



*INFORMATION TECHNOLOGY ENTERPRISE
SOLUTIONS-2 SERVICES (ITES-2S)*

ORDERING GUIDELINES

(Jan 08)

Foreword

This Ordering Guide contains all the information needed to use the Information Technology Enterprise Solutions-2 Services (ITES-2S) contracts to obtain Information Technology (IT) services worldwide. These contracts were awarded under the Federal Acquisition Streamlining Act (FASA), the Clinger-Cohen Act, and Section 803 of the National Defense Authorization Act of FY 2002, which requires that the prime contractors be provided a Fair-Opportunity to be Considered for Delivery/Task Order Awards. The contracts are structured as Indefinite Delivery/Indefinite Quantity (IDIQ) contracts, using task orders for acquisition of specified services. These contracts are available to the Army, Department of Defense, and other Federal Agencies.

Questions regarding these guidelines and procedures for placing orders against the contracts should be directed to the Army Small Computer Program (ASCP). Questions of a contractual nature should be directed to the Procuring Contracting Office (PCO), Army Contracting Agency (ACA), Information Technology, E-Commerce and Commercial Contracting Center (ITEC4). These guidelines will be revised, as needed, to improve the process of awarding and managing orders under the ITES-2S contracts.



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Information regarding the ITES-2S contracts, including links to the prime contractors' home pages, can be found at:

<https://ascp.army.mil>

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CHAPTER 1 GENERAL INFORMATION

1. Background. 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. Army Small Computer Program (ASCP) manages the contracts, in coordination with the Army Contracting Agency (ACA), Information Technology, E-Commerce and Commercial Contracting Center (ITEC4). 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, 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.**

2. 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 in Contract Section C.2.1. Copies of the ITES-2S contracts can be found on the Army Small Computer Program (ASCP) *it e-mart*. The *it e-mart* website is <https://ascp.army.mil>. Services will be acquired by issuing individual task orders. Contract type will be determined in accordance with the FAR and DFARS based on the circumstances of each order.

3. Prime Contractors. Following is a list of the ITES-2S prime contractors, and their respective contract number. Subcontractors/teaming partners, if applicable, are listed in attachment 1 for each prime contractor. Links to the prime contractor web sites can be found at the ASCP ITES-2S web site.

Prime Contractor	Contract Number
IBM Corporation	W91QUZ-06-D-0010
QSS Group, Inc	W91QUZ-06-D-0011
General Dynamics Information Technology, Inc.	W91QUZ-06-D-0012
EDS Corporation	W91QUZ-06-D-0013
Apptis, Inc.	W91QUZ-06-D-0014
STG, Inc.	W91QUZ-06-D-0015
Science Applications International Corporation	W91QUZ-06-D-0016
Lockheed Martin Integrated Systems, Inc.	W91QUZ-06-D-0017
Computer Sciences Corporation	W91QUZ-06-D-0018
Booz Allen Hamilton, Inc.	W91QUZ-06-D-0019
CACI-ISS, Inc.	W91QUZ-06-D-0020
Multimax, Inc.	W91QUZ-07-D-0001
Pragmatics	W91QUZ-07-D-0002
BAE Systems Information Tech	W91QUZ-07-D-0003
NCI Informations Systems, Inc.	W91QUZ-07-D-0004
Northrop Grumman IT, Inc.	W91QUZ-07-D-0005

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

CONTRACT TERMS	ITES-2S
Contract Ceiling	<ul style="list-style-type: none"> The total amount of all orders placed against all ITES-2S contracts shall not exceed \$20,000,000,000 over the life of the contract
Period of Performance	<ul style="list-style-type: none"> Nine (9) years: <ul style="list-style-type: none"> 36 month base period Three 24 month options
Pricing Structure	<ul style="list-style-type: none"> Firm Fixed Price Time and Material Cost Reimbursement
Performance-based Contracting	<ul style="list-style-type: none"> Preferred method for acquiring services
Fair Opportunity to Be Considered	<ul style="list-style-type: none"> Subject to FAR 16.505 and DFARS 216.505-70
Ordering Guidance and Process	<ul style="list-style-type: none"> See Chapter 3 below and Contract Section J, Attachment 4, Ordering Process

