



Hewlett Packard Enterprise Services (HPES) ITES-2S Ordering Guide

Information Technology Enterprise Services – 2 Services
(ITES-2S)



Information Technology Enterprise Solutions

Contract # W91QUZ-06-D-0013

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I. ITES-2S General Information

Information Technology Enterprise Solutions – 2 Services (ITES-2S) is a multiple award, Indefinite Delivery/Indefinite Quantity (ID/IQ) contract vehicle. It is the Army's primary source of Information Technology (IT) related services worldwide. The purpose of ITES-2S is to meet the Army's enterprise infrastructure and infostructure goals with a full range of innovative, world class information technology support services and solutions at a reasonable price.

Working in partnership with the prime contractors, the U.S. Computer Hardware, Enterprise Software and Solutions (CHESS) manages the contracts, in coordination with the Army Contracting Agency (ACA), National Capital Region Contracting Center (NCRCC). Through the use of ITES-2S, users have a flexible means of meeting IT Service needs quickly, efficiently, and cost effectively.

Ordering under the contracts is decentralized, and is authorized to meet the needs of the Army, Department of Defense (DoD), and other Federal agencies. Orders may be placed by any Contracting Officer from the aforementioned agencies. There is no fee to place orders against the ITES-2S contract.

Scope. The ITES-2S 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

A listing of the Task areas covered in the contracts is listed below. Copies of the ITES-2S contracts can be found on the CHESS it e-mart. The it e-mart website is <https://chess.army.mil>. Services will be acquired by issuing individual task orders. Contract type will be determined in accordance with the Federal Acquisition Regulation (FAR) and Defense Federal Acquisition Regulation Supplement (DFARS) based on the circumstances of each order.

ITES-2S Task Areas

The IT services solutions are categorized in the list of task areas identified below. The task areas are further subdivided into sub-task areas to further define the scope of the task areas. This list of subtasks is not considered to be inclusive of all sub-tasks within each task area. Specific details of task assignments, deliverables, documentation, training, applicable government/department/industry standards, etc., should be provided within individual task orders.



Business Process Reengineering (BPR)

- Business Case Analysis
- Functional Requirements Decomposition
- IT Capital Planning
- Gap Analysis
- Risk Management
- Workflow Analysis

Information Systems Security

- Computer Security Awareness and Training
- Computer Security Incident Response
- Information, System, Data, and Physical Security
- Mainframe Automated Information Security Support

Information Assurance

- Disaster Recovery
- Continuity of Operations
- Contingency Planning
- Remote Monitoring/Intrusion Detection
- Security Architecture Design
- Security Hardening
- Secure Video Conferencing
- System Certification and Accreditation (DITSCAP)

Information Technology Services

- Biometrics
- Configuration Management
- Capacity Management
- Computer Aided Design/Engineering/Management (CAD/CAE/CAM)
- Computer Systems Administration, Management, and Maintenance
- Design/Specifications for Information Systems
- Data and/or Media Management
- Database Applications Development
- Design/Specifications for Information Dissemination
- DODAF Based Operational & System Architecture Design & Development
- Economic/Business Case Analysis (Cost/Benefit and Risk)
- Independent Validation and Verification (IV&V)
- Internet/Intranet/Web Applications/Network Computing
- Legacy Systems Modernization
- Performance Benchmarking/Performance Measurements
- Simulation and Modeling

Software/Middleware Development

- Source Data Development
- Statistical Analysis
- Systems Development and Software Maintenance
- Systems Programming
- Video Conferencing
- Voice over Internet Protocol (VOIP)



Web and Computer Systems Decision Support Tools
Web Enabled Applications

Enterprise Design, Integration, and Consolidation

- Information and Knowledge Engineering
- Integrated Solutions Management
- Knowledge Engineering/Management
- Market Research and Prototyping
- Measuring Return on Investment (ROI)
- Earned Value
- Compliance with Interoperability Standards
- Product Integration
- Reliability and Maintainability
- Requirements Analysis
- Reverse Engineering
- Software Engineering
- Software Life Cycle Management
- Systems Integration
- Technology Insertion
- Test and Evaluation
- Wireless Networking

Education/Training

- User Training
- Wargaming, Experimentation, Scenario Design & Execution
- Instructional Design, and Modeling & Simulation
- Design & Execution of Computer-generated Imaging Training

Program/Project Management

- Strategic Enterprise IT Policy and Planning
- Change Management
- Program Assessments and Studies
- IT Strategic Planning Program Assessment and Studies
- IT Project Cost & Schedule Management
- IT Strategic Planning
- Management/Administrative Support/Data Entry
- Deployment Management

Systems Operation and Maintenance

- Computer Center Technical Support
- Commercial Off-the-Shelf Software Products and Support
- Computer Systems Administration
- Computer Systems Facilities Management and Maintenance
- Licensing Support
- Software License Management
- Legacy Systems Maintenance
- Network Management
- Help Desk Support
- Desktop Support



Property Management

Network Support

Network and Telecommunications Infrastructure Support

Office Automation Support

Seat Management / Asset Management



II. Performance-Based IT Solutions

The Information Technology Enterprise Solutions – 2 Services (ITES-2S) program will help your agency acquire innovative, standardized, turnkey solutions and services that support your enterprise IT and business needs, as well as enhance centralized IT operations and management. Team Hewlett Packard Enterprise Services (HPES) will deliver ITES-2S through its extensive performance-based and indefinite quantity indefinite delivery (ID/IQ) task order management experience.

How we can help

HPES routinely delivers its solutions via performance-based and ID/IQ contracts, and has managed thousands of subcontractors on hundreds of task orders. Team HPES' innovative approach is unsurpassed in delivering state-of-the-art business services. Investments in focused solutions draw on Team HPES' breadth, depth, proven knowledge and capabilities, harnessing more than \$16 billion in HPES Agility Alliance research and development investments. Our architecture and process experience – including Department of Defense Architecture Framework (DoDAF), Federal Enterprise Architecture (FEA), IT Infrastructure Library (ITIL), and Capability Maturity Model Integrated (CMMI) – provides interoperable solutions with a common lexicon.

What you can achieve

- Acquire innovative, standardized, turnkey solutions and services that support agency enterprise IT and business needs, and enhance centralized IT operations and management
- Meet individual bureau and department IT requirements for current, competitively priced technology solutions and services
- Help federal agencies develop business solution packaged offerings
- Central policy will define solutions, standards, data exchanges and interoperability requirements that can be acquired under ITES-2S
- Harness the power of centralized policy guidance, while recognizing the reality that centralized IT funding is rare
- Collaborative work environment linked by the HPES ITES-2S portal enables quick and effective decision-making
- Help fulfill your federal agencies' Infrastructure and Infostructure vision.

Performance-Based Service Acquisition (PBSA). 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-2S are not required to be performance-based under all circumstances. However, policy promulgated by the FY 2001 Defense Authorization Act (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 Defense 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-2S 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-2S Contractors. See Attachments 2, 3, 4, and 5 for further information on PBSA and specific details and resources for the preparation of a PWS or SOO.



III. Team HPES

HPES has partnered with the world's leading business and technology companies to form the HPES Agility Alliance, a federation of global market leaders aligned to build the Agile Enterprise Platform, HPES' next-generation delivery model for IT and business process services. The Agility Alliance is driving collaboration and execution through world-leading infrastructure, application and BPO services.

Team HPES is a "big team of small businesses" with Federal Government experience and the expertise to efficiently and economically fulfill ITES-2S task orders and provide end-to-end solutions. Nearly 80 percent of Team HPES comprises small businesses, and we are committed to continue to exceed federal small-business objectives.

End-to-end solutions

Our core competencies directly match our government clients' IT needs. We do more, more effectively and efficiently, creating greater value for our clients in a complex environment. We are a strategic leader in delivering enterprise solutions even when centralized funding does not exist.

Thought leadership and innovation

We create collaborative teams with our Government partners to establish your requirements and then apply the most appropriate, cost-effective, and robust technology to further the success of federal agency transformations.

Commitment to partnership and service excellence

We bring together the world's best technologies, processes, resources, and partners to help Government agencies address their critical business imperatives. We do what we say and say what we do.

Subcontractor Team and Type and Complexity of Services Provided

All of our subcontractors, the 51 small business team members, as well as the large firms, were selected for their ability to deliver highly complex services and solutions. Thus, multiple companies can perform in all task areas, and all will have the opportunity to bid on any given Task Order (TO). Depending on the scope and complexity of the work and the specific skills and competencies required, HPES will rapidly assemble and tailor each project team to match requirements using established templates, databases, and our real-time collaboration environment. HPES' ITES-2S team members are listed in below.

