Federal Acquisition Service

Integrated Technology Services

Customer Care During Transition
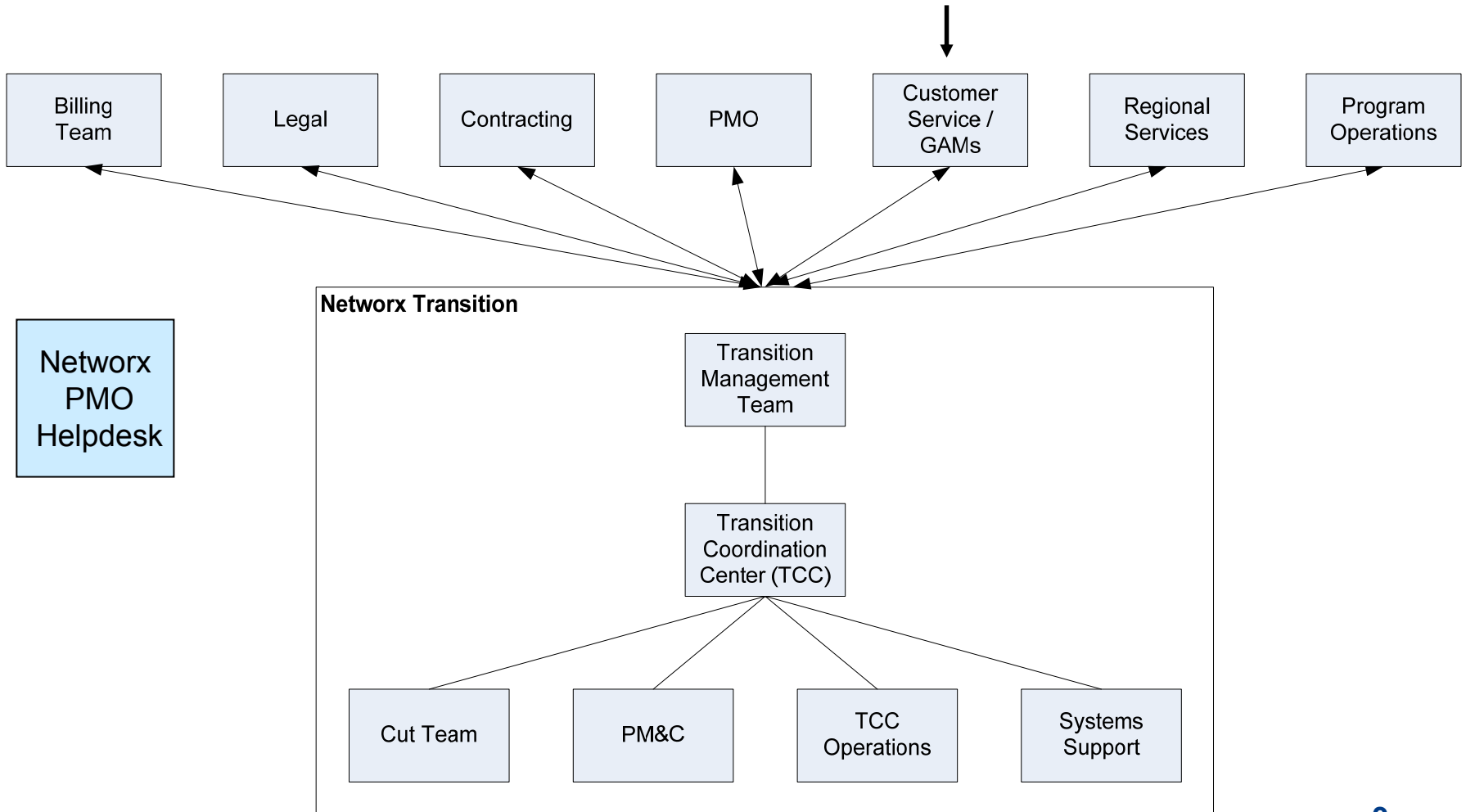
Bill Lewis

