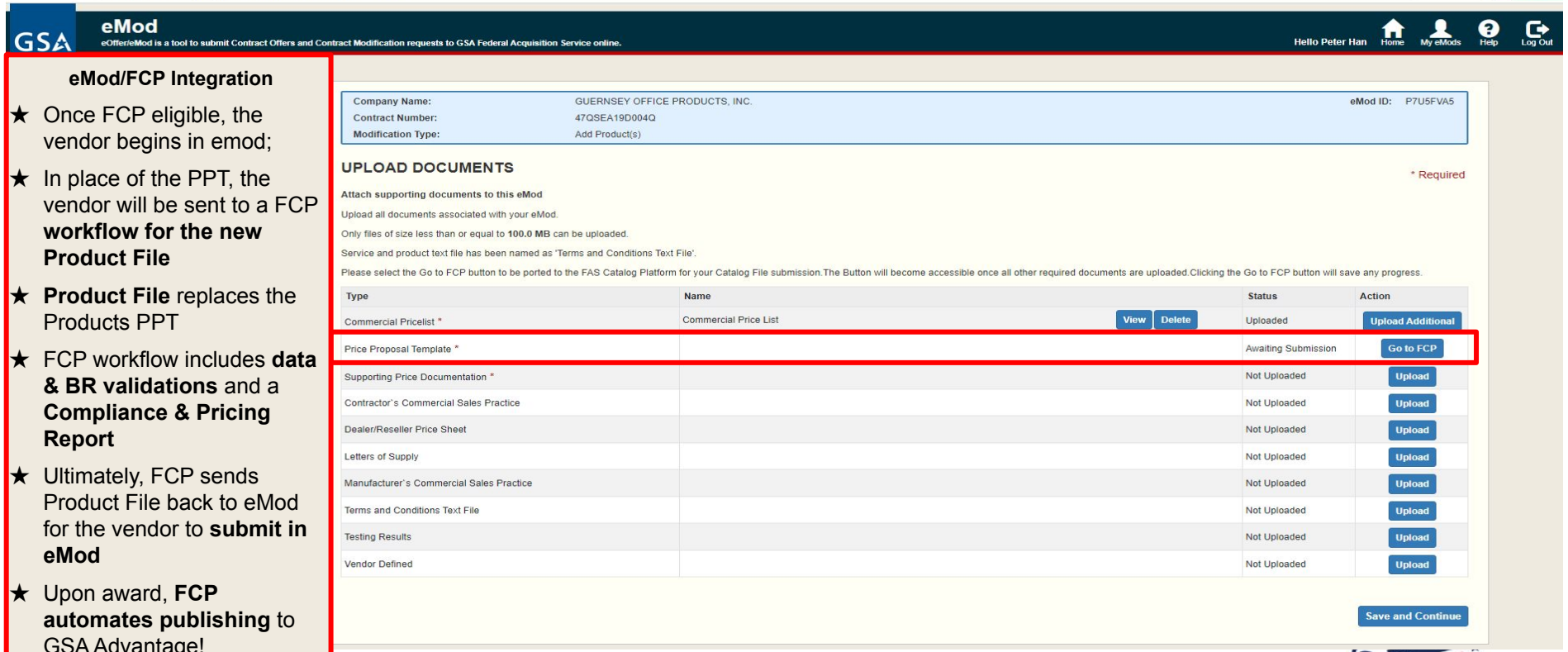
Average Awarded Published Times
(legacy cycle time)

1,398 **Seller Profiles Updates**: **7.7 Days**
Includes onboarding Seller Profiles & subsequent Seller Profile updates
847 **Baseline** Mods: **11.33 Days**
243 **Add** Mods: **16.32 Days (47 days)**
264 **Change** Mods: **11.93 Days (51 days)**
514 **Delete** Mods: **2.1 Days (31 days)**
205 **Temp Price Reduction** Mods: **1.4 Days**
*Actions created & published on the same day = **1 day***

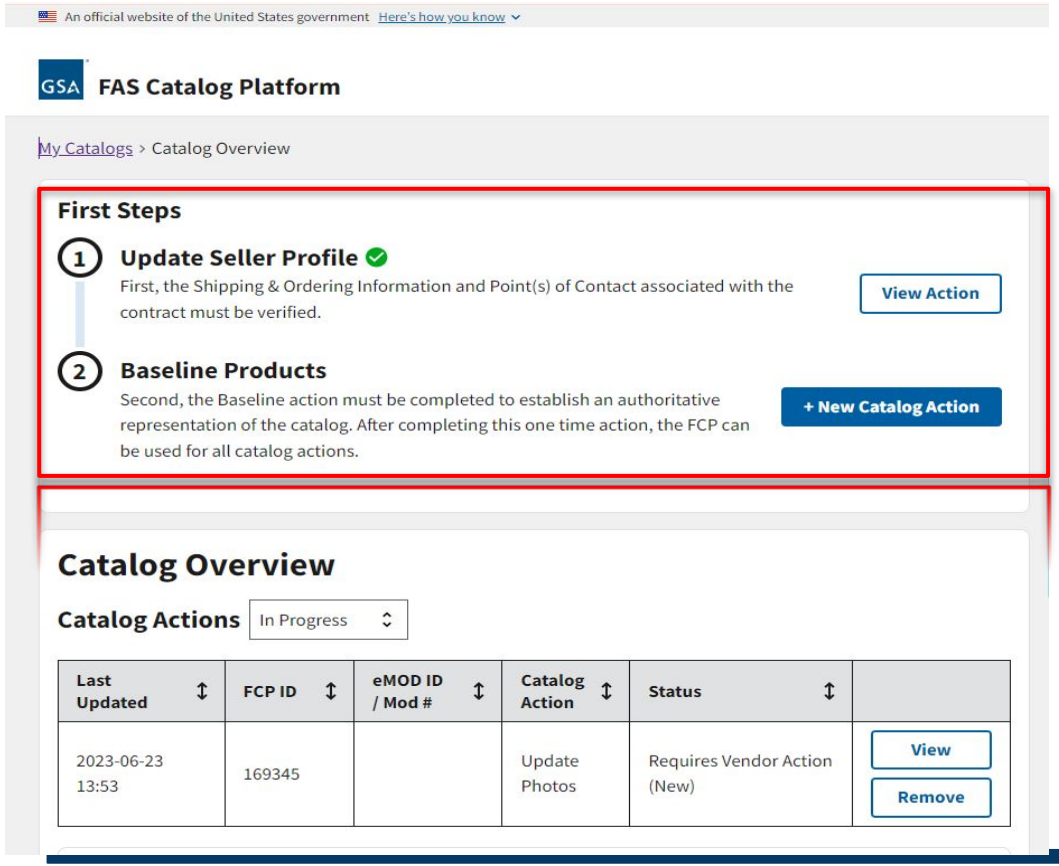
FCP: How Does it Work?

