

Computer Hardware, Enterprise Software and Solutions (CHESS)

**Information Technology
Enterprise Solutions-3
Hardware (ITES-3H)
Statement of Work (SOW)**

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1. Introduction

The Army Computer Hardware, Enterprise Software and Solutions (CHESS), in coordination with the Army Contracting Command - Rock Island (ACC-RI), requires contracts to support the Army's requirements, within CONUS and OCONUS to include remote OCONUS (see Para 4.4), covering a full range of Information Technology (IT) equipment for client, server, storage, and network environments; for related incidental services and software; for maintenance/warranty of legacy IT equipment; and for warranty variations as part of an Information Technology Enterprise Solutions - 3 Hardware (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.

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. It is essential that the proposed ITES-3H equipment 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 proposed equipment must be in compliance with existing DOD and Department of Army standardization, security, and interoperability policies. ITES-3H contractors are to enhance Army capabilities by partnering with and supporting the implementation of Army NETCOM's Networkiness Program.

1.1 Contract Structure

The ITES-3H contract awards will consist of multiple, firm-fixed-price, Indefinite Delivery Indefinite Quantity (IDIQ) contracts with a base period of three (3) years plus two (2) one (1) year options. The contracts shall include nine (9) product catalogs for IT equipment. The contractor shall provide all of the equipment as listed and identified in all nine catalogs, related incidental services, and software.

1.2 Operational Environment

The diversity of the Government's user base prevents the provision of a single example that typifies the entire operation. The acquisition, therefore, stresses a well-rounded, total solution that uses standard interfaces that can be interconnected in unlimited configurations to satisfy multiple user requirements. For items such as servers, this means a platform that provides scalability in the areas of CPU and memory performance, storage capacity and access, and Input/Output (I/O) bandwidth. Emphasis should be placed on equipment that can be updated or enhanced in order to incorporate long-term migration strategies with performance enhancements for initiatives such as the Global Information Grid (GIG), Information Assurance (IA) policies, and Internet Protocol version 6 (IPv6) policies.

2. Scope

The contractor shall provide for the purchase and lease of commercial UNIX Based Servers, Non-UNIX based servers, desktops, notebooks, workstations, thin clients, storage systems, networking equipment (including wireless), network printers, product ancillaries (including equipment cabinets, racks and mounts), peripherals (including monitors), network cabling products, video teleconferencing (VTC) products, standalone displays (e.g., plasma screens, HDTVs), scanners, Everything over Internet Protocol (EoIP) products, communication devices, power devices, and software provided as part of the end-to-end solution (includes

Joint/Enterprise License Agreements (J/ELAs), DOD Enterprise Software Initiatives (DOD ESI)/SmartBUY, Information Technology Enterprise Solutions - Software (ITES-SW) (see paragraph 4.2 (e)), warranty variations, and other related incidental services, accessories, and options. All desktops, notebooks, workstations, and thin clients shall be Army Golden Master (AGM) (see paragraph 4.2(d) for the AGM definition) compliant. These products will be provided as catalog or non-catalog offerings as defined under paragraph 3.1 and 3.2 below. In this context, a catalog is the list of equipment that is authorized to be published under the ITES-3H catalogs.

The data available to date shows that approximately 87,000 orders have been placed on the current ITES-2H contract. This information is provided for information purposes only, the actual number of orders for ITES-3H could be higher or lower than the ITES-2H contract.

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. Items such as *personal computers and notebooks are for the total solution, as opposed to a personal computer or notebook replacement vehicle.*

Contractors will provide new equipment only. However, based upon customer requests, the contractor 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.

Providing counterfeit products is prohibited under this contract.

Services shall be directly related to the procurement of equipment under this contract. The services shall be performed as required on individual delivery orders.

In order to keep pace with changes in technology and meet worldwide requirements of the Army, the contractor shall provide for new technologies and refresh the catalog product offerings in accordance with the contractor’s commercial business practices, as Army requirements change, and in accordance with this agreement, over the life of this contract. These new technologies may include, but are not limited to: biometrics, embedded encryption, body-wearable computers and displays, wireless products, and mobile personal data terminals. IT products procured through this acquisition are required to comply with DOD and Army standards, policies and procedures as defined in Attachment 0002.

Ordering will be open to the Army, other DOD agencies, and all other Federal Agencies, and authorized Government contractors supporting these agencies.

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 in this SOW, such as EULA requirements and compliance with federal laws and regulations, still apply to any product provided to the Government, regardless of the cost.

2.1 Unified Capabilities and Internet Protocol version 6 (IPv6)

All vendor solutions must comply with the policies, requirements, and capabilities for Unified Capabilities and IPv6 (see para. 4.2(b) and Attachment 0002, para 6.9).

In addition, the contractor shall provide related fixed price services that enable the capability to provide end-to-end equipment solutions. These services are defined in Paragraph 3.3 below.

2.2 Lease and Lease to purchase equipment

Equipment provided under this contract shall be available for purchase or lease, if leasing is applicable. Offerors shall provide for the lease or lease to purchase options of all products offered in the ITES catalogs. If a lease arrangement is made, each lease transaction shall be initiated by a Delivery Order which shall, either itself or through a Statement of Work (SOW), Performance Work Statement (PWS), Statement of Objectives (SOO), or other attachment, specify the terms of the transaction. Prior to acceptance of the Order, the Offeror may require information from the Government to establish and document the essential use of the equipment. Such information would include, but is not limited to, a description of the applications to be supported by the equipment, basic equipment requirements (electrical power, grounding, etc.) and planned life-cycle for the equipment.

3. Product Catalog and Non-catalog Items

3.1 ITES Catalog Items

ITES Catalog I – UNIX Based Servers

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, warranty variations, and operating systems/licenses not covered or provided under existing Government enterprise agreements, e.g., J/ELAs, ESI/SmartBUY as described on the CHESS website (also known as the CHESS IT e-mart), <https://CHESS.army.mil>.

ITES Catalog II – Non-UNIX Based Servers

Non-UNIX based Server 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, warranty and warranty variations, and operating systems/licenses not covered or provided under existing Government enterprise agreements, e.g., J/ELAs, ESI/SmartBUY as described on the CHESS website.

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

Catalog III 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. J/ELAs, ESI/SmartBUY as described on the CHES website.

ITES Catalog IV – Storage Systems

Catalog IV includes items such as various storage arrays, storage area networks, various JBODs (Just Bunch of Disks) 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, warranty and warranty variations and related commercial storage software products not covered or provided under existing Government enterprise agreements.

ITES Catalog V – Networking Equipment

Catalog V includes items such as managed and unmanaged switches, hubs, gateways, routers, wireless networking devices, Everything over Internet Protocol (EoIP), associated cables, adapters, firmware, memory upgrades, interface cards, power supplies, power adaptors, expansion bays, service packs, warranty and warranty variations, and related network management software products not covered or provided under existing Government enterprise agreements.

ITES Catalog VI – Network Printers, Scanners, and Support Devices

Catalog VI includes network printers, scanners, supporting devices, power adaptors, warranty and warranty variations.

ITES Catalog VII – Cables, Connectors, and Accessories

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

ITES Catalog VIII – Video Equipment Products

Catalog VIII includes Video Teleconferencing Equipment (VTC), standalone displays (Plasma, LCD, HDTVs) larger than 21 inches, and projectors to include ancillaries and warranty and warranty variations.

ITES Catalog IX – Uninterruptible Power Supplies (UPS)

Catalog IX includes uninterruptible Power Supplies (UPS), power strips, line conditioners, warranty and warranty variations.

3.2 Non-catalog Items

Items, Equipment, and Software including digital senders, plotters, power adapters, biometric devices, equipment cabinets, transit cases, and commercial software (Enterprise Software Agreements (ESA), Non-ESA, SmartBUY, and Non-SmartBUY)* products required to complete an ITES-3H solution. Pricing for non-catalog items shall be based on existing commercial or GSA agreements and established by the ordering contracting officer at time of order in accordance with FAR 12.209.

* Commercial SW products that are not covered or provided under existing Government enterprise agreements, but are required to complete an ITES-3H solution. An Army CHES Statement of Non-Availability (SoNA) must be completed by the Army requiring activity and approved in order to use these products. See Para 4.2(f) for the SoNA process.

3.3 Related Incidental Services

Services shall be directly related to the ITES-3H equipment requirement. All services shall be performed as negotiated and as incorporated into individual delivery orders by the ordering contracting officer. 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 or ITES-2H, 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. Other direct expenses for items used in providing the related incidental services shall be priced on a firm-fixed price basis. Travel and per diem shall be quoted on a firm fixed price basis and shall be priced in accordance with the then current version of the Federal Travel Regulations (FTR)/Joint Travel Regulations (JTRs) under the other direct expense CLIN.

The contractor shall provide services on a site-specific basis, as required, to the Government in all matters relating to the installation and maintenance of ITES-3H products. The services include, but are not limited to, the following areas:

- System Configuration and Integration
- Physical Site Analysis
- Installation and Relocation
- High Availability Configuration
- Warranty Variations (see para 4.6)

3.3.1 System Configuration and Integration

The contractor shall provide system configuration and integration services. Functions performed during system configuration and integration may also include, but are not limited to, the following:

- (a) Survey, analyze, evaluate, migrate, and provide technical advice pertaining to the performance and functionality of the system;
- (b) Analyze and evaluate the application software design and its integration into the contractor provided hardware and software;
- (c) Provide assistance and guidance on installing software;
- (d) Provide consultation and guidance to Government system analyst and programmers pertaining to the application systems design;
- (e) Provide assistance and guidance to the system operators pertaining to system generation, troubleshooting, and general system operation; and

(f) Assist in the detection and resolution of system and application program errors.

