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GSA uses a variety of systems to ensure OASIS contractor receive updates about the contracts, upcoming events, and are informed of potential task orders business opportunities. This guide outlines best practices for ensure your vendor information is entered correctly and updated.

# **General Registration**

There are several GSA procurement systems that an OASIS contractor should be aware of when registering a new Program Manager and/or Contracts Administrator.

It is recommended that you assign other individuals within your organization peer access to the GSA systems that you are registering in. These individuals may serve as backup or provide other duties in support of the requirement. The use of a Unique Group Email Address is encouraged.

The contractor shall ensure that the OASIS Contracting Officer has current point-of-contact information for both the Program Manager and Contract Administrator. Both individuals are considered key personnel under the OASIS basic contract.

This information will be posted to the OASIS website; if there is any incorrect once posted you can correct it by sending the updated information. The information requested by the OASIS Contracting Officer to be sent to the following email inboxes depending on the contract family:

OASIS SB - oasissb@gsa.gov

OASIS U - oasis@gsa.gov

A. Contractor Specific Information:

Contractor Name:

DUNS Number:

Cage Code:

Corporate Website:

B. Unique Group Email Address (for ITSS, eBuy & OASIS Roster):

C. Corporate OASIS Program Manager (COPM)

Name:

Full Address:

City,State, Zip Code:

Telephone:

Email Address:

D. Corporate OASIS Contract Manager (COCM)

Name:

Full Address:

City,State, Zip Code:

Telephone:

Email Address:

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# **OASIS Managed POC and Distribution List**

The OASIS team maintain lists of OASIS Unrestricted and OASIS Small Business contract holders which include email addresses for the:

* Corporate OASIS Contract Manager (COCM) and
* Corporate OASIS Program Manager (COPM) OR
* A unique group email set up by the contractor that is accessible by individuals within the respective company

These lists are posted on the GSA.GOV/OASIS page on the [OASIS Contractors Page](https://www.gsa.gov/buying-selling/products-services/professional-services/buy-services/oasis/oasis-contractors) and are used by Ordering Contracting Officers (OCOs) use to distribute solicitations.

Maintenance of these POC lists is critically important as they are the primary way to ensure fair opportunity for task order solicitations. The OASIS team periodically sends an email to add OASIS contractor holders to review and confirm the lists.

The OASIS Awardees email list is self-contained to the OASIS Program Manager and the Unique Group Email addresses assigned by each OASIS Awardee. Other individuals will need to be authorized peer access to their unique group email box by their respective company.

Although it is permissible to tie individual emails to the unique group email box (internal company process), it is the COPM’s responsibility to ensure individuals not working for the company are purged and disconnected from their unique group email box.

The OASIS PCO will send out reminder emails similar to the below for UNDELIVERABLE EMAILS.

*I received a delivery failure for the individual john.smith@XYZcompany.com that was tagged to your group email* *OASIS@XYZcompany.com* *Please remove this individual so we do not get anymore Undeliverable Messages.*

# **Assisted Acquisition Service Business Systems Portal Registration**

The Assisted Acquisition Service Business Systems (AASBS) portal supports the GSA assisted services task order processing. Both Government clients and industry partners were provided a new gateway to their task order business process with GSA, as well as access to real-time on-demand information. Building on this platform, a new centralized and converged process will begin to emerge in the form of Assisted Services Shared Information SysTem (ASSIST).

AAS task orders account for nearly 25% of the awarded task orders to OASIS, so registration in ASSIST is an important step for responding to task orders.

Before a contractor can access AASBS and start viewing orders and submitting quotes, they must be registered. The registration process involves filling out a form on the AASBS website, submitting supporting documentation, and then receiving approval from the Registration Desk.

Site <https://portal.fas.gsa.gov/web/guest>

Click on Registration

Phone: (877) 243-2889 (option 2)

Below are links to training provided to aid in the AAS registration process.

