



ESC/HI VENDOR DAY



ESC/HIZ Operations Division

**Lt Col Schlacter
Director of Operations
ESC/HIZ
334-416-4461**

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U.S. AIR FORCE

Overview

- **Mission**
- **Organization**
- **Upcoming Acquisitions**
- **Summary**



U.S. AIR FORCE

ESC/HIZ

Operations Division Mission

Mission Statement

Provide IT services, support & capabilities to ESC-Gunter and AF users in order to enable the development, operation, sustainment and security of AF combat and mission support systems.

Mission Tasks

- Provide 24x7 network/comm support to ~2K ESC-Gunter users, PMO development efforts & ERPs
- Provide 24x7 Tier 1 Help Desk to ~750K users for AF Portal & 100+ combat support systems
- Provide 24x7 synchronization of AF's email GAL across the AF & DoD, and 24x7 Identity Data Directory services to PMOs & ERPs
- AF's Standard Desktop Configuration (SDC) integrator & Microsoft enterprise license and support provider
- AF's delivery point for software, patches & documentation for Microsoft systems (e.g. SDC & AFNETOPS patches) & select functional systems (e.g. LOGMOD, MEDLOG, etc)
- AF's focal point for software assurance (SwA) throughout the software development lifecycle (acquisition, development and C&A)
- AF's POC for IP address management and long-haul data circuits
- Provide IA, knowledge ops, quality control, plans/pgms & equip control for ESC-Gunter



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ESC/HIZ

Organization Chart

Operations Division
Director: Lt Col Martin Schlacter
Deputy: Ms. Mary Davis
Superintendent: CMSgt Frank Scott

**Network Operations
Branch
(HIZB)**
Lt Col Leonard Boothe

- Network Control Center (NCC)
- AF Systems Networking (AFSN)

**Enterprise Services Support
Branch
(HIZN)**
Mr. Ray Perry

- AF Enterprise Configuration Management (AFECMO)
- AF Directory Services (AFDS)

**Application Software
Assurance Center
of Excellence
(HIZC)**
Mr. "Woody" Woodworth

**Mission Support Systems
Branch
(HIZG)**
Mr. Jeffery Holley

- Field Assistance Service (FAS)

All are located on Maxwell AFB/Gunter Annex

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Upcoming Acquisitions Snapshot

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Program / Project	Scope / Objective	Acquisition Strategy	Approximate Value (Last PoP)	RFP Date
FAS (ESC/HIZG)	Provide Tier 1 Help Desk support to 750K+ users of AF Portal & 100+ combat support sys	Task Order (NETCENTS)	\$9M (1 yr)	Dec 2011
AFECMO Support Services (ESC/HIZN)	Provide support for the fielding & sustainment of the AF's standard desktop & server configurations, AFSUP repository (patches), Active Directory & Exchange project, etc	Task Order (NETCENTS)	\$2.5M (\$5.8M w/surges) (2 yr)	Apr 2012
Network Operations (ESC/HIZB)	Provide performance-based, non-personal & technical services support to the NCC in support of the HIZ mission	Task Order (NETCENTS)	\$2M (1yr)	May 2012
Microsoft Premier Services (ESC/HIZN)	Provide account management, proactive & reactive services, information services and technical support to the USAF Enterprise	Task Order (Army Microsoft Premier Support Services)	\$20.5M (2 yr)	Apr 2013
Microsoft Consulting Services (ESC/HIZN)	Provide support for configuring, building & optimizing the AF's standard desktop & server configurations	Sole Source (Microsoft)	\$11M (2 yr)	Apr 2013
AFDS (ESC/HIZN)	Provides support for AF's identity directory services, including authorization & authentication decisions	Task Order (NETCENTS)	\$15.7M (3 yr)	Aug 2013

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Upcoming Acquisitions

U.S. AIR FORCE

Project: Field Assistance Service (FAS) (ESC/HIZG)