3.3.2 Physical Site Analysis

Based on a Government developed SOW, PWS, or SOO, the contractor shall perform the analysis at proposed location(s) within 15 calendar days of contractor's acceptance of the delivery order unless specified otherwise. The Government will coordinate start dates and access with the contractor. The designated building(s) shall be inspected to determine that it meets the requirements of the proposed equipment (e.g., heating, air conditioning, lighting, floor loading, electrical power, grounding, and other installation factors). Any modifications/upgrades required for installation of the proposed solution shall be noted in the Site Analysis Report. The Government reserves the right to have a representative with the analysis team. The Government will be responsible for performing site modifications identified in the Site Analysis Report.

3.3.3 Installation and Relocation Services

The contractor shall be responsible for delivery/installation or relocation of equipment at designated facilities, based on a Government developed SOW, PWS, or SOO at the ordering level. If installation services are ordered, the contractor shall assure the Government that all requirements identified by the contractor's general site installation guideline or Physical Site Analysis are complete. The contractor's installation guideline shall outline the basic equipment requirements of the proposed equipment (e.g., heating, air conditioning, lighting, floor loading, electrical power, grounding, and miscellaneous installation material). Installation of equipment shall commence within 15 calendar days after delivery of equipment and Government assurance of site preparation completion unless specified otherwise. The Government will coordinate start dates and access with the contractor. The installation and relocation shall include a final site drawing of the installed and/or de-installed equipment.

The contractor shall be responsible for all contractor-furnished equipment, to include loading, unloading, packing, unpacking, inventory, inspection, and security. Secure, dry, and clean storage areas will be provided by the Government as agreed to in the coordination details included in the SOW, PWS, or SOO. After installation or relocation, the contractor shall restore the storage areas to a clean condition and dispose of packing materials and installation debris.

3.3.4 High Availability Configuration

The contractor may provide the services for a user requiring installation of a high availability solution. Based on a Government developed SOW, PWS, or SOO at the ordering level, the contractor shall assist the Government with developing a high availability installation and implementation plan. High availability is a system design approach and associated service implementation that ensures a prearranged level of operational performance will be met during a contractual measurement period. For example, planning for high availability generally centers around backup and failover processing and data storage and access. For storage, a redundant array of independent disks (RAID) is one approach. A more recent approach is the storage area network (SAN).

4. General Contract Requirements

4.1. Contractor Qualification

The Army prefers prime contractors, subcontractors and teaming partners, and manufacturers of required servers, workstations, thin clients, desktops, notebooks, networking hardware, etc. that are certified, registered, and audited in standardized quality managed processes such as ISO 9001:2008, Capability Maturity Model Integration (CMMI), etc.

4.1.1 Management

(a) Contract Methodologies and Operations - Establish and maintain contract methodologies and operations that are flexible, facilitate change, and allow for continuity of user support over the life of the contract.

(b) Offeror's Team - Provide a team that brings expert talent and ingenuity to the varied work under ITES-3H while continuously seeking ways to increase customer satisfaction through delivery of quality IT products and related incidental services.

4.1.2 Technology

(a) Web-based Support/Data and Reporting Requirements - Support and partner with CHES on the Army's data and reporting requirements through electronic interface.

(b) Compliant IT Equipment Solutions - Provide compliant, state-of-the-market, sustainable, supportable, and interoperable IT equipment solutions worldwide.

(c) Standardized Configurations - Readily provide up-to-date information of ITES catalog offerings through electronic interface that promotes effective identification and procurement of that equipment.

4.2 Products, Services, and Software

(a) As a minimum, all proposed products shall be FCC Classes A or B (as applicable), Unified Capabilities, and IPv6 compliant, where applicable. Products shall be in compliance with the Common Operating Environment (COE) and meet the approved standards and protocols developed in the Defense IT Standards Registry (DISR). Products shall be delivered with commercial documentation, to include all required power and connection cables for both CONUS and OCONUS (both Named and Remote including hostile areas), and shall be ready for immediate use. ITES-3H catalogs shall clearly indicate what optional accessories or configurations are necessary for OCONUS use. ITES catalogs should contain new equipment only. However, based upon customer requirements, the contractor may propose used or refurbished equipment. Used or refurbished equipment must be authorized by the ordering Contracting Officer, identified as such, be within the scope of ITES-3H, and be warranted as new.

(b) Unified Capabilities and Internet Protocol version 6 (IPv6): All vendor solutions must comply with the policies, requirements, and capabilities definitions for Unified Capabilities and IPv6 (see Attachment 0002, paragraph 6.9). Unified Capabilities compliant products must have completed Interoperability (IO) and Information Assurance (IA) certification and

be posted on the UC APL (<https://aplists.disa.mil/processAPList.do>). IPv6 compliant products must be included in all new IT Government requirements requiring IP and comply with the Army Enterprise Architecture. For customers who require a waiver for non-IPv6 capable IT networks, systems, services, and applications, ITES-3H vendors must provide applicable products and assist the ordering contracting officer with the necessary waivers.

(c) All catalog items offered must be EPEAT registered or Energy Star qualified if no EPEAT registration category exists. If no EPEAT or Energy Star specification exist, compliance with these initiatives is not required. As equipment catalog items are added to the EPEAT and Energy Star registries, contractor is responsible for offering only those products in their ITES-3H catalogs. All variations and configurations of a product model listed as EPEAT registered and Energy Star qualified shall be considered compliant. Vendor is advised to initiate Energy Star or EPEAT qualification process and have the applicable products qualified when the applicable specification takes effect to avoid products being deleted from their equipment catalog on the date the specification takes effect.

(d) Army Golden Master (AGM) Installation: All desktops and notebooks procured by the Army shall be delivered with a default AGM image for the Operating System (predominantly Windows based at this time). NETCOM will manage and maintain configuration management control over the standard AGM configuration and provide updates to each contractor. The contractor shall maintain and update images for their platforms using the AGM standard configuration and provide NETCOM with a copy of each platform specific image delivered to the Army. Servers are not mandated to be pre-loaded and will be loaded by Army system administrators upon delivery. The systems administrators will leverage the AGM security configuration for servers whenever possible as servers have a variety of roles throughout the Army. Note: The US Army Golden Master program is responsible for the release of the Army Standard Baseline Configurations for commonly used computing environment within the Army Enterprise Infrastructure. The AGM baseline may change throughout the life of the contract as directed by the Government.

(e) Joint/Enterprise License Agreement (J/ELA), DOD Enterprise Software Initiative (ESI)/SmartBUY and Information Technology Enterprise Solutions – Software (ITES-SW): Army customers are required to procure software through CHES. The contractor shall look at ELAs first, then ESI, and lastly ITES-SW by referring to the specific software contract pages to determine if the CHES contracts meet the customer's requirements. For ITES-SW, the customer will need to submit a Request for Quote (RFQ). If the software is not available through J/ELA, DOD ESI/SmartBUY, and ITES-SW agreements/contracts, then the Army requiring activity is responsible for obtaining a CHES SoNA, and the contractor shall assist the Army requiring activity as needed to provide supporting information for the CHES SoNA. In addition, the contractor may be required to utilize software provided by the Government as Government-furnished property.

(f) Statement of Non-Availability Process: A SoNA is a notice that a particular product is not currently available through a CHES contract. It is NOT a waiver to purchase, nor does it authorize use on the Army network. Additional information regarding the SoNA process can be found on the CHES website at (<https://CHES.army.mil>).

(g) Software products may be required to complete an ITES-3H solution, or legacy software products/support may be required on solutions procured through either ITES-2H or ITES-3H.

4.3 Asset Tagging

4.3.1 Unique Identification (UID)

A unique item identifier (UII) is required in accordance with (IAW) DFARS clause 252.211-7003, Item Identification and Valuation, for: a) any DOD equipment whose acquisition cost is \$5,000.00 or greater; and, b) all serially managed items (as identified by the customer). The contractor is required to enter the UID data IAW DFARS clause 252.211-7003, Item Identification and Valuation.

4.3.2 Special Asset Tagging

Special asset tags, to include UID tagging requested by Non-DOD customers, shall be provided. Contractors may charge for asset tagging as a related service negotiated by the ordering Contracting Officer, as appropriate.

4.3.3 Radio Frequency Identification (RFID)

RFID tagging shall be IAW DOD Radio Frequency Identification (RFID) Policy, 30 July 2004. RFID tagging is mandatory for deliveries as follows:

- (a) Major end items (items with an acquisition cost of \$5000 or more) delivered to the sites identified at Attachment 3 of the RFID policy; and
- (b) After 1 January 2007- all shipped cases, pallets, and items with an UID tag.

Contractors may charge for RFID tagging as a related service negotiated by the ordering Contracting Officer.

4.4 Delivery

The following defines the locations for CONUS, Named OCONUS, and Remote OCONUS:

- CONUS - The 48 contiguous states, Alaska, Hawaii, and the District of Columbia
- Named OCONUS - Germany, Turkey, Italy, Japan, Republic of Korea, Belgium, Puerto Rico, Spain, Greece, Guam, Okinawa, Solomon Islands, Kwajalein, Bahrain, United Arab Emirates, Kuwait, Qatar, the Netherlands, and the United Kingdom.
- Remote OCONUS - OCONUS locations that are not listed under CONUS or Named OCONUS to include hostile areas.

