



U.S.ARMY



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

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



Agenda

U.S. ARMY

- 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





ITES-3S Contract Overview



- **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
- **CHESSE 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 CHESSE
- Small Business Participation Report (SBPR)- Report submitted through CHESSE
- 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
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 - selma.nunes.ctr@mail.mil
- Terry Kraker, Contract Specialist
 - terry.c.kraker.civ@mail.mil

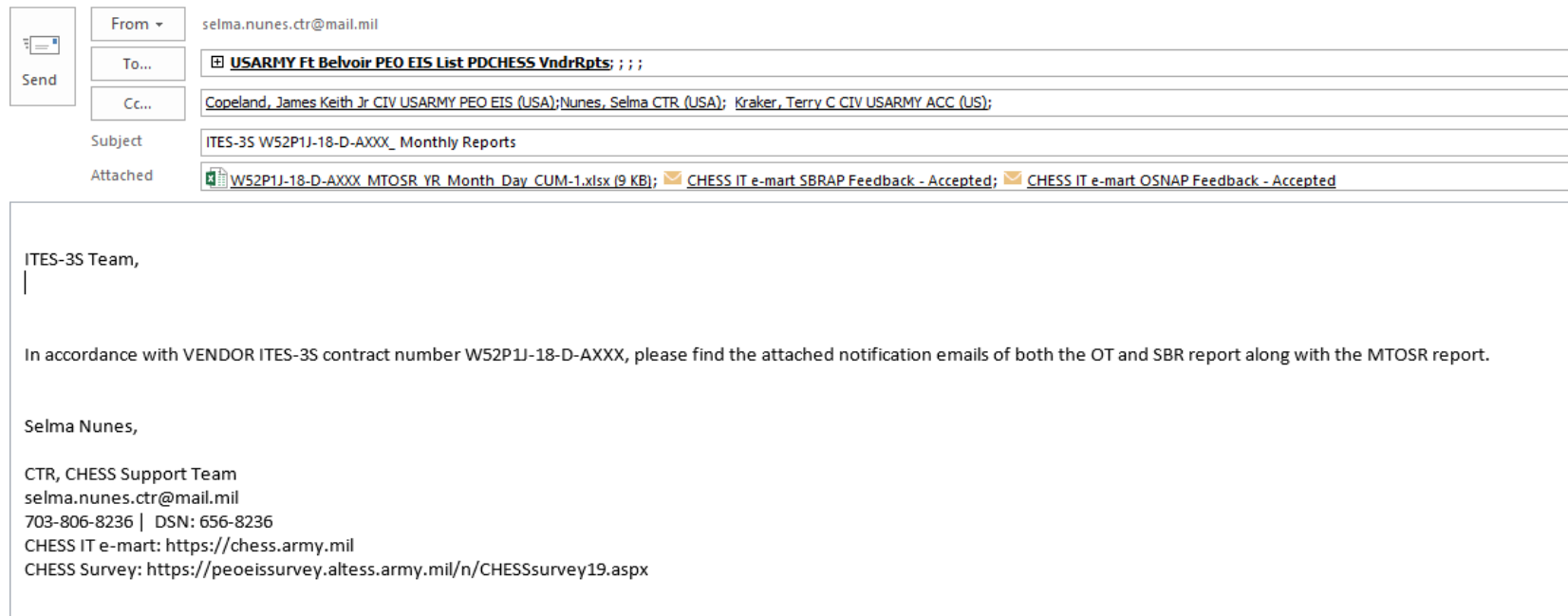


Reminder of Contract Deliverables



Submission of Monthly reports

- OT & SBPR submit on CHESSE 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.



