INFORMATION TECHNOLOGY SERVICES SMALL BUSINESS
(ITS-SB)

Ordering Guide
Contract # W91QUZ-06-D-0013

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I. ITS-SB General Information

1. BACKGROUND

These ordering guidelines cover all the information needed to use the Information Technology Services – Small Business (ITS-SB) contract to obtain information technology (IT) services within the continental United States (CONUS) as well as Alaska and Hawaii. The contract is structured as indefinite delivery/ indefinite quantity contract, using task orders for acquisition of specified services.

This contract is available to the Army, Department of Defense, and all federal agencies.

2. SCOPE

The ITS-SB contract scope encompasses a full range of innovative, world-class information technology support services and solutions at a reasonable price. Contract line items (CLINs) cover the following services and contract types:

- IT solution services – firm fixed price (FFP), time and material (T&M), and cost reimbursement (CR)
- IT subject-matter expert – FFP, T&M, and CR
- IT functional area expert – FFP, T&M, and CR
- Incidental construction – FFP
- Other direct costs – CR
- IT solution equipment – CR for FP, T&M, and CR task orders
- Travel and per diem – CR for FP, T&M, and CR task orders
- IT solution software – CR for FP, T&M, and CR task orders
- IT solution – other ODCs – CR for FP, T&M, and CR task orders

IT Solutions Task Areas:
- Electronic Product Environmental Assessment Tool (EPEAT)
- Information Assurance (IA)
- Independent Verification & Validation (IV&V)
- Internet Protocol Version 6 (IPv6)
- Engineering Services
- Migration/Integration IT Services
- Warranty and Maintenance

Questions regarding these guidelines and procedures for placing orders against the contracts should first be directed to NetCentrics Corporation Program Management Office via ITS-SB@netcentrics.com email address.

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II. Team NetCentrics

1. NETCENTRICS CORPORATION

NetCentrics is a successful, financially secure, information technology (IT) small business with constant and uninterrupted annual growth over our 16 year history. We support customer locations throughout the USA from our offices located in the metropolitan Washington, DC area, Raleigh, NC, and Sierra Vista, AZ. NetCentrics has approximately 90% of our staff possessing a Secret clearance or above.

NetCentrics is experienced, innovative, and ready to partner with the Army Contracting Command – National Capital Region (ACC-NCR) and Computer Hardware, Enterprise Software and Solutions (CHESS) to deliver superior information technology (IT) solutions to all DoD and Federal Agencies. Below list a few examples of our experience, readiness, and innovation in supporting future contracts.

NetCentrics is ISO 9001:2008 registered and a Microsoft Gold Certified Partner with 16 years' experience providing Microsoft-based enterprise designs, implementations, and operational support to DoD agencies, including Headquarters, Department of Army (HQDA), U.S. Army Information Technology Agency, Enterprise Security Services – Pentagon (USAITA/ESS-P), US Army Network Enterprise Technology Command (NETCOM), US Army Information Systems Engineering Command (USAISEC), US Army Installation Management Command (IMCOM**),** and U.S Coast Guard C4IT SC Information Technology Information Assurance Security Management Services (TISCOM C4-IT)

Experience – Why NetCentrics?

NetCentrics Corporation -
- ❖ Brings standardized processes and Quality control methods applied at all levels with our Program Management Support Office (PMSO) team
- ❖ Offers exceptional past performance delivering solutions to customers, including HQDA, USAITA, and NETCOM
- ❖ Manages the largest installation of windows servers (1,400) and storage (1PB of MAC-1 and 3.5 PB COOP) within the Army
- ❖ Led Army's HQDA Exchange migration to DISA email
- ❖ Designs and globally deploys enterprise applications supporting 300,000 clients worldwide
- ❖ Manages Certification and Accreditation (C&A) processes for every system connecting to the Pentagon Network
- ❖ Manages a 24x7x365 Pentagon Computer Incident Response Team (PENTCIRT)
- ❖ Operates according to ISO 9001:2008 Certified Quality Management System (QMS)

Ready

The NetCentrics Program Management Support Office (PMSO) applies proactive, metrics-based performance techniques across all aspects of the program. The team acts as an advisory board with a single-point-of-contact providing a strategic advantage to our customers, task order project managers, and partners delivering a complete approach to Contract and Task Order management.

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Our PMSO has experience, proven processes, and a web portal tool for managing task order contracts and programs. We are ready to quickly develop and implement solutions based on our deep knowledge of the Army enterprise infrastructure and our history of successful Army and other Federal Agency projects. We have developed long term and strong working relationships with our customers including, Army leaders within CIO/G-6, PEO EIS, and NETCOM, which positions us to apply our expertise and solutions at the highest levels within organizations.

Innovation
Innovation is central to NetCentrics corporate culture. Our OVO Innovations division provides industry leading innovation management consulting services internally and to Fortune 500 companies. Our in-house authored book, "*Make Us More Innovative – Critical Factors for Innovation Success*", defines processes for sustainable innovations. Our culture of innovation and proprietary web-based tools encourage and enable employees and customers to continually develop new and better solutions. We bring these advantages to ITS-SB to improve contract administration and Army and Government IT.

2. <u>TEAM NETCENTRICS</u>

We are proud of the companies that have joined Team NetCentrics. Team NetCentrics provides a distinct skill set to ensure success in each ITS-SB task area. Team NetCentrics brings demonstrated expertise providing services to commercial and Government customers and an ability to meet all levels of IT requirements.

