

Savantage Solutions Information Technology Enterprise Solutions – 3 Services (ITES-3S) Ordering Guide



savantage solutions

Savantage Solutions

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1. Introduction

This ordering guideline contains the information needed to issue task orders against the Information Technology Enterprise Solutions-3 Services (ITES-3S) contracts from Savantage Solutions. This contract was awarded under the Federal Acquisition Streamlining Act (FASA) and Clinger- Cohen Act, and Section 803 of the National Defense Authorization Act (NDAA) for Fiscal Year (FY) 2002, which requires that the prime contractors be provided a fair opportunity to be considered for task order awards. The contracts are structured as Indefinite Delivery/Indefinite Quantity (ID/IQ) contracts, using task orders for acquisition of specified services.

Savantage's services under ITES-3S contract are available to the Army, Department of Defense (DOD), and other Federal agencies. In addition, Government support contractors may place orders against the contracts in support of their Government customers, in accordance with (IAW) Federal Acquisition Regulation (FAR) Part 51.

The objective of the ITES-3S contracts is to meet the Army's enterprise infrastructure and infostructure goals with a full range of innovative, world-class Information Technology (IT) support services and solutions at a fair and reasonable price. ITES-3S is a multiple award, ID/IQ contract vehicle. It is the Army's primary source of IT-related services worldwide. All DOD and other Federal agencies are authorized to use the contracts to satisfy their IT requirements.

Working in partnership with the prime contractors such as Savantage, CHESS manages the contracts, in coordination with the ACC-RI Contracting Center. Through the use of ITES-3S, users have a flexible means of meeting IT service needs quickly, efficiently, and cost-effectively. Orders may be placed by any contracting officer from the aforementioned agencies. There is no fee to place orders against the ITES-3S contract.

2. Savantage ITES-3S Contract and Team

Exhibit 2-1 shows Savantage's contract number for ITES-3S, as well as the business size applicable to the contract.

Exhibit 2-1: Savantage Contract Award Information

Prime Contractor	Contract Number	Business Type
Savantage Financial Services, Inc. www.savantage.net	W52P1J-18-D-A125	Small Business

Savantage is a successful IDIQ prime contractor delivering the full SDLC across all eight ITES-3S Performance Work Statement (PWS) Task Areas (TA) for customers such as the Army PEO EIS, DLA, DHS, and the VA. Savantage is experienced with managing and executing performance based, multiple award IDIQ contracts as a prime, such as the Army PMSS2 IDIQ (including performing across four simultaneous TOs, i.e., PdM AcqBusiness; PD AKO; PM I3C2; and PD CHESS) with similar ITES-3S work in CONUS and OCONUS. For ITES-3S, Savantage is leading a highly robust and capable team. **Exhibit 2-2** lists the Savantage ITES-3S team members with a company description.

Exhibit 2-2: Savantage ITES-3S Team Members


Team Member Logo	Team Member Company Description
	<p>A.T. Kearney Public Sector and Defense Services (Large Business); A.T. Kearney, Public Sector and Defense Services (A.T. Kearney) is a high value management consulting firm with 90 years of experience and global presence that spans more than 60 offices across 40 countries.</p>
	<p>Athena Technology Group, Inc. (SDVOSB). Athena Technology Group (ATG) has supported all levels in the Army IT, communications, and cyber communities and provides leading enterprise cyber technology, cyber security and IA, operations, engineering, program management and implementation solutions for customers such as DISA's Joint Service Provider (JSP), the Fort Bragg Network Enterprise Center (NEC), and the Army CIO/G-6. ATG brings a broad knowledge of major Army transformational initiatives such as Data Center Consolidation, JIE, Army Baseline IT Services, Command Post of the Future, and Secure Mobile Computing.</p>
	<p>BuddoBot Inc. (SDB, 8(a), and VOSB). BuddoBot is a Savantage PMSS2 and PMSS3 IDIQ teaming partner and specializes in cyber security, certification and accreditation (C&A) processes, along with IT services that incorporate security technologies, controls, and policies into every aspect of its IT service delivery. BuddoBot has guided active agencies under ITES-2S, specifically PdM AcqBusiness, to their first fully compliant three year Authority to Operate (ATO). BuddoBot has supported ITES-2S program areas like help desk, networking, system administration, virtualization, and asset tracking.</p>
	<p>D2 TEAM-Sim (SDB, WOSB, and EDWOSB). D2 TEAM-Sim (D2) is a leading developer of IT training and simulation solutions for the DoD, federal, and corporate clients. D2 brings an in-house developed Distributed Instruction Framework (DIF®) tool, which is a web-based distributed learning development, sustainment, and distribution solution, backed by TRADOC, for use by all Army Directorates of Training and Doctrine, proponent Schoolhouses, and Centers of Excellence. The DIF tool has a NIPR Certificate of Networkiness (CoN), through TRADOC, and resides on Army TCM-ATIS services.</p>
	<p>E&M Technologies, Inc. (WOSB, and EDWOSB). E&M Technologies (E&M) is a Savantage PMSS2 and PMSS3 IDIQ teaming partner that specializes in Tactical Exploitation of National Capabilities (TENCAP) services to integration of national space system capabilities into the Army's tactical decision-making process. E&M also provides cyber security, biometrics, public key infrastructure, identity and access management, avatar technologies, C4ISR, intelligence analysis, along with supporting Army CIO/G-6 with global physical security system CONUS and OCONUS, i.e., Germany, Korea, Hawaii, Kuwait, and Qatar.</p>

