

2016

# AFWay User's Guide for NC-2 Application Services



**Version 1.2**

**11 May 2016**



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## AFWay Customer Ordering Instructions for Applications Services

### *Customer and Contracting Officer (CO) Instructions for Application Services*

(AFWay can be found at: <https://www.afway.af.mil/>.)

#### ***Important Considerations:***

- Although the term Request for Quote (RFQ) is indicative of products requirements for a delivery order and the term Request for Proposal (RFP) is indicative of services requirements for a Task Order (TO), these two terms will be synonymous in this document. **All references to the term RFQ will designate any customer solicitation from vendors for solutions to requirements, whether it involves products or services.**
- Customers who wish to solicit a Request for Information (RFI) from services vendors will use the same process to gather this information as they would for a RFQ with "RFI-" at the beginning of the title.
- If your Application Services RFQ requires Information Technology (IT) software/hardware procurement, vendors are responsible to include these estimates as part of their response to the RFQ. A minimum of two of these estimates must be provided with the response to the customer RFQ.
- If only using AFWay for Application Services Indefinite Delivery Indefinite Quantity (IDIQ) contract, you may expedite your acquisition by using "**NC2S**" as your Equipment Custodian Account Number (ECAN). Keep in mind, if an ECAN is changed and there are open RFQs or Orders already in a workflow, they will now be attached to the new ECAN's workflow which may cause issues in your approval process.
- Vendors will be registered with accounts in AFWay by the time ordering is available for the respective NetCents-2 Application Services IDIQ contracts.
- No Government Purchase Card (GPC) acquisitions are allowed on the Application Services IDIQ contract.
- AFWay is an unclassified system. There will be no classified information processed via AFWay. Classified TOs will follow a unique process entirely outside of AFWay at the advisement of the NetCents-2 Program Management Office (PMO) and decentralized customer organization.



## 1. AFWay Registration for New Users

- a. To register as a new customer to AFWay, navigate to <https://www.afway.af.mil/> using your web browser and select the "Registration" link at the top right of the AFWay Home Page.



Figure 1 – AFWay Home Page

**AFWay Registration** User Registration Help

Welcome to the AFWay Registration/User Profile page. If at any time you have difficulties entering information into the required field, or if you find that the drop-down menus are incomplete, please contact the AFWay Help Desk at DSN 596-5774.

Register now to:

- Look for up-to-date product and pricing information on selected federal contracts.
- Select items to add to your own shopping baskets.
- Obtain official quotes online.
- Process orders electronically with your Government Credit Card.
- Process orders electronically via Funding Document.

Common Access Card Identification  
Already Registered? C=US, O=U.S. GOVERNMENT, OU=DCD, OU=PKI, OU=CONTRACTOR, CN=BERGERON TERRY JAMES 1266524664

**Authorization**

\* Authorization  
 Customer  
 Vendor

Rank/Title \_\_\_\_\_ \* First Name \_\_\_\_\_ Middle Name \_\_\_\_\_ Last Name \_\_\_\_\_

**Address**

FPO/APO Address

\* Address 1 \_\_\_\_\_ \* City/State \_\_\_\_\_ \* State \_\_\_\_\_  
Address 2 \_\_\_\_\_ \* Zip \_\_\_\_\_ \* Country UNITED STATES \_\_\_\_\_

**Contact**

\* Email \_\_\_\_\_ \* Agency \_\_\_\_\_  
\* Comm Phone \_\_\_\_\_ Comm Fax \_\_\_\_\_ DSN Phone \_\_\_\_\_ DSN Fax \_\_\_\_\_

**Security Questions**

If your account becomes locked, your Security Word Hint will be provided and you will be asked to identify your Security Word to regain access to your account.  
Answers may contain: Letters, Numbers, spaces, and !?