HPES Team Members

Accenture	http://www.accenture.com/
Aegis	http://www.aegis.net/
Ahtna Inc.	http://www.ahtna-inc.com
Akamai Technologies	http://www.akamai.com
AKRON Inc.	http://www.akroninc.net
AllStaff Technical Solutions	http://www.allstafftech.com
ALTA IT Services	http://www.altaits.com
Amyx Inc.	http://www.amyx.com
Apex Systems Inc.	http://www.apexsystemsinc.com
Apptis	http://apptis.com
APT Precision Technology, LLC	http://www.appt-llc.com



Advanced Systems Development (ASD, Inc.)	http://www.asd-inc.com
Assyst Inc.	http://www.assyst.net
Autonomic Resources	http://www.autonomicresources.com
Battelle Memorial Institute	http://www.battelle.org
Bay State Computers	http://www.bayst.com
Business Control Systems, LP	http://www.bcsmis.com
CDW-G	http://www.cdwg.com
CORDEV Inc.	http://www.cordev.net/
DecisionOne	http://www.decisionone.com
DefenseWeb Technologies, Inc	http://www.defenseweb.com
Dev Technology Group Inc.	http://www.devtechnology.com
Dexisive Inc.	http://www.dexisive.com
DKW Communications Inc.	http://www.dkwcommunications.com
DS3 Computing Solutions	http://www.ds3cs.com
E2 Solutions	http://www.e2solutions.com
EADS NA DS3 Inc.	http://www.eads-na-security.com
Enlightened Inc.	http://www.nlightened.com
Enterprise Information Management (EIM) Inc.	http://www.eim-usa.com
EPS Inc.	http://www.epscorp.com
Federated IT	http://www.federatedit.com
Force 3 Inc.	http://www.force3.com
GAITS	http://www.gaits.com
GLS Associates, Inc.	http://www.gls.net
Honeywell Technology Solutions Inc.	http://www.honeywell.com
Horizon Industries	http://www.horizonindustries.net
Isoterix Inc.	http://www.isoterix.com
Lee Technologies Inc.	http://www.leetechologies.com
Leibert Corp.	http://www.liebert.com
Maden Technologies	http://www.madentech.com
Management Concepts	http://www.managementconcepts.com
Mastech Inc.	http://www.igatemastech.com
Mir, Mitchell & Company, LLP (MMC)	http://www.mmcgrp.com
Morehouse College	http://www.morehouse.edu
MORI Associates Inc.	http://www.moriassociates.com
Network Management Solutions (NMS) Inc.	http://www.nms.net
New Age Technologies	http://www.newat.com
ObjectFX Corp.	http://www.objectfx.com
Oxley Enterprises Inc.	http://www.oxleysolutions.com
Paradigm Technologies (PTI) Inc.	http://www.pti-usa.com
The Ravens Group Inc.	http://www.theravensgroup.com
Riptide Software, Inc.	http://www.riptidesoftware.com
Silver Bullet Solutions Inc. (SBSI)	http://www.silverbulletinc.com
Siemens PLM Software	http://www.siemensgovt.com
Stratizon Corp.	http://www.stratizon.com
Superlative Technologies Inc. (SuprTEK)	http://www.suprtek.com
Tec-Masters Inc. (TMI)	http://www.tecmasters.com
VISTA Technology Services Inc.	http://www.vistatsi.com
V-Tech Solutions Inc.	http://www.v-techsolutions.net
Z Systems Corp.	http://www.z-systems.com





IV. Points-of-Contact

HPES Points-of-Contact

Name	Position	Office Phone Number	E-mail Address
Carlton Gayles	Program Manager	(703) 742-2583	carl.gayles@hp.com
Pat Woodward	Quality Systems Manager	(248) 628-1879	pat.woodward@hp.com
Marybeth Ryan	Contracts	(703) 742-1419	marybeth.ryan@hp.com
Laura Leathwood	Task Order Specialist	(703) 742-2146	laura.leathwood@hp.com
Anne Flamm	Vendor Subcontracts, Education, Outreach and Marketing Lead	(703) 742-2317	anne.flamm@hp.com
Jo Mueller	Business Manager	(703) 736-8579	jo.mueller@hp.com

Government Points-of-Contact

NCRCC Program Office

Name	Position	Office Phone Number	E-mail Address
Christo J. Daoulas	Contracting Officer	(703) 325-4573	Chris.Daoulas@us.army.mil
Stacy Watson	Contracting Specialist	(703) 325-3315	Stacy.R.Watson@us..army.mil

CHES Program Office

Name	Position	Office Phone Number	E-mail Address
Marian Keitelman	Product Lead ITES-2S	(732) 427-6792	Marian.Keitelman@us.army.mil



V. Ordering Procedures

How to use ITES-2S

NCRCC is the Army's Commercial Center of Excellence for IT products and services. Go to CHESSE's IT e-mart to check on guidance, find lists of vendors, check on offerings, view prices or request quotes directly.

Offerings can be implemented or delivered as enterprise solutions in a decentralized manner to leverage decentralized IT funding. Commercial off-the-shelf (COTS) business solution packaged offerings provides the best way to achieve enterprise solutions. ITES-2S has zero fees, so federal agencies do not have to use scarce IT funds to pay for development of business solutions. Team HPES will leverage COTS products to their fullest, eliminating the need for federal agencies to pay for enterprise fielding.

Roles and Responsibilities

The following is a summary of the roles and responsibilities for the primary organizations in the ITES-2S contract process.

1. **Army Contracting Command (ACC), National Capital Region Contracting Center (NCRCC)**
 - Serves as the Procuring Contracting Office (PCO) for the ITES-2S contracts. The PCO has overall contractual responsibility for the ITES-2S 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.
 - Provides advice and guidance to requiring activities, ordering contracting officers, and contractors regarding contract scope, acquisition regulation requirements, and contracting policies.
 - Approves and issues contract modifications.
 - Represents the Contracting Officer position at various contract-related meetings, including ITES-2S Executive Council Meetings, in progress reviews (IPRs), negotiating sessions, and working meetings.
2. **U.S. Army Computer Hardware, Enterprise Software and Solutions (CHESSE)**
 - Designated by the Secretary of the Army as the Army's primary source for commercial IT.
 - Performs the functions of Program Manager (PM) for the ITES-2S contracts.
 - Maintains the *it e-mart*, a web-based, e-commerce ordering and tracking system. The *it e-mart* website is: <https://chess.army.mil>.
 - With support from the 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 ITES-2S 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 DoD standards, are understood.
 - Serves as the Contracting Officer's Representative.
3. **Requiring Activity.** Defined as any organizational element within the Army, Department of Defense, or other Federal agencies.
 - Adheres to the requirements and procedures defined in the ITES-2S contracts and these ordering guidelines.
 - Defines requirements.



- Prepares Task Order Requirements packages.
- Funds the work to be performed under ITES-2S Orders.
- Provides personnel to evaluate proposals submitted.
- Provides past performance assessments.
- Monitors and evaluates contractor performance.

4. **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 ITES-2S contracts.
- Responsible for determining if bundling of requirements, see FAR 2.101, Compliance with FAR 7.107.
- Responsible for determining whether consolidation of requirements, compliance, and approval are in accordance with DFARS 207.170.
- Responsible for requesting, obtaining, and evaluating proposals, and for obligating funds for orders issued.

5. **Order Contracting Officer's Representative.**

- Order 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 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.
- Obtains required COR training. Note: The Army Contracting Agency, Contracting Officer Representative Guide provides a list of approved COR training courses:
<http://aca.saalt.army.mil/docs/Community/COR%20Guide.doc>.

6. **Contractors.** The principle 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-2S contracts.

7. **Ombudsman.** In accordance with 10 USC § 2304c(e) and FAR 16.505(b)(5), ITES-2S contractors that are not selected for award under a task order competition may seek independent review by the designated Ombudsman for the ITES-2S contracts. The Ombudsman is responsible for reviewing complaints from the contractors and ensuring that all ITES-2S contractors are afforded a fair opportunity to be considered, consistent with applicable procedures and established guidelines. The designated Ombudsman for the ITES-2S contracts is:

Steve Carrano, Army Contract Command, NCRCC
 Attn: SFCA-IT
 2461 Eisenhower Avenue, Room 954
 Alexandria, VA 22331
 Phone: (703) 325-9760
Stephen.Carrano@us.army.mil



Note: In accordance with FY08 Authorization Act, Section 843, GAO will entertain a protest filed on or after May 27, 2008, for task orders valued at more than \$10M. Procedures for protest are found at 4CFR Part 21 (GAO Bid Protest Regulations).