PARTNERS	BUSINESS SIZE/CATEGORY	EXPERTISE
Castillo Technologies	Small, 8(a), Small Disadvantaged Veteran Owned Small Business	Experienced delivering Army IT solutions to NETCOM at Ft. Huachuca, with a western CONUS presence
Diebold	Large	ISO 9001:2000 certified, IPv6 experts, nationwide warrantee and maintenance services, proven Government success
Dynamix	Small, HUB-zone	ISO9001 certified, specializing in legacy system warranty and maintenance, with CONUS coverage and 24x7x365 support
HBCU/MI Program Office (HPO)	Historically Black Colleges and Universities, Minority Institutions	An 'honest broker' liaison to HBCU/MI's bringing the IT experts and research capabilities of 9 institutions
Integrity	Small	Expertise in the reuse, resale, and recycling of electronic equipment, throughout CONUS
JANUS Associates	Small, Woman Owned	Concentrated expertise in IA and IV&V tasks, with widespread Government and commercial successes
L-3 STRATIS	Large	An ISO 9001, ISO 20000, CMMI Level 3 certified company and partner of NetCentrics for 13 years supporting HQDA, with broad Army IT expertise and CONUS coverage
Lockheed Martin Services, Inc.	Large	An ISO 9001, CMMI Level 5, ITES-2S prime contractor, with extensive Army IT expertise in all task areas who brings complete CONUS coverage and business opportunities
NCI Information Systems, Inc. (NCI)	Large	An ISO 9001 certified company, ITES-2S prime contractor, and long term partner with NetCentrics, with expertise in most task areas and wide CONUS coverage
RTL Networks	Small, 8(a), Service Disabled Veteran Owned	Proven IT provider with Army and Air Force experience and innovative Green IT, video, and operational support solutions

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PARTNERS	BUSINESS SIZE/CATEGORY	EXPERTISE
SEB Technologies	Small, 8(a)	Proven provider of expert level IT consulting and planning to PEO EIS and other Army agencies
SMS Data Products Group (SMS)	Large, Veteran Owned	An ISO 9001 certified Army IT provider and partner with NetCentrics on BRAC efforts, with exceptional performance delivering rapid response IT tasks throughout CONUS
Technology Industries (TI)	Small	Specializes in Smart Cards, PKI, and Biometrics to achieve stronger identity and security throughout the enterprise
Techno + Rescue	Small, Veteran Owned	Certified EPEAT reseller with proven Green IT practices, and coverage in the western US
Turtle Wings	Small, Woman Owned, HUB-zone	A Green IT company specializing in recycling, with complete asset tracking, data destruction and eastern US coverage

3. HOW CAN WE HELP YOU?

NetCentrics has been providing innovative information technology (IT) services since 1995. We support customers specializing in network design, information assurance, installation and management, software development, and process improvement.

- Established, financially secure small business with experience managing multiple task orders
- Corporate commitment to provide all necessary resources to perform at the highest level and quality on this ITS-SB contract and all contracts
- International Organization for Standardization 9001:2008 (ISO 9001:2008) certified quality management system in place with defined procedures for performing on Government contracts, managing subcontractors, and delivering quality services to Government customers
- Established Program Management Office empowered with the authority and resources to manage the provide oversight on all awarded task orders under the contract
- Record of consistently delivering excellent performance and customer satisfaction on every Government contract, as demonstrated by the customer responses on the Past Performance Questionnaires
- Specialization in delivering Information Technology (IT) solutions to federal government customers in all work areas under ITS-SB
- Highly qualified team with expertise in all task areas, including large and small businesses with niche skills and demonstrated success delivering solutions both CONUS and OCONUS covering all work areas under the scope of ITS-SB
- Flexibility and quick response for critical and urgent IT projects' requirements
- Competitive prices with a history of delivering our quality services within these identified work areas

4. BENEFIT OF USING THE ITS-SB CONTRACT VEHICLE

- No CHESS (Army Computer Hardware, Enterprise Software, and Solutions) Fees
- Program Maximum: $400 Million across all contracts for life of contracts (including options)
- Decentralized Ordering
- The Program Solicitation process is similar to the ITES-2S process, using the CHESS it e-mart
- Contract vehicle open to all Army, Department of Defense, and Federal Agencies

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- Only sixteen (16) selected teams to respond to solicitations through the ITS-SB contract vehicle
- Meet small business goals

III. Ordering Procedures.

1. <u>ITS-SB ROLES AND RESPONSIBILITIES</u>

ARMY CONTRACTING COMMAND – NATIONAL CAPITAL REGION (ACC-NCR)

- Provides the Procuring Contracting Office (PCO) for the ITS-SB contracts. The PCO has overall contractual responsibility for the ITS-SB 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.
- The PCO provides advice and guidance to requiring activities, Ordering Contracting Officers, and contractors regarding contract scope, acquisition regulation requirements, and contracting policies.
- The PCO approves and issues contract modifications.
- Represents the contracting officer position at various contract-related meetings, including ITS-SB Executive Council Meetings, in-progress reviews (IPRs), negotiating sessions, and working meetings.

U.S. ARMY COMPUTER HARDWARE, ENTERPRISE SOFTWARE AND SOLUTIONS (CHESS)

- Designated by the Secretary of the Army as the Army's primary source for commercial IT.
- Performs the functions of Program Director (PD) for the ITS-SB contracts.
- Maintains the IT e-mart, a Web-based, e-commerce ordering and tracking system. The IT e-mart Web site is: https://chess.army.mil.
- With support from the Communications-Electronics Command, Information Systems Engineering Command (ISEC), Technology Integration Center (TIC), assists Army organizations in defining and analyzing requirements for meeting the Army's enterprise infrastructure and infostructure goals.
- Works with requiring activities, including those outside of the Army, to help them understand how ITS-SB can best be used to meet their enterprise requirements.
- Conducts periodic meetings with the prime contractors, e.g., quarterly IPRs, to ensure requirements, such as approved Department of Defense (DoD) standards, are understood.
- Provides the contract level Contracting Officer's Representative (COR).

REQUIRING ACTIVITY

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

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ORDERING CONTRACTING OFFICER

- Ordering Contracting Officers within the Army, DoD, and other federal agencies are authorized to place orders within the terms of the contract and within the scope of their authority.
- They are not authorized to make changes to the contract terms. The Ordering Contracting Officer's authority is limited to the individual orders.
- Serves as the interface between the contractor and the government for individual orders issued under the ITS-SB contracts.
- Responsible for determining if bundling of requirements, (see Federal Acquisition Regulation (FAR) 2.101), is in compliance with FAR 7.107.
- Responsible for determining whether consolidation of requirements, compliance, and approval are in accordance with Defense Federal Acquisition Regulations Supplement (DFARS) 207.170.
- Responsible for requesting, obtaining, and evaluating proposals and for obligating funds for orders issued.

