



AFCEA Belvoir Industry Days 2020

Nov. 19, 2020

Business Mission Area IT Service Management Session

Speakers:

Mr. Greg Fritz

Mr. Daniel Mercado



Information Technology Service Management (ITSM)



- **Purpose**: PEO EIS is seeking a single, unified Business Mission Area (BMA)-wide commercial solution for an Information Technology Service Management (ITSM) platform. Supported areas include general management practices (ITIL framework), asset management, and security operations. PEO is considering leveraging an integrator to support potential transition from current solution and implementation of the awarded solution.
- **Estimated Solicitation Release**: June 2021
- **Estimated Award**: January 2022



ITSM RFI



- RFI was released October 7th
 - Received 21 responses – providing at least four different integrated platforms
 - <https://beta.sam.gov/opp/8d6db869cc084407b037905a4d4d1366/view#general>
- Seeking additional understanding on:
 - Interoperability/Compatibility with other tools
 - Transition from a current legacy solution
 - Timeline
 - Level of Effort
 - Licensing model, cost, maintenance, and support
 - Approaches and methods to reduce PEO EIS's Total Cost of Ownership through process improvement and/or using innovative technology/solutions to increase automation and efficiency
 - What are the benefits of procuring a solution through a systems integrators



Feedback



- Please provide additional information (white papers/briefings/demo) to:

gregory.j.fritz.civ@mail.mil


daniel.mercado1.civ@mail.mil








The Army relies on **PEOEIS**

Connecting the Army. Working for Soldiers.

 [Company/usarmypeoeis](https://www.linkedin.com/company/usarmypeoeis)

 [peo.eis](https://www.facebook.com/peo.eis)

 [@PEOEISPAOffice](https://twitter.com/PEOEISPAOffice)

 www.eis.army.mil