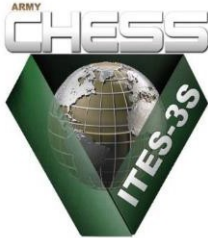



**INFORMATION TECHNOLOGY  
ENTERPRISE SOLUTIONS-3 SERVICES  
(ITES-3S)**

**ORDERING GUIDE**

SNR Government IT Services LLC  
8620 Greensboro Drive Suite 400  
McLean, VA 22102

	<p><b>ITES-3S</b> <b>Contract Number:</b> W52P1J-18-D096</p>	
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# 1 CHAPTER 1: ITES-3S GENERAL INFORMATION

## 1.1 BACKGROUND

The objective of the ITES-3S contracts is to meet the Army's enterprise infrastructure and infrastructure 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.

Information Technology Enterprise Solutions – 3 Services (ITES-3S) is a \$12.1 billion Multiple Award, Indefinite Delivery/Indefinite Quantity (ID/IQ) contract vehicle. The period of performance for this effort is five years, plus four one-year options for a total of nine (9) years of performance, if all options are exercised. It is the Army's primary source of Information Technology (IT) related services worldwide.

The ITES-3S task order contracts will provide industry best practices, best value non-personal services to enable a broad range of enterprise-level support services for Information Technology integration and service management activities to the Army, other Department of Defense (DoD) agencies, and all other Federal agencies including but not limited to locations in CONUS, OCONUS and warzone areas.

As a Small Business awardee, SNR Systems can bid all task orders which allows Government customers to meet their small business goals.

## 1.2 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 CHESSE 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.

### 1.3 TEAM SNR

SNR Government IT Services is a Veteran Owned Small Business. Our offices are in McLean, VA but we perform work for the Government both CONUS and OCONUS. The following is a list of Team SNR along with their respective CAGE Codes and business size applicable to the contract. Our Team will continue expand as we grow.

Team Member Company Name	CAGE CODE	LB	SB	SDB	WOSB	HUBZone	VOSB	SDVOSB

### 1.4 CONTRACT TERMS/APPROACH

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

## 1.5 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.

### 1.5.1 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.
- FAR 16.505, DFARS 216.5, and Chapter 3, Paragraph 6, below contain procedures on exceptions to the fair opportunity process, as well as details on the applicability and implementation of fair opportunity to be considered.

### 1.5.2 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.

## 2 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.

### 2.1 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.

### 2.2 COMPUTER HARDWARE, ENTERPRISE SOFTWARE AND SOLUTIONS (CHES)

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 infrastructure 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.

### 2.3 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.

## 2.4 ORDERING CONTRACTING OFFICER (OCO)

The OCO's roles and responsibilities are as follows:

- OCOs 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.
- Not authorized to make changes to the contract terms and/or conditions. The OCOs authority is limited to the individual orders.
- Serves as the interface between the contractor and the Government for individual orders issued under the ITES-3S contracts.
- Responsible for determining if bundling of requirements (see FAR 2.101) is in compliance with FAR 7.107.
- Responsible for determining whether consolidation of requirements, compliance, and approval are IAW DFARS 207.170.
- Responsible for requesting, obtaining, and evaluating proposals/quotations and for obligating funds for orders issued.
- The OCO reserves the right to withdraw and cancel a task if issues pertaining to the proposed task arise that cannot be satisfactorily resolved.
- Responsible for identifying when Earned Value Management System is applicable at the TO level IAW DFARS 252.234-7002.

## 2.5 ORDERING CONTRACTING OFFICER'S REPRESENTATIVE (OCOR)

The Task Order OCOR's roles and responsibilities are as follows:

- Task Order CORs will be designated by letter of appointment from the OCO.
- Serves as the focal point for all task activities, and primary Point of Contact (POC) with the contractors.
- Provides technical guidance in direction of the work; not authorized to change any of the terms and conditions of the contract or order.
- Shall use the measures and standards set forth in the Quality Assurance Surveillance Plan (QASP) to assess contractor performance, thereby ensuring the quality of services required by the TO are met.
- Obtains required COR training. Note: The Army Contracting Command (ACC) COR Guide provides a list of approved COR training courses: <https://www.us.army.mil/suite/doc/24452057&inline=true>.



## 2.6 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 ITES-3S contracts.

## 2.7 OMBUDSMAN

IAW FAR 16.505(b), ITES-3S contractors that are not selected for award under a Task Order competition may seek independent review by the designated ITES-3S ordering agency's Ombudsman. The Ombudsman is responsible for reviewing complaints from contractors and ensures that all contractors are afforded a fair opportunity to be considered, consistent with the procedures set by this contract and regulation. The ACC-RI Ombudsman will review complaints from contractors on all TOs issued by ACC-RI. The Ombudsman for Task Orders not issued by ACC-RI will be the Ombudsman that supports the OCO. The designated Ombudsman for ITES-3S Task Orders issued by ACC-RI is:

Amy VanSickle  
Army Contracting Command-Rock Island (ACC-RI) CCRC-OC  
3055 Rock Island Arsenal Rock Island Arsenal  
309-782-1002 / DSN 793-1002  
amy.j.vansickle.civ@mail.mil

Note: IAW FY08 Authorization Act, Section 843, the U.S. Government Accountability Office (GAO) will entertain a protest filed on or after May 27, 2008, for delivery orders valued at more than \$10M. Procedures for protest are found on 4 Code of Federal Regulations Part 21 (GAO Bid Protest Regulations).

