

**COVID-19 Frequently Asked Questions
For GSA Global Supply Contractors**

Note: Due to the changing environment, this document date and version number will be updated as changes are made herein.

5/20/2020, V 2.0

Q1. What are high demand COVID-19 support and relief products?

Hand Sanitizer

Wipes

Soaps

Cleaners

Disinfectants

Medical gloves

Medical masks

Q2. Can I remove my normal contract Minimum Order Quantity (MOQ) or Minimum Order Value (MOV) in support of COVID-19 orders?

Yes. Contact your GSA Contracting Officer (CO). Your GSA CO will be able to update your system loaded contract terms and remove the MOQ or MOV associated with your contract. Keep in mind, this change will stay in effect until you instruct your GSA CO to re-enter the MOQ or MOV to your system loaded contract terms.

Q3. Shall I continue to ship orders? Will delivery points be staffed to accept deliveries?

Changes are occurring to business operations daily. Updated information will be added on Interact, should GSA receive notification that a specific military installation, base, Container Consolidation Point (CCP), or civilian agency is no longer receiving orders. Otherwise, it is assumed that the customer is in need of the product, because a request was received.

It is best practice to seek an on-site point of contact upon receipt of a purchase order, and call prior to delivery. Here are ways you can obtain an on-site POC:

- 1) Contact the GSA National Customer Service Center (NCSC) for assistance:
Call 1-800-488-3111
Email vendorresponse@gsa.gov

- 2) Self serve by using the [DoDAAC Lookup](#) website.
Enter the first six characters of the TCN under the DoDAAC search option. A point of contact for the DoDAAC may be listed, and can assist with delivery information in regards to the specific ship to address on the order.

Should you encounter issues with delivery locations not being staffed, please notify the National Customer Service Center (NCSC).

Q4. My operations are impacted due to supply shortages and depleted stock. What should I do?

Please submit backorder requests for any order you cannot fill on-time, and be sure to enter the new Estimated Ship Date (ESD). Upon receipt of your backorder request, the system will verify if the customer pre-approved a potential backorder or if they advised non acceptance of a backorder request.

If the customer advised non acceptance of a backorder request, you will receive notification that your purchase order has been cancelled.

If the customer pre-approved a potential backorder, a backorder request will be accepted by the system. The system will send notification to the customer that the order has been placed on backorder and it will provide the customer with the new Estimated Ship Date.

***Please note: Should the customer later request to cancel the requisition, you may be contacted by NCSC or your GSA CO asking if the order can be cancelled at no cost to the Government. The circumstances in which you have already begun processing the order, and are unable to cancel at no cost to the Government, will be handled on a case by case basis. However, because the customer pre-approved a backorder, you are not at risk to cover the expenses.

Q5. How should I prioritize my backorders?

Please make every effort to stock and replenish high demand items. Should backorders need to be prioritized once the product is made available, look for the Personal Protective Equipment COVID-19 specific project code: 3AZ, located in block 10, and fill those orders first based on their priority designator code (High Priority Designator Codes: 01, 02, 03). Then fill remaining orders in Priority Code Order (01, 02, 03, etc.).

FIRST PASS		GSA FORM 3186A	
ORDER FOR SUPPLIES OR SERVICES		1. GSA USE ONLY 20028 SENT TO VENDOR PJTV	2. DATE OF ORDER 01/28/2020
3. ORDER NUMBER PMN-J-ER08T-0P 47Q SMA20F0SQB		4. FROM General Services Administration GSA FAS 3QSAD 100 S INDEPENDENCE MALL WEST PHILADELPHIA PA 19106	
5. INSPECTION/ACCEPTANCE <input type="checkbox"/> A. DESTINATION <input checked="" type="checkbox"/> B. ORIGIN BY REGION C. ACCEPTANCE BY 7 (days after delivery)		6. MODIFICATION NUMBER 0	
ADMINISTRATION BY <input type="checkbox"/> A. ABOVE OFFICE <input checked="" type="checkbox"/> B.		7. FOB <input checked="" type="checkbox"/> A. DESTINATION <input type="checkbox"/> B. ORIGIN <input type="checkbox"/> C. INSIDE DELIVERY <input checked="" type="checkbox"/> D. TAIL GATE DELIVERY	
9A. VENDOR WILL <input type="checkbox"/> DELIVER <input checked="" type="checkbox"/> SHIP <input checked="" type="checkbox"/> OR SOONER <input type="checkbox"/> SEE NOTE IN ITEM 12		9B. BY 03/13/2020 <input type="checkbox"/> SEE NOTE IN ITEM 12	
10. SHIP TO/REQUIRED MARKING (CONSIGNEE R21452)		11. TO CONTRACTOR (Remittance address differs)	
[REDACTED]		[REDACTED]	
Mark For TRNSP CNTRL NO R214520025S081XXX (INCLUDE REQUISITION NUMBER DOWN IN ITEM 12)		PROJ PRI RDD 3AZ 02 TAC NUQ CONTRACT NUMBER 47Q SMA18C0003	
12. REQUISITION NO., ITEM/STANDARD AND DESCRIPTION		13. QUANTITY	14. UNIT
		15. COST	

