

# ITES-3H

Information Technology Enterprise Solutions-3 Hardware

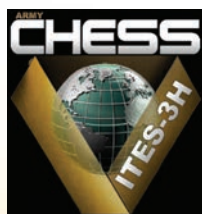


DYNAMIC SYSTEMS INC.®

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# ITES-3H Ordering Guide

December 2018



ARMY  
**CHES**  
COMPUTER HARDWARE,  
ENTERPRISE SOFTWARE AND SOLUTIONS



**DYNAMIC SYSTEMS, INC.** has been providing IT-related products and architecting solutions for the Government community since 1991. As an ITES-3H contract holder we offer the depth and breadth of standards-based technology fulfilling the need for end-to-end solutions in support of the Federal Government's enterprise infrastructure goals. We are proud of our ISO 9001:2015 certification for processes and procedures in the procurement and delivery of IT systems. Dynamic Systems is a Federally recognized Woman-Owned Small Business (WOSB).



**Contract Number**

W52P1J-16-D-0009

**Contract Period**

February 2016 through April 2022

**NAICS**

334111

**Business Size**

Small



**Who Can Order**

Ordering will be open to the Army, other DOD agencies, and all other Federal Agencies, and authorized Government contractors supporting these agencies in accordance with DFARS 252.251-7000.

**Terms**

- Fees – None
- Payment Terms – Net 30. Partial payments allowed unless otherwise specified by the Contracting Officer.
- Delivery – 30 calendar days for CONUS; 35 calendar days for OCONUS; or as otherwise negotiated. Partial shipments allowed unless otherwise specified by the Contracting Officer.
- FOB Point – Destination
- Shipping Charges – No Charge to CONUS; As negotiated to OCONUS; Expedited shipping as negotiated.

**Warranty**

As part of the purchase price, all equipment provided under the contract shall be provided with a standard OEM commercial warranty of one year for all catalog items except workstations, thin clients, desktops and notebooks (Catalog III) offers three years. Warranty variations and uplifts are available – including OEM uplifts as well as customized warranty and maintenance plans. These shall be negotiated with the ordering Contracting Officer (OCO). Some agencies/organizations purchase warranties that cover the entire agency/organization. To eliminate double payments for the same product, ensure that there are no warranties already purchased that cover your requirement prior to your purchase.



## About ITES-3H

The Information Technology Enterprise Solutions - 3 Hardware (ITES-3H) contract is a multiple award, firm-fixed-price (with Economic Price Adjustment), Indefinite Delivery Indefinite Quantity (IDIQ) contract vehicle. The fundamental purpose of the ITES-3H acquisition is to support the Army enterprise infrastructure and infostructure goals with a full range of innovative, world class information technology equipment and solutions at a reasonable price. At its essence, the ITES-3H equipment shall 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. The equipment must be in compliance with existing Department of Defense (DOD) and Department of Army standardization and interoperability policies. ITES-3H contractors are to enhance Army capabilities by partnering with and supporting the implementation of Army NETCOM's Networkability Program.

The ITES-3H contract is managed by Computer Hardware Enterprise Software and Solution (CHES), in coordination with the Army Contracting Command, Rock Island (ACC-RI), who requires contracts to support the Army's requirements, within CONUS and OCONUS locations, covering a full range of IT equipment for client, server, storage, and network environments; for related incidental services; and for maintenance/warranty of legacy IT equipment as part of an ITES-3H solution. The equipment and services shall be commercial in accordance with the definition of commercial items in Federal Acquisition Regulation (FAR) 2.101.

## CONTRACT SCOPE

The ITES-3H contract is intended to be a total solutions based contract vehicle and include items that are for the fielding of a complete system or as part of a total design solution for all equipment items provided on the contract. The ITES-3H contract provides for the purchase and lease of commercial UNIX based servers, Non-UNIX based servers, desktops, notebooks, workstations, thin clients, storage systems, networking equipment, network printers, product ancillaries, peripherals, network cabling products, video teleconferencing products, standalone displays, scanners, Everything over Internet Protocol (EoIP) products, communication devices, power devices, and software provided as part of the end-to-end solution, warranty variations, and other related incidental services, accessories, and options.

