DIGITAL MARKET

CPE ES2
CAPABILITY PROGRAM EXECUTIVE
ENTERPRISE SOFTWARE & SERVICES

Information Technology Enterprise Solutions – 4 Hardware (ITES-4H)

Ordering Guide
v 3.0

09 March 2026

FOREWORD

These ordering guidelines contain the information needed to issue Delivery Orders (DOs) against the Information Technology Enterprise Solutions - 4 Hardware (ITES-4H) contracts. These contracts were awarded under the Federal Acquisition Streamlining Act (FASA), the Clinger-Cohen Act, and the National Defense Authorization Act (NDAA) for Fiscal Year (FY) 2025, which requires that the prime contractors be provided a fair opportunity to be considered for delivery order (DOs) awards. The contracts are structured as Indefinite Delivery/Indefinite Quantity (IDIQ) contracts, using DOs for the acquisition of a full range of Information Technology (IT) equipment for server, storage, and network environments; for related integration services; and for maintenance/warranty of legacy IT equipment as part of an ITES- 4H solution, in accordance with (IAW) the commercial items definition in Federal Acquisition Regulation (FAR) 2.101. A Commerciality Determination was performed at the base IDIQ level and therefore is not required at the DO level.

These contracts are available to the Army, other DOD agencies, and all other Federal agencies, and authorized Government contractors supporting these agencies IAW the Defense Federal Acquisition Regulation Supplement (DFARS) 252.251-7000.

Questions regarding these guidelines and procedures for placing orders against the contracts should be directed to the Digital Market (DM) (Formerly Computer Hardware, Enterprise Software and Solutions (CHESS)) Team.

Questions of a contractual nature should be directed to the Procuring Contracting Officer (PCO) at Army Contracting Command - Rock Island (ACC-RI). These guidelines will be revised, as needed, to improve the process of awarding and managing orders under the ITES-4H contracts.

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Information regarding the ITES-4H contracts, including links to the prime contractors' home pages, can be found at: https://chess.army.mil.

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CHAPTER 1: ITES-4H - GENERAL INFORMATION

1. BACKGROUND

The ITES-4H contracts are multiple award, IDIQ contract vehicles, specifically designed as the primary source for IT equipment to support the Army enterprise infrastructure and infostructure goals with a full range of innovative, world class IT equipment and solutions at a reasonable price.

It is essential that the ITES-4H equipment integrate and enhance Army Net-operations/Net- centric capabilities, while providing a common look and feel for Army applications at all levels of both the strategic and tactical Army enterprise. Emphasis should be placed on equipment that can be updated or enhanced in order to incorporate long-term migration strategies with performance enhancements for initiatives such as the Global Information Grid (GIG), Future Combat Systems (FCS), Information Assurance (IA) policies, and Internet Protocol version 6 (IPv6) policies. The equipment must be in compliance with existing Department of Defense (DOD) and Department of Army (DA) standardization and interoperability policies.

Working in partnership with the prime contractors, Digital Market manages the contracts in coordination with ACC-RI. ITES-4H contractors are to enhance Army capabilities by partnering with and supporting the implementation of products listed on approved DOD programs. Digital Market will not require software products offered under ITES-4H catalogs to have a Certificate of Networthiness (CoN). The CoN is a legacy Army requirement for networthiness vetting. The Assess Only process under the Risk Management Framework (RMF) replaced the CoN process on 02 July 2018. RMF is a common framework for Federal Information Systems developed by the National Institute of Standards and Technology with the goals of improving information security, strengthening the overall risk management process, and encouraging system reciprocity among federal agencies. Although there are goals to encourage reciprocity at the system level, there is no obligation for reciprocity at the COTS IT software product level. Therefore, there is no requirement under ITES-4H for products to have gone through the RMF process. The Government does require Contractors to indicate which products offered do have legacy CoNs, have been through RMF, or are listed on another DOD approved program.

2. SCOPE

The ITES-4H contracts provide for the purchase and lease of commercial UNIX Based Servers, Non-UNIX based servers, desktops, notebooks, workstations, thin/zero clients, storage systems, networking equipment (including wireless), network printers, product ancillaries (including equipment cabinets, racks and mounts), peripherals (including monitors), network cabling products, video teleconferencing (VTC) products, standalone displays (e.g., plasma screens, HDTVs), document scanners, Everything over Internet Protocol (EoIP) products, communication devices, power devices, and software (includes Enterprise Software Agreements (ESA), Non-ESA, SmartBUY, and Non-

SmartBUY), warranty variations, and other related incidental services, accessories, and options.

NOTES for LEASE, LEASING Multi-Function Device (MFD), SOFTWARE and WARRANTY PURCHASES:

Lease: The term "lease" includes both fixed lease payments and variable lease payments based on consumption or utilization, provided the solution is delivered to government- designated premises. Terms and conditions for the leases shall be negotiated between the Ordering Contracting Office (OCO) and the contractor. Lease terms cannot extend past 36 months after contract expiration. Delivery of leased items must occur no later than 180 days after contract expiration.

For all lease arrangements of Multifunctional Devices, to include Cost per Copy, Government retention of the Hard/Storage Drive is required in accordance with Army regulation.

Multi-Function Device (MFD): MFD's are not mandatory on ITES-4H. In accordance with DOD Instruction 5330.03 Single Manager of DOD Document Services, the Army has implemented guidance for use of Defense Logistics Agency (DLA) contract(s), see "Army Procurement or Lease of Printing Devices and Services memorandum", 17 November 2023. In the event the DLA contract does not meet the needs of your requirement, Digital Market hardware contracts can be utilized. Please direct all questions to your Contracting Office and their determination of contract for your requirement.
https://www.dla.mil/Document-Services/Office-Printing-Devices/

Software: Army customers are required to procure software through Digital Market. To do so Army customers must reference Enterprise Licensing Agreements (ELAs) first, then depending on contract strategy and OCO direction utilize DOD Enterprise Software Initiatives (ESI) or ITES-SW2. You will need to refer to the specific software contract pages to determine if the Digital Market contracts meet your requirements. For ITES-SW2, there is a need to submit a Request for Quote (RFQ). If it is determined the Digital Market contracts do not meet your requirements, you must submit a request for a Statement of Non-Availability (SoNA).

Warranties: Some Agencies/Organizations purchase warranties that cover the entire Agency/Organization. Please ensure that there are no warranties purchased to cover your requirement prior to your purchase to eliminate double payments for the same products.

The ITES-4H contract is to provide for the purchase and lease of COTS hardware, incidental software, incidental services, warranty variations, accessories and other related options. ITES-4H will fulfill requirements from commodity purchases to end-to-end solutions. The proposed equipment must comply with the existing Department of Army (DA) and DoD standardization, security, and interoperability policies.

The legacy equipment warranty/maintenance shall be related to the integration of equipment procured under this contract. The services shall be performed as requested by the customer on individual DOs. Services shall be directly related to the procurement of equipment under this contract.

In order to keep pace with changes in technology and meet worldwide requirements of the Army, the contractor shall provide for new technologies and refresh their catalog product offerings IAW the contractor's commercial business practices, as Army requirements change, and IAW this agreement, over the life of this contract. These new technologies may include, but are not limited to: biometrics, embedded encryption, body wearable computers and displays, wireless products, and mobile personal data terminals. IT products procured through this acquisition are required to comply with DOD and Army standards.

The Contract Line Items (CLINs) consist of equipment and warranty catalogs, non-catalog unpriced items, services, software, and shipping. Separate CLINs exist for the base period and the one option period:

Base Contract: 19 September 2025 – 18 September 2030
Base Ordering Period: 20 November 2025 – 18 September 2030 (CLINs 0101 - 0810)
Option Period 1 (if exercised): 19 September 2030 – 18 September 2035 (CLINs 1101 - 1810)

Delivery Order CLIN structures shall follow DFARS 204.71 Uniform Contract Line Item Numbering guidance, and shall be in accordance with the format of the base IDIQ contract. Numbering of CLINs on delivery orders shall be IAW FAR Subpart 4.16.

Catalog	Hardware Item CLIN	Warranty CLIN
Catalog I	0101	0102
Catalog II	0201	0202
Catalog III	0301	0302
Catalog IV	0401	0402
Catalog V	0501	0502
Catalog VI	0601	0602
Catalog VII	0701	0702
Non-Catalog Items	0801	
Related Items & Equipment	0802	
Related Software	0803	
Related Services	0804	
OCONUS Shipping	0805	
Shipping Variations	0806	
DoD Enterprise Software Initiative (ESI)	0807	
Other Direct Expenses	0808	
Contractor Manpower Reporting (CMR)	0809	
Contract Data Requirements List (CDRL)	0810	

A minimum discount is identified by each contract's (see below) catalog CLIN. The catalogs consist of the following descriptions and CLIN numbers:

Catalog I – Servers (CLIN 0101, Warranty CLIN 0102)

- UNIX and Non-UNIX based platforms with current generation multiple core Intel/AMD or equivalent processors. Includes all servers that support the provided platforms (e.g., various processor clock rates, high availability components, internal storage devices such as hard/storage disk drives and optical drives, memory modules and upgrades, video cards, network interface cards, expansion bays, multimedia devices, interface adapter cards, internal cables, processor/motherboard upgrades), mounting racks, cabinets power supplies, power adaptors, clustering devices, and operating systems/licenses not covered or provided under existing Government enterprise agreements, e.g., Enterprise License Agreements (ELAs), Enterprise Contracts (ECs) and Enterprise Software Initiatives (ESIs).

