



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

ITES-3S Contract No: W52P1J-18-D-A012

PREPARED FOR
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Trace Systems ITES-3S Ordering Guide

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1 CHAPTER 1: ITES-3S GENERAL INFORMATION

1.1 ITES-3S BACKGROUND

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

1.2 ITES-3S SCOPE

ITES-3S is a multiple award, IDIQ contract that is the Army's primary (and preferred) source of IT services worldwide. The ITES-3S contract encompasses a full range of innovative, world-class IT support services and solutions for the Army and Federal Agencies.

Scope includes, but is not limited to, the following:

- Business Process Re-engineering
- Command, Control, Communications, Computers and Information Management (C4IM)
- Cloud Hosting Services
- Cybersecurity Services
- Enterprise Design Integration & Consolidation
- IT Services
- IT Supply Chain Management
- IT Education & Training
- Network/Systems Operation and Maintenance
- Telecommunications / Systems Operations and Maintenance

1.3 ITES-3S VEHICLE HIGHLIGHTS

Vehicle highlights are as follows:

- \$12.1B ceiling
- Performance-based, multiple - award contract with a 10-year POP
- Available to All Federal Government Agencies
- No Government user fee to issue Task Orders on the contract
- Allows flexibility for all contract types, including hybrids and cost- reimbursement, at the task order level
- Orders may be placed by any contracting officer from the eligible Government Agencies.
- Labor Categories and Rates are posted to the CHES IT-Mart website. Follow Pricing Guidance for applicability.



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1.4 PRIME CONTRACTORS

Trace Systems is one of 135 Primes on ITES-3S, which includes 49 Unrestricted and 86 Small Businesses. A list of Primes appears below:

Table 1.4-1: ITES-3S Primes

Vendor	Contract#	Business Size
22ND CENTURY TECHNOLOGIES, INC.	W52P1J18DA040	Large
3VESTA, LLC	W52P1J18DA121	Small
ACCENTURE PLC	W52P1J18DA080	Large
ACE INFO SOLUTIONS, INC.	W52P1J18DA140	Large
ACTIONET, INC.	W52P1J18DA011	Large
ADAMS COMMUNICATION & ENGINEERING TECHNOLOGY, INC.	W52P1J18DA083	Large
ADVANCED SOFTWARE SYSTEMS, INC	W52P1J18DA048	Small
AGILE DEFENSE, INC.	W52P1J18DA023	Small
AKIRA TECHNOLOGIES, INC	W52P1J18DA115	Small
ALIGNED EVOLUTION LLC	W52P1J18DA134	Large
AMENTUM	W52P1J18DA099	Large
AMERICAN SYSTEMS CORP.	W52P1J18DA091	Large
AOC EXPRESSION, LLC	W52P1J18DA045	Small
APOGEE-SAIC CAPABILITIES INTEGRATOR, LLC	W52P1J18DA047	Small
ARRAY INFORMATION TECHNOLOGY, INC.	W52P1J18DA024	Large
AT&T, INC.	W52P1J18DA127	Large
B & D CONSULTING INC	W52P1J18DA107	Small
BAE SYSTEMS, INC	W52P1J18DA037	Large
BANC3, INC.	W52P1J18DA089	Small
BOOZ ALLEN HAMILTON	W52P1J18DA007	Large
BRAVURA INFORMATION TECHNOLOGY SYSTEMS INC.	W52P1J18DA092	Small
BUSINESS MISSION EDGE LLC	W52P1J18DA100	Small
BY LIGHT PROFESSIONAL IT SERVICES INC	W52P1J18DA102	Small
C.K.A. LLC	W52P1J18DA136	Small
CACI INTERNATIONAL INC	W52P1J18DA138	Large
CAELUM RESEARCH CORPORATION	W52P1J18DA055	Large
CALNET	W52P1J18DA026	Small
COMPASS POINT, LLC	W52P1J18DA105	Small
COMPUTER WORLD SERVICES CORP	W52P1J18DA120	Small
CREDENCE MANAGEMENT SOLUTIONS	W52P1J18DA008	Small
CRITERION SOLUTIONS INC	W52P1J18DA056	Small
CRYSTAL CLEAR TECHNOLOGIES INC	W52P1J18DA068	Small
CYBER SOLUTIONS & SERVICES, INC.	W52P1J18DA038	Small
CYBERDATA TECHNOLOGIES INC	W52P1J18DA035	Small
CYBERMEDIA TECHNOLOGIES INC	W52P1J18DA119	Small
DATA SYSTEMS ANALYSTS, INC	W52P1J18DA050	Large
DELOITTE LLP	W52P1J18DA018	Large



