



DEFENSE INFORMATION SYSTEMS AGENCY

P. O. BOX 549
FORT MEADE, MARYLAND 20755-0549

MAR 20 2020

Open Letter to Defense Information Technology Contracting Organization (DITCO) Mission Partners

SUBJECT: DITCO Contracting Services under the COVID-19 Pandemic

Dear Mission Partners:

Our success is intertwined. The outbreak of novel coronavirus disease 2019 (COVID-19) and its impacts are unprecedented. Together, we can meet these new challenges and ensure the warfighter has our unwavering support.

Here, at the Defense Information System Agency (DISA), we understand that the DITCOs serve as a critical "force-multiplier" role to your mission. I want to assure you that the DITCOs are open and will remain open throughout the COVID-19 pandemic to support your mission. DISA has been proactive in preparing the workforce to ensure sustained capabilities, regardless of external circumstances. Because of this preparation, the DITCO team and our allied support (e.g., general counsel, resource management) are "telework ready" and able to provide you the support you need from any location. Indeed, we have provided contracting support over many years with a workforce accustomed to recurring and ad hoc telework. The safety of our staff is paramount and DISA has implemented social distancing and other measures to ensure the safety of our personnel, as we surge to maintain a high quality of service during these challenging times. Telework allows the agency to achieve social distancing by reducing the number of staff in the building, without compromising the support we provide you. Often, the great support you have received from the DITCOs has been provided seamlessly from an individual who was teleworking. This seamless support, to which you are accustomed, will continue during the COVID-19 pandemic.

Although I do not anticipate any disruption to the DITCO's contracting services, we must be prepared in the event that individuals on the team become ill or need to focus their attention on the care of family members, or internet bandwidth is impacted by increased demand. The DITCOs will designate "back-up" contracting representatives across their contract portfolios to ensure continued collaboration, particularly to address emergent mission needs.

The Contracting Officer and Contract Specialist you have been working with on your solicitations and contracts remain your "first contact." These Contracting Officers and Contract Specialists can determine if emergent needs are within the scope of current contracts, or provide other contracting solutions to allow you to accomplish your mission.

Sincerely,

DOUGLAS W. PACKARD
Head of the Contracting Activity