|   |                      |
|---|----------------------|
| * Security Question #1<br>Who was your favorite cartoon character as a child?         | * Security Answer #1 |
| * Security Question #2<br>What was your first pet's name?                             | * Security Answer #2 |
| * Security Question #3<br>If you had chosen your first name, what would it have been? | * Security Answer #3 |
| * Security Question #4<br>What was your high school name?                             | * Security Answer #4 |
| * Security Question #5<br>What is the title of your favorite book?                    | * Security Answer #5 |

Figure 2 – AFWay Registration Page

- b. Fill in all of the required fields, identified with an asterisk. NOTE, the "Agency" field determines the approval process for RFQs. Depending on the menu selection, the user will be required to complete one of the following two steps to successfully complete registration.



1. If the "Agency" field is "DEPT OF DEFENSE – AIR FORCE," four additional required fields will appear: MAJCOM, BASE, Direct Reporting Activity (DRA) and ECAN. **THE DRA AND ECAN FIELDS ARE CRITICALLY IMPORTANT** to the success of a Customer's RFQ reaching the CO for approval and distribution to the NetCents-2 Application Services vendors.
  - **MAJCOM** – Enter your MAJCOM
  - **BASE** – Enter your Base
  - **ECAN** – Use your original ECAN at your base or "NC2S" if only using AFWay for NETCENTS-2 Application Services IDIQ
  - **DRA** – This field determines the person who will fulfill the Base Equipment Custodian Officer (BECO) role in the approval chain. The BECO will then assign the respective CO. For help finding the correct DRA, select the "Help finding your DRA" link to the right of the DRA field. A page showing "DRA's By Base" will appear. DRA's are listed according to the base in alphabetical order. If the base has more than one DRA, check for the respective MAJCOM and Organization or verify with your BECO for the correct DRA.
2. If the "Agency" field is populated with any other menu selection, no additional fields will appear. **Users should not call the Field Assistance Service (FAS) for your "Check Out" button as permission will be granted by your Equipment Custodian (EC).** After registration is complete, the Customer will need to contact the AFWay phone at (334) 416-5771, Opt 1, 5, 5 and send an e-mail to [fas.team5@us.af.mil](mailto:fas.team5@us.af.mil) to finish account configuration and have the ability to generate RFQs to vendors. This is available to active duty and federal employees only.
- c. Once all of the applicable fields have been completed, click on the "Register on AFWay" button to complete the registration process. If there are any errors, a new page will be displayed indicating any registration errors. Click on the "Return to Registration" button, correct any errors and then click on the "Register on AFWay" button.
- d. After successful registration, you will be directed to a Welcome screen to register your Common Access Card (CAC).

## 2. Logging into AFWay

- a. To log in to AFWay, navigate to <https://www.afway.af.mil/> using your web browser.
- b. Click on the "Log In" link under the Home Page heading on the right.



The screenshot shows the AFWay login page. At the top, there is a header with the AFWay logo and navigation links: Home, Resources, and Help. On the right side of the header, there are links for Register, Log On, and Checkout, along with the U.S. Air Force logo. The main content area is titled "AFWay Login". It contains a section for "Common Access Card Found" with a CAC image and text: "The Common Access Card (CAC) found is NOT registered within AFWay. To link this CAC to your current AFWay account, login below with your current AFWay email and password." Below this, it says "Common Access Card Found" and "C=US, O=U.S. Government, OU=DoD, OU=PKI, OU=USAF, CN: USER JOE 12347890". It also states "The CAC information above will be saved under your AFWay account." There is a "Register Common Access Card" section with three numbered steps: 1. Enter Email, 2. Enter Password, and 3. Click "Register CAC" button. To the right, there is a "First time user?" section with a link to "Click here to Register for an AFWay account" and a "For assistance contact:" section with contact information: "FAS Tier 1 Helpdesk, DSN: 596-5771 opt 1, Comm: 334-416-5771 opt 1, Email: TEAM5@GUNTER.AF.MIL". There is also a "Getting Started with PKI" section with a link to "http://ase.disa.mil/pki-pke/getting\_started".