Dynamic Systems will provide new equipment only. However, based upon customer requests, we may propose used or refurbished equipment. Used or refurbished equipment must be authorized by the ordering contacting officer, identified as such, be within the scope of ITES-3H, and be warranted that the equipment has been refurbished to an "as-new" standard.

Services shall be directly related to the procurement of equipment under this contract. The services shall be performed as required on individual delivery orders. The legacy equipment warranty/maintenance shall be related to the integration of equipment procured under this contract.

Any products which are customarily given to the public or other private industry customers free of charge must also be provided to the Government free of charge. However, other restrictions, such as End User License Agreement (EULA) requirements and compliance with federal laws and regulations, still apply to any product provided to the Government regardless of the cost.

In order to keep pace with changes in technology and meet worldwide requirements of the Army, Dynamic Systems will provide for new technologies and refresh the catalog product offerings in accordance with our commercial business practices, as Army requirements change, and in accordance with the ITES-3H agreement, over the life of this contract. Following are the various catalogs offered on ITES-3H.



## CATALOG ITEMS



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### Catalog I- UNIX Based Servers

Includes UNIX platforms with multiple core Intel/AMD or equivalent processors. Catalog I includes items that directly support the provided platforms, 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 Software Agreements (ESA) provided under the Enterprise Software Initiative (ESI) and SmartBUY as described on the CHES website at <https://CHES.army.mil>.

### Catalog II- Non-UNIX Based Servers

Includes non-UNIX based platforms with Intel/AMD or equivalent processors. Catalog II includes predominately Windows based servers operating items that directly support the proposed platforms, mounting racks, cabinets, power supplies, power adaptors, clustering devices, and operating systems/licenses not covered or provided under existing Government enterprise agreements, e.g., ESA and SmartBUY as described on the CHES website. As more operating systems are added to the Army Golden Master (AGM), more servers supporting these operating systems may be added to the catalog.

### Catalog III – Workstations, Thin Clients, Desktops and Notebooks

Includes workstation platforms with Error Check & Correcting (ECC) memory and Serial Advanced Technology Attachment (SATA) drives. Desktops consist of platforms with Double Data Rate three (DDR3) memory and SATA drives. Notebooks use various DDR memory architectures. Thin clients require flash memory. All are platforms with Intel (or equivalent) processors. Included are internal items that directly support the proposed platforms (e.g., various processor clock rates, internal storage devices (hard 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 agreements, e.g. ESA and SmartBUY as described on the CHES website.

### Catalog IV - Storage Systems

Includes items such as various storage arrays, storage area networks, various JBOD configurations, various sizes of hard 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 and related commercial storage software products not covered or provided under existing Government enterprise agreements.

### Catalog V - Networking Equipment

Includes items such as managed and unmanaged switches, hubs, gateways, routers, wireless networking devices, EoIP, associated cables, adapters, firmware, memory upgrades, interface cards, power supplies, power adaptors, expansion bays, service packs, and related network management software products not covered or provided under existing Government enterprise agreements.





## Catalog Items continued

### Catalog VI -Network Printers

Includes network printers, scanners, supporting devices (e.g. hard disk drives, memory and upgrades, network interface adapters, cables, input trays, duplexers, output bins), and power adaptors.

### Catalog VII – Cables, Connectors, and Accessories

Includes various network cables (metallic and optical) to include, but not limited to; cable trays, various cable bends, connectors and cable tray hangers.

### Catalog VIII – Video Equipment Products

Includes Video Teleconferencing Equipment (VTC), standalone displays (Plasma, LCD, HDTVs) larger than 21 inches, and projectors to include ancillaries.

### Catalog IX – Uninterruptible Power Supplies (UPS)

Includes UPS, power strips, and line conditioners.

**Note:** Under the ITES-3H contract, hardware purchases in all Catalogs, except for Catalog III, have a one-year warranty. Catalog III 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 OEM warranty is longer than the standard one-year or three-year (for Catalog III) warranty, the OEM's warranty shall apply.

