



U.S. General Services Administration

Information Technology Category (ITC)

Highly Adaptive Cybersecurity Services (HACS) SIN Modernization Customer Event

April 15, 2019

<p>9:00 a.m. 9:05 a.m.</p>	<p>Julius White CIAP, Program Lead, Office of IT Security Services, GSA <i>Welcome</i></p>
<p>9:05 a.m. 9:15 a.m.</p>	<p>Bill Zielinski Assistant Commissioner (Acting), Office of IT Category, GSA <i>Opening Remarks</i></p>
<p>9:15 a.m. 9:35 a.m.</p>	<p>Lawrence Hale Manager, IT Security Sub-category and Director, Office of IT Security Services, GSA <i>HACS Modernization</i></p>
<p>9:35 a.m. 9:55 a.m.</p>	<p>Terence Rountree Deputy Director, Office of IT Security Services, GSA <i>Reforms of the HACS SIN Evaluation Program</i></p>
<p>9:55 a.m. 10:15 a.m.</p>	<p>Tonya Pruitt and Anissa Burley Software Contracts Division, Office of IT Schedules Contract Operations, GSA <i>Overview of GSA IT Schedule 70 Special Item Number (SIN) 132-45</i></p>
<p>10:15 a.m. 10:35 a.m.</p>	<p>Jordan Burris Office of the Federal Chief Information Officer, OMB <i>OMB M-19-03, "Strengthening the Cybersecurity of Federal Agencies by enhancing the High Value Asset Program"</i></p>
<p>10:35 a.m. 10:55 a.m.</p>	<p>Chad Baer Chief, Cybersecurity Capabilities Development, Federal Network Resilience, DHS <i>Overview and Future Outlook of Federal High Value Assets</i></p>
<p>10:55 a.m. 11:15 a.m.</p>	<p>de'Wayne F. Carter III and Quan Boatman Offices of Small Business Utilization and Customer and Stakeholder Engagement, GSA <i>Doing Business with GSA</i></p>
<p>11:15 a.m. 12:00 p.m.</p>	<p>Q&A</p>



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Welcome

Julius White

CIAP, Program Lead, Office of IT Security Services,
General Services Administration

April 15, 2019



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Opening Remarks

Bill Zielinski

Assistant Commissioner (Acting), Office of IT Category
General Services Administration

April 15, 2019



U.S. General Services Administration

Federal Acquisition Service

HACS Modernization

Presented by
Lawrence Hale
Lawrence.Hale@gsa.gov



Topic:
*Highly Adaptive Cybersecurity
Services (HACS) SINs Background*

HACS Drivers

❑ Original HACS SINs/Drivers

Significant breaches in cybersecurity have galvanized the Executive Branch into formulating two major plans for maintaining a hardened security posture within Federal IT systems:

- Cybersecurity Strategy and Implementation Plan (CSIP) – October 30, 2015 (OMB Memo 16-04, previously rescinded through OMB Memo 17-09 now rescinded through OMB Memo 19-03)
- Cybersecurity National Action Plan (CNAP) – February 9, 2016

❑ Other Drivers/Guidance Documents

- OMB Memo 19-03
- OMB Memo 17-12
- IT Modernization Report to the President
- CISO Handbook



HACS SINS 132-45 A-D

□ HACS SINS/Introduction

GSA established four (4) SINS which were released on IT Schedule 70 in 2016 to offer cybersecurity services.



Penetration Testing
132-45A



Incident Response
132-45B



Cyber Hunt
132-45C



Risk and Vulnerability Assessment
132-45D



Topic:
*Highly Adaptive Cybersecurity
Services (HACS) Modernization*

HACS Modernization

□ Request for Information (RFI)

- Released: May 22, 2018
- Closed: June 23, 2018
- The RFI requested feedback from industry on the proposed HACS SINs consolidation, as well as possible service expansions and program enhancements.



Total Responses	52
Valid Responses	45
HACS Awardee Responses	14



HACS Modernization

□ 132-45 Highly Adaptive Cybersecurity Services (HACS) Special Item Number (SIN) Modernization

- The scope of this category encompasses a wide range of fields that include, but are not limited to, Risk Management Framework (RMF) and Security Operations Center (SOC) services.