Step 1: Enter the email address associated with your AFWay account  
Step 2: Enter the password associated with your AFWay account  
Step 3: Click "Register CAC" button

Figure 3 – User CAC Registration Page

- c. Enter your E-mail Address associated with your legacy AFWay account. Enter the password associated with your legacy AFWay account.

NOTE: If an incorrect Password is entered 3 times, the account will be locked. Contact the FAS, DSN 596-5771, opt 1, opt 5 and a new one-time temporary password will be automatically generated and sent via e-mail. After a successful login to the system, you will be required to change the password.

### 3. Verify Account

- a. Upon successfully logging into AFWay, the "Main" page will be displayed.
- b. Click on the "View/Edit Your Account Information" link under the "My Account" menu.
- c. Verify your account information.



Figure 4 – My Account Menu

d. Verify the information is correct. If any changes are made, click the Update button.

**Warning:**  
Air Force Users who change their MAJCOM, DRA, or ECAN will lose their permission to purchase.  
Also, Air Force Users who change their Agency to something other than 'Dept. of Defense - Air Force' will lose all of their Air Force roles they currently hold on AFWay.

**Authorization**

\* Authorization  
 Customer  
 Vendor

Rank/Title: \_\_\_\_\_ \* First Name: MICHAEL Middle Name: D \* Last Name: IVISON

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**Address**

FPO/APO Address

\* Address 1: 201 E. MOORE DR \* City/Base: MAXWELL AFB-GUNTER \* State: ALABAMA  
 Address 2: \_\_\_\_\_ \* Zip: 36104 \* Country: UNITED STATES

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**Contact**

\* Email: michael.ivison.ctr@us.af.mil \* Agency: DEPT. OF DEFENSE- AIR FORCE  
 \* Comm. Phone: (334)416-\_\_\_\_\_ Comm. Fax: (\_\_\_\_)\_\_\_\_-\_\_\_\_\_ DSN Phone: \_\_\_\_\_ DSN Fax: \_\_\_\_\_

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**DEPT. OF DEFENSE- AIR FORCE**

\* MAJCOM: \_\_\_\_\_ \* Base: \_\_\_\_\_  
 \* DRA: [Help finding your DRA](#) \* ECAN: [Help finding your ECAN](#)

---

**Security Questions**

If your account becomes locked, your Security Word Hint will be provided and you will be asked to identify your Security Word to regain access to your account.  
 Answers may contain: Letters, Numbers, spaces, and !?

|   |                              |
|---|------------------------------|
| * Security Question #1<br>Who was your favorite cartoon character as a child?           | * Security Answer #1<br>1234 |
| * Security Question #2<br>What was your first pet's name?                               | * Security Answer #2<br>1234 |
| * Security Question #3<br>What is the name of the first National Park that you visited? | * Security Answer #3<br>1234 |
| * Security Question #4<br>What was your high school name?                               | * Security Answer #4<br>1234 |
| * Security Question #5<br>What is the title of your favorite book?                      | * Security Answer #5<br>1234 |

Figure 5 – View/Edit Account Information Page



- e. The “User Profile” page is where you can view submitted or pending RFQs and orders. Under the “My Account” menu, select “User Profile.”

