



Information Technology Enterprise Solutions – 3 Services

Ordering Guide

Contract Number: W52P1J-18-D-A090

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CHAPTER 1- ITES-3S General Information

BACKGROUND

The objective of the ITES-3S contracts is to meet the Army's enterprise infrastructure and infostructure goals with a full range of innovative, world-class Information Technology (IT) support services and solutions at a fair and reasonable price. ITES-3S is a multiple award, ID/IQ contract vehicle. It is the Army's primary source of IT-related services worldwide. All DOD and other Federal agencies are authorized to use the contracts to satisfy their IT requirements.

Working in partnership with the prime contractors, CHES manages the contracts, in coordination with the ACC-RI Contracting Center. Through the use of ITES-3S, users have a flexible means of meeting IT service needs quickly, efficiently, and cost-effectively. Orders may be placed by any contracting officer from the aforementioned agencies. There is **no fee** to place orders against the ITES-3S contract.

SCOPE

The ITES-3S contracts encompass a full range of innovative, world-class information technology support services and solutions at a reasonable price. Firm Fixed Price (FFP), Time and Materials (T&M), and Cost Reimbursement (CR) Task Orders (TOs) are authorized under this contract. Contract Line Item Numbers (CLINs) cover the following services.

- IT solution services
- IT Subject-Matter Expert (SME)
- IT Functional Area Expert (FAE)
- Incidental construction
- Other direct costs
- IT solution equipment
- Travel and per diem
- IT solution software
- IT solution – Other Direct Costs (ODCs)

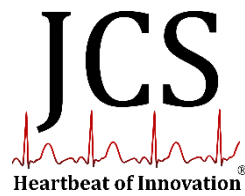
The types of services and solutions offered by ITES-3S fall under the following Task Areas: Cybersecurity Services; Information Technology Services; Enterprise Design, Integration and Consolidation Services; Network/Systems Operation and Maintenance Services; Telecommunications/Systems Operation and Maintenance Services; Business Process Reengineering Services; IT Supply Chain Management Services; and IT Education & Training Services. Copies of the ITES-3S contracts can be found on the CHES IT e-mart. The IT e-mart Web site is <https://chess.army.mil>. Services will be acquired by issuing individual TOs.

Contract types will be determined IAW the FAR and Defense Federal Acquisition Regulation Supplement (DFARS) based on the circumstances of each order.



TEAMMATES:

1. Athena Group
2. B3 Group
3. ByLight
4. Crystal Management
5. JCS Solutions
6. NetCentrics
7. QBE
8. Sierra7
9. Tapestry
10. WITS



CONTRACT TERMS/APPROACH

Separate, multiple awards were made for ITES-3S with the following contract terms and provisions:

Contract Maximum	<ul style="list-style-type: none">• \$12,100,000,000• The contract maximum represents the total requirement for the life of the contract (including options, if exercised)
Period of Performance	<ul style="list-style-type: none">• 9 Years:<ul style="list-style-type: none">○ One five-year base Ordering Period○ Four one-year Ordering Period options (if exercised)
Pricing Structure	<ul style="list-style-type: none">• FFP• T&M• CR
Performance-Based Contracting	<ul style="list-style-type: none">• Preferred method for acquiring services
Fair Opportunity to be Considered	<ul style="list-style-type: none">• Subject to FAR 16.505
Ordering Guidance and Process	<ul style="list-style-type: none">• See Chapter 3 Ordering Guide - Ordering Guidance

PERFORMANCE-BASED SERVICE ACQUISITION

Performance-Based Service Acquisition (PBSA) is an acquisition structured around the results to be achieved as opposed to the manner by which the work is to be performed. Orders placed under ITES-3S are not required to be performance-based under all circumstances; however, policy promulgated by the NDAA for FY 2001 (PL 106-398, section 821), FAR 37.102, and FAR 16.505(a), establishes PBSA as the preferred method for acquiring services. In addition, for DOD agencies, DFARS 237.170-2 requires higher-level approval for any acquisition of services that is not performance-based. Accordingly, it is expected that most ITES-3S orders will be performance-based. A Performance Work Statement (PWS) or Statement of Objectives (SOO) should be prepared to accompany the Task Order Request (TOR) to the ITES-3S contractors. Reference this Ordering Guide's Attachments 2, 3, 4, and 5 for further information on PBSA and specific details and resources for the preparation of a PWS or SOO.

FAIR OPPORTUNITY TO BE CONSIDERED

- IAW10 U.S. Code § 2304c(b) and FAR 16.505(b), the OCO must provide each ITES-3S contractor a fair opportunity to be considered for each order exceeding \$3,000 unless an exception applies.