4.4.1 Delivery Requirements

(a) Delivery of products to both CONUS and OCONUS locations shall be in accordance with individual delivery orders issued. The contractor shall start accepting orders upon the completion of the 60 day phase-in period. Delivery to the address(es) specified in each delivery order shall be within 30 calendar days for CONUS addresses, and 35 calendar days for Named and Remote OCONUS from the date a valid order is received by the

contractor, through customs, to the final delivery site or as otherwise agreed to by the parties.

(b) Partial shipments and partial payments are allowed under the ID/IQ contract unless otherwise specified by the ordering contracting officer.

(c) Alternate or additional delivery terms or schedules, such as ship-in-place, expedited shipping or shipping to APO addresses, shall be negotiated between the Contractor and the ordering contracting officer.

(d) Upon shipment of product(s), the contractor shall e-mail the contracting office POC and the shipped to POC listed in the order. The e-mail shall include the delivery order number, when the order was shipped, the tracking number used by the common carrier, and if possible, a toll free number to the common carrier.

4.4.2 Delivery Responsibilities

(a) Coordination and scheduling of shipment delivery is the responsibility of the ordering activity. Shipping is Free On Board (FOB) Destination with evidence of delivery. Commercial shipping is required, in lieu of developing a shipping mechanism reliant upon Government personnel intervention. The contractor is responsible for payment of all shipping costs. For shipping to OCONUS and remote OCONUS locations, the contract will provide CLINS for which the contractor can price shipping charges at the order level.

(b) If an item cannot be delivered within the delivery time for that item, the Contractor shall notify the issuing Contracting Officer and CHES within five business days of receipt of order of the expected delivery date for the ordered item(s). Upon notification, the Ordering Agency may choose to cancel the order or request due consideration for the delay.

4.5. Security (Applies to related incidental services only)

(a) Although it is unknown exactly how many orders will be required to have security clearance requirements and the levels of security clearances, the Government may require security clearances from Secret to Top Secret sensitive compartmented information (SCI), for performance of any order under this contract. The specific vendor security clearance will be determined at the delivery order level. A DD Form 254 will be incorporated for individual orders, as required.

Note: Based on the information available it is estimated that approximately 99% of the orders under the previous (ITES-2H) contracts were unclassified and did not require a DD Form 254.

(b) The Contractor shall provide sufficient personnel with the required security clearances to perform the work as specified in individual orders. If satisfactory security arrangements cannot be made with the contractor, the required services shall be obtained from other sources. The Contractor's Facility Security Officer is responsible for submitting the required personnel security clearances IAW DoD 5220.22-M, National Industrial Security Program Operating Manual, February 28, 2006.

(c) The level of classified access required shall be indicated in the individual order. Contractor personnel not requiring a personnel security clearance, but performing Information Technology (IT) sensitive duties, are subject to investigative and assignment requirements IAW DoD 5200.2R, Personnel Security Program, January 1987, and Change 3, 23 Feb 1996, AR 25-2, Information Assurance, 24 Oct 2007, and affiliated regulations.

(d) Security requirements that shall be accomplished by the Contractor will be per the DOD Information Assurance Certification and Accreditation Process (DIACAP) DOD Instruction 8510.01, November 28, 2007. The Contractor shall transmit and deliver any classified material/reports IAW the National Industrial Security Program Operations Manual (NISPOM) and the Industrial Security Regulation (DOD 5220.22-R). Individual system security requirements shall be accomplished as specified in the Task/Delivery Order. When the Delivery Order/Task Order is not for a classified order a DD Form 254 is not required.

4.6. Warranty and Warranty Variations

(a) The focal point for all warranty support shall be the contractor. The Government shall not incur additional charges (i.e., shipping, delivery) for warranty support. As part of the purchase price, all equipment provided under the contract shall be provided with a standard Original Equipment Manufacturers (OEM) commercial warranty, except as noted (see subpara (d)). The inclusion of the standard warranty shall not add cost to the base equipment purchase price.

(1) CONUS and Named OCONUS Warranty Support: The contractor shall provide commercial warranties for all equipment at both CONUS and named OCONUS locations. On-site warranty support shall be provided for Non-portable systems such as servers and desktop computers. On-site warranty support, mail-back, or advanced exchange warranties shall be provided for portable items such as notebooks, high definition displays, etc. The offeror has the option to use either an advanced exchange warranty or an on-site warranty at no additional cost to the Government. Advanced exchange warranty defined: Vendor will have a replacement unit dispatched to the customer with next business day shipping. After receiving the replacement unit, the customer will return the failed unit using the same shipping box and a preaddressed, prepaid return label provided by the vendor.

(2) Remote OCONUS Warranty Support: The contractor shall provide a method for performing warranty service for Remote OCONUS locations. If on-site warranty support is required by a customer, it will be handled as a warranty variation as described in paragraph (b) below.

(b) Warranty Variations: The contractor shall also provide warranty variations not covered by the ITES catalog offering as requested in individual orders, including, but not limited to, extended warranty, response time, and on-site support for Remote OCONUS. The offeror has the option to use either a replacement warranty or an on-site warranty at Remote OCONUS locations. Warranty variations of this type shall be negotiated with the Ordering Contracting Officer.

(c) ESA, Non-ESA, SmartBUY, and Non-SmartBUY procured Software Warranty: The contractor shall provide a 90 day guarantee that, at a minimum, the software delivery medium is free of defects. The contractor shall also provide the software End User License Agreement (EULA) for any of the software being proposed. The Government reserves the right to review this agreement before purchasing the software.

If a commercial software has a warranty, maintenance, and/or documentation available to other public or industry customers free of charge than these same rights should be available to the government as well at no additional cost. Ensure that there are no warranties purchased to cover the customer requirement prior to the purchase of software warranty to eliminate double payments for the same products.

End User License Agreement (EULA): A EULA shall be provided for any incidental software and at a minimum the EULA should adhere to the following:

1. If available, a Government EULA, which is a EULA that has been previously modified for a Government customer is preferred.
2. Specify that the Government contract and delivery order terms and conditions will take precedence over the EULA. Termination clauses should not violate FAR clause 52.212-4
3. Controlling law and jurisdiction shall reflect that federal law will apply to the government contract and therefore federal courts will have jurisdiction on disputes.
4. Severability clauses must not violate FAR 52.212-4(1)
5. References to taxes should be removed as this would not apply to the Federal Government
6. Statements pertaining to automatic yearly renewals should not be included.
7. Statements pertaining to advance payment for services should not be included.
8. Statements pertaining to fees owed to the vendor should be removed as this would create a potential violation to the Anti-Deficiency Act.
9. Audit clauses will not contain language that states the government will pay for the audit.
10. Audit clauses will be self-audit clauses and not allow access to a Government network without prior consent and cleared individuals.
11. Audits reports will not be more than one a year.
12. Indemnification clauses shall not be included.
13. Warranty. FAR 52.212-4(o). The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
14. Third Party Software. The Government does not agree to any terms and conditions that violate federal law or regulations including any terms and conditions contained in any third party software license agreement.
15. These EULA requirements apply regardless of whether or not open source code is included with a particular software package. The Government cannot agree to any terms and conditions which are inconsistent with federal laws or regulations.

In addition, any specific clauses restricting the software license to only be used on specific name brand hardware make/model needs to be identified to the customer. Any vague terms such as “internal use” need to be defined.

(d) Coverage Period for Hardware: The Warranty period shall commence upon the receipt of the equipment at the final destination identified on the Delivery Order or 35 days after shipment from the contractor's facility, whichever is earlier. The basic warranty included in the purchase price shall be no less in length than the OEM standard commercial warranty or as follows, whichever is longer. Warranty periods will apply to ITES catalogs as follows:

1 Year or Basic Warranty – ITES Catalogs I, II, IV, V, VI, VII, VIII, and IX

3 Year Warranty – ITES Catalog III

User receipt of an item that is inoperable upon delivery shall be resolved in accordance with the warranty provisions of the contract.

(e) Coverage period for Software: The software coverage period will be clearly identified in the EULA and/or in the Request for Quote.

(f) Warranty Registration: The Contractor shall register items into its warranty database prior to shipment to the Government. Submission of a warranty registration card by the Government shall not be required to obtain warranty service.

(g) Replacement Parts: When the contractor replaces a defective part during the warranty period, the newly installed part shall become Government property. The defective part shall become the property of the contractor except that the Government retains the right to purchase defective hard drives and removable hard drives containing sensitive or classified material that is required by statute or regulation to be destroyed or retained by the Government. The effective warranty for all replacement parts shall be the greater of the remaining warranty period on the original item or a 90-calendar day warranty.

(h) New or Warranted Parts: Only new parts shall be utilized when repairs are made. The use of refurbished or used parts is allowed only when warranted by the OEM as equal to new, are identified as such, and those parts must be authorized by the customer, as appropriate.

(i) Warranty of Repair: The contractor guarantees to repair at no charge any malfunction which reoccurs, or a malfunction resulting from the repair performed by the contractor or his authorized agent, within 90 calendar days of the initial repair. The 90 day calendar warranty restarts every time the same part needs to be repaired or replaced during the 90 day calendar warranty.

(j) User Self Maintenance: The contractor shall not invalidate the warranty provided on components purchased under this contract when the Government elects to have qualified service personnel perform maintenance and/or installation during the warranty period.