Acting Director, Customer Service

January 31, 2007

Agenda

- Roles and Responsibilities
- Organization
- Execution Plan
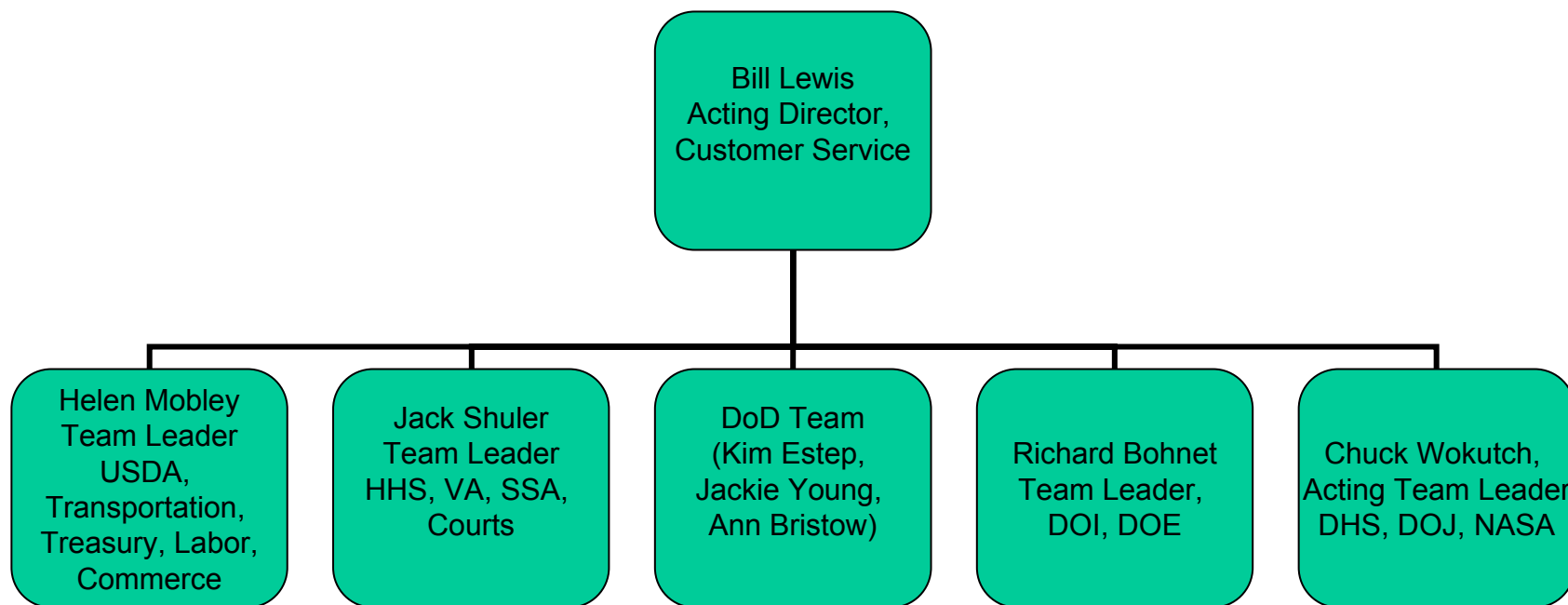- Short term actions
- Long term actions
- Next Steps

GSA Customer Service

| Billing Team | Legal | Contracting | PMO | Customer Service / GAMs | Regional Services | Program Operations |

Networx PMO Helpdesk

Networx Transition

Transition Management Team

Transition Coordination Center (TCC)

| Cut Team | PM&C | TCC Operations | Systems Support |

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Roles and Responsibilities

- The role of the Global Account Manager (GAM) is to be a primary voice of the agency within GSA
    - Advise agencies on transition planning, fair opportunity alternatives, and program/contract terms and conditions
    - Inform agencies of changes in transition or program strategy
    - Ensure requests to GSA are handled in a timely, complete, and efficient manner
    - Assist in problem resolution with industry partners in such areas as:
        - Site transitions, scheduling, performance during transition, billing disputes
    - Ensure agency satisfaction with the administration of legacy programs, like FTS2001
- Cradle to grave issue resolution

Customer Service Organization

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                    Bill Lewis
                  Acting Director,
                  Customer Service
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| Helen Mobley Team Leader USDA, Transportation, Treasury, Labor, Commerce | Jack Shuler Team Leader HHS, VA, SSA, Courts | DoD Team (Kim Estep, Jackie Young, Ann Bristow) | Richard Bohnet Team Leader, DOI, DOE | Chuck Wokutch, Acting Team Leader DHS, DOJ, NASA |

Transition Support

- GAMS will focus on:
  - Agency Transition Planning
    - Ensure agency has adequate information to write transition plan
  - Execution
    - Resolve problems that arise during execution