Catalog II – Workstations, Thin/Zero Clients, Desktops and Notebooks (CLIN 0201, Warranty CLIN 0202)

- Includes platforms with current generation Intel and AMD processors (or equivalent). Included are internal items that directly support the proposed platforms (e.g., various processor clock rates, internal storage devices (hard/storage disk drives and optical drives), memory modules and upgrades, video cards, network interface cards, multimedia devices, interface adapter cards, expansion bay, internal cables, processor and motherboard upgrades), keyboard/mouse, portable storage devices, memory cards, power strips, USB hubs, card readers, speakers, external connection cables, expansion chassis, monitors, power adaptors, warranty and warranty variations, and operating system/licenses not covered or provided under existing Government enterprise contracts, e.g. J/ELAs, ESI, ITES-SW as described on the Digital Market website.

Catalog III – Storage Systems (CLIN 0301, Warranty CLIN 0302)

- Includes items such as various storage arrays, storage area networks, various JBODs (Just Bunch of Disks) configurations, various sizes of hard/storage disk drives, storage cables, adapters, storage expansion cabinets, storage network bridge devices, power supplies, power adaptors, firmware, tape backup devices, optical backup devices, tape and optical media, warranty and warranty variations and related commercial storage software products not covered or provided under ELA, ESI, or ITES-SW as described on the Digital Market website.

Catalog IV – Networking Equipment (CLIN 0401, Warranty CLIN 0402)

- Includes items such as managed and unmanaged switches, hubs, gateways, routers, LAN wireless networking devices, Everything over Internet Protocol (EoIP), associated cables, adapters, firmware, memory upgrades, interface cards, power supplies, power adaptors, expansion bays, service packs, firewalls, warranty and warranty variations, and related network management software products not

covered or provided under ELA, ESI, or ITES-SW as described on the Digital Market website.

Catalog V – Imaging Equipment (CLIN 0501, Warranty CLIN 0502)

- Includes network printers, Multi-Functional Devices (MFDs), 3-D printers, scanners, supporting devices (e.g. hard/storage disk drives, memory and upgrades, network interface adapters, cables, input trays, duplexers, output bins), power adapters, warranty and warranty variations.

Catalog VI – Cables, Connectors, and Accessories (CLIN 0601, Warranty CLIN 0602)

- Includes Uninterruptible Power Supplies (UPS), power strips, line conditioners, various network cables (metallic and optical) to include, but not limited to; cable trays, various cable bends, connectors, and cable tray hangers.

Catalog VII – Video Equipment Products (CLIN 0701, Warranty CLIN 0702)

- Includes Video Teleconferencing Equipment (VTC), standalone displays (Plasma, LCD, LED, HDTVs) larger than 21 inches, smartboards, virtual reality systems and projectors to include ancillaries and warranty and warranty variations.

NOTE: Under the ITES-4H contract, hardware purchases in all Catalogs, except for Catalog II, have a one-year warranty. Catalog II items have a three-year warranty. These warranties remain in effect after the contract reaches its end of life and do not fall under Clauses 52.212-4 or 52.216-22. *If the Original Equipment Manufacturer (OEM) warranty is longer than the standard one-year or three-year (for Catalog III) warranty, the OEM's warranty shall apply.*

Catalog	Description	Warranty
Catalog I	Servers (UNIX and Non-UNIX platforms, storage devices, etc.)	1 Year
Catalog II	Workstations, Thin/Zero Clients, Desktops, Notebooks	3 Years
Catalog III	Storage Systems (arrays, tape backup devices, etc.)	1 Year
Catalog IV	Networking Equipment (switches, routers, firewalls, etc.)	1 Year
Catalog V	Imaging Equipment (printers, scanners, etc.)	1 Year
Catalog VI	Cables, Connectors, and Accessories	1 Year
Catalog VII	Video Equipment Products	1 Year

NOTE: If a product is available for lease, the Ordering Contracting Officer (OCO) will perform a Lease vs. Buy Analysis.

DOD Information Network (DODIN) Approved Products List (APL): If there is an APL category for a solution, then solutions offered must be posted on the DODIN APL (https://aplits.disa.mil/apl) unless the Ordering Contracting Officer (OCO) makes a determination that the DODIN APL is not applicable to the solution sought (as defined in the Unified Capabilities Requirements and in the DODIN APL Process Guide) and states the exception in the request for quote (RFQ). The OCO may indicate a preference for an APL solution in the RFQ even if the solution sought does not require

listing on the DODIN APL. All responses to RFQs must clearly identify whether a solution being offered is posted to the DODIN APL or not posted to the DODIN APL if there is an APL category for that solution. When submitting a new catalog to the Digital Market Product Officer for ITES-4H and to the Contracting Officer and Contract Specialist for ITES-4H for approval, the Contractor must clearly identify whether the item is posted to the DODIN APL.

Non-Catalog Items:
The Government reserves the right to add CLINS for individual items to the contract that currently are not catalog items. See paragraph 3.3 of the SOW. CLINs 0801 (Base Period), 1801 (Option 1). No established minimum discount exists for non-catalog items. The OCO must establish FFPs IAW FAR 15.4 for unpriced items.
The non-catalog, unpriced items are:

Related Items and Equipment:
This CLIN may be used for Army-approved IA items, new technology items that do not fit into the predefined Catalogs I through VII, and for items required to complete an ITES-4H solution. Related items do not necessarily fit into Catalogs I through VII and shall be within the scope of the contract. This CLIN shall be provided IAW paragraph (b)(1) of the Pricing Terms. CLINs 0802 (Base Period), 1802 (Option 1).

NOTE: All ITES-4H contract catalog items must be Trade Act Agreement (TAA) compliant. However, there are instances where an item required as part of an ITES-4H solution is not TAA compliant, and no TAA compliant item is available. OCOs may decide to waive the TAA requirement and purchase the non-TAA compliant item only after confirming:

- The item to be purchased is non-TAA compliant
- No TAA compliant items are available from any of the ITES-4H contractors
- No other TAA compliant items are available that will satisfy the requirement
- In preparing a TAA waiver, the OCO should consult with their local network authorities and assigned executive officer for approval

OCOs will document the order file to support the determination to waive the TAA requirement (reference Chapter 2, item 4). Such waivers will be specific to the individual DO and IAW the OCO agency's policies and procedures. Non-TAA compliant items will be offered under the Related Items, Equipment and Software CLIN. The OCOs must establish FFPs IAW FAR 15.4 for these items.

Related Software:
This CLIN may be used for commercial non-ESA software products or non-SmartBuy software products required to complete an ITES-4H solution. Related software products must be within the scope of the contract. This CLIN shall be provided in accordance with paragraph (b)(1) of the Pricing Terms. CLINs 0803 (Base Period) and 1803 (Option 1).

NOTE: If a customer submits a Request for Quote (RFQ) for software (SW) ONLY, the vendor may quote only when the customer can provide documentation proving that the original license was purchased under ITES-3H or ITES-4H. All other SW purchases MUST be done in conjunction with a total solution.

Related Services:
Related services shall be services directly related to the ITES-4H equipment requirement. The contractor shall also provide legacy equipment maintenance/warranty as part of system configuration and integration services. The legacy equipment warranty/maintenance shall be related to the integration of equipment procured under this contract and will clearly define items to be maintained and level of service required. All services shall be performed as negotiated and agreed to by the Requiring Activity (RA). These services shall be provided IAW paragraph 3.4 of the Statement of Work (SOW). CLINs 0804 (Base Period) and 1804 (Option 1).

NOTE: If a customer submits a Request for Quote (RFQ) for maintenance and/or warranty ONLY, the vendor may quote only when the customer can provide documentation proving that the original hardware was purchased under ITES-3H or ITES-4H. All other maintenance and/or warranty purchases MUST be done in conjunction with a total solution. If the hardware was purchased outside of ITES-3H or ITES-4H then the preferred source of supply for hardware maintenance should be the Digital Market Service contracts. For Army users, Digital Market is the mandatory source for the purchase of commercial IT services IAW Army Federal Acquisition Regulation Supplement (AFARS) 5139.101-90(b).

NOTE: All applicable clauses required in support of OCONUS services shall be added to the individual orders by the OCO.

Related incidental Commercial off-the-shelf (COTS) Services and Software
If related incidental Services and/or software products are required for a particular DO, the Digital Market contracts are the preferred source of supply. For Army users, Digital Market is the mandatory source for hardware and software IAW Army Federal Acquisition Regulation Supplement (AFARS) 5139.101.

Army customers are required to procure COTS IT products through Digital Market. The vendor must attempt to submit a Request for Proposal (RFP) or Request for Quote (RFQ) (Hardware) on behalf of the customer.

OCO's are responsible for obtaining a Letter of Authorization (LOA) for vendors to purchase on their behalf of their organization. A LOA is required prior to an RFx submission. This requirement is for any delivery orders that use Army Funds or are purchasing on behalf of the Army. The listing of COTS hardware is available from Digital Market sources can be viewed on the IT e-mart at https://chess.army.mil

NOTE: Please see Digital Market ITES-4H Contracts Page for the LOA template. https://chess.army.mil/Contract/Program?Name=ITES-4h

If it has been determined that the Digital Market contracts do not meet the organizational requirements or determined the products must be purchased from another source, the customer must submit a request for a Statement of Non-Availability (SoNA), regardless of dollar value. The customer can obtain access to the SoNA process, located on the IT e-mart at https://chess.army.mil/Content/Page/SoNA. The SoNA should be included in the DO official file.

