Information Technology Enterprise Solutions – 3 Services (ITES-3S) Acquisition Discussion

AFCEA Belvoir Industry Days
20 Mar, 2019
Keith Copeland
Product Officer, CHESS

Distribution Statement A. UNCLASSIFIED//Approved for Public Release
Agenda

- Contract Overview
  - Task Areas
- Reminder of Deliverables
- Contract Updates
  - IT e-mart
  - Subcontracting Procedures
  - Out of Scope Guidance
- Lessons Learned
- Contract Performance
- ALTESS
- EC2M
- Forecast
- Panel
• Multiple Award Indefinite Delivery Indefinite Quantity Contract
  – 135 Vendor Pool (85 Small Businesses, 50 Large Businesses)

• De-centralized Ordering
  – Orders Placed via Task Order Competition
    • Bid rates are based on RFP submissions
  – Small Business Set-Aside Requirements
  – Vendor’s Proposed Rates are Vendor’s Ceiling Rates for Task Order Proposals

• Period of Performance (PoP); Five year Base, plus four, one-year option ordering periods, if exercised

• $12.1 Billion Contract Ceiling

• No Fee
  – Open to Army, DoD, and all Federal Agencies

• CHESS Website / ITES-3S Ordering Guide
  – Summarizes roles & responsibilities and Task Order Competition Process
ITES-3S Task Areas

- Cyber-security Services
- Cloud Hosting
- Business Process Reengineering (BPR)
- Information Systems Security
- Information Assurance
- Information Technology Services
- Enterprise Design Integration and Consolidation
- Education/Training
- Program/Project Management
- Systems/Network Operation and Maintenance
- Network Support
- Telecommunication/Systems Operation and Maintenance

- Electronic Product Environmental Assessment Tool (EPEAT)
- Independent Verification & Validation (IV&V)
- Internet Protocol version 6 (IPv6) Engineering Services
- Migration/Integration IT Services
- Warranty and Maintenance
Reminder of Contract Deliverables

Monthly Reports: Monthly reports are due by COB on the 15th of every month
  • Order Transaction (OT) Report submitted through CHESS
  • Small Business Participation Report (SBPR)- Report submitted through CHESS
  • Monthly Task Order Status Report (MTOSR)- Report submitted through Email (Template TBD)

Quarterly
  • Performance-Based Progress Report (PBPR)

Other
  • Product Attribute (PA) Report
    • *When changes to labor rates and categories are made

Email List
  • USARMY Ft Belvoir PEO EIS List PDCHESS VndrRpts
    • usarmy.belvoir.peo-eis.list.pdchess-vndrrpts@mail.mil
  • Keith Copland- Contracting Officer Representative
    • james.k.copeland1.civ@mail.mil
  • Selma Nunes- Contracting Officer Representative Support
    • selma.nunes.ctr@mail.mil
  • Terry Kraker, Contract Specialist
    • terry.c.kraker.civ@mail.mil
Reminder of Contract Deliverables

Submission of Monthly reports
• OT & SBPR submit on CHESS site
• MTOSR fill out excel document
  • Body of Email-All in One Email
• Attach Accepted Verification Email of OT, SBPR and MSTOR excel report to the email list.

In accordance with VENDOR ITES-35 contract number W32P11-18-D-AXX, please find the attached notification emails of both the OT and SBR report along with the MTOSR report.

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703-926-8236 | DSN: 656-8236
CHESS IT e-mail: https://chess.army.mil

Monthly reports are due by COB on the 15th of every month
ITES-3S Services Homepage
- Services page redesign

RFI Tool
- Adding a small business set aside filter RFP Tool
- Assign a gatekeeper to monitor and review each RFP before releasing to vendors
- Include Task Area categories and contract type for RFP submissions

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Monthly Report
- Automate MTOSR report submission on the CHESS site
Subcontracting Procedures

• Unless your company has an approved Contractor Purchasing Review System (CPSR), a notification and consent request must be submitted to and written consent must be obtained from your ITES-3S Contracting Officer if you are awarding a subcontract which is (a) cost reimbursable, time and materials or labor-hour type of any value, or (b) fixed price and either exceeds the simplified acquisition threshold or exceeds 5% of the total estimated price of the prime contract.

• Guidance on required documentation can be found in the Federal Acquisition Regulations, Part 44.