Ordering Guidelines

1. General.

a. All ITES-2S Contracts contain Task Order Procedures in Section J, Attachment 4. Additional detailed procedures are included herein.

b. Ordering is decentralized for all ITES-2S 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 Procuring Contracting Officer (PCO) on any Ordering Contracting Officer. Ordering Contracting Officers are empowered to place orders in accordance with the terms and conditions of the contracts, ITES-2S ordering guidelines, the FAR, DFARS (as applicable), and their own agency procedures.

c. The PCO will not make judgments or determinations regarding orders awarded under the ITES-2S contracts by an Ordering Contracting Officer. All issues must be resolved consistent with individual agency procedures and/or oversight.

d. Upon request, the PCO is available to provide guidance to Ordering Contracting Officers executing orders under the ITES-2S contracts.

e. The CHESSE it e-mart at <https://chess.army.mil> is available to make price comparison among all awardees and solicit competitive quotes. The Ordering Contracting Officer will initiate the task order process by issuing a Task Order Request (TOR) to all awardees via the CHESSE *it e-mart*, <https://chess.army.mil/scp/index.jsp>.

f. Upon award, the Ordering Contracting Officer will notify all offerors of the award and should identify, at a minimum, the awardee and award amount.

g. The awardee is required to report the award and the award amount to CHESSE via the required monthly Order Transaction (OT) report. The results will be posted by CHESSE to the *it e-mart*, <https://chess.army.mil>.

2. Pricing.

a. Contract Line Items allow for pricing of task orders on a firm fixed price (FFP), time and material (T&M), or cost reimbursement (CR) basis. All task orders awarded pursuant to this contract, whether awarded on a FFP, T&M, or CR basis, must be priced in accordance with the pricing set forth in the Labor Rate Table, Contract Section J, Attachment 1 and Labor Category Descriptions, Contract Section J, Attachment 2. 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-2S 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.

b. 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 task order



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. Task Order proposals shall be limited to only those labor categories contained within the base contract. The Contractor may propose to the Government, at their discretion, additional labor categories and job descriptions within the scope of ITES-2S. 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 Functional Area Expert (FAE), and incidental construction category may only be used if no other labor category can satisfy the requirement, upon the Government's request or if no other labor category can satisfy the requirement. If the ITES-2S contractor proposes these categories when not directed by the Ordering Contracting Officer, no fee or profit is allowed. Ordering Contracting Officers are discouraged from directing the use of FAEs and SMEs. However, if the Ordering Contracting Officer deems it necessary to direct the ITES-2S contractor to propose these categories, a fixed fee of 3% is allowable. ITES-2S contractors are required to seek, and obtain, approval from the Ordering Contracting Officer for the use of these categories when proposed in a task order. There is no fixed labor rate associated with the SME, FAE, and incidental construction categories.

3. Order Forms and Numbering.

a. An appropriate order form (DD Form 1155, Order for Supplies or Services, or Non-DoD Federal agencies equivalent) shall be issued for each Task Order.

b. Ordering Contracting Officers shall not use any order numbers beginning with 0001 thru 9999, which are reserved for NCRCC. 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.

4. Delivery Requirements. Delivery of services shall be in accordance with individual orders.

5. Security Considerations. Contract Section H.8 requires that the level of classified access 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.

6. Fair Opportunity to be Considered.

a. In accordance with FAR 16.505(b)(2), for all orders exceeding \$3,000 but less than \$100,000, the Ordering Contracting Officer shall give every ITES-2S contractor a fair opportunity to be considered for a task order, unless one of the exceptions to fair opportunity applies. (See paragraph 6.d below for further discussion of exceptions.) This means the Ordering Contracting Officer must consider all ITES-2S contractors for the work though he/she is not necessarily required to contact any of them. The Ordering Contracting Officer must document his/her rationale if applying one of the exceptions to fair opportunity, however, no special format is required.

b. All orders exceeding \$100,000 for Defense agencies must be placed on a competitive basis in accordance with FAR 16.505 and DFARS 216.505-70(c) unless a written waiver is obtained, using the limited sources justification and approval format in FAR 8.405-6. Refer to your agency's approval authorities for placing orders on an other than competitive basis. This competitive basis requirement applies to all orders by or on behalf of DoD. Each Non-DoD agency shall comply with its own agency's procedures.

c. For orders by or on behalf of DoD exceeding \$100,000, the requirement to place orders on a competitive basis is met only if the Ordering Contracting Officer:



- (1) Provides a notice of intent to purchase to every ITES-2S contractor, including a description of work to be performed and the basis upon which the selection will be made; and
- (2) Affords all ITES-2S contractors responding to the notice a fair opportunity to submit an offer and to be fairly considered.

In making the award, the Ordering Contracting Officer must document his/her selection and the selection must consider price. Finally, though not required, the Ordering Contracting Officer should consider past performance on earlier orders under ITES-2S and use streamlined procedures.

d. **Exceptions to Fair Opportunity.** As provided in FAR 16.505(b)(2) and DFARS 216.505-70(b), the Ordering Contracting Officer may waive the requirement to place an order on a competitive basis if a written limited sources justification and approval of one of the following circumstances applies:

- (1) 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-2S 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.
- (2) 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. See DFARS Procedures, Guidance and Information (PGI) 216.505-70(1) for additional guidance.
- (3) 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 this contract, provided that all awardees were given a fair opportunity to be considered for the original order. See DFARS PGI 216.505-70(2) for additional guidance.
- (4) A statute expressly authorizes or requires that the purchase be made from a specified source.

e. FAR 16.505(b)(1)(ii) provides that the Ordering Contracting Officer is not required to contact each of the awardees if information is available which will ensure that each awardee is provided a fair opportunity to be considered for each order. As noted above, however, a "mini-competition" -- including contact with the contractors -- is required by DFARS 216.505-70 for orders in excess of \$100,000, unless an exception applies.

f. The Ordering Contracting Officer must follow their agency procedures for documenting the process and rationale for selection of the awardee for each Task Order. At a minimum, the Ordering Contracting Officer must document his/her selection and the selection must consider price.

Situations Requiring Hardware or Software Acquisition.

a. **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 CHES when acquiring 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.

b. Commercial off-the-shelf (COTS) Hardware and Related Software. If hardware and related software are required for a particular Task Order, the CHES hardware contracts are the preferred source of supply. CHES 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 CHES 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 CHES 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.



VI. Task Order Procedures

a. Task Order Request. The Requiring Activity prepares the Task Order Request (TOR) package and submits it to the Ordering Contracting Officer. Attachment 2 contains a Task Order Request Checklist and Instructions recommended for use when submitting Task Order requirements to the Ordering Contracting Officer. The checklist describes all documents needed for a complete requirements package. As a minimum, the package should contain the following:

(1) 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). Specific formats have been developed to streamline the processing time. See examples of the SOW at Attachment 4; the PWS at Attachment 5, and the SOO at Attachment 6.

(a) 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.

(b) The SOO is an alternative to the PWS. It is a very brief document (commonly about 2 to 10 pages, depending upon complexity, although there is no maximum or minimum required length) which 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, 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 task order; the SOO itself is not part of the task order.

(2) Funding Document. ITES-2S Orders are funded by the requiring activity. Individual Ordering Contracting Officers should provide specific instructions as to the format and content.

(3) Independent Government Cost Estimate (IGCE). The IGCE will assist the Ordering Contracting Officer in determining the reasonableness of contractors' cost and technical proposals. Ordinarily, the IGCE is for GOVERNMENT USE ONLY and should not be made available to the ITES-2S contractors. However, if an ordering agency does choose to disclose the IGCE, the agency should ensure that all ITES-2S contractors have equal access to that information.



(4) **Basis for Task Order Award.** The Ordering Contracting Officer, in conjunction with the requiring activity, develops the evaluation criteria and associated weights that form the basis for Task Order award. Attachment 7, Proposal Evaluation Plan, has been developed as a recommended format for documenting the basis for award.

b. **Proposal Preparation Request.** The Ordering Contracting Officer will issue a proposal request to all contractors, unless a waiver has been documented, using the CHESSE *it e-mart*, <https://CHESSE.army.mil/scp/index.jsp>. 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, name of incumbent contractor, 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. Attachment 8 contains a recommended memo requesting proposals and Attachment 9 contains sample instructions/basis for award.

(1) Recommend a submission date of 10 calendar days, after issuing a Task Order request, for receipt of proposals; however, the scope and complexity of the task order should be considered when determining the proposal due date.

(2) 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).