Monthly reports are due by COB on the 15th of every month



IT e-Mart Build Release July



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

RFP Tool

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Monthly Report

- Automate MTOSR report submission on the CHESSE 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 – CHESSE 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



Month	Number of RFPs Submitted
January	15
February	36
Total	51

Month	Number of RFIs Submitted
January	33
February	37
Total	70

Small Business Classification	Number of SB RFPs Submitted
Unspecified	5
Small Business	9
8(a)	1
Woman Owned Small Business (WOSB)	1
Total	16



RFP Vendor Responses January – February



Response	Count
Bids	144
Out of Scope	563
Insufficient Time to Respond	51
Insufficient/Unclear Information Provided	86
Organizational Conflict of Interest	0
Not an Authorized Reseller	105
Expertise/Product Unavailable	845
Other	261
Acknowledge Only	864
Total	2919



ITES-3S Forecast



Requiring Office	Contracting Office	Description	SB	POC info
PEO Enterprise Information Systems ES	TBD	The effort will support the following key functional areas: Commercial Cloud Support, Information Technology (IT) Service Operations, IT Service Delivery, Customer Service Center Operations, Customer Training, Full Lifecycle IT Testing and Support, IT Data Center Operations, Network and System Administration, Cyber-Security, Disaster Recovery/Business Continuity Operations, Hardware/Software Integration and Migration, Requirements Definition and Management, Service Level Management, Process Design and Management, Business Management, Application Services, Acquisitions and Procurements, Infrastructure Services(Facilities Operations), Command Group Support, and Incidental Construction to support the PEO's, Program Management Offices and other agencies within the Department of Defense (DoD) and the Federal Government. This contractual effort will consist of one base year and four option years.	TBD	Timothy Hale PD, ALTESS Timothy.m.hale3.civ@mail.mil
PEO Enterprise Information Systems ES	Army Contracting Command - NJ	Developing and integrating the Equal Opportunity Reporting System (EORS) structure into the Integrated Case Reporting System (ICRS).	TBD	Andrew Spencer Procurement Analyst ACC-NJ (502) 624-1669 andrew.j.spencer.civ@mail.mil
PEO Enterprise Information Systems PL EC2M	Army Contracting Command - NJ	Service support for AKO Portal and Army Identity Management	No	Sarah Bearden Product Lead EC2M Sarah.e.bearden.civ@mail.mil



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



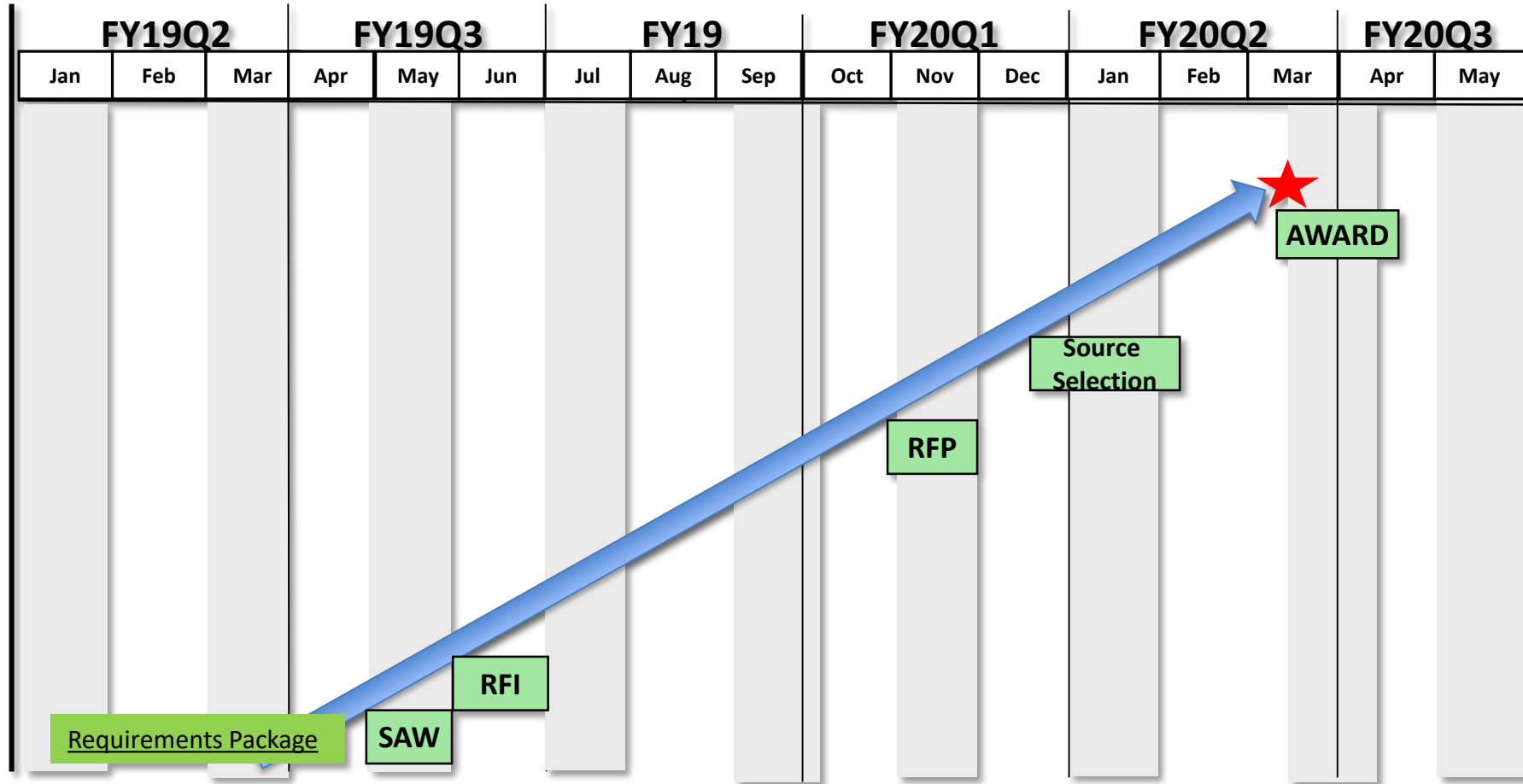
How Can Industry Help us?



