

GSA FTS and the Environmental Protection Agency

Why Use GSA FTS?

According to Mark Day, Deputy CIO at EPA, "the procurement experience with GSA FTS was an incredible success from our perspective at EPA. Through this effort we received five very qualified bids providing us with strong competition. In addition, in partnership with GSA we were able to do many innovative things to improve transparency for the bidders in understanding our goals, mission and current service levels, increase staff acceptance of a move to performance-based contracting, and to generally increase the quality of bids received. As a fee-for-service provider to Federal IT customers, we want the best combination of quality and price possible to enable our customers to meet their mission needs, and we believe this procurement gave us that outcome."

IT—Enterprise-wide IT and Telecom Support Services



Mission

The U.S. Environmental Protection Agency (EPA) Office of Technology, Operations, and Planning turned to GSA FTS when it needed top-notch support for its enterprise-wide information technology (IT) and telecommunications support services.

The vision of EPA's Office of Environmental Information (OEI) is to advance the creation, management, and use of data as a strategic resource to enhance public health and environmental protection, promote informed decision-making, and improve the public's access to information about environmental conditions. OEI provides the ability to access, use, and communicate environmental program and administrative information for agency clients and closely affiliated environmental partners such as state and local governments, contractors, and researchers.

The Office of Technology, Operations, and Planning (OTOP) is the agency focal point for policy, management, and implementation of EPA's IT infrastructure, and oversight of Federal and agency IT statutes, regulations, and standards. OTOP sets hardware, software, and telecommunications standards and operates EPA's internal information technology infrastructure and organizes strategic planning for IT and security.

The National Technology Services Division (NTSD), located in Research Triangle Park, NC, manages the EPA's enterprise and high performance computing infrastructure, wide area network (WAN) and provides a variety of computing and telecommunications support services.

EPA's Headquarters and Desktop Services Division (HDSD), located in

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Sandy Bates, GSA FTS Commissioner, said, "This acquisition is designed to enable EPA to offer superior IT and telecommunications solutions and customer service to its internal and external customers while maximizing taxpayer dollars. GSA, EPA and Dyncorp each demonstrated a commitment to innovation and partnership in order to position EPA to achieve mission success. This award represents a spirit of cooperation, commitment to excellence, and dedication to customer service that lives at the core of GSA, EPA, and Dyncorp. We are very excited about moving into an implementation phase."

Washington, DC, is within OEI/OTOP, and is responsible for providing varying levels of voice and local area network (LAN) services at varying levels EPA-wide and desktop service within its own programmatic unit of OEI.

Specific IT- and network-related services provided by HDSD and NTSD include the following:

- Call Center Support
- Campus Network Management
- Desktop Support
- IT Training Institute
- Voice Support
- High Performance Computing Operations
- E-mail & Lotus Applications Support
- Wide Area Network
- Web Application Hosting
- Facility Operations
- Imaging Support
- Enterprise Server Support
- Geographic Information Systems
- Distributed Systems Support
- Technical Consulting
- Local Technology Services
- Internet Service Center
- Emerging Requirements

Mission Accomplished

GSA's Federal Systems Integration and Management Center (FEDSIM), a program of the Federal Technology Service (FTS), awarded the task order to its trusted partner, Dyncorp Systems & Solutions LLC, through GSA's Millennia contract. Estimated at \$867 million, the award is for seven years, if all options are exercised. It represents the largest multiyear task order to be awarded by FEDSIM.

The IT Solutions-EPA (ITS-EPA) task order consolidates two previous contracts. It covers IT operations and telecommunications services at the agency's offices and laboratories nationwide. Some of the 19 major areas it includes are: networking, security services, data center operations, desktop support, Web Hosting and development, and running the agency's national computer center in Research Triangle Park, N.C.

FEDSIM's acquisition strategy included multiple elements designed to provide the EPA with exceptional IT services at best value while offering the industry partner incentives that ensure results and the flexibility to do the job right. Specifically, the task order:

- Defines expected performance by describing EPA's goals and allowing the vendor to offer innovative solutions based on best practices,
- Saves taxpayer dollars by offering the potential for future firm-fixed pricing,
- Ties vendor profit to performance, and
- Combines FTS's wide portfolio of telecommunications and IT service offerings.

Small business participation is key to the award. FTS and EPA facilitated small business subcontracting forums prior to award and incorporated incentives to encourage the vendor to meet small business participation goals. The Small Business Administration and GSA developed an agreement allowing EPA to receive small business credits for subcontracting.