COVID-19 Project Code

High Priority

Q6. Am I considered Essential? Can my operations continue if my State issued a “Shelter in Place”/“Stay at Home” order?

Customer agencies are in need of products supplied by GSA Global Supply. The GSA Senior Procurement Executive (SPE) has permitted Heads of Contracting Activity (HCAs) to issue letters to GSA contractors, attesting to the activities that are determined to be mission essential. This letter attests that the contractor’s work is in support of GSA’s essential critical infrastructure activities. Contractor employees may carry the letter with them as proof that their work is deemed critical or essential.

If you are located within one of the areas with a “Shelter in Place”/“Stay at Home”/“Shut Down” order, please contact your GSA Contracting Officer and discuss receiving a GSA letter as a Contractor with Essential and Critical Designation to support the governmentwide supply chain.

Q7. My business is closing or is closed. What do I need to do?

If you will be closing or are closed, please notify your Contracting Officer immediately! We need your help to maintain the governmentwide supply chain and fulfill orders that are critical to operate the government. If you are unsure about closing or of your Essential Designation, contact your Contracting Officer immediately. Your Contracting Officer will determine what to do about your decision to close, assist you if you want to stay open or reopen, validate unfulfilled orders, and advise on what to do about future customer demand for these items. If you are not

determined Essential by GSA or are unable to obtain a letter from the Head of Contracting Activity (HCA) (See Q6) attesting to your Essential Activities, advise your Contracting Officer of the expected closure period and identify/discuss all unfilled orders. If you cannot fulfill your orders in accordance with the terms and conditions of your contract/agreement, your orders may be cancelled, awarded to another vendor, or go into backorder status.

Q8. Have Military Surface Deployment & Distribution Command Customer/Carrier Advisory Notices specific to COVID-19 been issued?

Yes. These memos issued by the Department of Defense provide guidance pertaining to base and installation access issues worldwide and can be downloaded here:

<https://www.sddc.army.mil/advisories/Pages/CCA.aspx>.

The advisories that most impact delivery of products ordered through GSA channels include: CA 20-04-07/0041 - Use of Cloth Face Masks on All Department of Defense (DoD) Property, Installations and Facilities.

USTC-CA-00019 - Next Generation Delivery Service (NGDS) COVID-19 Driver Screening Impacts.

CA 20-04-13-0043 - Recommended Proof of Delivery (POD) Procedures Due to COVID-19.

These advisories include the following:

- To the maximum extent practical, all individuals on DoD property, installations, and facilities, including GSA vendors making deliveries or entering a delivery site, will wear cloth face masks when they cannot maintain six (6) feet of social distance in public areas or work centers. Drivers may be subject to additional screening, which could include filling out health questionnaires, hand and scanner sanitation processes, temperature scanning and other miscellaneous steps.
- If a physical exchange of documents and signatures is required for Proof of Delivery, SDDC recommends each DOD shipping activity enact the most prudent procedures they deem necessary to limit person-to-person contact, to include:
 - Utilize a designated area that is sanitized before and after the exchange
 - Where it is possible, maintain a minimum 6 feet of separation
 - Use of cloth face coverings and sterile hand coverings during document and signature exchanges

Should you have additional questions in regards to making deliveries, please contact the GSA NCSC for assistance: Call 1-800-488-3111 or Email vendorresponse@gsa.gov.