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DEV TECHNOLOGY GROUP INC	W52P1J18DA073	Small
DIGITAL MANAGEMENT INC	W52P1J18DA088	Large
DIGITALIBIZ INC	W52P1J18DA019	Small
DIRECTVIZ SOLUTIONS LLC	W52P1J18DA036	Small
DRS TECHNOLOGIES, INC	W52P1J18DA015	Large
DRS TECHNOLOGIES, INC	W52P1J18DA065	Large
ECS FEDERAL LLC	W52P1J18DA078	Large
EDC CONSULTING LLC	W52P1J18DA005	Small
EXCELLUS SOLUTIONS, LLC	W52P1J18DA013	Small
EXETER INFORMATION TECHNOLOGY SERVICES LLC	W52P1J18DA064	Small
EZTEQ, LLC	W52P1J18DA132	Small
FEDITC LLC	W52P1J18DA135	Small
FORTEM SERVICES GROUP, LLC	W52P1J18DA129	Small
FORTEM SOLUTIONS, LLC	W52P1J18DA059	Small
FWG SOLUTIONS, INC.	W52P1J18DA066	Small
GC&E SYSTEMS GROUP INC	W52P1J18DA101	Small
GENERAL DYNAMICS CORPORATION	W52P1J18DA086	Large
GENERAL DYNAMICS CORPORATION	W52P1J18DA090	Large
GROVE RESOURCE SOLUTIONS INC	W52P1J18DA025	Small
HALFAKER AND ASSOCIATES LLC	W52P1J18DA110	Small
HARMONIA HOLDINGS GROUP LLC	W52P1J18DA062	Small
HYPERION INC	W52P1J18DA033	Small
IBM CORPORATION (INTERNATIONAL BUSINESS MACHINES)	W52P1J18DA032	Large
INDIGO IT LLC	W52P1J18DA087	Small
INFORMATION GATEWAYS, INC.	W52P1J18DA052	Small
INNOVATIONS JV, LLC	W52P1J18DA128	Small
INNOVATIVE MANAGEMENT CONCEPT, INC	W52P1J18DA113	Small
INSERSO CORPORATION	W52P1J18DA069	Small
INTELLIGENT WAVES LLC	W52P1J18DA067	Small
IP NETWORK SOLUTIONS INC	W52P1J18DA111	Small
IPKEYS TECHNOLOGIES LLC	W52P1J18DA029	Small
IRON BOW TECHNOLOGIES, LLC	W52P1J18DA061	Large
IT ENTERPRISE SERVICES AND SOLUTIONS, LLC	W52P1J18DA030	Large
ITES VENTURE LLC	W52P1J18DA104	Small
ITSTARS2, LLC	W52P1J18DA076	Small
JACOBS ENGINEERING GROUP INC	W52P1J18DA095	Large
KBR, INC. (KBRWYLE)	W52P1J18DA070	Large
KINGFISHER SYSTEMS, INC	W52P1J18DA118	Small
LEIDOS, INC.	W52P1J18DA009	Large
LINK SOLUTIONS INC	W52P1J18DA081	Small
LINKTEC LLC	W52P1J18DA077	Small
LINTECH-PRAGMATICS JV	W52P1J18DA103	Small
LOGC2 INC	W52P1J18DA063	Small