NOTE: For all orders, Army customers are required to submit and receive a **Command-level ITAS approval** for all IT purchases to facilitate Army tracking of IT Spend. In addition, if Army customers wish to purchase outside of Digital Market they must obtain a **SoNA** from Digital Market in addition to an **ITAS Approval.** See the Digital Market FAQ for further information.

Outside Continental United States (OCONUS) Shipping:
Shipping for deliveries to OCONUS locations in 35 calendar days IAW paragraph (b)(4) of the Pricing Terms. CLINs 0805 (Base Period), 1805 (Option 1).

Shipping Variations:
Alternate or additional delivery schedules such as ship-in-place, expedited shipping, or shipping to APO addresses, shall be negotiated under individual delivery orders under this contract IAW paragraph (b)(5) of the Pricing Terms. CLINs 0806 (Base Period), 1806 (Option 1).

DOD Enterprise Software Initiative (ESI):
The contractor shall provide software from DoD ESI sources in accordance with paragraph (b)(1)(A) of the Pricing Terms. CLINs 0807 (Base Period), 1807 (Option 1).

Other Direct Expenses:
Other direct expenses for items used in providing services, including travel, in accordance with paragraph (b)(3) of the Pricing Terms, and as negotiated in individual delivery orders under this contract. Travel and per diem will be quoted on a FFP basis and shall be in accordance with the then-current version of the Federal Travel Regulations (FTR)/Joint Travel Regulations (JTR). Price is TBD at the DO level. CLINs 0808 (Base Period), 1808 (Option 1).

Contractor Manpower Reporting (CMR):
This CLIN shall be included in every Army order containing services. This CLIN shall be used for the pricing of the collection and reporting Contractor Manpower Reporting (CMR) Data and will be priced on an individual order basis and shall be IAW the CMR clause contained in the contract. Reporting period will be the Period of Performance (PoP) not to exceed (NTE) 12 months ending 30 September of each Government FY and must be reported by 31 October of each calendar year. For each order, the contractor shall specify the estimated number of direct labor hours required for the CMR reporting of that specific order and the applicable estimated direct labor dollars. CLINs 0809 (Base Period), 1809 (Option 1).

Contract Data Requirements List (CDRLs):
CDRL (DD Form 1423) sets forth reporting requirements under the contract. CLINs 0810 (Base Period), 1810 (Option 1). List of CDRL's are as follows:

- B001 - Equipment Failure Report
- B002 - Order Transaction Report
- B003 - Vendor Status Report

3. PRIME CONTRACTORS

The following is a list of the ITES-4H prime contractors along with their respective contract number and business size applicable to the contract.

Contract#	Vendor Name	Size
W519TC25DA012	CDW Government LLC	Large
W519TC25DA013	CTG Federal, LLC	Small
W519TC25DA014	Wildflower International, LTD	Small
W519TC25DA015	New Tech Solutions	Small
W519TC25DA016	Braxton-Grant Technologies	Small
W519TC25DA017	Trace3 Government, LLC; (Fr. Zivaro, Inc.)	Large
W519TC25DA018	World Wide Technology LLC	Large
W519TC25DA019	Lyme Computer Systems, Inc	Small
W519TC25DA021	BEAMITNTS Corp	Small
W519TC25DA023	IMPRES Technology Solutions, Inc	Small
W519TC25DA024	GovConnection Inc.	Large
W519TC25DA025	MicroTechnologies LLC	Small
W519TC25DA026	Koi Computers	Small
W519TC25DA027	Anacapa Micro Products, Inc	Small
W519TC25DA029	VAE, Inc	Small
W519TC25DA030	Blue Tech Inc	Small
W519TC25DA031	Transource Service Corp	Small
W519TC25DA033	CACI idt, LLC (Fr. id Technologies)	Large
W519TC25DA034	Affigent LLC	Small
W519TC25DA035	American Wordata, Inc (AWData)	Small
W519TC25DA036	Colossal Contracting (formerly GovTec Ventures, LLC)	Small
W519TC25DA037	CounterTrade Products, Inc.	Small
W519TC25DA038	Dell Federal Systems, L.P.	Large
W519TC25DA039	Presidio Government Solutions LLC	Large
W519TC25DA040	Strategic Communications LLC	Small
W519TC25DA041	Dynamic Systems Inc	Small
W519TC25DA042	iT1 Source LLC	Small
W519TC25DA043	Insight Public Sector Inc	Large
W519TC25DA044	GovSmart Inc.	Small
W519TC25DA045	Better Direct, LLC	Small
W519TC25DA046	Integrated Technologies Group Inc	Small
W519TC25DA047	FedData Technology Solutions LLC	Small
W519TC25DA048	Epoch Concepts LLC	Small
W519TC25DA049	Software Information Resource Corp.	Small
W519TC25DA050	Paragon Micro Inc	Small
W519TC25DA051	FCN Inc	Small
W519TC25DA052	Atlantic Diving Supply, Inc	Small
W519TC25DA053	iGov Technologies, Inc.	Small

W519TC25DA054	Blazar Technology Solutions LLC	Small
W519TC25DA055	Iron Bow Technologies LLC	Large
W519TC25DA056	Red River Technology LLC	Large
W519TC25DA057	Sterling Computers Corporation	Small
W519TC25DA058	ACE Computers (JC Technology)	Small
W519TC25DA059	Optivor Technologies, LLC	Small
W519TC25DA062	Copper River Technologies, LLC	Small
W519TC25DA064	Swish Data Corporation	Small
W519TC25DA066	NCS Technologies, Inc	Small
W519TC25DA067	Norseman, Inc., dba Norseman Defense Technologies	Small
W519TC25DA070	ThunderCat Technology, LLC	Small

4. CONTRACT TERMS/APPROACH

Separate, multiple awards were made for ITES-4H with the following contract terms and provisions:

Contract Terms	ITES-4H
Contract Minimum	NTE $500.00 for each contractor. The minimum applies only to the Base Period.
Contract Maximum	$10,000,000,000.00 over a ten-year period of performance. The contract maximum represents the total requirement for the life of the contract.
Pricing Structure	Firm-Fixed-Price
Period of Performance	Base: 5-Years (60 months) from date of award Option One: 5-Years (60 months) from date of award to exercise.
NAICS	334111

5. FAR 16.505, AFARS 5116.5, and DFARS 216.505-70

This guide does not replace the mandatory elements of the Federal Acquisition Regulation (FAR) and its supplements. In the event of a conflict between this guide and the mandatory elements of the FAR and its supplements, the FAR and its supplements take precedence. The following regulations are applicable to ITES-4H contracts:

IAW FAR 16.505(b) and Army Federal Acquisition Regulation Supplement (AFARS) 5116.5, for all orders in excess of the micro-purchase threshold and not exceeding the simplified acquisition threshold, the OCO must provide each contractor a fair opportunity to compete unless an exception is justified IAW FAR 16.505(b)(2). In making the award, the OCO must document his/her selection, including the basis for award (e.g., low price, or best value tradeoff) and any tradeoffs, in the case of best value, between price and non-price considerations; the selection must consider price. Finally, though not required, the OCO should consider past performance on earlier orders under ITES-4H and use streamlined procedures. The contract file must include the basis for the exception to the fair opportunity process.

IAW the National Defense Authorization Act (NDAA) for FY 2008, DOs in excess of $5,000,000.00 require the OCO to provide a RFQ to all ITES-4H contractors that includes a clear statement of the requirements, a reasonable period of time to provide a proposal in response to the RFQ, disclosure of the significant factors and sub factors, including cost or price, that the OCO expects to consider in evaluating such proposals, and their relative importance. In the case of an award that is to be made on a best value basis, the OCO must prepare a written statement documenting the basis for the award and the relative importance of quality and price or cost factors. For orders in excess of $5,500,000.00, the OCO must provide an opportunity for post-award debriefings.

IAW DFARS 216.505-70, Orders under multiple award contracts, if only one offer is received in response to an order exceeding the simplified acquisition threshold that is placed on a competitive basis, the contracting officer shall follow the procedures at DFARS 215.371.

CHAPTER 2: ITES-4H ROLES AND RESPONSIBILITIES

The following is a summary of the roles and responsibilities for the primary organizations in the ITES-4H contract process.

1. ARMY CONTRACTING COMMAND – ROCK ISLAND

The ACC-RI roles and responsibilities are as follows:

- Serves as the Procuring Contract Office (PCO) for the ITES-4H contracts. The PCO has overall contractual responsibility for the ITES-4H contracts. All orders issued by an RA's OCO are subject to the terms and conditions of the contract. The contract takes precedence in the event of conflict with any DO.
- Provides advice and guidance to RAs, OCOs, and contractors regarding contract scope, acquisition regulation requirements, and contracting policies.
- Approves and issues modifications to the basic contract as the Administering Contracting Officer.
- Represents the Contracting Officer position at various contract-related meetings.

2. DIGITAL MARKET

The Digital Market roles and responsibilities are as follows:

- Designated by the Secretary of the Army as the Army's primary source for commercial IT.
- Is the RA for this acquisition.
- Product Lead under the Capability Program Executive Enterprise Software & Services (CPE ES2).
- Maintains the IT e-mart, a no-fee flexible procurement strategy through which an Army user may procure COTS IT hardware, software, and services. The Digital Market IT e-mart features RFQ and Reverse Auction tools. The IT e-mart website is: https://chess.army.mil.