ORDERING CONTRACTING OFFICER'S REPRESENTATIVE

- Ordering Contracting Officer's Representative (CORs) will be designated by letter of appointment from the Ordering Contracting Officer.
- Serves as the focal point for all task activities and primary point of contact for the contractors.
- Provides technical guidance in direction of the work; is not authorized to change any of the terms and conditions of the contract or order.
- Obtains required COR training. Note: the ACC-NCR's Contracting Officer Representative
- Guide provides a list of approved COR training courses: http://aca.saalt.army.mil/docs/Community/COR%20Guide.doc.

CONTRACTORS

The principal role of the contractors is to perform services and/or deliver related products that meet requirements and/or achieve objectives/outcomes described in orders issued under the ITS-SB contract.

2. HOW TO USE ITS-SB

Go to CHESS's IT e-mart to check on guidance, find lists of vendors, check on offerings, view prices or request quotes directly.
https://chess.army.mil/ascp/commerce/contract/its-sb.jsp;jsessionid=337107834DC6CAFF3D931AC2F45F72B2.PAPS2

The Ordering Contracting Officer will initiate the TO process by issuing a TOR to all awardees. Contractors will indicate their interest via CHESS IT e-mart, however, proposal packages shall be delivered by means identified in the TOR.

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3. PRICING

CLINs allow for pricing of TOs on a firm fixed price (FFP) or time and material (T&M) basis.

The labor rates provided through CHESS IT e-mart 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 ITS-SB contractor may propose labor rates that are lower than those specified in its Labor Rate Table** but may not exceed the labor rates in its Labor Rate Table.

Contractors may augment their labor categories and job descriptions on a TO basis. If a contractor decides to augment a labor category, the labor type and cost shall not change.

NOTE: Unlike other labor categories, the IT subject-matter expert (SME), IT functional area expert (FAE), and incidental construction category may only be used if no other labor category can satisfy the requirement. If the ITS-SB contractor proposes these categories when not directed by the Ordering Contracting Officer, no fee or profit is allowed. ITS-SB contractors are required to seek and obtain approval from the Ordering Contracting Officer for the use of these categories when proposed in a TO. There is no fixed labor rate associated with the SME, FAE, and incidental construction categories.

4. ORDER FORMS AND NUMBERING

An appropriate order form (DD Form 1155, Order for Supplies or Services, or Non-Department of Defense (DoD) federal agencies equivalent) shall be issued for each task order.

Ordering Contracting Officers shall not use any order beginning with 0001 thru 9999, which are reserved for ACC-NCR. DoD agencies should use ordering numbers as specified in DFARS 204.7004(d)(2)(i). Non-DoD federal agencies may use any numbering system provided it does not conflict with either of these numbering systems.

The level of classified access shall 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.

5. SITUATIONS REQUIRING HARDWARE OR SOFTWARE ACQUISITION

5.1 SOFTWARE

In situations where it is necessary to purchase new commercial software, including preloaded software, to satisfy the requirements of a particular Task Order (TO), the contractor will first be required to review and utilize available Department of Defense Enterprise Software Initiative (DoD 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 waiver is required from CHESS when acquiring

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non ESI software regardless of the dollar value. The customer shall access the waiver process, located on the web at https://chess.army.mil/scp/waiver/wvexplanation.jsp. The waiver should be included in the task order upon award.

5.2 COMMERCIAL OFF-THE-SHELF (COTS) HARDWARE AND RELATED SOFTWARE

If hardware and related software are required for a particular Task Order, the CHESS hardware contracts are the preferred source of supply. CHESS also has a list on their website of Commercial IT Products and Services authorized for use by Army customers worldwide. If the hardware and software required is not available from a CHESS contract or the authorized list, the contractor shall be authorized to obtain the hardware through an alternate source. For Army users, a waiver is required for purchase of products from another source valued at more than $25,000. The listing of COTS hardware available from CHESS sources can be viewed on the web at
https://chess.army.mil/scp/contracts/compactview.jsp.
The customer shall access the waiver process, located on the web at
https://chess.army.mil/scp/waiver/wv_explanation.jsp. The waiver should be included in the task order upon award.

6. ORDERING PROCEDURES

6.1 TO REQUEST

The requiring activity prepares the TOR package and submits it to the Ordering Contracting Officer. **Attachment A** contains a TOR checklist and instructions recommended for use when submitting TO requirements to the Ordering Contracting Officer. The checklist describes all documents needed for a complete requirements package.

NOTE: When submitting requests ensure that the customer and/or site address is correct and includes as much information as possible to allow for an accurate proposal. (i.e. serial numbers, manufacturer/part numbers, quantities, whether the requirement is a renewal or new requirement, customer ID number, contract numbers, renewal contract number or other type of account identifier.)

This contract is subject to FAR 16.505 and DFARS 216.505-70, Fair Opportunity to Be Considered.

6.2 MINIMUM TOR PACKAGE REQUIREMENTS

- **Statement of Work (SOW), Performance Work Statement (PWS), or Statement of Objectives (SOO).** The requiring activity may select from these work statements, depending on their specific requirements. However, performance-based orders must be used to the maximum extent possible for services as required by FAR 37.102 and FAR 16.505(a) (see *Attachment 3*). See **Attachment B, C, E** for sample SOW, PWS, and SOO, respectively.

- **Funding Documents.** ITS-SB orders are funded by the requiring activity. Individual Ordering Contracting Officers should provide specific instructions as to the format and content. Funding Documents must also include the following:

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- o **Evaluation Criteria.** The solicitation must identify, clearly explain, and describe the relative importance of the evaluation criteria. Sample evaluation criteria is provided below:
  - Understanding of the requirement
  - Technical and management approach
  - Staffing plan (skill mix, personnel experience/qualifications, availability of personnel, performance location)
  - Areas of expertise
  - Past performance on prior TOs under this contract (where possible, PPIMS or PPIRS should be utilized in lieu of requesting past performance information from contractors)
  - Current distribution of workload
  - Knowledge of customer's organization
  - Teaming arrangements
  - Security (including clearance level)
  - Performance-based approach
  - Other specific criteria as applicable to individual TO
  - Cost/Price

6.3 AWARD

Once evaluations are completed, an authorized selection official must make an award decision and document the rationale for his/her decision.

