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# AFLCMC/HI VENDOR DAY



## Enterprise Services Division

**Mr. Herbert H. Hunter Jr., Deputy  
AFLCMC/HIC**

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# *Organizational Overview*



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## ■ **Mission**

- Enables war winning decisions by shaping, acquiring and sustaining warfighting IT capabilities

## ■ **Programs include:**

- Software Enterprise Acquisition Management & Lifecycle Support (SEAMLS) and DoD Enterprise Software Initiative (DoD ESI)
- Information Technology Commodity Council (ITCC) – AFWay, Client Computing and Services (CCS), Cellular Services and Devices (CSD), Digital Printing and Imaging (DPI)
- NETCENTS/NETCENTS-2
  - Air Force Enterprise Configuration Management Office (AFECMO)
  - Application Software Assurance Center of Excellence (ASACoE)
  - Field Assistance Services (FAS)
  - Product Distribution and Air Force Center for Electronic Distribution of Software (AFCEDS)

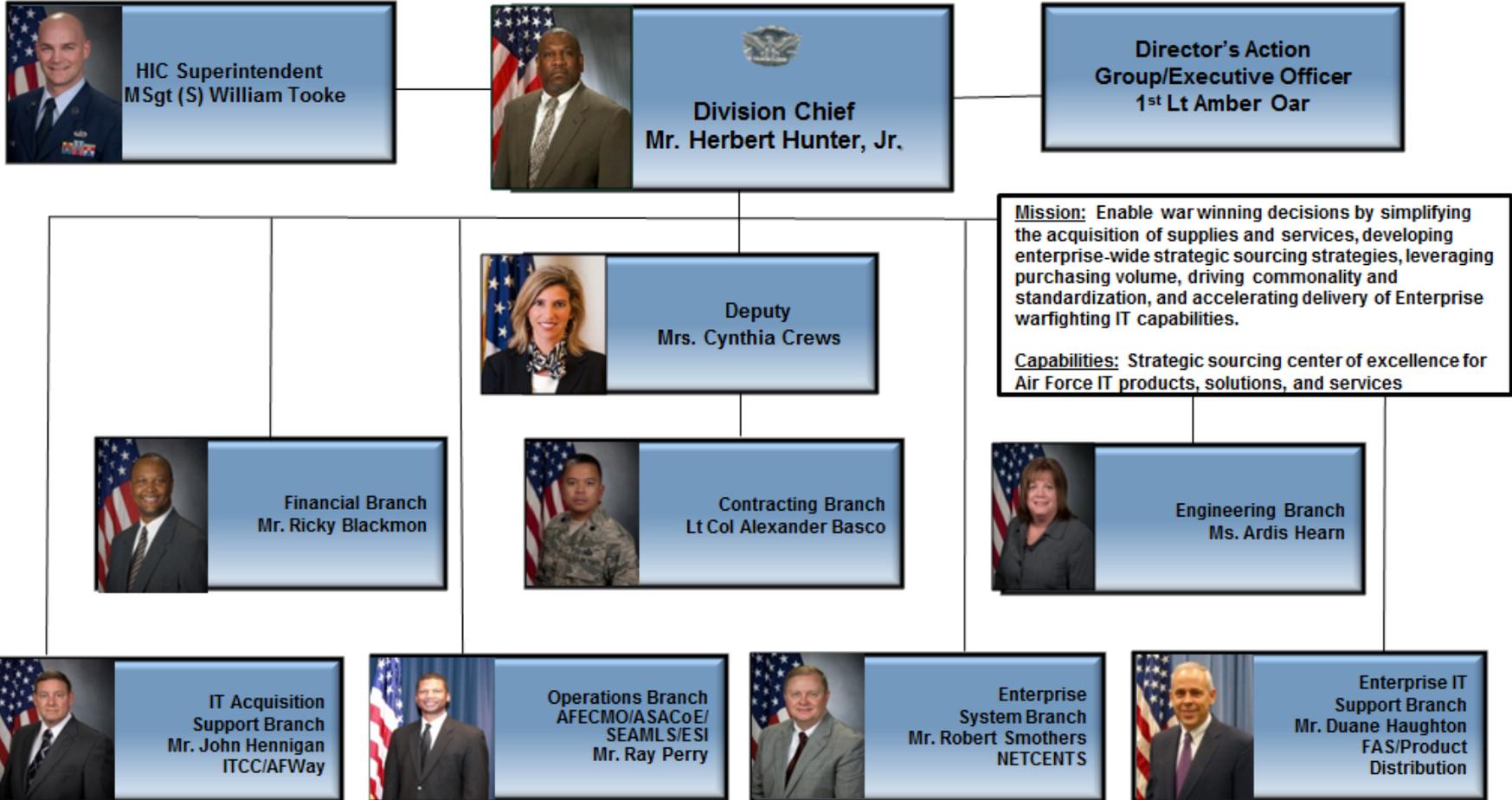
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# Enterprise Services Division