(3) In responding to proposal requests that include a requirement to provide products as part of an overall IT service solution, ITES-2S contractors are expected to use CHESSE hardware contracts as preferred sources of supply. Other sources may be proposed, but will require justification by the contractor and the approval of the Ordering Contracting Officer. In addition, contractors are expected to facilitate maximum utilization of Enterprise Software Initiative (ESI) source software.

c. **Evaluation Criteria**

All evaluation criteria must be identified and clearly explained in the solicitation. The solicitation must also describe the relative importance of the evaluation criteria. The Ordering Contracting Officer, in conjunction with the requiring activity, may consider the following evaluation criteria (price or cost must be a factor in the selection criteria) to evaluate contractors’ proposals:

(1) **Technical/Management Approach**

- Understanding of the requirement
- Corporate experience
- Staffing Plan (e.g., skill mix, personnel experience or qualifications and their personnel availability, performance location)
- Areas of expertise
- Past performance on prior task orders 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 (PPIMS) or Past Performance Information Retrieval System (PPIRS) 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

(2) 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 the Labor Rate Table, Section J, Attachment 1. 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.

-Fixed Price (FP) and Time and Materials (T&M). The proposal shall identify labor categories in accordance with the Labor Rate Tables, 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.

-Cost-Reimbursement. Both "sanitized" and "unsanitized" cost/price proposals will be required for cost-reimbursement type task orders 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 Other Direct Charges (ODCs). Unless otherwise noted, unsanitized proposals will only be provided to the Ordering Contracting Officer, while sanitized proposals may be provided to the evaluator(s) and other personnel involved in the procurement. Cost/price proposals shall include, as a minimum, unless otherwise indicated in the proposal request, a complete Work Breakdown Structure (WBS), which coincides with the detailed technical approach; and provides proposed labor categories, hours, wage rates, direct/indirect rates, ODCs, and fee. Cost-reimbursement proposals shall be submitted in accordance with FAR clause 52.215-20 "Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data."

d. Evaluation

If a "mini-competition" is being conducted, a panel of evaluators should be appointed to review the proposals submitted by ITES-2S vendors. 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 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 in accordance with 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.

e 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 10 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.

At a minimum, the following information shall be specified in each task order awarded:

- 1) Date of order
- 2) Point of contact (name), commercial telephone and facsimile numbers, and e-mail address
- 3) Ordering Contracting Officer's commercial telephone number and e-mail address
- 4) Description of the services to be provided, quantity unit price and extended price, or estimated cost and/or fee (TO INCLUDE THE CONTRACT LINE ITEM NUMBER FROM PART B). The work statement should be attached; the contractor's proposal may be incorporated by reference.
- 5) Delivery date for supplies.
- 6) Address and place of performance.
- 7) Packaging, packing, and shipping instructions, if any.
- 8) Accounting and appropriation data and Contract Accounting Classification Reference Number (ACRN) (DFAS requires an ACRN(s) on all orders.)
- 9) Specific instructions regarding how payments are to be assigned when an order contains multiple ACRNs.
- 10) Invoice and payment instructions.
- 11) Any other pertinent information.

In accordance with 10 USC § 2304c(d) and FAR 16.505(a)(9), 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-2S 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 Section V, paragraph 7 of these guidelines.

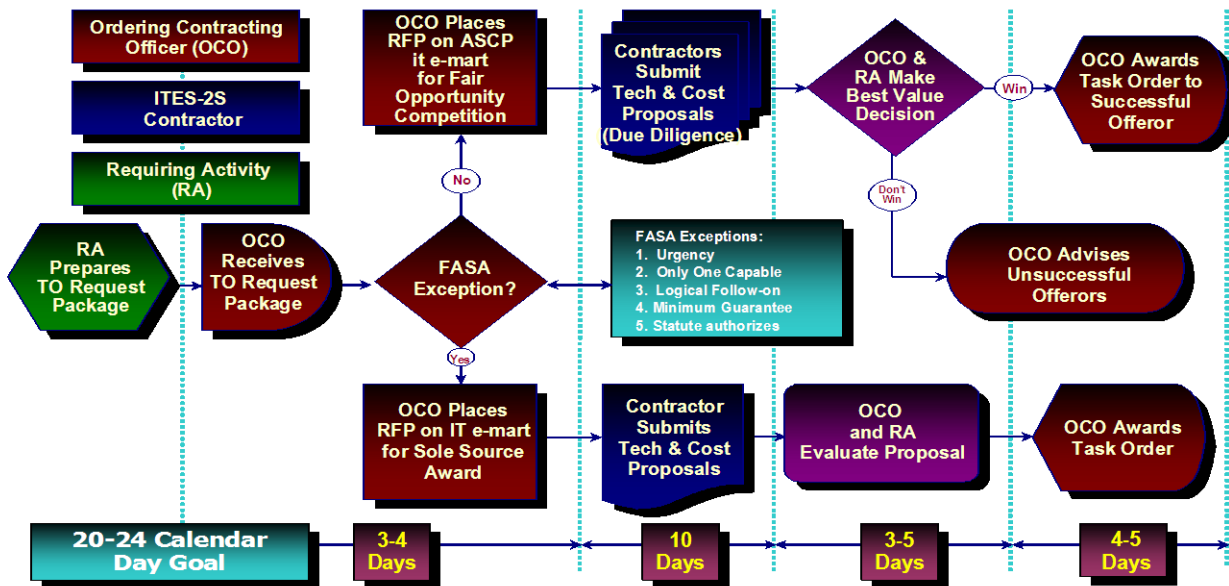
The executed order will be transmitted via facsimile, e-mail, or by verbal direction from the Ordering Contracting Officer. If verbal direction is given, written confirmation will be provided within five working days.

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

The ITES-2S Task Order award process is illustrated below:



ITES-2S TASK ORDER AWARD PROCESS



6. **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 CHESSE web site at <https://chess.army.mil/scp/ites2s/ctorpp.jsp>.



VII. ITES-2S Terms and Conditions

Contract Number: W91QUZ-06-D-0013

Contract Type: This is an Indefinite-Delivery/Indefinite-Quantity (ID/IQ) contract under which it is planned to award Fixed Price (FP), Time-and-Materials (T&M), and Cost-Reimbursement type task orders in accordance with Federal Acquisition Regulation (FAR) Subpart 16.5 - Indefinite-Delivery Contracts, FAR Subpart 16.2, Fixed Price Contract, FAR Subpart 16.6, Time and Materials Contracts and FAR Subpart 16.3, Cost Reimbursement Contract.

Period of performance: Total of nine (9) years, consisting of a three-year base period, and three 2-year options.

Cage Code: 1U305

Data Universal Numbering System (DUNS) Number: 07-7817617

Tax Identification Number: 75-2548221

Geographic Scope of Contract: Worldwide

HPES Ordering Address:

HPES

13600 EDS Drive

A4S-D52

Herndon, VA 20171

HPES Payment Information

Electronic Funds Transfer (EFT) Payment

Information:

Financial Institution Address: Bank of America

1401 Elm Street, 5th Floor, Lockbox 848433

Dallas, Texas 75202

Routing Transit Number: ABA# 111000012

Depositor Account Number: 3752026177

Point-of-Contact: Justin Snedden

Telephone Number: 312-974-2641

Email Address: Justin.snedden@bankofamerica.com

Separate, multiple awards were made for ITES-2S with the following contract terms and provisions:

CONTRACT TERMS	ITES-2S
Contract Ceiling	The total amount of all orders placed against all ITES-2S contracts shall not exceed \$20,000,000,000 over nine (9) years (36 month base period and three 24 month options).
Period of Performance	Nine (9) years: 36 month base period Three 24 month options



CONTRACT TERMS	ITES-2S
Pricing Structure	Firm Fixed Price Time and Material Cost Reimbursement
Performance-based Contracting	Preferred method for acquiring services
Fair Opportunity to Be Considered	Subject to FAR 16.505 and DFARS 216.505-70
Ordering Guidance and Process	See Chapter 3 below and Contract Section J, Attachment 4, Ordering Process



Attachment 1 – HPES ITES-2S Labor Rates

HPES Labor Rates for Contract Year 1 to Year 3 are listed below.

