

August 29, 2022

Sonny Hashmi  
Commissioner, Federal Acquisition Service  
General Services Administration  
1800 F Street, NW  
Washington, DC 20405

Dear Commissioner Hashmi,

Coalition members resonate strongly with Administrator Carnahan's management focus on the customer experience. They recognize, as she recently noted, "[c]reating user-friendly and accessible government services is essential to building trust in government and delivering the resources and benefits the American people need, when they need them." Further, they understand that, just as delivering a positive customer experience is fundamental to the Federal Government's success in supporting the American people, a positive customer experience is fundamental to their success in the commercial market.

Nowhere is the importance of customer experience more evident than in GSA's Multiple Award Schedule (MAS) program. That program stands out as the largest commercial item contracting program in government, creating a marketplace where customer agencies and industry partners come together to meet mission requirements on behalf of the American people. Over the long term, the MAS program's success in meeting customer agency requirements is built upon ensuring a vibrant, open, and competitive marketplace that delivers best value commercial services, solutions, and products. It is fair to say, then, that the health of the MAS program is reflected in customer experience, both for agencies and industry partners.

Customer agencies benefit when their industry partners can operate and compete effectively and efficiently in the MAS marketplace. Unfortunately, Coalition members report a customer experience increasingly fraught with challenges centered around bottlenecks and delays in contract administration functions across the program. Significantly, ongoing challenges regarding inflation and the processing of Economic Price Adjustments (EPAs) are putting significant pressure on the industrial base, especially small businesses, resulting in thousands of unfilled orders.

Last March, GSA released its Temporary Moratorium Acquisition Letter (MV-22-02) to address the current, historic economic challenges faced by our nation resulting from inflation and its associated impact on supply costs. The acquisition letter provides an opportunity to sustain government supply chains and maintain the health of the government's industrial base by streamlining the EPA process, waiving certain limitations, and providing FAS increased flexibility in addressing the impact of inflation on MAS contractors. Unfortunately, five months after the issuance of the memo, Schedule contractors, especially GSA's small business partners, still are reporting that modifications are not being processed in a timely manner. As a result, MAS contractors find themselves in a no-win situation: either they disappoint a GSA MAS customer agency by not fulfilling an order, or they fulfill the order and lose money. It is an untenable position for MAS contractors, especially small businesses.

To address these challenges, the Coalition offers to facilitate immediately a meeting between GSA's industrial base suppliers and you to devise and expedite an operational solution to what has become, in the context of the MAS program, a real challenge to GSA's Federal Customer Experience initiative. Such a meeting would align with GSA's focus on the Federal Customer Experience. Further, recognizing that GSA's customer agencies rely on the MAS to fulfill mission critical orders at the end of the fiscal year, and that the government's industrial base, especially its small business partners, relies on this final quarter to achieve mission and financial goals, this meeting could salvage what is shaping up to be a real challenge in meeting commitments caused by the failure to process these modifications.

Please contact me at your earliest convenience at [RWaldron@thecgp.org](mailto:RWaldron@thecgp.org) or 202-315-1051.

Sincerely,

A handwritten signature in black ink, appearing to read 'RWaldron', written over a light gray rectangular background.

Roger Waldron  
President