- 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

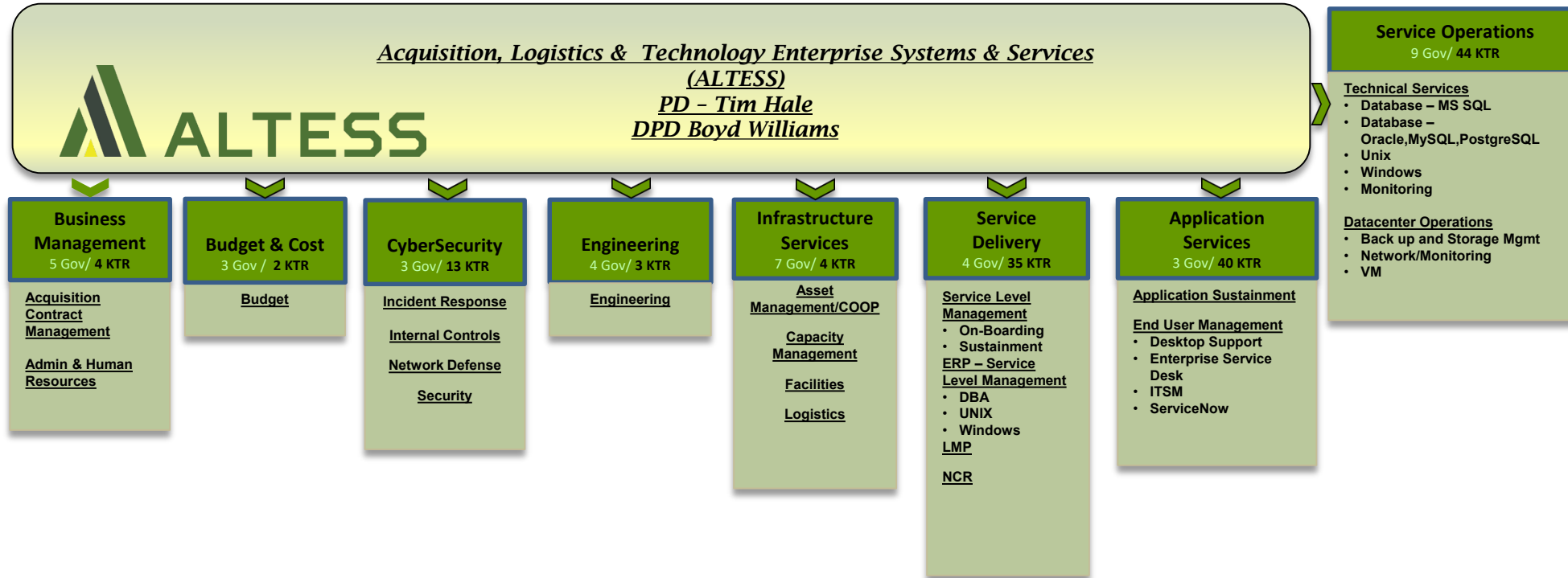


Timeline





Current Org Chart



50+ are working off-site however LMP labor (30+) will not be a part of the follow-on contract