Exhibit 2-2: Savantage ITES-3S Team Members

Team Member Logo	Team Member Company Description
	<p>Enterprise Information Services, Inc. (Large Business). ISO 9001:2015, ISO 20000-1:2011, ISO 27001:2005, CMMI-SVC Level 3, CMMI-DEV Level 3. For more than 20 years, Enterprise Information Services (EIS) has provided systems engineering, IT, secure enterprise network technology, and architecture support to the Federal Government across all eight ITES-3S PWS Task Areas in CONUS and OCONUS, including warzones (Iraq and Afghanistan).</p>
	<p>E-Logic, Inc. (SDB and HUBZone). E-Logic brings more than eight years of experience providing leading federal IT solutions, including worldwide logistics; systems integration, deployment, and consolidation and delivery services; IT support services such as acquisition support and hardware/software maintenance, help-desk, system support, and training services. E-Logic maintains CONUS and OCONUS locations including India, Guatemala, Honduras, and Mexico.</p>
	<p>Serco, Inc. (Large Business). Serco is a Savantage PMSS2 and PMSS3 IDIQ teaming partner that brings professional IT, C4ISR, logistics, and management services focused on the DoD, Army, military departments, and other Federal Government agencies. Serco has extensive capabilities across all of the eight ITES-3S PWS Task Areas, supporting the Army CONUS, OCONUS, and in warzone areas (Afghanistan, Bahrain, Iraq, Kuwait, and Qatar). Through its processes and technical approach at ASEC, Serco achieved CMMI Level 5.</p>
	<p>Tyto Athene (Large Business). Tyto Athene brings proven experience delivering global communications, networking, video, security, and data center infrastructure solutions, and managing large scale IDIQ contracts. Tyto Athene provides a worldwide corporate infrastructure and leading edge, next generation solutions for the Army in CONUS and OCONUS, including warzones (Iraq and Afghanistan) that move the Army towards the JIE and other priority missions.</p>
	<p>Veterans First Initiative (VOSB, SDVOSB). Veterans First Initiative (VFI) specializes in SETA and program management support to improve Army and Federal Government IT mission processes and technologies. VFI is currently providing the Army PEO EIS P2E with IT integration support to the YRP in South Korea.</p>
	<p>Zapata Technology, Inc. (SDB, 8(a), HUBZone, and VOSB). As a software consultant to the Army, DoD, Federal Government, and commercial sectors, Zapata brings experience supporting the Army including CECOM, INSCOM, I2WD, 513th Military Intelligence Brigade, and the Army SEC CONUS, OCONUS, and in warzone areas (Afghanistan) on software engineering and integration, web application, database administration, data integrity and security, IA, server administration, data ingestion, and technical training.</p>

3. Contract Terms

Separate, multiple awards were made for ITES-3S with the following contract terms and provisions.