## 3 CHAPTER 3 ITES ORDERING GUIDANCE

### 3.1 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 CHESSE 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 CHESSE 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 CHESSE IT e-mart; however, proposal packages shall be delivered by means identified in the TOR.

### 3.2 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.

The Government's minimum requirements for each labor category are identified in

Labor Category Descriptions. 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. Augmenting a labor category is not defined as adding a new labor category. TO proposals shall be limited to only those labor categories contained within the base contract. The contractor may propose to the Government, at its discretion, additional labor categories and job descriptions within the scope of ITES-3S. The PCO is the only official authorized to add a labor category to the base contract via contract modification.

- Unlike other labor categories, the IT subject-matter expert (SME), IT FAE, and incidental construction categories may only be used if no other labor category can satisfy the requirement. If the ITES-3S contractor proposes these categories when not directed by the OCO, no fee or profit is allowed. OCOs are discouraged from directing the use of FAEs and SMEs. However, if the OCO deems it necessary to direct the ITES-3S contractor to propose these categories, a fixed fee of 3% is allowable. ITES-3S contractors are required to seek and obtain approval from the OCO 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.

### 3.3 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.

### 3.4 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 CHESS's IT e-mart.

### 3.5 DELIVERY REQUIREMENTS

Delivery of services shall be IAW individual orders.

### 3.6 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.

### 3.7 FAIR OPPORTUNITY TO BE CONSIDERED

IAW FAR 16.505(b)(2), for all orders exceeding \$3,500, the OCO shall give every ITES-3S contractor a fair opportunity to be considered for a TO unless one of the exceptions to fair opportunity applies (see paragraph below for further discussion of exceptions). The OCO must consider all ITES-3S contractors for the work though he/she is not necessarily required to contact any of them. The OCO must document his/her rationale if applying one of the exceptions to fair opportunity; however, no special format is required. All orders exceeding \$150,000 for DOD agencies must be placed on a competitive basis IAW FAR 16.505 unless a written waiver is obtained, using the limited sources justification and approval format in FAR 16.505(b)(2)(ii)(B). OCO should refer to their agency's approval authorities for placing orders on an "other than a competitive" basis. This competitive basis requirement applies to all orders by, or on behalf of, DOD. Non-DOD agencies shall comply with their own agency's procedures.

For orders by, or on behalf of, DOD exceeding \$150,000, the requirement to place orders on a competitive basis is met only if the OCO:

- Provides a notice of intent to purchase to every ITES-3S contractor, including a description of work to be performed and the basis upon which the selection will be made; and
- Affords all ITES-3S contractors responding to the notice a fair opportunity to submit an offer and to be fairly considered.

#### 3.7.1 Exceptions to Fair Opportunity

As provided in FAR 16.505(b)(2), the OCO may waive the requirement to place an order on a competitive basis with a written limited sources justification and approval if one of the following circumstances applies:

- The agency's need for the supplies or services is so urgent that providing a fair opportunity would result in unacceptable delays. Use of this exception requires a justification that includes reasons why the ITES-3S processing time for a fair opportunity to be considered will result in an unacceptable delay to the agency. The justification should identify when the effort must be completed and describe the harm to the agency caused by such a delay.
- Only one contractor is capable of providing the supplies or services required at the level of quality required because the supplies or services ordered are unique or highly specialized. Use of this exception should be rare. When using this exception,

explain: (1) what is unique or highly specialized about the supply or service, and (2) why only the specified contractor can meet the requirement.

- The order must be issued on a sole-source basis in the interest of economy and efficiency because it is a logical follow-on to an order already issued under these contracts, provided that all awardees were given a fair opportunity to be considered for the original order.
- A statute expressly authorizes or requires that the purchase be made from a specified source.

FAR 16.505(b)(1)(ii) provides that the OCO is not required to contact each of the awardees if information is available that will ensure that each awardee is provided a fair opportunity to be considered for each order.

The OCO must follow his/her agency's procedures for documenting the process and rationale for selection of the awardee for each TO. At a minimum, the OCO must document the selection to include price consideration.

### 3.8 ORDERING PROCEDURES

#### 3.8.1 Task Order Request

- The RA prepares the TOR package and submits it to the OCO. Ordering Guide Attachment 1 is an example of a TO checklist.

**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.)

At a minimum, the package should contain the following:

- Statement of Work (SOW), PWS, or SOO: the RA 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 Ordering Guide Attachment 2).
- Specific formats have been developed to streamline the processing time. See examples of the SOW at Ordering Guide Attachment 3, the PWS at Ordering Guide Attachment 4, and the SOO at Ordering Guide Attachment 5.
  1. The PWS identifies the technical, functional, and performance characteristics of the Government's requirements. The PWS describes the work in terms of the purpose of the work to be performed rather than either "how" the work is to be accomplished or the number of hours to be provided.
  2. The SOO is an alternative to the PWS. It is a very brief document (commonly 2-10 pages, depending upon complexity, although there is no maximum or minimum required length) that summarizes key agency goals and outcomes

to which contractors respond. It is different from a PWS in that, when a SOO is used, offerors are asked to develop and propose a PWS as part of their solution. Typically, SOO responses would also propose a technical approach, performance standards, incentives/disincentives, and a QASP based upon commercial practices.