5. Performance-Based Service Acquisition (PBSA). PBSA means 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.

6. Fair Opportunity to Be Considered.

a. In accordance with 10 USC § 2304c(b) and FAR 16.505(b), the contracting officer must provide each ITES-2S contractor a fair opportunity to be considered for each order exceeding \$3,000, unless an exception applies.

b. In addition, orders placed by or on behalf of the Department of Defense must also comply with the requirement of DFARS 216.505-70. For orders exceeding \$100,000, DFARS 216.505-70 requires the contracting officer to (i) provide a fair notice of the intent to make the purchase, including a description of the supplies to be delivered or the services to be performed and the basis upon which the contracting officer will make the selection, to all ITES-2S contractors; and (ii) afford all contractors responding to the notice a fair opportunity to submit an offer and have that offer fairly considered.

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

7. 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 ASCP when acquiring non ESI software regardless of the dollar value. The customer shall access the waiver process, located on the web at <https://ascp.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 ASCP hardware contracts are the preferred source of supply. ASCP also has a list on their website of Commercial IT Products and

Services authorized for use by Army customers worldwide. If the hardware and related software required is not available from an ASCP 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 over \$25,000. The listing of COTS hardware available from ASCP sources can be viewed on the web at <https://ascp.army.mil/scp/contracts/compactview.jsp>. The customer shall access the waiver process, located on the web at <https://ascp.army.mil/scp/waiver/wvexplanation.jsp>. The waiver should be included in the Task Order upon award.

CHAPTER 2 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 Agency (ACA), Information Technology, E-Commerce and Commercial Contracting Center (ITEC4).**

- 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, IPRs, negotiating sessions and working meetings.

2. **U.S. Army Small Computer Program (ASCP).**

- 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://ascp.army.mil>.
- With support from the CECOM, 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 In-Process Review (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, Department of Defense, 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 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.

6. Contractors. The principal role of the contractors is to perform services and/or deliver related products that meet requirements and/or achieve objectives/outcomes described in orders issued under the ITES-2S contracts.

7. Ombudsman. ITES-2S task order competitions ordinarily are not subject to bid protest under FAR Subpart 33.1. However, 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:

Craig Drew
Army Contracting Agency, ITEC4
Attn: SFCA-IT
2461 Eisenhower Avenue, Room 954
Alexandria, VA 22331
Phone: (703) 325-9490
E-mail address: Craig.Drew@us.army.mil

CHAPTER 3 ITES-2S ORDERING GUIDANCE

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, Department of Defense, and other Federal agencies. There are no approvals, coordination, or oversight imposed by the 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 ACSP *it e-mart* at <https://ascp.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 ACSP *it e-mart*, <https://ascp.army.mil/scp/index.jsp>.

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. The Contractor may augment their labor categories and job descriptions on a task order basis. If the 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); the IT Functional Area Expert (FAE); and the Incidental Construction category may only be used 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 FAE and SME. 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 the 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 beginning with 0001 thru 9999, which are reserved for ITEC4. 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. Non-DoD agencies 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 if 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.

7. Ordering 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 **ASCP it e-mart**, <https://ascp.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 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 services solution, ITES-2S contractors are expected to use ASCP 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 GFE and/or 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 which 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 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 number 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 Chapter 2, 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:



7. 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 evaluation shall be completed within 30 days of task order renewal. 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 ASCP website at <https://ascp.army.mil/scp/ites2s/ctorpp.jsp>.

Information Technology Enterprise Solutions – 2 Services (ITES-2S) prime contractors and their subcontractors.

Below is a representative listing of the prime contractors and their subcontractors. For a more updated list of the subcontractors, go to the links provided for each prime contractor.