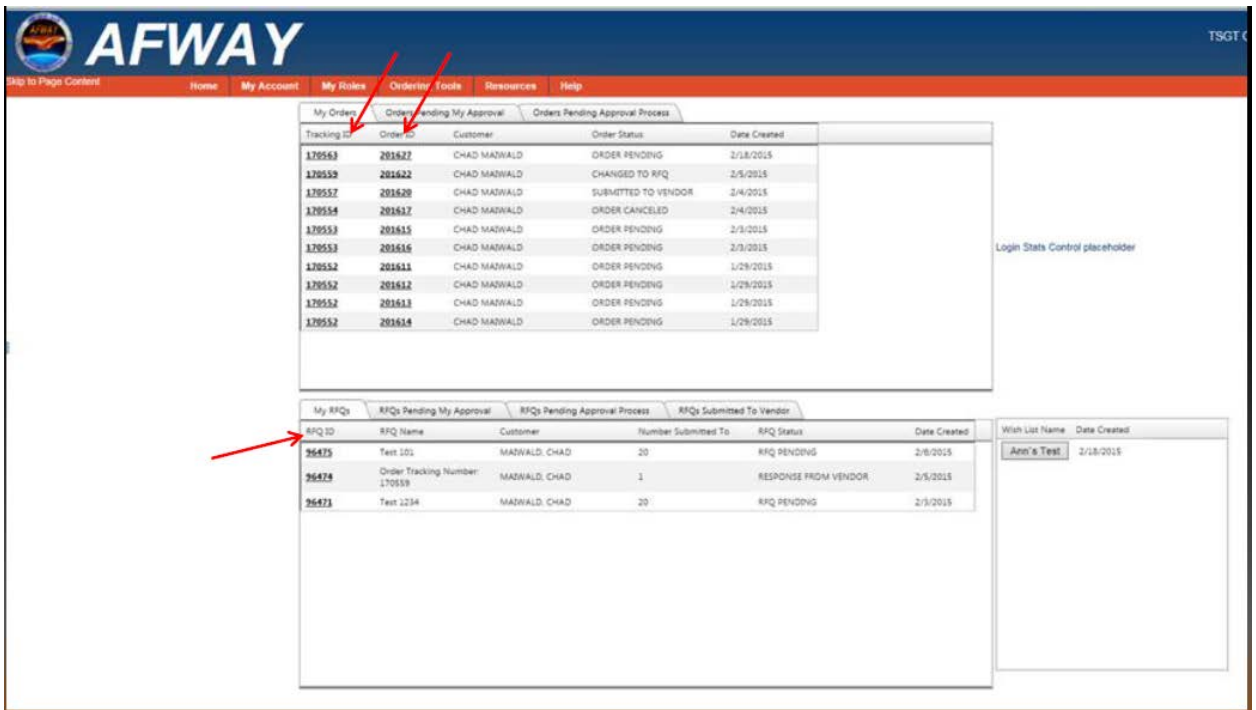
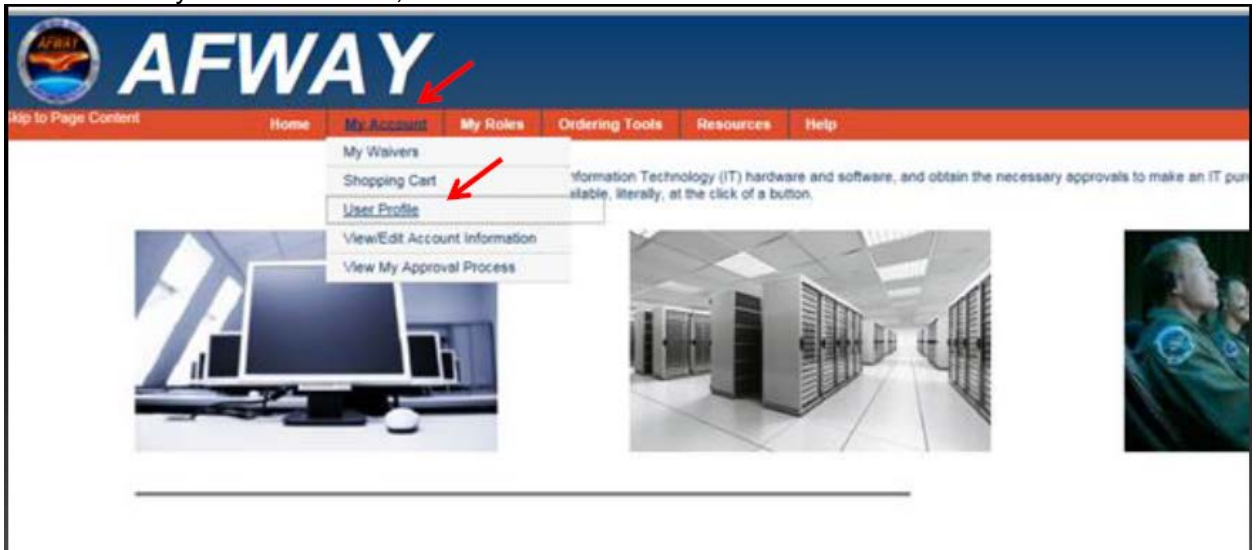