At a minimum, a SOO must contain the following information:

- Purpose
- Scope or mission
- Period and place of performance
- Background
- Performance objectives (i.e., required results)
- Any operating constraints

Upon award, the winning offeror's solution to the SOO should be incorporated into the resulting TO; the SOO itself is not part of the TO.

- **Funding Document:** ITES-3S Orders are funded by the OCO's RA. Individual OCOs should provide specific instructions as to the format and content.
- **Independent Government Cost Estimate:** the estimate will assist the OCO in determining the reasonableness of the contractors' cost and technical proposals. The estimate is for Government use only and should not be made available to the ITES-3S contractors.
- **Basis for TO Award:** the OCO, in conjunction with the RA, develops the evaluation criteria that form the basis for TO award. Whether the award will be based on low price, technical acceptability or best value, the criteria should be provided to the contractor. If the award will be based on best value, evaluation factors and significant sub factors that will affect contract award and their relative importance should be shown. Ordering Guide Attachment 6, Proposal Evaluation Plan, has been developed as a recommended format for documenting the basis for award.

### 3.8.2 Task Order Request Preparation

The OCO will issue a TOR to all ITES-3S contractors for orders exceeding \$3,500.00. The request will include a transmittal letter identifying the TO strategy, contract type, proposal receipt date and time, estimated contract start date, period of performance, and any other related information not contained elsewhere; the appropriate work statement; instructions for submission of a technical and cost/price proposal and selection criteria/basis for award, any special requirements (i.e., security clearances, travel, special knowledge); and other information deemed appropriate for the respective order. Ordering Guide Attachment 7 contains a recommended memo requesting proposals and Ordering Guide Attachment 8 contains sample instructions/basis for award.

- Recommend a submission date of 10 calendar days after issuing a TO request for receipt of proposals; however, the scope and complexity of the TO should be considered when determining proposal due date.
- If unable to perform a requirement, the contractor shall submit a "no bid" reply in response to the proposal request. All "no bids" shall include a brief statement as to

why the contractor is unable to perform, e.g., conflict of interest.

- In responding to proposal requests that include a requirement to provide products as part of an overall IT services solution, ITES-3S contractors are expected to use CHES hardware contracts as preferred sources of supply. Other sources may be proposed, but will require justification by the contractor and the approval of the OCO. In addition, contractors are expected to facilitate maximum utilization of ESI source software.

### 3.8.3 Evaluation Criteria

All evaluation criteria must be identified and clearly explained in the TOR. The TOR must also describe the relative importance of the evaluation criteria. The OCO, in conjunction with the RA, may consider the following evaluation criteria (price or cost must be a factor in the selection criteria) to evaluate contractors' proposals:

Technical/management approach:

- Understanding of the requirement
- Technical and management approach
- Staffing plan (e.g., skill mix, personnel experience or qualifications and availability of personnel, performance location)
- Areas of expertise
- Past performance on prior TOs under this contract (e.g., approach, personnel, responsiveness, timeliness, quality, and cost control) (**NOTE:** If practicable, automated systems such as Past Performance Information Management System or Past Performance Information Retrieval System should be utilized in lieu of requesting past performance information from the contractors).
- Current distribution of workload
- Knowledge of the customer's organization
- Teaming arrangements (including subcontracting)
- Security (including clearance level)
- Performance-based approach
- Other specific criteria as applicable to the individual TO

### 3.8.4 Cost/Price

This part of the proposal will vary depending upon the contract type planned for the TO. It should include detailed cost/price amounts of all resources required to accomplish the TO (labor hours, rates, travel, etc.). The contractor may not exceed the labor rates specified in its respective contract's ITES-3S Price Matrix, Section J, Attachment 3. However, the contractor is permitted to propose labor rates that are lower than those established in the Labor Rate Table. The contractor shall fully explain the basis for proposing lower rates. The proposed reduced labor rates will not be subject to audit; however, the rates will be reviewed to ensure the Government will not be placed at risk of nonperformance. The reduced labor rates will apply only to the respective TO and will not change the fixed rates in Labor Rate Tables. The level of detail required shall be primarily based on the contract type planned for use, as further discussed below.