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# ASACoE



## ASACoE Assessment History 2007-Present

Program Management Offices Visited: 299  
Applications Assessed: 1,142  
Total Lines of Code Assessed: 159.5M  
Total People Trained: 1,881



### Major Weapon Systems

- B-2 Spirit**  
574 vulnerabilities  
213K source lines of code
- RQ-4 Global Hawk**  
Data Not Releaseable
- MQ-1B Predator**  
Data Not Releaseable
- C-5 Galaxy**  
273 vulnerabilities  
72K source lines of code
- F-35 Lightning II**  
Pending
- AOC WS**  
18.2 - In progress

## Warfighter Benefits

- Cost and Time Savings for Program Management Offices
  - Saves PMOs \$528K per assessment vs. outsourcing (\$144M ROI since 2007)
- Certification & Accreditation Processing Time Reduction
- Enhanced Protection for Fielded Legacy Systems
- ASACoE Vulnerability Statistics
  - 1 vulnerability per every 23 source lines of code (SLOC)

## Description

Primary DoD and Air Force unit to provide Software Assurance (SwA) services, tools and education.

## CONOP

- Foster security into the SDLC and software acquisitions through techniques, tools and education
- Leverage information technology, through the deployment of methods and automated tools, to support and improve Air Force software development processes
- Take advantage of software assurance state-of-the-art information technology and industry best practices
- Defend applications against potential attacks

## System Capability

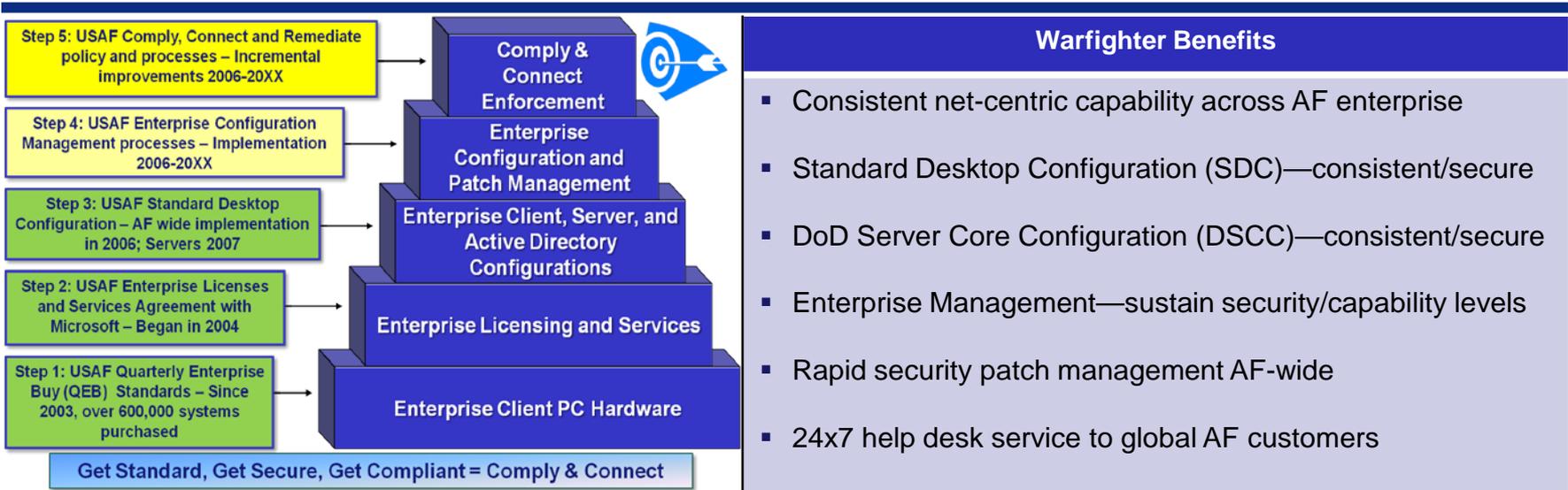
- Defend against application-level compromises of government developed/acquired and government-maintained AISs and CISs
- Only DoD and AF capability for compliance with Section 933, FY13 NDAA (Public Law 112-239)

