



U.S. ARMY

FACT SHEET

<https://www.amcom.army.mil>

## OMBUDSMAN

### FACILITATING AND CREATING BUSINESS DEVELOPMENT ACTIVITIES



The Command Ombudsman is an independent senior government official responsible for receiving, and acting upon, industry inquiries and complaints concerning AMCOM. It is the OMBUDSMAN's job to serve as a neutral party and an advocate for fairness and ethical standards, and serve as an impartial problem solver by recommending corrective actions, where needed.

Other tasks performed by the OMBUDSMAN include:

#### 1. Facilitate communication between industry and contracting.

- Capability presentations, business opportunities, Contractor payments, understanding the contracting process, status of actions and upcoming requirements
- Point of entry for small and large business inquiries

**Mission:** The Command Ombudsman serves as the personal representative of the AMCOM Commanding General and focal point for inquiries from individuals or firms in the business community expressing interest in conducting business with AMCOM.

#### 2. Resolve problems with the contracting and acquisition process.

- Ensure contractors are afforded a confidential forum to ask questions and resolve acquisition issues
- Confidential intermediary between Industry and Government
- Protect contractor's identity in complaint investigation and resolution
- Works issues at the lowest level.

#### 3. Primary point of contact for AMCOM major Industry engagements.

- Team Redstone Advanced Planning Briefings to Industry
- AMCOM Industry Days

Contractors and individuals are encouraged to use existing the communication channels. However, the Ombudsman program is available as an alternative if needed.