* [User Registration Training video:](https://web.itss.gsa.gov/itss/v41_helpdocs.nsf/74dea6448dc6b47a882572fa0063227b/85af416e8f05f36f85257cbe007a1282?OpenDocument)
	+ Select RBA: ITSS
	+ Select RBA: CPRM
* [Contract Registration](https://web.itss.gsa.gov/itss/v41_helpdocs.nsf/986e8da357dda48a882568dd005666f0/47d093777f2d4c1685257cbe007a1253?OpenDocument)
* [Contractor Registration - Are you registered?](https://web.itss.gsa.gov/itss/v41_helpdocs.nsf/986e8da357dda48a882568dd005666f0/06d7101ee1d5d4b185257cbe0079a627?OpenDocument)
* [Process to Register a Contractor Company](https://web.itss.gsa.gov/itss/v41_helpdocs.nsf/74dea6448dc6b47a882572fa0063227b/3fe708cf8ce1b13185257cbe0079a62a?OpenDocument)

The Contractor individual will access the site and register themselves. Associate your name to the list of GSA contracts listed. Send this request on company letterhead to the AASBS help desk, and it needs to be signed by someone in authority within your company. List the person to get the RFQs, and also identify one or more alternates.

*Sample email (sent by Registration HelpDesk)*

An Authorization Letter is required for registration approval. This document should be sent to the ITSS registration desk as specified:

 1. The letter should be on company letterhead.

 2. If should be signed by a company officer or superior on behalf of the user.

 3. It should state the following: [Insert user name] has the authority to represent [Insert your company name] on GSA contract numbers [List any government contract vehicles and/or Open Market here].

# **Contract Payment Reporting Module (CPRM)**

Access to the Contract Payment Reporting Module (CPRM) is critical for all vendors. CPRM access is part of the AASBS registration. If you do not have access to CPRM, see refer to the [training slides](https://interact.gsa.gov/sites/default/files/CPRM_Advanced_Training_Workflow_Access_Module_Contractors_120314%20%281%29.pptx).

For additional training see the CPRM training modules available on demand on the main page of the CPRM welcome screen.

The OASIS team provides training twice a year for contract holders on the use of CPRM. Invitations to these trainings will be sent to you through the oasis-sb-awardees-pools-all@gsa.gov or the oasis-u-awardees-all-pools@gsa.gov email groups. Additional information is available at [www.gsa.gov/oasis](https://www.gsa.gov/acquisition/products-services/professional-services/oasis-and-oasis-small-business/oasis-industry-resource-library)

# **Distribution List Validation Schedule**

There are three main avenues to receive solicitations for OASIS opportunities:

* **ITSS Module of ASSIST**
* **OASIS Managed Distribution list**
* **e-Buy**

Below are steps to update contractor contact information in each system.

# ITSS Module of ASSIST (AASBS) Distribution List validation process

The OASIS Program Office cannot update information on behalf of contractors for the ITSS distribution list. If contractors find variances or need to make changes they will need to contact the help desk and request the changes. Below is the process for making a change to your POC information. If you find that your contract is not listed, please contact the helpdesk aasbs.helpdesk@gsa.gov for assistance.

The Letter Of Authorization (LOA) for changing a user on a distribution list should have aasbs.helpdesk@gsa.gov the following:

* Company letterhead
* Request description; example " Please exchange John smith with Jane Doe on distribution lists for company”
* Signed by a company officer (only company Presidents, Vice President, owners or Partners can sign the letter)
* Email the LOA to aasbs.helpdesk@gsa.gov

**NOTE: AASBS will allow you to enter a SINGLE email address to track opportunities. It is strongly suggested that you maintain the same group email(s) for the three primary solicitation avenues (e-Buy, OASIS Distribution and the ASSIST portal) to ensure you are receiving fair opportunity.**

# OASIS Managed Distribution List validation process

Send an email to the OASISMODS@GSA.GOV email address with any changes to the COCM/COPM distribution lists. This will be validated by the OASIS Contracting Officer before changes are made to ensure the validity of the data and ensure that any novations or name changes are in order before making changes.