- **FFP and T&M.** The proposal shall identify labor categories IAW the ITES-3S Price Matrices and the number of hours required for performance of the task. The proposal must identify and justify use of all non-labor cost elements. It must also identify any Government-Furnished Equipment (GFE) and/or Government Furnished-Information (GFI) required for task performance. If travel is specified in the TOR, airfare and/or local mileage, per diem rates by total days, number of trips, and number of contractor employees traveling shall be included in the cost/price proposal. Other information shall be provided as requested in the proposal request.
- **CR.** Both “sanitized” and “unsanitized” cost/price proposals will be required for CR-type TOs only. “Unsanitized” cost proposals are complete cost proposals that include all required information. “Sanitized” cost proposals shall exclude all company proprietary or sensitive data but must include a breakdown of the total labor hours proposed and a breakout of the types and associated costs of all proposed ODCs. Unless otherwise noted, unsanitized proposals will only be provided to the OCO, while sanitized proposals may be provided to the evaluator(s) and other personnel involved in the procurement. Cost/price proposals shall include, at a minimum unless otherwise indicated in the TOR, a complete work breakdown structure that coincides with the detailed technical approach and provides proposed labor categories, hours, wage rates, direct/indirect rates, ODCs, and fees. CR proposals shall be submitted IAW FAR clause 52.215-20 “Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data.”

### 3.8.5 Evaluation

If a “mini-competition” is being conducted, a panel of evaluators should be appointed to review the proposals submitted by ITES-3S contractors. For each non-price evaluation factor, the evaluators should identify strengths and weaknesses in the proposals and should assign an adjectival rating (e.g., outstanding, good, etc.) for each non-price factor. The evaluators’ findings should be documented in a written evaluation report. The price factor should be evaluated independently from the non-price factors. Individuals who are evaluating non-price aspects of the proposal should not have access to pricing information while performing their evaluations. Evaluations must be conducted fairly and IAW the selection criteria in the solicitation. After an initial evaluation of proposals, negotiations (discussions) may be held. Refer to FAR Part 15 for general guidance on the proper conduct of discussions.

### 3.8.6 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. Ordering Guide Attachment 9 is an example of the Selection Recommendation Document.

The Selection Recommendation Document is signed by the selection official and forwarded to the OCO. This form can also be used to document an exception to the fair opportunity requirements.



At a minimum, the following information shall be specified in each TO Award:

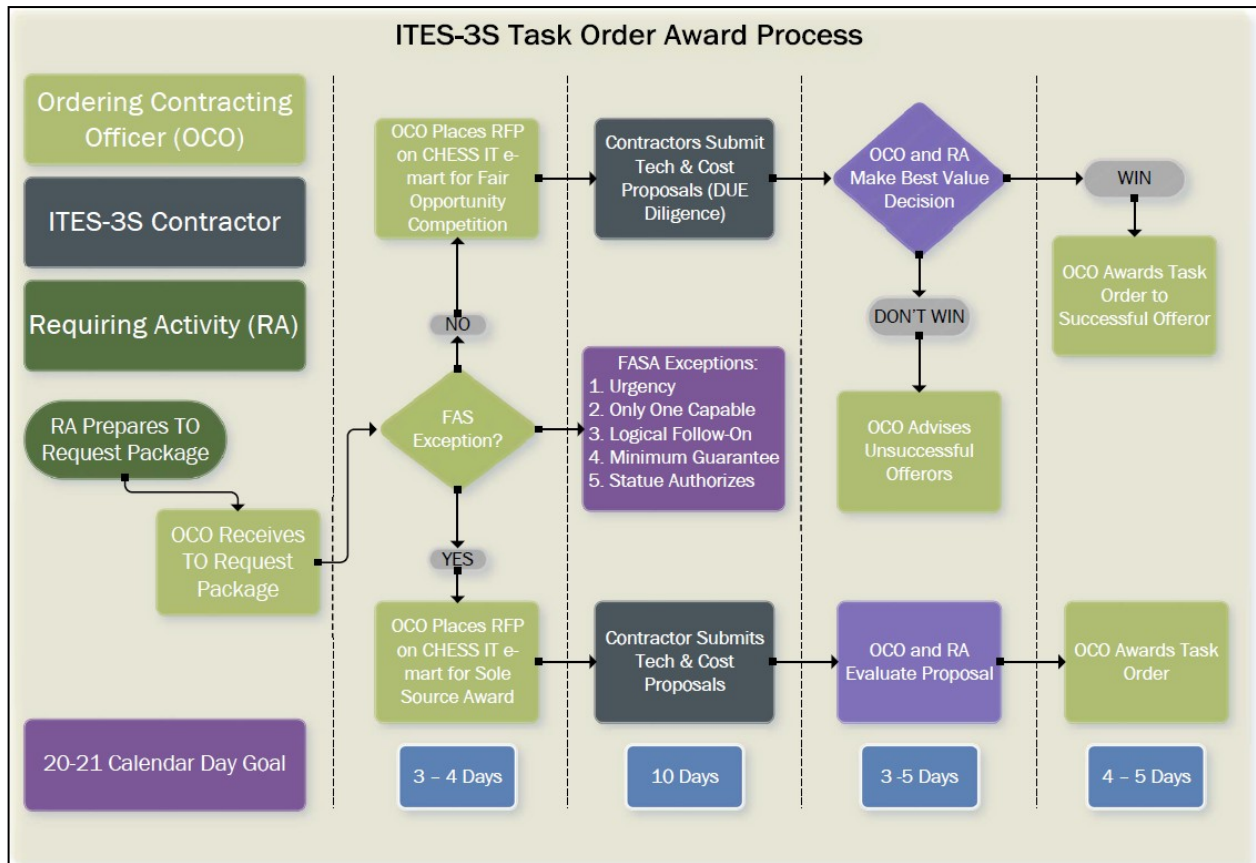
- Date of order
- POC (name), commercial telephone and fax numbers, and e-mail address
- OCOs commercial telephone number and e-mail address
- Description of the services to be provided, quantity unit price and extended price, or estimated cost and/or fee (TO INCLUDE THE CLIN FROM PART B). The work statement should be attached; the contractor's proposal may be incorporated by reference.
- Delivery date for supplies
- Address and place of performance
- Packaging, packing, and shipping instructions, if any
- Accounting and appropriation data and Contract Accounting Classification Reference Number (ACRN) (Defense Finance and Accounting Service requires an ACRN(s) on all orders.)
- Specific instructions regarding how payments are to be assigned when an order contains multiple ACRNs
- Invoice and payment instructions
- Any other pertinent information