- Prior to making a decision, copies of all evaluations must be forwarded to the selection official for his/her review and consideration. **Attachment I** is an example of the Selection Recommendation Document. The form is signed by the selection official and forwarded to the Ordering Contracting Officer. This form can also be used to document an exception to the fair opportunity requirements.
- The following information shall be specified in each TO awarded:
  - o Date of order
  - o Contract and order number
  - o Point of contact name, commercial telephone, fax number, and e-mail address
  - o Ordering Contracting Officer's commercial telephone number and e-mail address
  - o Description of services to be provided, quality unit price and extended price, or estimated cost and/or fee (TO INCLUDE CLIN). The PWS should be attached
  - o Period of performance and delivery date for supplies, including any option period for services and delivery of supplies, if applicable
  - o Address and place of performance or delivery, if applicable
  - o Packaging, packing, and shipping instructions, if any
  - o Accounting and appropriation data and Contract Accounting Classification Reference Number (ACRN). DFAS requires an ACRN(s) on all orders
  - o Specific instructions regarding how payments are to be assigned when an order contains multiple ACRNs
  - o Invoice and payment instructions
  - o Any other pertinent information
- Executed orders will be transmitted via fax, e-mail, or by verbal direction from the Ordering Contracting Officer. If verbal direction is given, written confirmation shall be provided within five working days.

6.4 POST AWARD DEBRIEFING

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Under 10 USC 2304a, unsuccessful offerors in competitions for task orders exceeding $5,000,000.00 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), untimely debriefing requests may be accommodated, and 15.506 is not limited to unsuccessful offerors. Timely requests for a post-award debriefing for task orders 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 $5,000,000.00 and to offer a debriefing to all other offerors under task order competitions, even those valued below the mandatory threshold described above. Non-mandatory 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.

6.5 EVALUATION OF CONTRACTOR'S TASK ORDER PERFORMANCE

Section G.4 of the contract requires that, at task order completion, the contractor submit a request for a performance evaluation to the order contracting officer's Representative (OCOR) or his/ her designated representative. The OCOR or his/her designated representative shall complete these evaluations for each task order, 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 task order 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 CHESS Web site at https://chess.army.mil/scp/ites2s/ctorpp.jsp.

7. USING THE CHESS IT E-MART WEBSITE

The following sections contain screen shots to walk you through TO request process through CHESS IT e-mart. For further guidance contact ITS-SB@netcentrics.com.

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7.1 CHESS IT E-MART HOME PAGE

My Account - Login/Logout - Shopping Cart Section

Main Menu

Admin Menu

New - FAQ Section

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7.2 SERVICES MENU OPTIONS

The CHESS IT e-mart is used for both ITS-SB and ITES 2S contracts. Be sure to select the ITS-SB contract from the services menu.

Click the **ITS-SB Contract** link under services to view a list of all ITS-SB vendors and vendor details. Once on this page, click the "**Online RFP Tool**" link to begin the RFP process.
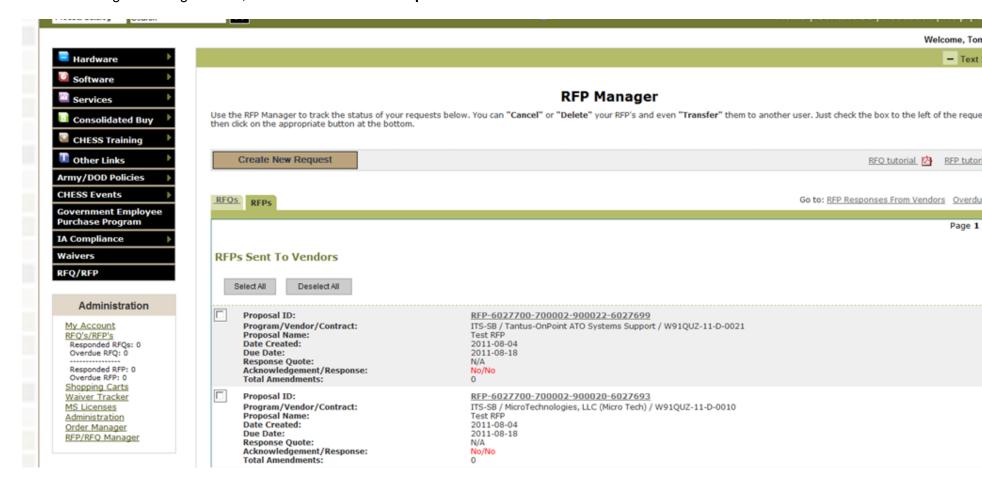
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7.3 CREATING A RFP

7.3.1   You can use the RFP Manager to track the status of TO requests. You can "Cancel", "Delete", or "Transfer" RFPs at any time by checking the box to the left of the RFP and clicking the appropriate action button at the bottom of the screen.

To begin creating an RFP, click the **Create New Request** button.

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7.3.3 Choose ITS-SB and click **Create New Request**

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7.3.4 Select which contractors you which to release the RFP to. You must select either one (1) or all contractors. Fill out the Proposal Name, Due Date, Proposal Description, Est. Dollar Value (including options), and attach any additional documents. When you have finished, click **Continue**.

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7.3.6 You can view the details of your RFP in the **RFP Manager**.

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ATTACHMENT A

INFORMATION TECHNOLOGY SERVICES – SMALL BUSINESS (ITS-SB) TASK ORDER (TO) REQUEST CHECKLIST AND INSTRUCTIONS

This form constitutes a request for contract support under the ITS-SB contracts. The requiring activity shall complete this form, together with the associated attachments, and forward the entire package to the appropriate Ordering Contracting Officer for processing.