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LOGISTICS SYSTEMS INCORPORATED	W52P1J18DA122	Small
M.C. DEAN, INC.	W52P1J18DA124	Large
MADEN TECHNOLOGIES	W52P1J18DA031	Small
MANTECH INTERNATIONAL CORP	W52P1J18DA046	Large
METROSTAR SYSTEMS INC	W52P1J18DA112	Small
MILLENNIUM CORPORATION	W52P1J18DA074	Small
MISSION1ST GROUP INC	W52P1J18DA084	Small
MSOL, INC. (MACRO SOLUTIONS)	W52P1J18DA051	Small
NCI, INC.	W52P1J18DA094	Large
NES ASSOCIATES LLC	W52P1J18DA012	Large
NEW DIRECTIONS TECHNOLOGIES INC	W52P1J18DA098	Small
NEXGEN DATA SYSTEMS, INC.	W52P1J18DA131	Small
N-LINK CORPORATION	W52P1J18DA072	Small
NORTHROP GRUMMAN CORPORATION	W52P1J18DA137	Large
NTT DATA FEDERAL SERVICES	W52P1J18DA106	Large
OBJECT CTALK INC	W52P1J18DA085	Small
OCCAM SOLUTIONS INC	W52P1J18DA049	Small
OPTIVOR TECHNOLOGIES, L.L.C.	W52P1J18DA117	Small
PERATON INC.	W52P1J18DA093	Large
PERSPECTA INC.	W52P1J18DA082	Large
PRAGMATICS INC	W52P1J18DA054	Large
QBASE INC.	W52P1J18DA034	Small
RAYTHEON COMPANY	W52P1J18DA006	Large
S4 INC	W52P1J18DA123	Small
SABRE-DCS-I3 JV	W52P1J18DA016	Large
SAVANTAGE FINANCIAL SERVICES INC	W52P1J18DA125	Small
SCIENCE APPLICATIONS INTERNATIONAL CORPORATION (SAIC)	W52P1J18DA075	Large
SENTAR INC	W52P1J18DA044	Small
SENTEL CORPORATION	W52P1J18DA060	Large
SMS DATA PRODUCTS GROUP, INC	W52P1J18DA039	Large
SNR SYSTEMS, LLC	W52P1J18DA096	Small
SNVC LC	W52P1J18DA017	Small
SOFT TECH CONSULTING INC	W52P1J18DA057	Small
STG INC	W52P1J18DA042	Large
STRATEGIC OPERATIONAL SOLUTIONS INC	W52P1J18DA058	Small
SUMMIT TECHNOLOGIES LLC	W52P1J18DA021	Small
SUNTIVA, LLC	W52P1J18DA022	Small
SUPERIOR GOVERNMENT SOLUTIONS INC	W52P1J18DA126	Small
SUPERLATIVE TECHNOLOGIES INC (SUPRTEK)	W52P1J18DA014	Small
TA SERVICES LLC	W52P1J18DA028	Small
TECHNATOMY CORPORATION	W52P1J18DA071	Large
TECHNOLOGY AUTOMATION & MANAGEMENT INC (TEAM)	W52P1J18DA108	Small
TEKSOUTH CORPORATION	W52P1J18DA020	Small



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TEKSYNAP CORPORATION	W52P1J18DA139	Small
TELESIS CORPORATION	W52P1J18DA133	Small
T-FOUR, LLC	W52P1J18DA041	Small
TIBER CREEK CONSULTING INC	W52P1J18DA097	Small
TROWBRIDGE & TROWBRIDGE, LLC	W52P1J18DA079	Large
UNIFIED BUSINESS SOLUTIONS, INC.	W52P1J18DA010	Small
UNISYS CORPORATION	W52P1J18DA130	Large
UNIVERSAL CONSULTING SERVICE I	W52P1J18DA004	Large
VAECOMMERCE INCORPORATED	W52P1J18DA053	Large
VENCEDOR TECHNOLOGIES, LLC	W52P1J18DA043	Small
WORLD WIDE TECHNOLOGY, INC	W52P1J18DA109	Large
ZENDELLS JV, LLC	W52P1J18DA027	Small

1.5 TRACE SYSTEMS TEAMMATES

Trace Systems teammates at the Umbrella vehicle level are as follows:

Table 1.5-1: - Trace Systems ITES-3S Teammates

Trace Systems' Teammates
Acuity Consulting Inc.
Argus Technology Corporation
C3EL
CONETSCO, Inc.
Dell
Elluma Solutions
Five Rivers Services LLC
InCadence Strategic Solutions
Iron Arch Technology
IT Cadre
JTEC Consulting, LLC
LightGrid
NewSat
nLogic LLC
OpTech LLC
Teksystems Inc
Titania Solutions Group, Inc.
Tribalco LLC
TWD & Associates Inc
Unissant Inc
Vexterra Group
Windwalker Corporation
Windward Consulting Group, Inc.

Other teammates can and will be added at the Task Order level as needed/appropriate.

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1.6 TRACE SYSTEMS ITES-3S PMO

The ITES-3S Vehicle is managed by Trace Systems' ITES-3S PMO, which has visibility across Trace Systems' business units.

2 CHAPTER 2: ROLES & RESPONSIBILITIES

2.1 OVERVIEW OF ARMY ITES-3S ORGANIZATION

The following guidance is included verbatim from the ITES-3S Ordering Guide dated September 2018.