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# Air Force Enterprise Configuration Management Office (AFECMO)



Description	Governance
<ul style="list-style-type: none"> <li>Provides cradle-to-grave life-cycle support for MS Software Products (SDC, DSCC, SCCM)</li> <li>Manages integration/application of MS Services across AF</li> </ul>	<ul style="list-style-type: none"> <li>Genesis for AFECMO originated at CORONA FALL 2003</li> <li>Requirements Basis: SAF/A6, AFSPC/A6</li> <li>Major Customers: AFSPC/A6, AFNetOps, MAJCOMs</li> </ul>
System Capability	Resources
<ul style="list-style-type: none"> <li>Microsoft Services Management               <ul style="list-style-type: none"> <li>Desktop/Server Configuration Stand.</li> <li>Configuration Management</li> <li>Security Management</li> </ul> </li> <li>Enterprise Integration</li> <li>Enterprise Support</li> </ul>	<ul style="list-style-type: none"> <li><u>Organic Resources</u>: 29 Civilians (28 Reimb positions), No military</li> <li><u>Contractor</u>: Microsoft Consultant Services, Microsoft Premier Services, Centech (AFECMO Support Services)</li> <li><u>Contract Types</u>: All FFP</li> </ul>

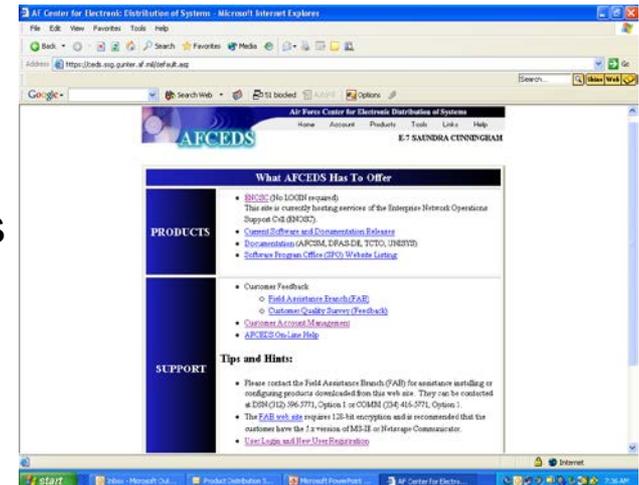
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# Enterprise Software Management/Product Support



- Provides enterprise-wide distribution of AFLCMC-developed software, COTS & GOTS throughout DOD (PC, mid-tier & mainframe systems)
  - Electronic distribution (via the web)
  - Maintains version control of fielded software
  - User authentication, encrypted access control, robust/fault tolerant servers, automated backups
  - Approve/disapprove users requesting software
  - User subscription & automatic notification of product availability
  - Metric data available upon request
- Downloads > 14 Terabyte per Year
  - Savings: \$1.5M in FTE & shipping costs annually





# Field Assistance Service (FAS)



## MISSION:

Provide Quality 24/7/365 System Support for Airmen and other DoD Users Worldwide

Supporting Air Force & DoD Around the World



### Mission

Logistics

Business

Medical

Finance

Acquisition

Personnel



### Customers

Air Force  
Army  
Navy  
Marines  
Air National Guard  
DoD (including DISA, DECC, MCAS, NASA, Johnson Space, Center, ROME Labs, Lincoln Labs, etc.)  
U S Embassies, Royal Air Force, Netherlands Royal Navy, etc.