- With support from the US Army, Information Systems Engineering Command, (ISEC), assists Army organizations in defining and analyzing requirements for meeting the Army's enterprise infrastructure and infostructure goals.
- Works with requiring activities to help them understand how ITES-4H can best be used to meet their requirements.
- Conducts periodic meetings with the prime contractors to ensure requirements, such as standards and reporting requirements, are understood and adhered to.
- Serves as the PCOs Program Representative.

3. REQUIRING ACTIVITY (RA)

RA is defined as any organizational element within the Army, DOD, or other Federal Agencies. The RA roles and responsibilities are as follows:

- Defined as any organizational element within the Army, DOD, and other Federal agencies.
- Adheres to the requirements and procedures defined in the ITES-4H contracts and these guidelines.
- Defines requirements.
- Funds the work to be performed under ITES-4H DOs.
- Prepares DO requirements packages.

4. ORDERING CONTRACTING OFFICER (OCO)

The Order Contracting Officer (OCOs) roles and responsibilities are as follows:

- OCOs within the Army, DOD, and other Federal agencies are authorized to place DOs within the terms of the contract and within the scope of their authority.
- Serves as the interface between the contractor and the Government for individual DOs issued under the ITES-4H contracts.
- Responsible for requesting, obtaining, and evaluating proposals/quotations, and for obligating funds for DOs issued.
- Responsible for addressing non-TAA compliant product issues affecting individual DOs and preparing any waivers or determinations necessary to acquire non-TAA compliant products.

5. ORDERING CONTRACTING OFFICER'S REPRESENTATIVE (OCOR)

The Order CORs roles and responsibilities are as follows:

- Ordering CORs will be designated by letter of appointment from the OCO.
- Serves as the focal point for all orders, and the primary point of contact with the contractors.
- Provides technical guidance in direction of the work.
- The OCOR is not empowered or authorized to award, agree to or sign any contract (including delivery orders) or contract modification or in any way obligate the payment of money by the Government. The OCOR may not take any action which may affect contract or delivery order schedules, funds or scope. All

contractual agreements, commitments, or modifications which involve price, quantity, quality, delivery schedules, or other terms and conditions of the contract must be made by the Base PCO.
- Obtains required COR training.

NOTE: The Army Contracting Command Acquisition Instruction provides a list of approved COR training courses.

6. CONTRACTORS

The principal role of the Contractor is to deliver and install/integrate products identified in orders issued under its contract within the time frame specified under the contract.

Contractors must provide technical assistance and perform warranty services IAW the terms and conditions of the ITES-4H contract.

7. OMBUDSMAN

IAW FAR 16.505(b)(8), contractors that are not selected to perform work under a delivery order award may contact the designated Agency contract Ombudsman for the ITES-4H contracts. The Ombudsman is responsible for reviewing complaints from the contractors and ensures that all contractors are afforded a fair opportunity to be considered, consistent with the procedures in the contracts and regulations. ITES-4H contractors that are not selected for award under a DO competition may seek independent review by the designated Ombudsman for the ITES-4H contracts. The ACC-RI Ombudsman will review complaints from the contractors on all DOs issued by ACC-RI and ensure that all contractors are afforded a fair opportunity to be considered for each DO, consistent with the procedures in this contract. The Ombudsman for DOs not issued by ACC-RI will be the Ombudsman that supports that particular OCO. The designated Ombudsman for the ITES-4H base contracts is:

Amanda Moeller
Army Contracting Command – Rock Island
3055 Rodman Ave.
Rock Island, IL 61299-8000
amanda.j.moeller2.civ@army.mil

CHAPTER 3 ITES-4H ORDERING GUIDANCE

1. GENERAL

Ordering is decentralized for all ITES-4H requirements. Ordering under the contracts is authorized to meet the needs of the Army only. There are no approvals, coordination, or oversight imposed by the PCO on any OCO. OCOs are empowered to place orders IAW the terms and conditions of the contracts, these Ordering Guidelines, the FAR, the DFARS (as applicable), and their own agency procedures.

The PCO will not make judgments or determinations regarding DOs awarded under the ITES-4H contracts by an OCO. All issues must be resolved consistent with individual agency procedures and/or oversight.

Upon request, the PCO is available to provide guidance to OCOs executing orders under the ITES-4H contracts.

The NAICS code for the ITES-4H contract remains 334111. NAICS 334111 is the only code to be used at the delivery order level.(This is not limited to only Small Businesses).

It is mandatory for all customers to submit RFQs and Reverse Auction requests that exceed the micro-purchase threshold using the RFQ tool on Digital Market IT e-mart. The Digital Market IT e-mart is available to make product and price comparison among all awardees and solicit competitive quotes. The OCO can initiate the delivery order process by issuing an RFQ or initiating a Reverse Auction to the awardees via the Digital Market IT e-mart at https://chess.army.mil/.

Customers are advised to carefully consider delivery order scopes which include incidental construction-type activities (including installation of hardware, running conduit, attaching devices to structures, drilling using specialized equipment) that might typically be performed by tradespersons (electricians, carpenters, and others). For incidental construction-type activities occurring at federal buildings and works, IAW FAR Subpart 22.4, ensure that the requirements of FAR 52.222-6 are met during order performance.

NOTE: The ITES-4H contract has an ordering period expiration date of 18 SEP 2030 (unless the next ordering period is exercised out to 18 September 2035). The contract includes 52.216-22(d) (specifying 36 months), which allows work to continue that has been STARTED but not COMPLETED at the time of contract expiration. NO NEW WORK CAN BE AWARDED OR BEGIN AFTER THE EXPIRATION DATE OF THE BASE CONTRACT; however, if a delivery order contains a valid option period, clause 52.217-8, “Option to Extend Services,” or clause 52.217-9, “Option to Extend the Term of the Contract,” these CAN BE exercised AFTER the ordering period for the base contract expires. ALL WORK ABSOLUTELY MUST STOP ON THE DATE ALLOWED BY 52.216-22(d). Extended maintenance/warranty ONLY may extend past 18 SEP 2033 as long as the support was awarded/ordered prior to 18 SEP 2030 AND the support POP is multi-year in nature (e.g. three continuous years vice three one-year options) as no options can be exercised after 18 SEP 2033.

2. PRICING

Pricing is Firm-Fixed-Price (FFP) at the order level. Prices negotiated at the order level are FFP and locked in for that order. The catalog prices are a baseline price, not a fixed price ceiling, and prices may fluctuate over the life of this IDIQ to reflect current market conditions. There are also unpriced items. These include nine FFP line items for Related Items and Equipment, Related Software, Related Services, OCONUS Shipping,

Shipping Variations, DOD ESI, Other Direct Expenses, Non- Catalog Items, and CMR. The Government reserves the right to add CLINs for individual items to the contract that currently are not catalog items under the New Technology Clause.

Catalog items will be purchased by execution of DOs. The catalog CLIN on the DO shall list the discounted amount for the catalog items ordered. In the description column, the following minimum information will be listed: catalog number, part number, description, item quantity, unit price and extended amount, discount applied, and the discounted grand total.

Additional discount(s), from the established catalog discount, may be provided under individual DOs as negotiated by the OCO. Any and all agreements to reduce pricing under the provision shall be subject to all other provisions set forth in the contract. Contract terms and conditions may not be waived, nor additional products (not specified in scope of the contract) be sold as part of the price reduction agreement.

3. SMALL BUSINESS SET-ASIDE

As the Non-Manufacturer Rule applies to ITES-4H, Small Business (SB) set-asides are possible at the delivery order (DO) level. (https://www.sba.gov/partners/contracting-officials/small-business-procurement/nonmanufacturer-rule

There are several class waivers listed at https://www.sba.gov/document/support-non-manufacturer-rule-class-waiver-list

An individual waiver can also be applied for at the delivery order level.

If the SB is a manufacturer of the products being sought, a waiver is not required.

For a contract at or below the simplified acquisition threshold (SAT), a small business concern may provide the end item of any domestic firm; a waiver is not required. Please see DOD Class Deviation 2019-O0003 for complete reference.

The requiring activity/ordering contracting office (RA/OCO) will have to perform the research to see if there are any SB manufacturers of the product, if a waiver exists on the SBA.gov site, or to request an individual waiver at the DO level. The RA/OCO will coordinate with their cognizant Legal/SB offices as appropriate. The OCO will have to document the file accordingly.

TAA compliance is still a requirement on ITES-4H. Per the Non-Manufacturing Rule detailed at https://www.sba.gov, “A waiver of the non-manufacturing rule does not affect other legal requirements that might apply to a supply contract, such as the Buy American Act or Trade Agreements Act.”

The NAICS code for the ITES-4H contract remains 334111. NAICS 334111 is the only code to be used at the delivery order level.

ACC-RI and Digital Market will not be making any determinations if specific products apply to a particular waiver.

ONLY UPON COMPLETION OF THE ABOVE WILL THE OCO BE ABLE TO SET ASIDE PROCUREMENTS FOR SBs ON THE Digital Market *IT E-MART* FOR ITES-4H.