LAW 10 U.S. Code § 2304c(d) and FAR 16.505(a)(10), the ordering agency's award decision on each order is generally not subject to protest under FAR Subpart 33.1 except for a protest that an order increases the scope, period, or maximum value of the contract. In lieu of pursuing a bid protest, ITES-3S contractors may seek independent review by the designated Ombudsman. The Ombudsman will review complaints from the contractors and ensure that all contractors are afforded a fair opportunity to be considered for each order, consistent with the procedures in the contract. The designated Ombudsman is identified in Chapter 2, paragraph 7, of these guidelines.

The executed order will be transmitted via fax, e-mail, or by verbal direction from the OCO. If verbal direction is given, written confirmation will be provided within five working days.

After award, timely notification shall be provided to the unsuccessful offerors and will identify, at a minimum, the awardee and award amount.

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



### 3.8.7 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. 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.

### 3.8.8 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 CHESS IT e-mart at [https://chess.army.mil/Static/SRV\\_ITS\\_SB\\_EVL\\_CON](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.

## 4 Attachments

### 4.1 Attachment 1 – ITES-3S Task Order Request Checklist and Instructions – Example

This form constitutes a request for contract support under the ITES-3S contracts. The requiring activity (RA) shall complete this form, together with the associated Ordering Guide attachments, and forward the entire package to the appropriate ordering contracting officer for processing.

<b>1. Task Order (TO) Title.</b>	
<b>2. RA Point of Contact.</b> Include name, title, organization, commercial and DSN phone numbers for voice and fax, and e-mail address:	
<b>3. Designated Order Contracting Officer Representative (COR).</b> Include name, title, organization, commercial and DSN phone numbers for voice and fax, and e-mail address (If same as block 2, type "same"):	
<b>4. Attachments Checklist.</b> Complete package must include the following items. Send files electronically via e-mail or fax to the ordering contracting officer.  <input type="checkbox"/> Work Statement (check one) <input type="checkbox"/> Statement of Work <input type="checkbox"/> Performance Work Statement includes Quality Assurance Surveillance Plan <input type="checkbox"/> Statement of Objectives <input type="checkbox"/> Funding Document(s) (scanned or other electronic version is preferable) <input type="checkbox"/> Independent Government Cost Estimate <input type="checkbox"/> Proposal Evaluation Plan Bundling Determination (if needed) <input type="checkbox"/> Consolidation Determination (if needed) <input type="checkbox"/> Justification for Work Statement that is not Performance-Based <input type="checkbox"/> TO unique Defense Department Form 254 (only if security requirements)	
<b>5. TO Information</b>  <b>Contract Type</b> (check one) Time and Materials (T&M) and Cost Reimbursement (CR) contract types require justification in accordance with (IAW) Federal Acquisition Regulation (FAR) (the ordering contracting officer makes the final determination of which order type is in the best interest of the government).  <input type="checkbox"/> Firm Fixed Price (no justification required) <input type="checkbox"/> CR (provide justification in the box, below) <input type="checkbox"/> T&M (provide justification in the box, below) <b>Rationale:</b> T&M and CR contract types require justification IAW FARs.	
<b>Federal Acquisition Streamlining Act (FASA) Exception.</b> If you are citing a FASA exception to fair opportunity competition, designate which one below with a justification.  <b>FASA Exception Justification:</b>  <input type="checkbox"/> The agency need for services is of such urgency that providing such opportunity would result in unacceptable delays. <input type="checkbox"/> Only one such contractor is capable of providing services required at the level of quality required because they are unique or highly specialized. <input type="checkbox"/> 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 ITES-3S contractors were given a fair opportunity to be considered for the original order. <input type="checkbox"/> A statute expressly authorizes or requires that the purchase be made from specified source.	
<b>6. Order COR Training Certification:</b> Army Order CORs are required to have COR training prior to appointment IAW paragraph 1.7 of the Army Contracting Command (ACC) Acquisition Instruction. Appendix A of the ACC Acquisition Instruction contains a list of ACC-approved training courses. Refer to: <a href="https://arc.army.mil/COR/CORHandbooks_SelfServe.aspx">https://arc.army.mil/COR/CORHandbooks_SelfServe.aspx</a>	
<b>Order COR Training Certification Date:</b>	

## 4.2 Attachment 2 – Performance-Based Service Acquisition

### 1. General

Performance-Based Service Acquisition (PBSA) is the preferred method of contracting for services and supplies. PBSA means an acquisition structured around the results to be achieved as opposed to the manner by which the work is to be performed. Essential elements of PBSA include: (1) performance requirements, expressed in either a performance work statement (PWS) or statement of objectives (SOO). Performance requirements should be described in terms of what the required output is and should not specify how the work is to be accomplished; (2) Performance standards or measurements, which are criteria for determining whether the performance requirements are met; (3) Appropriate performance incentives, either positive or negative; and (4) A surveillance plan that documents the Government's approach to monitoring the contractor's performance. These elements are discussed further below.