- **Scope / Objective:** Provide Tier 1 Help Desk support to 750K+ users of the AF Portal & 100+ combat support systems on a 24 hour per day, 7 day per week, and 365 days per year basis to over 450 Department of Defense (DoD) sites around the world
- **Acquisition Strategy:** NETCENTS Task Order
- **Timeframe:** Expect to release RFP in December 2011 with contract award before current contract expires in April 2012
- **Dollar Value:** Approximately \$9M annually
- **RFP:** December 2011
- **POC:** Maria Jones, 334-416-2653



Upcoming Acquisitions

U.S. AIR FORCE

Project: AFECMO Support Services (ESC/HIZN)

- **Scope / Objective:** Provide support for all facets of AFECMO enterprise systems lifecycle. This includes architecture, engineering, analysis/design, implementation, operations and sustainment efforts in support of fielding & sustaining the Air Force's standard desktop & server configurations, DoD standard image, AFSUP repository (patches), Active Directory & Exchange (ADX) project, and other basic AFECMO activities.
- **Acquisition Strategy:** NETCENTS Task Order
- **Timeframe:** Expect to release RFP in April 2012 with contract award in the late summer of 2012
- **Dollar Value:** Approximately \$2.5M (\$5.8M w/surges) over 2 years
- **RFP:** April 2012
- **POC:** Maria Jones, 334-416-2653



Upcoming Acquisitions

U.S. AIR FORCE

Project: Network Operations Support Services (ESC/HIZB)

- **Scope / Objective:** Provide performance-based, non-personal & technical services support to the Network Control Center (NCC) in support of the HIZ mission. The Gunter NCC supports approximately 2,000 users and consists of approximately 400 servers
- **Acquisition Strategy:** NETCENTS Task Order
- **Timeframe:** Expect to release RFP in May 2012 with contract award before current contract ends in August 2012
- **Dollar Value:** Approximately \$2M annually
- **RFP:** May 2012
- **POC:** Maria Jones, 334-416-2653



Upcoming Acquisitions

U.S. AIR FORCE

Project: Microsoft Premier Services (ESC/HIZN)

- **Scope / Objective:** Provide account management, proactive & reactive services, information services and technical support to the USAF Enterprise supporting over 600K Air Force users around the world with an emphasis on increasing operational efficiency, optimizing performance, maximizing uptime and reducing support cost for the AF Network (AFNet) enterprise
- **Acquisition Approach:** Task Order on the Army's Microsoft Premier Support Services (MPS-2) contract W91QUZ-09-D-0038
- **Timeframe:** Expect to release RFP in April 2013 with award in the late summer of 2013
- **Dollar Value:** Approximately \$20.5M over 2 years
- **RFP:** April 2013
- **POC:** Annette Hudson, 334-416-1370

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Upcoming Acquisitions

U.S. AIR FORCE

Project: Microsoft Consulting Services (MCS) (ESC/HIZN)

- **Scope / Objective:** Provide services in support of configuring, building & optimizing the Air Force's standard desktop & server configurations which support over 600K Air Force users around the world at CONUS and OCONUS locations. This includes the continued optimization of existing Microsoft products deployed within the Air Force and new products purchased under the Air Force Microsoft Enterprise License Agreement.
- **Acquisition Approach:** Sole source contract to MCS on a Firm Fixed Price basis
- **Timeframe:** Expect to release J&A in April 2013 with award in the late summer 2013
- **Dollar Value:** Approximately \$11M over 2 years
- **RFP:** April 2013
- **POC:** Annette Hudson, 334-416-1370



Upcoming Acquisitions

U.S. AIR FORCE

Project: Air Force Directory Services Core Labor Contract Services (ESC/HIZN)

- **Scope / Objective:** Provide support for Air Force's identity directory services, enabling secure & timely access to resources required to make access, authorization and authentication decisions
- **Acquisition Approach:** NETCENTS Task Order
- **Timeframe:** Expect to release RFP in August 2013 with award in late Fall 2013
- **Dollar Value:** \$15.7M over 3 years
- **RFP:** August 2013
- **POC:** Maria Jones, 334-416-2653