Contract Number: W91QUZ-06-D-0010

PRIME: IBM

http://www1.ibm.com/gold/portal/servlet/gold/ites2s/Content?contentURL=/gold/portal/html/en_US2/669170.html&page=Welcome

Subcontractor:

Abacus Technology corporation	Cordev, Inc.	Paradigm Solutions Corporation
Advanced Systems Development, Inc.	CounterTrade Products, Inc.	Precision Task Group
All Points Logistics	Daston Corporation	Quantum Research International, Inc.
Altarum	Engineering and Professional Services	Remtech Services
American Systems Corporation	High Performance Technologies, Inc.	Sytel, Inc.
Automation Creation, Inc.	Jacobs engineering	Telcove
Boeing Company	Karta Technologies	Vertex Information Computer Co (VICCS)
Bowhead Information Technology Services, Inc.	L-3 Communications	Vista International Operations
CapGemini	LESCO	Vistroniiz, Inc.
CNI Information Technology, LLC	New Millennium Technologies	World Wide Technology, Inc.

Contract Number: W91QUZ-06-D-0011

PRIME: QSS

<http://www.qssgroupinc.com/armyites2s.htm>

Subcontractors:

Advance Concepts, Inc.	Hyperion, Inc.	Man Tech Gray Hawk Systems, Inc.
Anteon Corporation	ITS Corporation	MCI Communications Services, Inc.
Bearing Point	Infocom Technology, Inc.	Micro Link Corporation
CACI, Inc.	Information Technologies, Inc.	MicroSys
Camber Corporation	Integrated Systems, Inc.	MicroTech
Castillo Technologies, LLC.	International Network Services Federal, Inc.	NextiraOne Federal
Computer Associates International	Jacobs Sverdrup	NMR Consulting, Inc.
Daston Corporation	KEI Pearson, Inc.	NC Agricultural and Technology State University
Data Networks Corporation	Logistics and Environmental Support Services Corporation	PerformanceNet Management Group, LLC
Digicon Corporation	Logistics Management Resources, Inc.	Pinkerton Computer Consultants, Inc.
EMC Corporation	Maden Technologies	Remtech Services, Inc.
GD/Signal Solutions, Inc.	Management and Engineering Technologies International, Inc.	
GTSI Corporation		
High Performance Technology, Inc.		

Sabre Systems, Inc.
SAIC
Serco

SRA International, Inc.
Stanley Associates, Inc.
TRI-COR Industries, Inc.

NC Agricultural and Technology
State University

Contract Number: W91QUZ-06-D-0012

PRIME: General Dynamics

<http://www.armyenterprisesolutions.com/ites/documents/partners.jsp>

Subcontractor:

Abbttech	Harris (GCSD Division)	SphereCom Enterprises, Inc.
AnviCom	IMC (Innovative Mgmt Concepts)	SPLIS
ASI (Analytical Services)	Information Experts	Stanley
By-Light	Insignia Technologies	Telesis
CDW-G	ITS Corps	Triumph
DS IS (DS Information Systems)	Keane	UNICOM
EG&G	Khan & Hill, Inc.	WWT
ELE (Erica Lane Enterprises)	MicroTech LLC	
EMC (Federal)	Nucore Vision	
GPS	NETCONN	
Hampton U.	Snell Enterprises, Inc.	

Contract Number: W91QUZ-06-D-0013

PRIME: EDS

<http://www.eds.com/sites/contractvehicles/ites2/edspartners.aspx>

Subcontractors:

Advantage Profs	Dimensions International	MORI Associates
Aegis	DKW Comm	Network Mgmt Solutions
AHTNA	DPSI	ObjectFX
AKRON	DS3 Computing Solutions	Paradigm Technologies
AllStaff Technical	E2 Solutions	Patriot Technologies
Alta IT Services	Enlightened	Ravens Group
Amyx	Enterprise Inform Mgmt (EIM)	Riptide Software
Apptis (formerly SETA)	EPS	SETA Corporation
APT	Federated IT	Silver Bullet Solutions
ASD	GAITS	Stratizon
ASSYST	Gestalt LLC	SuprTEK
Battelle Memorial Institute	GLS	Systems Mgmt Engineering
Bay State Comp	Horizon	TecMasters
Business Control System	IsoSpace	V-Tech Solutions
CORDEV	Isoterix	VISTA Technology Services
DefenseWeb	Lee Technologies	Z Systems
Dev Technology Group	MMC	ZeNETeX
DeXisive	Morehouse College	