(k) Time to Repair: Equipment, including portable equipment, within CONUS and named OCONUS locations, shall be repaired or replaced and fully operational within two (2) Government working days following notification to the contractor's designated technical support personnel of the need for warranty service if the equipment has an on-site warranty. For CONUS and named OCONUS locations not being offered on-site warranty, portable equipment shall be repaired or replaced and the fully operational equipment be returned to the customer's possession within five (5) Government working days after it is received at the contractor's designated repair facility. For Remote OCONUS locations being offered on-site warranty, the equipment shall be repaired or replaced and fully operational within three (3) Government working days following notification to the contractor's designated technical support personnel of the need for warranty service. For Remote OCONUS locations being offered mail-back or hot swap warranty, the contractor shall repair or replace and return fully operational equipment to the customer's possession within five (5) Government working days after it is received at the contractor's designated repair facility. The contractor shall bear all shipping costs and responsibilities of repaired and replaced equipment and software both to and from the customer's site. Requirements for more stringent repair times shall be negotiated with the Ordering Contracting Officer.

4.7 Telephone Support

(a) Telephonic support via a toll free number shall be provided by the contractor to the Government. The toll free number shall be listed on each piece of major equipment (server, desktop, thin client, notebook, printer) and shall be provided on the contractor's web site.

(b) Availability: Telephonic support services shall be available 24 hours a day, 7 days a week.

(c) Services: As a minimum, Telephonic Support Services shall consist of the following:

(1) Order processing and Order Tracking Information: When provided with a Government order number, the Contractor shall be required to provide the Government the date of receipt of the order and the shipping status.

(2) User Technical Assistance: The contractor shall be prepared to receive product problem reports and assist the user towards timely resolution of the reported problem. Reports of problems may also come through Email and/or Internet/WWW messaging. The contractor is responsible for hardware/software related calls for all products that are covered under warranty. The contractor shall maintain contact with the reporting user until final resolution. Interim resolution of a software problem is to include a work around solution until the problem is finally corrected in the next release or version of the product. Technical assistance may be provided by the OEM to satisfy this requirement.

(d) Telephonic Support Personnel: Contractor personnel staffing the telephonic support service telephones shall have sufficient expertise to recommend corrective actions for hardware and software problems, and the personnel shall speak and understand English fluently.

(e) Customer Technical Assistance: The contractor shall receive product problem reports and assist the customer toward timely resolution of the reported problem. Reports of problems from customers may come via postal mail, e-mail, phone, or fax. The contractor

is responsible for hardware and software related calls for all products that are sold or supported under the contract. Telephonic triage is acceptable for the initial warranty call. Telephonic triage shall be limited to one (1) hour in length unless extended service is approved by the customer.

(f) Order Processing and Order Tracking: The contractor shall receive delivery orders and credit card orders. Orders may be received via phone, fax, E-mail, postal mail, or CHESST² IT e-mart. Upon request, the contractor shall provide customers the status of the delivery order.

5. Contract Management

5.1 Contract Status Meetings

The contractor shall participate in meetings with the Government to discuss contract status; this includes issues, concerns, improvements, new products, etc. The meetings will be held approximately every six months or as needed. Location of the meetings will vary and will be specified by the Government.

5.2 Reports

The Contractor shall provide the following reports electronically to CHESST².

(a) Order Transaction (OT) Report: The contractor shall provide monthly order transactions (delivery orders and credit card purchases) to the Government for inclusion in its Order Transaction Database and website. The report is due to CHESST² by the 10th of each month. The report shall be sent to usarmy.belvoir.peo-eis.list.pdchess-vndrrpts@mail.mil. See Appendix A for format and instructions.

(b) Vendor Status (VS) Report: The contractor shall provide monthly shipping and, if applicable, service status to the Government for inclusion in its Order Transaction Database and website. The report is due to CHESST² by the 10th of each month. The report shall be sent to usarmy.belvoir.peo-eis.list.pdchess-vndrrpts@mail.mil. See Appendix A for format and instructions.

(c) Equipment Failure (EF) Report: The EF report shall identify the product that failed, the reason for failure, the date the customer notified the contractor of the problem, and the date the problem was resolved. The Equipment Failure report shall be submitted once each quarter, in January, April, July, and October. The EF report is due by close of business (COB) on the 10th of the aforementioned months. The report shall be sent to usarmy.belvoir.peo-eis.list.pdchess-vndrrpts@mail.mil. See Appendix A for format.

(d) Reserved.

(e) Small Business Participation (SB) Report: The small business participation goals for both large and small businesses will be monitored through monthly submission of a small business participation report. The Contractor shall submit the ITES-3H Small Business Participation Report to CHESST² at usarmy.belvoir.peo-eis.list.pdchess-vndrrpts@mail.mil. A copy shall also be sent to the CHESST² Product Leader and the ACC-RI contract specialist by the 10th of each month. See Appendix C for format and instructions. In addition, Large

Businesses shall submit an Individual Subcontracting Report (ISR) and/or Summary Subcontract Report (SSR), in accordance with FAR 52.219-9(g) using the Electronic Subcontracting Reporting System (eSRS) at <http://www.esrs.gov>. Large businesses will also be monitored through eSRS. The Government will consider how the contractor is performing against their small business participation goals when deciding to exercise an option.

(f) Reserved.

5.3 Performance Evaluation Surveys

Evaluation of Contractor's Delivery Performance and Delivery with Related Incidental Services/Warranty Repair.

- At Delivery completion or at completion of Delivery with Related Incidental Services/Warranty Repair, the contractor shall submit a request for a performance evaluation to the Ordering Contracting Officer (OCO), the Order Contracting Officer's Representative (OCOR) or his/her designated representative; or to the end user or customer that has the best knowledge about the transaction. The performance evaluation surveys will be located on the CHESSE website upon award of the contract. The contractor will instruct the OCO, OCOR, or his/her designated representative; or the end user or customer that has the best knowledge about the transaction to go to the website to complete the survey for each delivery order or service, regardless of dollar value, within 30 days of completion of the delivery and/or service.
- Performance evaluations may also be done as otherwise considered necessary throughout the duration of the order (but generally no more than quarterly).
- The ITES-3H COR will provide the Contractor with a summary of all performance reviews for comment as part of the Contract Status meetings.
- An example of the performance evaluation surveys are provided at Appendix B. (Note: A separate performance evaluation survey is provided for both Delivery and Delivery with Related Incidental Services/Warranty Repair).

5.4 Metrics (See Performance Requirements Summary (PRS) at Attachment 0003)

5.5 E-Commerce

5.5.1 Worldwide Web

The contractor shall develop an internet based home page containing general contract information, ordering guidelines and products offered on the contract. To facilitate the exchange of data between the contractor and Government, the contractor shall provide a description of its electronic data in accordance with the DOD Architectural Framework (DODAF) as specified in paragraph 5.6.3. The contractor shall also provide on line program support information to include as a minimum:

- (a) How to obtain a quote for hardware, software, or services, including names, telephone numbers and email addresses of appropriate sales representatives.

(b) Policy and procedural information regarding installation, warranty, warranty variations, technical support, software support, and other post-delivery issues. This will include the names, telephone numbers and email addresses of appropriate support staff.

(c) How to troubleshoot a problematic order including names, telephone numbers and email addresses of appropriate support staff.

5.5.2 IT e-mart

It will be mandatory for all customers to submit Request for Quotes (RFQs) over \$3,000 using the RFQ tool on CHES IT e-mart or by using a reverse auctioning site, such as FedBid. It is also mandatory that the contractor use the IT e-mart RFQ Tool, if the RFQ is submitted via IT e-mart, to acknowledge customer RFQ's either by indicating that a quote will be provided or by responding with a no-bid. If the contractor provides a no-bid response, the no-bid response and the rationale for not bidding shall be submitted for each RFQ to the IT e-mart in the location provided for the no-bid responses no later than the RFQ due date. The time allotted for acknowledging customer RFQ is two Government working days. The contractor shall send a formal response to the customer within five Government working days regarding its intent to propose a solution unless the quote is due in a shorter timeframe. In the event the contractor receives a request for quote from the customer via email, direct phone call, etc., (with the exception of FedBid) the contractor *must direct* the customer to place the RFQ using the RFQ Tool on the IT e-mart. The CHES Product Leader shall also be notified that the customer has been advised to place the RFQ on IT e-mart.

5.6 Technical Documents

The Contractor shall provide the following technical documents throughout the contract life.

5.6.1 DOD Unified Capabilities Approved Product List

The contractor shall provide for review and approval, six months after contract award, a listing of all offered products that are included on the DOD Unified Capabilities Approved Product List. This list shall be delivered via e-mail to the CHES Product Leader and the ACC-RI Contract Specialist. This list shall be updated quarterly. As a minimum, the list shall identify the specific product name (e.g., version, proper nomenclature); equipment type; and its effective and expiration dates.

5.6.2 Thin Client Configuration

The contractor shall provide for review and approval, six months after contract award, a white paper consisting of a general system design and bill of material listing for two thin client configurations. These configurations shall be delivered via e-mail to the CHES Product Leader and the ACC-RI Contract Specialist. One configuration shall be for an organization with less than 500 users and the second configuration shall be for an organization with more than 500 users. These general system designs will be posted on the CHES website and will assist Government users in gauging the type of resources required to migrate to thin client environment and shall reflect the current product offering of the contractor. The system designs shall be updated once a year and be delivered via e-mail to the CHES Product Leader and the ACC-RI Contract Specialist for review and approval twelve months after previous submission.