### 2. Policy

FAR 37.102 has established the policy to use a PBSA approach, to the maximum extent practicable, for all services. Services exempted from this policy are: architect-engineer, construction, utility, and services that are incidental to supply purchases. Use of any other approach has to be justified to the ordering contacting officer. For Defense agencies, DFARS 237.170-2 requires higher-level approval for any acquisition of services that is not performance-based.

### 3. Contract-Type

The order of precedence set forth in FAR 37.102(a)(2) must be followed for all Task Orders (TOs). It is:

- A Firm Fixed Price (FFP), performance-based contract or TO.
- A performance-based contract or TO that is not FFP.
- A contract or TO that is not performance-based. Requiring activities should use the contract type most likely to motivate contractors to perform at optimal levels. FFP is the preferred contracting type for PBSA. Work statements should be developed in sufficient detail to permit performance on a fixed-price basis.

### 4. Performance Work Statements

The PWS identifies the technical, functional, and performance characteristics of the Government's requirements. The PWS describes the work in terms of the purpose of the work to be performed rather than either how the work is to be accomplished or the number of hours to be provided. The format for the PWS is similar to the traditional statement of work. In addition, the PWS will include performance standards, incentives, and a QASP:

#### Performance Standards/Metrics

Reflects level of service required by the Government to meet performance objectives. Standards may be objective (e.g., response time) or subjective (e.g., customer satisfaction). They must also:

- Use commercial standards where practicable, e.g., ISO 9000
- Ensure the standard is needed and not unduly burdensome
- Must be measurable, easy to apply, and attainable

If performance standards are not available, the PWS may include a requirement for the contractor to provide a performance matrix, as a deliverable, to assist in the development of performance standards for future TOs.

### **Performance Incentives**

Incentives may be positive or negative, monetary or non-monetary.

***NOTE:** If a financial incentive is promised, ensure that adequate funds are available at time of TO award to pay incentives that may be earned.*

Examples of monetary incentives include:

- Incentive fees
- Share-in-savings
- A negative incentive can be included if the desired results are not achieved (deduction should be equal to the value of the service lost).

Examples of non-monetary incentives include:

- Revised schedule
- Positive performance evaluation
- Automatic extension of contract term or option exercise
- Lengthened contract term (award term contracting) or purchase of extra items (award purchase)

### **QASP**

The QASP is a plan for assessing contractor performance to ensure compliance with the government's performance objectives. It describes the surveillance schedule, methods, performance measures, and incentives.

The level of surveillance should be commensurate with the dollar amount, risk, and complexity of the requirement.

Don't inspect the process, just the outputs. QASP is included as part of the PWS.

A PWS sample format, including a QASP, is provided at Attachment 4.

## **5. Performance Work Statements**

The SOO is an alternative to the PWS. It is a very brief document (commonly two to 10 pages, depending upon complexity, although there is no maximum or minimum length) that summarizes key agency goals and outcomes, to which contractors respond. It is different from a PWS in that, when a SOO is used, offerors are asked to develop and propose a PWS as part of their solution. Typically, offerors would also propose a technical approach, performance standards, incentives/disincentives, and a QASP, based upon commercial practices. At a minimum, a SOO must contain the following information:

- Purpose.
- Scope or mission.
- Period and place of performance.

- Background.
- Performance objectives (i.e., required results)  Any operating constraints.

Upon award, the winning offeror's solution to the SOO should be incorporated into the resulting TO. The SOO itself is not part of the TO.

A SOO sample format is provided as Attachment 5.

### 4.3 Attachment 3 - Format for ITES-3S Statement of Work (SOW) – Example

1. **Project Description:** 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 ITES-3S 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 Publications:** 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, so state.
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 Information (GFE/GFI):** 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 the period of performance in terms of total calendar days after TO award (e.g., 365 calendar days after TO award), or in terms of start and end date, e.g., October 1, 20XX through September 30, 20XX. The use of “calendar days” provides an accurate understanding of the actual length of the TO and allows the actual dates of performance to be set at the time of TO award.
10. **Security:** State whether the work will be UNCLASSIFIED, CONFIDENTIAL, SECRET, TOP SECRET or TOP SECRET SCI and include Contract Security Classification Specification, DD Form 254, as required in individual TOs.