• ITES-3S Contractor’s Request to Subcontract Checklist was emailed to the ITES-3S awardees to assist contractors in developing and submitting complete packages for expedited consent to subcontract.
Out Of Scope Guidance

- **Expertise/Product Unavailable**
  - Product is not available
- **Insufficient/Unclear information provided**
  - Have you reached out to the Contracting Officer?
- **Insufficient Time to Respond**
  - Shorter than 15 days
  - Have you reached out for an extension?
- **Organizational Conflict of Interest**
  - If you receive, have access to, or participate in the development of proprietary or source selection information and or have performed evaluation services.
- **Out of Scope**
  - Out of Scope of the ITES-3S contract, not by your business
- **Not an authorized reseller**
  - Does not hold a letter of Agreement or Letter of Supply with the OEM
- **Other**
  - Fill in a detailed response as to why the you feel this is out of scope if it does not fall under the categories listed above.
Post Award Lessons Learned

- Educating the use of the “Out of Scope” response for RFPs
- A need for a checkpoint/gatekeeper for scope determination at task orders level
- With 135 vendors, the automation of Contract Management Deliverables
- Post award meeting with contractors – CHESS has an “Open Door Policy”
- Additional education needed such as Lunch and Learn sessions for Cloud Services
- Updating Ordering Guide to include Cloud Services
## Current Contact Performance
### January – February

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of RFPs Submitted</th>
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<tbody>
<tr>
<td>January</td>
<td>15</td>
</tr>
<tr>
<td>February</td>
<td>36</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>51</strong></td>
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<table>
<thead>
<tr>
<th>Small Business Classification</th>
<th>Number of SB RFPs Submitted</th>
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<tbody>
<tr>
<td>Unspecified</td>
<td>5</td>
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<tr>
<td>Small Business</td>
<td>9</td>
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<tr>
<td>8(a)</td>
<td>1</td>
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<tr>
<td>Woman Owned Small Business (WOSB)</td>
<td>1</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>16</strong></td>
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<table>
<thead>
<tr>
<th>Month</th>
<th>Number of RFIs Submitted</th>
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<tbody>
<tr>
<td>January</td>
<td>33</td>
</tr>
<tr>
<td>February</td>
<td>37</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>70</strong></td>
</tr>
<tr>
<td>Response</td>
<td>Count</td>
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<tr>
<td>-----------------------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td>Bids</td>
<td>144</td>
</tr>
<tr>
<td>Out of Scope</td>
<td>563</td>
</tr>
<tr>
<td>Insufficient Time to Respond</td>
<td>51</td>
</tr>
<tr>
<td>Insufficient/Unclear Information Provided</td>
<td>86</td>
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<tr>
<td>Organizational Conflict of Interest</td>
<td>0</td>
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<tr>
<td>Not an Authorized Reseller</td>
<td>105</td>
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<tr>
<td>Expertise/Product Unavailable</td>
<td>845</td>
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<tr>
<td>Other</td>
<td>261</td>
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<tr>
<td>Acknowledge Only</td>
<td>864</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>2919</strong></td>
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<tr>
<td>Requiring Office</td>
<td>Contracting Office</td>
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<tr>
<td>------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>PEO Enterprise Information Systems ES</td>
<td>TBD</td>
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<tr>
<td>PEO Enterprise Information Systems ES</td>
<td>Army Contracting Command - NJ</td>
</tr>
<tr>
<td>PEO Enterprise Information Systems PL EC2M</td>
<td>Army Contracting Command - NJ</td>
</tr>
</tbody>
</table>
Acquisition Logistics and Technology Enterprise Services and Systems (ALTESS)
Current Operations

ALTESS is Much More Than a Brick and Mortar Data Center

Customer Base (Reimbursable)
- 100 Currently hosted customers at different Host levels NIPR, SIPR, and DREN from across the DOD

Facility
- 40,000 SQ FT Earth Harden Data Center
- 4.5 Mega-watts of power with redundant backup
- Dual redundant OC-12’s, 1 OC-3 (upgradable to OC-48 or OC-192)

Application Services, Modernization and Sustainment
- Provide lifecycle application support for application assessment, remediation, modernization and sustainment of Army and DoD applications. (Customers; AcqDemo, SOCOM, Epubs)

ALTESS Service Desk
- Provide 24x7x365 capability.
- Manage over 1,000 incidents and over 200 change requests per month

Requirements
- Army Directive 2016-38, designated ALTESS as a Modernization Hub for the Army

CELEBRATING 60 YEARS IN THE ARMY IT SERVICE BUSINESS!
Current Services Contract

- Awarded off of Information Technology Enterprise Solutions - 2 Services (ITES-2S)
- Contract #: W91QUZ06D0010-2T01
- Period of Performance (PoP) Base+3 option years awarded 2 SEPT 2017, PoP end date May 2020. Base year was only 6 months to line up with ITES-2S ordering period
- Contacting Office: ACC-New Jersey
- Incumbent: IBM, currently there are 200 +/- FTE’s working both on-site and remotely
- Supports 100 +/- Applications on premise.
Future Service Contract