SITUATIONS REQUIRING HARDWARE OR SOFTWARE ACQUISITION

Software

In situations where it is necessary to purchase new commercial software, including preloaded software, to satisfy the requirements of a particular TO, the contractor will first be required to review and utilize available DOD Enterprise Software Initiative (ESI) agreements.



If software is not available to the contractor through a DOD ESI source, the contractor shall be authorized to obtain the software through an alternate source. For Army users, a Statement of Non-Availability (SoNA) is required from CHES when acquiring non-ESI software regardless of the dollar value. The customer shall access the SoNA process, located on the IT e-mart at <https://chess.army.mil/Content/Page/SONA>. The SoNA should be included in the TO file upon award.

For DOD users, a Non-DOD contract certification and approval is required for software buys, with the exception of the Microsoft Premier software IAW DFARS 217.78. This Non-DOD documentation is required because the ESI Blanket Purchase Agreements are established against General Services Administration (GSA) ID/IQs.

Related incidental Commercial off-the-shelf (COTS) Hardware and Software

If related incidental hardware and software are required for a particular TO, the CHES hardware contracts are the preferred source of supply. For Army users, it is the mandatory source for hardware and software IAW Army Federal Acquisition Regulation Supplement (AFARS) 5139.101. CHES also has a representative sample list on its web site of Commercial IT Products and Services authorized for use by customers worldwide. A request for quote may be submitted for products not found on the CHES site. If the hardware and related software required is not available from a CHES contract or the authorized list, the contractor shall be authorized to obtain the hardware through an alternate source.

For Army users, a SoNA is required for purchase of products from another source regardless of dollar value. The listing of COTS hardware available from CHES sources can be viewed on the IT e-mart at <https://chess.army.mil>. The customer shall access the SoNA process, located on the IT e-mart at <https://chess.army.mil/Content/Page/SONA>. The SoNA should be included in the TO file upon award.

CHAPTER 2- ITES-3S ROLES AND RESPONSIBILITIES

The following is a summary of the roles and responsibilities for the primary organizations in the ITES-3S contract process.

ARMY CONTRACTING COMMAND – ROCK ISLAND (ACC-RI)

The ACC-RI Procuring Contracting Officer's (PCO) roles and responsibilities are as follows:

- Serves as the PCO for the ITES-3S contracts. The PCO has overall contractual responsibility for the ITES-3S contracts. All orders issued are subject to the terms and conditions of the contract. The contract takes precedence in the event of conflict with any order or the Ordering Guide.
- Provides advice and guidance to Requiring Activities' (RA), OCOs, and contractors regarding contract scope, acquisition regulation requirements, and contracting policies.
- Approves and issues base ITES-3S contract modifications.
- Represents the Contracting Officer position at various contract-related meetings.

COMPUTER HARDWARE, ENTERPRISE SOFTWARE AND SOLUTIONS (CHESS)

The CHES organization's roles and responsibilities are as follows:

- Requiring Activity (RA)s / Administrative Contracting Officer Representative (ACOR) for this acquisition.
- Maintains the IT e-mart, a **no-fee** flexible procurement strategy through which an Army user may procure COTS IT hardware, software, and services. The CHES IT e-mart website is: <https://chess.army.mil>.
- With support from the Information Systems Engineering Command, Technology Integration Center, CHES assists Army organizations in defining and analyzing requirements for meeting the Army's enterprise infrastructure and infostructure goals.
- Works with other RAs, including those outside of the Army, to help them understand how ITES-3S can best be used to meet their enterprise requirements.
- Conducts periodic meetings with the prime contractors, e.g., In-Process Review, as needed to ensure requirements, such as approved DOD standards, are understood.

REQUIRING ACTIVITY (RA)

RA is defined as any organizational element within the Army, DOD, or other Federal Agencies.

The RA's roles and responsibilities are as follows:

- Adheres to the requirements and procedures defined in the ITES-3S contracts and these ordering guidelines.
- Defines requirements.
- Prepares TO requirements packages.
- Funds the work to be performed under ITES-3S orders.
- Provides personnel to evaluate proposals submitted.
- Provides past performance assessments.
- Monitors and evaluates contractor performance.

CHAPTER 3- ITES-3S ORDERING GUIDANCE

GENERAL

- Ordering is decentralized for all ITES-3S requirements. Ordering under the contracts is authorized to meet the needs of the Army, DOD, and other Federal agencies. There are no approvals, coordination, or oversight imposed by the PCO on any OCO. OCOs are empowered to place orders IAW the terms and conditions of the ITES-3S contracts, ITES-3S ordering guidelines, the FAR, DFARS (as applicable), and the OCO's agency procedures.
- The PCO will not make judgments or determinations regarding orders awarded under the ITES-3S contracts by an OCO. All issues must be resolved consistent with individual agency procedures and/or oversight.
- Upon request, the PCO is available to provide guidance to OCOs executing orders under the ITES-3S contracts.
- The CHES IT e-mart at <https://chess.army.mil> is available to make price comparisons among all ITES-3S awardees and solicit competitive quotes. Only services and related incidental hardware/software items are to be released on the ITES-3S IT e-mart. Hardware/software-only items are to be placed on ADMC-2 or ITES- 2H/3H. The OCO will initiate the Task Order Request (TOR) process by issuing a TOR to all awardees via the



CHES IT e-mart. OCOs MUST issue the Request for Proposal (RFP)/TORs via the IT e-mart.

