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Requestor: Thomas Swindell
Company Name: AAMCORE Inc.
Contract: N00178-08-D-5312

Request Status: Approved
Date Updated: 9/5/2010 9:44 PM
Date Submitted: 9/3/2010 9:53 AM

Team Member Name: Cyintech Information Technology, Inc.
Existing SeaPort-e Prime: No
Address: 2134 Monhegan Way
City: Smyrna
State: GA
Zip Code: 30080-6365
CAGE Code: 3CL40
DUNS: 113427673

EPOC Name: Michael Senior
EPOC E-mail: senior@cyintech.com
EPOC Phone Number: 4044034967

Large Business: No
Small Business: Yes
Small Disadvantaged Business: No
Woman Owned Business: No
Hub Zone Representation: No
Veteran Small Business: No
Service Disabled Veteran Owned: Yes
Emerging Small Business: No
8(a) Program: No

Technical Capability: Cyintech provides expertise in business process redesign, Lean Six Sigma (LSS) expertise and Operations Control. Cyintech designs systems to create a tailored, process-based solution to improve Operational Integrity and improve Financial Performance through a multi-phase iterative approach by:

- Understanding and documenting client's Vision, Goals and Objectives for the IOCC
- Clarifying stakeholder expectations and requirements for

systems-based solutions that will support operational goals, processes and programs

- Documenting current and future expectations for a systems-based solution that supports operational performance objectives, program performance management, and outcome-based metrics
- Assessing the "As Is" Process Model, including the architectural, functional and technical system maps and capabilities that support the current level of operational performance
- Identify "quick" improvement opportunities and apply Plan-Do-Check-Act (PDCA) steps to correct immediate problems using the "just do it" approach
- Developing a "To Be" Future State Process Model (FSPM) from within the organization to meet United's Vision, Goals and Objectives that includes architectural, functional and technical system maps and capabilities that support the desired level of performance
- Conducting a "Fit and Gap" analysis between the expected capabilities of a systems-based solution to support operational performance objectives and the desired state
- Analyzing and providing alternative approaches (including benchmark solutions) to the organizational design with a risk assessment and mitigation plan that will support action strategies for implementation. Develop incremental Change Management and Communication Plans aligned with improvement actions
- Future state OCC operation descriptions with explanations of the role of the Strategic Group and the Equipment Groups in the OCC
- Future state OCC position descriptions, qualifications and recommended training curricula and human capital management plans
- Recommendations for OCC briefings (system and shift turnover briefings)

Organizational recommendations have been developed that focus on personnel and structures that will assist in collaboration and teamwork. Process charts were created that illustrate collaborative decision-making recommendations within the OCC Strategic Group and Equipment Groups. Human capital and organizational behavioral recommendations were based upon a broad knowledge of operation control center functions, roles and process that can be adapted to USN requirements.

Tasking:	Cyintech will assist AAMCORE meet the needs of the Department of the Navy in process reengineering, LSS and operational control design concepts.
Functional Areas:	Para 3.2, 3.5, 3.6, 3.10, 3.11, 3.16, 3.17, 3.18.2, 3.20
Subcontracting Goal:	None
Past Performance:	<p>Past Performance Data #1</p> <ol style="list-style-type: none"> 1. Name of Reference (Government agency, commercial firm, or other organization) United Airlines, Inc. 2. Address of Reference United Airlines, 1200 E. Algonquin Rd., Elk Grove Township, Illinois 60007 3. Contract Number or other control number 177953 4. Date of contract 18 November 2008 – 30 May 2009 5. Date work was begun 1 January 2008 6. Date work was completed 30 May 2009 7. Contract type, initial contract price, estimated cost and fee, or

target cost and profit or fee

T&M \$584,720

8. Final amount invoiced or amount invoiced to date

\$584,720

9a. Reference/Technical point of contact (name, title, address, telephone no. and email address)

Capt. Don Dillman, VP-Operations Control, OPBVV, Tel: 1-847-700-4080 donald.dillman@united.com

9b. Reference/Contracting point of contact (name, title, address, telephone no. and email address)

Mr. Thad Taylor, Category Manager, Professional Services, Strategic Sources, HDQPP, Tel: 1-312-997-8337, thad.taylor@united.com

10. Location of work (country, state or province, county, city)

1200 E. Algonquin Rd., Elk Grove Township, Illinois 60007

12. Provide brief information describing the contract and the relevancy of the effort to be performed in accordance with the SOW and requirements of the solicitation. Provide an estimated % of relevancy of the referenced contract to the requirements set forth in this solicitation. Relevance can be discussed in further detail on the attached summary description as set forth in block 14 below.