#### 4.4 Attachment 4 - Format for ITES-3S Performance Work Statement (PWS) – Example

1. **Project Title/Description:** Provide a short, descriptive title of the work to be performed.
2. **Organization and Mission:** Provide complete Customer/Agency name, address and mission.
3. **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.
4. **Scope:** Indicate which ITES-3S 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 does not contribute to the expected result. Do include impacts/implications.
5. **Applicable Publications:** 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, so state.
6. **Performance Requirements/Tasks/Services:** 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.
7. **Performance Standards:** Performance standards establish the performance levels required by the Government. Specify industry-specific standards that are relevant to performing the work. 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
8. **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.

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

- 9. 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 TO award.
- 10. Government-furnished Equipment and Information (GFE/GFI):** 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. If GFE is to be provided, identify safety issues.
- 11. 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.
- 12. Period of Performance:** State the period of performance in terms of total calendar days after TO award (e.g., 365 calendar days after TO award), or in terms of start and end date, e.g., October 1, 20XX through September 30, 20XX. The use of "calendar days" provides an accurate understanding of the actual length of the TO and allows the actual dates of performance to be set at the time of TO award.
- 13. Security:** State whether the work will be UNCLASSIFIED, CONFIDENTIAL, SECRET TOP SECRET or TOP SECRET SCI. and include Contract Security Classification Specification, DD Form 254, as required in individual TOs.
- 14. 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.

### **Quality Assurance Surveillance Plan (QASP) – Example**

- 1. Task Order Title:** Mainframe Maintenance Service (*Example*)
- 2. Work Requirements:** (*list below the tasks specified in Paragraph 5 of the 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.

*Example:* 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 equipment that is in an inoperable or degraded condition to normal operating effectiveness. Equipment problems attributed to software malfunctions are excluded.

*(insert other scope statements for remaining work requirements, as appropriate)*

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

*Examples:*

Mainframe processing availability must be 95% during the hours 0800 - 1600

Response times for maintenance calls should occur within 4 hours of placing a call

- 6. Acceptable Quality Level (AOL):** *(must be realistic, stating the minimum standard, percentage of errors allowed, cost trade-offs, etc.)*

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

- 7. Evaluation Method:**

*Example:* The 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 4 hours of notification, there will be no adjustment to the invoice amount.

If resolution time exceeds 4 hours, the monthly invoice amount will be reduced by 10%.

*(insert any other appropriate incentives, or disincentives)*

#### 4.5 Attachment 5 - Statement of Objectives (SOO) – Example

The Statement of Objectives (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 (PWS). It provides contractors the flexibility to develop cost-effective solutions and the opportunity to propose innovative alternatives meeting the objectives.

### FORMAT

#### **1.0 Overall Objectives:**

- Personnel – Present a proper skill mix, experience, and required number of qualified personnel to maintain performance standards and accomplish required services within specified time frames. Capable of working independently and with demonstrated knowledge, skills and expertise in their respective functional areas, which are necessary to perform all assigned duties.
- Materials – Provide all necessary supplies, spares, tools, and test equipment, consumables, hardware, software, automatic data processing equipment, documentation, and other applicable properties.
- Facilities – Provide administrative and workspaces.
- Organizational Processes – Provide internal controls, management oversight, and supply support.

#### **2.0 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 ITES-3S contractors to address these objectives within their proposals. Objectives identified within the SOO are addressed by the ITES-3S contractors within a SOW, which they write. Therefore, consider how objectives identified in this section could be addressed within a SOW.

#### **3.0 Engineering/Technical Objectives:**

- Allows for new technology insertion
- Make maximum use of commercial products.
- Install the system with a minimum impact to other systems that may be located in the designated facility.
- 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, Electro-Static Discharge (ESD) control, reliability, maintainability, system safety, etc.
- Provide the latest possible technology available when the system is delivered. Ensure hardware technology advances can be easily incorporated throughout the delivery schedule.

#### **4.0 Program Management Objectives:**

- Establish a program management system based on the Integrated Master Plan/Integrated Master Schedule that provides accurate and timely schedule and performance information throughout the life cycle of the program.

- 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.
- Establish a comprehensive configuration management system.
- 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.
- Use electronic technologies to reduce paper copies of program information generated throughout the life of this contract.
- Use electronic technologies to communicate and pass data between government and contractor organizations.

**5.0 Operating or Programmatic Constraints:**

The following specifications, standards, policies and procedures represent the constraints placed on this Task Order:

*Specify as applicable.*

4.6 Attachment 6 - ITES-3S Proposal Evaluation Plan

**(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 might all be approximately equal in importance, or one factor may be more important than other factors.*

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

<b>Technical / Management Approach</b>

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

<b>Past Performance</b>

*These areas should relate to specific work statement requirements.*

<b>Other Factors (if applicable)</b>

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

**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 non-price factors facilitates a 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:*

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



#### 4.7 Attachment 7 - Letter Request for Task Order Proposals

##### **LETTERHEAD**

IN REPLY REFER TO:

(DATE) MEMORANDUM TO: Information Technology Enterprise Solutions – 3 Services  
(ITES-3S) Contractors

SUBJECT: Request for Task Order (TO) Proposals

1. The Network Enterprise Center 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. 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]** (Ordering Guide Attachment 1). Specific proposal instructions and evaluation criteria are also attached (Ordering Guide 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 ITES-3S 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 reserves the right to withdraw and cancel the proposed task. In such event, the contractor shall be notified in writing of the ordering contracting officer’s decision. This decision is final and conclusive and shall not be subject to the “Disputes” clause or the “Contract Disputes Act.”
6. Questions should be addressed to the ordering contracting officer 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,