Sub-Categories

- High Value Asset Assessments
- Risk and Vulnerability Assessment
- Cyber Hunt
- Incident Response
- Penetration Testing

As Cyber Attacks Evolve, so Should Cyber Solutions

HACS Modernization

□ Updates

- Reduces the Number of SINs – A GSA Goal
- Simplifies the Search/Acquisition of Cybersecurity Services
- Minimizes Vendor Modifications



□ Evaluations

- New offerors/vendors must pass HACS SIN Technical Evaluation to be awarded the HACS SIN



Questions?

Information Technology Category (ITC)

Highly Adaptive Cybersecurity Services (HACS) Modernization Customer Event Reforms of the HACS SIN Evaluation Program

Terence Rountree
Deputy Director, Office of IT Security Services
General Services Administration

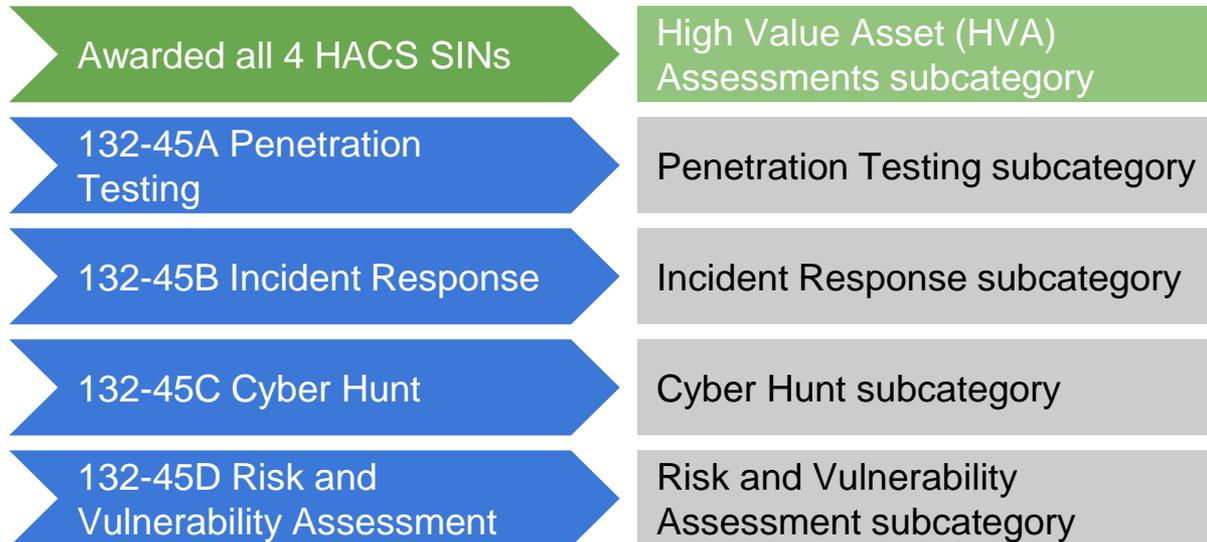
April 15, 2019

HACS Modernization

(Migration of current HACS SIN awardees to new SIN subcategories)

Migrations for current HACS awardees will consist of two groups:

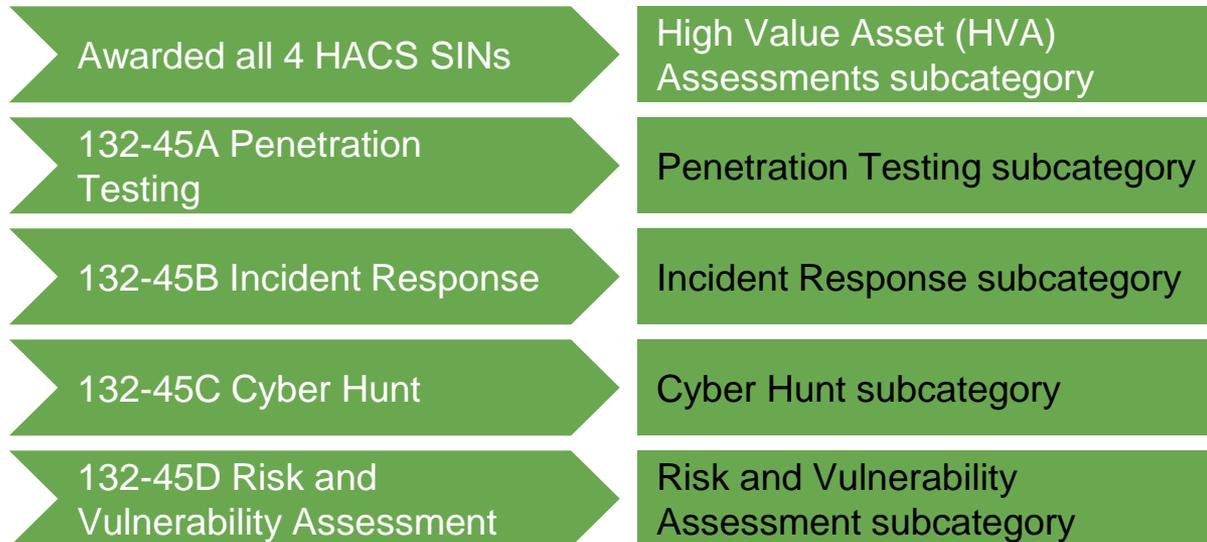
1. Group 1 (green) migrations consist only of vendors awarded all four SINs.
2. Group 2 (blue) migrations consist of vendors that have not been awarded all four SINs.
3. Direct migrations (with the exception of the HVA subcategory) will be initiated by IT Schedule 70 contracting officer/specialist.



Current individual SIN awardees will migrate directly to their corresponding subcategory under the new SIN. **No oral technical evaluation will be required.**

Group 1 vendors awarded all 4 SINs

(Migration of current HACS SIN awardees to new SIN subcategories)



No oral technical evaluation will be required.

Group 2 vendors awarded at least 1 SIN

(Migration of current HACS SIN awardees to new SIN subcategories)



No oral technical evaluation will be required.

Oral Technical Evaluation Requirements

(New offers and New modifications)

- All new offers and modifications must participate in and pass the HACS Oral Technical Evaluation.
- At the time of submission, all new offerors and modifications can also elect to be cataloged in one or both of the additional subcategories of Cyber Hunt or IR.
- Previously migrated Group 2 HACS awardees electing to be cataloged under additional subcategories.
- Evaluations will be on a Pass or Fail basis.

HACS Modernization/Summary

Scenario	Evaluation/Migration Plan
Vendors currently awarded all HACS SINs Group 1 (green)	<ul style="list-style-type: none"> ● Migrate to the new HACS SIN via CO-initiated modification. ● May submit letter of attestation to be included in HVA subcategory. ● Will not require additional oral technical evaluations.
Vendors currently awarded at least one HACS SIN, but not all Group 2 (blue)	<ul style="list-style-type: none"> ● Migrate to the corresponding subcategories in the new HACS SIN via CO-initiated modification. ● Will not require additional oral technical evaluations.
New offerors or current IT Schedule 70 holders without any HACS SINs and Group 2 (blue) (previously migrated)	<ul style="list-style-type: none"> ● Will submit new offer or modification to add offerings to the new SIN. ● Will require oral technical evaluations.

Resources

We have a wealth of information on our IT Security Portal with links and instructions for both our agency customers and industry partners. These links and more will also be available on the Slip Sheets available after the presentation. You can also email us at ITsecuritycm@gsa.gov for additional information.

- *IT Security Portal: www.gsa.gov/itsecurity*
- *HACS: www.gsa.gov/hacs*
- *Contact email: ITSecuritycm@gsa.gov*

Note: An IT Security Subcategory Team member will respond to emails within 48 business hours of receipt or sooner.

Questions?



U.S. General Services Administration

Federal Acquisition Service

Overview of GSA IT Schedule 70 Special Item Number (SIN) 132-45



Topic 1: *Overview of IT Schedule 70*



Overview of IT Schedule 70

- ❑ **Largest IT contract vehicle in the government for commercial offerings**
 - Approximately 85% of all contracts held by small businesses
- ❑ Offers agencies a fast and efficient way to procure IT
- ❑ Provides access to the latest technology solutions via hardware, software, and services based on Special Item Numbers (SINs)
 - SINs are a categorization method that groups similar products, services, and solutions together
 - Using multiple SINs, total solutions can be created in a single acquisition

Overview of IT Schedule 70

- ❑ Quick access to more than 4,000 pre-vetted and qualified IT contractors with:
 - Demonstrated IT experience
 - Innovative and emerging IT services and technologies
- ❑ Socioeconomic Categories to help meet your agency's small business goals
 - SBA Certified Small Disadvantaged Business
 - Small Businesses
 - SDVOSB
 - Women-owned Small Businesses
 - SBA Certified 8(a)
 - HUBZone, etc.