- Inventory and Reports are centralized functions handled by the TCC

Transition Activities

Inventory

Agency Transition Planning

Execution

Reporting
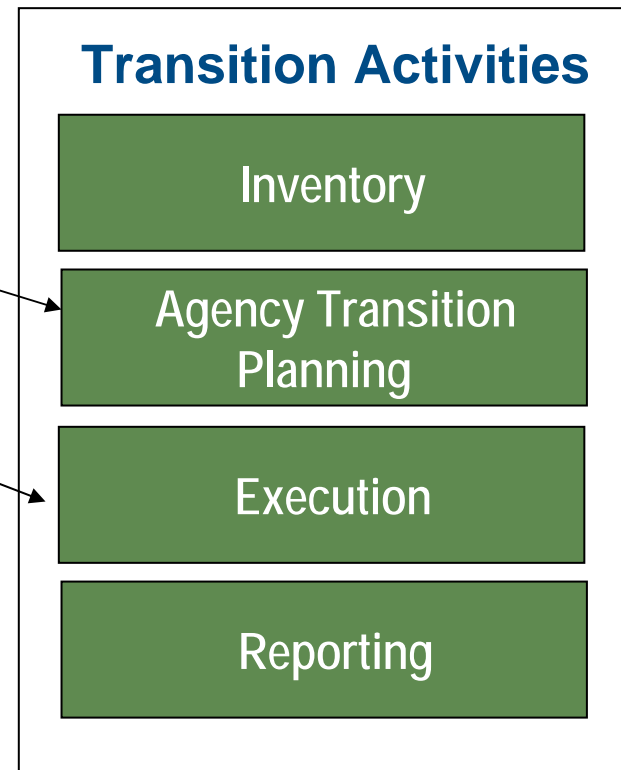
Specific Transition Roles: Execution
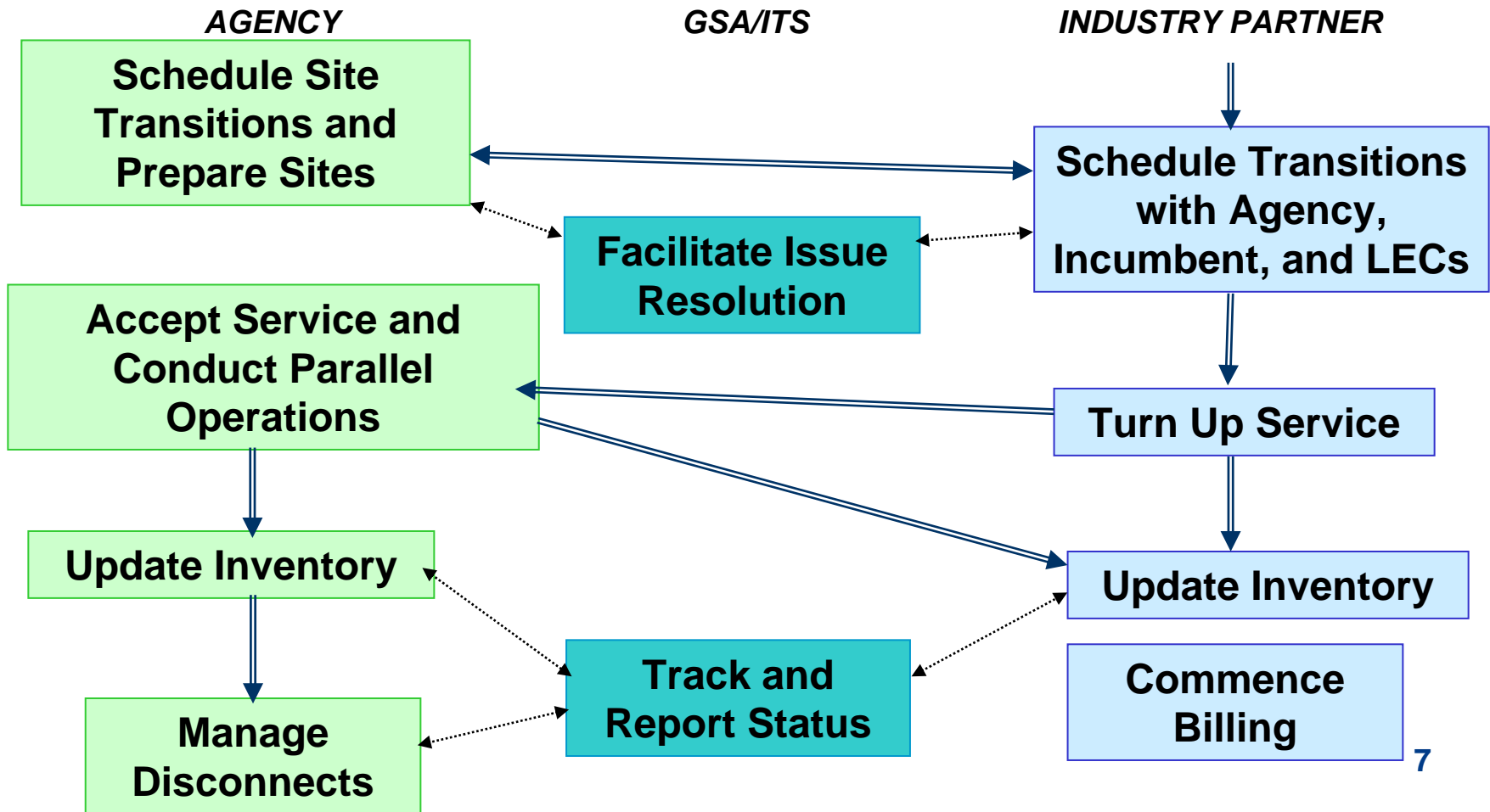
Short Term Actions – Customer Designs