Figure 6 – User Profile Page

#### 4. Submitting a RFQ Using AFWay

- a. After you've successfully logged into AFWay, click “Ordering Tools” and then click “Submit RFQ” from the drop down.

NOTE: If an error occurs, contact the FAS, DSN 596-5771, opt 1, then 5 for AFWay assistance.





**Figure 7 – Submit RFQ Selection**

- b. Upon clicking the link, the RFQ page is displayed to the User. The RFQ page allows the User to specify and include all information required for a RFQ. Follow the instructions below for completing each section of the RFQ page:



**Submit RFQ**

\* RFQ Name:

\* RFQ Description:

\* Vendor Categories:

| Contract Number / Vendor Name / Small Business Type     |
|---|
| There are no vendors for the selected contract category |

Rationale:

\* Desired delivery date:

\* Quantity:

\* Anticipated Price: \$

Attachments (Valid types are: MS Excel, MS Word, PDF, and Text files. Any other file types will be removed before RFQ is submitted.)

**Figure 8 – Submit a RFQ Page**

- **RFQ Name:** Create a unique Application Services RFQ name, but ensure the name begins with 'NC-2 Application Services...' (i.e. NC-2 App SVCS – System Acronym)



- **Description:** Use one of the following to provide a general description of the overall RFQ requirement(s)
  - Sustainment Services
  - Migration Services
  - Integration
  - Re-engineering
  - Web Services/Information
  - Application Services
  - Data Services
  - Operational Support
  - Help Desk Support
  - Testing Support
  - Other
  
- **Vendor Categories:** Select either 'NETCENTS-2 Application Services SB' or 'NETCENTS-2 Application Services Full & Open'



## Submit RFQ

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\* RFQ Name:

\* RFQ Description:

---

\* Vendor Categories:

| Contract Number / Vendor Name / Small Business Type                        |
|--|
| (FA8771-12-D-1001) DATUM SOFTWARE - N2 APP SERVICES SB, 8a, WO, DB         |
| (FA8771-12-D-1002) DIGITAL MANAGEMENT - N2 APP SERVICES SB, 8a, DB         |
| (FA8771-12-D-1003) DILIGENT CONSULTING - N2 APP SERVICES SB, VO, DV        |
| (FA8771-12-D-1004) DIVERSIFIED TECHNICAL SERVICES - N2 APP SERVICES SB, WO |
| (FA8771-12-D-1005) DSD LABORATORIES - N2 APP SERVICES SB                   |
| (FA8771-12-D-1006) EXCELLUS SOLUTIONS - N2 APP SERVICES SB                 |
| (FA8771-12-D-1007) EXETER GOVERNMENT SERVICES - N2 APP SERVICES SB, VO     |

Rationale:

Figure 9 – Vendor Categories

- **AFWay Vendors:** By selecting either 'NETCENTS-2 Application Services SB' or 'NETCENTS-2 Application Services Full & Open,' the applicable set of vendors will be populated in the window below Vendor Categories. All NC-2 vendors must have an opportunity for fair competition based on Federal Acquisition Regulation (FAR) unless a Fair Opportunity Exception (FOE) has been approved by the CO.
- **Rationale:** Enter information you want those in your approval chain to see. Vendors cannot view this information.
- **Desired Delivery Date:** Enter the desired product(s) delivery date.