1. TO Title	
2. Requiring Activity Point of Contact. Include name, title, organization, commercial and DSN phone numbers for voice and fax, and e-mail address:	
3. Designated Order Contracting Officer's Representative (COR) Include**.** name, title, organization, commercial and DSN phone numbers for voice and fax, and e-mail address: (If same as Block 2, type "same.")	

4. Attachments Checklist. Complete package must include the following items. Send files electronically via e-mail or fax to the ordering contracting officer(All. files shall be completed using MS Word Office 2000 or MS Excel Office 2000, as appropriate.)

- ☐ Work Statement (check one)
    - ☐ Statement of Work
    - ☐ Performance Work Statement includes Quality Assurance Surveillance Plan
    - ☐ Statement of Objectives
- ☐ Funding Document(s) (scanned or other electronic version is preferable)
- ☐ Independent Government Cost Estimate
- ☐ Proposal Evaluation Plan Bundling Determination (if needed)
- ☐ Consolidation Determination (if needed)
- ☐ Justification for Work Statement that is not Performance-Based
- ☐ TO unique DD Form 254 (only if security requirements)

5. Task Order Information

Contract Type (check one) Time and materials (T&M) and cost reimbursement (CR) contract types require justification in accordance with Federal Acquisition Regulations (the Ordering Contracting Officer makes the final determination of which order type is in the best interest of the government).

- ☐ Firm fixed price (FFP) (no justification required)
- ☐ CR (provide justification in the box, below)
- ☐ T&M (provide justification in the box, below)

Rationale: T&M and CR contract types require justification in accordance with Federal Acquisition Regulations.

Federal Acquisition Streamlining Act (FASA) Exception. *If you are citing a FASA exception to fair opportunity competition, designate which one below with a justification.*

FASA Exception Justification:

- ☐ The agency need for services is of such urgency that providing such opportunity would result in unacceptable delays.
- ☐ Only one such contractor is capable of providing services required at the level of quality required because they are unique or highly specialized.
- ☐ The order should be issued on a sole-source basis in the interest of economy and efficiency as a logical follow-on to an order already issued under this contract, provided that all ITS-SB contractors were given a fair opportunity to be considered for the original order.
- ☐ It is necessary to place an order to satisfy a minimum guarantee.
    A statue expressly authorizes or requires that the purchase be made from specified source.

FASA Exception Justification:

6. Order COR Training Certification: Army Order CORs are required to have COR training prior to appointment in accordance with paragraph 1.7 of the Army Contracting Command (ACC) Acquisition Instruction. Appendix A of the ACC Acquisition Instruction contains all list of ACC-approved training

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Order COR Training Certification Date:

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ATTACHMENT B

INFORMATION TECHNOLOGY SERVICES – SMALL BUSINESS (ITS-SB)
EXAMPLE FORMAT FOR STATEMENE OF WORK (SOW)

1. PROJECT TITLE

Provide a short, descriptive title of the work to be performed.

2. BACKGROUND

Describe the need for the services, the current environment, and the office's mission as it relates to this requirement. Provide a brief description/summary of the services sought.

3. SCOPE

Indicate which Information Technology Solutions – Small Business (ITS-SB) contract task area(s) apply to the work to be performed. Include a high-level view of the procurement, its objectives, size, and projected outcomes. Do not include anything that won't contribute to the expected result. Do include impacts/implications.

4. APPLICABLE DOCUMENTS

An SOW should list legal, regulatory, policy, security, etc. documents that are relevant. Include publication number, title, version, date, where the document can be obtained, etc. If only portions of documents apply, that should be stated..

5. SPECIFIC TASKS

Provide a narrative of the specific tasks that make up the SOW. Number the tasks sequentially, e.g., Task 1 - Title of Task and description, Task 2 - Title of Task and description, etc. Describe in clear terms, using active language, what work will be performed. The requirement must be defined sufficiently for the contractor to submit a realistic proposal and for the government to negotiate a meaningful price or estimated cost. SOWs must be "outcome-based," i.e., they must include the development and delivery of actual products (e.g., assessment report, migration strategy, implementation plan, etc.).

6. DELIVERABLES AND DELIVERY SCHEDULE

List all outputs/outcomes with specific due dates or time frames. Include media type, quantity, and delivery point(s). State due dates in terms of calendar days after task order award.

7. GOVERNMENT-FURNISHED EQUIPMENT AND GOVERNMENT-FURNISHED INFORMATION

Identify the government-furnished equipment and information, if any, to be provided to the contractor, and identify any limitations on use. Be as specific as possible.

8. PLACE OF PERFORMANCE

Specify whether the work will be performed at the contractor's site or at a government site (with exact address if possible). Describe any local or long distance travel the contractor will be required to perform.

9. PERIOD OF PERFORMANCE

State in terms of total calendar days after task order award (e.g., 365 calendar days after task order award), or in terms of start and end date (e.g., Oct. 1, 20XX through Sept. 30, 20XX).

10. SECURITY

State whether the work will be UNCLASSIFIED, CONFIDENTIAL, SECRET, TOP SECRET, or TOP SECRET with SENSITIVE COMPARTMENT INFORMATION. Contract Section H.8 requires that the level of classified access be incorporated into individual task orders as necessary. The Contract Security

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Classification Specification, DD Form 254, should be included if required.

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ATTACHMENT C

INFORMATION TECHNOLOGY SERVICES – SMALL BUSINESS (ITS-SB)
EXAMLE FORMAT FOR PERFORMANCE WORK STATEMENT (PWS)

1. PROJECT TITLE
Provide a short, descriptive title of the work to be performed.

2. BACKGROUND
Describe the need for the services, the current environment, and the office's mission as it relates to this requirement. Provide a brief description/summary of the services sought.

3. SCOPE
Indicate which Information Technology Enterprise Solutions – 2 Services (ITS-SB) contract task area(s) apply to the work to be performed. Include a high-level view of the procurement, its objectives, size, and projected outcomes. Do not include anything that won't contribute to the expected result. Do include impacts/implications.