### Stakeholders

Program Management Offices  
Field Users  
Quality Assurance Office

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# ***Field Assistance Service (FAS) Capabilities***



- **Provide quality 24/7/365 system support**
  - 40+ years customer support experience
  - Mature repeatable processes
  - Enterprise-wide systematic troubleshooting
  - First and last contact for users – Total ticket visibility
- **Incident Management/Reporting (Remedy/Business Objects Enterprise)**
  - Customizable incident management
  - Deficiency tracking
  - Enterprise-wide metrics and trend analysis
  - User message notification
- **Automated Call Distribution (ACD) System Management**
  - Workload management and distribution
  - Call statistics



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# Air Force Way (AFWay)



## Description

- *Air Force* web-based eCommerce solution for purchasing IT products and services as well as IT requirements processing. **AFWay** reduces processing time and overhead required for IT procurement and provides the Air Force the ability make informed IT investment planning and budgeting decisions.
- Provides improved mission capability through the use of strategic resourcing, spending analysis and product reporting
- Customers: 20K + across AF and other DOD Agencies

## Project

- **Objective:** comprehensive modernization effort (focus on technical refresh) to address IA requirements and enhance maintainability
- **Scope:** Incorporate CAC-enabled Log-In capability
- **Acquisition Approach:** Program in sustainment
- **Timeframe:** Projected fielding – October 2014
- **Dollar Value:** \$2M

## POCs

- **Program Manager:** Mr. Kevin Lee
- **Deputy Program Manager:** Ms. Shanae Miller
- **Technical Manager:** Mr. Dennis Notareschi
- **Lead Engineer:** Mr. Michael Yue
- **Contracting Officer:** Mr. Robert Burns
- **Financial Officer:** Ms. Carla Pope



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# Information Technology Commodity Council (ITCC)



## Description

- Strategic IT procurement
- Web-based purchasing system (AFWay)
  - (think "Amazon.com")
- Cost avoidance on strategic sourced IT commodities
- IT spend data collection/analysis/reporting for AF
- Drives commonality and standardization
- Customers: Department of Defense, SAF/CIO A6, SAF/AQC, AFMC/PK, MAJCOMS, Field Users

## Project

- **Objective:** Establish Enterprise Commodity Contracts and web based access to those contracts
- **Scope:** Client Computing and Services (CCS)  
Cellular Services and Devices (CSD)  
Digital Printing and Imaging (DPI)
- **Acquisition Approach:** GSA based BPA's
- **Timeframe:** 5 yr. BPA's
- **Dollar Value:** \$300M annually

## POCs

- **RFP's/RFQ's: Blanket Purchase Agreements Re-competes**
  - **DPI, CCS, and CSD**
- **POCs:**
  - **Program Manager:** Mr. John Hennigan
  - **Contracting Officer:** Ms. Sonya Smith
  - **Technical Lead:** Mr. Marty Toland

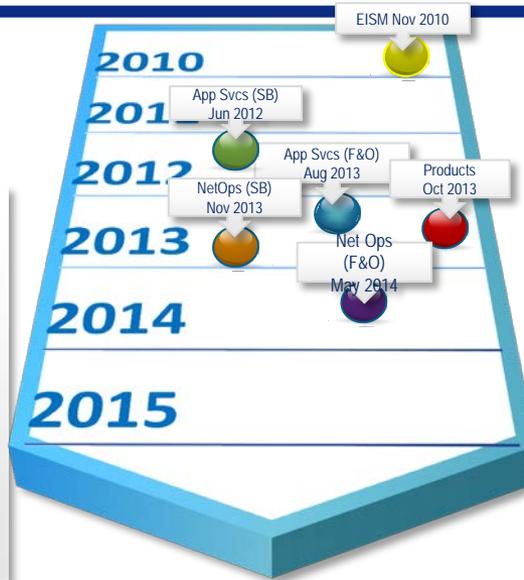


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# NETCENTS-2



-  EISM - Nov 2010
-  App Svcs (SB) - Jun 2012
-  App Svcs (F&O) - Aug 2013
-  Products - Oct 2013
-  NetOps (SB) - Nov 2013
-  NetOps (F&O) - May 2014
-  ITPS - On Hold