- GSA has provided a list of CDD/MDDs on the Transition Manager's website
  - https://networx.mitretek.org/networx/twg (Working documents folder)
- Agencies should be
  1. Ranking CDDs in order of importance
     - Method of ranking is up to the agency
     - In the absence of other factors, MRC is a good ranking method
  2. Validating which CDDs require analysis
     - Are there any missing CDDs
     - Will the CDD still be required by the end of the bridge contracts
  3. Analyzing validated CDDs for gaps between services described in the CDD and Networx
     - Agencies will be responsible for making the initial gap determination
     - RFP Section C
  4. Making the initial determination of the GAP between the CDD and Networx
     - If the gap will be filled with a priced service on Networx?
     - If not, then the agency must begin the SOW process

CDD GAP Determination Example: Managed Network Services

- Agencies should consider starting with an examination of Section B (Pricing): Table B.1.1-1 (Services, References, and CLIN Prefixes)
    - If there is no CLIN, then they have a GAP and the agency should consult with GSA about ways to accommodate the GAP
    - If there appears to be an appropriate CLIN, review Section C (Technical) of the RFP to ensure there is a close match

CDD GAP Determination Example: Managed Network Services (cont)

- Example: Managed Network Service
  - This is the most common CDD description
  - Section C: 2.9.1 of the Networx RFP includes detail on
    - Service Definition
    - Service Description
    - Features
    - Network Interfaces
    - Performance Metrics
  - The fundamental questions
    - Is the network being managed a network that can be built from services in the RFP?
    - Does the CDD definition of "management" match the service description?

Long Term Actions

- Transition Planning
  - GSA GAMS can be involved in the transition planning, if you so desire
  - If you need specific assistance, request it

- Networx Training
  - Networx supplier provided
    - Courses for Executives, DARs, Operations personnel
    - The focus is service offerings and government roles/responsibilities
    - Scheduled with supplier
    - Conducted after vendor selection
  - GSA provided
    - The focus is on contract terms and conditions, service level agreements, and problem resolution procedures
    - Scheduled with GAM
    - Conducted after award

Agency Specific Support

- GSA will
  - Ensure that each agency has up to date information on transition planning
  - Assist the customer, as requested, in resolving problems

- To assist agency with dedicated transition support, we can help the agency acquire contractor support on a Transition Coordination Center (TCC) support contract
  - GSA will provide the contract to acquire dedicated personnel
  - Transition support contract will be in place prior to Networx award
  - The agency will provide the requirements and funding

Contacting Customer Service

- Method 1:
  - GSA website (Search on "GAM")

- Method 2:
  - Contact our support team:
  - 24 hour hotline: 877-FTS-2001
  - ftsnetworkservice@gsa.gov

- Method 3:
  - Contact team leaders or director
  - Every GSA employee is listed on http://www.gsa.gov/Portal/gsa/ep/contactus.do

Next Steps

- Finish development of GSA-provided post-award training

- Ensure each agency has necessary information to develop training plan

- Determine which agencies will need dedicated transition support