FAR 19.502 Setting aside acquisitions: 19.502-2 (a) Each acquisition of supplies or services that has an anticipated dollar value exceeding the micro-purchase threshold for acquisitions as described in 13.201(g)(1), but not exceeding the simplified acquisition threshold, is automatically reserved exclusively for small business concerns and shall be set aside for small business unless the contracting officer determines there is not a reasonable expectation of obtaining offers from two or more responsible small business concerns that are competitive in terms of market prices, quality, and delivery. For the complete reference, please refer to FAR 19.203 and 19.502, and Class Deviation 2018-O0018. Please note that the capability to establish an SBSA has been enabled for ITES-4H. To designate an ITES-4H RFQ as an SBSA when creating an RFQ, check the box located below the list of Vendors next to: "Is this a small business set aside?" The RFQ will then only be sent to the small businesses on ITES-4H.

4. ORDER FORMS AND NUMBERING

An appropriate order form (DD Form 1155, Order for Supplies or Services, or SF1449, Solicitation/Contract/Order for Commercial Items) shall be issued for each DO. The use of Government Credit Cards is also authorized IAW applicable rules and procedures. DOs may be issued via telephone, fax, e-mail, postal mail or Digital Market IT e-mart.

New delivery/call orders created off of an A, D, and G type contracts will be 13 characters long and contain "F" in the 9th position. (e.g. W5519TC2xF0xxx)

5. DELIVERY REQUIREMENTS

Delivery of products to the Continental U.S. (CONUS) and OCONUS locations shall be IAW individual DOs. Maximum delivery time to the addresses specified in each DO shall be within 30 calendar days for CONUS addresses, and 35 calendar days for OCONUS from the date a valid order is received by the contractor, or as otherwise agreed to by the parties. All contractors offer the ability to expedite delivery, subject to negotiation or additional cost. Partial shipments and partial payments are authorized under the contracts. Shipping shall be Free on Board destination.

Delivery prices for OCONUS shipments shall be separately negotiated as a FFP CLIN under individual DOs.

Coordination and scheduling of shipment and delivery is the responsibility of the ordering activity. Commercial shipping is required in lieu of developing a shipping mechanism reliant upon Government personnel intervention.

If an item cannot be delivered within the delivery time for that item, the contractor shall notify the OCO and Digital Market within two business days of order receipt of the expected delivery date for the ordered item(s). Upon notification, the Ordering Agency may choose to cancel the DO or request due consideration for the delay.
The following defines the locations for CONUS, Named OCONUS, and remote OCONUS:

- CONUS - The 48 contiguous states, Alaska, Hawaii, and the District of Columbia.
- Named OCONUS - Germany, Turkey, Italy, Japan, Republic of Korea, Belgium, Puerto Rico, Spain, Greece, Guam, Okinawa, Solomon Islands, Kwajalein, Bahrain, United Arab Emirates, Kuwait, Qatar, the Netherlands, and the United Kingdom.
- Remote OCONUS - OCONUS locations that are not listed under CONUS or Named OCONUS to include hostile areas.

6. SECURITY CONSIDERATIONS

Orders shall indicate any security clearances required and the level of classified access necessary. A DD Form 254, Contract Security Classification Specification, shall be prepared and incorporated into the DO when required.

IAW AFARS 5107.9101, an AT/OPSEC Cover Sheet (Attachment 3) has been incorporated into the base contract eliminating the need to create one at the DO level. AFAR 5107.9101 states: "Implementation of AT and OPSEC considerations in the requirements package is the responsibility of the requiring activity. Contracting officers, prior to issuing a solicitation for a service contract (including construction) in excess of the micro purchase threshold or a supply contract in excess of the simplified acquisition threshold, shall ensure that the requirements package contains a signed AT/OPSEC cover sheet. The cover sheet, at a minimum, must include all the information and reviews listed in the Army standard cover sheet at Appendix A of the AT/OPSEC Desk Reference, available via the Internet (Note: Access must be granted by the Antiterrorism Division of the Officer of the Provost Marshal General, HQDA, upon request). This requirement also applies to orders under indefinite delivery contracts, unless each delivery order under the contract is for substantially the same product, in which case the cover sheet at the contract level is sufficient."

7. ORDERING – FAR 16.505

IAW FAR 16.505(b)(2), for all orders exceeding the micro-purchase threshold but not exceeding the simplified acquisition threshold, the OCO shall give every ITES-4H contractor a fair opportunity to be considered for a DO unless one of the exceptions to fair opportunity applies. The OCO must document his/her rationale if applying one of the exceptions to fair opportunity. However, no special format is required.

Each order exceeding the simplified acquisition threshold shall be placed on a competitive basis in accordance with FAR 16.505 paragraph (b)(1)(iii)(B), unless supported by a written determination that one of the circumstances described at

16.505(b)(2)(i) applies to the order and the requirement is waived on the basis of a justification that is prepared in accordance with 16.505(b)(2)(ii)(B) 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 agency's procedures.

The requirement to place orders on a competitive basis is met only if the OCO:

- Provides a notice of intent to purchase to every ITES-4H contractor, including a description of work to be performed and the basis upon which the selection will be made.
- Affords all ITES-4H contractors responding to the notice a fair opportunity to submit an offer and to be fairly considered.

Exceptions to the requirement to place an order on a competitive basis.

- As provided in FAR 16.505(b)(2), the OCO may waive the requirement to place an order on a competitive basis if a written Justification for an Exception to Fair Opportunity is completed and one of the following circumstances applies:
    - The agency's need for the supplies or services is so urgent that providing a fair opportunity would result in unacceptable delays. Use of this exception requires a justification that includes reasons why the ITES-4H processing time for a fair opportunity to be considered will result in an unacceptable delay to the agency. The justification should identify when the effort must be completed and describe the harm to the agency caused by such a delay.
- Only one contractor is capable of providing the supplies or services required at the level of quality required because the supplies or services ordered are unique or highly specialized. Use of this exception should be rare. When using this exception, explain (1) what is unique or highly specialized about the supply or service, and (2) why only the specified contractor can meet the requirement.
- The order must be issued on a sole-source basis in the interest of economy and efficiency because it is a logical follow-on to an order already issued under these contracts, provided that all awardees were given a fair opportunity to be considered for the original order. When using this exception, the justification should discuss why the specific requirement continues and why it is to the benefit of the Government for the particular to continue this work. Examples of benefits include:
    - Award to any other source would likely result in substantial duplication of cost to the Government that is not expected to be recovered through competition.
    - Award of the order to a different source would cause unacceptable delays in fulfilling the Government's requirements (lack of advance planning is not valid rationale).
    - A statute expressly authorizes or requires that the purchase be made

from a specified source.

OCOs must consider a set-aside to small businesses IAW FAR 16.505(b)(2)(F). When contemplating a set-aside, the OCO should be cognizant of clause 52.223-16, Acquisition of EPEAT-Registered Personal Computer Products, which is incorporated into the base contracts. These items may only be available from the OEMs.

NOTE: For brand name requirements, a justification and approval must be prepared.

The OCO must follow its agency's procedures for documenting the process and rationale for selection of the awardee for each order. Also, for orders in excess of $5,500,000.00, the OCO must provide an opportunity for post-award debriefings. See Chapter 1, Paragraph 5 above.

The Digital Market *IT e-mart* is available to make product and price comparison among all awardees and solicit quotes from all awardees. Refer to https://chess.army.mil/.

8. REQUIREMENTS INVOLVING BUNDLING (FAR 2.101 AND 7.107) AND CONSOLIDATION (DFARS 207.170)

Definitions:

Bundling is the consolidation of two or more requirements for supplies or services, previously provided or performed under separate smaller contracts, into a solicitation for a single contract that is likely to be unsuitable for award to a small business concern.

Consolidation of contract requirements means the use of a solicitation to obtain offers for a single contract or a multiple award contract to satisfy two or more requirements of a department, agency, or activity for supplies or services that previously have been provided to, or performed for, that department, agency, or activity under two or more separate contracts.

Justification:

When market research, conducted by the head of the agency, indicates the Government would derive measurable and substantial benefits, bundling may be necessary and justified. Measurably substantial benefits may include cost savings or price reduction, quality improvements that will save time or improve or enhance performance or efficiency, reduction in acquisition cycle times, better terms and conditions, and any other benefits. The agency must quantify the identified benefits and explain how their impact would be measurably substantial. The agency may determine bundling to be necessary and justified if, as compared to the benefits that it would derive from contracting to meet those requirements if not bundled, it would derive measurably substantial benefits equivalent to: (1) Ten percent of the estimated contract or order value (including option) if the value is $94,000,000.00 or less; or (2) Five percent of the estimated contract or order value (including options) or $9,400,000.00, whichever is greater, if the value exceeds $94,000,000.00. *(See FAR*

7.107-3 Bundling)

The SPE/CAO approval authority may be delegated per agency regulations. Ex: for Army, approval is delegated to CoCO if $2M to less than $500M, and DASA(P) if $500M+. Please review your Agency Regulations. The service acquisition executive for the military departments, the Under Secretary of Defense for Acquisition, Technology and Logistics for the defense agencies, or the Deputy Secretary or equivalent for the civilian agencies (Please review your specific Agency Delegation Requirements) may determine that bundling is necessary and justified when:

- The expected benefits do not meet the percentage/dollar thresholds above but are critical to the agency's mission success.
- The acquisition strategy provides for maximum practicable participation by small business concerns.

See FAR 7.107 for additional guidance.