If you are not receiving emails from the distribution lists you can send an email to the OASISMODS@GSA.GOV box and we can help resolve any issues you may have.

# e-Buy Managed Distribution List validation process.

The OASIS team does not have the ability to update contractor information in e-Buy. Any contact updates or company changes must be made by the contract holder.

**NOTE: e-Buy will allow you to enter whatever email addresses you like to track opportunities. It is strongly suggested that you maintain the same group emails for the three primary solicitation avenues (e-Buy, OASIS Distribution and the ASSIST portal) to ensure you are receiving fair opportunity.**

e-Buy Registration

GSA's e-Business innovation, e-Buy, is an electronic Request for Quote (RFQ) / Request for Proposal (RFP) system designed to allow Federal buyers to request information, find sources, and prepare RFQs/RFPs, online, for millions of services and products offered through GSA's Multiple Award Schedule (MAS) and GSA Technology Contracts.

Site <https://www.ebuy.gsa.gov/>

Click on <http://vsc.gsa.gov>

Register to use eBuy:

1. Go to the GSA Vendor Support Center website at https://vsc.gsa.gov
2. Under “Already on Schedule” select “Register".
3. On the "Register your contract" page, select "OASIS" from the “Contract Type” dropdown and enter your contract number.
4. Click "Continue"
5. Fill out the registration form and you will be issued a password to access GSA eBuy.
6. If you have questions concerning registration or using e-Buy, please contact the Vendor Support Center at 1-877-495-4849 or vendor.support@gsa.gov .

# **GSA Interact Site**

GSA uses OASIS uses the Interact community to collaborate with GSA’s industry partners, customers, and other stakeholders. [Join today to stay up-to-date on OASIS and OASIS SB](https://interact.gsa.gov/node/1401/information).

# **e-SRS (OASIS UR Only)**

Ensure all reports are directed to OASIS@gsa.gov in order for the OASIS Program to review your subcontracting reports.

The Electronic Subcontracting Reporting System (e-SRS) is the official site for the electronic Subcontracting Reporting System (eSRS). The use of eSRS promises to create higher visibility for federal contracting officials who need to access and review subcontracting reports and introduce efficiency into the process of gathering information on federal subcontracting accomplishments.

**The Federal Service Desk (FSD)**

The Federal Service Desk (FSD) is the centralized helpdesk for GSA Integrated Acquisition Environment (IAE) Systems. The FSD Help Desk will handle eSRS Tier 1 technical help desk issues and desk hours are 8:00am until 8:00pm Eastern Time, Monday to Friday. You may visit the FSD website at www.fsd.gov. Remember the FSD Help Desk will only handle technical issues and concerns. Non-technical questions will be handled by the OASIS Contracting Officer, or the eSRS Agency Coordinator and/or Point of Contact for the Agency you are reporting to, the Small Business Administration’s (SBA) Procurement Analyst assigned to answer Subcontracting questions or the SBA Commercial Marketing Representative for your area (you may locate the CMR by using this link www.sba.gov/aboutsba/sbaprograms/gc/contacts/index.html ).

You may submit a technical helpdesk question by going directly to FSD at www.fsd.gov and choosing to chat live with a representative, submit a question, search the answer center or call and speak to a representative. You may also reach the FSD website by logging on to eSRS at www.esrs.gov click the “For Help Federal Service Desk” and you will be forwarded to the FSD website.

You may submit a non-technical helpdesk question by going directly to FSD at www.fsd.gov using the “Ask a Question” tab (select “eSRS” from the drop-down menu for System and select “Policy” from the drop-down menu from Issue Type. If you utilize the toll-free 866-606-8220 number and you have a non-technical question the FSD representative will provide you with the email address of the Small Business Administration’s (SBA) Procurement Analyst assigned to answer Subcontracting questions and the eSRS Agency Coordinator and Point of Contact for the Agency you are reporting to or refer you to the Contracting Officer who administers your contract.