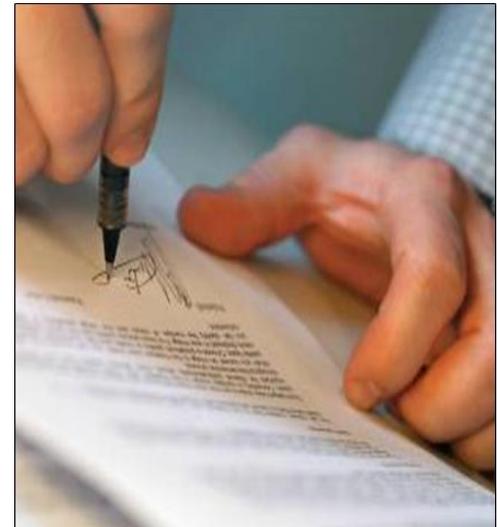


Overview of IT Schedule 70

- ❑ Indefinite Delivery, Indefinite Quantity (IDIQ) contracts that provide for an indefinite quantity of supplies and services during a fixed period of time
- ❑ Pre-negotiated ceiling rates
 - Fair and Reasonable
 - Contracting Officers shall ask for additional discounts above the Simplified Acquisition Threshold (SAT) of \$250,000
- ❑ Ability to conduct set-aside procurements for small business
 - Limit competition to specific socioeconomic group(s)
 - Enables agencies to meet their small business goals
- ❑ Ability to notify specific contractors to eBuy posting
 - Still visible and open to all SIN holders

Overview of IT Schedule 70

- ❑ Blanket Purchase Agreements (BPAs)
 - Multiple Award BPAs
 - Single Award BPAs
- ❑ Contractor Team Arrangements (CTAs)
- ❑ Making it Easier Initiative
 - FASt Lane
 - Startup Springboard
 - Roadmap





Topic 2:
Highly Adaptive Cybersecurity SIN
132-45



HACS Modernization

- ❑ **132-45 Highly Adaptive Cybersecurity Services (HACS) Special Item Number (SIN) Modernization**
 - The scope of this category encompasses a wide range of fields that include, but are not limited to, Risk Management Framework (RMF) and Security Operations Center (SOC) services.

Sub-Categories

- High Value Asset Assessments
- Risk and Vulnerability Assessment
- Cyber Hunt
- Incident Response
- Penetration Testing

❑ **Evaluations**

- New offerors/vendors must pass a HACS SIN Technical Evaluation to be awarded the HACS SIN



HACS SINs 132-45

❑ Resources

- For questions and information on how to order or how to sell on HACS SINs please contact us through any of these resources:

❑ GSA's IT Security website

- www.gsa.gov/itsecurity

❑ GSA's HACS SIN 132-45 website

- www.gsa.gov/hacs

❑ HACS SIN 132-45 Points of Contact

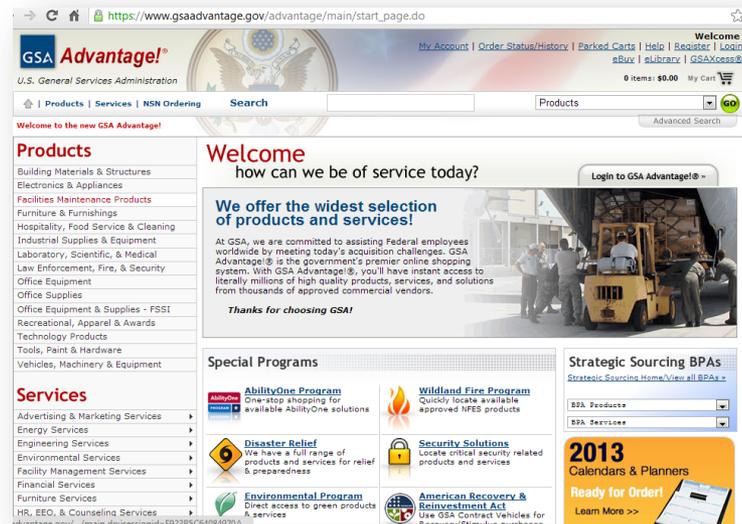
- ITSecuritycm@gsa.gov
- Larry Hale: 703-306-6450, Lawrence.Hale@gsa.gov
- Birgit Smeltzer: 202-412-7801, Birgit.Smeltzer@gsa.gov
- Hilton Faulcon: 202-713-0335, Hilton.Faulcon@gsa.gov
- Malia Won: 202-702-5629, Malia.Won@gsa.gov