ITES-3S Ordering Contracting Officer

**Attachments:**

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

## 4.8 Attachment 8 – 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:

- Technical/Management Approach
- Key Personnel Assigned
- Teaming Arrangements (including subcontractors)
- Risks and Risk Mitigation Plan
- Period of Performance
- Government-Furnished Equipment (GFE)/Government-Furnished Information (GFI)
- Security (including clearance level)
- Other Pertinent Data (**10 pages**)

***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 (SOO). (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 compare with the other evolution factors. For example, the evaluation factors may be approximately equal in importance or one factor may be more important than others.

**a. Technical/Management Approach:**

- (1)
- (2)

**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 IMPORTANTANCE TO cost/price.

## 4.9 Attachment 9 – ITES-3S Selection Recommendation Document – Example

<b>1. Task Order (TO) Title. (Enter the title as shown in the work statement.)</b>	
<b>2. Recommended Prime Contractor.</b> Check the name/number of the ITES-3S prime contractor for whom you are recommending an award.	<b>Fill in Contractor Name and Contract Number.</b> (Example: Contractor ABC – Contractor #123)  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>3. Justification. NOTE:</b> 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 4 below. If one of the exceptions applies, leave section 3 blank and complete sections 4 and 5.	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 TO the ITES-3S Proposal Evaluation Plan. The justification should be streamlined while containing the following: <ol style="list-style-type: none"> <li><b>Results of Non-Price Evaluations:</b> Discuss the results of the nonprice evaluations for each vendor that submitted a proposal.</li> <li><b>Results of Price Evaluations:</b> Discuss the results of the price evaluations for each vendor that submitted a proposal.</li> <li><b>Trade-off Analysis:</b> Describe the analysis that led to the recommendation of the prime contractor that should be awarded the TO.</li> </ol>
<b>4. Exception: NOTE:</b> Complete section 4 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 the Fair Opportunity and the TO is, therefore, exempt from the evaluation described in section 3 above, check the appropriate exception and provide justification for why this TO is exempt from Fair Opportunity. <ol style="list-style-type: none"> <li>The agency has such urgent need for services that providing such opportunity would result in unacceptable delays. <i>(Attach Justification)</i></li> <li>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. <i>(Attach Justification)</i></li> <li>The order should be issued on a sole-source bases in the interest of economy and efficiency as a logical follow-on to a TO already issued under the ITES-3S contract, provided that all contractors were given “Fair Opportunity to be Considered” for the original order. <i>(Enter the contract and TO number of the original TO.)</i> <b>Contract W52P1J-18-D-A139, TO</b></li> <li>It is necessary to place an order to satisfy a minimum guarantee.</li> <li>A statute expressly authorizes or requires that the purchase be made from a specified store.</li> </ol>
<b>5. Authorized Official:</b>	Selection Recommendation Document must be signed by the authorized selection official, e.g. ordering contracting officer. Electronic signature (/s/) is acceptable.
<b>Name, Signature and Date:</b>	

#### 4.10 Attachment 10 – ITES-3S ACRONYMS

Below is a list of acronyms pertinent to the ITES-3S ordering guide:

- ACC-RI - Army Contracting Command - Rock Island
- ACRN - Accounting Classification Reference Number
- AFARS - Army Federal Acquisition Regulation Supplement
- BPA – Blank Purchase Agreement
- CHESS – Computer Hardware Enterprise Software and Solutions
- CLINs - Contract Line Items
- COR - Contracting Officer Representative
- COTR - Contracting Officer's Technical Representative
- COTS - Commercial Off-the-Shelf
- CR - Cost Reimbursement
- DD - Defense Department
- DFARS - Defense Federal Acquisition Regulation Supplement
- DOD - Department of Defense
- ESI - Enterprise Software Initiative
- FAE - Functional Area Expert
- FAR - Federal Acquisition Regulation
- FASA - Federal Acquisition Streamlining Act
- FFP - Firm Fixed Price
- FY - Fiscal Year
- GAO - Government Accountability Office
- GFE - Government Furnished Equipment
- GFI - Government Furnished Information
- IAW - In Accordance With
- ID/IQ - Indefinite Delivery/Indefinite Quantity
- IT - Information Technology
- ITES-3S – Information Technology Enterprise Solutions – 3 Services
- NDAA - National Defense Authorization Act
- OCO – Ordering Contracting Officer
- OCOR – Ordering Contracting Officer Representative
- ODC - Other Direct Charges
- PBSA - Performance-Based Service Acquisition
- PCO- Procuring Contracting Office
- POC - Point of Contact
- PWS - Performance Work Statement
- QASP - Quality Assurance Surveillance Plan
- RA - Requiring Activity
- RFP - Request for Proposal
- SME - Subject Matter Expert
- SoNA – Statement of Non-Availability
- SOO - Statement of Objectives
- SOW - Statement of Work
- T&M - Time and Materials
- TO - Task Order
- TOR - Task Order Request