At the Federal Service Desk ([www.fsd.gov](http://www.fsd.gov)) you can now:

* You have the option (not required) to obtain a user id and password by registering (Sign Up link on FSD.gov) at the www.fsd.gov website, this will allow you to:
	+ keep historical information on your helpdesk inquiries
	+ check the status of your helpdesk ticket
* Find information you need by searching several ways in the Answer Center
* Submit a helpdesk request online
* Give us feedback through a customer satisfaction survey
* Chat live with a Customer Service Representative
* Speak to a help desk Representative by calling within the U.S. toll free at 1-866-606-8220 or outside the U. S. at 334-206-7828

At the electronic Subcontracting Reporting System website (www.eSRS.gov) you can now:

* Find information you need by searching the Frequently Asked Question (FAQ) section per category (ISR, SSR (Individual or Commercial), Registration, Department of Defense (DOD) and general
* Be forwarded to the FSD.gov website to submit a technical & non-technical issue by clicking “For Help Federal Service Desk”
* View and download Training Material on understanding and how to file an ISR, SSR and SDB reports
* View and download Pre-recorded Webinars on understanding and how to file a ISR,SSR and SDB reports
* View and download Navigational User Guides that provides understanding on eSRS functionality
* View the most frequently asked question & answers of the month

Site: [www.esrs.gov](http://www.esrs.gov)

# **Contractor Performance Assessment Reporting System (CPARS)**

CPARS is a web-enabled application that collects and manages the library of automated past performance assessment reports. A CPAR assesses a contractor's performance and provides a record on a given contractor during a specific period of time. Only the Contractor Representative who received the email, from the Ordering Contracting Officer, has access to their assessment.

If you require access to the assessment you will need to contact the government Focal Point Contracting Officer. If you have an existing CPARS account, please provide the CPARS UserID and the Contract Number that you are managing to the identified Focal Point Contracting Officer. CPARs for orders against MACs **are not** prepared by the OASIS Program. It is the responsibility of the requiring activity to complete a separate CPAR for each order placed against a MAC when the individual order exceeds the CPARS reporting thresholds. For these CPARs, the period of performance for the assessment shall be based on the effective date/award date of the individual order. For technical issues, contact the Help Desk at (207) 438-1690, or email to: webptsmh@navy.mil

Site: <http://www.cpars.gov>

# **System for Award Management (SAM)**

The System for Award Management (SAM) combines federal procurement systems and the Catalog of Federal Domestic Assistance into one new system.

* Central Contractor Registration
* Federal Agency Registration
* Online Representations and Certifications Application
* Excluded Parties List System

Site: <https://www.sam.gov/sam/>

# **GSA eLibrary**

GSA eLibrary displays the current contract and POC information GSA has recorded for your company. If any of the information is incorrect, please follow the appropriate correction procedures below:

Review your contract information in the GSA e-Library. If the information is current, you may not need to submit a request for a change in personnel name.

Correct Your Address

The name and address displayed on eLibrary reflects the information recorded on the System for Award Management (SAM). GSA receives an extract from the SAM each day. It takes approximately 24-48 hours for GSA to receive a change once it has been recorded in the SAM. After GSA receives the updated information, your Government Contracting Officer must review and approve the changes before they will be displayed in eLibrary. If your name or address is incorrect on eLibrary, you must:

1. Correct the information on the SAM. Visit the SAM website <https://www.sam.gov/sam/> or call the Assistance Center at 888-227-2423 or 269-961-4725.
2. Notify your Government Contracting Officer of the changes.

Correct Your Telephone Number, e-mail or Web Address

Notify the OASIS Contracting Officer of the changes. Due to the sheer volume of Contractor personnel changes throughout the contract term, please use the main company phone number for OASIS points of contact. The unique group email box is the preferred email address. Individual names will be submitted with Customer Service.

Site: <http://www.gsaelibrary.gsa.gov>