- When posting an RFP/TOR, RAs are not to simply submit an ITES-3S contractor's quote as an RFP/TOR. This is considered to be contractor proprietary information.
- When posting a TOR, include specific delivery instructions for proposal responses. Contractors will indicate their interest via CHES IT e-mart; however, proposal packages shall be delivered by means identified in the TOR.

PRICING

- All TOs awarded pursuant to this contract on a FFP or T&M basis must be priced IAW the pricing set forth in the Labor Rate Table (reference contractors' ITES-3S Price Matrix, Section J, Attachment 3). The labor rates in the labor rate table reflect the fully burdened composite rates for each labor category and will apply to all direct labor hours. The composite rates include separate rates for work performed at the contractor site and at the Government site for each labor category. An ITES-3S contractor may propose labor rates that are lower than those specified in its Labor Rate Table, but shall not exceed the labor rates in its Labor Rate Table.
- CR TOs are allowable under ITES-3S. CR TOs are suitable for use only when uncertainties involved in contract performance do not permit costs to be estimated with sufficient accuracy to use any type of FP TO. A CR TO may be used only when the contractor's accounting system is adequate for determining costs applicable to the TO and appropriate Government surveillance during performance will provide reasonable assurance that efficient methods and effective cost controls are used.

SMALL BUSINESS SET ASIDE

- The following clauses only apply at the order level when the requirement has been set-aside for Small Business:
 - 52.219-3 - Notice of HUBZone Set-Aside or Sole Source Award (Nov 2011)
 - 52.219-6 - Notice of Total Small Business Set-Aside (Nov 2011) with Alternate I
 - 52.219-13 - Notice of Set-Aside of Orders (Nov 2011)
 - 52.219-14 - Limitations on Subcontracting (Nov 2011)
 - 52.219-27 - Notice of Service-Disabled Veteran-Owned Small Business Set-Aside (Nov 2011)
 - 52.219-29 - Notice of Set-Aside for, or Sole Source Award to, Economically Disadvantaged Women-Owned Small Business Concerns (Dec 2015)
 - 52.219-30 - Notice of Set-Aside for, or Sole Source Award to, Women-Owned Small Business Concern Eligible Under the Women-Owned Small Business Program (Dec 2015)
- Note that the Limitations on Subcontracting clause only applies at the Task Order level. Small businesses may compete on unrestricted TOs without having to meet the requirements of the Limitations on Subcontracting clause.

ORDER FORMS AND NUMBERING

- An appropriate order form (Defense Department (DD) Form 1155, Order for Supplies or Services, or Non-DOD Federal agencies equivalent) shall be issued for each TO. The use of Government credit cards is also authorized IAW applicable rules and procedures. TOs may be issued via telephone, fax, e-mail, postal mail or CHES's IT e-mart.