## Description

- The NETCENTS family of contracts provides highly flexible contract vehicles delivering capabilities across the entire range of communication, networking and telephony product and service domains.
- Enabling Air Force, DoD and other Federal Agencies to effectively and efficiently implement Net-Centric Solutions worldwide.



The NETCENTS contract ceiling was increased from \$9B to \$10.45B. NETCENTS Ends 30 Sep 2013. The last day of performance/delivery for task orders issued is 9 Sep 2015.

## Project

- **Objective:** Meet AF Strategic Sourcing Goals
- **Scope:** NETCENTS-2 contracts will be mandatory source for all IT products and solutions procurements
- **Acquisition Approach:** Source Selection Sensitive
- **Timeframe:** 3 base years + 2 – 4 1-year options
- **Dollar Value:** ~\$24.2B

## RFP and POCs

- **RFPs and Source Selections: On Going...**
- **POCs:**
  - **Program Manager:** Mr. Robert Smothers
  - **Contracting Officer:** Lt Col Anthony Basco
  - **Technical Lead:** Mr. Scott Doss
  - <http://www.netcents.af.mil/>



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# Software Enterprise Acquisition Management & Lifecycle Support (SEAMLS)



## Description

**SEAMLS:** provides acquisition and license management of the Air Force Oracle, Microsoft, and Adobe Pro, and ESRI enterprise license agreements; and DoD Enterprise Software Initiative (ESI) activities.

**CUSTOMES:** Department of Defense, SAF/A6, AFSPC/A6, MAJCOMs, COCOMs, Field Users, Federal Government (FSSI, GSA SmartBUY)

## Project

- DoD ESI classification marking system software
- JELA for CISCO hardware maintenance & support
- JELA for VMWare hardware maintenance & support
- JELA for classification marking system

## RFP and POCs

- **RFQ:** DISA plans to release RFQs for various JELA activities
- **POCs:**
  - **Program Manager:** SEAMLS Team
  - **Contracting Officer:** Yakemi McKinnis



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## **AFWay Response to Vendors – VID 2014**



**21 May 2014**



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# Issues / Responses



- **ISSUE #1: RFQs are being sent to the wrong NETCENTS 2 vendor contract categories**
- **Initial Response to Problem:**
  - Instructed users on appropriate use of NETCENTS 2 contracts on the AFWay system via User Guides, and a SAN issued 2 Jan 14
- **Further Response: NETCENTS 2 RFQ Reports are being generated DAILY**
  - For NETCENTS 2 Application Services (SB) RFPs and Products RFQs
  - If any RFP/Qs have been sent to the incorrect vendor contract category, NETCENTS 2 technical team contacts the customer to cancel the RFP/Q and instructs them to resubmit to the correct contract category vendors
  - Have identified that MOST of the problems are stemming from Government Purchase Card holders
  - Additionally, NETCENTS 2 PMO will be hosting DCO training sessions with AFWay users



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# Issues / Responses (Cont'd)



## ■ ISSUE #2: “Cherry-Picking”

- For the NETCENTS 2 Products contracts, customers are selecting certain vendors to issue RFQs to, instead of allowing fair opportunity for all

## ■ AFWay Response: This issue **WILL BE** corrected with the release of AFWay 4.0; however, today, we are relying on the Vendor community to notify the NETCENTS 2 PMO when they become aware of an RFQ that did not allow fair opportunity for all vendors

- Reviewing the RFQ reports daily is only *partially* successful in identifying these type issues
  - Example: The report indicates only 1 large business was selected along with small business vendors for an RFQ for Products
- NETCENTS 2 PMO will be hosting DCO training sessions with AFWay users