Contract Year 1 (Notice to Process Date - 13 April 2007)			
Category Number	Labor Categories	Government Site Hourly Rate	Contractor Site Hourly Rate
1	Program Manager - Senior	\$ 117.52	\$ 122.25
2	Program Manager - Intermediate	\$ 68.55	\$ 72.79
3	Program Manager - Associate	\$ 43.63	\$ 45.98
4	Project Manager - Senior	\$ 90.65	\$ 95.38
5	Project Manager - Intermediate	\$ 49.19	\$ 53.04
6	Project Manager - Associate	\$ 36.32	\$ 38.55
7	Project Planning Manager	\$ 37.88	\$ 39.88
8	Project Administrator	\$ 29.44	\$ 31.79
9	Project Engineer - Senior	\$ 47.10	\$ 49.46
10	Project Engineer - Intermediate	\$ 32.82	\$ 34.74
11	Project Engineer - Associate	\$ 27.10	\$ 28.46
12	Quality Assurance Analyst - Senior	\$ 64.67	\$ 65.99
13	Quality Assurance Analyst - Intermediate	\$ 24.73	\$ 27.08
14	Quality Assurance Analyst - Associate	\$ 21.20	\$ 23.55
15	Client/Server Network Architect	\$ 66.97	\$ 69.86
16	Software Architect	\$ 103.50	\$ 121.14
17	Systems Engineer - Senior	\$ 86.79	\$ 90.12
18	Systems Engineer - Intermediate	\$ 79.14	\$ 82.10
19	Systems Engineer - Associate	\$ 43.62	\$ 46.60
20	Managed Systems Engineer - Senior	\$ 50.13	\$ 70.18
21	Managed Systems Engineer - Intermediate	\$ 35.54	\$ 36.13
22	Managed Systems Engineer - Associate	\$ 29.14	\$ 29.73
23	Applications Systems Analyst - Senior	\$ 60.28	\$ 61.51
24	Applications Systems Analyst - Intermediate	\$ 34.11	\$ 35.86
25	Applications Systems Analyst - Associate	\$ 27.48	\$ 28.74
26	Software Engineer - Senior	\$ 51.87	\$ 72.62
27	Software Engineer - Intermediate	\$ 35.99	\$ 37.66
28	Software Engineer - Associate	\$ 29.17	\$ 30.76
29	Applications Programmer - Senior	\$ 38.61	\$ 39.41
30	Applications Programmer - Intermediate	\$ 29.18	\$ 30.76
31	Applications Programmer - Associate	\$ 24.33	\$ 26.28
32	IT Certified Professional - Senior	\$ 44.28	\$ 45.18
33	IT Certified Professional - Intermediate	\$ 33.74	\$ 35.17
34	IT Certified Professional - Associate	\$ 26.38	\$ 28.03
35	Seat Management Administrator	\$ 29.44	\$ 31.79
36	Configuration Management (CM) Specialist - Senior	\$ 59.12	\$ 61.91
37	Configuration Management (CM) Specialist - Intermediate	\$ 44.28	\$ 46.57
38	Configuration Management (CM) Specialist - Associate	\$ 18.72	\$ 21.08
39	Computer Operator - Senior	\$ 18.98	\$ 20.65
40	Computer Operator - Intermediate	\$ 18.55	\$ 19.72
41	Computer Operator - Associate	\$ 14.90	\$ 16.78
42	Information Assurance Engineer - Senior	\$ 101.25	\$ 104.72
43	Information Assurance Engineer - Intermediate	\$ 74.63	\$ 77.62
44	Information Assurance Engineer - Associate	\$ 49.17	\$ 52.29
45	Information Systems Auditor - Senior	\$ 58.88	\$ 61.23



46	Information Systems Auditor - Intermediate	\$	47.10	\$	49.46
47	Information Systems Auditor - Associate	\$	38.38	\$	39.16
48	Data Security Analyst - Senior	\$	34.37	\$	35.07
49	Data Security Analyst - Intermediate	\$	29.51	\$	30.12
50	Data Security Analyst - Associate	\$	23.55	\$	25.91
51	Disaster Recovery/COOP/Contingency Administrator	\$	43.84	\$	46.24
52	Information Security Specialist - Senior	\$	40.49	\$	41.32
53	Information Security Specialist - Intermediate	\$	29.29	\$	29.53
54	Information Security Specialist - Associate	\$	25.37	\$	25.61
55	Systems Administrator - Senior	\$	78.29	\$	82.17
56	Systems Administrator - Intermediate	\$	52.70	\$	55.59
57	Systems Administrator -Associate	\$	26.77	\$	29.13
58	Database Administrator	\$	79.83	\$	82.65
59	Database Analyst/Programmer - Senior	\$	31.48	\$	51.54
60	Database Analyst/Programmer - Intermediate	\$	29.19	\$	29.79
61	Database Analyst/Programmer - Associate	\$	23.16	\$	26.70
62	Database Librarian	\$	27.33	\$	27.89
63	Data Warehousing Project Manager	\$	27.63	\$	28.19
64	Data Architect	\$	66.73	\$	69.50
65	Data Warehouse Analyst	\$	21.65	\$	22.09
66	Data Warehousing Programmer	\$	47.10	\$	49.46
67	Data Warehousing Administrator	\$	27.38	\$	29.15
68	Help Desk Coordinator	\$	30.12	\$	30.74
69	Help Desk Support Service Specialist - Senior	\$	48.44	\$	51.25
70	Help Desk Support Service Specialist - Intermediate	\$	35.97	\$	38.76
71	Help Desk Support Service Specialist - Associate	\$	31.68	\$	34.78
72	PC Support Manager	\$	26.97	\$	30.50
73	PC Systems Specialist	\$	18.22	\$	21.75
74	PC Maintenance Technician	\$	14.73	\$	18.26
75	Web Project Manager	\$	29.90	\$	30.51
76	Web Designer - Senior	\$	42.38	\$	43.24
77	Web Designer - Intermediate	\$	29.29	\$	31.25
78	Web Designer - Associate	\$	24.87	\$	26.20
79	Web Software Developer - Senior	\$	58.37	\$	60.19
80	Web Software Developer - Intermediate	\$	31.89	\$	32.54
81	Web Software Developer - Associate	\$	25.60	\$	27.56
82	Web Technical Administrator	\$	31.85	\$	35.39
83	Web Content Administrator	\$	23.55	\$	25.91
84	Network Administrator - Senior	\$	73.59	\$	77.09
85	Network Administrator - Intermediate	\$	50.95	\$	53.73
86	Network Administrator - Associate	\$	43.25	\$	46.23
87	Network Support Technician - Senior	\$	35.33	\$	37.68
88	Network Support Technician - Intermediate	\$	29.47	\$	29.70
89	Network Support Technician - Associate	\$	24.78	\$	25.02
90	Documentation Specialist - Senior	\$	55.32	\$	58.30
91	Documentation Specialist - Intermediate	\$	24.60	\$	27.44
92	Documentation Specialist - Associate	\$	19.34	\$	21.92
93	Technical Editor	\$	29.95	\$	30.56
94	Graphics Specialist	\$	25.54	\$	26.06
95	ERP Business Analyst - Senior	\$	120.79	\$	127.20
96	ERP Business Analyst - Intermediate	\$	68.29	\$	70.86
97	ERP Business Analyst - Associate	\$	24.60	\$	25.10



98	Business Systems Analyst - Senior	\$	35.33	\$	37.68
99	Business Systems Analyst - Intermediate	\$	29.44	\$	31.79
100	Business Systems Analyst - Associate	\$	23.55	\$	25.91
101	Information Systems Training Manager	\$	62.92	\$	65.59
102	Information Systems Training Specialist - Senior	\$	41.22	\$	43.57
103	Information Systems Training Specialist - Intermediate	\$	29.22	\$	29.46
104	Information Systems Training Specialist - Associate	\$	21.39	\$	21.62

Other Direct Costs

	<u>Rate</u>
ODC-Fixed Price (Estimated)	37.37%
ODC-Time and Material (Estimated)	9.97%
ASCP Contract Source Equipment (Estimated)	9.97%
Travel and Per Diem (Estimated)	9.97%
ESI Source Software (Estimated)	0.00%
Other	
Functional Area Experts (Estimated)	0.00%
Subject Matter Experts (Estimated)	0.00%
Incidental Construction (Estimated)	0.00%



Contract Year 2 (14 April 2007 - 13 April 2008)