**Note:** If a product is available for lease, the OCO will perform a Lease vs. Buy Analysis

## NON-CATALOG ITEMS

No established minimum discount exists for non-catalog items. The OCO must establish firm-fixed prices in accordance with FAR 15.4 for unpriced items

### Related Items and Equipment

Related Items and Equipment is for Army-approved Information Assurance (IA) items, new technology items that do not fit into the predefined Catalogs I through IX, and for items required to complete an ITES-3H solution. Related items do not necessarily fit into Catalogs I through IX and shall be within the scope of the contract.

### Related Software

Related Software includes commercial non-ESA or Non-SmartBUY software products required to complete an ITES-3H solution. Related software products must be within the scope of the contract.

**Note:** If a customer submits a Request for Quote (RFQ) for JUST software, Dynamic Systems may quote it only when the customer can provide documentation proving that the original license was purchased under ITES-2H or ITES-3H. All other software purchases must be done in conjunction with a total solution.





## Non-Catalog Items continued

### Related Services

Related Services shall be services directly related to the ITES-3H 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).

**Note:** If a customer submits a Request for Quote (RFQ) for maintenance and/or warranty ONLY, Dynamic Systems may quote only when the customer can provide documentation proving that the original hardware was purchased under ITES-2H or ITES-3H. All other maintenance and/or warranty purchases MUST be done in conjunction with a total solution.

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

### Outside Continental United States (OCONUS) Shipping:

Shipping for deliveries to OCONUS locations in 35 calendar days.

### 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.

### DoD Enterprise Software Initiative (ESI):

The contractor shall provide software from DoD ESI sources.

### Other Direct Expenses:

Other direct expenses for items used in providing services, including travel, and as negotiated in individual delivery orders under this contract. Travel and per diem will be quoted on a firm-fixed price 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.

### Non-catalog Items:

The Government reserves the right to add CLINS for individual items to the contract that currently are not catalog items.

### Contractor Manpower Reporting (CMR):

CMR shall be included in every Army order containing services. This CLIN shall be used for the pricing of the collection and reporting CMR Data and will be priced on an individual order basis. Reporting period will be the Period of Performance (PoP) not to exceed (NTE) 12 months ending 30 September of each Government fiscal year, 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.



## TRADE ACT AGREEMENT



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ITES-3H contract catalog items must be Trade Act Agreement (TAA) compliant. However, there are instances where an item required as part of an ITES-3H solution is not TAA compliant and no TAA compliant item is available. The OCO is able to make determinations to waive the TAA compliance requirement to purchase the non-TAA compliant item after confirming the item being purchased is, in fact, non-TAA compliant; there are no TAA compliant items available from any of the ITES-3H contract holders; and no other TAA compliant items are available that will satisfy the requirement. The OCO will document the order file to support the determination to waive the TAA requirement. The waiver will be specific to the individual delivery order. Non-TAA compliant items will be offered under the Related items, Equipment and Software catalogs. The OCO must establish firm-fixed pricing in accordance with FAR 15.4 for these items.

## ORDERING GUIDANCE

### General

- Ordering is decentralized for all ITES-3H requirements. Ordering under this contract is authorized to meet the needs of the Army only. There are no approvals, coordination, or oversight imposed by the Procuring Contracting Office (PCO) on any OCO. OCOs are empowered to place orders in accordance with the terms and conditions of the contract, these Ordering Guidelines, the FAR, the DFARS (as applicable), and their own agency procedures.
- The PCO will not make judgments or determinations regarding Delivery Orders (DOs) awarded under the ITES-3H 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-3H contracts.
- It is mandatory for all customers to submit RFQs and Reverse Auction requests that exceed the micro-purchase threshold using the RFQ tool on the CHESSE IT e-mart. The CHESSE 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 CHESSE IT e-mart at <https://chess.army.mil/>.
- In the event Dynamic Systems receives a request for quote from the customer via email, direct phone call, etc., we must direct the customer to place the RFQ using the RFQ Tool on the IT e-mart system. The PD CHESSE Product Leader shall also be notified that the customer has been advised to place the RFQ on the IT e-mart.