The consolidation of a contract requirement is necessary and justified when market research indicates the benefits of the acquisition strategy substantially exceed the benefits of each of the possible alternative contracting approaches. Benefits may include costs, regardless of whether quantifiable in dollar amounts, quality, acquisition cycle, terms and conditions, and any other benefit. Savings in administrative or personnel costs alone do not constitute sufficient justification for a consolidation of contract requirements unless the total amount of the cost savings is expected to be substantial in relation to the total cost of the procurement.

Contracting Officer Responsibility

In assessing whether cost savings would be achieved through bundling, the contracting officer must consider the cost that has been charged or, where data is available, could be charged by small business concerns for the same or similar work. The contracting officer must justify bundling in acquisition strategy documentation. For orders with an estimated order value of $8,000,000.00, the acquisition strategy must, in addition to the above:

- Identify the specific benefits anticipated to be derived from bundling.
- Include an assessment of the specific impediments to participation by small business concerns as contractors that result from bundling.
- Specify actions designed to maximize small business participation as contractors, including provisions that encourage small business teaming.
- Specify actions designed to maximize small business participation as subcontractors (including suppliers) at any tier under the order that may be awarded to meet the requirements.
- Include a specific determination that the anticipated benefits of the proposed bundled order justify its use.
- Identify alternative strategies that would reduce or minimize the scope of the bundling, and the rationale for not choosing those alternatives.

IAW FAR 7.107-2(a) Consolidation [of contracts] may provide substantial benefits to the Government. However, because of the potential impact on small business participation, before conducting an acquisition that is a consolidation of requirements with an estimated total dollar value exceeding $2 million, the senior procurement executive (SPE) or chief acquisition officer (CAO) shall make a written determination that the consolidation is necessary and justified in accordance with 15 U.S.C. 657q, after ensuring that-

(1) Market research has been conducted;
(2) Any alternative contracting approaches that would involve a lesser degree of consolidation have been identified;
(3) The determination is coordinated with the agency's Office of Small Disadvantaged Business Utilization or the Office of Small Business Programs;
(4) Any negative impact by the acquisition strategy on contracting with small business concerns has been identified; and
(5) Steps are taken to include small business concerns in the acquisition strategy.

9. ORDERING PROCEDURES

Delivery Order Request

The Requiring Activity (RA) prepares the DO request package and submits it to the OCO. *Attachment 1* is an example of a DO checklist and instructions. At a minimum, the package should contain the following:

- List of Requirements: The RA will provide details on their specific requirements, including a list of equipment and any related services.
- Funding Document: ITES-4H orders are funded by the RA. Individual OCOs should provide specific instructions as to the format and content.
- Independent Government Cost Estimate (IGCE): The estimate will assist the OCO in determining the reasonableness of the contractors' cost and technical proposals. The estimate is for Government use only and should not be made available to the ITES-4H contractors. The IGCE should include the basis for the estimate.
- Basis for DO Award: The OCO, in conjunction with the RA, develops the evaluation criteria that form the basis for a DO award. Whether the award will be based on (i) low price, technical acceptability, or (ii) best value, the criteria should be provided to the contractor. If the award will be based on best value, evaluation factors and significant sub factors that will affect contract award and their relative importance should be shown.

Proposal Preparation Request

The OCO may issue a proposal request to all contractors unless a waiver has been documented using the Digital Market IT e-mart: https://chess.army.mil.

- Recommend a proposal/quote submission date of 3-5 calendar days after issuing a DO proposal/quote request. Upon mutual agreement between the contractor(s) and the Government, a shorter or longer proposal/quote time may be

established.
- 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, out of scope).
- In responding to proposal/quote requests, contractors are expected to facilitate maximum utilization of DOD ESI source software.

Evaluation

- The Government will evaluate the contractors’ proposal/quote submission IAW the selection criteria identified in the request for proposal.
- Depending upon the basis of award set forth in the request for quotations, award will be determined as a result of the lowest price technically acceptable offer, or a best value process with tradeoffs among price and non-price factors that permits award to other than the lowest priced quotation. When determining "best value", the OCO shall consider price as one of the factors in the selection decision. In addition, the OCO should consider past performance on earlier orders under the contract, including quality and timeliness. While the OCO should keep contractor submission requirements to a minimum, other factors that may be considered include:
    - Special features of the supply or service required for effective program performance.
    - Trade-in considerations.
    - Probable life of the item selected compared with that of a comparable item.
    - Warranty considerations.
    - Maintenance availability.
    - Environmental and energy efficiency considerations.
    - Delivery terms.
    - Socioeconomic status.

- After proposals/quotes have been received and evaluated, the OCO shall document in the contract file the rationale for placement and price of each order, including the basis for award and the rationale for any tradeoffs among cost or price and non-cost considerations in making the award decision. This documentation need not quantify the tradeoffs that led to the decision.

Award

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

- Date of order.
- Contract and order number.
- Point of contact (name), commercial telephone, and e-mail address.
- OCO’s commercial telephone number and e-mail address.
- Description of the supplies to be provided, quantity, unit price, and CLIN and/or

Sub Line-Item Number (SLIN). Defense Finance and Accounting Service (DFAS) requires identification of the CLIN/SLIN on the order form (or credit card form) for initial entry of orders into their automated payment system. When the contractor submits a request for payment, DFAS will compare the request for payment of CLINs/SLINs with the order CLINs/SLINs. Use of item numbers other than CLINs/SLINs in the "Item No." block on the order form may result in payment delays and excessive administrative costs to both the contractor and the Government.

- Delivery date for supplies and performance period for services.
- Address of place of delivery or performance to include consignee.
- Packaging, packing, and shipping instructions, if any.
- Accounting and appropriation data and contract Accounting Classification Reference Number (ACRN) (DFAS requires an ACRN(s) on all orders). Specific instructions regarding how payments are to be assigned when an order contains multiple ACRNs.
- Invoice and payment instructions to the extent not covered by the contract.
- Orders for known Foreign Military Sales (FMS) requirements shall clearly be marked "FMS requirement" on the face of the order, along with the FMS customer and the case identifier code.
- Any other pertinent information.
- Procurement officials purchasing IT for National Security Systems (NSS) must ensure that items are not listed on the NSS Restricted List (Section 2339a List, formerly Section 806 List) IAW DoD policy dated 28 Dec 2018. The list is accessed through the Supplier Performance Risk System (SPRS) at https://www.sprs.csd.disa.mil/default.htm.

For DFAS Purposes Only

- FAR clause 52.232.37, MULTIPLE Payment Arrangements, indicates that the Payment Office will be determined on individual Delivery Orders.
- The clause is incorporated into the Base Contract and all modifications.
- The Pay office for each Delivery order issued under this contract is determined at the Delivery Order level.
- The Base Contract Pay Office DoDAAC is system-generated on all Base Contract modifications; however, the Delivery Order Pay Office DoDAAC is the predominant Pay Office.

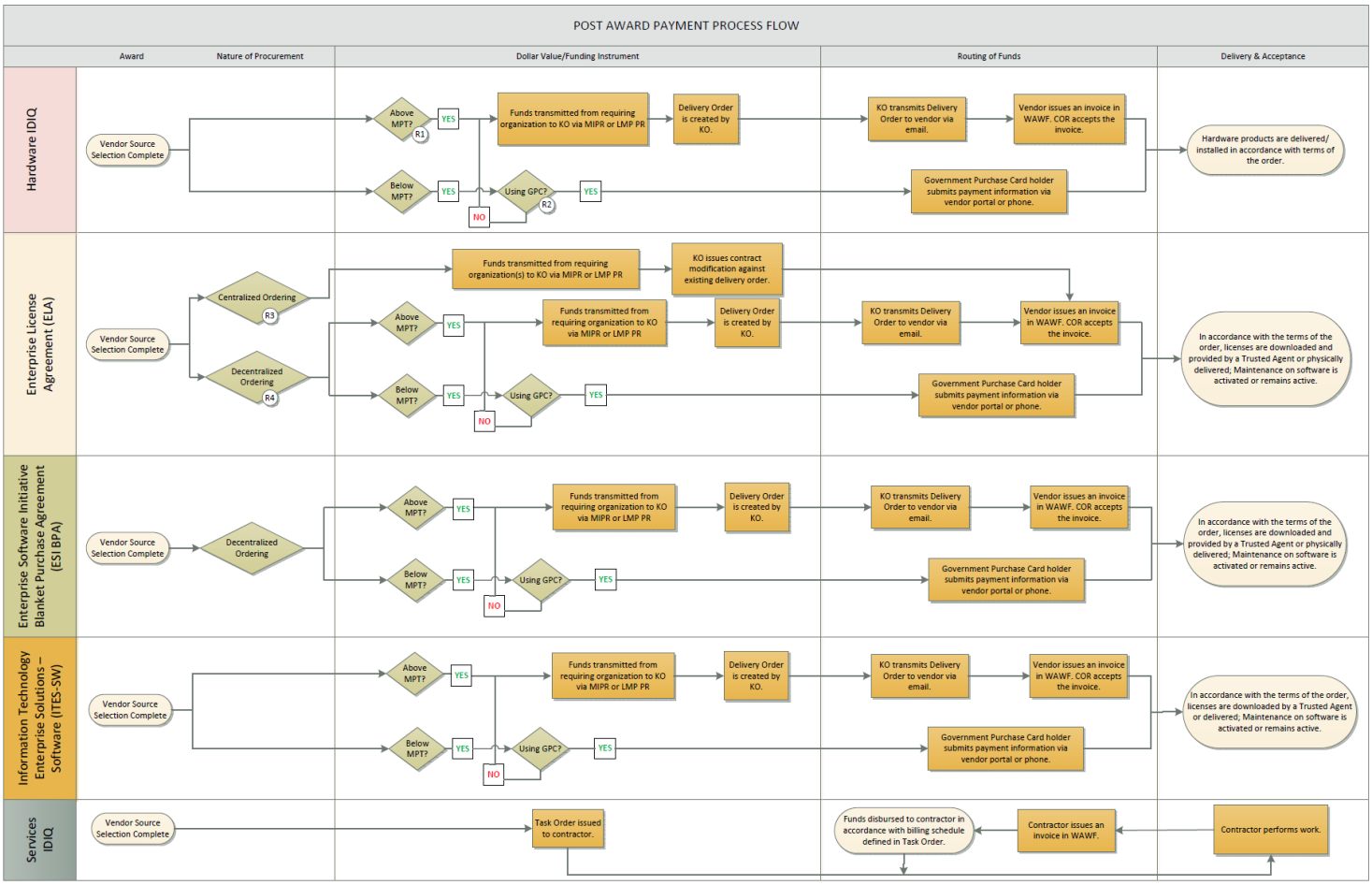
The OCO's decision on each order shall be final and shall not be subject to protest under FAR Subpart 33.1. A protest is not authorized in connection with the issuance or proposed issuance of a DO, except for a protest on the grounds that the order increases the scope, PoP, or maximum value of the contract. Protests of orders in excess of $25,000,000.00 may only be filed with the Government Accountability Office. The ACC-RI Ombudsman will review complaints from the contractors on all DOs issued by ACC-RI and ensure that all contractors are afforded a fair opportunity to be considered for each DO, consistent with the procedures in this contract. The Ombudsman for DOs not issued by ACC-RI will be the Ombudsman that supports that particular OCO. The