2.1.1 ARMY CONTRACTING COMMAND ROCK ISLAND PROCURING CONTRACTING OFFICER'S (PCO)

The ACC-RI PCO roles and responsibilities are as follows:

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

2.1.2 COMPUTER HARDWARE, ENTERPRISE SOFTWARE & SOLUTIONS (CHESS)

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

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

2.1.3 REQUIRING ACTIVITY (RA)

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

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

2.1.4 ORDERING CONTRACTING OFFICER (OCO)

The OCO's roles and responsibilities are as follows:

- OCOs within the Army, DOD, and other Federal agencies are authorized to place orders within the terms of the contract and within the scope of their authority.
- Not authorized to make changes to the contract terms and/or conditions. The OCOs authority is limited to the individual orders.
- Serves as the interface between the contractor and the Government for individual orders issued under the ITES-3S contracts.
- Responsible for determining if bundling of requirements (see FAR 2.101) is in compliance with FAR 7.107.



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- Responsible for determining whether consolidation of requirements, compliance, and approval are IAW DFARS 207.170.
- Responsible for requesting, obtaining, and evaluating proposals/quotations and for obligating funds for orders issued.
- The OCO reserves the right to withdraw and cancel a task if issues pertaining to the proposed task arise that cannot be satisfactorily resolved.
- Responsible for identifying when Earned Value Management System is applicable at the TO level IAW DFARS 252.234-7002.

2.1.5 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

2.1.6 CONTRACTORS

The principal role of the contractors is to perform services and/or deliver related products that meet requirements and/or achieve objectives/outcomes described in orders issued under the ITES-3S contracts.

2.2 TRACE SYSTEMS ITES-3S PROGRAM MANAGEMENT TEAM

Our ITES-3S Program Manager (PM) is Mr. William Wolfe, and he is supported by a functional support team, which also includes Finance, Contracts, and Supply Chain.

Mr. William Wolfe
ITES-3S Program Manager
732.575.3102
wwolfe@tracesystems.com

Mr. Gregory Anderson
ITES-3S Contracts Negotiator
703.962.9733
Ganderson@tracesystems.com.com

3 CHAPTER 3: ORDERING PROCEDURES

3.1 Overview of Procedures

The ITES-3S Task Order Ordering Procedures and Award Process appears in Figure 3.1 below.