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# *Issues / Responses (Cont'd)*



- **ISSUE #3: Vendors are attempting to access AFWay via IE-10**
- **AFWay Response: AFWay WILL BE compatible with IE-10 with the release of 4.0; however, currently AFWay is only compatible with IE-8**



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# Information Technology Commodity Council (ITCC) Client, Computers & Servers (CCS)



## Description

- Strategic IT procurement
- Cost avoidance on sourced IT commodities
  - Economies of scale, reduced acquisition timelines
- Web-based purchasing system (AFWay)
  - (think “Amazon.com”)
- IT spend data collection/analysis/reporting for AF
- Drives commonality and standardization
- Enables Standard Desktop Configuration (SDC)
- Customers: Department of Defense, SAF/CIO A6, SAF/AQC, AFMC/PK, MAJCOMS, Field Users

## Project

- Objective: Establish Enterprise Commodity Contracts and web based access to those contracts
- Scope: Current contracts include: PCs, Laptops, Tablets, Monitors
- Acquisition Approach: GSA based BPA's
- Timeframe: 5 year BPA's
- Dollar Value: \$800M (entire 5 yr BPA)

## RFP and POCs

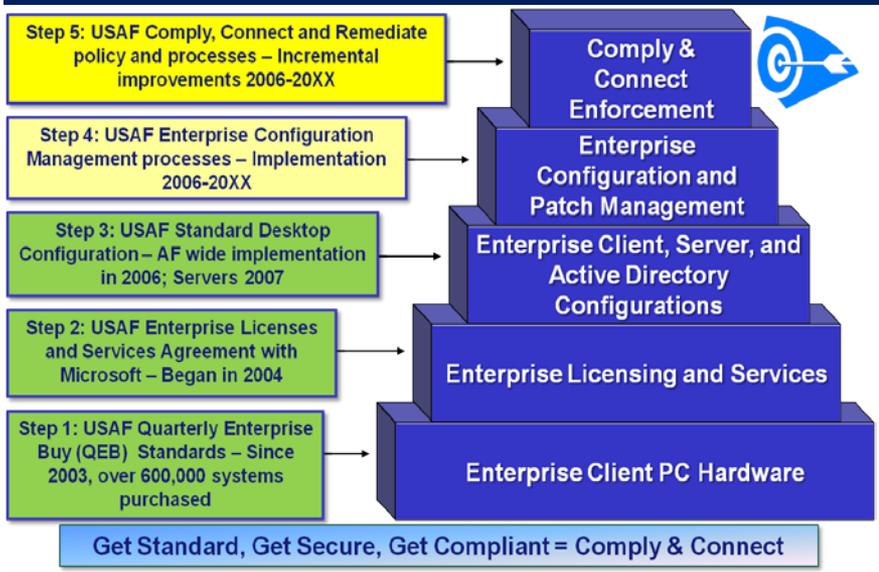
- **RFP's/RFQ's:** Project new contract vehicle in 1Q FY 15 timeframe
- **POCs:**
  - **Program Manager:** Mr. John Hennigan
  - **Contracting Officer:** Ms. Sonya Smith
  - **Technical Lead:** Mr. Marty Toland



# Air Force Enterprise Configuration Management Office (AFECMO) – Support Services Non-ACAT (Activity)



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## Description

- Strategic Network Architecture Support
- Technical Network Architecture Support
- Image Building
- Network Applications Deployment Support
- Information Assurance Support

## Project

- Objective: Provide support for the functions of desktop and server imaging, Air Force Security Update Program Repository, and basic AFECMO activities
- Scope: ~ 600K clients/10K servers; MAJCOMs and DOD customers
- Acquisition Approach: NETCENTS II NETOPS
- Timeframe: 9 Sep 14 – 8 Sep 2017
- Dollar Value: \$4M - \$5M (entire 3 yr PoP)

## RFP and POCs

- RFP: May/June 14
- POCs:
  - Program Manager: Mr. Ray Perry
  - Contracting Officer: Mr. Maurice Griffin
  - Technical Lead: Mr. Jon Wilson