Topic 3: *GSA eTools*

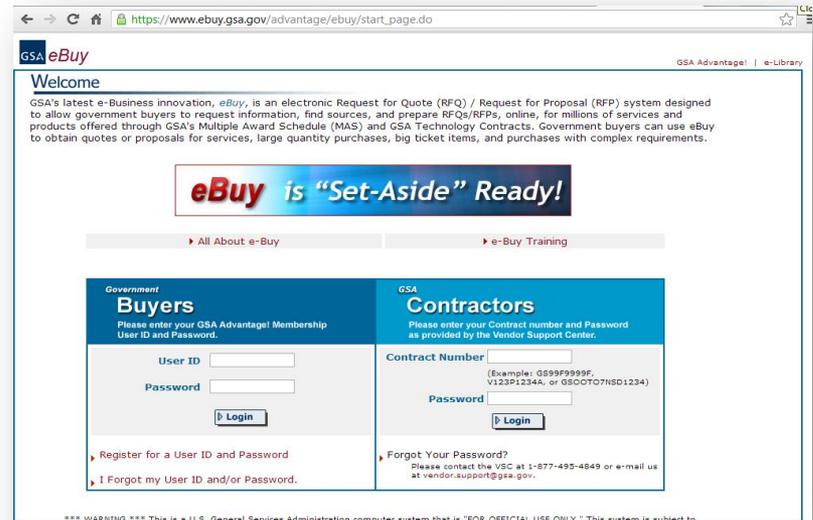
GSA eTools: Advantage!

- ❑ **GSA Advantage!** – find technology products and services
- ❑ Product Superstore, ideal for performing market research
- ❑ Hosts orderable products and vendor catalogues
- ❑ Store your profile and payment information
- ❑ Ideal for “off the shelf” purchases of standard products below the micro purchase threshold
- ❑ www.gsaadvantage.gov



GSA eTools: eBuy

- ❑ **GSA eBuy** – obtain quotes or proposals for services, large quantity purchases or other purchases with complex requirements
- ❑ Request information
- ❑ Find sources
- ❑ Prepare Requests for Quote/Proposal (RFQ/RFP)
- ❑ Use for seeking volume discounts
- ❑ www.ebuy.gsa.gov



The screenshot shows the GSA eBuy website interface. At the top, there is a navigation bar with the GSA eBuy logo and links for "GSA Advantage!" and "e-Library". Below the navigation bar is a "Welcome" message and a banner that reads "eBuy is 'Set-Aside' Ready!". There are two main sections for login: "Government Buyers" and "GSA Contractors". The "Government Buyers" section has fields for "User ID" and "Password" and a "Login" button. The "GSA Contractors" section has fields for "Contract Number" and "Password" and a "Login" button. There are also links for "Register for a User ID and Password" and "Forgot Your Password?". At the bottom, there is a warning message: "*** WARNING *** This is a U.S. General Services Administration computer system that is 'FOR OFFICIAL USE ONLY.' This system is subject to...".



Topic 4: ***Summary and References***



Summary and References

IT Schedule 70 provides Federal Agencies, State, Local, Tribal, and Territorial Governments and Higher Education:

- ❑ Quick access to pre-vetted, experienced providers
- ❑ Simplified procurement processes
 - Ordering Agency has complete control over task order
 - Standard clauses and compliance with Federal Acquisition Regulation (FAR)
- ❑ Flexible awarding
 - Socio-economic groups
 - Set-asides

Summary and References

GSA's IT Category Team is here to help

Team members are acquisition professionals and subject matter experts who:

- Engage with agencies to deliver the tools and expertise needed to streamline acquisitions
- Provide free scope reviews of draft solicitations
- Share best practices and ideas
- Are available for questions and information requests





Summary and References

Web Resources

- ❑ GSA Multiple Award Schedules: www.gsa.gov/schedules
- ❑ IT Schedule 70: www.gsa.gov/schedule70
- ❑ Order-Level Materials: www.gsa.gov/olm
- ❑ GSA Advantage: www.gsaadvantage.gov
- ❑ eBuy: www.ebuy.gsa.gov
- ❑ eLibrary: www.gsaelibrary.gsa.gov
- ❑ FASt Lane: www.gsa.gov/fastlane
- ❑ Startup/Springboard: www.gsa.gov/springboard



Questions?