4. APPLICABLE DOCUMENTS
List all relevant legal, regulatory, policy, and security, or other documents.. Include publication number, title, version, date, where the document can be obtained, etc. Clearly state if only portions of documents apply.

5. PERFORMANCE REQUIREMENTS
Provide a narrative of the specific performance requirements or tasks that make up the

PWS. Describe the work in terms of the required output, i.e., what is expected from the contractor, rather than how the work is to be accomplished or the number of hours to be provided. Number the tasks sequentially, e.g., Task 1-Title of Task and description, Task 2-Title of Task and description, etc. The requirement must be defined sufficiently for the contractor to submit a realistic proposal and for the government to negotiate a meaningful price or estimated cost.

6. PERFORMANCE STANDARDS
Performance standards establish the performance levels required by the government.
Examples of performance standards:

- **Quality standards**: condition, error rates, accuracy, form/function, reliability, maintainability.
- **Quantity standards**: capacity, output, volume, amount.
- **Timeliness standards**: response times, delivery, completion times, milestones.

7. INCENTIVES
Incentives should be used when they will encourage better quality performance. They may be either positive, negative, or a combination of both. Incentives may be monetary or non-monetary. Incentives do not need to be present in every performance-based contract as an additional fee structure. In a fixed price contract, the incentives would be embodied in the pricing and the contractor could either maximize profit through effective performance or have payments reduced because of failure to meet the performance standard.

- **Positive incentives.** Actions to take if the work exceeds the standards. Standards should be challenging, yet reasonably attainable.

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■ **Negative Incentives.** Actions to take if work does not meet standards.

8. DELIVERABLES AND DELIVERY SCHEDULE

List all outputs/outcomes with specific due dates or time frames. Include media type, quantity, and delivery point(s). State due dates in terms of calendar days after task order award.

9. GOVERNMENT-FURNISHED EQUIPMENT AND INFORMATION

Identify the government-furnished equipment and information, if any, to be provided to the contractor and identify any limitations on use. Be as specific as possible.

10. PLACE OF PERFORMANCE

Specify whether the work will be performed at the contractor's site or at a government site with exact address if possible. Describe any local or long distance travel the contractor will be required to perform.

11. PERIOD OF PERFORMANCE

State in terms of total calendar days after task order award (e.g., 365 calendar days after task order award) or in terms of start and end date (e.g., Oct. 1, 20XX through Sept. 30, 20XX).

12. SECURITY

State whether the work will be UNCLASSIFIED, CONFIDENTIAL, SECRET, TOP SECRET, or TOP SECRET WITH SENSITVE COMPARTMENTED INFORMATION and include Contract Security Classification Specification, DD Form 254, as required in individual task orders. ITS-SB Contract Section H.8 requires that the level of classified access be incorporated into individual task orders as necessary.

13. QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

This portion of the PWS explains to the contractor what the government's expectations are, how (and how often) deliverables or services will be monitored and evaluated, and incentives that encourage the contractor to exceed the performance standards and that reduce payment or impose other negative incentives when the outputs/outcomes are below the performance standards. Attach the QASP to the PWS. An example is provided on the next page.

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ATTACHMENT D

INFORMATION TECHNOLOGY SERVICES – SMALL BUSINESS (ITS-SB)
EXAMPLE QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

1. TASK ORDER TITLE: Mainframe Maintenance Service *(Example)*

2. WORK REQUIREMENTS: *(list below the tasks specified in Paragraph 5 of the*
Performance Work Statement (PWS))

Examples:

Task 1   *Predictive/Preventive Maintenance*

Task 2   *Equipment Repair*

Task 3   *Dispatch Center*

Task 4   *Work Documentation/Service Log Section*

Task 5   *Equipment Monitoring Section*

Task 6   *Configuration Management Section*

3. PRIMARY METHOD OF SURVEILLANCE: *(choose a method that best fits your requirement, e.g.,*
criticality of work to be performed, the relative importance of some tasks to others, lot size/frequency of
service, surveillance period, stated performance standard, performance requirement, availability of agency
people/resources, and cost-effectiveness of surveillance vs. task importance.)

Acceptable surveillance methods include:

■ **100 Percent Inspection:** This is recommended only where health and safety are at issue; otherwise it is not cost-effective and is too stringent.

■ **Random Sampling:** Appropriate for recurring tasks or productions requirements.

■ **Periodic Inspection:** Use a pre-determined plan based on analyses of agency resources and requirements.

■ **Customer Input:** Suitable for service-oriented tasks; use a standard form to document.

■ **Contractor Self-Reporting:** Appropriate for tasks like system maintenance where the contractor can provide system records that document performance; for development projects, monthly reports can detail problems encountered.

Examples: Random sampling is scheduled for Items 2, 3, 5, and 6. There will be 100% inspection for Items
1 and 4.

4. SCOPE OF PERFORMANCE: *(provide the scope of the requirement as described in Paragraph 3 of the*
PWS)

Example: The contractor will provide remedial maintenance service on-site with problem resolution
completed within the specified timeframe. Remedial maintenance is defined to include service, including
parts replacement, as necessary to restore

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5. PERFORMANCE STANDARDS: *(insert the Performance Standards listed in Paragraph 6 of the PWS)*

Example: Mainframe processing availability must be 95% during the hours 0800 – 1600.

Response times for maintenance calls should occur within four hours of placing a call.

6. ACCEPTABLE QUALITY LEVEL (AQL): *(must be realistic, stating the minimum standard, percentage of errors allowed, cost trade-offs, etc.)*

Example: The AQL for this project is 100% due to the critical support provided by mainframe operations.

7. EVALUATION METHOD:

Example: The contracting officer's technical representative (COTR) will document the time of verbal notification to the contractor. The COTR will document the official time and date of notification on the Maintenance Call Record. The COTR will review self-diagnostic systems logs, conduct a comparison with actual maintenance performance, and otherwise verify and validate contractor performance. The contractor shall enter in the record the official time

the system is restored to full operational status. The COTR will confirm the date and time of problem resolution in the record.