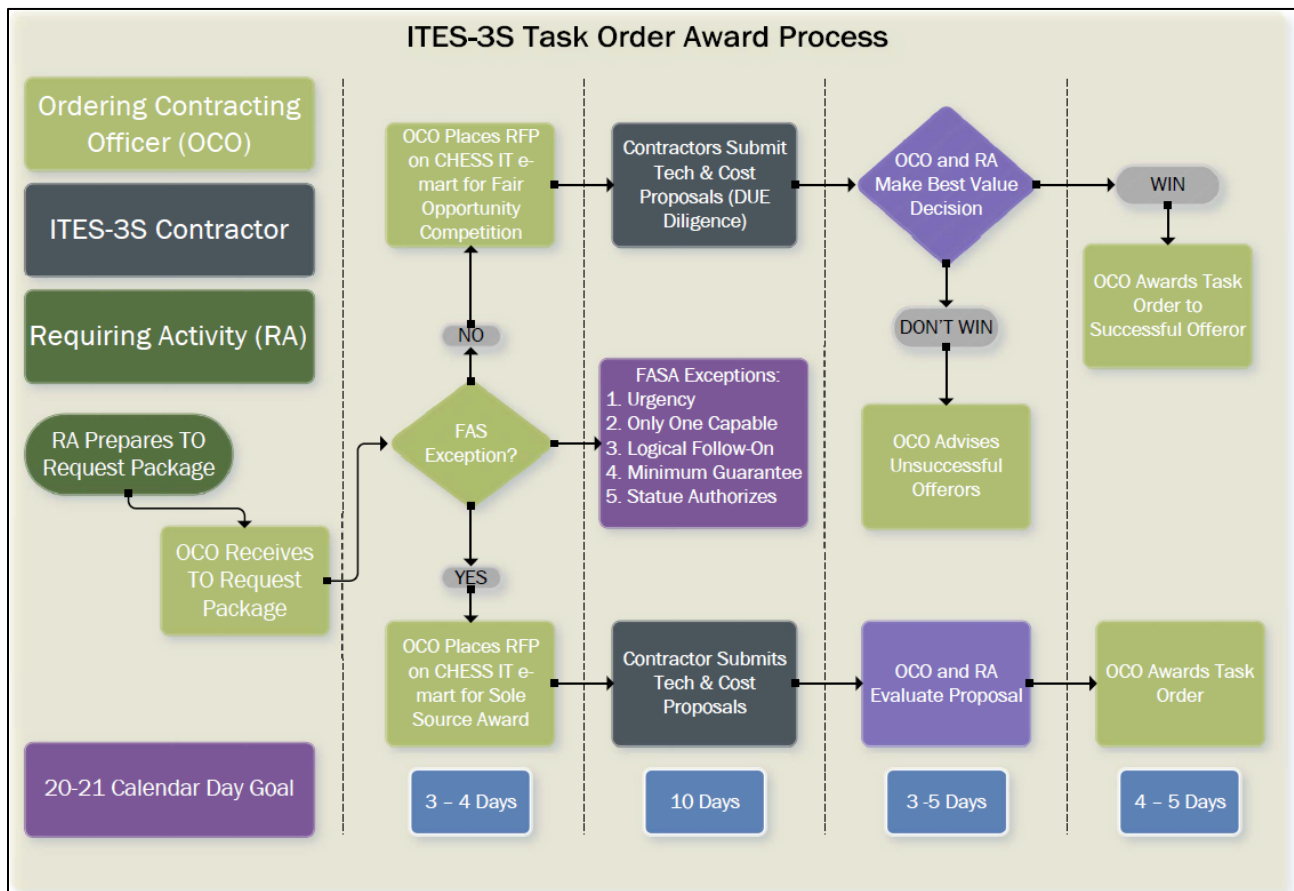
DELIVERY REQUIREMENTS

Delivery of services shall be IAW individual orders.

SECURITY CONSIDERATIONS

The level of classified access will be incorporated into individual TOs as necessary. If determined necessary based on the level of classification, a DD Form 254, Contract Security Classification Specification, should be prepared and included in the TO request and resulting order.

The ITES-3S TO award process is illustrated below:



Post Award Debriefing Under 10 USC § 2305(b)(5), unsuccessful offerors in competitions for TOs exceeding \$5,500,000 have the right to a post-award debriefing if they meet certain request deadline requirements. The deadline requirements can be found in FAR 15.506(a)(1). Under FAR 15.506(a)(4)(i), untimely debriefing requests may be accommodated, and 15.506 is not limited to unsuccessful offerors. Timely requests for a post-award debriefing for TOs meeting the threshold above must be honored, and their debriefings must meet the requirements of FAR 15.506. Also, contracting officers are encouraged to provide debriefings to untimely offerors under competitions exceeding \$5,500,000 and to offer a debriefing to all other offerors under TO competitions, even those valued below the mandatory threshold described above. Nonmandatory debriefings should follow all of the requirements in FAR 15.506(d), (e), and (f). Debriefings may be done orally, in writing, or by any method acceptable to the

contracting officer. Evaluation of Contractor's TO Performance at TO completion, the ITES-3S contractor submits a request for a performance evaluation to the order's COR or his/her designated representative. The order's COR or his/her designated representative shall complete these evaluations for each TO, regardless of dollar value, within 30 days of completion. Performance evaluations shall also be completed annually for orders that have a performance period in excess of one year. Annual performance evaluations shall be completed within 30 days of TO renewals. Performance evaluations may also be done, as otherwise considered necessary, throughout the duration of the order (but generally no more than quarterly). The performance evaluations will be located on the CHES IT e-mart at https://chess.army.mil/Static/SRV_ITS_SB_EVL_CON.

Contractor Performance Assessment Reports (CPARs) are required in the Information Technology or Services sectors for actions valued at \$1M or above. A final CPAR is performed when all performance on the contract is completed. Interim CPARs must be performed on deliveries/performance exceeding 18 months. A CPAR should contain past performance information that is current and relevant information for future source selection purposes. It includes the contractor's record of conforming to contract requirements, standards of good workmanship, forecasting and controlling costs, adherence to contract schedules, administrative aspects of performance, reasonable and cooperative behavior, commitment to customer satisfaction, and business-like concern for the interest of the customer.