Category		Government Site	Contractor Site
Number	Labor Categories	Hourly Rate	Hourly Rate
1	Program Manager - Senior	\$ 121.16	\$ 126.04
2	Program Manager - Intermediate	\$ 70.68	\$ 75.05
3	Program Manager - Associate	\$ 44.98	\$ 47.41
4	Project Manager - Senior	\$ 93.46	\$ 98.34
5	Project Manager - Intermediate	\$ 50.71	\$ 54.68
6	Project Manager - Associate	\$ 37.45	\$ 39.75
7	Project Planning Manager	\$ 39.05	\$ 41.12
8	Project Administrator	\$ 30.35	\$ 32.78
9	Project Engineer - Senior	\$ 48.56	\$ 50.99
10	Project Engineer - Intermediate	\$ 33.84	\$ 35.82
11	Project Engineer - Associate	\$ 27.94	\$ 29.34
12	Quality Assurance Analyst - Senior	\$ 66.67	\$ 68.04
13	Quality Assurance Analyst - Intermediate	\$ 25.50	\$ 27.92
14	Quality Assurance Analyst - Associate	\$ 21.86	\$ 24.28
15	Client/Server Network Architect	\$ 69.05	\$ 72.03
16	Software Architect	\$ 106.71	\$ 124.90
17	Systems Engineer - Senior	\$ 89.48	\$ 92.91
18	Systems Engineer - Intermediate	\$ 81.59	\$ 84.65
19	Systems Engineer - Associate	\$ 44.97	\$ 48.04
20	Managed Systems Engineer - Senior	\$ 51.68	\$ 72.36
21	Managed Systems Engineer - Intermediate	\$ 36.64	\$ 37.25
22	Managed Systems Engineer - Associate	\$ 30.04	\$ 30.65
23	Applications Systems Analyst - Senior	\$ 62.15	\$ 63.42
24	Applications Systems Analyst - Intermediate	\$ 35.17	\$ 36.97
25	Applications Systems Analyst - Associate	\$ 28.33	\$ 29.63
26	Software Engineer - Senior	\$ 53.48	\$ 74.87
27	Software Engineer - Intermediate	\$ 37.11	\$ 38.83
28	Software Engineer - Associate	\$ 30.07	\$ 31.71
29	Applications Programmer - Senior	\$ 39.81	\$ 40.63
30	Applications Programmer - Intermediate	\$ 30.08	\$ 31.71
31	Applications Programmer - Associate	\$ 25.08	\$ 27.09
32	IT Certified Professional - Senior	\$ 45.65	\$ 46.58
33	IT Certified Professional - Intermediate	\$ 34.79	\$ 36.26
34	IT Certified Professional - Associate	\$ 27.20	\$ 28.90
35	Seat Management Administrator	\$ 30.35	\$ 32.78
36	Configuration Management (CM) Specialist - Senior	\$ 60.95	\$ 63.83
37	Configuration Management (CM) Specialist - Intermediate	\$ 45.65	\$ 48.01
38	Configuration Management (CM) Specialist - Associate	\$ 19.30	\$ 21.73
39	Computer Operator - Senior	\$ 19.57	\$ 21.29
40	Computer Operator - Intermediate	\$ 19.13	\$ 20.33
41	Computer Operator - Associate	\$ 15.36	\$ 17.30
42	Information Assurance Engineer - Senior	\$ 104.39	\$ 107.97
43	Information Assurance Engineer - Intermediate	\$ 76.94	\$ 80.03
44	Information Assurance Engineer - Associate	\$ 50.69	\$ 53.91
45	Information Systems Auditor - Senior	\$ 60.71	\$ 63.13



46	Information Systems Auditor - Intermediate	\$	48.56	\$	50.99
47	Information Systems Auditor - Associate	\$	39.57	\$	40.37
48	Data Security Analyst - Senior	\$	35.44	\$	36.16
49	Data Security Analyst - Intermediate	\$	30.42	\$	31.05
50	Data Security Analyst - Associate	\$	24.28	\$	26.71
51	Disaster Recovery/COOP/Contingency Administrator	\$	45.20	\$	47.67
52	Information Security Specialist - Intermediate	\$	41.75	\$	42.60
53	Information Security Specialist - Intermediate	\$	30.20	\$	30.45
54	Information Security Specialist - Associate	\$	26.16	\$	26.40
55	Systems Administrator - Senior	\$	80.72	\$	84.72
56	Systems Administrator - Intermediate	\$	54.33	\$	57.31
57	Systems Administrator - Associate	\$	27.60	\$	30.03
58	Database Administrator	\$	82.30	\$	85.21
59	Database Analyst/Programmer - Senior	\$	32.46	\$	53.14
60	Database Analyst/Programmer - Intermediate	\$	30.09	\$	30.71
61	Database Analyst/Programmer - Associate	\$	23.88	\$	27.53
62	Database Librarian	\$	28.18	\$	28.75
63	Data Warehousing Project Manager	\$	28.49	\$	29.06
64	Data Architect	\$	68.80	\$	71.65
65	Data Warehouse Analyst	\$	22.32	\$	22.77
66	Data Warehousing Programmer	\$	48.56	\$	50.99
67	Data Warehousing Administrator	\$	28.23	\$	30.05
68	Help Desk Coordinator	\$	31.05	\$	31.69
69	Help Desk Support Service Specialist - Senior	\$	49.94	\$	52.84
70	Help Desk Support Service Specialist - Intermediate	\$	37.09	\$	39.96
71	Help Desk Support Service Specialist - Associate	\$	32.66	\$	35.86
72	PC Support Manager	\$	27.81	\$	31.45
73	PC Systems Specialist	\$	18.78	\$	22.42
74	PC Maintenance Technician	\$	15.19	\$	18.83
75	Web Project Manager	\$	30.83	\$	31.46
76	Web Designer - Senior	\$	43.69	\$	44.58
77	Web Designer - Intermediate	\$	30.20	\$	32.22
78	Web Designer - Associate	\$	25.64	\$	27.01
79	Web Software Developer - Senior	\$	60.18	\$	62.06
80	Web Software Developer - Intermediate	\$	32.88	\$	33.55
81	Web Software Developer - Associate	\$	26.39	\$	28.41
82	Web Technical Administrator	\$	32.84	\$	36.49
83	Web Content Administrator	\$	24.28	\$	26.71
84	Network Administrator - Senior	\$	75.87	\$	79.48
85	Network Administrator - Intermediate	\$	52.53	\$	55.40
86	Network Administrator - Associate	\$	44.59	\$	47.66
87	Network Support Technician - Senior	\$	36.43	\$	38.85
88	Network Support Technician - Intermediate	\$	30.38	\$	30.62
89	Network Support Technician - Associate	\$	25.55	\$	25.80
90	Documentation Specialist - Senior	\$	57.03	\$	60.11
91	Documentation Specialist - Intermediate	\$	25.36	\$	28.29
92	Documentation Specialist - Associate	\$	19.94	\$	22.60
93	Technical Editor	\$	30.88	\$	31.51
94	Graphics Specialist	\$	26.33	\$	26.87
95	ERP Business Analyst - Senior	\$	124.53	\$	131.14
96	ERP Business Analyst - Intermediate	\$	70.41	\$	73.06
97	ERP Business Analyst - Associate	\$	25.36	\$	25.88
98	Business Systems Analyst - Senior	\$	36.43	\$	38.85
99	Business Systems Analyst - Intermediate	\$	30.35	\$	32.78
100	Business Systems Analyst - Associate	\$	24.28	\$	26.71
101	Information Systems Training Manager	\$	64.87	\$	67.62
102	Information Systems Training Specialist - Senior	\$	42.50	\$	44.92
103	Information Systems Training Specialist - Intermediate	\$	30.13	\$	30.37
104	Information Systems Training Specialist - Associate	\$	22.05	\$	22.29



Other Direct Costs

	<u>Rate</u>
ODC-Fixed Price (Estimated)	37.37%
ODC-Time and Material (Estimated)	9.97%
ASCP Contract Source Equipment (Estimated)	9.97%
Travel and Per Diem (Estimated)	9.97%
ESI Source Software (Estimated)	0.00%
Other	
Functional Area Experts (Estimated)	0.00%
Subject Matter Experts (Estimated)	0.00%
Incidental Construction (Estimated)	0.00%



Contract Year 3 (14 April 2008 - 13 April 2009)