Thank You!



Overview and Future Outlook of Federal High Value Assets

Chad Baer

Chief, Cybersecurity Capabilities Development,
Federal Network Resilience
Department of Homeland Security

HACS SIN Modernization Customer Event

April 15, 2019



GSA



GSA

DOING BUSINESS

WITH GSA



de'Wayne Carter
Director
Customer Care and Outreach Division
Office of Small Business Utilization



U.S. General Services Administration



GSA Overview



GSA's mission is to deliver value and savings in real estate, acquisition, technology and other mission support services across the Federal government.



GSA is the Federal government's procurement expert, helping other agencies acquire space, products, and services needed from commercial sources.



The Public Buildings Service, (PBS), provides real estate space, architecture, interior design, and construction to Federal agencies.



Our Federal Acquisition Service (FAS) delivers a vast number of commercial goods and services, at the best value, across government.



GSA OSBU Overview

According to the Small Business Act as amended by Public Law 95-507, the Office of Small & Disadvantaged Business was established to:

- Advocate, within each Federal Executive Agency, for the **maximum practicable** use of all designated small business categories within the Federal Acquisition process.
- Ensure inclusion of small businesses as sources for goods and services in Federal acquisitions as prime contractors and subcontractors.
- Manage the small business utilization programs for OUR respective organization.



GSA OSBU OVERVIEW



- Region 1: Boston, MA
- Region 2: New York, NY
- Region 3: Philadelphia, PA
- Region 4: Atlanta, GA
- Region 5: Chicago, IL
- Region 6: Kansas City, MO
- Region 7: Ft. Worth, TX
- Region 8: Denver, CO
- Region 9: San Francisco, CA
- Region 10: Auburn, WA
- Region 11: Washington, DC

Prerequisites



IT Schedule 70 Startup Springboard:

Focuses on companies with fewer than 2 years of experience. In lieu of the 2-year corporate experience requirement, you can now:

1. Use professional experience of executives and key personnel as a substitute
2. Use project experience of key personnel
3. Provide financial documentation that demonstrates the company's financial responsibility in lieu of submitting 2 years of financial statements.

For more information visit:

www.gsa.gov/springboard



Subcontracting Opportunities

GSA's Subcontracting Directory:

Home > Acquisition > Assistance For Small Businesses > Find And Pursue Government Contracts > Seek Opportunities > Subcontracting Directory >

SEEK OPPORTUNITIES

Overview

Mentor-Protege Program

Set-Asides & Special Interest Groups

> Subcontracting Directory

Subcontracting Directory for Small Businesses

Using the Subcontracting Directory

Who the GSA Subcontracting Directory is for: The GSA Subcontracting Directory is published for small business concerns seeking subcontracting opportunities with General Services Administration (GSA) prime contractors. The directory lists large business prime contractors who, by law, are required to establish plans and goals for subcontracting with small business firms.

Who Is in the Subcontracting Directory:

Large prime contractors who have received federal contracts:

- for goods & services other than construction, valued at over \$700,000
- for construction valued at over \$1.5 million

Disclaimer: The General Services Administration (GSA) obtains the names and addresses for this listing from the Federal Procurement Data System (FPDS) when a large business receives a Federal contract over \$700,000 (\$1.5 million for construction contracts). Please note that GSA does not have the authority to require a prime contractor to use a particular small business. However, GSA's Small Business Technical Advisors (SBTAs) can provide assistance to small businesses on how to market their products and services to the prime contractors in this directory. To locate an SBTA [click here](#).