### Pricing

- Pricing is Firm-Fixed Price (FFP). There are also unpriced items. These include eight 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 Contractor Manpower Reporting. 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 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.

### 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 in accordance with applicable rules and procedures. DOs may be issued via telephone, fax, e-mail, postal mail or CHES's IT e-mart.
- New delivery/ call orders created off of A, D, and G type contracts on and after Monday, 23 July 2018, will be 13 characters long and contain "F" in the 9th position. (e.g. W52P1J18F0xxx)

### Delivery Requirements

- Delivery of products to the Continental U.S. (CONUS) and outside the Continental U.S. (OCONUS) locations shall be in accordance with 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 Dynamic Systems, 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 Firm-Fixed Price 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, Dynamic Systems shall notify the OCO and CHES 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.





## Ordering Guidance continued



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### 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.

### Ordering – FAR 16.505

- In accordance with 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-3H 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-3H contractor, including a description of work to be performed and the basis upon which the selection will be made; and
  - Affords all ITES-3H 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 limited sources justification and approval is done 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-3H 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.



## Ordering Guidance continued

- 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); or
  - A statute expressly authorizes or requires that the purchase be made from a specified source.
- OCOs must consider a set-aside to small businesses in accordance with 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.
- The CHES 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/>.

## 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) 10% of the estimated contract or order value (including options) if the value is \$94,000,000.00 or less; or (2) 5% 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.



## Ordering Guidance continued

Without power of delegation, 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 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 and, 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 a 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 CO 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 CO 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.

Agencies shall not consolidate contract requirements with an estimated total value exceeding \$2,000,000.00 (See DoD Class Deviation 2013-00021, Contract Consolidation. This class deviation lowers the dollar threshold as set forth at DFARS 207.170-3(a) from \$6,000,000.00 to \$2,000,000.00. This class deviation is effective until incorporated into the FAR and/or DFARS, or rescinded.) unless the acquisition strategy includes:

- The results of market research.
- Identification of any alternative contracting approaches that would involve a lesser degree of consolidation.
- A determination by the senior procurement executive that the consolidation is necessary and justified.

Include the determination in the contract file that the consolidation is necessary and justified in accordance with DFARS 207.170-3(a)(3).



## ORDERING PROCEDURES



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### Delivery Order Request

Please refer to the Army CHES Ordering Guide for ITES-3H for example Delivery Order Request checklist (Attachment 1). The ordering guide can be found at <https://chess.army.mil/contract/Ites3H>

### Proposal Preparation Request

The OCO may issue a proposal request to all contractors unless a waiver has been documented using the CHES IT e-mart at <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, Dynamic Systems shall submit a “no bid” reply in response to the proposal request. All “no bids” shall include a brief statement as to why Dynamic Systems is unable to perform (e.g., conflict of interest, out of scope).
- In responding to proposal/quote requests, Dynamic Systems is expected to facilitate maximum utilization of DOD ESI source software.

### Evaluation

- The Government will evaluate all contractors’ proposals/quote submissions in accordance with 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.



## Ordering Procedures continued

- 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, facsimile number, and e-mail address.
- OCO's commercial telephone number and e-mail address.
- 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.
- 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 Dynamic Systems 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 Dynamic Systems and the Government.
- 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.



## Ordering Procedures continued



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 ground 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 for ITES-3H contracts is Gregory Tetter at (309) 782-7287 or [gregory.j.tetter.civ@mail.mil](mailto:gregory.j.tetter.civ@mail.mil).

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.

In accordance with FAR 42.1502(c), agencies shall prepare an evaluation of Dynamic Systems' performance for each order that exceeds the simplified acquisition threshold that is placed under a delivery-order contract awarded by another agency (i.e., Governmentwide 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.

For more details, feel free to link to the Army CHES ordering guide as shown on page 15 of this guide under Important Links – see “Army's ITES-3H Ordering Guide.”

### How to Troubleshoot a Problematic Order

Dynamic Systems' ITES-3H customer service team is committed to processing your orders accurately and in a timely manner. They continually track orders to ensure products are delivered on time and to the right location. Should you experience an issue with your order, or simply desire order status, contact our order processing representatives by email at [orderprocessing@DynamicSystemsInc.com](mailto:orderprocessing@DynamicSystemsInc.com) or by calling (877) DSI-4GOV x209 or x242.