- **Quantity Requested:** Enter at least 1. Do not leave at the number 0. The total quantity will be reflected in the attached Statement of Objective/Technical Requirements Package (SOO/TRP).
  - **Anticipated Price:** Should equal your Independent Government Estimate (IGE) dollar amount. **Note: This information is not sent or visible to the vendor.**
  - **Attachments:** Click the Select button to add attachments. You can have 10 attachments, with no more than 12MB total per RFQ. One attachment can be 5MB but total attachments cannot exceed 12MB. They can be Word, Excel, Text, PDF and/or PowerPoint. Ensure your file attachment names are meaningful to users. If your attachments are more than 12MB, use the AMRDEC SAFE ACCESS FILE EXCHANGE (SAFE) website to post large amounts of documentation. Directions for the use of SAFE can be found in the App Svs User's Guide.
- c. Click on the "Submit" RFQ button to create the RFQ.
- d. A dialog will prompt you if you want to submit the RFQ.

(FA8732-13-D-0003) SRA INTERNATIONAL-NETCENTS 2 APP SERVICES F&O LB  
(FA8732-13-D-0004) L-3 NATIONAL SECURITY -NETCENTS 2 APP SERVICES F&O LB  
(FA8732-13-D-0005) HARRIS IT SERVICES-NETCENTS 2 APP SERVICES F&O LB  
(FA8732-13-D-0006) RAYTHEON-NETCENTS 2 APP SERVICES F&O LB  
(FA8732-14-D-0026) INFORELIANCE-NETCENTS 2 APP SERVICES F&O LB

Rationale:

**Confirm Submission**  
Are you sure you want to submit this RFQ?  
OK Cancel

\* Desired delivery date: 5/27/2016  
\* Quantity: 2  
\* Anticipated Price: \$ 100

Attachments (Valid types are: MS Excel, MS Word, PDF, and Text files. Any other file types will be removed before RFQ is submitted.)  
Select

Submit RFQ

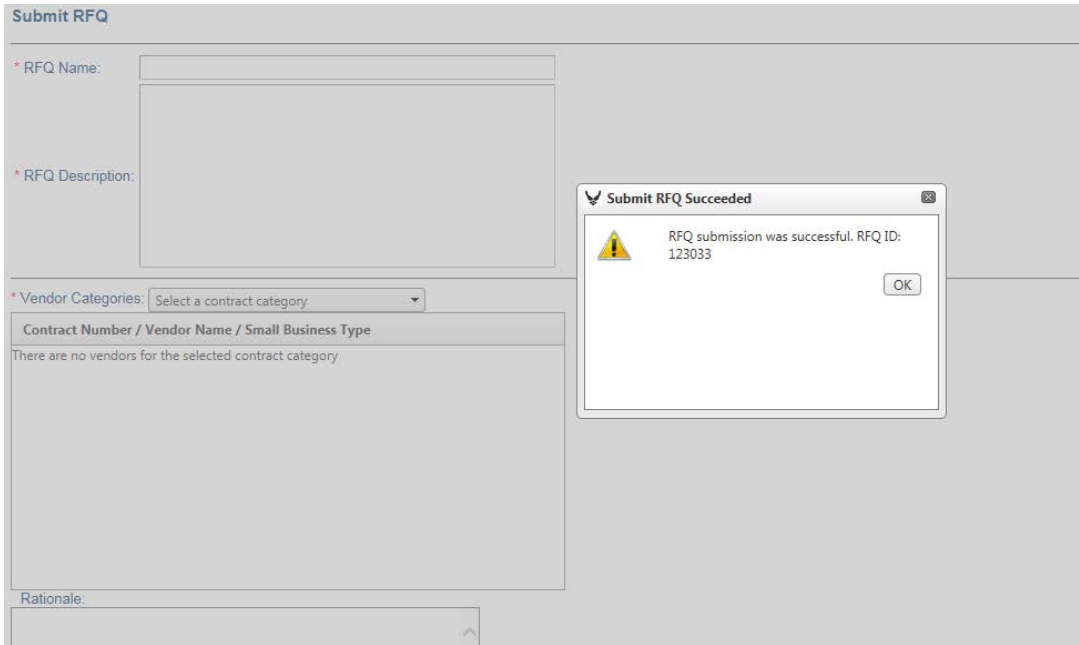


Figure 10 – Submit RFQ Prompt

e. Returning to the User Profile page will show your successful RFQ submission.

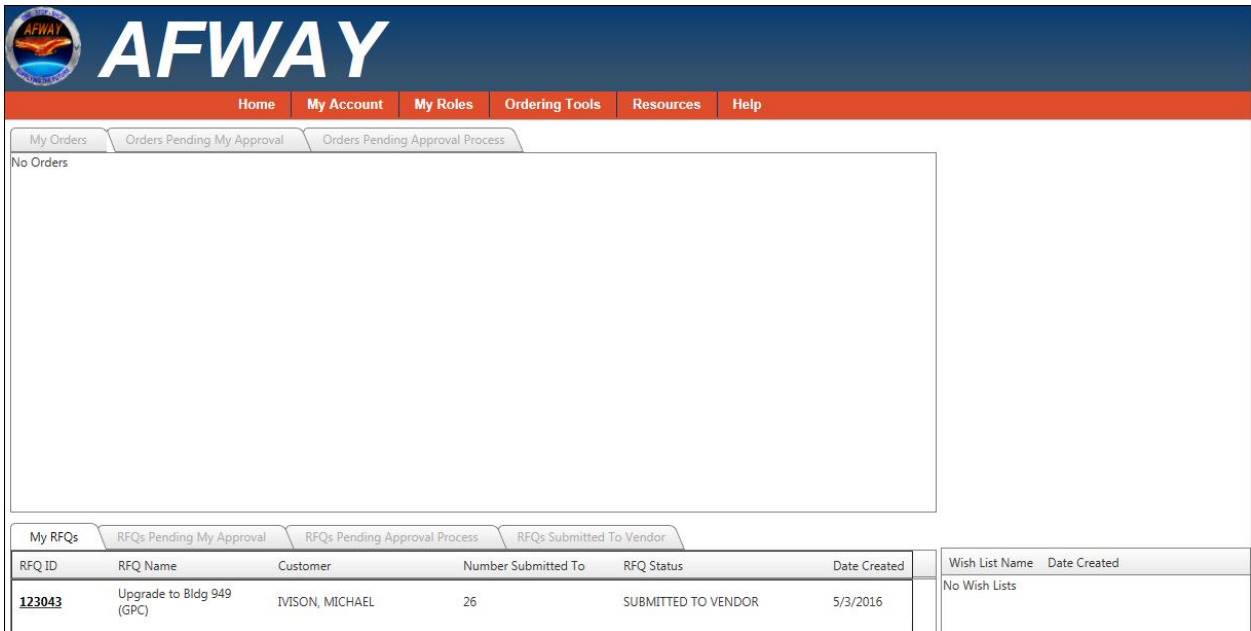


Figure 11 – User Profile Page



## 5. AFWay Approval Process

**\*\*PLEASE NOTE THAT THE EMAIL NOTIFICATION SYSTEM IN AFWAY HAS NOT BEEN PROVEN.** We advise that you check your AFWay RFQ status on a regular basis to ensure that the RFQ is moving along at a timely rate.

- a. Once a RFQ is created and submitted by an Air Force or DoD customer, it will go through the Approval Process for their assigned DRA and ECAN. At each step, an e-mail notification is sent to the approver and the customer.

**NOTE:** RFQs created and submitted by non-Air Force customers will go directly to the vendors for responses.

- b. The RFQ will go through the following steps in the Approval Process based on the ECAN code you used in the Verify Account Information, Para 2, of this document:
  - EC
  - Base Reviewer
  - BECO
  - Approval Official (AO)
  - Resource Advisor (RA)
  - CO
- c. Once the RFQ is approved by everyone in the approval process, it is then automatically submitted to the vendor. The vendor receives an e-mail notification of the new RFQ awaiting their action. Any e-mail collaboration will need to be done using regular e-mail outside of AFWay and BEFORE the solution is submitted. Once the vendor submits a solution it cannot be re-submitted. Clicking on the RFQ number will display details of the RFQ.



**RFQ Info**

RFQ Status: SUBMITTED TO VENDOR  
RFQ ID: 123043      RFQ Name: Upgrade to Bldg 949 (GPC)  
Vendor: [blank]      Desired Delivery Date: 5/31/2016  
Response Date: 5/3/2016      Date: [blank]  
Anticipated Price: \$1.00  
Quantity Requested: 1  
Description: 25 Cisco Switches 6' Blue Plenum

**Customer Info**

Name: MICHAEL IVISON  
DRA: [blank]  
ECAN: [blank]  
Address: 201 E. MOORE DR  
MAXWELL AFB-GUNTER, AL 36104 UNITED STATES  
Email: michael.ivison.ctr@us.af.mil  
Phone: 334416

**Customer Attachments:**

afway attachment.docx      MICHAEL IVISON

**Solution Details**

**Registered Vendors**

| Contract #       | Vendor Name                  | Status              |
|------------------|------------------------------|---------------------|
| FA8732-13-D-0014 | ACE TECHNOLOGY PARTNERS, LLC | SUBMITTED TO VENDOR |
| FA8732-13-D-0029 | BLUE TECH, INC.              | SUBMITTED TO VENDOR |
| FA8732-13-D-0013 | CDW GOVERNMENT LLC           | SUBMITTED TO VENDOR |
| FA8732-13-D-0015 | COUNTERTRADE PRODUCTS, INC.  | SUBMITTED TO VENDOR |
| FA8732-14-D-0002 | DELL FEDERAL SYSTEMS L.P.    | SUBMITTED TO VENDOR |

**Approval Process Details**

**Completed Steps**

| Role | Name | Approval Date |
|------|------|---------------|
|------|------|---------------|

**Next Step Approvers**

| Role | Name | Primary? |
|------|------|----------|
|------|------|----------|

Figure 12 – View RFQ Page

- d. When the vendor responds with a solution or chooses to decline, an e-mail notification is sent to the customer.
- e. The customer can view a vendor response to an RFQ:





- From the User Profile, click on the *Request for Quotes* tab.
- Click on the RFQ ID number to open the RFQ page.
- Click on the vendor with a "Response from Vendor" status.
- Details of the vendor's response will be displayed.

**Registered Vendors**

| Contract #       | Vendor Name                 | Status               |
|------------------|-----------------------------|----------------------|
| FA8732-13-D-0015 | COUNTERTRADE PRODUCTS, INC. | SUBMITTED TO VENDOR  |
| FA8732-14-D-0002 | DELL FEDERAL SYSTEMS L.P.   | SUBMITTED TO VENDOR  |
| FA8732-14-D-0009 | FCN INC.                    | RESPONSE FROM VENDOR |
| FA8732-14-D-0001 | FEDERAL NETWORK SYSTEMS LLC | SUBMITTED TO VENDOR  |
| FA8732-13-D-0010 | FEDSTORE CORPORATION        | SUBMITTED TO VENDOR  |

Award RFQ

**Vendor Products**

| Contract #       | OEM       | OEM Part # |
|------------------|-----------|------------|
| FA8732-14-D-0009 | 3COM CORP | 1234       |

**Vendor Response**

Email: JOHNJONES@MYCOMPANY.NET

Response:

Expiration Date: 5/31/2016

Comments:

Total: \$62500.00

Figure 13 – Vendor Responses