

TCAQ CUSTOMER BILL OF RIGHTS

It is our mission, as a world-class acquisition workforce, to partner with industry and our customers to develop and execute innovative acquisition solutions supporting USTRANSCOM's full-spectrum, deployment, and distribution mission.

In support of our mission, this Customer Bill of Rights reflects our commitment to provide our customers a professional and responsive experience as we work together to develop and execute the appropriate acquisition strategy that will meet or exceed their expectations.

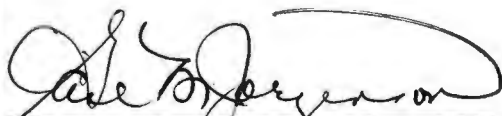
AS OUR VALUED CUSTOMER, YOU CAN EXPECT:

1. Superior acquisition support. Our employees are empowered to be innovative and forward-thinking when developing their recommendation of an acquisition strategy that will ensure mission success.
2. To be considered a valuable team member. We all bring valuable expertise to the table and deserve recognition for that expertise.
3. Professional and courteous relationships. All team members will be treated with respect and courtesy.
4. Expert advice and guidance throughout the acquisition process. Our professional workforce will provide transparent and detailed information every step of the way throughout the process to ensure all team members understand their role and the role of others.
5. Knowledgeable and capable acquisition workforce. Acquisition employees receive specialized professional development training and have the skills and competencies to develop sound acquisition strategies.
6. Our interest in your opinions and feedback. Your comments, questions and ideas are solicited to ensure we continuously improve our processes to make your experience with TCAQ positive in every way.

IN YOUR ROLE AS A VALUED CUSTOMER, YOU:

1. Are essential members of the acquisition team who must provide the necessary resources with requisite expertise required to assist in shaping effective and efficient acquisition strategies.
2. Recognize your responsibility to provide quality Requirements Package documentation in support of each acquisition.
3. Manage the technical evaluation process and are responsible for accomplishing, and documenting the results of, the technical evaluation.
4. Fulfill a critical role in the contract administration phase to include assigning contracting officer representatives, monitoring and inspecting contractor performance, accepting services and providing timely performance input.

Together, we deliver.



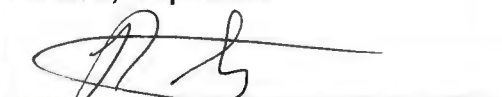
GAIL M. JORGENSON
Director, Acquisition



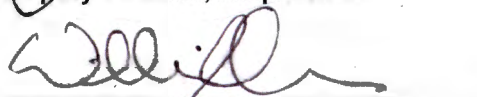
JOHN R. BARTLEY
Deputy Director, Acquisition



TAMARA D. THOUVENOT
Head of the Contracting Activity



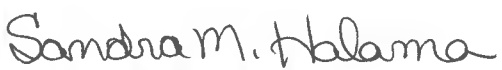
RYAN D. MANTZ
Deputy Program Executive Officer



WILLIAM J. INNES
Chief, Systems & Services Program
Management Division



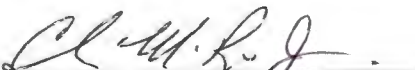
JAMES E. LOVELL
Chief, DPO Program
Management Division



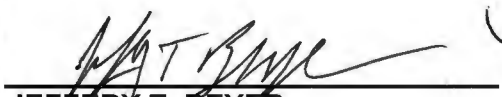
SANDRA M. HALAMA
Chief, Contract Airlift Division



WILLIAM T. RACHAL
Chief, Distribution Process Owner
Support Division



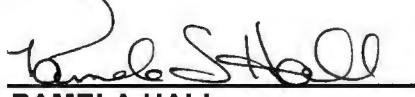
CHARLES M. BURTON
Chief, Sealift Services Division



JEFFERY T. BEYER
Chief, Business Support & Policy
Division



MARY ELLEN GREEN
Chief, Specialized Transportation &
Support Division



PAMELA HALL
Director, Office of Small
Business Programs

28 JANUARY 2014