Category Number	Labor Categories	Government Site Hourly Rate	Contractor Site Hourly Rate
1	Program Manager - Senior	\$ 124.92	\$ 129.95
2	Program Manager - Intermediate	\$ 72.87	\$ 77.38
3	Program Manager - Associate	\$ 46.37	\$ 48.88
4	Project Manager - Senior	\$ 96.36	\$ 101.39
5	Project Manager - Intermediate	\$ 52.28	\$ 56.38
6	Project Manager - Associate	\$ 38.61	\$ 40.98
7	Project Planning Manager	\$ 40.26	\$ 42.39
8	Project Administrator	\$ 31.29	\$ 33.80
9	Project Engineer - Senior	\$ 50.07	\$ 52.57
10	Project Engineer - Intermediate	\$ 34.89	\$ 36.93
11	Project Engineer - Associate	\$ 28.81	\$ 30.25
12	Quality Assurance Analyst - Senior	\$ 68.74	\$ 70.15
13	Quality Assurance Analyst - Intermediate	\$ 26.29	\$ 28.79
14	Quality Assurance Analyst - Associate	\$ 22.54	\$ 25.03
15	Client/Server Network Architect	\$ 71.19	\$ 74.26
16	Software Architect	\$ 110.02	\$ 128.77
17	Systems Engineer - Senior	\$ 92.25	\$ 95.79
18	Systems Engineer - Intermediate	\$ 84.12	\$ 87.27
19	Systems Engineer - Associate	\$ 46.36	\$ 49.53
20	Managed Systems Engineer - Senior	\$ 53.28	\$ 74.60
21	Managed Systems Engineer - Intermediate	\$ 37.78	\$ 38.40
22	Managed Systems Engineer - Associate	\$ 30.97	\$ 31.60
23	Applications Systems Analyst - Senior	\$ 64.08	\$ 65.39
24	Applications Systems Analyst - Intermediate	\$ 36.26	\$ 38.12
25	Applications Systems Analyst - Associate	\$ 29.21	\$ 30.55
26	Software Engineer - Senior	\$ 55.14	\$ 77.19
27	Software Engineer - Intermediate	\$ 38.26	\$ 40.03
28	Software Engineer - Associate	\$ 31.00	\$ 32.69
29	Applications Programmer - Senior	\$ 41.04	\$ 41.89
30	Applications Programmer - Intermediate	\$ 31.01	\$ 32.69
31	Applications Programmer - Associate	\$ 25.86	\$ 27.93
32	IT Certified Professional - Senior	\$ 47.07	\$ 48.02
33	IT Certified Professional - Intermediate	\$ 35.87	\$ 37.38
34	IT Certified Professional - Associate	\$ 28.04	\$ 29.80
35	Seat Management Administrator	\$ 31.29	\$ 33.80
36	Configuration Management (CM) Specialist - Senior	\$ 62.84	\$ 65.81
37	Configuration Management (CM) Specialist - Intermediate	\$ 47.07	\$ 49.50
38	Configuration Management (CM) Specialist - Associate	\$ 19.90	\$ 22.40
39	Computer Operator - Senior	\$ 20.18	\$ 21.95
40	Computer Operator - Intermediate	\$ 19.72	\$ 20.96
41	Computer Operator - Associate	\$ 15.84	\$ 17.84
42	Information Assurance Engineer - Senior	\$ 107.63	\$ 111.32
43	Information Assurance Engineer - Intermediate	\$ 79.33	\$ 82.51
44	Information Assurance Engineer - Associate	\$ 52.26	\$ 55.58
45	Information Systems Auditor - Senior	\$ 62.59	\$ 65.09



46	Information Systems Auditor - Intermediate	\$	50.07	\$	52.57
47	Information Systems Auditor - Associate	\$	40.80	\$	41.62
48	Data Security Analyst - Senior	\$	36.54	\$	37.28
49	Data Security Analyst - Intermediate	\$	31.36	\$	32.01
50	Data Security Analyst - Associate	\$	25.03	\$	27.54
51	Disaster Recovery/COOP/Contingency Administrator	\$	46.60	\$	49.15
52	Information Security Specialist - Senior	\$	43.04	\$	43.92
53	Information Security Specialist - Intermediate	\$	31.14	\$	31.39
54	Information Security Specialist - Associate	\$	26.97	\$	27.22
55	Systems Administrator - Senior	\$	83.22	\$	87.35
56	Systems Administrator - Intermediate	\$	56.01	\$	59.09
57	Systems Administrator -Associate	\$	28.46	\$	30.96
58	Database Administrator	\$	84.85	\$	87.85
59	Database Analyst/Programmer - Senior	\$	33.47	\$	54.79
60	Database Analyst/Programmer - Intermediate	\$	31.02	\$	31.66
61	Database Analyst/Programmer - Associate	\$	24.62	\$	28.38
62	Database Librarian	\$	29.05	\$	29.64
63	Data Warehousing Project Manager	\$	29.37	\$	29.96
64	Data Architect	\$	70.93	\$	73.87
65	Data Warehouse Analyst	\$	23.01	\$	23.48
66	Data Warehousing Programmer	\$	50.07	\$	52.57
67	Data Warehousing Administrator	\$	29.11	\$	30.98
68	Help Desk Coordinator	\$	32.01	\$	32.67
69	Help Desk Support Service Specialist - Senior	\$	51.49	\$	54.48
70	Help Desk Support Service Specialist - Intermediate	\$	38.24	\$	41.20
71	Help Desk Support Service Specialist - Associate	\$	33.67	\$	36.97
72	PC Support Manager	\$	28.67	\$	32.42
73	PC Systems Specialist	\$	19.36	\$	23.12
74	PC Maintenance Technician	\$	15.66	\$	19.41
75	Web Project Manager	\$	31.79	\$	32.44
76	Web Designer - Senior	\$	45.04	\$	45.96
77	Web Designer - Intermediate	\$	31.14	\$	33.22
78	Web Designer - Associate	\$	26.43	\$	27.85
79	Web Software Developer - Senior	\$	62.05	\$	63.98
80	Web Software Developer - Intermediate	\$	33.90	\$	34.59
81	Web Software Developer - Associate	\$	27.21	\$	29.29
82	Web Technical Administrator	\$	33.86	\$	37.62
83	Web Content Administrator	\$	25.03	\$	27.54
84	Network Administrator - Senior	\$	78.22	\$	81.94
85	Network Administrator - Intermediate	\$	54.16	\$	57.12
86	Network Administrator - Associate	\$	45.97	\$	49.14
87	Network Support Technician - Senior	\$	37.56	\$	40.05
88	Network Support Technician - Intermediate	\$	31.32	\$	31.57
89	Network Support Technician - Associate	\$	26.34	\$	26.60
90	Documentation Specialist - Senior	\$	58.80	\$	61.97
91	Documentation Specialist - Intermediate	\$	26.15	\$	29.17
92	Documentation Specialist - Associate	\$	20.56	\$	23.30
93	Technical Editor	\$	31.84	\$	32.49
94	Graphics Specialist	\$	27.15	\$	27.70
95	ERP Business Analyst - Senior	\$	128.39	\$	135.21
96	ERP Business Analyst - Intermediate	\$	72.59	\$	75.32
97	ERP Business Analyst - Associate	\$	26.15	\$	26.68
98	Business Systems Analyst - Senior	\$	37.56	\$	40.05
99	Business Systems Analyst - Intermediate	\$	31.29	\$	33.80
100	Business Systems Analyst - Associate	\$	25.03	\$	27.54
101	Information Systems Training Manager	\$	66.88	\$	69.72
102	Information Systems Training Specialist - Senior	\$	43.82	\$	46.31
103	Information Systems Training Specialist - Intermediate	\$	31.06	\$	31.31
104	Information Systems Training Specialist - Associate	\$	22.73	\$	22.98



Other Direct Costs

	<u>Rate</u>
ODC-Fixed Price (Estimated)	37.37%
ODC-Time and Material (Estimated)	9.97%
ASCP Contract Source Equipment (Estimated)	9.97%
Travel and Per Diem (Estimated)	9.97%
ESI Source Software (Estimated)	0.00%
Other	
Functional Area Experts (Estimated)	0.00%
Subject Matter Experts (Estimated)	0.00%
Incidental Construction (Estimated)	0.00%



Attachment 2 – ITES-2S Task Order Request Checklist & Instructions

ITES-2S TASK ORDER REQUEST CHECKLIST AND INSTRUCTIONS

This form constitutes a request for contract support under the ITES-2S 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. Task Order (TO) Title.	
2. Requiring Activity Point of Contact. Include name, title, organization, commercial and DSN phone numbers for voice and fax, and email address:	
3. Designated Order Contracting Officer's Representative (OCOR). Include name, title, organization, commercial and DSN phone numbers for voice and fax, and email address: <i>(If same as Block 2, type "same")."</i>	
4. Attachments Checklist. Complete package must include <u>all</u> of the following <u>mandatory</u> items. Send files electronically via e-mail or fax to the Ordering Contracting Officer. <i>(All files shall be completed using MS Word Office 2000 or MS Excel Office 2000, as appropriate.)</i>	
<input type="checkbox"/> Work Statement (<i>check one</i>). <ul style="list-style-type: none"> <input type="checkbox"/> Statement of Work (SOW) <input type="checkbox"/> Performance Work Statement (PWS), includes Quality Assurance Surveillance Plan (QASP) <input type="checkbox"/> Statement of Objectives (SOO) <input type="checkbox"/> Funding Document(s) (scanned or other electronic version is preferable) <input type="checkbox"/> Independent Government Cost Estimate (IGCE) <input type="checkbox"/> Proposal Evaluation Plan <input type="checkbox"/> Justification for Work Statement that is not Performance-based. <input type="checkbox"/> TO-unique DD Form 254 (<i>only if security requirements</i>).	
5. Task Order Information	
a. Contract Type (<i>check one</i>). Time-and-materials (T&M) and cost-reimbursement (CR) contract types require justification in accordance with Federal Acquisition Regulations (<i>the Ordering Contracting Officer makes the final determination of which order type is in the best interest of the Government</i>) <ul style="list-style-type: none"> <input type="checkbox"/> Firm fixed price (FFP) (no justification required) <input type="checkbox"/> Cost-Reimbursement (CR) (provide justification in the box, below) <input type="checkbox"/> Time-and-Materials (T&M) (provide justification in the box, below) 	
b. Rationale: T&M and CR contract types require justification in accordance with Federal Acquisition Regulations	
c. FASA Exception. <i>If you are citing a FASA exception to Fair Opportunity Competition, designate which one below with a justification.</i> <ul style="list-style-type: none"> <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-2S contractors were given a fair opportunity to be considered for the original order <input type="checkbox"/> It is necessary to place an order to satisfy a minimum guarantee <input type="checkbox"/> A statute expressly authorizes or requires that the purchase be made from specified source 	
d. FASA Exception Justification:	
6. Order COR Training Certification: Army Order CORs are required to have Contracting Officer's Representative (COR) training prior to appointment in accordance with paragraph 1.7 of the ACA Acquisition Instruction. Appendix A of the ACA Acquisition Instruction contains a list of ACA-approved training courses. Refer to: http://aca.saalt.army.mil/Library/Acq-Instructions.htm	



