Challenge: Air Force Special Operations Command (AFSOC) located at Hurlburt Field, FL was overwhelmed with the magnitude of intelligence data. AFSOC needed support services responsible for fielding and executing Intelligence, Surveillance, and Reconnaissance (ISR) Processing, Exploitation, and Dissemination (PED) capabilities to ensure that the critical ISR data is disseminated to the warfighter. AFSOC with the 765th Air Force Installation Contracting Center (AFICC) Office had positive experiences using GSA's One Acquisition Solution for Integrated Services (OASIS) contracts and believed the support services they needed were available on the contracts. However, there was concern that the sensitive nature and magnitude of this requirement could be expeditedly procured using the multiple award, indefinite delivery indefinite quantity (IDIQ) contract.

Action: The General Services Administration (GSA) Federal Acquisition Services (FAS) Customer and Stakeholder Engagement Team (CASE) has Customer Service Directors (CSD) assigned to geographical territories. CSDs provide assistance, resolve problems and answer questions from GSA's customers.

Result: The OASIS contract provided flexible and innovative solutions for their complex professional services. AFSOC awarded a $53.4 million-task order against OASIS in 94 calendar days. They saved $1.5 million representing a 2.7% savings from their independent government cost estimate and ensured that Special Operations Forces received the critical support services to meet their mission.

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