Contract Number: W91QUZ-06-D-0014

PRIME: Apptis

<http://www.apptis.com/ites%2D2s/about/partners.html>

Subcontractors:

Centech
EDS Corporation
InfoZen
Integrated Systems Improvement Services
ITT Industries
JIL Information System
Knowledge Advantage Inc.
Leading Technology Services
Management Concepts

Masi Technologies
Master Key Consulting
Orizon
PST
Platinum Solutions
RSA Security
SAVVIS Federal Systems
SETA Corporation
Silver Bullet
Spherion

ST Net
Strategic Enterprise Systems
Sun/ StorageTEK
Technica
Telcordia Technologies
TKC Communications
Tribalco
Trinity IMS
VETS

Contract Number: W91QUZ-06-D-0015

PRIME: STG

<http://www.ites2s.com/team.cfm>

Subcontractors:

Advantage Factory
ARINC
CDW-G
CTA Solutions
Dell Computers
DHL
Flour

Intelligent Decisions
Intergraph
ITT Industries
L-3 Government Services
Merlin Technical Services
NTMI
Stealth Network Communications

Symantec
Synchris
TEKSystems
Technical and Project Engineering
WareOnEarth

Contract Number: W91QUZ-06-D-0016

PRIME: SAIC

<http://ites2s.saic.com/teampocs.html>

Subcontractors:

3 H Technology
AAC
AGT
Apogen Tech
ASM Research
ATSG
BearingPoint
Ciber
Computing Technologies
Digicon
DS&T
ERP*i*

GlobeComm
Headstrong
HAI
JSU
Ki Company
LESCO
LMR
Marconi Federal
MILVETS
Morgan Research Corporation
Occam
Pacific Star

PVA&MURI
QIS
RIS, Inc.
SEIDCON
Sitescape
Smartronix
SNVC
TEK System
The Van Dyke TG
Tri-Star Eng

Contract Number: W91QUZ-06-D-0017

PRIME: Lockheed Martin

<https://ites.lmitweb.com/teammates>

<https://www.rapidresponse.com/ites/itespub/ites_directory.cfm>

Subcontractors:

Aspex, Inc.

Blackhawk mgt Corporation
Mento Protégé

CACI
Cherokee Info. Services

CORDEV, Inc.
Daston Corp mento Protégé
DKW communications
Dynamix
Ginn Services
HBCU/MI Project Office (HPO)
KAI Research, Inc.

Macro Solutions
ManTech
Maze Technologies
McFadyen
Norbeck Technologies
PriceWaterhouse Coopers
Object C Talk Mentor Protégé

Sigmatech
SRA International
Software Engineering Services
Univ. of Texas at San Antonio

Contract Number: W91QUZ-06-D-0018

PRIME: CSC

<http://www.csc.com/industries/government/mds/mds881/2427.shtml>

Subcontractors:

ASRC Federal

Anvil Logic

Boone Associates

Cambridge Communications

Criterion

Hyperon

ICRC Solutions

)

ISI

Meadowgate Technologies

Meetingworks

Merlin Technical Solutions

Paloma Systems

PEMCCO

RGS Associates

SMARTnet

Strategic e-Business

Targeted Learning Corp.

Technology Advancement Group,
Inc

HBCU/MI Research Alliance
(HMIRA)

Contract Number: W91QUZ-06-D-0019

PRIME: Booz Allen Hamilton

<http://ites-2s.bah.com/teaming.asp>

Subcontractors:

Advanced Solutions for Tomorrow

All Points Logistics

Allen Corporation of America, Inc.

Ambit Group

Artech Information Systems

Calibre Services, Inc.