[View All Contractors](#)

Subcontracting Criteria:

- Subcontracting provides additional opportunities to obtain experience as a Federal contractor.
- Other-than small businesses are required to submit a subcontracting plan when:
 - ❖ The total value of the award is expected over \$700,000 (or \$1.5 million for construction)
 - ❖ Subcontracting opportunities exist
 - ❖ Plans must demonstrate “Maximum Practicable Opportunities” for small businesses to participate

For more details visit: <https://www.gsa.gov/subcontracting>



Required Documents



TRAVEL

REAL ESTATE

ACQUISITION

TECHNOLOGY

POLICY & REGULATIONS

ABOUT US



Home > Acquisition > Purchasing Programs > GSA Schedules > Industry Partners > Guide To Preparing A MAS Offer >

INDUSTRY PARTNERS

Overview

> Guide to Preparing a MAS Offer

1: Get Ready

2: Assemble Your Offer

3: Finalize Your Offer

Responding to a Solicitation

Managing a Schedules Contract

Resources, Training, and Tools

GSA Schedule Solicitations

Now You Have Your Schedule

Guide to Preparing a MAS Offer

This guide helps new offerors understand how to submit an offer to sell commercial products and services under the Multiple Award Schedules (MAS), also known as the Federal Supply Schedules, or GSA Schedules Program.

In order to be considered for a MAS contract, you will need to provide accurate and complete information that describes your company, your experience, and your commercial products and services. The following information outlines the process:

- Offers are completed and submitted through the eOffer/eMod system and received by a GSA contracting representative who will review and evaluate your offer.
- GSA strives to award offers efficiently and effectively. Comprehensive review, potential negotiations, and award may take up to 12 months.
- Complete, well documented offers with competitive pricing are easier and faster to review.
- Receipt of a contract does not guarantee your company will receive orders. You still need to market your business -- the "Sell" section of this guide provides more information.

The following pages provide a RoadMap through the offer process. These are the steps you'll take to create and submit an offer under MAS. Please utilize the links below for more information during your offer submission process.

Get Ready

Train
Register
Read the Solicitation

Assemble Your Offer

Complete These Forms
Compile This Information

Finalize Your Offer

Submit Your Offer
Review and Negotiate
Sell

CONTACTS

National Customer Service Center (NCSC)
NCSCcustomer.service@gsa.gov
1-855-472-7088

- [View Contact Details](#)

For more details visit: www.gsa.gov/masroadmap



Still Have Questions?

Assistance for Small Business

The Office of Small Business Utilization connects small businesses with people and resources to help them grow. We are your advocates and believe in "Small Business First." Get to know us.

Is GSA Right for You?
Before you begin the journey to become a GSA or federal vendor, make sure it's right for your small business.

Go to gsa.gov/osbu, then select "Get to Know Us."

Choose How to Sell to GSA
Decide what procurement programs best fit your company.

Office of Small Business Utilization (OSBU)

Mission: The GSA OSBU has nationwide responsibility for GSA's small business programs, and is the chief advocate for small and disadvantaged businesses. We provide increased access to GSA's nationwide procurement opportunities, and engage in activities that make it possible for the small business community to meet key contracting experts and to receive counseling on the federal procurement process.

GSA's Goal is to be a model for outstanding customer service in government and to fulfill technology.

Select Regional Small Business Support Contacts

Central Office:
1800 F Street NW
7th Floor, 3rd Wing (7300)
Washington, DC 20405
Click below to filter and search for your local POC, or Submit Questions using our online form (LINK coming soon)

- Regional Small Business Support Contacts

FIND OSBU ON SOCIAL MEDIA
Get up-to-the-minute news on OSBU happenings, training, and business opportunities!

SMALL BUSINESS GWAC CENTER NEWSLETTER
The Small Business GWAC Center's Newsletter, Small Business in Focus, has the latest information about the center and its governmentwide IT solutions acquisition contracts - 8(a) STARS II, VETS, and Alliant Small Business.

- Section 8(a) Business Development Program
- Woman Owned Small Business (WOSB) Program
- Historically Underutilized Business Zone (HUBZone) Program
- Service Disabled Veteran-owned Small Business Program (SDVOSB)
- Subcontracting Assistance Program

We collaborate across the agency and partner with many GSA offices including the following business lines:

- Federal Acquisition Service (FAS)
- Public Buildings Service (PBS)

Choose your location for the OSBU POC.

Contact information for Small Business Support

This group provides access to GSA's nationwide procurement opportunities through outreach, training and counseling. They are advocates for small and disadvantaged businesses, including woman-owned, veteran-owned, service disabled veteran-owned and Hubzone firms.