8. INCENTIVES (POSITIVE AND/OR NEGATIVE): *(insert the Performance Incentives listed in Paragraph 7 of the PWS)*

Example: The following negative incentives apply:

■   *If resolution is completed within four hours of notification, there will be no adjustment to the invoice amount. If resolution time exceeds four hours, the monthly invoice amount will be reduced by 10%. (insert any other appropriate incentives or disincentives)*

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ATTACHMENT E

INFORMATION TECHNOLOGY SERVICES – SMALL BUSINESS (ITS-SB)
EXAMPLE STATEMENT OF OBJECTIVES (SOO)

The SOO provides basic, top-level objectives of a task order and is provided in lieu of a government-written statement of work (SOW) or Performance Work Statement. It provides contractors the flexibility to develop cost-effective solutions and the opportunity to propose innovative alternatives meeting the objectives.

FORMAT
I. Purpose
II. Scope or Mission
III. Period and Place of Performance

■ **Overall Objectives**

1. Personnel - Provide a proper skill mix, experience, and required number of qualified personnel
2. Materials - Provide all necessary supplies, spare (parts), tools, test equipment, consumables, hardware, software, automatic data processing equipment, documentation, and other applicable properties.
3. Facilities - Provide administrative and workspaces.
4. Organizational Processes - Provide internal controls, management oversight, and supply support.

■ **Task Order Objectives**

Most objectives will already be identified within the contract document. You may include specific task order objectives here. If you do include this type of objective, you may need to include instructions for how you wish the Information Technology Services – Small Business (ITS-SB) contractors to address these objectives within their proposals. Objectives identified within the SOO are addressed by the ITS-SB contractors within a SOW, which they write. Therefore, consider how objectives identified in this section could be addressed within a SOW.

■ **Technical Objectives**

1. Make maximum use of commercial products.
2. Install the system with a minimum impact to other systems that may be located in the designated facility.
3. Develop and document procedures for managing system engineering, software, and hardware development. Utilize commercial standards and procedures to the maximum extent in achievement of this objective. The system engineering process includes parts management, quality assurance, electrostatic discharge control, reliability, maintainability, system safety, etc.

■ **Program Objectives**

1. Establish program management that provides accurate and timely schedule and performance information throughout the life cycle of the program.
2. Establish a sound risk management system, which mitigates program risks and provides for special emphasis on software development efforts through integration of metrics to monitor program status.

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3. Obtain sufficient rights in technical data, both software and hardware, such that the government can maintain and modify the training system using government personnel and third-party contractors.

4. Use electronic technologies to reduce paper copies of program information generated throughout the life of this contract.

5. Use electronic technologies to communicate and pass data between government and contractor organizations. Any operating or programmatic constraints. The following specifications, standards, policies, and procedures represent the constraints placed on this task order.

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ATTACHMENT F

INFORMATION TECHNOLOGY SERVICES – SMALL BUSINESS (ITS-SB)
PROPOSAL EVALUATION PLAN

IS OF EVALUATION

(CHECK ONE): ☐ **Best Value Trade-Off** ☐ **Lowest Price, Technically Acceptable**

☐ **Non-Price Factors**

Note: Describe the relative weight of each evaluation factor compared with the other evaluation factors. For example, the evaluation factors may all be approximately equal in importance, or one factor may be more important than others.

List the specific areas of your technical/management requirements to be evaluated. These areas should correspond with, and relate to, specific requirements.

1. Technical/Management Approach

List the specific areas of your past performance requirements to be evaluated.

2. Past Performance

These areas should relate to specific work statement requirements.

3. Other Factors (if applicable).

List any other evaluation criteria important to you and the associated weights below.

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Price Factors

Adjectival ratings (e.g., outstanding, good, etc.) are assigned to corporate experience, technical/ management approach and any other non-price criteria for which you may want to evaluate contractor proposals. Note that balancing price against the non-price factors is how you make your best value trade-off decision, and, as a result, a rating is not assigned to the price factor. Indicate whether all non-price evaluation factors, when combined are:

- o **Significantly more important than the price factor**
- o **More important than the price factor**
- o **Comparatively equal to the price factor**
- o **Less important than the price factor**
- o **Significantly less important than the price factor**

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ATTACHMENT G

INFORMATION TECHNOLOGY SERVICES – SMALL BUSINESS (ITS-SB)
EXAMPLE LETTER TO ARMY CONTRACTING COMMAND (ACC)

LETTERHEAD

IN REPLY REFER TO: (DATE) MEMORANDUM TO: Information Technology Services – Small Business (ITS-SB) Contractors SUBJECT: Request for Task Order Proposals

1. The Director of Information Management for **[insert command]** has a requirement for **[insert, as appropriate]**. The period of performance is **[insert duration of order]**. The anticipated contract type is **[insert as appropriate]**. This requirement has been assigned tracking number **[insert number]**.

2. As provided by Part J, Attachment 4, paragraph (c), Task Order Procedures, of the contract, it is requested that you submit written technical and price proposals in response to the attached **[insert, as appropriate, e.g., Statement of Work, Performance Work Statement, or Statement of Objectives]** (Attachment 1). Specific proposal instructions and evaluation criteria are also attached (Attachment 2). Your proposal or "no-bid reply" shall be submitted no later than **[insert date/time]**. Any "no-bid reply" must include a brief statement as to why you are unable to perform. Please upload your proposal or no-bid reply to the Computer Hardware, Enterprise Software and Solutions *IT e-mart* at: **https://chess.army.mil**.

3. Virtual Reading Room. A Virtual Reading Room has been established to provide access to information related to this acquisition **[insert specific information as appropriate]**.

4. Due Diligence. As part of the proposal preparation process, the government will offer the ITS-SB contractors the opportunity for due diligence. This will enhance your understanding of the requirements and is in keeping with the principles identified by Federal

Acquisition Regulation Part 15.201, Exchanges With Industry Before Receipt of Proposals. The following arrangements have been made for interested contractors to contact appropriate government representatives to ask questions that by their very nature they would not ask if the response would be posted and provided to their competition: **[insert information, as appropriate]**.