5.6.3 Required Electronic Data using DOD Architecture Framework

The contractor shall provide for review and approval, six months after contract award, descriptions of the electronic data provided to the Government. These descriptions shall be delivered via e-mail to the CHES Product Leader and the ACC-RI Contract Specialist. Information shall be represented in accordance with the DOD Architectural Framework (DODAF). As a minimum the electronic data includes Monthly Order Transaction (OT) Report, Monthly Vendor Status Report, Equipment Failure Report and the contractor's portion of the IT e-mart website. A variety of DODAF views may be offered to facilitate information exchange between the contractor and the Government; as a minimum, the contractor shall include: Overview and Summary Information (AV-1), Integrated Dictionary (AV-2), High-level Operational Concept Graphic (OV-1), and Logical Data Model (DIV-2). The DODAF views shall be updated once a year and be delivered via e-mail to the CHES Product Leader and the ACC-RI Contract Specialist for review and approval twelve months after previous submission.

5.7. Phase-in period

The contract phase-in period is 60 calendar days commencing upon receipt of award. The contractor, at the conclusion of the 60 calendar day period, shall accept orders. During that period the contractor shall:

- (1) Finalize the nine (9) ITES-3H catalogs and provide electronically to the CHES Product Leader within 30 days of contract award for review and approval;
- (2) Assist the Government in developing an ordering guide;
- (3) Develop a website to include a link to the CHES website and the CHES ordering guide, contract catalog products and prices, specific information pertaining to the contract, the 24 hour toll free help desk number, contractor point of contact information, etc.;
- (4) Finalize subcontracts/teaming arrangements;
- (5) Secure appropriate personnel;
- (6) Establish telephonic support; and
- (7) Participate in Post-Award conference.

6. Standards and Policies (See Attachment 0002)

7. Preferences

(a) The Government prefers that each product configuration offering is made up of components from a single manufacturer whenever possible in order to leverage that company's integration testing and performance trade-off analysis conducted during product development.

(b) The Government also prefers manufacturers that have a track record of operation under the International Standards Organization (ISO) 9000 guidelines. The ISO 9000 accreditation

provides assurances to the Government that the specified items come from companies that meet customer requirements and strive to exceed customer expectations.

SOW – ITES-3H

APPENDIX A

Contract Management
Deliverables

1. General Information (applies to all reports)

1.1 CHESS Manages Data by Contract

The ITES-3H vendors must maintain and submit all appropriate reports as per the contract requirements. Vendors with more than one contract with CHESS must maintain contract data integrity by submitting and managing separate reports for each contract. CHESS will not accept mixed contract data submitted in the same report.

1.2 Report Format

- All reports shall be submitted using Microsoft Excel (.xlsx preferred, .xls acceptable). The spreadsheets shall contain text only. The spreadsheets shall not contain formatting; rounding of number/dollar values, hard line returns, word wrapping or other embedded special characters such as leading apostrophes (excel precedes leading zeroes with apostrophes) and white space.
- All reports contain data fields that are optional. If there is no data to report in these fields the field must be left empty. (No spaces, returns, tabs, etc.)
- The easiest way to achieve this is to copy all and paste into a new document by right clicking and selecting “values only”.
- After pasting the values into the new spreadsheet, the columns will need to be assigned the correct data type.
- All date columns DD-MMM-YYYY.
- All price columns number format with 2 decimals.
- The rest of the columns (pay attention to order/mod number/CLIN) may need to be formatted as “general” to avoid converting number values to text.
- NO BLANK ROWS: Row 1 should contain the column headers, there should be no blank rows above row 1. Additionally, do not “freeze panes” to allow for header locking. Reports will be rejected if “freeze panes” is enabled.
- Additional rows for internal use (such as cells containing grand totals of a column) that are not part of an order are not allowed. This should be contained to “Total” columns (ReportTotal, SalesToDate, etc).

1.3 Report Delivery

- All reports shall be emailed as attachments to: usarmy.belvoir.peo-eis.list.pdchess-vndrrpts@mail.mil or as per most recent direction from CHESS. The Small Business Participation (SB) report shall also be sent to the CHESS Product Leader and the ACC-RI contract specialist.
- Compress/zip large files. The file extension .zip cannot be used. Rename .zip files to .xxx.
- In the body of the email the following totals shall be identified:
 - Total value since inception
 - Total value of the report being submitted (Sum of column M, CLIN Extended Dollar Amount)
 - Total value change since last accepted report

1.4 Reports are due as follows

- Order Transaction (OT), Vendor Status (VS) and Small Business Participation (SB) reports are due by close of business (COB) on the 10th of each month. If the 10th falls on a weekend or government holiday, the OT, VS, SB reports shall be due the next business day immediately following the 10th.
- Equipment Failure (EF) report is due at a minimum once each quarter. The Equipment Failure report shall be submitted once each quarter, in January, April, July, and October. The EF report is due by close of business (COB) on the 10th of the aforementioned months.
- The Contractor is to instruct the customer to complete the applicable Performance Evaluation forms that are posted on the CHES website after the completion of each delivery order or warranty repair/related incidental service.

1.5 Negative OT Reports

- An e-mail response is required for negative OT reports (no transactions to report).
- A report is still required by the 10th of each month. No-sales OT reports should still be updated. The file name should reflect the date of submission, cumulative number, and the file name column within the report should reflect the updated file name.
- Submissions for negative reports must include “NO SALES” at the beginning of the subject line of the email and the body of the email should indicate that the vendor is reporting no sales during the time period.

1.6 Rejection of reports

- Vendor’s OT reports will be loaded via an automated process. Therefore, CHES reserves the right to reject reports submitted by the vendor if necessary. Possible reasons for rejection are missing information or formatting issues. Report submissions must meet the formatting guidelines provided in this document. Each report will be checked by CHES for content as well as formatting. If CHES rejects a report, the report will be returned to the vendor with an explanation identifying the problem(s).
- The vendor must make the necessary corrections and resubmit the report in its entirety within three (3) business days from the day the report was returned.
- CHES will advise the vendor within a reasonable amount of days after receipt of a revised report whether the revised report is accepted. If the revised report still contains errors it will be rejected and returned to the vendor for correction. Subsequent reports will NOT be accepted by CHES until all the required corrections have been made and CHES has notified the vendor that the revised report is accepted.

1.7 Common Rejection Reasons

1.7.1 Formatting Issues

- File not in Excel Spreadsheet (Version 97-2007) .xls or .xlsx format
- Missing Columns, extra columns, or columns not in the correct order
- Incorrect naming convention of the OT Report
- Missing column headings or column headings with “freeze panes” enabled
- Spreadsheet contains Macros, links, etc.

- The OT report sheet name should read “Sheet1” and should be the only sheet in the workbook. Mislabeled or reports with additional/incorrectly placed sheets will result in rejection.

1.7.2 Data Issues

- Missing “Required” data (Ex. Contract Number)
- Data type is incorrect for the column. (Ex. A column for numeric data has text)
- Data exceeds maximum length acceptable for column(s)
- Date is presented in the incorrect format
- Numbers within the report contain more than 2 decimal places.
- The Order/Mod total does not match the sum of the items being reported
- Invalid Service Agency, Army Activity, State or Country Code
- No Formatting, hard line returns, embedded special characters or word wrapping within a column
- “Duplicate Orders” (Two rows containing the same Contract Number, Order Number, Mod Number, Transaction Date, CLIN, Item Description, CLIN Quantity, CLIN Unit Price, and CLIN Extended Dollar Amount.)

1.8 Revised Reports

- Revised reports must be submitted as a complete file (e.g. make changes/corrections to the original file and resubmit the entire file, not just what was changed).
- The file name format when submitting revised files must follow the file name format stipulated for each report (Order Transaction, Vendor Status) with the addition of (Rev) immediately preceding the file extension .xls. For example, the first revision of an OT report would be named:
CONTRACTNUMBER_OT_YYYY_MM_DD_20161REV1.XLSX OR .XLS
- Subsequent revisions to the same file should indicate the revision number (e.g. Rev2, Rev3, etc.).

1.9 File Names

- File names must not exceed 50 characters. The date in the file name should be the date that the report is due. This date should not change when submitting revisions.
- Reports are due on the 10th of each month and will be quarterly cumulative reports. After a fiscal year quarter has completed, the vendor will begin a new cumulative report. The cumulative number will be indicated with the fiscal year (four digits) and the quarter (single digit). A sample of file names over the course of a fiscal year are as follows (each grouping represents a new cumulative file):

File Contains:	File Name:
FY15 Jul, Aug, Sep	W91QUZ-16-D-0099_OT_2015_10_10_20154
FY16 Oct	W91QUZ-16-D-0099_OT_2015_11_10_20161
FY16 Oct, Nov	W91QUZ-16-D-0099_OT_2015_12_10_20161
FY16 Oct, Nov, Dec	W91QUZ-16-D-0099_OT_2016_01_10_20161REV2
FY16 Jan	W91QUZ-16-D-0099_OT_2016_02_10_20162
FY16 Jan, Feb	W91QUZ-16-D-0099_OT_2016_03_10_20162

FY16 Jan, Feb, Mar	W91QUZ-16-D-0099_OT_2016_04_10_20162
FY16 Apr	W91QUZ-16-D-0099_OT_2016_05_10_20163
FY16 Apr, May	W91QUZ-16-D-0099_OT_2016_06_10_20163REV1
FY16 Apr, May, Jun	W91QUZ-16-D-0099_OT_2016_07_10_20163
FY16 Jul	W91QUZ-16-D-0099_OT_2016_08_10_20164
FY16 Jul, Aug	W91QUZ-16-D-0099_OT_2016_09_10_20164
FY16 Jul, Aug, Sep	W91QUZ-16-D-0099_OT_2016_10_10_20164REV3