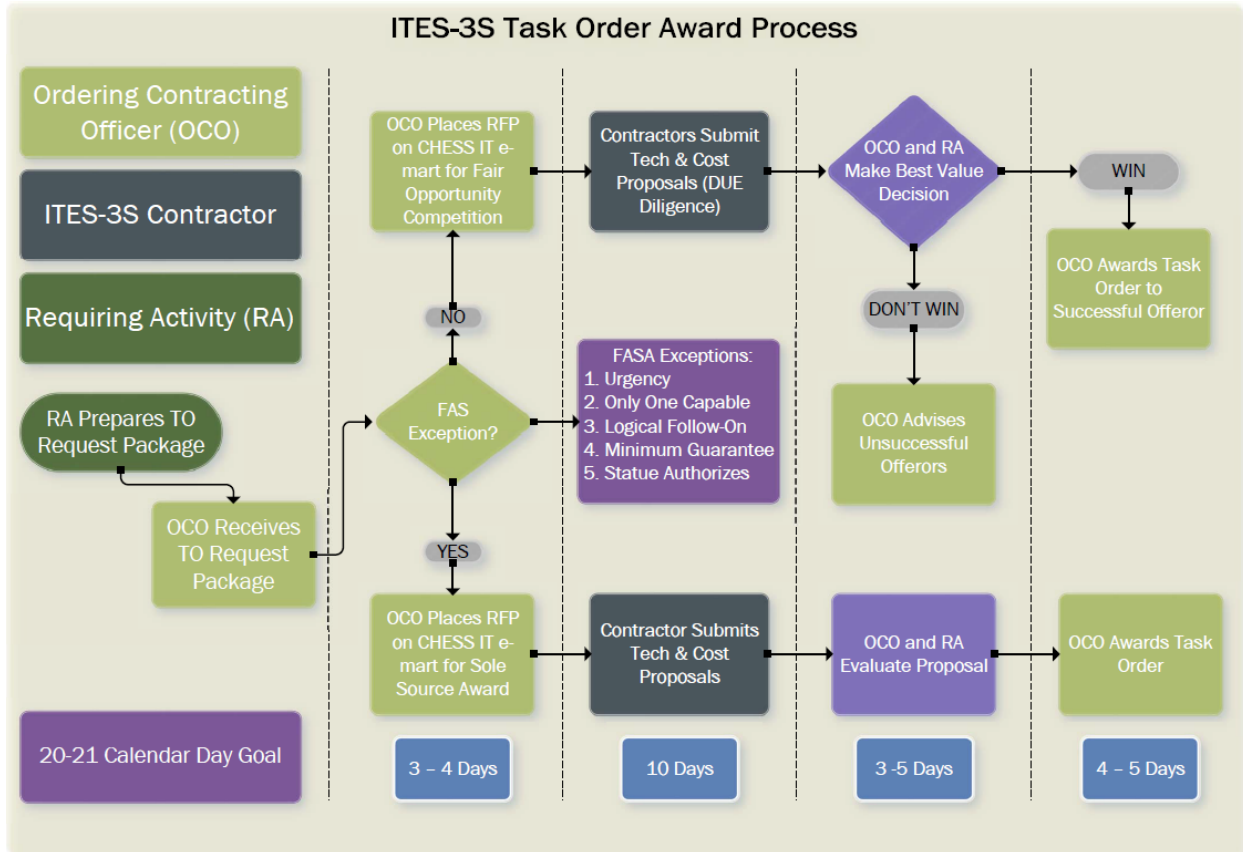


Figure 1 – ITES-3S Task Order Award Process

3.2 ITES-3S VEHICLE ORDERING SPECIFICS

The following guidance is included verbatim from the ITES-3S Ordering Guide dated September 2018.

- 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 CHES IT e-mart at <https://chess.army.mil> is available to make price comparisons among all ITES-3S awardees and solicit competitive quotes. Only services and related incidental hardware/software items are to be released on the ITES-3S IT e-mart. Hardware/software-only items are to be placed on ADMC-2 or ITES- 2H/3H. The OCO will initiate the Task Order Request (TOR) process by issuing a TOR to all awardees via the CHES 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 CHES IT e-mart; however, proposal packages shall be delivered by means identified in the TOR.



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3.3 ITES-3S VEHICLE ORDERING - PRICING SPECIFICS

The following guidance is included verbatim from the ITES-3S Ordering Guide dated September 2018.

- All TOs awarded pursuant to this contract on an FFP or T&M basis must be priced IAW the pricing set forth in the Labor Rate Table (reference contractors' ITES-3S Price Matrix, Section J, and Attachment 3). The labor rates in the labor rate table reflect the fully burdened composite rates for each labor category and will apply to all direct labor hours. The composite rates include separate rates for work performed at the contractor site and at the Government site for each labor category. An ITES-3S contractor may propose labor rates that are lower than those specified in its Labor Rate Table, but shall not exceed the labor rates in its Labor Rate Table.
- CR TOs are allowable under ITES-3S. CR TOs are suitable for use only when uncertainties involved in contract performance do not permit costs to be estimated with sufficient accuracy to use any type of FP TO. A CR TO may be used only when the contractor's accounting system is adequate for determining costs applicable to the TO and appropriate Government surveillance during performance will provide reasonable assurance that efficient methods and effective cost controls are used.
- The Government's minimum requirements for each labor category are identified in Labor Category Descriptions. Contractors may augment their labor categories and job descriptions on a TO basis. If a contractor decides to augment a labor category; the labor type and cost shall not change. Augmenting a labor category is not defined as adding a new labor category. TO proposals shall be limited to only those labor categories contained within the base contract. The contractor may propose to the Government, at its discretion, additional labor categories and job descriptions within the scope of ITES-3S. The PCO is the only official authorized to add a labor category to the base contract via contract modification.
- Unlike other labor categories, the IT subject-matter expert (SME), IT FAE, and incidental construction categories may only be used if no other labor category can satisfy the requirement. If the ITES-3S contractor proposes these categories when not directed by the OCO, no fee or profit is allowed. OCOs are discouraged from directing the use of FAEs and SMEs. However, if the OCO deems it necessary to direct the ITES-3S contractor to propose these categories, a fixed fee of 3% is allowable. ITES-3S contractors are required to seek and obtain approval from the OCO for the use of these categories when proposed in a TO. There is no fixed labor rate associated with the SME, FAE, and incidental construction categories.

The Trace Systems ITES-3S PMO will provide the CHES ITES-3S Ordering Guide to Trace Systems Mission Areas/colleagues upon request and will provide training and guidance on the contract use.