

## NETCENTS-2 EISM Questions & Answers

These questions and answers are based on a May 11 magazine interview and provide a good overview of the NETCENTS-2 Enterprise Integration and Service Management contract and initiative and an update on NETCENTS-2.

- 
- Questions regarding the NETCENTS-2 strategy and contracts may be directed to [netcents@gunter.af.mil](mailto:netcents@gunter.af.mil).
  - Questions regarding the NETCENTS-2 Mandatory Use policy may be directed to [netcents2waiver@gunter.af.mil](mailto:netcents2waiver@gunter.af.mil).
  - See also the NETCENTS-2 Overview and updates, and the Mandatory Use Policy and information, at <http://public.gunter.af.mil/aq/NetCents/2/documents.aspx>.
- 

What is the current status and future schedule for NETCENTS and NETCENTS-2?

A: NETCENTS remains available for new orders until 9 Sep 2012 and performance can continue until 8 Sep 2014. The NETCENTS Mandatory Use Policy is still in effect. Information and updates on the remaining NETCENTS-2 contracts can be found at: <http://public.gunter.af.mil/aq/NetCents/default.aspx>.

To put the new program in context, where does EISM fit within the overall NETCENTS program?

A: NETCENTS-2 consists of seven multiple award indefinite-delivery, indefinite quantity (IDIQ) contracts. EISM is the first of the seven NETCENTS-2 contracts to be awarded. It provides the Air Force's major commands, direct reporting units (DRUs) and center-level organizations strategic level consulting to help manage and plan for IT and netcentric changes within their domains. This is a new offering that was not available under NETCENTS.

What needs were you responding to in designing the EISM program?

A: SAF/A6 wanted to provide leadership with support that would help them integrate capabilities and services across a given domain and plan for future initiatives with a focus on service management for both infrastructure and mission capabilities.

What sort of problems with scope and complexity did you encounter in designing the program?

A: Since this was a new requirement set, we spent some time discussing the vision and requirements with SAF/A6 to make sure the Performance Work Statement supported the end goal concept.

What types of services are available through EISM?

A: EISM provides enterprise integration support such as maintaining information about legacy systems in enterprise architectures, recommending emerging technologies and solutions, conducting analyses to support portfolio management, conducting

engineering analyses with an eye toward domain impacts, defining target architectures, and developing tools and methodologies to support enterprise integration activities. EISM also provides service management support such as ensuring new services adhere to enterprise standards, developing tools and methodologies to support service lifecycle management activities, and supporting commoditization of capability packages.

How do these differ from other NETCENTS-2 categories?

A: EISM is one of two Advisory & Assistance (A&AS) categories. The focus of EISM is at the strategic level to assist with requirements within an enterprise or domain, whereas ITPS provides A&AS support at the tactical level similar to traditional A&AS efforts supporting projects and programs.

Can you give some examples of the types of specific issues and problems these services would address?

A: Assistance in implementation of the Services Development and Delivery Process (SDDP), recommendations on how to implement Engineering Baseline discipline, Perform Enterprise wide systems engineering advise/recommendations, support for the AF Enterprise Dashboard, assistance with the way ahead for SharePoint 2010

What is the significance of the fact that these are non-personal Advisory and Assistance contracts?

A: The focus of EISM is at the strategic level in support of senior decision makers at the enterprise or domain level. This is in contrast to ITPS which provides more tactical A&AS support for projects and programs and is similar to traditional A&AS efforts.

Why is this limited to Air Force?

A: In general, the NETCENTS-2 contracts were developed for Air Force use but are available to other services and federal agencies when interoperability with, or support to or from, Air Force resources is included in the task requirements set. EISM is viewed as an initiative the AF will use to manage its own IT initiatives and its tasks will be centrally awarded by the contracting team at Gunter which is not resourced to do non-AF work.

What are small business requirements, and what role do you see small businesses playing?

A: Small businesses can subcontract with EISM prime contractors. One of the benefits the NETCENTS-2 services contracts provide to small businesses is that they have a subcontracting requirement (versus what has traditionally been a goal) of 23%. When you consider the small business companion efforts and the setting aside of ITPS for Service Disabled Veteran Owned Small Businesses, a \$11 billion out of the combined NETCENTS-2 ceiling value of \$24 billion is available to only small businesses.

How do customers order from the contract?

A: Customers should first determine whether their requirements are covered by the EISM scope. The PWS and EISM information, including a scope analysis template, can be found in the "Documents" folder at:

<http://public.gunter.af.mil/aq/NetCents/2/documents.aspx>

If, after reviewing these documents and mapping the draft task's scope to EISM's PWS, a customer believes their requirement falls within the scope of the EISM contract, they should send a request for a scope read to the NETCENTS Customer Support Team at [netcents@gunter.af.mil](mailto:netcents@gunter.af.mil). Customers should include the draft Task Order PWS or other task description along with a draft scope map.

How many task orders have been issued so far, and what is the anticipated volume?

A: Several offices have expressed an interest and some are working to source the funds to compete their efforts. The contract ceiling is \$460M.

What are the Organization Conflict of Interest implications for this contract?

A: In general, an EISM contractor who is awarded a task order may not be eligible for award of any resulting, related follow-on task order under EISM or other NETCENTS-2 contracts.