Exhibit 3-1: Contract Terms and Provisions

Contract Terms	ITES-3S
Contract Maximum	<ul style="list-style-type: none"> • \$12,100,000,000 • The contract maximum represents the total requirement for the life of the contract (including options, if exercised)
Period of Performance	<ul style="list-style-type: none"> • 9 Years: <ul style="list-style-type: none"> ○ One five-year base Ordering Period ○ Four one-year Ordering Period options (if exercised)
Pricing Structure	<ul style="list-style-type: none"> • Firm Fixed Price (FFP) • Time and Materials (T&M) • Cost Reimbursement (CR)
Performance-Based Contracting	<ul style="list-style-type: none"> • Preferred method for acquiring services

4. ITES-3S Contract Task Areas

Savantage’s ITES-3S contract encompasses a full range of innovative, world-class information technology support services and solutions at a reasonable price. Firm Fixed Price (FFP), Time and Materials (T&M), and Cost Reimbursement (CR) Task Orders (TOs) are authorized under this contract. Contract Line Item Numbers (CLINs) cover the following services.

- IT solution services
- IT Subject-Matter Expert (SME)
- IT Functional Area Expert (FAE)
- Incidental construction
- Other direct costs
- IT solution equipment
- Travel and per diem
- IT solution software
- IT solution – Other Direct Costs (ODCs)

The types of services and solutions offered by Savantage under its ITES-3S contract fall under the following Task Areas:

- Cybersecurity Services;
- Information Technology Services;
- Enterprise Design, Integration and Consolidation Services;
- Network/Systems Operation and Maintenance Services;

- Telecommunications/Systems Operation and Maintenance Services;
- Business Process Reengineering Services;
- IT Supply Chain Management Services; and
- IT Education & Training Services.

Copies of the ITES-3S contracts can be found on the CHESS IT e-mart. The IT e-mart Web site is <https://chess.army.mil>. Services will be acquired by issuing individual TOs.

Contract types will be determined IAW the FAR and Defense Federal Acquisition Regulation Supplement (DFARS) based on the circumstances of each order.

5. ITES-3S Roles and Responsibilities

The following is a summary of the roles and responsibilities for the primary organizations in the ITES-3S contract process.

5.1. ARMY CONTRACTING COMMAND – ROCK ISLAND (ACC-RI)

The ACC-RI Procuring Contracting Officer's (PCO) roles and responsibilities are as follows:

- Serves as the PCO for the ITES-3S contracts. The PCO has overall contractual responsibility for the ITES-3S contracts. All orders issued are subject to the terms and conditions of the contract. The contract takes precedence in the event of conflict with any order or the Ordering Guide.
- Provides advice and guidance to Requiring Activities (RA), OCOs, and contractors regarding contract scope, acquisition regulation requirements, and contracting policies.
- Approves and issues base ITES-3S contract modifications.
- Represents the Contracting Officer position at various contract-related meetings.

5.2. COMPUTER HARDWARE, ENTERPRISE SOFTWARE AND SOLUTIONS (CHESS)

The CHESS organization's roles and responsibilities are as follows:

- Supports Requiring Activity (RA)s / Administrative Contracting Officer Representative (ACOR) for this acquisition.
- Maintains the IT e-mart, a no-fee flexible procurement strategy through which an Army user may procure COTS IT hardware, software, and services.

The CHESS IT e-mart website is: <https://chess.army.mil>

- With support from the Information Systems Engineering Command, Technology Integration Center, CHESS assists Army organizations in defining and analyzing requirements for meeting the Army's enterprise infrastructure and infostructure goals.
- Works with other RAs, including those outside of the Army, to help them understand how ITES-3S can best be used to meet their enterprise requirements.
- Conducts periodic meetings with the prime contractors, e.g., In-Process Review, as needed to ensure requirements, such as approved DOD standards, are understood.

5.3. REQUIRING ACTIVITY (RA)

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

- Adheres to the requirements and procedures defined in the ITES-3S contracts and these ordering guidelines.
- Defines requirements.
- Prepares TO requirements packages.
- Funds the work to be performed under ITES-3S orders.
- Provides personnel to evaluate proposals submitted.
- Provides past performance assessments.
- Monitors and evaluates contractor performance.