designated Ombudsman is identified in Chapter 2, paragraph 7 of these guidelines.

The executed order will be transmitted via mail, facsimile, e-mail, or by verbal direction from the OCO. If verbal direction is given, written confirmation will be provided within five working days after award. Timely notification shall be provided to the unsuccessful offerors and will identify, at a minimum, the awardee and award amount. For orders in excess of $5,500,000.00, the OCO must provide an opportunity for post-award debriefings.

IAW FAR 42.1502(c), agencies shall prepare an evaluation of contractor performance for each order that exceeds the simplified acquisition threshold that is placed under a delivery-order contract awarded by another agency (i.e., Government wide acquisition contract or multi-agency contract). Agencies are required to prepare an evaluation if a modification to the order causes the dollar amount to exceed the simplified acquisition threshold.

Post Award Payment Process Flow



R1 MPT – Micro-Purchase Threshold. See FAR PART 13 “Simplified Acquisition Procedures” for additional information regarding micro-purchase threshold.

R2 Government Purchase Card (GPC)– According to FAR Part 13 “Simplified Acquisition Procedures” the GPC may be used to “1. Make micro-purchases; 2. Place a task or delivery order (if authorized in the basic contract, ordering agreement, or blanket purchase agreement); or 3. Make payments, when contractor agrees to accept payment by card.”.

Cardholders are strongly encouraged to familiarize themselves with:
1. The constraints of their GPC (i.e. dollar threshold (GPC thresholds above MPT are permitted) & allowable types of purchases, such as supplies or services);
2. Their organization’s internal guidelines regarding proper situational use of the GPC; and
3. The terms & conditions of the specific contract vehicle to ensure GPC purchases are permitted.

R3 Centralized Ordering – Centralized ordering through ELA contracts involves multiple organizations consolidating their requirements and funding for a consolidated purchase of software and/or maintenance from one source in a given timeframe. ELA ordering may be entirely centralized, or partially centralized for a few products common to several organizations across the enterprise. Due to the large dollar value nature of centralized ordering, GPC is typically not a viable option.

R4 Decentralized Ordering – Decentralized ordering involves eligible organizations purchasing licenses or maintenance as required at their own pace.

ATTACHMENTS

ATTACHMENT 1: DELIVERY ORDER REQUEST CHECKLIST AND INSTRUCTIONS

This form constitutes a request for contract support under the ITES-4H contracts. The requiring activity (RA) shall complete this form, together with the associated attachments, and forward the entire package to the appropriate ordering contracting officer for processing.

1. Requiring Activity Point of Contact. Include name, title, organization, commercial and DSN phone numbers for voice and fax, and e-mail address:
2. Designated Order COR/TPOC. Include name, title, organization, commercial and DSN phone numbers for voice and fax, and e-mail address: (If same as Block 1, type “same).”
3. Wide Area Work Flow (WAWF) Inspector/Acceptor Point of Contact. Include name, e-mail address, phone number, and DoDAAC.
4. Attachments Checklist. Complete package must include the following items. Send files electronically via e-mail to the Ordering Contracting Officer. • Funding Document(s) (scanned or other electronic version is preferable) • Independent Government Cost Estimate (IGCE) • Proposal Evaluation Plan • Delivery Order-unique Defense Department (DD) Form 254 (only if order unique security requirements exist)
5. Delivery Order Information/Requirement Need.
6. FASA Exception. If you are citing a FASA exception to Fair Opportunity Competition, designate which one below with a justification. i. Only one such contractor is capable of providing services required at the level of quality required because they are unique or highly specialized. ii. The order should be issued on a sole-source basis in the interest of economy and efficiency as a logical follow-on. iii. A statue expressly authorizes or requires that the purchase be made from specified source. iv. The agency need for supplies is of such urgency that providing such opportunity would result in unacceptable delays.
7. FASA Exception Justification: *Fill-in*
8. Order COR/TPOC Training Certification: Army Order CORs are required to have COR training prior to appointment in accordance with paragraph 1.7 of the ACC Acquisition Instruction. Appendix A of the ACC Acquisition Instruction contains a list of ACC-approved training courses. Refer to: **http://aca.saalt.army.mil/Community/procedures.htm**
9. Order COR/TPOC Training Certification Date:

ATTACHMENT 2: ITES-4H ACRONYMS

Below is a list of acronyms pertinent to the ITES-4H ordering guide:

ACC-RI	Army Contracting Command - Rock Island
ACRN	Accounting Classification Reference Number
AFARS	Army Federal Acquisition Regulation Supplement
AMD	Advanced Micro Devices
APL	Approved Product List
CHESS	Computer Hardware Enterprise Software and Solutions
CLINs	Contract Line Item Numbers
CMR	Contracting Manpower Reporting
CPE ES2	Capability Program Executive Enterprise Software & Services
CONUS	Continental United States
COR	Contracting Officer Representative
DFAR	Defense Federal Acquisition Regulation
DFARS	Defense Federal Acquisition Regulation Supplement
DM	Digital Market
DO	Delivery Order
DOD	Department of Defense
EoIP	Everything over Internet Protocol
EPA	Environmental Protection Agency
ESI	Enterprise Software Initiative
FAR	Federal Acquisition Regulation
FASA	Federal Acquisition Streamlining Act
FCS	Future Combat Systems
FFP	Firm Fixed Price
FMS	Foreign Military Sales
FY	Fiscal Year
GAO	Government Accountability Office
GIG	Global Information Grid
HDTVs	High Definition Televisions
IA	Information Assurance
IAW	In Accordance With
ID/IQ	Indefinite Delivery/Indefinite Quantity
IGCE	Independent Government Cost Estimate
IPv6	Internet Protocol version 6
IT	Information Technology
ITES-4H	Information Technology Enterprise Solutions - 4 Hardware
JBoD	Just Bunch of Disks
NDAA	National Defense Authorization Act
NETCOM	Network Enterprise Technology Commands
OCO	Ordering Contracting Officer
OCOR	Ordering Contracting Officer Representative
OCONUS	Outside the Continental United States
OEM	Original Equipment Manufacturer
PCO	Procuring Contracting Office
PGI	Procedures, Guidance and Information
PoP	Period of Performance
RA	Requiring Activity
RFQ	Request for Quote
RFP	Request for Proposal
RISC/EPIC	Reduced Instruction Set Computing/Explicitly Parallel Instruction Computing

SLIN	Sub Line Item Number
TAA	Trade Act Agreement
TIC	Technology Integration Center
UPS	Uninterrupted Power Supply
VTC	Video Teleconferencing

ATTACHMENT 3: ITES-4H AT/OPSEC COVER SHEET

AT-OPSEC Coversheet-Army_20

CONTRACT REQUIREMENTS PACKAGE ANTITERRORISM/ OPERATIONS SECURITY REVIEW COVER SHEET

Requirements Package Title	POC	DATE

Section I.

Purpose of cover sheet: To document the review of the requirements package statement of work statement (SOW) quality assurance surveillance plan and any applicable source selection evaluation criteria for antiterrorism (AT) and other related protection matters to include, but not limited to: AT, operations security (OPSEC), information assurance (IA)/cyber security, physical security, law enforcement, intelligence, foreign disclosure.

Army policy requirement: A signed AT/OPSEC cover sheet is required to be included in all requirements package except for supply contracts under the simplified acquisition level threshold, field ordering officer actions and Government purchase card purchases. Command policy may require this form for supply contracts under the simplified acquisition level threshold.

Mandatory review and signatures: The organizational antiterrorism officer (ATO) must review each requirements package prior to submission to the supporting contracting activity to include coordination with other staff elements for review as appropriate per section II below. If the requiring activity does not have an ATO, the first ATO in the chain of command will review the contract for considerations. An OPSEC officer review is also mandatory.

