

GSA Selects ICF for IT Modernization Contracts ICF To Help Stand Up IT Centers of Excellence for Customer Experience and Analytics

FAIRFAX, Va., April 5, 2018 /PRNewswire/ -- The U.S. General Services Administration has selected [ICF](#) (NASDAQ: ICFI), a global consulting and digital services provider, for two contracts to support the administration's sweeping IT Modernization Plan.

ICF will support the first phase of the administration's plan to stand up Centers of Excellence (CoE) in two of five key areas: customer experience (CX) and service delivery analytics. The contracts have a combined multimillion dollar value. Each has a term of up to three years including one base and two option years.

"The awards ... mark a major milestone in implementing the administration's far-reaching federal IT modernization effort," Joanne Collins Smee, GSA's acting director of Technology Transformation Services, said in a statement announcing the award of contracts for all five key areas. "We look forward to working closely with the award recipients and our great partners at the U.S. Department of Agriculture (USDA) — the first lighthouse agency for the CoEs — to bring about a federal IT infrastructure that will make it easier for the American people to interact with their government."

For each CoE, ICF will initially work with the USDA to assess the current landscape and develop a roadmap for implementation and management of centralized functions. Once the roadmap is tested and evaluated by the agency and its federal partners, ICF will recommend scalable best practices that can be adopted governmentwide.

ICF brings expertise in advanced analytics, including machine learning and artificial intelligence, and human-centric design principles steeped in data science and evidence-based practices. The company supports the interconnection between service delivery analytics and CX through extensive experience working with both commercial and government clients.

"These awards represent the accumulation of what ICF can bring to federal IT: our unique DNA," said [Kris Tremaine](#), senior vice president for ICF. "We're not just deep subject matter experts. We have a contextual understanding of each agency's mission, how the work is completed, and how the data can inform and transform the customer journey. We're thrilled to be involved in this groundbreaking effort to modernize citizen interaction with government."

Read more about ICF's [data science and analytics](#) and [digital strategy and CX design](#) services.

About ICF

ICF is a global consulting services company with over 5,000 specialized experts, but we are not your typical consultants. At ICF, business analysts and policy specialists work together with digital strategists, data scientists and creatives. We combine unmatched industry expertise with cutting-edge engagement capabilities to help organizations solve their most complex challenges. Since 1969, public and private sector clients have worked with ICF to navigate change and shape the future. Learn more at [icf.com](#).

Caution Concerning Forward-looking Statements

Statements that are not historical facts and involve known and unknown risks and uncertainties are "forward-looking statements" as defined in the Private Securities Litigation Reform Act of 1995. Such statements may concern our current expectations about our future results, plans, operations and prospects and involve certain risks, including those related to the government contracting industry generally; our particular business, including our dependence on contracts with U.S. federal government agencies; and our ability to acquire and successfully integrate businesses. These and other factors that could cause our actual results to differ from those indicated in forward-looking statements are included in the "Risk Factors" section of our securities filings with the Securities and Exchange Commission. The forward-looking statements included herein are only made as of the date hereof, and we specifically disclaim any obligation to update these statements in the future.

Contact: Lauren Dyke, lauren.dyke@ICF.com, +1.571.373.5577

🔗 View original content with multimedia <http://www.prnewswire.com/news-releases/gsa-selects-icf-for-it-modernization-contracts-300625033.html>

SOURCE ICF

<https://icf.mediaroom.com/2018-04-05-GSA-Selects-ICF-for-IT-Modernization-Contracts>