Functional/Technical Areas



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



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





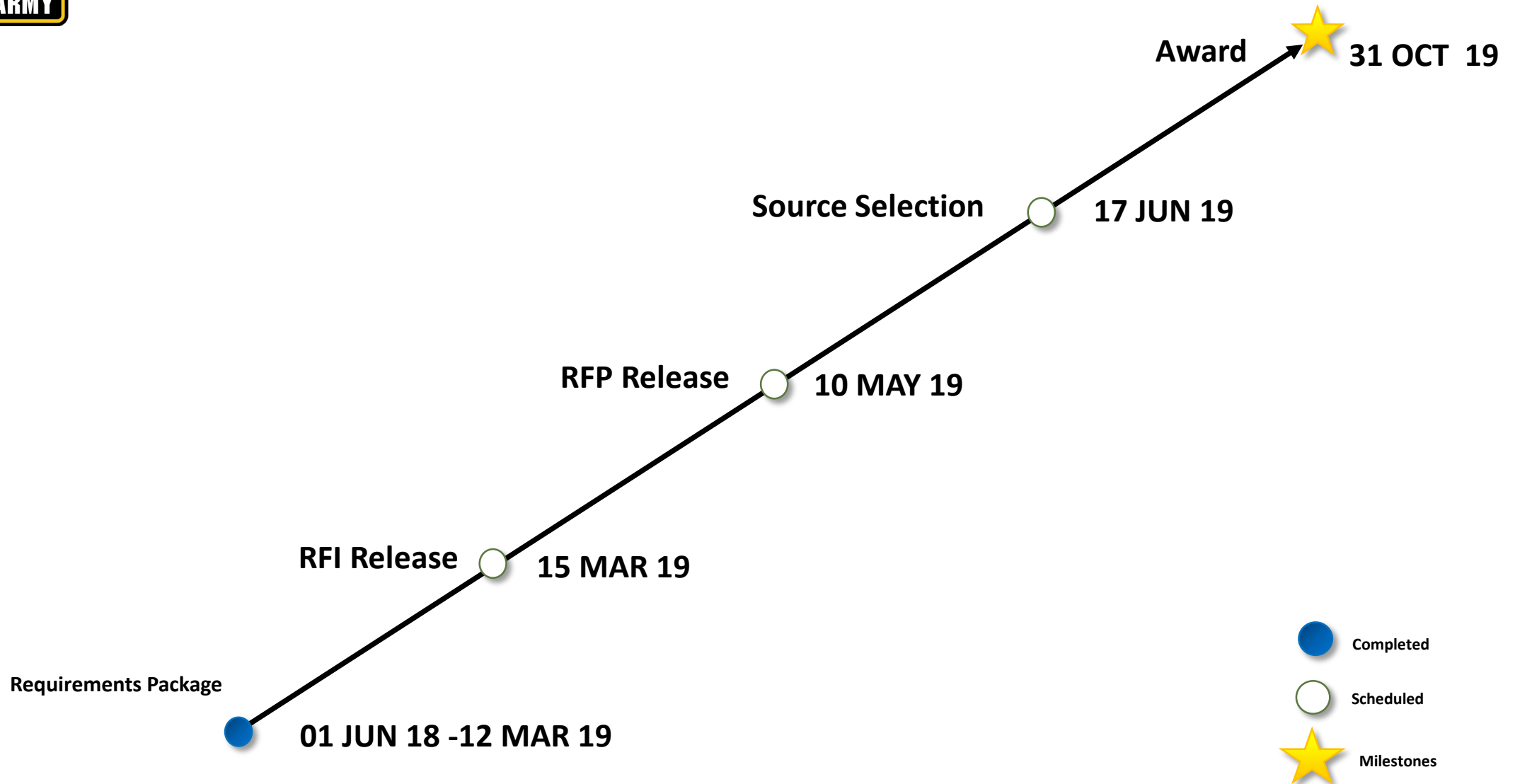
AKO Requirements



- 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





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.

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