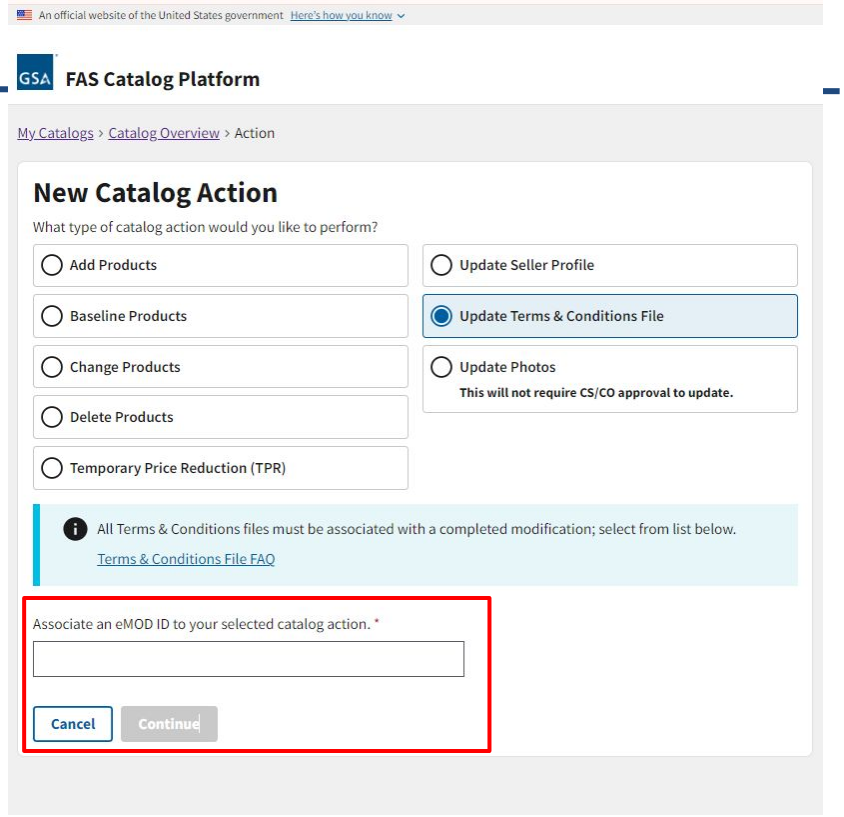
eMod/FCP Integration

- ★ Once FCP eligible, the vendor begins in emod;
- ★ In place of the PPT, the vendor will be sent to a FCP **workflow for the new Product File**
- ★ **Product File** replaces the Products PPT
- ★ FCP workflow includes **data & BR validations** and a **Compliance & Pricing Report**
- ★ Ultimately, FCP sends Product File back to eMod for the vendor to **submit in eMod**
- ★ Upon award, **FCP automates publishing** to GSA Advantage!

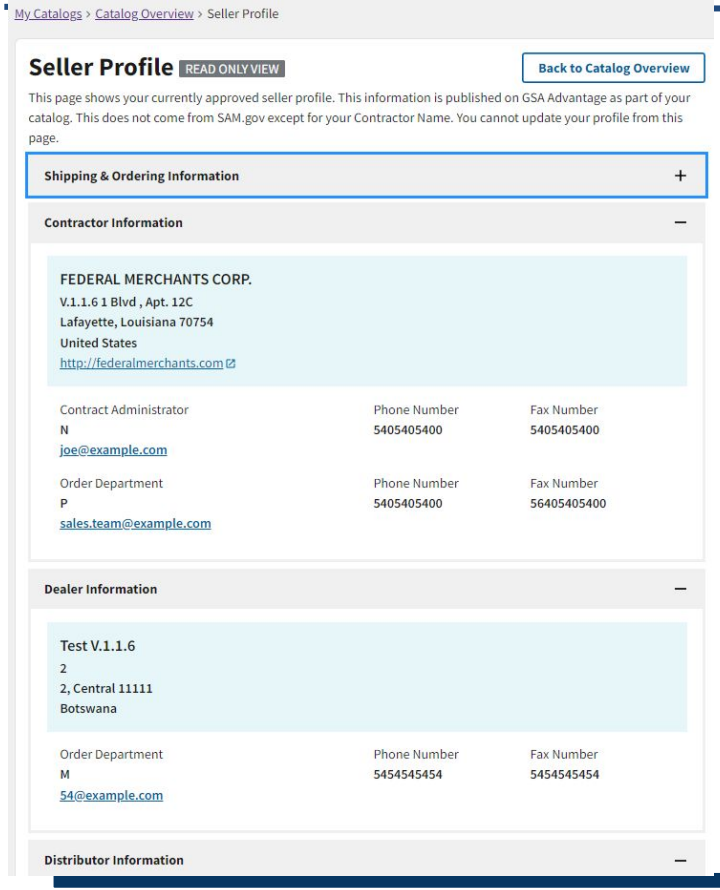


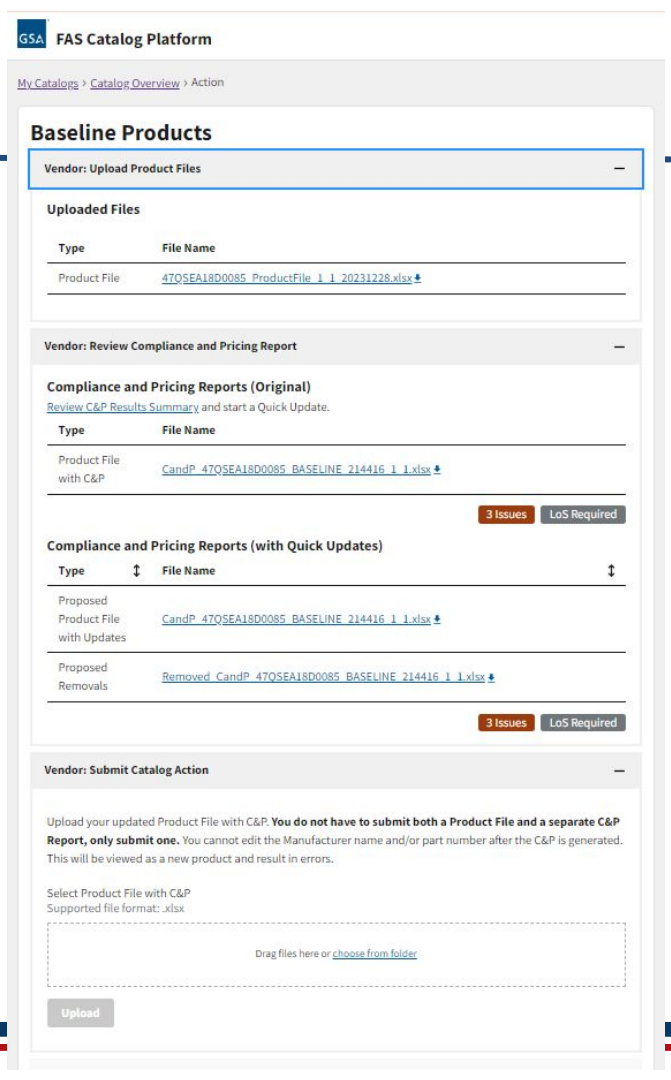
FCP: How Does it Work?





FCP: How Does it Work?





FCP: Key Changes

Consolidates PPT and SIP template into new Product File

- Replaces Products Price Proposal Template (PPT) and SIP template
- Captures all necessary information for publishing to GSA Advantage!
- **Reduces data entry and data discrepancies**

Eliminates SIP & integrates workflow with eMod

- eMod sends vendors to FCP for Product File as part of mod
- Catalog details becomes integrated part of contract process
- **Automated publishing to GSA Advantage!**

Delivers Compliance & Pricing Report to vendors

- Automated Compliance & Pricing report in response to Product File
- Vendors can address any deficiencies before submitting for GSA review
- **Streamlines workflow and improves transparency to vendors**

FCP: Key Changes

Shared Interface with VSC & CS/CO

- Authorized users can see catalog actions and statuses
- Enables more effective support from VSC

Data and Business Rule Validations

- Product Files are automatically checked for errors
- Provides vendors with near-real-time feedback on their submissions

Automated notifications for catalog actions

- Authorized Negotiators receive automated notifications when catalog actions are ready for next steps

Deletes & TPRs take effect immediately

- Deletions and Temporary Price Reductions (TPRs) are sent to GSA Advantage! for publishing when vendor submits mod in eMod, pending CS/CO review

Download last approved Catalog file & Catalog File History

- New ability to download full catalog file representing last approved Product File
- Can be used as basis for new catalog actions

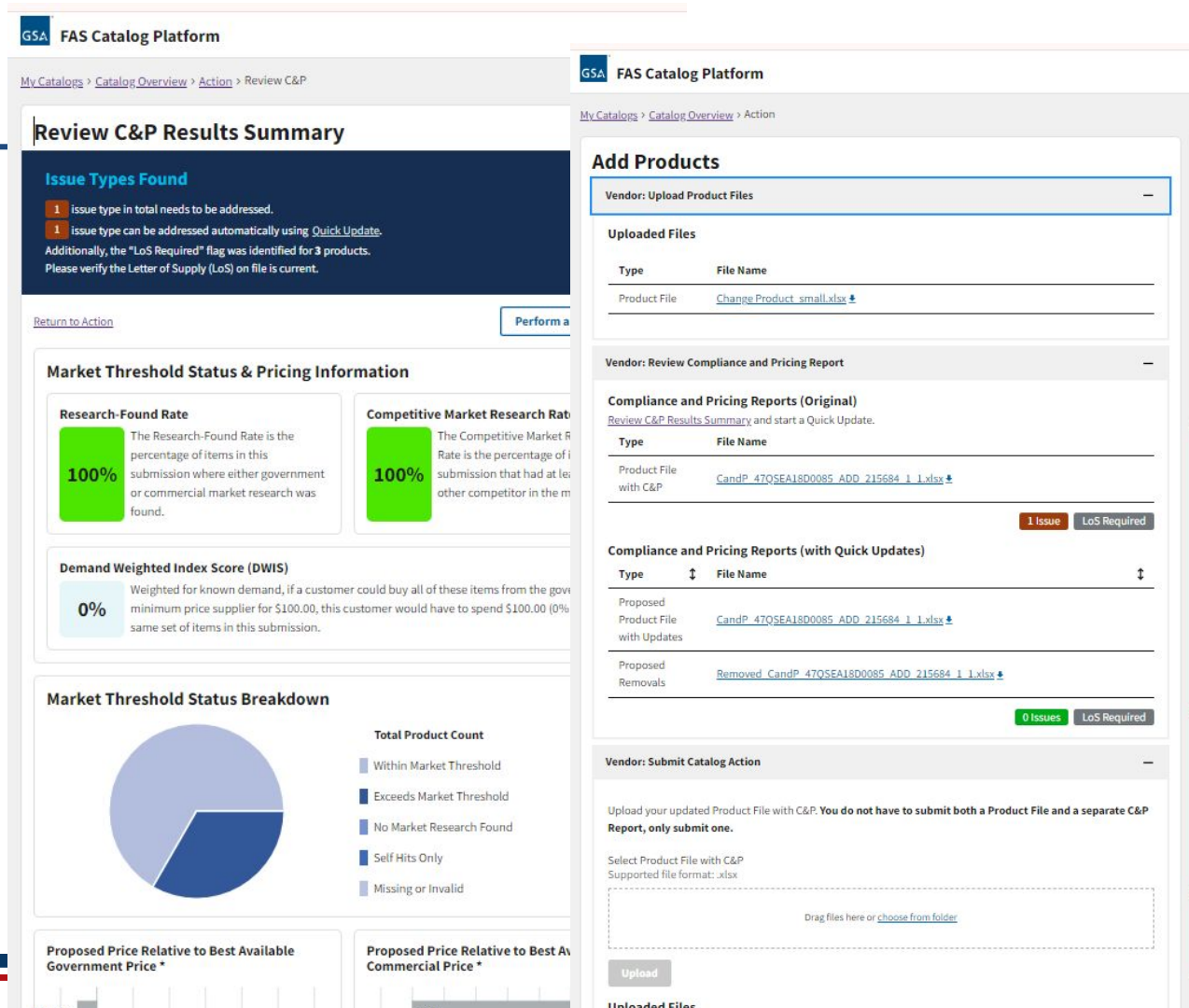
Agile development with frequent enhancements

- Provides new modern foundation for deploying enhancements, new features, and bug fixes

FCP: Key Features

C&P Summary Process

- Vendor uploads Product File
- FCP performs data validations to ensure accuracy of information submitted
- FCP delivers “C&P Report” for vendors to address compliance flags and pricing issues prior to submitting modification
- Vendor loads final Product File and submits to eMod
- CS/CO can access C&P as a part of Product File within catalog action



FCP: Key Features *Compliance & Pricing Report*

Market Threshold Status & Pricing Information

Research-Found Rate

94%

The Research-Found Rate is the percentage of items in this submission where either government or commercial market research was found.

Competitive Market Research Rate

93%

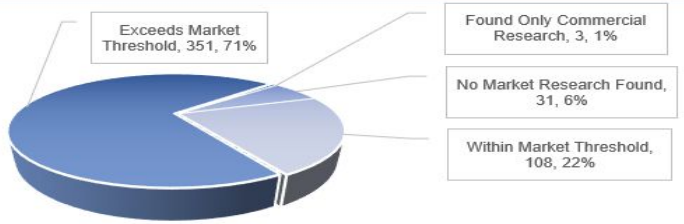
The Competitive Market Research Rate is the percentage of items in this submission that had at least one other competitor in the market.

Demand Weighted Index Score (DWIS)

59%

The DWIS indicates the premium a customer would spend when purchasing the proposed items relative to the best available government price.

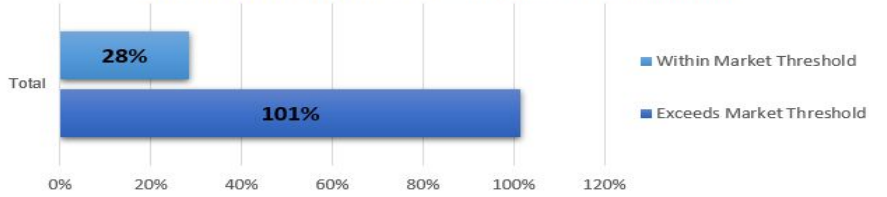
Market Threshold Status Breakdown



Proposed Price Relative to the Best Available Government and Commercial Price

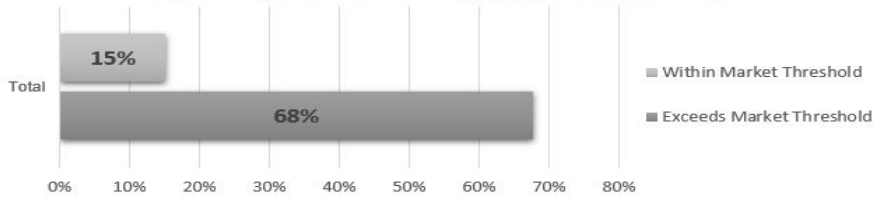
How do the proposed prices in this submission compare to the best available Government and Commercial prices where market research was found?

Proposed Price Relative to Best Available Government Price



The 108 items Within the Market Threshold have an average premium of 28%, relative to the best government pricing.
The 351 items that Exceed the Market Threshold have an average premium of 101%, relative to the best government pricing.

Proposed Price Relative to Best Available Commerical Price



The 108 items Within the Market Threshold have an average premium of 15%, relative to the best commercial pricing.
The 351 items that Exceed the Market Threshold have an average premium of 68%, relative to the best commercial pricing.

The main objective of the C&P Report is to provide the most important data elements in a more organized and readable fashion.

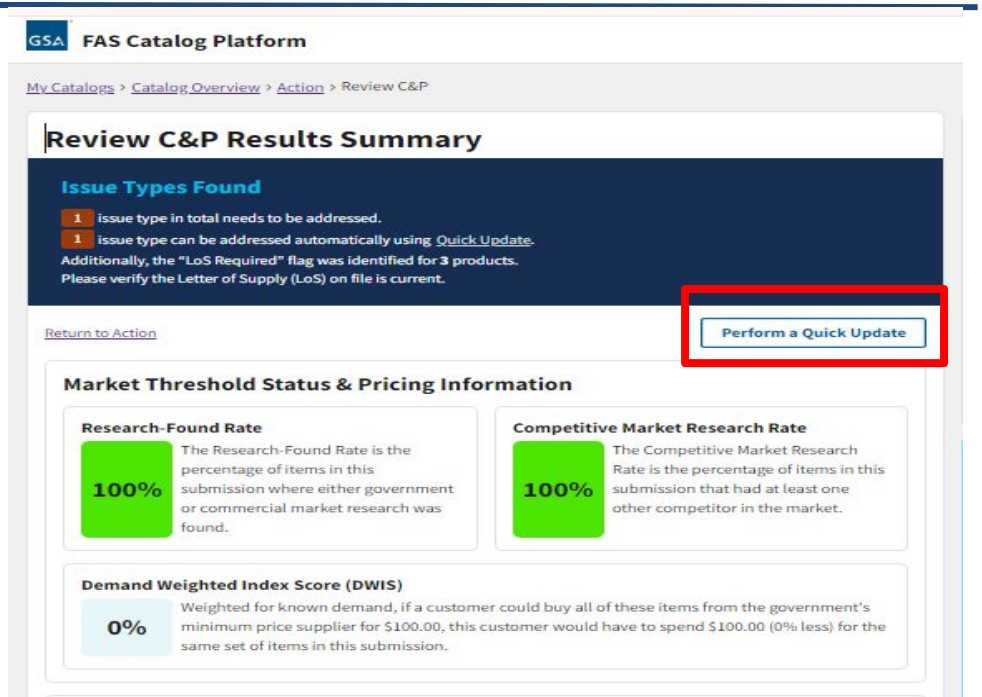
FCP: Key Features *Quick Update*

To speed up the approval process, Catalog Quick Update allow Vendors to:

- **Automate the removal** of…
  - Excessively Priced Items
  - No Market Research Found
  - Low Outliers
  - Unauthorize Products
  - Prohibited Products
  - Non-TAA Products
  - ETS Products
  - MiA Misrepresentation

…by creating a revised Product File, based on vendor selections.

- A “Removed Products” File with flagged products of vendor selections will also be created in FCP for vendor review, prior to submittal to eMod



FCP: Key Features *Quick Update*

Apply a Quick Update

This action will generate two files based on your selections:

- Proposed Product File with Updates
- Proposed Removals File

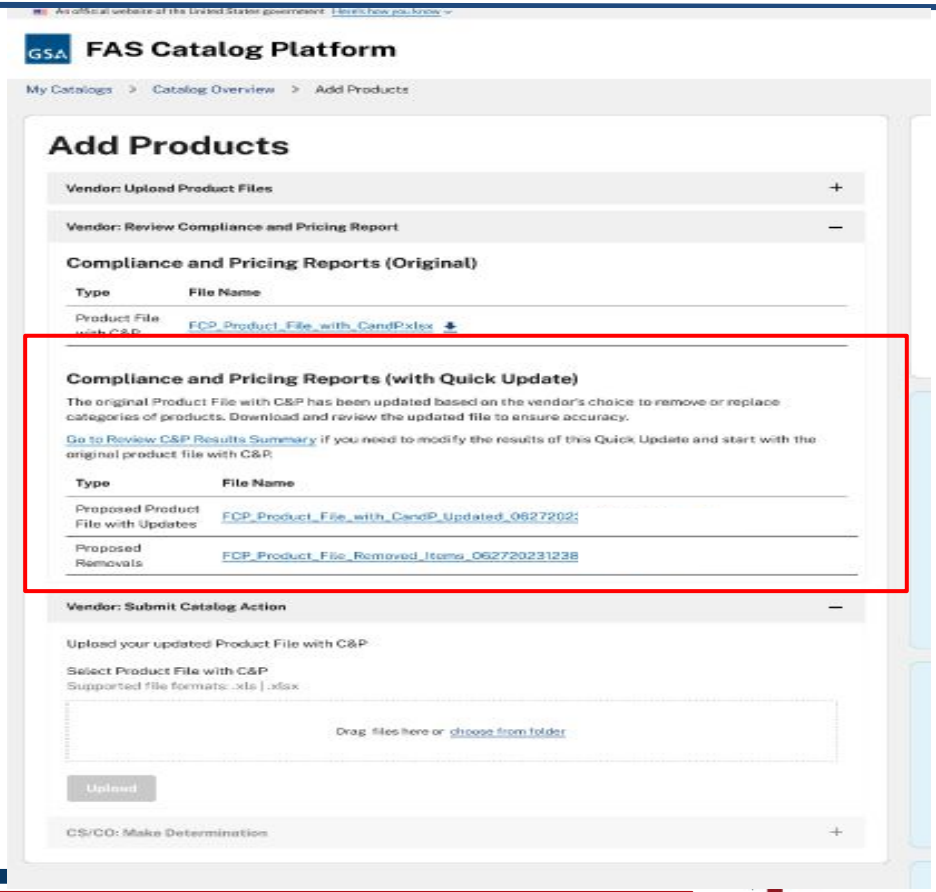
Select the category of products to be removed

- [x] Exceeds Market Threshold
- [x] No Market Research Found
- [ ] Within Market Threshold (Low Outlier)
- [x] Unauthorized Vendor
- [ ] Prohibited Product(s)
- [ ] Trade Agreements Act (TAA, Non-Compliance)
- [ ] Essentially the Same (ETS) as AbilityOne / JWOD

Select the action for Potential MiA Misrepresentation

- ( ) No action
- ( ) Remove corresponding products from Updated Product File
- (•) Replace submitted country of origin for review

Apply Update | Cancel

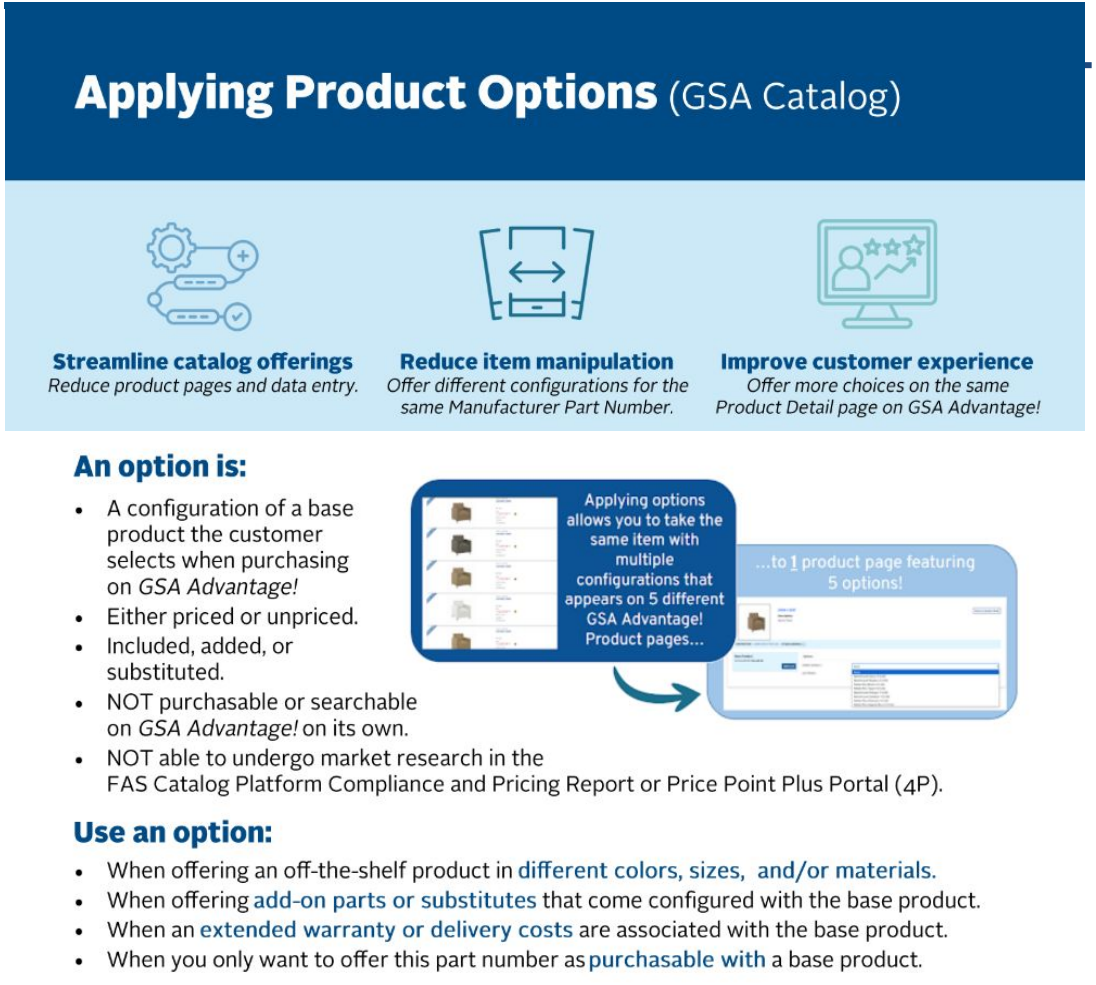


FCP: Key Features *Options & Accessories*

FCP's **Product File**, by combining the PPT and SIP Template, changes the way vendors and CO/CSs interact with **Product Options and Accessories**.

Resources for vendors and the workforce to better understand when to use Options and Accessories:

- A NEW **Options Fact Sheet** and **How to Guide** are available on the Catalog Interact page
- **MAS Vendor Training video** on Adding Options and Accessories in FCP.
- **Resources on the FCP Help Page**, including a section in the FCP Public User Guide focused on adding Product Options and Accessories in the FCP
- Vendors who are managing contracts in the FCP can also look out for **Vendor Office Hours featuring an overview on Product Options and Accessories**.
- Vendors can **work with the Vendor Support Center** to assist with applying Options and Accessories to your product catalogs.

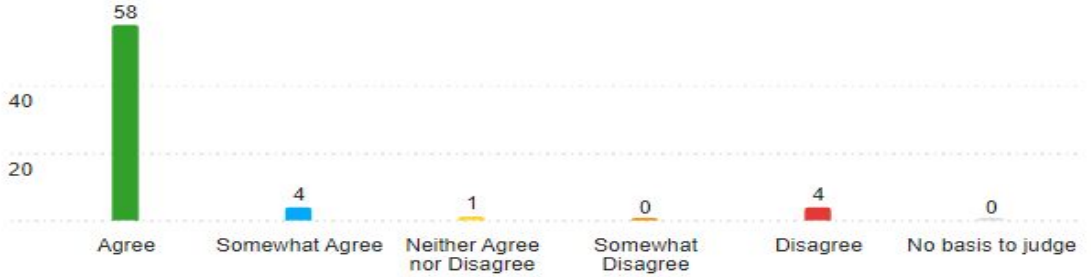


FCP: What are People Saying?

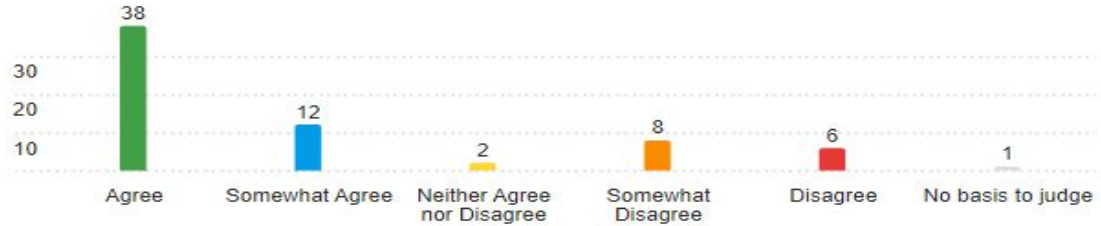
Vendors Survey Results, System Related Questions

(67 responses)

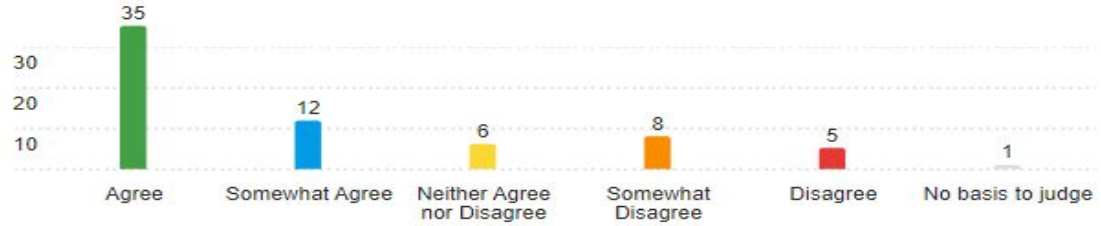
1. It is easy to access & log into the FCP



2. It is easy to navigate within the FCP to complete necessary processes.



3. It is easy overall to use the FCP.

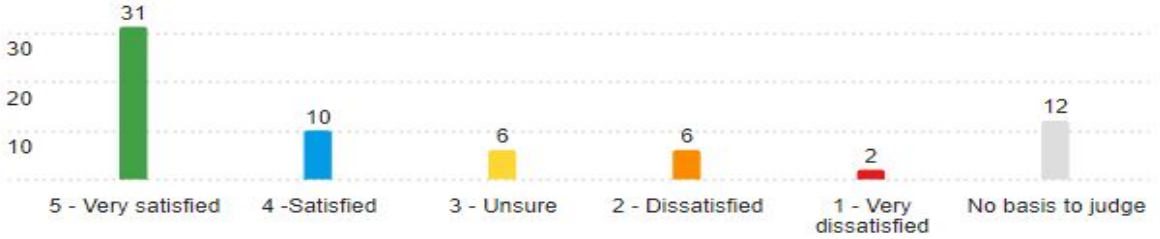


FCP: What are People Saying?

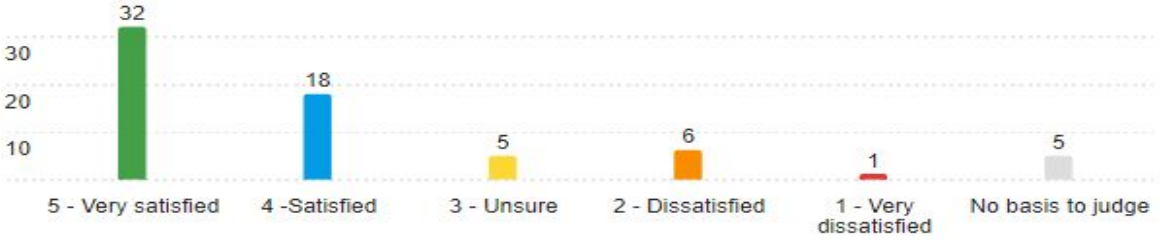
Vendors Survey Results, Onboarding Experience

(67 responses)

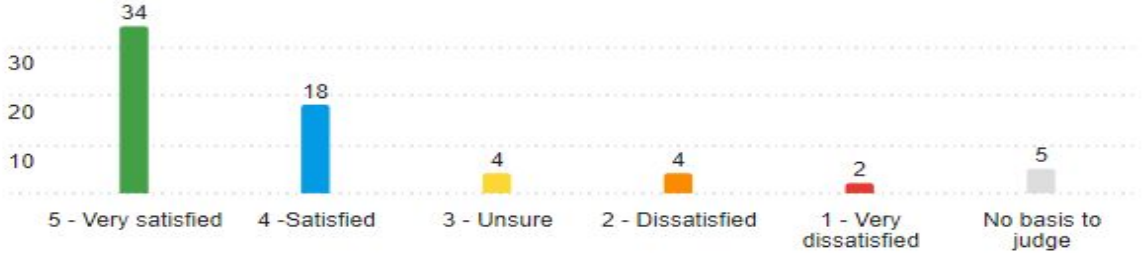
1. Assistance from the VSC:



2. Communications from CatalogManagement@gsa.gov



3. Recorded Training on YouTube

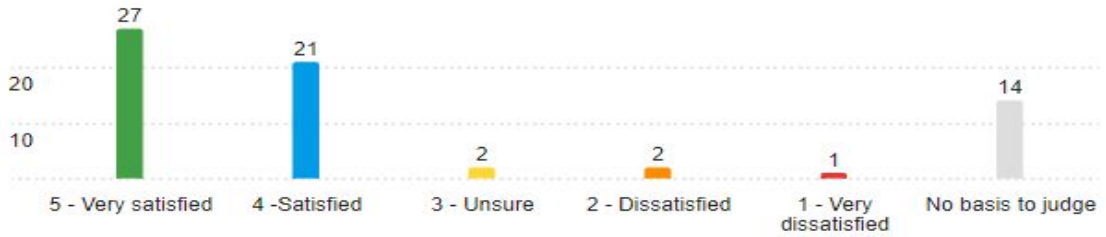


FCP: What are People Saying?

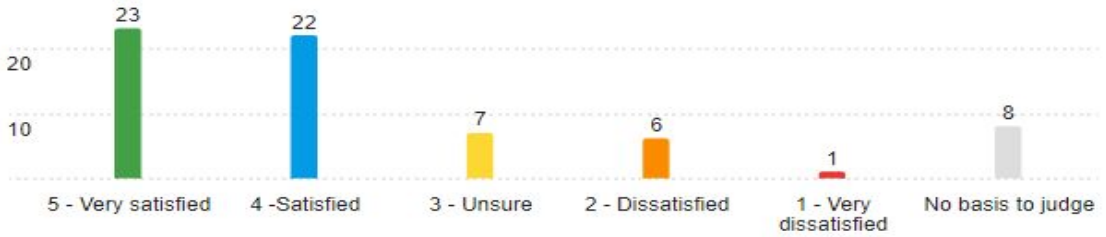
Vendors Survey Results, Onboarding Experience

(67 responses)

4. Weekly Office Hours



5. Written User Guidance on catalog.gsa.gov/help



6. Did you feel adequately prepared to move to the FCP?

FCP: What are People Saying?

User Transition To Date: *The Good!*

"SIP was created a million years ago and while it did the job, i don't think anyone would ever say it did the job 'well'. **This new approach will probably make a lot of people feel like they can manage their contracts on their own for the first time**"

"The **FCP process greatly assists** in maintaining contract product compliance"

"This **FCP thing is going to put a lot of consultants out of business**… The system is getting more simplified and easy to use"

"Very smooth process!! Best is that SIP is no longer used!!"

"**Great job in communicating, assisting** and **following up**. This is a **solid case study for what to-do when moving to a new system**. This is so much easier than SIP."

" I am **very grateful** they are available to us,... Overall the **process** has been **very organized** and **straightforward**."

"Not having to use SIP will **add years to my life expectancy**"

I attended several of the open **office hours**, which were **very helpful**

"How excited are you folks to finally be transitioning away from SIP..? Because it's **pretty exciting** on the vendor side"

FCP: What are People Saying?

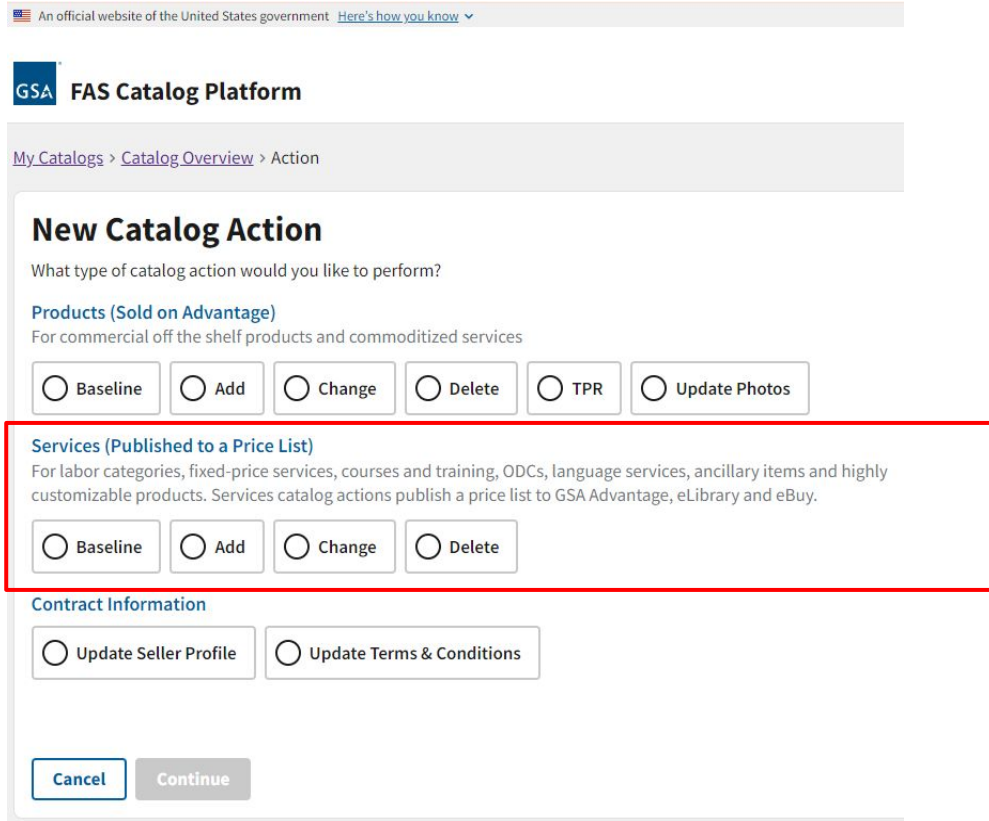
User Transition To Date: *The Challenges*

- **Integration with eMod**
  - The workflow and integrations between a legacy system and FCP are not intuitive; we continue to receive questions about which system to interact with at various stages.
- **Disconnect between eMod and FCP structurally (support teams, FAS teams)**
  - Integrated business process but help desks are not
  - Adapting to new workflow and change in end-to-end business process takes time. Getting comprehensive answers to questions about policy, process and system will take time.
  - FAS teams are tasked with different priorities/ different projects
- **Training**
  - Some want more in-depth
  - Some want it more simplified

- **Getting vendors & 1102s to act in a timely manner**
  - Many vendors are not submitting Seller Profile/Baseline despite automated reminders
  - Some 1102s have not acted timely
- **Maintaining user documentation**
  - Keeping up with user feedback and making updates to user support resources have been difficult
- **FAS/MAS Organizational Challenges**
  - FAS as a whole is a complex structure with competing priorities within; the MAS program is exceptionally complex and nuanced across and within the various portfolios.

What's Next FY25: Services & the Services Plus File

- New **Services Plus File** is the source of the catalog and becomes part of the contract
- It will replace the Services and Training PPT and the Language Services PPT
- Collected as a part of the contract modification process
- Automates publishing to Advantage!, eLibrary, eBuy, and provides data to CALC+
- Connects catalog information to the Sales Reporting Portal (SRP)



What's Next FY25: Services & the Services Plus File

The Services Plus File is more than just services

Commercial labor categories

…refers to labor provided by a single person described using a job title. It is usually but not always measured by the hour. Ex. A systems engineer available for $150/hour would be considered a labor category.

SCLS labor categories

…refers to labor provided by personnel governed by the Service Contract Labor Standards, formerly known as the Service Contract Act. It is measured by the hour.

Courses and Training

…are services that entail teaching a course to an audience. The duration of the course is required, as is the lower bound and upper bound for the number of students in the class

Fixed Price Services and Solutions

…are services that are outcomes, deliverables or any service that is not the result of the hourly labor provided by one person. It may encompass more than one service at a time. Ex. An onsite information booth for an event for $5,000/week.

Other Direct Costs

ODCs at the catalog level are entered on SIN 541810ODC. When entering information for ODCs the percent_markup_from_commercial_to_mfc_price and percent_markup_from_commercial_to_gsa_price are required fields.

Ancillary Items

Select this when providing pricing for a supplementary item that will not be sold on GSA Advantage

Language Services

…are specific to SINs 541930 Translation and Interpretation Services & 611630 Linguistic Training and Education. When a user selects Language Services as a catalog_item_type they must provide detail on the source and target language as well as whether the translation/ interpretation services is going in one way or both ways

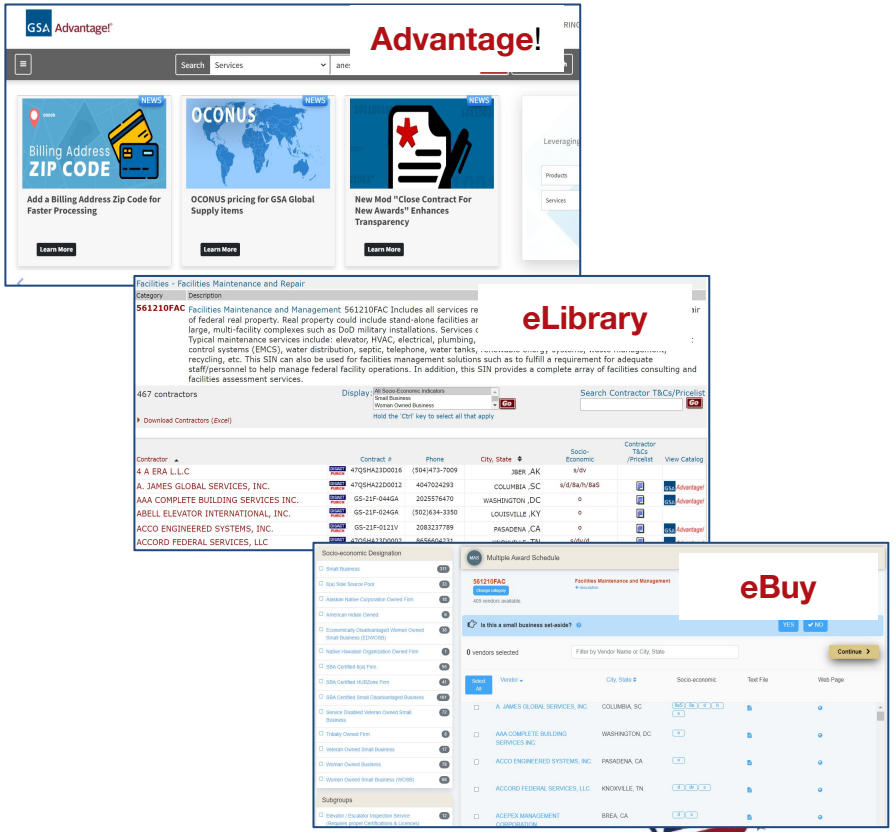
Products

Select this when providing a product that is not suitable for sale on GSA Advantage.

What's Next FY25: Auto-Published Price List

As part of the Services Plus File, FCP for services has the following impacts on the Advantage! Environment:

- An Excel format Price List will be auto-generated and auto-published on GSA Advantage!, eBuy and eLibrary
- The Price List is derivative of the Services Plus File and will always be an accurate representation of what is on contract
- Provides a consistent format across all FCP vendors using the SPF
- Service catalog data from the Price List is indexable and searchable
- Allows for better comparison across vendors on catalog item types besides labor categories



What's Next FY25: Services & The Services Plus File

The Services Plus File enables GSA priorities

Use validated catalogs to verify Transactional Data Reporting for MAS Services reported in the Sales Reporting Portal

Validated service catalog data available for business intelligence in CALC+

Both priorities are enabled by the collection and validation of service catalogs in the Services Plus File.

FCP: What's Next

MAS Products

- **Enhance** the Minimum Viable Product (MVP)

MAS Services

- Introduce new Services Plus File
- Targeting July / August 2024 for a pilot
- Enabling Services functionality for existing FCP users (TBD), and onboarding additional Services vendors in 2025

MAS-based Blanket Purchase Agreements (BPAs)

- These are BPAs managed thru SIP/EDI & published to GSA Advantage!
- Currently in process of defining requirements for BPAs

FCP: User Support

Workload Management & Super Users

- Managing the number of contracts transitioning to FCP per CS/CO
- Internal AWF Super User Network, and weekly workforce office hours, to help support change management

Vendor Office Hours

- FCP Vendor Office Hours are available every Thursday at 1pm ET
  - Vendors are invited starting 2 weeks prior to FCP transition date
- Office Hours feature onboarding training and weekly special topics

Training and Materials

- FCP Help Page:
  - User Guide
  - FAQ
  - YouTube Training Playlist
  - Quick Reference Guides
- Catalog Management Interact Page
- Future Help 2.0

Questions

Have questions later? Contact the team at
CatalogManagement@gsa.gov
Note this inbox is not a helpdesk for FCP support

For FCP Support: Contact the VSC Help Desk at
vendor.support@gsa.gov