Attachment 3 – Performance Based Service Acquisition Information

PERFORMANCE BASED SERVICE ACQUISITION (PBSA)

1. **General.** 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 Objective (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 Contracting 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. It is:

- (i) A firm-fixed price performance-based contract or task order.
- (ii) A performance-based contract or task order that is not firm-fixed price.
- (iii) A contract or task order that is not performance-based.

Requiring activities should use the contract type most likely to motivate contractors to perform at optimal levels. Firm Fixed-Price 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 (PWS).** 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 (SOW). In addition, the PWS will include performance standards, incentives, and a Quality Assurance Surveillance Plan (QASP).

a. **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).

- 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 task orders.

b. Performance Incentives. Incentives may be positive or negative; may be monetary or non-monetary. Note: If a financial incentive is promised, ensure that adequate funds are available at time of task order award to pay incentives that may be earned.

- Examples of Monetary Incentive 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).
 - Letters of appreciation to individual employees may translate to bonuses.

c. Quality Assurance Surveillance Plan (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 5](#).

5. Statement of Objectives (SOO). The SOO is an alternative to the PWS. It is a very brief document (commonly 2 to 10 pages, depending upon complexity, although there is no maximum or minimum length) which 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 task order; the SOO itself is not part of the task order.

A SOO sample format is provided as [Attachment 6](#).



Attachment 4 – SOW Example

FORMAT FOR STATEMENT 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 ITES-2S 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 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 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).
- 10. SECURITY:** State whether the work will be UNCLASSIFIED, CONFIDENTIAL, SECRET, TOP SECRET or TOP SECRET SCI. Contract Section H.8 requires that the level of classified access be incorporated into individual TOs as necessary. The Contract Security Classification Specification, DD Form 254 should be included if required.



Attachment 5 – PWS Example

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 ITES-2S 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 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. **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.
 - 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 (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.
- 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 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).
- 12. 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. ITES-2S Contract Section H.8 requires that the level of classified access be incorporated into individual TOs 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.



Attachment 5A – QASP 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 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 (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 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)



Attachment 6 – SOO Example

Statement of Objectives (SOO)

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

I. PURPOSE:

II. SCOPE OR MISSION:

III. PERIOD AND PLACE OF PERFORMANCE

IV. BACKGROUND:

V. PERFORMANCE OBJECTIVES, GOALS AND OUTCOMES: Examples include:

A. Overall Objectives:

1. Personnel - Provide a proper skill mix, experience, and required number of qualified personnel
2. Materials - Provide all necessary supplies, spares, tools, and 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.

B. 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-2S contractors to address these objectives within their proposals. Objectives identified within the SOO are addressed by the ITES-2S contractors within a SOW, which they write. Therefore consider how objectives identified in this section could be addressed within a SOW.

C. 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, Electro-Static Discharge (ESD) control, reliability, maintainability, system safety, etc.

D. Program Objectives:

1. Establish a 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.
3. Establish a comprehensive configuration management system.
4. 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.
5. Use electronic technologies to reduce paper copies of program information generated throughout the life of this contract.
6. Use electronic technologies to communicate and pass data between government and contractor organizations.

VI. Any operating or programmatic constraints. The following specifications, standards, policies and procedures represent the constraints placed on this Task Order:



Attachment 7 – ITES-2S Proposal Evaluation Plan Example

ITES-2S PROPOSAL EVALUATION PLAN

Basis of evaluation (check one):		<input type="checkbox"/> Best Value Trade-Off	<input type="checkbox"/> Lowest-Price, Technically Acceptable
Non-Price Factors			
<p>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.</p>			
<i>List the specific areas of your technical/management requirements to be evaluated. These areas should correspond with, and relate to, specific requirements</i>			
1. Technical / Management Approach			
a.			
b.			
c.			
d.			
<i>List the specific areas of your past performance requirements to be evaluated. These areas should relate to specific work statement requirements.</i>			
2. Past Performance			
a.			
b.			
c.			
d.			
<i>List any other evaluation criteria important to you, and the associated weights, below.</i>			
3. Other Factors (if applicable).			
a.			
b.			
c.			
d.			
Price Factor			
<p>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:</p>			
<input type="checkbox"/> Significantly more important than:		<input type="checkbox"/> More important than:	<input type="checkbox"/> Comparatively equal to:
<input type="checkbox"/> Less important than:		<input type="checkbox"/> Significantly less important than:	
...the Price Factor			



Attachment 8 – ITES-2S RFP Request Memo

ARMY CONTRACTING AGENCY (ACA)

LETTERHEAD

IN REPLY REFER TO:

(DATE)

MEMORANDUM TO: ITES-2S Contractors

SUBJECT: Request for Task Order Proposals

1. The Director of Information Management (DOIM) 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., SOW, PWS or SOO] (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 CHESSE *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-2S contractors the opportunity for Due Diligence. This will enhance your understanding of the requirements, and is in keeping with the principles identified by FAR 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.”
6. 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,

ITES-2S Ordering Contracting Officer

Attachments:

(1) Work Statement



(2) Proposal Submission Instructions and Evaluation Criteria



ATTACHMENT 9 – Proposal Submission Instructions and Evaluation Criteria 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 the Contractor's understanding of the requirements may be evaluated.

a. **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)**

b. **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 OTHER FACTORS.

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 IMPORTANTANCE TO cost/price.



Attachment 10 – ITES-2S Selection Recommendation Document (SRD)

ITES-2S SELECTION RECOMMENDATION DOCUMENT (SRD)	
A. Task Order Title: <i>(enter the Title as shown in the Work Statement)</i>	
B. Recommended Prime Contractor: <i>Check the name/number of the ITES-2S prime contractor to whom you are recommending an award.</i>	<input type="checkbox"/> Contractor ABC – Contract # 123 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
C. Justification: <i>Note - the “Fair Opportunity to be Considered” evaluation and justification is mandatory unless the requirement meets one of the five 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.</i>	<p>Attach a narrative summarizing the evaluation results, including the adjectival ratings for each non-Price evaluation factor and the identified strengths and weakness 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:</p> <ol style="list-style-type: none"> 1. <u>Results of non-Price Evaluations.</u> Discuss the results of the non-Price evaluations for each vendor that submitted a proposal. 2. <u>Results of the Price Evaluations.</u> Discuss the results of the Price evaluations for each vendor that submitted a proposal. 3. <u>Tradeoff analysis.</u> Describe the analysis that led to the recommendation of the prime contractor that should be awarded the task order.
D. Exception: <i>Note: Complete Section D only if an exception to the “Fair Opportunity to be Considered” process is being claimed.</i>	<p>If the specific requirements meet the criteria for one of the five FASA-allowed (Section 803) exceptions to Fair Opportunity, and is therefore exempt from the evaluation described in part C above, check the appropriate exception and provide justification for why this TO is exempt from Fair Opportunity.</p> <ol style="list-style-type: none"> <input type="checkbox"/> 1. The agency need for services is of such urgency that providing such opportunity would result in unacceptable delays (<i>attach justification</i>). <input type="checkbox"/> 2. Only one such 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>). <input type="checkbox"/> 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 TO already issued under the ITES-2S contract, provided that all the contractors were given fair opportunity to be considered for the original order. <i>(enter the Contract and Task Order No. of the original task order):</i> Contract W91QUZ-06-D- , Task Order <input type="checkbox"/> 4. It is necessary to place an order to satisfy a minimum guarantee. <input type="checkbox"/> 5. A statute expressly authorizes or requires that the purchase be made from a specified source.
E. Authorized Official	<i>(SRD must be signed by the Authorized Selection Official e.g., Ordering Contracting Officer - electronic signature (/s/) is acceptable)</i>
Name, Signature and Date:	