5.4. ORDERING CONTRACTING OFFICER (OCO)

Within the Army, DOD, and other Federal agencies, the OCO's roles and responsibilities are as follows:

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

5.5. ORDERING CONTRACTING OFFICER'S REPRESENTATIVE (OCOR)

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

- Serves as the focal point for all task activities, and primary Point of Contact (POC) with the contractors.

- Provides technical guidance in direction of the work; not authorized to change any of the terms and conditions of the contract or order.
- Shall use the measures and standards set forth in the Quality Assurance Surveillance Plan (QASP) to assess contractor performance, thereby ensuring the quality of services required by the TO are met.
- Obtains required COR training. Note: The Army Contracting Command (ACC) COR Guide provides a list of approved COR training courses:
<https://www.us.army.mil/suite/doc/24452057&inline=true>.

5.6. SAVANTAGE

The principal role of for Savantage, as the contractor, is to perform services and/or deliver related products that meet requirements and/or achieve objectives/outcomes described in orders issued under the ITES-3S contracts. The Savantage Program Management Team primary points of contact are displayed in **Exhibit 5.6-1**.

Exhibit 5.6-1: Savantage ITES-3S Points of Contact

Title	Name	Phone	Email
Savantage ITES-3S Program Manager	Scipio de Kanter	(Office) 301-258-5651 (Mobile) 703-220-2646	sdekanter@savantage.net
Savantage ITES-3S Business Development	Thomas Keeley	(Office) 240-399-0663 (Mobile) 202-277-7094	tkeeley@savantage.net

5.7. OMBUDSMAN

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

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

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

6. ITES-3S Ordering Guidance

- Ordering is decentralized for all ITES-3S requirements. Ordering under the contracts is authorized to meet the needs of the Army, DOD, and other Federal agencies. There are no approvals, coordination, or oversight imposed by the PCO on any OCO. OCOs are empowered to place orders IAW the terms and conditions of the ITES-3S contracts, ITES-3S ordering guidelines, the FAR, DFARS (as applicable), and the OCO's agency procedures.
- The PCO will not make judgments or determinations regarding orders awarded under the ITES-3S contracts by an OCO. All issues must be resolved consistent with individual agency procedures and/or oversight.
- Upon request, the PCO is available to provide guidance to OCOs executing orders under the ITES-3S contracts.
- The CHESS IT e-mart at <https://chess.army.mil> is available to make price comparisons among all ITES-3S awardees and solicit competitive quotes. Only services and related incidental hardware/software items are to be released on the ITES-3S IT e-mart. Hardware/software-only items are to be placed on ADMC-2 or ITES- 3H. The OCO will initiate the Task Order Request (TOR) process by issuing a TOR to all awardees via the CHESS IT e-mart. OCOs MUST issue the Request for Proposal (RFP)/TORs via the IT e-mart.
- When posting an RFP/TOR, RAs are not to simply submit an ITES-3S contractor's quote as an RFP/TOR. This is considered to be contractor proprietary information.
- When posting a TOR, include specific delivery instructions for proposal responses. Contractors will indicate their interest via CHESS IT e-mart; however, proposal packages shall be delivered by means identified in the TOR.
- The RA prepares the TOR package and submits it to the OCO. Ordering Guide Attachment 1 is an example of a TO checklist.
- The Army's complete instructions and requirements for the use of the ITES-3S contract are available and maintained online at <https://chess.army.mil/Contract/Program?Name=ITES-3S>.
- The CHESS it e-mart, <https://chess.army.mil>, provides the authoritative ITEC4 Ordering Guidelines, forms, example SOW, PWS and SOO, formats, and other useful links to aid order development.

7. Contract and Payment Information

Exhibit 7-1: Savantage Contract and Payment Information

Title	Name	Phone	Email
Savantage ITES-3S Program Manager	Scipio de Kanter	(Office) 301-258-5651 (Mobile) 703-220-2646	sdekanter@savantage.net
Savantage Contracts Administrator	Donna Thomas	(Office) 240-399-0693	dthomas@savantage.net

Exhibit 7-1: Savantage Contract and Payment Information

Title	Name	Phone	Email
Email address: SAV-ITES-3S@savantage.net			

Exhibit 7-2: Savantage Payment Information

Name	Information
Cage Code	1HNE1
Administrative Address	Savantage Solutions 1355 Piccard Drive, Suite 425 Rockville, MD 20850
If not paying via EFT, payment shall be made to the Contractor's designated address:	Accounts Receivable Savantage Solutions 1355 Piccard Drive, Suite 425 Rockville, MD 20850