### Post-Sales Support

For assistance or questions pertaining to installation, basic warranty, extended warranty, technical support, software support, and other post-delivery issues, please call (877) DSI-4SOS x3.

### Other Questions or Issues

Please reach out to one of the Dynamic Systems' Key Contacts listed on page 15. We are committed to superior customer satisfaction.



# ITES-3H

Information Technology Enterprise Solutions-3 Hardware



DYNAMIC SYSTEMS INC.®

Your Data Is Our Business

## Dynamic Systems' Key Contacts:

### Program Manager

Lisa Jensen

(877) DSI-4GOV x222 Office Toll Free

(310) 337-4400 x222 Office

(310) 710-2025 Cell

(310) 347-4494 Fax

[Lisa.Jensen@DynamicSystemsInc.com](mailto:Lisa.Jensen@DynamicSystemsInc.com)

### Deputy Program Manager

Dean Dierks

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(310) 337-4400 x236 Office

(310) 413-0722 Cell

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[Dean.Dierks@DynamicSystemsInc.com](mailto:Dean.Dierks@DynamicSystemsInc.com)

### Sales Operations

Susie Bucher, Team Lead

(877) DSI-4GOV x232 Office Toll Free

(310) 337-4400 x232 Office

(310) 347-4400 Fax

[SalesOperations@DynamicSystemsInc.com](mailto:SalesOperations@DynamicSystemsInc.com)

## ITES-3H Key Contact:

For questions regarding guidelines and procedures for placing orders, contact:

### CHESS

ATTN: SFAE-PS-CH

9351 Hall Road, Building 1456

Fort Belvoir, VA 22060-5526

(888) 232-4405

[armychess@mail.mil](mailto:armychess@mail.mil)

### CHESS Customer Support Team:

(888) 232-4405 (M-F, 8am-5pm EST)

[armychess@mail.mil](mailto:armychess@mail.mil)

## Reach Dynamic Systems:

### Direct Sales

(Quotes, Market Research, Catalog Items)

(877) DSI-4GOV x2 Office Toll Free

(310) 337-4400 x2 Office

[DirectSales@DynamicSystemsInc.com](mailto:DirectSales@DynamicSystemsInc.com)

### Customer Service

(877) DSI-4GOV x222 Office Toll Free

(310) 337-4400 x222 Office

### Technical Support

(Support, Installation, Post-Delivery Issues)

(877) DSI-4SOS x3 Office Toll Free

(310) 337-4400 x3 Office

[helpdesk@DynamicSystemsInc.com](mailto:helpdesk@DynamicSystemsInc.com)

### Order Processing

(Order Status, Problematic Orders)

(877) DSI-4SOS x209 Office Toll Free

(310) 337-4400 x209 Office

[orderprocessing@DynamicSystemsInc.com](mailto:orderprocessing@DynamicSystemsInc.com)

For questions of a contractual nature, contact:

### ACC-RI

ATTN: Nathan E. Acree, Jr.

Contracting Officer

CCRC-TA

3055 Rodman Ave

Rock Island, IL 61299-8000

309-782-4886

[nathan.e.acree.civ@mail.mil](mailto:nathan.e.acree.civ@mail.mil)

## PLACE ORDERS

### Email

[ITES3H@DynamicSystemsInc.com](mailto:ITES3H@DynamicSystemsInc.com)

### Fax

(310) 347-4400

### Mail

Dynamic Systems, Inc.

ATTN: Direct Sales

124 Maryland St.

El Segundo, CA 90245

## IMPORTANT LINKS

[Dynamic Systems' Website](#)

[Dynamic Systems' ITES-3H Catalog](#)

[CHESS IT e-Mart Website](#)

[CHESS Training](#)

[ITES-3H Customer Support Center](#)

[Army's ITES-3H Ordering Guide](#)

[ITES-3H FAQs](#)



Dynamic Systems, Inc. [www.DynamicSystemsInc.com](http://www.DynamicSystemsInc.com)

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