

GSA ORDER

SUBJECT: Changes in GSA Organization

1. Purpose. This order announces changes in the Federal Acquisition Service (FAS).
2. Explanation of change. ADM 5440.591, dated September 9, 2005, established the new Federal Acquisition Service. Par. 3 of the order established nine national office-level organizations and six zonal offices. Following a subsequent review of the original design and customer base, it was determined that revisions to the baseline design were necessary to strengthen strategic planning and assisted acquisition services; increase emphasis on communications and business process redesign; improve program management of IT contracting vehicles; and to revise the proposed zonal structure. Revisions are outlined in pars. 3 and 4, below.
3. Changes in Central Office. Effective immediately, the national structure in ADM 5440.591, par. 3, is revised as follows. Broad descriptions of major office functions are restated for ease of reference, revised for clarity, or revised to reflect changes made to the baseline design. Geographic locations are shown for those activities physically located outside the Washington metropolitan area that become national program components reporting to the national parent organization.

The FAS Commissioner reports to the Administrator. The heads of the other offices in this paragraph report to the FAS Commissioner.

a. Office of the Commissioner. The Office of the Commissioner is responsible for providing leadership and overall executive and program direction to ensure the mission and responsibilities of FAS are effectively carried out. The office has no substructure; it includes the Commissioner, Deputy Commissioner, Chief of Staff, and other support staff.

b. Office of Administration. The Office of Administration is responsible for human capital planning and analysis, employee development and training programs, competitive sourcing program management, emergency management, facility management and associated support services, and internal and external communications media. Activities are carried out in accordance with policies established by the GSA staff offices (e.g., Office of the Chief Human Capital Officer, Office of Governmentwide Policy, Office of Citizen Services and Communications, etc.) and the Public Buildings Service. The office is comprised of the following components:

Human Capital Management Division
Workplace Management Division
Communications Division

c. Office of Strategic Business Planning and Process Improvement. This office is established to manage strategic business planning for FAS and the performance management program and processes. It is also responsible for leading business process design and reengineering activities and a policy management program, and will house the Project Management Office for FAS Implementation. The office is comprised of the following components:

- Strategic Planning and Performance Management Division
- Process Improvement and Policy Management Division

d. Office of the Controller. The Office of the Controller is responsible for financial analysis and budget formulation and execution of the FAS businesses in accordance with policy established by the GSA Chief Financial Officer. In this capacity, the office provides financial guidance and procedures, manages the audit resolution and internal controls programs, serves as financial audit liaison, and carries out financial service center operations. The office is comprised of the following components:

- Business Analytics and Consulting Division
- Budget Division
- Audits and Controls Division
- Financial Operations Division
 - Regional Telecommunications Financial Service Center (Atlanta, GA)
 - National Programs Financial Service Center
 - Regional IT Solutions Financial Service Center (Philadelphia, PA)

e. Office of the Chief Information Officer. The Office of the Chief Information Officer develops and manages applications and systems in support of the FAS business lines and staff offices. It is also responsible for implementing information security controls and coordinating Privacy Act requirements. Activities are carried out in accordance with policies established by the GSA Chief Information Officer. The office is comprised of the following components:

- Planning and Architecture Division
 - Contract Support Branch
 - Business Advocacy Branch
 - User Support Branch
- Acquisition Applications Division
 - Application Project Management and Development Branch
 - Functional Requirements Branch
- Contract Administration Applications Division
 - Application Project Management and Development Branch
 - Functional Requirements Branch

(Office of the Chief Information Officer continued)

Asset Management Applications Division
Application Project Management and Development Branch
Functional Requirements Branch

Business Intelligence Applications Division
Application Project Management and Development Branch
Functional Requirements Branch

Applied Engineering Division
Open Systems Branch
Mainframe Systems Branch
Database and Software Support Branch
Infrastructure Support Branch (interim organization)

f. Office of Customer Accounts and Research. The Office of Customer Accounts and Research is responsible for developing strategic national account teams that support agencies by providing a wide range of information about the acquisition vehicles and solutions that FAS offers. It performs outreach activities through brand management and development of customer-oriented materials. In addition, the office conducts analyses of market and customer intelligence to assist FAS in developing business specific solutions and strategic business plans. The office is comprised of the following components:

Customer Research and Analysis Division

Customer Relationship Management Division
Strategic Military Account Management Branch
Strategic Civilian Account Management Branch
National Customer Service Center (Kansas City, MO)

Customer Outreach Division
Brand Management and Strategy Branch
National Publications Center (Chicago, IL)

g. Office of Acquisition Management. The Office of Acquisition Management is responsible for implementing the acquisition program policies established by the GSA Chief Acquisition Officer. It manages acquisition workforce training needs, performs contract reviews, and carries out contract and supplier management activities. The office serves as the focal point for the review of service-wide acquisition issues and programs, as well as for Schedules program management across FAS. The office is comprised of the following components:

Acquisition Program Management Division
Policy Implementation Branch
Program Analysis Branch

Acquisition Career Management Division

(Office of Acquisition Management continued)

Supplier Management Division

Socio-Economic Programs Branch

Program Development Branch

Northeast Operations Center (entire structure in Boston, MA)

Contract Administration Section

Industrial Operations Section

Southeast Operations Center (entire structure in Atlanta, GA)

Contract Administration Section

Industrial Operations Section

Midwest Operations Center (entire structure in Chicago, IL)

Contract Administration Section

Industrial Operations Section

Western Operations Center (entire structure in San Francisco, CA)

Contract Administration Section

Industrial Operations Section

h. Office of General Supplies and Services. The Office of General Supplies and Services is responsible for managing the FAS supply operations program, to include associated acquisition and supply chain services, and oversees assigned Schedules for services. It also manages a governmentwide program for the utilization of excess personal property and the donation and sale of surplus personal property. The office is comprised of the following components:

Office of Acquisition Operations

Center for Acquisition Support

Acquisition Coordination Branch

Retail Acquisition Support Section (Chicago, IL)

Supply Management Branch

Standards and Cataloging Branch

Center for Services Acquisition

Special Programs Branch

Services Contracts Branch

Professional Services Contracts Branch

Customer Service, Marketing and Business Branch

(Office of General Supplies and Services continued)

Office of Supply Operations

Center for Distribution Operations

Eastern Distribution Center (entire structure in Burlington, NJ)

Shipping Branch

Traffic Branch

Receiving and Storage Branch

Section 1

Section 2

Facilities Management Branch

Section 1

Section 2

Export Branch

Section 1

Section 2

Section 3

Section 4

Selection Branch

Section 1

Section 2

Section 3

Section 4

Section 5

Section 6

Inventory Surveillance Branch

Program Support Branch

Western Distribution Center (entire structure in French Camp, CA)

Receiving Branch

Shipping Branch

Document Control Branch

Materials Handling Branch

Bins Branch

Export Branch

Inventory Surveillance Branch

Customer Supply Center

Center for Order Management

Store Operations and Call Center Branch (Burlington, NJ)

Store Operations Branch (Camp LeJeune, NC)

Store Operations Branch (San Francisco, CA)

Store Operations and Call Center Branch (Auburn, WA)

Call Center (Fort Worth, TX)

Center for Transportation and Readiness

(Office of General Supplies and Services, Office of Supply Operations
continued)

Center for Supply Acquisitions

Office Supplies Center (entire structure in New York, NY)

Products Acquisition Branch

Supply Acquisition Branch

Inventory Management and Commodity Support Branch

Heartland Global Supply Center

(entire structure in Kansas City, MO)

Engineering and Commodity Management Branch

Inventory Management and Customer Service Branch

Acquisition Branch

Southwest Supply Center (entire structure in Fort Worth, TX)

Fire and Industrial Acquisition Branch

Acquisition Section 1

Acquisition Section 2

MWR and Security Acquisition Branch

Acquisition Section 1

Acquisition Section 2

Product Management and Technical Services Branch

Inventory Management and Customer Assistance Branch

Inventory Management Section

Supply Operations Section

Customer Assistance Section

Collateral Distribution Branch

Financial and Program Management Branch

Office of Personal Property Management

Sales Program Division

Utilization and Donation Program Division

Office of Business Management

Business Process Improvement Division

Business Development Division

Business Analysis Branch

National Merchandising Planning and Communications Branch

Business Operations Support Division

Requirements Analysis Branch

Implementation Management Branch

i. Office of Travel, Motor Vehicle and Card Services. This office develops and manages programs for the acquisition of travel and transportation services and charge card services; audits the Government's worldwide transportation billings to identify overpayments and seeks recovery for the Federal Government; and purchases vehicles for agencies that own and manage their vehicle fleets. It also manages the GSA Fleet, which provides leased vehicles and commercial fuel, maintenance, and repair services. The office is comprised of the following components:

- Office of Motor Vehicle Management
 - Center for Automotive Acquisition
 - Vehicle Engineering Branch
 - Systems and Customer/Vendor Support Branch
 - Center for Fleet Management
 - Business Management Branch
 - Loss Prevention Section
 - Payment Processing Section
 - Agency Fleet Management Section
 - Motor Vehicle Sourcing Branch
 - National Fleet Operations Branch
 - Maintenance Control Center (Philadelphia, PA)
 - Maintenance Control Center (Atlanta, GA)
 - Maintenance Control Center (Fort Worth, TX)
 - Maintenance Control Center (San Francisco, CA)
 - Accident Management Center (Atlanta, GA)
 - Accident Management Center (Kansas City, MO)
 - Remarketing Management Branch
 - Systems Requirements Branch
- Office of Travel and Transportation Services
 - Center for Travel Management
 - E-Gov/Travel Services Branch
 - Customer Service and Training Branch
 - Customer Management Section
 - Professional Development and Training Section
 - Center for Transportation Management
 - Freight Management Branch
 - Relocation Services Branch
 - Transportation Audits Division
 - Accounts and Collections Branch
 - Audit Policy and Review Branch
 - Disputes Resolution Branch
 - Business Management Division
 - Business Operations Branch
 - Systems Requirements Branch

(Office of Travel, Motor Vehicle and Card Services continued)

Office of Charge Card Management
Utilization Analysis Division
Service Delivery Division

Office of Acquisition Operations
Charge Card Acquisition Support Division
Automotive Acquisition Support Division
Travel and Transportation Acquisition Support Division

j. Office of Integrated Technology Services. The Office of Integrated Technology Services develops and manages programs for the acquisition of information technology and telecommunications products and services, and manages the delivery of network services solutions to Federal agency customers worldwide. The office is comprised of the following components:

Office of Acquisition Operations
Contract Operations Division
General Acquisition Support Division

Office of GWAC and IT Schedule Programs
Center for GWAC Programs
Small Business Acquisition Center (Kansas City, MO)
IT Acquisition Center (Fort Worth, TX)
Enterprise Acquisition Center (San Diego, CA)
Center for IT Schedule Program

Office of Network Services Programs
Contract Development Division
Contract Management Division
Service Delivery Division

Office of Planning and Strategic Solutions
Portfolio Management Division
Financial Planning and Management Division
Strategic Solutions Management Division

k. Office of Assisted Acquisition Services. The Office of Assisted Acquisition Services complements the programs of the Integrated Technology Services portfolio by providing acquisition, technical and project management services that assist agencies in acquiring and deploying information technology and professional services solutions. The office is comprised of the following components:

Center for FEDSIM
Acquisition Support Branch
Program Support Branch
Defense Sector Branch
Civilian Sector Branch

Business Operations Division

4. Changes in regional structure. Effective immediately, the zonal structure in ADM 5440.591, par. 3, is revised by abolishing the six FAS zones and establishing FAS in all GSA Regions, each headed by an Assistant Regional Administrator reporting to the Regional Administrator. Each region will retain its legacy FSS and FTS organizational structures under the FAS umbrella, minus those activities that now report nationally as outlined in par. 3. Within 30 days of the date of this order, the design of all FAS regions will be finalized for issuance in a subsequent order.

5. Implementing actions. The existing organization structures for FSS and FTS will remain in place until the FAS structure can be effectively implemented, as determined by the Administrator, the FAS Commissioner, and the Chief Human Capital Officer. Implementation of this order with respect to employees represented by a labor organization is contingent upon completion of labor relations obligations. Positions affected by this change are subject to normal classification procedures. The Chief Human Capital Officer is authorized to cancel this order upon implementation.



LURITA DOAN
Administrator