Attachment 1 Task Order Request Checklist Example

ITES-3S Task Order Request Checklist and Instructions

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

<p>1. Task Order (TO) Title.</p>
<p>2. RA Point of Contact. Include name, title, organization, commercial and DSN phone numbers for voice and fax, and e-mail address:</p>
<p>3. Designated Order Contracting Officer Representative (COR). Include name, title, organization, commercial and DSN phone numbers for voice and fax, and e-mail address (If same as block 2, type "same"):</p>
<p>4. Attachments Checklist. Complete package must include the following items. Send files electronically via e-mail or fax to the ordering contracting officer.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Work Statement (check one) <ul style="list-style-type: none"> <input type="checkbox"/> Statement of Work <input type="checkbox"/> Performance Work Statement includes Quality Assurance Surveillance Plan <input type="checkbox"/> Statement of Objectives <input type="checkbox"/> Funding Document(s) (scanned or other electronic version is preferable) <input type="checkbox"/> Independent Government Cost Estimate <input type="checkbox"/> Proposal Evaluation Plan Bundling Determination (if needed) <input type="checkbox"/> Consolidation Determination (if needed) <input type="checkbox"/> Justification for Work Statement that is not Performance-Based <input type="checkbox"/> TO unique Defense Department Form 254 (only if security requirements)
<p>5. TO Information</p> <p>Contract Type (check one) Time and Materials (T&M) and Cost Reimbursement (CR) contract types require justification in accordance with (IAW) Federal Acquisition Regulation (FAR) (the ordering contracting officer makes the final determination of which order type is in the best interest of the government).</p> <ul style="list-style-type: none"> <input type="checkbox"/> Firm Fixed Price (no justification required) <input type="checkbox"/> CR (provide justification in the box, below) <input type="checkbox"/> T&M (provide justification in the box, below) <p>Rationale: T&M and CR contract types require justification IAW FARs.</p> <p>Federal Acquisition Streamlining Act (FASA) Exception. If you are citing a FASA exception to fair opportunity competition, designate which one below with a justification.</p> <p>FASA Exception Justification:</p> <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-3S contractors were given a fair opportunity to be considered for the original order. <input type="checkbox"/> A statute expressly authorizes or requires that the purchase be made from specified source.
<p>6. Order COR Training Certification: Army Order CORs are required to have COR training prior to appointment IAW paragraph 1.7 of the Army Contracting Command (ACC) Acquisition Instruction. Appendix A of the ACC Acquisition Instruction contains a list of ACC-approved training courses. Refer to: https://arc.army.mil/COR/CORHandbooks_SelfServe.aspx</p>

Order COR Training Certification Date:	
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Attachment 2 Acronyms

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

- ACC-RI - Army Contracting Command - Rock Island
- CHESS – Computer Hardware Enterprise Software and Solutions
- CLINs - Contract Line Items
- COR - Contracting Officer Representative
- COTS - Commercial Off-the-Shelf
- CR - Cost Reimbursement
- DFARS - Defense Federal Acquisition Regulation Supplement
- DOD - Department of Defense
- FAE - Functional Area Expert
- FAR - Federal Acquisition Regulation
- FASA - Federal Acquisition Streamlining Act
- FFP - Firm Fixed Price
- FY - Fiscal Year
- GAO - Government Accountability Office
- IAW - In Accordance With
- ID/IQ - Indefinite Delivery/Indefinite Quantity
- IT - Information Technology
- ITES-3S – Information Technology Enterprise Solutions – 3 Services
- NDAA - National Defense Authorization Act
- OCO – Ordering Contracting Officer
- OCOR – Ordering Contracting Officer Representative
- ODC - Other Direct Costs
- PCO- Procuring Contracting Office
- POC - Point of Contact
- PWS - Performance Work Statement
- QASP - Quality Assurance Surveillance Plan
- RA - Requiring Activity
- RFP - Request for Proposal
- SME - Subject Matter Expert

- SOO - Statement of Objectives
- SOW - Statement of Work
- T&M - Time and Materials
- TA - Task Area
- TO - Task Order
- TOR - Task Order Request