

Frequently Asked Questions

Q1 – What is BRAC?

A1 - "BRAC" is an acronym that stands for Base Realignment and Closure. It is the congressionally authorized process DoD has used to reorganize its base structure to more efficiently and effectively support our forces, increase operational readiness and facilitate new ways of doing business.

Q2 – What does the term Tire Successor mean?

A2 – Under this contract, a contractor will have the responsibility for procurement, storage, distribution and disposal of tires and tire-related equipment previously under the responsibility of the government. The privatization effort provides the warfighter benefits since they can receive their supplies from a contractor, who will provide direct deliveries of these commodities from their stock. Privatization of aircraft and land tires and tire related equipment will save the DoD money on costs associated with the procurement, storage, maintenance and disposal by placing these requirements on the contractor.

Q3 – When will this Tire Successor take affect?

A3 – On Sept 22, 2011, Science Applications International Corporation (SAIC) was awarded a contract for the privatization of all aircraft tires and tire-related equipment. The activation of this contract is two phased. Phase 1: All Aircraft NSN's procurable on January 23, 2012. Phase 2: All ground tires procurable on February 14, 2012.

Q4 – How will this new contract change my ordering process?

A4 – This privatization effort is designed to be seamless to the warfighter. The MILSTRIP ordering processes via Electronic Data Interchange (EDI) will remain intact. DLA Land & MAritime will continue to work with SAIC to ensure there is no gap in customer support. Communications with customers during this process will be the key to creating a successful partnership.

Q5 – What should I do if I have a problem with my order?

A5 - SAIC will be providing a toll-free 24-hour access number (1-855-874-7242) to customers. The toll free number will allow customers to track both requisitions and shipments.

Customers may also track their requisitions and shipments by contacting either their local assigned Customer Support Representative (CSR) or Supply Center designated Customer Account Specialist (CAS). CSR or

CAS contact information is available by calling 1-877-DLA-CALL (352-2255), or at the following look-up tables:

CSR - <https://today.dla.mil/J-4/CSO/CSRS.pdf>

CAS- http://www.dscp.dla.mil/dla_lookup/PL/Main.aspx

Q6 – Who do I contact if I have a question on the Tires Successor Contract ?

A6 - A DSCC Tires Team is dedicated to managing and supporting the aircraft tires contract. For specific contract questions pertaining to "Tires Successor," contact a DSCC Tire Team representative via email at: DSCC.TiresTeam@dlamail.mil

Q7 – What is SAIC responsible for?

A7 - SAIC is responsible for integrated support for all of DLA's land and aircraft tires and tire related equipment customers, including worldwide support through customer direct (CD) shipments.

Q8 – What are some of the services that SAIC will offer under this contract?

A8-

- Order Processing and Fulfillment
- Planning
- Quality Control
- Procurement/Purchasing
- Supplier Management
- Item Management
- Finance (Contractor owned inventory)
- Management of the Inventory
- Warehouse Management and Operation
- Transportation Management
- Packaging/Shipment Preparation
- Transportation (CONUS and OCONUS)
- U.S. and Foreign Customs Clearance
- Obsolescence Management
- Customer Support Services
- Data Management
- Environmental, Safety and Occupational Health (ESOH) matters relating to the above Services

Q9- How do I have my Scrap/Retreads picked up?

A9- Fill out the request form found on the TSI website and forward to SAIC via email or fax to the email or fax number below.

TSI_customersupport@saic.com or Fax: 973-860-1638