Relevancy: 100% The United Airlines Operations Improvement initiative was designed to create a tailored, process-based solution to improve Operational Integrity and improve Financial Performance through a multi-phase iterative approach by:

- Understanding and documenting United's Vision, Goals and Objectives for the IOCC
- Clarifying stakeholder expectations and requirements for systems-based solutions that will support operational goals, processes and programs
- Documenting current and future expectations for a systems-based solution that supports operational performance objectives, program performance management, and outcome-based metrics
- Assessing the "As Is" Process Model, including the architectural, functional and technical system maps and capabilities that support the current level of operational performance
- Identify "quick" improvement opportunities and apply Plan-Do-Check-Act (PDCA) steps to correct immediate problems using the "just do it" approach
- Developing a "To Be" Future State Process Model (FSPM) from within the organization to meet United's Vision, Goals and Objectives that includes architectural, functional and technical system maps and capabilities that support the desired level of performance
- Conducting a "Fit and Gap" analysis between the expected capabilities of a systems-based solution to support operational performance objectives and the desired state
- Analyzing and providing alternative approaches (including benchmark solutions) to the organizational design with a risk assessment and mitigation plan that will support action strategies for implementation. Develop incremental Change Management and Communication Plans aligned with improvement actions
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Organizational recommendations have been developed that focus on personnel and structures that will assist in collaboration and teamwork. Process charts were created that illustrate collaborative decision-making recommendations within the OCC Strategic Group and Equipment Groups. Human capital and organizational

behavioral recommendations were based upon a broad knowledge of operation control center functions, roles and process that can be adapted to United's requirements.

13a. Did this contract require a Small Business Subcontracting Plan pursuant to FAR 52.219-9? Yes _____, No X_____.

13b. If "Yes" to 13a, have you regularly submitted SF 294/295 reports on time?

13c. Attach a copy of your most recently submitted SF 294.

14. Provide a summary description of contract work, not to exceed two pages in length. Describe the nature and scope of work, its relevancy to this contract, and a description of any problems encountered and your corrective actions. Attach the explanation to this form.

Description of Tasks Performed: Phase I efforts assessed the People, Process, Technology and Facility of the current state and resulted in a high-level plan that:

- Defined goals / objectives and focused efforts through development of Transfer Functions, $y = f(x)$, that translate Critical-to-Quality (CTQs), y , into development of actionable strategies, $f(x)$, for each functional element of the organization
- Provided recommendations for personnel evaluation, selection and training in newly defined roles in the OCC
- Refined major concepts for normal and irregular operations
- Provided analysis and recommendations for tools to support the newly refined process and organization of the OCC
- Provided a future facility design concept

Provided recommendations for Change Management and Communication plans that will be required to sustain and control improvements during the implementation of the re-designed OCC A draft "United Airlines Operations Control Center Handbook" was created for use by OCC leadership and as a training manual for OCC personnel. It includes:

- An introductory letter outlining the Handbook's purpose
- Handbook overview and objectives

Phase II Implementation of the re-designed Operations Control Center in August 2010.

Past Performance Data #2

1. Name of Reference (Government agency, commercial firm, or other organization)

Business Process Modeling / Management, 402d Maintenance Wing Warner-Robins Air Logistics Center, Robins AFB GA

2. Address of Reference

402d Maintenance Wing Warner-Robins Air Logistics Center, Robins AFB GA 31098

3. Contract Number or other control number

AFWay RFQ # 2278

4. Date of contract

1 August 2006 – 30 September 2006

5. Date work was begun

1 August 2006

6. Date work was completed

30 September 2006

7. Contract type, initial contract price, estimated cost and fee, or target cost and profit or fee

MULTIMAX \$780,000

8. Final amount invoiced or amount invoiced to date

\$780,000

9a. Reference/Technical point of contact (name, title, address, telephone no. and email address)

Stephen Virgilio, Chief, Depot Maintenance Transformation Branch?402 MXW/QPT Warner Robins AFB, GA ?478-222-3456/DSN 472-3456

9b. Reference/Contracting point of contact (name, title, address, telephone no. and email address)

Contracting SQDN WR-ALC Robins AFB, GA 31098

10. Location of work (country, state or province, county, city)

402 MXW/QPT Warner Robins AFB, GA

12. Provide brief information describing the contract and the relevancy of the effort to be performed in accordance with the SOW and requirements of the solicitation. Provide an estimated % of relevancy of the referenced contract to the requirements set forth in this solicitation. Relevance can be discussed in further detail on the attached summary description as set forth in block 14 below.

The objective of this task was to provide the 402 MXW, WR-ALC with an Information Technology (IT) capability to manage its core and enabling processes. Cyintech provided the skills and labor necessary – including a Six Sigma Black Belt – to provide deliverables that enabled the government to capture the results of its process modeling effort in a commercial off-the-shelf (COTS) process model design tool.

Cyintech made use of industry standard BPM / Simulation tools and Six Sigma Black Belt expertise to document five distinct processes in each of the three subgroups in the 402d MXW (Business Objects / Operations) prioritized by the government as a means of demonstrating to the government the use of BPM tools. The CYINTECH team familiarized the process owners with monitoring and managing the solution during operation and worked with process owners at the customer site to analyze process analytics and identify areas for potential process improvement.

The team mapped the major business processes of three major business areas and then provided simulation and statistical analysis of the network to Mr. Virgilio and his directors.