Section II.

Standard Contract Language Provision/Contract Clause Text Applicability and/or Additional SOW Language.

a. If standard contract or clause language found on page 2 (**Section IV**) of this form is sufficient to meet specific contract request requirements, check "yes" in block below and include this language in the SOW/PWS.
b. If standard contractual text (provisions or clauses) or clause language does not apply, check "no."
c. If the standard SOW language applies, but is not in of itself sufficient, check "yes" and "SOW/PWS" and include both the standard language and additional contract specific language in the SOW/PWS.
d. If standard contract text or clause language is not desired, but there is related contract specific language in the SOW/PWS, check "no" and "SOW/PWS."

Description	Yes	No	SOW/PWS
1. AT level 1 training (general)			
2. Access and general protection policy and procedures			
2a. For contractor requiring Common Access Card (CAC)			
2b. For contractor not eligible for CAC, but requires access to DoD facility or installation.			
3. AT awareness training for US based contractor personnel traveling overseas			
4. Locally developed iWATCH Army training			
5. Army Training Certification Tracking System (ATCTS) registration for contractor employees who require access to government information systems.			
6. For contracts that require a formal OPSEC program.			
7. Requirement for OPSEC training			
8. Information assurance/information technology training			
9. Information assurance/information technology certification			
10. Contractor Authorized to Accompany the Force clause			
11. Contract requiring performance or delivery in a foreign country			
12. Handling or access to classified information			
12a. Cont. "secure telecommunications" at contractor facilities (IAW DFARS 239.7401)			
12b. Cont. "covered system" support (IAW DFARS 239.7301)			
13. Controlled Unclassified Information (CUI)			
14. Threat Awareness Reporting Program (TARP)			

Section III. Remarks: *(field will expand)*

Antiterrorism Review Signature: I am an ATO (Level II Certified) and have reviewed the requirements package and understand my responsibilities in accordance with Army Regulation 525-13, *Antiterrorism*.

Name	Grade	Phone	Date	

Operations Security Review Signature: I am OPSEC level II certified and have reviewed the requirements package, and it is in compliance with Army Regulation 530-1, *Operations Security*.

Name	Grade	Phone	Date	

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Section IV. Standard Contract Language/Contract Clause Applicability and/or Additional SOW Language.
1. AT Level I training. *This standard language is for contractor employees with an area of performance within an Army controlled installation, facility or area.* All contractor employees, to include subcontractor employees, requiring access Army installations, facilities and controlled access areas shall complete AT Level I Awareness training within ____ calendar days after contract start date or effective date of incorporation of this requirement into the contract, whichever is applicable. The contractor shall submit certificates of completion for each affected contractor employee and subcontractor employee, to the COR or to the contracting officer, if a COR is not assigned, within ____ calendar days after completion of training by all employees and subcontractor personnel. AT level I Awareness training is available at the following website: http://jko.jten.mil.
2. Access and general protection/security policy and procedures. *This standard language is for contractor employees with an area of performance within Army controlled installation, facility, or area.* Contractor and all associated subcontractor employees shall provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or Security Office. Contractor workforce must comply with all personal identity verification requirements (FAR clause 52.204-9, Personal Identity Verification of Contractor Personnel) as directed by DOD, HQDA and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in contractor security matters or processes.
2a. For contractors requiring Common Access Card (CAC). Before CAC issuance, the contractor employee requires, at a minimum, a favorably adjudicated National Agency Check with Inquiries (NACI) or an equivalent or higher investigation in accordance with Army Directive 2014-05. The contractor employee will be issued a CAC only if duties involve one of the following: (1) Both physical access to a DoD facility and access, via logon, to DoD networks on-site or remotely; (2) remote access, via logon, to a DoD network using DoD-approved remote access procedures; or (3) physical access to multiple DoD facilities or multiple non-DoD federally controlled facilities on behalf of the DoD on a recurring basis for a period of 6 months or more. At the discretion of the sponsoring activity, an initial CAC may be issued based on a favorable review of the FBI fingerprint check and a successfully scheduled NACI at the Office of Personnel Management.
2b. For contractors that do not require CAC, but require access to a DoD facility or installation. Contractor and all associated sub-contractors employees shall comply with adjudication standards and procedures using the National Crime Information Center Interstate Identification Index (NCIC-III) and Terrorist Screening Database (Army Directive 2014-05/AR 190-13), applicable installation, facility and area commander installation/facility access and local security policies and procedures (provided by government representative); or, at OCONUS locations, in accordance with status of forces agreements and other theater regulations.
3. AT Awareness Training for Contractor Personnel Traveling Overseas. This standard language required US based contractor employees and associated subcontractor employees to make available and to receive Government provided area of responsibility (AOR)-specific AT awareness training as directed by AR 525-13. Specific AOR training content is directed by the combatant commander, with the unit ATO being the local point of contact.
4. iWATCH Training. ***This standard language is for contractor employees with an area of performance within an Army controlled installation, facility or area.*** The contractor and all associated sub-contractors shall brief all employees on the local iWATCH Army program (training standards provided by the requiring activity ATO). This local developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR. This training shall be completed within ____ calendar days of contract award and within ____ calendar days of new employees commencing performance with the results reported to the COR NLT ____ calendar days after contract award.
5. Army Training Certification Tracking System (ATCTS) registration for contractor employees who require access to government information systems. All contractor employees with access to a Government info system must be registered in the ATCTS (Army Training Certification Tracking System) at commencement of services, and must successfully complete the DOD Information Assurance Awareness prior to access to the information system and then annually thereafter.
6. For contracts that require a formal OPSEC program. The contractor shall develop an OPSEC Standing Operating Procedure (SOP)/Plan within 90 calendar days of contract award, to be reviewed and approved by the responsible Government OPSEC officer. This plan will include a process to identify critical information, where it is located, who is responsible for it, how to protect it and why it needs to be protected. The contractor shall implement OPSEC measures as ordered by the commander. In addition, the contractor shall have an identified certified Level II OPSEC coordinator per AR 530-1.
7. For contracts that require OPSEC Training. Per AR 530-1, *Operations Security*, the contractor employees must complete Level I OPSEC Awareness training. New employees must be trained within 30 calendar days of their reporting for duty and annually thereafter.
8. For IA/IT training. All contractor employees and associated subcontractor employees must complete the DoD IA awareness training before issuance of network access and annually thereafter. All contractor employees working IA/IT functions must comply with DoD and Army training requirements in DoDD 8570.01, DoD 8570.01-M and AR 25-2 within six months of appointment to IA/IT functions.
9. For IA/IT certification. Per DoD 8570.01-M , DFARS 252.239.7001 and AR 25-2, the contractor employees supporting IA/IT functions shall be appropriately certified upon contract award. The baseline certification as stipulated in DoD 8570.01-M must be completed upon contract award.
10. For contractors authorized to accompany the force. DFARS Clause 252.225-7040, *Contractor Personnel Authorized to Accompany U.S. Armed Forces Deployed Outside the United States*, shall be used in solicitations and contracts that authorize contractor personnel to accompany US Armed Forces deployed outside the US in contingency operations; humanitarian or peacekeeping operations; or other military operations or exercises, when designated by the combatant commander. The clause discusses the following AT/OPSEC related topics: required compliance with laws and regulations, pre-deployment requirements, required training (per combatant command guidance), and personnel data required.
11. For Contract Requiring Performance or Delivery in a Foreign Country, DFARS Clause 252.225-7043, *Antiterrorism/Force Protection for Defense Contractors Outside the US* . The clause shall be used in solicitations and contracts that require performance or delivery in a foreign country. This clause applies to both contingencies and non-contingency support. The key AT requirement is for non-local national contractor personnel to comply with theater clearance requirements and allows the combatant commander to exercise oversight to ensure the contractor' compliance with combatant commander and subordinate task force commander policies and directives.
12. For contracts that require handling or access to classified information. Contractor shall comply with FAR 52.204-2, Security Requirements. This clause involves access to information classified "Confidential,""Secret,"or "Top Secret"and requires contractors to comply with (1) The Security Agreement (DD Form 441), including the National Industrial Security Program Operating Manual (DoD 5220.22-M); (2) any revisions to DOD 5220.22-M, notice of which has been furnished to the contractor.
12a. Cont. If secure telecommunication requirements apply, include clause 252.239-7016 and follow guidance at 239.74.
12b. Cont. If covered system support requirements apply, include provision 252.239-7017 into the solicitation, clause 252.239-7018 into the contract, and follow guidance at 239.73.
13. Controlled Unclassified Information (CUI). Include DFARS clause 252.204-7012, which requires the contractor to comply with NIST 800-171. Also include DFARS provision 252.204-2019 into solicitations. Acquisition officials should follow procedures outlined in DFARS 204.73 and verify vendors have an adequate NIST SP 800-171 summary assessment score within the Supplier Performance Risk System (within PIEE). If the score doesn't show a medium- or high-level assessment with a score of 110 or better (as described in the "NIST SP 800-171 DoD Assessment Methodology"), include clause 252.204-7020 and obtain the vendor's "system security plan" and "plan of action" for NIST SP 800-171 verification and assurance by Army security officials.
14. Threat Awareness Reporting Program. For all contractors with security clearances. Per AR 381-12 Threat Awareness and Reporting Program (TARP), contractor employees must receive annual TARP training by a CI agent or other trainer as specified in 2-4b.