- Planned to award off of Information Technology Enterprise Solutions - 3 Services (ITES-3S)
- Period of Performance (PoP) Base+4 option years May 2020-May 2025.
- Contacting Office: ACC-New Jersey
- Place of Performance: Primarily Radford, VA (will not include LMP support in Chambersburg), but there are other remote workers, only a few requirements to be on-site.
- Supports both on premise applications and support to applications owners migrating to the commercial cloud. Managed Services will be a part of the re-compete.
- Contract Type: Proposing a Hybrid of CPFF (current) with potential FFP CLINs, Best Value-Trade Off
- Looking at including a demonstration of migrating a specific application to the a commercial cloud provider along with cloud tools
How Can Industry Help us?

• Provide us a better way of procuring IT services while in a Hybrid environment supporting both on-premises and off-premises applications

• How to lower labor cost by automating processes and providing process efficiencies

• Showing the ability to be flexible with the pace of evolutionary IT processes and technologies
50+ are working off-site however LMP labor (30+) will not be a part of the follow-on contract
## Functional/Technical Areas

<table>
<thead>
<tr>
<th>Functional/Technical Area</th>
<th>Current Metric (as of 17 OCT 2015)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of physical servers</td>
<td>1532 servers</td>
</tr>
<tr>
<td>Number of virtual servers</td>
<td>2500 servers</td>
</tr>
<tr>
<td>Number of programs supported</td>
<td>100 systems</td>
</tr>
<tr>
<td>Number of end-users</td>
<td>1 million + users</td>
</tr>
<tr>
<td>Number of Customer Service-Level Agreement</td>
<td>63 SLAs</td>
</tr>
<tr>
<td>Number of contract procurement actions per year</td>
<td>200 contract packages and modifications</td>
</tr>
<tr>
<td>Number of Purchase Requisitions (non-contract) per year</td>
<td>400 PRs</td>
</tr>
<tr>
<td>Number of Service Desk Incidents Managed</td>
<td>1000+ per month</td>
</tr>
<tr>
<td>Number of software assets</td>
<td>approx. 16,000</td>
</tr>
<tr>
<td>Number of hardware assets</td>
<td>approx. 3800</td>
</tr>
<tr>
<td>Contract staff</td>
<td>Radford, VA: 140</td>
</tr>
<tr>
<td></td>
<td>Chambersburg, PA: 34</td>
</tr>
<tr>
<td></td>
<td>Ft. Bragg, NC: 1</td>
</tr>
<tr>
<td>Projected manpower variability</td>
<td>Approx. +/- 25% per year(1)</td>
</tr>
</tbody>
</table>
Enterprise Content Collaboration and Messaging (EC2M)
PL EC2M Mission & Vision

Mission

Increase efficiencies and align resources to deliver and sustain enterprise-level IT capabilities that enable end-to-end collaboration, messaging and content management across the Army workforce.

Vision

Transform Army’s legacy IT services to provide seamless and integrated communications for the Soldier on any trusted device, anywhere, anytime.
AKO Requirements

• The Government is seeking Contractor IT support for the management of the AKO Portal to provide a web-based enterprise information service utilizing the Adobe Experience Manager (AEM) suite of products for both classified and unclassified networks. Additionally, the Contractor shall provide IT support for the management of Identity, Credential and Access Management (ICAM) solution which consists of the Lightweight Directory Access Protocol (LDAP), the authentication service, associated administrative access web pages, and tiers 2 through 3 technical support.

• The Government is seeking innovation, efficiency and a demonstration of past performance in the areas of web site design or enhancement, administration, content management and identity management. The contractor shall provide details of how it will support the following requirements.

• Period of Performance: One (1) year base period beginning on date of award, plus two (2) one-year option periods.
Timeline

Requirements Package: 01 JUN 18 - 12 MAR 19

- RFI Release: 15 MAR 19
- RFP Release: 10 MAY 19
- Source Selection: 17 JUN 19
- Award: 31 OCT 19

Completed
Scheduled
Milestones
AKO Priorities

- Army Knowledge Online (AKO) - provides a secure enterprise suite of collaboration, communication and identity management services to the Army around the world.
- AKO is being modernized and rebuilt based on the Adobe Experience Manager (AEM) platform.
- Migrate AKO 2.0 to a Cloud Hosted Environment.
- Continued communities development/support to organizations.
- Continuous portal development and enhancements leveraging Agile best practices.
- Integration of AEM Campaign and Live Fyre.
Panel Questions & Answers Discussion
The Army relies on PEO EIS

Connecting the Army. Working for Soldiers.