5. Resolution of Issues. The Ordering Contracting Officer (OCO) reserves the right to withdraw and cancel the proposed task. In such event, the contractor shall be notified in writing of the OCO's decision. This decision is final and conclusive and shall not be subject to the "Disputes" clause or the "Contract Disputes Act."

Questions should be addressed to the OCO at the following e-mail address: **[insert address]**. Please provide any questions no later than **[insert date/time]**. Questions received after this date

may or may not be answered. Contact **[insert name/telephone number]** if you have any questions or require additional information.

Sincerely,

ITS-SB Ordering Contracting Officer

Attachments:

(1) Work Statement
(2) Proposal Submission Instructions and Evaluation Criteria

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ATTACHMENT H

EXAMPLE PROPOSAL SUBMISSION INSTRUCTIONS AND EVALUATION CRITERIA

1. PROPOSAL SUBMISSION INSTRUCTIONS

Technical and Price Proposals shall be separate documents and consist of the following tabs:
Note: While the Technical Proposal must not contain any reference to price, resource information (such as data concerning labor hours and categories, materials, subcontracts, etc.) must be provided so that a contractor's understanding of the requirements may be evaluated.

■ **TAB 1 – Technical Proposal.** Technical proposal information will be streamlined. Page limits are specified below. As a minimum, technical proposals shall address the following elements:

1. Technical/Management Approach
2. Key Personnel Assigned
3. Teaming Arrangements (including subcontractors)
4. Risks and Risk Mitigation Plan
5. Period of Performance
6. Government-Furnished Equipment (GFE)/Government-Furnished Information (GFI)
7. Security (including clearance level)
8. Other Pertinent Data

(10 page limit)
Note: If instructions are for a performance-based task order, and if a Performance Work Statement (PWS) is not already included in the solicitation, the Technical Proposal shall also include the offeror's proposed Statement of Work (SOW) or PWS detailing the performance requirements resulting from the Statement of Objectives. **(No page limit)**

■ **TAB 2 – Cost/Price Proposal.** This part of the proposal shall include details for all resources required to accomplish the requirements (e.g., labor hours, rates, travel, incidental equipment, etc.). The price proposal shall identify labor categories in accordance with the Labor Rate Tables contained in Section B. It must also identify any GFE and/or GFI required for task performance. If travel is specified in the SOW or PWS, airfare and/or local mileage, per diem rates by total days, number of trips, and number of contractor employees traveling shall be included.

2. EVALUATION CRITERIA

This is a best value award, and the evaluation criteria for this award will be based on the following factors and weights assigned to each factor.

INSERT CRITERIA AS APPROPRIATE; DESCRIBE THE RELATIVE WEIGHT OF EACH EVALUATION FACTOR COMPARED WITH THE OTHER EVALUATION FACTORS. FOR EXAMPLE, THE EVALUATION FACTORS MAY BE APPROXIMATELY EQUAL IN IMPORTANCE, OR ONE FACTOR MAY BE MORE IMPORTANT THAN OTHERS.

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a. Technical/Management Approach:

(1)

(2)

(3)

b. Past Performance:

(1)

(2)

(3)

c. Other Factors:

(1)

(2)

(3)

d. Cost/Price: In performing the best value trade-off analysis, all non-price evaluation factors, when combined, are APPROXIMATELY EQUAL IN IMPORTANCE TO cost/price.

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ATTACHMENT I

EXAMPLE INFORMATION TECHNOLOGY SERVICES – SMALL BUSINESS (ITS-SB)
SELECTION RECOMMENDATION DOCUMENT (SRD)

A. Task Order Title: (enter the title as shown in the work statement)

B. Recommended Prime Contractor: Check the name/number of the ITS-SB prime contractor for whom you are recommending an award.	[fill in contractor name and contract number _ example: Contractor ABC – Contract # 123] ☐ ☐ ☐ ☐ ☐
C. Justification: Note: the "Fair Opportunity to be Considered" evaluation and justification is mandatory unless the requirement meets one of the five Federal Acquisition Streamlining Act (FASA)-specified/Section 803 exceptions described in part D below. If one of the exceptions applies, leave section C blank and complete sections D and E.	Attach a narrative summarizing the evaluation results, including the adjectival ratings for each non-price evaluation factor and the identified strengths and weaknesses of the proposals received. Describe the evaluation methodology and the best value analysis that led to the recommendation of the prime contractor that should be awarded the task order in accordance with the ITES-2S Proposal Evaluation Plan. The justification should be streamlined while containing the following: 1. **Results of Non-Price Evaluations:** Discuss the results of the non-price evaluations for each vendor that submitted a proposal. 2. **Results of the Price Evaluations:** Discuss the results of the price evaluations for each vendor that submitted a proposal. 3. **Trade-off Analysis:** Describe the analysis that led to the recommendation of the prime contractor that should be awarded the task order.
D. Exception: Note: Complete section D only if an exception to the "Fair Opportunity to be Considered" process is being claimed.	If the specific requirements meet the criteria for one of the five FASA-allowed (Section 803) exceptions to Fair Opportunity and the TO is, therefore, exempt from the evaluation described in part C above, check the appropriate exception and provide justification for why this task order is exempt from Fair Opportunity. ☐ **1.** The agency has such urgent need for services that providing such opportunity would result in unacceptable delays. *(attach justification)* ☐ **2.** Only one contractor is capable of providing such services required at the level of quality required because the services ordered are unique or highly specialized.*(attach justification)* ☐ **3.** The order should be issued on a sole-source basis in the interest of economy and efficiency as a logical follow-on to a task order already issued under the ITS-SB contract, provided that all contractors were given fair opportunity to be considered for the original order. *(Enter the contract and task order number of the original task order.)* 　　**Contract PRIME #**　　　　　**, Task Order** **4.** It is necessary to place an order to satisfy a minimum guarantee. **5.** A statute expressly authorizes or requires that the purchase be made from a specified source.
E. Authorized Official	*(SRD must be signed by the authorized selection official, e.g., ordering contracting officer. Electronic signature (//s//) is acceptable.)*
Name, Signature, and Date:	

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