- The (rev1, rev2, etc.) is only required if the vendor is re-submitting due to errors.
- Current file name must be in the file name column within the report, all rows should be populated with this file name
- Government Quarters are defined as follows:
 - Quarter 1: October through December
 - Quarter 2: January through March
 - Quarter 3: April through June
 - Quarter 4: July through September

2. Order Transaction (OT) Report

- The OT report provides monthly sales data that populates the CHESS database. This data is used to calculate sales against the contract and provides visibility into the quantity and types of products sold on the contract.
- OT reports shall be submitted each month on the 10th. If the 10th falls on a weekend or government holiday the OT report shall be due the next business day immediately following the 10th. OT reports are due by COB and will contain transactions up to and including the last day of the previous month.
- The OT report is cumulative in nature. Cumulative reports shall include all transactions from the start of the quarter up to the last day of the final month in the quarter.
- The file name format for the first OT report is: ContractNumber_OT_yyyy_mm_dd_yyyyq.xls. Due to the limitations of Excel, and for optimal processing speeds, the cumulative periods will encompass fiscal year quarters. Subsequent files shall be named using the fiscal year and the quarter being reported as such: ContractNumber_OT_yyyy_mm_dd_yyyyq.xls
- CHESS matches order data in the OT report with the Vendor Status (VS) report therefore, order numbers must match between the OT and VS reports.
- The report may be requested in .csv format at any time by CHESS.
- CHESS reserves the right to request a new cumulative file iteration at any time as much as a new iteration monthly.
- **The email message that forwards the OT report must include the total dollar value of the cumulative OT report being submitted (Sum of column M, CLIN Extended Dollar Amount).** For all subsequent cumulative reports, the email message must include the total dollar value of sales to date and the total dollar value of the cumulative OT report being submitted. The value stated in the email message will be used to match the sales dollars in CHESS' database after the load process. *If the total dollar value stated in the email message does not match the total of the line items in column M (CLIN Extended Dollar Amount) from the OT report, the report will be rejected and returned to the vendor for correction.*

- Since the OT report is cumulative vendors may correct previously reported information in subsequent reports (see section Revised Reports above and examples below) such as:
 - Canceling a transaction or a mod to a transaction previously reported
 - Correcting dollar amounts previously reported
 - Correcting products previously reported

NOTE: These examples are only a snapshot of the columns being used. All columns are not displayed. An example report can be provided upon request from Product Lead. Additionally, the summary rows at the bottom of each example are used for training purposes and should not be included in the reports being submitted to avoid rejection.

TABLE 1

EXAMPLE OF HOW TO REPORT ORDERS AND MODS

Row	Contract Number	Order Number	Modification Number	Transaction Type	Date of Transaction	Date Transaction Cancelled	CLIN Number	CLIN Description	CLIN Quantity	GSA Unit Price	GSA Extended Dollar Amount	CLIN Unit Price	CLIN Extended Dollar Amount	Dollar Amount of Transaction	Installation	RFQ Number
2	W91QUZ-06-D-0000	119		DO	15-Jan-10		1019AA	Hardware	25	200	5000.00	100.00	2500.00	15000.00	FORT BELVOIR	9969996
3	W91QUZ-06-D-0000	119		DO	15-Jan-10		1019AA	Hardware	25	600	15000.00	500.00	12500.00	15000.00	FORT BELVOIR	9969996
4	W91QUZ-06-D-0000	119	1	DO	15-Jan-10		1019AA	Hardware	5	200	500	100.00	500.00	500.00	FORT BELVOIR	9969996
5	W91QUZ-06-D-0000	119	2	DO	15-Jan-10		1019AA	Hardware	-5	200	-500	100.00	-500.00	15000.00	FORT BELVOIR	9969996
DO NOT INCLUDE THIS ROW										Total amount of order 119:			15000.00			

NOTES:

*** All Orders and Mods should be treated as a separate transaction.

Row 2 & 3: New Order 119

Row 4: Mod to order 119 adding 5 monitors to original order

Row 5: Mod 2 of order 119 reduces quantity and dollar amount from total order

TABLE 2

EXAMPLE OF CANCELLED TRANSACTION

Row	Contract Number	Order Number	Modification Number	Transaction Type	Date of Transaction	Date Transaction Cancelled	CLIN Number	CLIN Description	CLIN Quantity	GSA Unit Price	GSA Extended Dollar Amount	CLIN Unit Price	CLIN Extended Dollar Amount	Dollar Amount of Transaction	Installation	RFQ Number
2	W91QUZ-06-D-0000	119		DO	15-Jan-10	20-Feb-10	1019AA	Hardware	25	200	5000.00	100.00	2500.00	15000.00	FORT BELVOIR	9969996
3	W91QUZ-06-D-0000	119		DO	15-Jan-10	20-Feb-10	1019AA	Hardware	25	600	15000.00	500.00	12500.00	15000.00	FORT BELVOIR	9969996
DO NOT INCLUDE THIS ROW										Total amount of order 119:			15000.00			

NOTES:

To cancel an order, simply add the date cancelled into "Date Transaction Cancelled" column. Nothing else should change.

TABLE 3

EXAMPLE OF CANCELLED TRANSACTION II

Row	Contract Number	Order Number	Modification Number	Transaction Type	Date of Transaction	Date Transaction Cancelled	CLIN Number	CLIN Description	CLIN Quantity	GSA Unit Price	GSA Extended Dollar Amount	CLIN Unit Price	CLIN Extended Dollar Amount	Dollar Amount of Transaction	Installation	RFQ Number
2	W91QUZ-06-D-0000	9er	1	DO	15-Jan-10	20-Feb-10	1019AA	Hardware	2	-200	-400.00	-100.00	-200.00	-325.00	FORT BELVOIR	9969996
3	W91QUZ-06-D-0000	9er	1	DO	15-Jan-10	20-Feb-10	1020AA	Hardware	5	-100	-500.00	-25.00	-125.00	-325.00	FORT BELVOIR	9969996
DO NOT INCLUDE THIS ROW										Total amount of order 9er:			-325.00			

NOTES:

In this example, the vendor is entering the dollar value for the amount cancelled on the order. The modification number is not required, but typically associates a cancellation such as this.

TABLE 3

EXAMPLE OF DUPLICATE ORDER

Row	Contract Number	Order Number	Modification Number	Transaction Type	Date of Transaction	Date Transaction Cancelled	CLIN Number	CLIN Description	CLIN Quantity	GSA Unit Price	GSA Extended Dollar Amount	CLIN Unit Price	CLIN Extended Dollar Amount	Dollar Amount of Transaction	Installation	RFQ Number
2	W91QUZ-06-D-0000	2500		DO	15-Jan-10		1019AA	Hardware	1	200.00	200.00	100.00	100.00	300.00	SOCSOUTH	1085963
3	W91QUZ-06-D-0000	2500		DO	15-Jan-10		1019AA	Hardware	1	200.00	200.00	100.00	100.00	300.00	SOCSOUTH	1085963
4	W91QUZ-06-D-0000	2500		DO	15-Jan-10		1019AA	Hardware	1	200.00	200.00	100.00	100.00	300.00	SOCSOUTH	1085963
DO NOT INCLUDE THIS ROW										Total amount of order 2500:			300.00			

NOTES:

Order number 2500 contains the same values for all columns. To make the rows unique, an internal modification number may be added to the rows or different CLIN descriptions.

TABLE 4

EXAMPLE OF HOW TO MAKE CORRECTIONS

Row	Contract Number	Order Number	Modification Number	Transaction Type	Date of Transaction	Date Transaction Cancelled	CLIN Number	CLIN Description	CLIN Quantity	GSA Unit Price	GSA Extended Dollar Amount	CLIN Unit Price	CLIN Extended Dollar Amount	Dollar Amount of Transaction	Installation	RFQ Number
2	W91QUZ-06-D-0000	2569		DO	15-Jan-10		1019AA	Hardware	25	20.00	500.00	10.00	2500.00	30250.00	ATEC - DREN	7775777
3	W91QUZ-06-D-0000	2569		DO	15-Jan-10		1010AA	Hardware	60	600.00	36000.00	500.00	30000.00	30250.00	ATEC - DREN	7775777
DO NOT INCLUDE THIS ROW										Total amount of order 2569:			30250.00			

NOTES:

Order number 2569 as originally entered. Unit price was entered incorrectly.

Row	Contract Number	Order Number	Modification Number	Transaction Type	Date of Transaction	Date Transaction Cancelled	CLIN Number	CLIN Description	CLIN Quantity	GSA Unit Price	GSA Extended Dollar Amount	CLIN Unit Price	CLIN Extended Dollar Amount	Dollar Amount of Transaction	Installation	RFQ Number
2	W91QUZ-06-D-0000	2569		DO	15-Jan-10		1019AA	Hardware	25	200.00	5000.00	100.00	2500.00	32500.00	ATEC - DREN	7775777
3	W91QUZ-06-D-0000	2569		DO	15-Jan-10		1010AA	Hardware	60	600.00	36000.00	500.00	30000.00	32500.00	ATEC - DREN	7775777
DO NOT INCLUDE THIS ROW										Total amount of order 2569:			32500.00			

NOTES:

Vendor corrects the unit price and corrects columns "CLIN Unit Price & CLIN Extended Dollar Amount." Submit with next OT Submission.

