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REGION 4 FEDERAL ACQUISITION SERVICE CUSTOMER TESTIMONIALS

What our clients say...



ASSISTED ACQUISITION SERVICES DIVISION



U.S. Air Force Total Force Service Center

Challenge: The United States Air Force (USAF) needed a follow on contract to support their IT subscription/support to maintain the US Air Force Customer Relationship Management (CRM) Total Force Service Center (TFSC), also known as myPERS - Air Force Personnel Services website. This program supports all USAF personnel and retirees. The Air Force Personnel Operations Activity (AFPOA) did not want a lapse in myPERS service for their customers. The contract was scheduled to end in November of 2015. In June 2015 the USAF did not have a solution or contracting capacity to award the 5 year estimated \$30 million Enterprise Contract Support - Subscription.

Action: GSA's National Information Technology Commodity Program (NITCP) and Assisted Acquisition Services Division (AASD) collaborated with the AFPOA to develop a solution. The USAF offloaded the requirement to GSA for contract execution. The team successfully utilized virtual work collaboration tools to maximize efficiency and to streamline the procurement timeline.

Solution: December 1, 2015, GSA awarded a one year contract for \$8.2M. The bridge ensured continued operations of myPERS for over 138,000 employees. This approach ensured uninterrupted mission support and sufficient time for GSA to compete the full five year follow on contract.

Result: GSA was able to properly complete a bridge action to ensure uninterrupted mission support in less than 90 days. The AFPOA committed to partner with GSA for the five year follow on/recompete contract.

Reference:

Gilda Riley, CIV, DAF
Chief, Business (Strategy)
Requirements/Supplier Mgt, Chief, IT
Requirements Strategic Section
DSN: 665-2509
Comm: (210) 565-2509

Reference:

Teresa G. Burges, CIV, DAF
Acquisition Manager, Business
Requirements Air Force Personnel
Operations Activity (AFPOA)
DSN: 665-1901
Commercial: 210-565-1901
Email: Teresa.burgess@us.af.mil