Filter by State or Region:
All Locations

Name	Contact info	State or Region	Serves
Chasity Ash Procurement Analyst 401 W PEACHTREE ST NW ATLANTA, GA 30308-3510	Phone: (404) 215-6856 Cell: Email: chasity.ash@gsa.gov	AL, FL, GA, KY, MS, NC, SC, TN	o ALL Federal
Charles Aycock Procurement Analyst 301 7th Street SW Washington, DC 20024-0001	Phone: (202) 205-0251 Cell: Email: charles.aycock@gsa.gov	DC, MD, VA Washington, DC, Maryland (Montgomery and Prince George's counties), and Virginia (Arlington, Fairfax, Loudoun, and Prince William counties, and the cities of Alexandria and Fairfax).	o ALL Federal
Shannon Banks Supervisory Small Business Specialist 230 S Dearborn St CHICAGO, IL 60604-1505	Phone: (312) 353-1100 Fax: (312) 886-3827 Cell: (312) 405-4609 Email: shannon.banks@gsa.gov	IL, IN, MI, MN, OH, WI	o ALL Federal

Contact Our Regional Staff



Additional Resources



U.S. Small Business
Administration



Association of
Procurement
Technical
Assistance
Centers



**MINORITY BUSINESS
DEVELOPMENT AGENCY**
U.S. DEPARTMENT OF COMMERCE



DOING BUSINESS
WITH GSA 

www.gsa.gov/events

www.gsa.gov/smallbizresources

The GSA logo, consisting of the letters "GSA" in white on a dark blue square background.The GSA logo, consisting of the letters "GSA" in white on a dark blue square background.

DOING BUSINESS

WITH GSA

Two horizontal blue bars of varying lengths, with the top bar being longer than the bottom bar, positioned to the right of the text "WITH GSA".

Quan Boatman
National Account Manager
Office of Customer and Stakeholder Engagement (CASE)
Federal Acquisition Service (FAS)

Two horizontal blue bars of varying lengths, with the top bar being longer than the bottom bar, positioned below the text.



FAS Office of Customer & Stakeholder Engagement

www.gsa.gov/fasnam

National Account Managers (NAMs)

The National Account Managers (NAMs) program was implemented in order to better support our customers' missions. Specifically, NAMs can provide information and assistance on the complete range of acquisition vehicles and solutions that FAS offers.

Some of the major functions of a NAM are to:

- Develop and manage FAS Strategic Account Plans across GSA portfolios;
- Meet with customers for assigned strategic accounts;
- Execute strategic account plans and manage agency contacts;
- Gather customer intelligence and identify opportunities for GSA to assist other government agencies in the procurement of products and services;
- Build relationships with senior-level agency officials; and
- Serve as a liaison between internal FAS program offices and the customer.

National Account Managers

Strategic Accounts	NAM (Team Leader)
Department of the Army (DOA)	Jannine Wilkinson jannine.wilkinson@gsa.gov 703-605-2803
Department of the Air Force (USAF) (DHA & DISA)	Michael Williams michael.williams@gsa.gov 703-932-4290
Department of the Navy (USN)	Mark Carico mark.carico@gsa.gov 619-696-2865
United States Marines Corps (USMC) OSD Intelligence	Kena Coleman kena.coleman@gsa.gov 202-403-7218
Department of Veterans Affairs (VA) US AID	Diana Leonardo diana.leonardo@gsa.gov 703-605-9198
Office of the Secretary of Defense (DOD)	Linda Greene linda.greene@gsa.gov

www.gsa.gov/csd

Customer Service Directors

GSA offers a worldwide network of knowledgeable Customer Service Directors (CSDs). CSDs provide assistance, resolve problems and answer questions from GSA's customers. CSDs also host seminars on a variety of useful topics, and are a valuable source of information on all of GSA's programs.

GSA also has a cadre of National Account Managers (NAMs) who service the federal departments and agencies who account for the largest percentage of federal spending.

View the Customer Service Director servicing the area in question, or select the state below.

Select State or Territory

Select a State

AMERICAN SAMOA EUROPE EAST ASIA

The Department of Defense sets rates for Alaska, Hawaii, U.S. Territories, and Possessions (OCONUS rates). Visit DoD site >

The State Department sets Foreign Rates. Visit the State Dept Site >

QUESTIONS ?