2.1 Column A, “Contract Number”

- Enter the Contract Number including hyphens. (e.g. W91QUZ-06-D-XXXX). Contract numbers that are formatted incorrectly will be rejected (e.g. ‘W91QUZ06DXXXX’ or ‘W91QUZ-06-D-XXXX ’) (note the spaces at the end of the second example).
- The same Contract Number must be entered in every transaction row.

2.2 Column B, “Order Number”

- Enter the delivery order number. Must be unique when combined with columns Contract Number, Transaction Date, CLIN, Item Description, CLIN Quantity, CLIN Unit Price, CLIN Extended Dollar Amount, and Shipping Item Palletization.

2.3 Column C, “Modification Number”

- Required when reporting mods. This may be a vendor or customer assigned number. Mod numbers indicate that a previously reported transaction has been changed by a customer (e.g. 1, P00004).
- Report mods that change quantities, dollar values or products.
- Mods must reflect the date of the mod NOT the original transaction date.
- DO NOT change original transaction dates to reflect mod dates.
- Cancellations are NOT considered mods (see instructions for column F below).
- If no mods, leave blank.

2.4 Column D, “Transaction Type”

- Enter CC for a credit card purchase or DO for a Delivery Order/Paper Order.

2.5 Column E, “Date of Transaction”

- Must reflect the effective date of the order. For example: Date signed by Contracting Officer on the delivery order or the date the order is entered in the contractor’s system for a credit card purchase. (e.g. 14-FEB-2006)

2.6 Column F, “Date Transaction Cancelled”

- Must contain the date that an order or mod was cancelled. (e.g. 14-FEB-2006)
- If an entire order is cancelled, including all associated mods, all rows associated with the order must include the date cancelled.
- A mod may be cancelled without cancelling the rest of the order. The date cancelled must be entered only in the rows for the mod being cancelled.
- When canceling an order or mod no dollar values or quantities should change. Those numbers should remain the same. Do not change them to a negative number or a zero.

2.7 Column G, “CLIN Number”

- Contract Line Item Number (CLIN) Unique contract identifier of item being ordered (as identified in contract, e.g. product number, manufacturer part number).

2.8 Column H, “CLIN Description”

- A short description of the item/CLIN that was purchased (OEM, Make, Model).

2.9 Column I, “CLIN Quantity”

- Quantity of item being ordered. Cannot be left blank or be zero (0).

2.10 Column J, “GSA Unit Price”

- Unit Price from vendor’s GSA Schedule contract.
- Price per item. Price should reflect the unit price in dollars and cents.
- Do NOT round up to whole dollars, and use only two decimal places to indicate “cents.” (e.g. 10125.15)

2.11 Column K, “GSA Extended Dollar Amount”

- Total Price from vendor’s GSA Schedule contract.
- Extended Dollar Amount = (Quantity x GSA unit price).
- Do NOT round up to whole dollars, and use only two decimal places to indicate “cents.” (e.g. 10125.15)

2.12 Column L, “CLIN Unit Price”

- Price per item. Price should reflect the unit price in dollars and cents.
- Do NOT round up to whole dollars, and use only two decimal places to indicate “cents.” (e.g. 10125.15)

2.13 Column M, “CLIN Extended Dollar Amount”

- Extended Dollar Amount = (CLIN Quantity x CLIN unit price).
- Do NOT round up to whole dollars, and use only two decimal places to indicate “cents.” (e.g. 10125.15)
- The sum of this column must equal the amount reported in column AC.

2.14 Column N “Dollar Amount of Transaction”

- The dollar amount reflected in Column N (Dollar amount of Transaction) must equal the sum of column M (CLIN Extended Dollar Amount) where all order and mod values are the same.
- The dollar amount of the transaction must be repeated in every row containing the same order and mod number combination associated with the transaction in Column N.
- Do NOT round up to whole dollars, and use only **two** decimal places to indicate “cents.” (e.g. 10125.15)

2.15 Column O, “Installation”

- Enter End User/Requiring Activity Installation name (e.g. Fort Belvoir). Select from ‘Installation List’ list located at https://chess.army.mil/Static/SRV_ARMY_ACT.
- Required if column “Z” equals “USA.”

2.16 Column P, “RFQ Number”

- The RFQ number from the CHES IT e-mart that correlates to the vendor order number. This is known as the “reference number” in the CHES RFQ module (e.g. 123456, NOT RFQ-123456).
- Enter “AE” for award via email and “FB” for award via FedBid.

2.17 Column Q, “Ordering Contracting Office”

- Enter the ordering Contracting Office executing delivery order. Select from Ordering Contracting Office List located at https://chess.army.mil/Static/SRV_ARMY_ACT.
- Required if column “Z” equals “USA.”

2.18 Column R, “Manufacturer”

- Name of Original Equipment Manufacturer (OEM).

2.19 Column S, “Major End Item”

- A final combination of end products ready for its intended use (e.g. standard desktop, lightweight notebook, tablet/slate, etc.) Select from Major End Item List located at https://chess.army.mil/Static/SRV_ARMY_ACT.

2.20 Column T, “Operating System”

- Operating System installed. Naming convention is first three letters of OS, + version number (e.g. Win10, IOS9, etc.)

2.21 Column U “POC Last Name”

- Ship-to Customer’s Last Name

2.22 Column V “POC First Name”

- Ship-to Customer’s First Name

2.23 Column W “POC Title”

- Ship-to Customer’s Title (e.g. COL, Mr. Mrs., Ms., etc.)

2.24 Column X, “Telephone Number”

- Ship-to Customer’s telephone number. (e.g. 9999999999)

2.25 Column Y, “E-mail Address”

- Ship-to Customer’s e-mail address

2.26 Column Z, “End User Service or Agency”

- Use the abbreviation from the Service/Agency code list found at the following link: https://chess.army.mil/Static/SRV_ARMY_ACT

2.27 Column AA, “Army Activity (Command)”

- Must be completed if column Z indicates “USA” (USA = United States Army).
- Use the abbreviation from the Army Activity List located at https://chess.army.mil/Static/SRV_ARMY_ACT
- Must be blank if column Z is other than “USA.”

2.28 Column AB, “Comments”

- Free text for vendor/reseller notes.

2.29 Column AC, “Vendor Reported Total for this file”

- The sales on contract that are included in the current file being submitted.
- This should amount to the sum of column M “CLIN Extended Dollar Amount” (e.g. 10125.15).
- All rows in this column should contain identical values.
- If the amount differs from the sum amount or contains more than a single value for all rows, an error will occur.

2.30 Column AD, “Contract Sales to Date”

- Total sales to date on this contract (e.g. 141752.10).
- This number should be a cumulative sum of all sales since contract award.
- All rows in this column should contain identical values.

2.31 Column AE, “File Name”

- File name shall follow the correct file naming convention and should be the same name for all rows.
- File names in this column must match document file name.
- The file name should change with each submission to include revisions. (e.g. ContractNumber_OT_yyyy_mm_dd_20161(Rev1).xls)
- All rows in this column should contain identical values

2.32 Column AF, “Shipping Item Palletization (SIP)”

- If two rows exist that are being duplicated, distinguish here (e.g. 1, 2, 3, 4; or different serial numbers; or different shipping addresses).

Excel Column	Column Name	Format	Required	Comments
A	Contract Number	Alphanumeric (21)	Y	Enter the Contract Number including dashes. (e.g. W91QUZ-06-D-XXXX). The same Contract Number must be entered in every transaction row.
B	Order Number	Alphanumeric (50)	Y	Enter the delivery order number. Must be unique when combined with the contract number.
C	Modification Number	Alphanumeric (30)	Y*	* Required only when reporting mods. NOTE: <i>This may be a vendor or customer assigned number. Mod numbers indicate that a previously reported transaction has been changed by a customer. (e.g. 1, P0004)</i>
D	Transaction Type	Alphanumeric (2)	Y	CC = Credit Card, DO= Delivery Order/Paper Order
E	Date of Transaction	DD-MMM-YYYY	Y	Date of the order or modification (e.g. 14-FEB-2006) <i>e.g. Date signed by Contracting officer on the delivery order or the date the order is entered in the contractor’s system for a credit card purchase.</i>
F	Date Transaction Cancelled	DD-MMM-YYYY	Y*	* Required for cancelled transactions. Do not enter filler values such as ‘N/A’ (e.g. 14-FEB-2006)
G	CLIN Number	Alphanumeric (39)	Y	Contract Line Item Number (CLIN) Unique contract identifier of item being ordered (as identified in contract, e.g. product #, manufacturer part #)
H	CLIN Description	Alphanumeric (250)	Y	A short description of the item/CLIN that was purchased. (Example: OEM, Make, Model)