Relevancy 80% - The efforts associated with the 402 MXW required the application of more advanced Lean Six Sigma principles including techniques for Design of Experiments, Balanced Scorecard, and statistical process analysis and control. Cyintech provided not only enhanced Value Stream maps and Process Models, but identified specific organizational failure modes needing focused improvement efforts and the means to measure and monitor the processes through statistical analysis.

13a. Did this contract require a Small Business Subcontracting Plan pursuant to FAR 52.219-9? Yes _____, No X_____.

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13c. Attach a copy of your most recently submitted SF 294.

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A major result was that the team identified precisely the three troubled processes that the Directors were experiencing within their respective sites and provided the process owners with the insight necessary to take definitive corrective action.

Subsequently, the scheduled 30-minute out-brief lasted over 90 minutes as Mr. Virgilio and his directors evaluated their internal business processes at a higher level of definition than previously possible. The CIP "Lean" managers were able to leverage the team's deliverables and make better informed decisions as this task moved into phases 2 and 3.

Past Performance Data #3

1. Complete Name of Reference (Government agency, commercial firm, or other organization)

USAF Air Mobility Command, HQ Administrative Improvements

2. Complete Address of Reference
HQ USAF Air Mobility Command, Scott AFB, IL 62225
3. Contract Number or other control number
GS-00F-0001P/ACT No.A21957103, Order No. GST0706BG0083,
AFTAS Project PT575011T1,CLR-05-2100-010
4. Date of contract
25 May 2006 – 22 September 2006
5. Date work was begun
25 May 2006
6. Date work was completed
22 September 2006
7. Contract type, initial contract price, estimated cost and fee, or target cost and profit or fee
Purchase Order \$670,582.50
8. Final amount invoiced or amount invoiced to date
\$670,582.50
- 9a. Reference/Technical point of contact (name, title, address, telephone no. and email address)
LCOL David Young, Asst Director of Staff, HQ USAF Air Mobility Command
Scott AFB, IL 62225
(618) 229-3312, david.young1@scott.af.mil
- 9b. Reference/Contracting point of contact (name, title, address, telephone no. and email address)
USAF AQ, Air Force Technical and Advisory Services Contract (AFTAS)
Washington DC
Council for Logistics Resources
10. Location of work (country, state or province, county, city)
HQ USAF Air Mobility Command, Scott AFB, IL 62225
12. Provide brief information describing the contract and the relevancy of the effort to be performed in accordance with the SOW and requirements of the solicitation. Provide an estimated % of relevancy of the referenced contract to the requirements set forth in this solicitation. Relevance can be discussed in further detail on the attached summary description as set forth in block 14 below.

This project was carried out for the Commander, USAF Air Mobility Command. The client contracted with Cyintech to assist them in developing a strategy for management improvement techniques and procedures to increase administrative productivity and decrease response time.

The AMC Headquarters Administrative Process analysis included an initial discovery exercise resulting in a detailed assessment and recommended solutions for further development and subsequent implementation. Using the "Lean Six Sigma" methodology and the AFSO21 Directive, the team specifically identified and defined a clear problem statement, established baseline measurement systems to ensure a verifiable success measurement to validate process change effects, and analyzed in detail possible solutions and their projected effect to AMC administrative processes. The Lean Six Sigma approach was used in conjunction with Cyintech's operating philosophy of direct interaction with the client by forming Air Force Action teams to, not only identify and develop the solution, but to validate, up front, the solution before deployment.

Relevancy 100% - The project was specifically suited for the Cyintech LSS approach for an organization with low LSS Capability Maturity. The Air Force Smart Operations 21 (AFSO21) initiative, while briefed and communicated, was still relatively new to the organization and concepts were not yet applied on a practical basis. The Cyintech team specifically guided the Executive Sponsor and his designees through a Rapid Capability Assessment leading to a series of Kaizen events that resulted in High Impact / Low Effort improvements which were executed in close collaboration

with AMC resources across a broad cross section of active and reserve military and civil service personnel. The Cyintech approach included a "learn as you go" Lean training program with elements of Six Sigma provided by Cyintech LSS practitioners. Additionally, longer term LSS projects were identified to for White / Green Belt candidate designees to execute with Cyintech mentoring and training support.

13a. Did this contract require a Small Business Subcontracting Plan pursuant to FAR 52.219-9? Yes _____, No .

13b. If "Yes" to 13a, have you regularly submitted SF 294/295 reports on time?

13c. Attach a copy of your most recently submitted SF 294.

14. Provide a summary description of contract work, not to exceed two pages in length. Describe the nature and scope of work, its relevancy to this contract, and a description of any problems encountered and your corrective actions. Attach the explanation to this form.

The direct result of this approach was not only a successful solution package (validated and implemented in later stages) and an additional delivery of "High Impact - Low Effort" solutions developed through custom designed Kaizen Events that resulted in an initial 50% cycle time reduction in "suspense" flow-down to the action officer level.

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