Diamond Data Systems

Engenious Consulting Group

EPS

Eyak Technology

Federal IT Consulting

FEI

Femme Comp- Inc.

Internosis

Nortel PEC Solution

Mountaintop

Red Team Consulting

SAI People

SASS Inc.

The Triple I Company

Transtecs

Tuskegee University

Contract Number: W91QUZ-06-D-0020

PRIME: CACI-ISS

<http://www.caci.com/Contracts/ITES/team.shtml>

Subcontractors:

Abacus

AQC

AVI

Capgemini Government
Solutions, LLC

CA

CDW-G

CNC

GCI

Hi- Tec Systems

HPO

IBEX

IMC

JGA

Lucent

Metters

Management Systems Designers

Nortel PEC

SBC

SRA (Galaxy)

SSI

Symantec

WINS

Contract Number: W91QUZ-07-D-0001

PRIME: Multimax, Inc.

http://www.multimax.com/contracts/ITES-2S/program_management/poc.shtml

Subcontractors:

Altaire	Federated IT	RISE
ALTECH	ITS	RWD
Amcom Software	KV NET	SafLink
Array	ManTech	Sharp
Artel	Morgan State University	Software Engineering Services
ARTI	Mutual Telecom Services	SI International, Inc.
Blackhawk	MTC Technologies	Stellar
Brandon	Northrop Grumman	Talmadge Group
Boson Technology	Ounce Labs	Vistrionix
Collins Consulting	Precision	York
ESEI	Prosoft	
Eyaktek	Red Team Consulting	

Contract Number: W91QUZ-07-D-0002**PRIME: Pragmatics**

<https://ites-2s.pragmatics.com/metadot/index.pl?id=2168;isa=Category;op=show>

Subcontractors:

AT&T	IFC Consulting	ProLogic, Inc.
Boeing	Keane Federal Systems	T-Squared Enterprises, LLC.
Ciber, Inc.	KeyLogic Systems	University of Maryland Eastern Shore
Dynamics Research Corporation	Knowledge Connections, Inc.	Verizon FSN
Harris Corp.	PriceWaterhouseCoopers	

Contract Number: W91QUZ-07-D-0003**PRIME: BAE Systems Information Systems, Inc.**

<http://www.bae-it.na.baesystems.com/wat.nsf/0/BF11DE881C95053D8525726700706142>

Subcontractors:

Advance System Technology	Chenega Technology Services Corporation	Janus Research Inc.
Alion Science and Technology Corporation	CherryRoad Technologies, Inc.	Oberon Associates Inc.
Arrowhead Global Solutions, Inc.-	Deloitte and Touche LLP	Thomas and Herbert Consulting LLC
Base One Technologies, Inc.	Fraunhofer	Tybrin Corporation
Black and Veatch Special Projects Corp.	Innovative Technology Applications, Inc.	

Contract Number: W91QUZ-07-D-0004**PRIME: NCI**

http://www.nciinc.com/ites-2s/nci_team.cfm

Subcontractors:

3eTechnologies International	AIPS Engineering, Inc.	CDW-G
AC Technology, Inc.	Allied Technology Group, Inc. (ATG)	CNSI
ACS Systems & Engineering, Inc.	Applied Quality Communications, Inc.	Cogito, Inc.
Accenture	Anteon Corporation	COLSA Corporation
Advanced Resource Technologies, Inc.	BBX Technologies, Inc.	Crucial Security
Advantage Factory	CAS Inc.	DESE Research, Inc.
Agile Communications		Dynetics, Inc.

Engineering Systems Solutions,
Inc.
Goldbelt Raven, LLC
Galaxy Inc.
Guidance Software
Harris Technical Service
Corporation
North Carolina A&T University
KMA Business Solutions
L3 ILEX
LogSec Corporation
Lucant
Madison Research Corporation
MCCI dba USFalcon

McDonald Bradley
Microsoft Corporation
Mill City Corporation
NetCentrics
PKMM, Inc.
Raytheon
Robbins Gioia, LLC
Rome Research Corporation
RSIS
Scientific Research Corporation
(SRC)
SI International
Symbolic Systems, Inc.
Sysorex

Systems and Proposal
Engineering Company
TAMSCO
TapSys Corporation
TechWise
TeleCommunications Systems
Verisign
Veterans Enterprise Technology
Solutions
Viatech Inc.
Vitech Corporation
Wave Systems, Inc.
Westech International, Inc.

Contract Number: W91QUZ-07-D-0005

PRIME: Northrop Grumman IT, Inc.

<http://ites2s.it.northropgrumman.com/Portal/teamsubsPub.asp>

Subcontractors:

All Points Logistics
BTI (Base Technologies. Inc.)
Capstone Corp
Cexec, Inc.
CISCO Systems
DeVA Systems
Digital Migration, Inc.
DSA (Data Systems Analysts)
Frontier Systems Integrators,
LLC.
GTSI
HBCU/MI Project Office
HP (Hewlett-Packard Co.)

Hoppmann Audio-Visual
Linden International
McFRA IT Service
Microsoft Corp.
MKI Systems
Multimax, Inc.
Netconn Solutions
Nortel Networks, Inc.
PAVL
Phacil, Inc.
RAM (Research Analysis and
Maintenance)
Serrano Services

Siemens Communications, Inc.
SMART Technology
Solid Networks Solutions
Sun Microsystems, Inc.
Techni-Core Engineering
Telos (Techrizon)
Titan Corp.
Triune Software, Inc.
T-Systems
Unisys

ATTACHMENT 2 – Example
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 2003 or MS Excel Office2003, 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.	
Order COR Training Certification Date:	

ATTACHMENT 3

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).

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 - 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 – 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 - 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 - 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 - Example
ITES-2S PROPOSAL EVALUATION PLAN**

Basis of evaluation (check one): Best Value Trade-Off Lowest-Price, Technically Acceptable

Non-Price Factors

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

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

1. Technical / Management Approach

- a.
- b.
- c.
- d.

List the specific areas of your past performance requirements to be evaluated. These areas should relate to specific work statement requirements.

2. Past Performance

- a.
- b.
- c.
- d.

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

3. Other Factors (if applicable).

- a.
- b.
- c.
- d.

Price Factor

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:

- Significantly more important than: More important than: Comparatively equal to:
 Less important than: Significantly less important than:
...the Price Factor

ATTACHMENT 8 - Example

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 Army Small Computer Program (ASCP) *it e-mart* at: <https://ascp.monmouth.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 - 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 - Example
ITES-2S SELECTION RECOMMENDATION DOCUMENT (SRD)**

<p>A. Task Order Title: <i>(enter the Title as shown in the Work Statement)</i></p>	
<p>B. Recommended Prime Contractor: <i>Check the name/number of the ITES-2S prime contractor to whom you are recommending an award.</i></p>	<p><input type="checkbox"/> Contractor ABC – Contract # 123 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
<p>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>	<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"> <u>Results of non-Price Evaluations.</u> Discuss the results of the non-Price evaluations for each vendor that submitted a proposal. . <u>Results of the Price Evaluations.</u> Discuss the results of the Price evaluations for each vendor that submitted a proposal. <u>Tradeoff analysis.</u> Describe the analysis that led to the recommendation of the prime contractor that should be awarded the task order.
<p>D. Exception: <i>Note: Complete Section D only if an exception to the “Fair Opportunity to be Considered” process is being claimed.</i></p>	<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> <p><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>.</p> <p><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>.</p> <p><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 █</p> <p><input type="checkbox"/> 4. It is necessary to place an order to satisfy a minimum guarantee.</p> <p><input type="checkbox"/> 5. A statute expressly authorizes or requires that the purchase be made from a specified source.</p>
<p>E. Authorized Official</p>	<p><i>(SRD must be signed by the Authorized Selection Official e.g., Ordering Contracting Officer - electronic signature (/s/) is acceptable)</i></p>
<p>Name, Signature and Date:</p>	