I	CLIN Quantity	Number (7,0)	Y	Quantity being ordered. Cannot be left blank or be Zero (0).
J	GSA Unit Price	Number (12,2)	Y	Unit Price from vendor's GSA Schedule contract. Price per item. Price should reflect the unit price in dollars and cents. Do not round up to whole dollars and use only two decimal places to indicate "cents" (e.g. 10125.15)
K	GSA Extended Dollar Amount	Number (12,2)	Y	Total Price from vendor's GSA Schedule contract. Extended Dollar Amount = (Quantity x GSA unit price). Do not round up to whole dollars and use only two decimal places to indicate "cents." (e.g. 10125.15)
L	CLIN Unit Price	Number (11, 2)	Y	Price per item. Price should reflect the unit price in dollars and cents. Do not round up to whole dollars and use only two decimal places to indicate "cents." (e.g. 10125.15)
M	CLIN Extended Dollar Amount	Number (11,2)	Y	Extended Dollar Amount = (CLIN quantity x CLIN unit price). The sum of this column must equal the amount reported in column AC. Do NOT round up to whole dollars and use only two decimal places to indicate "cents." (e.g. 10125.15)
N	Dollar amount of Transaction	Number (12,2)	Y	Total dollar amount of the transaction (order or order mod). Do NOT round up to whole dollars and use only two decimal places to indicate "cents." (e.g. 10125.15)
O	Installation	Alphanumeric (50)	Y*	*Required if column "Z" equals "USA." Installation of End User/Requiring Activity. Select from 'Installation List' list located at https://chess.army.mil/Static/SRV_ARMY_ACT
P	RFQ Number	Alphanumeric (50)	Y	Enter CHESS IT e-mart RFQ number (Reference Number "123456"). Enter "AE" for award via email and "FB" for award via FedBid.
Q	Ordering Contracting Office	Alphanumeric (100)	Y*	*Required if column "Z" equals "USA." Ordering Contracting Office executing delivery order. Select from Ordering Contracting Office List located at https://chess.army.mil/Static/SRV_ARMY_ACT . If other than Army, enter name/address of Contracting Office.
R	Manufacturer	Alphanumeric (100)	Y	Name of Original Equipment Manufacturer (OEM)
S	Major End Item	Alphanumeric (20)	Y	A final combination of end products ready for its intended use (e.g. standard desktop, lightweight notebook, tablet/slate, etc.). Select from Standardized Major End Item code list located at https://chess.army.mil/Static/SRV_ARMY_ACT
T	Operating System	Alphanumeric (100)	Y	Operating System installed. Naming convention is First 3 letters of OS, + version number (e.g. Win7, iOS8, etc.)
U	POC Last Name	Alphanumeric (50)	Y	Ship to Customer's Last Name
V	POC First Name	Alphanumeric (50)	Y	Ship to Customer's First Name
W	POC Title	Alphanumeric (50)	N	Ship to Customer's Title (e.g. COL, Mr., Ms., etc.)
X	Telephone Number	Alphanumeric (50)	Y	Ship to Customer's telephone number. (Format: 9999999999)
Y	Email address	Alphanumeric (100)	Y	Ship to Customer's email address
Z	End User Service or Agency	Alphanumeric (20)	Y	Use the abbreviation from the Service/Agency/Country code list found at the following link: https://chess.army.mil/Static/SRV_ARMY_ACT
AA	Army Activity (Command)	Alphanumeric (20)	Y*	* Required if column "Z" equals "USA". Use the abbreviation from the Army Activity list located at https://chess.army.mil/Static/SRV_ARMY_ACT Leave blank if column "Z" is not USA (Army)
AB	Comments	Alphanumeric (250)	N	Free text for vendor/reseller notes.
AC	Vendor Reported total for this file	Number (12, 2)	Y	The sales on the contract that are reported in the file being submitted. All rows should contain the same value. The value

				should amount to the sum of column M “CLIN Extended Dollar Amount.”
AD	Contract Sales to date	Number (12, 2)	Y	Total sales to date on this contract (e.g. 141752.10). All rows in this column should contain identical values. This number should be a cumulative sum of all sales since contract award.
AE	File Name	Alphanumeric (50)	Y	Exact file name of the file being submitted. All rows in this column should contain the same file name. File names in this column must match document file name. The file name should change with each submission to include revisions. (e.g. ContractNumber_OT_yyyy_mm_dd_20161Rev1.xls)
AF	Shipping Item Palletization (SIP)	Alphanumeric (50)	N	If two rows exist that are duplicated, distinguish here (SIP). (e.g. 1, 2, 3, 4; or different serial numbers; or different shipping addresses)

3. Vendor Status (VS) Report

- The Vendor Status report provides delivery status of individual delivery orders. This report is NOT cumulative.
- The VS report shall report the initial status of an order and any changes to the status of the order until shipment is complete. For orders with multiple shipments, continue to update the ship date until all shipments are completed.
- VS reports shall be submitted monthly. The VS report is due by close of business (COB) on the 10th of each month. If the 10th falls on a weekend or government holiday the VS report shall be due the next business day immediately following the 10th.
- The file name format for the VS report is ContractNumber_VS_yyyy_mm_dd.xls
- CHESS matches the VS report with the Order Transaction report to update vendor status information therefore, order numbers must match between the two reports.
- CHESS will notify the vendor when an order(s) reported in the VS report do not match with an order(s) that have been reported in an OT report. The vendor must determine the source of the error (missing from OT, incorrect order number, etc) and make the necessary corrections to the OT and/or VS report(s). Revised or Corrected reports must be resubmitted in their entirety. (See General Information (applies to all reports).

Excel Column	Column Name	Format	Required?	Comments
A	Contract Number	Alphanumeric (21)	Y	Enter the Contract Number including dashes. Ex: W91QUZ-06-D-XXXX
B	Order Number	Alphanumeric (30)	Y	Must match a previously reported order.
C	Order Mod Number	Alphanumeric (25)	Y*	* Required when reporting status on a mod
D	Date Received by Vendor	DD-MMM-YYYY	Y	Date order or mod was received by the vendor (i.e. 14-FEB-2006)
E	Date Rejected by Vendor	DD-MMM-YYYY	Y*	* Required for rejected orders
F	Date Accepted by Vendor	DD-MMM-YYYY	Y*	* Required for orders that have been accepted by the vendor
G	Date Transaction Cancelled	DD-MMM-YYYY	Y*	* Required for Cancelled order/mods
H	Projected Ship Date by Vendor	DD-MMM-YYYY	N	

I	Vendor Ship Date	DD-MMM-YYYY	Y*	* Required for orders shipped by the Vendor
J	Projected Delivery Date	DD-MMM-YYYY	N	
K	Contractually Due Date	DD-MMM-YYYY	Y	Date by which delivery is due as required by the ordering contracting officer/delivery order
L	Service Start Date	DD-MMM-YYYY	N	Applies to orders related to “services”
M	Service Completion Date	DD-MMM-YYYY	N	Applies to orders related to “services”
N	Comments	Alphanumeric (250)	N	Free text
O	CHESS Reserved 1	Alphanumeric (250)	N	Reserved for Product Leader
P	CHESS Reserved 2	Alphanumeric (250)	N	Reserved for Product Leader

4. Equipment Failure (EF) Report

- The EF Report shall identify the product that failed, the reason for failure, the date the customer notified the contractor of the problem, and the date the problem was resolved. The report shall calculate the time to repair. The EF reports shall be submitted quarterly. The EF report is due by close of business (COB) on the 10th of January, April, July, and October. If the 10th falls on a weekend or Government holiday, the EF report shall be due the next business day immediately following the 10th.

A sample format is provided below.

EQUIPMENT FAILURE (EF) REPORT

Call #	OEM	Model #	Part #	Product Description	Failure Description	Problem Notification Date	Resolution	Problem Resolution Date
1234	Thompson	FT12345	45678	Pentium 4 Laptop	Battery overheating	Dd/mmm/yy	Replaced battery	Dd/mmm/yy

SOW – ITES-3H

APPENDIX B

Surveys Evaluation of
Contractor's Performance

1. Evaluation of Contractor's Delivery Performance

Instructions: Please complete and submit this survey directly to the Government (CHESS) at:

<https://peoeissurvey.altess.army.mil/n/ites3hdeliveryperformanceeval.aspx>

2. Evaluation of Contractor's Delivery with Related Incidental Services/Warranty Repair Performance

Instructions: Please complete and submit this survey directly to the Government (CHESS) at:

<https://peoeissurvey.altess.army.mil/n/ites3hevaluationofcontractorsdelivery.aspx>

SOW – ITES-3H

APPENDIX C

Small Business Participation
Report

Small Business Participation Report

1. Company Name: _____
2. ITES-3H Contract Number: _____
3. Date Submitted:
 - 3a. Small Business Participation Report Period *Start Date*: _____
 - 3b. Small Business Participation Report Period *End Date*: _____
4. Total Dollars/Percentage:
 - 4a. Total *Obligated* Dollars (sales to date): _____
 - 4b. Total *Obligated* Dollars subcontracted out (Large and Small Business): _____
 - 4c. Total percent of *Obligated* Dollars subcontracted out (Large and Small Business): _____
5. *Obligated Dollar Value* and percent of your participation as a Prime Contractor (Small Business prime contractors shall include dollars/percent for their own small business participation below):

Total Subcontracted

Type Business	Proposed Goal (Percent)	Actual (Dollars / Percent)
Small Business Concerns		

Subcategory Breakout

Type Business	Proposed Goal (Percent)	Actual (Dollars / Percent)
<i>For each Small Business concern, provide breakout:</i>		
Small Disadvantaged Business		
Women-Owned Small Business		
Historically Underutilized Business Zone		
Veteran-Owned Small Business		
Service Disabled Veteran-Owned Small Business		

Instructions for blocks above: For each small business concern, provide breakout. Each of these items is a subcategory of the total subcontracted to Small Business concerns. Note that in some cases the same dollars may be reported in more than one block (e.g., SDBs owned by women).

6. Name of Individual Responsible for Administering Form: _____
7. Email address of Individual Responsible for Administering Form: _____
8. Detailed explanations for percentages less than what was proposed in Block 5: