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EISM



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Foreword

This Guide is intended for the NETCENTS-2 Indefinite Delivery/Indefinite Quantity (ID/IQ) contracts. Currently, only the NETCENTS-2 Enterprise Integration and Service Management (EISM) contracts have been awarded. As the other NETCENTS-2 contracts are awarded, this Guide will be updated to provide additional guidance on the other NETCENTS-2 categories.

Questions regarding these guidelines and procedures should be sent to the following email address (ensure you put “NETCENTS-2 User’s Guide” in the subject line of the email): netcents@gunter.af.mil

The Program Management Office (PMO) is responsible for updating this Guide yearly, or as needed, to improve and streamline the process of awarding and managing orders.

For information regarding any NETCENTS-2 contracts, visit the NETCENTS-2 website for further information at: www.netcents.af.mil

How To Use This Guide

This Guide contains the information required to use the NETCENTS-2 contract vehicles to acquire netcentric and Information Technology (IT) products, services and solutions. Contracting Officers and Task Order Requirement personnel (Requiring Activity) shall refer to this guide for placement of Task Orders (TOs).

Chapters 1 and 2 provide general NETCENTS-2 information and roles and responsibilities. Chapter 3 is related to the EISM contract.

This Guide is structured to support the agile and rapid acquisition of key netcentric and IT capabilities for USAF users. This Guide provides standards, templates, and examples that allow users to leverage the overall NETCENTS-2 ID/IQ acquisition. For more information on procuring under ID/IQ contracts, reference FAR 16.505 -- Ordering.

The templates and checklists provided as appendices cover the lifecycle of the task order acquisition and are:

Appendix	Acquisition Phase	Template/Guidance
G1	Requirements Definition	NETCENTS-2 Mandatory Use Letter, Waiver Process, Sample Waiver Request Letter
G2	Requirements Definition	Sample DD 254 Coordination Procedures
G3	Acquisition Planning	Streamlined Acquisition Strategy Summary (SaSS) Guidance
G4	Acquisition Planning	Streamlined Acquisition Plan SAP Guidance
G5	Acquisition Planning	Fair Opportunity Exception Justification Templates
G6	Acquisition Planning	Justification and Approval for Other Than Full and Open Competition- Brand Name Only
G7	Acquisition Planning	Justification and Approval for Other Than Full and Open Competition- Brand Name Only
G8	Acquisition Planning	Quality Assurance/Performance Planning
G9	Task Order Management	COR Appointment Letter Template
G10	Task Order Management	COR Training Plan Template
G11	Task Order Management	Quality Assurance Surveillance Plan Templates
G12	Task Order Management	Department of Defense Warranty Guide Memorandum
E1	Requirements Definition	EISM Task Order Requirements Package Checklist
E2	Requirements Definition	Task Order Procedures for EISM with estimated Timelines
E3	Requirements Definition	EISM PWS Template
E4	Task Order Management	EISM Performance Plan
E5	Requirements Definition	Tips for Writing a Performance Work Statement
E6	Requirements Definition	Sample Performance Parameters/Performance Metrics
E7	Requirements Definition	TO Deliverables/Data Item Delivery (DIDs) Guide
E8	Requirements Definition	Independent Government Cost Estimate (IGCE)
E9	Acquisition Planning	Evaluation Guidelines



Product Description (Solution)

The overall NETCENTS-2 acquisition also consists of seven (7) Indefinite Delivery/Indefinite Quantity (ID/IQ) solutions contract categories. The links to each of these pages are as follows:

- **Application Services -**
<https://www.fbo.gov/spg/USAF/AFMC/ESC/FA8771-09-R-0020/listing.html>
- **Application Services (Small Business Companion) -**
<https://www.fbo.gov/spg/USAF/AFMC/ESC/FA8771-09-R-0021/listing.html>
- **Enterprise Integration and Service Management (EISM) -**
<https://www.fbo.gov/index?s=opportunity&mode=form&id=951cc925d9d536e98327af9981828eca&tab=core&tabmode=list&=>
- **NetOps and Infrastructure Solutions -**
<https://www.fbo.gov/spg/USAF/AFMC/ESC/FA8771-09-R-0018/listing.html>
- **NetOps and Infrastructure Solutions (Small Business Companion) -**
<https://www.fbo.gov/spg/USAF/AFMC/ESC/FA8771-09-R-0019/listing.html>
- **Products**
<https://www.fbo.gov/spg/USAF/AFMC/ESC/R1613/listing.html>
- **IT Professional Support and Engineering Services (ITPS-ES) -**
<https://www.fbo.gov/spg/USAF/AFMC/ESC/R1896/listing.html>

Chapter 1

General Information – Background

1.1 Background on NETCENTS-2

The Network Centric Solutions-2 (NETCENTS-2) requirement is a new contract vehicle that meets the same requirements as the original Network Centric Solutions (NETCENTS) contract with additional requirements for areas such as Identity Management/ biometrics, service-oriented architectures and solutions, and two IT Advisory and Assistance Services (A&AS) categories (one designed for enterprise/strategic support and one for program level/tactical support).

NETCENTS-2 ID/IQ CONTRACTS				
Title of Requirements Category	Type of Competition	NAICS	Authorized Users	Contract Ceilings
Enterprise Integration & Service Management (EISM) (A&AS)	Full and Open	541512	AF only	\$460M
Netcentric Products	Full and Open	334210	AF Enterprise ⁺⁺	\$7.40B
NetOps and Infrastructure Solutions	Full and Open	517110	AF DoD & Fed ⁺	\$7.91B
NetOps and Infrastructure Solutions	Small Business Companion*	517110	AF DoD & Fed ⁺	\$5.39B
Application Services	Full and Open	541511	AF DoD & Fed ⁺⁺	\$960M
Application Services	Small Business Companion*	541511	AF DoD & Fed ⁺⁺	\$960M
IT Professional Support and Engineering Services (ITPS) (A&AS)	Small Business Set Aside for Service Disabled Veteran Owned Small Business (SDVOSB)	541512	AF (non-ESC) DoD & Fed ⁺⁺	\$710M
<p>* Small Business Companion Contract Definition: “A separate set of contracts for small business concerns with the same scope of coverage as the full and open contracts” (e.g., NetOps and Infrastructure Solutions and Applications Services)</p> <p>⁺ Army, Navy, Other Department of Defense Components, and Federal Agencies without restriction</p> <p>⁺⁺ Army, Navy, Other Department of Defense Components, and Federal Agencies meeting the criteria outlined in paragraph 1.2.</p>				

NETCENTS-2 consists of five separate requirements categories with seven sets of multiple award ID/IQ contracts as described below.



1.2 Use of Contracts

As documented in the Chart in paragraph 1.1, the EISM contracts are for USAF only, and the NetOps and Infrastructure Solutions contracts are for DoD and Federal Agency use without restriction. The other NETCENTS-2 contracts may be used by non-USAF customers when any of the following criteria exists:

- is related to requirements for interoperability with Air Force capabilities;
- supports Air Force IT infrastructure, applications, or operations;
- supports host-tenant arrangements involving Air Force units; or
- supports joint operations or solutions.

1.3 Mandatory Use

The NETCENTS-2 ID/IQ contracts are **MANDATORY** for all IT and Network-Centric support obtained by the Air Force, with the exception of the IT Professional Support and Engineering (ITPS) Services contracts. This policy was developed by the AF SAE and AF CIO concurrently with coordination from AFSPACECOM. [Appendix G1](#) includes the NETCENTS-2 Mandatory Use Policy, Governance Process, and Sample Waiver Request Letter for reference.

1.4 NETCENTS-2 Goal and Objectives

The goal of the overall NETCENTS-2 program is to support missions that require voice, data, and video communications, information services, solutions, and products to deliver the right information, in the right format, to the right place, at the right time across the spectrum of operations. The objectives are as follows:

- Meet or exceed operational Netcentric requirements
- Ensure technical compliance with AF and DoD standards
- Meet or exceed required delivery timeframes
- Leverage USAF buying power to meet strategic sourcing goals
- Promote Small Business/Support “Beyond Goals” vision

1.5 NETCENTS-2 Purpose

The purpose of the NETCENTS-2 ID/IQ contracts is to provide contract vehicles for customers to acquire a wide range of IT Network-centric products, services and solutions covering the full spectrum of netcentric operations and missions, including existing legacy infrastructure, networks, systems and operations. NETCENTS-2 provides contract vehicles for the acquisition of the components, such as infrastructure, services, resources and activities, required to implement service-oriented capabilities.

1.5.1 Enterprise Integration and Service Management (EISM) Purpose

EISM offers non-personal Advisory and Assistance Services to provide a broad range of enterprise-level support services. Users will be provided services to enable enterprise level integration and service management support for both infrastructure and mission



capabilities. This will include services to integrate capabilities with a domain and between domains within the enterprise.

1.5.2 NetCentric Products Purpose

The objective the NETCENTS-2 Products acquisition is to provide enterprise-wide netcentric products at reasonable prices to the Air Force, DoD agencies, and other Federal Agency customers for development, acquisition, integration, test, deployment, and sustainment of Air Force Command, Control, Communications, Computers (C4), Intelligence, Surveillance, Reconnaissance (ISR) (C4ISR) Enterprise and Information Systems in support of Research and Development (R&D) and operational/production activities.

1.5.3 Application Services Purpose

The NETCENTS-2 Application Services acquisition provides a vehicle for customers to access a wide range of services such as sustainment, migration, integration, training, help desk support, testing and operational support. Other services include, but are not limited to, exposing data from Authoritative Data Sources (ADS) to support web-services or Service Oriented Architecture (SOA) constructs in AF enterprise environments. Through this vehicle, the contractor will develop content delivery and presentation services and new mission applications that operate in netcentric enterprise environments that exploit SOA infrastructures. This contract supports legacy system sustainment, migration and the development of new mission capabilities and applications. The focus of this contract is to provide application services support to mission areas, as overseen by portfolio managers, Communities of Interest (COIs), project offices, and program offices.

1.5.4 NetOps and Infrastructure Services Purpose

The purpose of this contract is to provide Network Operations (NetOps), Infrastructure, and Service Oriented Architecture (SOA) implementation and transformation services and solutions to the United States Air Force (USAF) and Department of Defense (DoD) agencies. Services and solutions provided will address the development, acquisition, integration, test, deployment, and sustainment of Air Force (AF) infrastructure and network operations, production, research and development, and Command, Control, Communications, Computers, Intelligence, Surveillance, Reconnaissance (C4ISR) mission capabilities.

1.5.5 Information Technology Professional Support and Engineering Services (ITPS-ES) Purpose

The objective of the IT Professional Support and Engineering Services contract is to acquire non-personal Advisory and Assistance Services (A&AS) to provide a broad range of IT Professional and Engineering support services to Air Force, DoD and other Federal agencies for development, acquisition, integration, test, deployment, and sustainment of Air Force Command, Control, Communications, Computers (C4), Intelligence, Surveillance, Reconnaissance (ISR) (C4ISR) Enterprise and Information Systems in support of Research and Development (R&D) and operational/production activities. The proposed services and solutions (which are services with products purchased in support



of solutions) shall be in compliance with existing DoD and Department of the Air Force standardization and interoperability policies.

CHAPTER 2

Information Applicable to all Task/Delivery Orders

2.1 Roles and Responsibilities

2.1.1 Program Management Office (PMO)

The NETCENTS-2 PMO, AFPEO EIS/HIJI, provides advice regarding the overall scope strategy, and acquisition regulation requirements. The NETCENTS-2 PMO will also monitor the program and provide reporting to program stakeholders.

2.1.2 Program Manager (PM)

Program Managers are designated individuals with responsibility for and authority to accomplish objectives for development, production, and sustainment to meet the user's operational needs. The PM is accountable for credible cost, schedule, and performance reporting to the Milestone Decision Authority (MDA), if applicable.

2.1.3 NETCENTS Customer Support

The Customer Support personnel assist customers with submission of a requirements package, clarifications, and questions regarding NETCENTS-2. If you have any questions, please send an email to netcents@gunter.af.mil and ensure the NETCENTS-2 ID/IQ contract title is in the subject line. For example, EISM, Netcentric Products, Application Services, NetOps or ITPS.

2.2 Contracting

2.2.1 Procuring Contracting Office (PCO)

The Procuring Contracting Officer (PCO) for any NETCENTS-2 ID/IQ contract is the only person authorized to approve changes or modify the terms of the schedule or clauses and provisions of Sections B through I of the basic ID/IQ contract or its attachments and exhibits, including the PWS.

As used in this document, the term PCO is defined as the NETCENTS-2 PCO at AFMC ESC/HIJK. The PCO will be the final decision point for all basic ID/IQ contractual matters. The PCO has sole authority for the following actions:

- To add or remove decentralized ordering offices at any time.
- To issue decisions and determinations related to the ID/IQ contract.
- To issue modifications to the basic ID/IQ contract.
- To coordinate approval for use of the Labor Hour CLIN

Requests for modification of the basic contract shall be submitted to the PCO. Requests for information on matters related to this contract, such as explanation of terms, and contract interpretation, shall be submitted to the PCO.



Clause G019 Contracting and Administrative Authority states the following:

- A. The Enterprise Integration and Service Management contracts are for AF use only. All orders for EISM shall be issued by HQ 754th ELSG/ES Contracting Office.
- B. The Procuring Contracting Officer (PCO) is the only person authorized to approve changes or modify the terms of the Schedule or clauses and provisions of Sections B through I of the EISM contract or its attachments and exhibits, including the PWS.
- C. For clarification purposes under this contract, the term PCO is defined as the PCO at AFPEO BES/HIK. The PCO will be the final decision point for all basic ID/IQ contractual matters. The PCO shall have sole authority for the following actions:
 - 1) To issue Contracting Officer's final decisions relating to claims filed under the ID/IQ contract.
 - 2) To issue modifications to this ID/IQ contract.
 - a) The Contractor shall submit requests for modification of the basic contract to the PCO.
 - b) Contractual disputes and claims that may arise under a task order must be handled in conformance with the Contract Disputes Act, FAR 52.233-1 and FAR 33.2. The Contracting Officer for a task order shall resolve any disputes or take any action under the contract's basic provisions that apply to their particular task order. Contracting Officers for a particular task order shall defend the government's position in any protest filed with the Agency, GAO or the Court of Claims arising from the fair opportunity competition for a task order. The funds obligated on the order or provided for the award shall be used for any additional government costs to litigate or defend the government position in a claim, appeal of a final decision or defend a protest against award.
 - c) Requests for information on matters related to this contract, such as explanation of terms and contract interpretation, shall be submitted to the PCO.

2.2.2 Senior Center Contracting Official (SCCO)/Senior Contracting Official (SCO)

Senior Center Contracting Official means an individual serving in the position of Director of Contracting who reports directly to the Center Commander. This authority may also be exercised by the Deputy Director of Contracting, Assistant Director of Contracting, and the Technical Assistant to the Director of Contracting.

Senior Contracting Official means the MAJCOM/DRU or AFISRA headquarters staff official with overall functional responsibility for contracting. The deputy to an SCO may exercise any SCO authority unless specifically limited by the SCO. The SCO may include the A7K, MSK, or MAJCOM Chief/Director of Contracting.



2.2.3 Chief of the Contracting Office (COCO)

Chief of the Contracting Office means any person who has direct managerial responsibility for the operation of a contracting office as defined in [FAR 2.1](#). Unless specifically excluded, this term may include, at the option of the designated official, the deputy chief or acting chief of the contracting office. This term includes the Contracting Squadron Commander (SQ/CC)/Deputy or civilian equivalent.

2.2.4 Contracting Officer (CO) - Task Order (TO)/Delivery Order (DO) Level

The CO is the person with the warranted authority to enter into, administer, and/or terminate contracts and make related Determinations and Findings. COs within the USAF, DoD, and other federal agencies are authorized to place orders within the terms of the NETCENTS-2 basic ID/IQ contract and within the scope of their authority.

COs are not authorized to make changes to the basic ID/IQ contract terms. They are responsible for ensuring performance of all necessary actions for effective contracting, for ensuring compliance with the terms of the ID/IQ contract, and for safeguarding the interest of the Government in its contractual relationships.

COs for a task/delivery order shall resolve any disputes or take any action under the contract's basic provisions that apply to their particular task order. COs for a particular task order shall defend the Government's position in any protest filed with the GAO in accordance with FAR 16.505(a)(9). Any funds required for litigation or defense of the Government position as a result of a claim, protest against award, or appeal of a final decision shall be the responsibility of the issuing office and/or the requiring activity.

Task/Delivery Order CO responsibilities include:

- Ensuring that TOs/DOs are within the scope of the IDIQ contract being utilized by issuing a determination and findings (D&F) addressing scope
- Providing copy of scope D&F to the PCO prior to release of RFP or RFQ
- Adhering to the Terms and Conditions of the applicable NETCENTS ID/IQ, FAR, DFARS, and other applicable laws, regulations and guidelines;
- Determining whether the order will be competed amongst the Full and Open Contracts or set-aside for competition limited to the Small Business Companion Contracts (applicable to NetOps and AppSvcs, see contract clause H137, paragraph 5);
- Completing and coordinating DD2579 for each order
- Coordinates all orders valued at or greater than \$50M with the PCO prior to issuing solicitation to ensure available NETCENTS-2 IDIQ ceiling.
- Issuing requests for quote (RFQs) or requests for proposal (RFPs) and receiving task/delivery order technical and cost/price proposals;
- Considering offeror past performance on earlier orders under the contract, including quality, timeliness and cost control and potential impact on other orders



placed with the contractor. Overseeing procurement process through TO/DO award, ensuring TO/DO administration and final closeout of TOs/DOs;

- Designating the TO QAP/COR in accordance with [MP5301.602-2\(d\)](#) to include providing a copy of the QAP/COR designation letter to the QAP/COR and contractor;
- Completing contractor performance evaluations (CPARs) with input from the QAPs/requiring activity;
- Providing a copy of the signed/approved Labor Hour D&F to the PCO prior to RFP for coordination for all TOs issued utilizing a Labor Hour CLIN;
- Providing an end of fiscal year notification to each IDIQ PCO at netcents@gunter.af.mil regarding current status/disposition of all TOs/DOs awarded by the decentralized location using the template at Appendix XX;

Note: An Appendix XX will be added after the award of one of the decentralized ordering contracts.

2.2.5 Small Business Specialist/Small Business Administration (SBA) Procurement Center Representative (PCR)

The local Small Business Specialist (SBS) is the liaison between the CO (TO/DO level) and the PCR regarding coordination of the DD2579. See [PGI 219.2](#) for detailed responsibilities of the Small Business Specialist.

The SBA PCR is the individual who signs (approves/rejects) the procurement strategy identified on the DD2579.

i. Requiring Activity

The requiring activity is the agency responsible for developing the requirements, preparing the acquisition package (to include funding), and assisting in the selection of the best value solution/provider in accordance with the ordering/evaluation procedures outlined in 16.505(b). Requiring activities are also responsible for coordination of their requirements with their Services Designated Official (SDO) and Functional Commander (FC).

2.2.6 Contracting Officer Representative (COR) / Quality Assurance Personnel (QAP)

Quality assurance personnel are those individuals designated to perform quality assurance functions and manage performance in accordance with the Performance Plan. They serve as on-site technical managers assessing contractor performance against contract requirements and performance standards. Personnel in this area have many titles, such as Quality Assurance Evaluator (QAE), Quality Assurance Specialist (QAS), Functional Area Evaluators (FAEs) (A&AS), Contracting Officer Representative (COR), or Contracting Officer Technical Representative (COTR). CORs are also responsible for approving/withholding payment and authorizing partial payment of invoices in accordance with their delegated authority.



COR responsibilities are set forth in [DFARS 201.602-2](#) and [DFARS PGI 201.602-2](#). Additional COR and COR Management responsibilities are set forth in [OUSD \(AT&L\) Memorandum, March 29, 2010](#), “DoD Standard for Certification of Contracting Officer’s Representatives (COR) for Service Acquisitions.”

COR training shall be accomplished IAW [MP5301.602-2\(d\)](#) in addition to local policies and procedures.

The following templates are located [MP5301.602-2\(d\)](#)

[Request for COR Support Memorandum Template](#)

[COR Nomination Memorandum Template](#)

[COR Designation Memorandum Template](#)

[Termination of COR Designation Memorandum Template](#)

[Suggested Contract-Specific Training Syllabus](#)

See Appendix G10 for sample COR training plan template.

2.2.7 Services Designated Official (SDO)

The Services Designated Official (SDO) is the individual authorized IAW 10 U.S.C. 2330, to exercise responsibility for the management and oversight of the acquisition of contract services ([see AFI 63-101](#), Chapter 4). As defined in AFI 63-101, Services Designated Officials shall:

- Manage and oversee acquisitions of services in accordance with Table 4-1 and subsequent paragraphs.
- Review policies within their authority for the acquisition of services and assess the organization’s progress in achieving the purpose of the policy.
- Evaluate and coordinate strategic sourcing objectives and the acquisitions of services.
- Coordinate with AFPEO/CM for all requirements with an estimated value of \$100 million or greater, and for coordination with OSD of IT requirements over \$500 million and other requirements over \$1 billion.
- Conduct or evaluate periodic spend analyses for services acquisitions.
- Conduct annual execution reviews to assess progress of the acquisition against approved cost, schedule, and performance metrics. Conduct an annual assessment of the health of the organizations acquisition and management of services and as appropriate review any risk mitigation actions.
- Ensure services are being obtained at the most cost effective and efficient means and in accordance with Air Force policy.
- Ensure an adequately planned and resourced management approach to monitor contractor performance including quality assurance surveillance and tracking procedures.
- Ensure the performance plan effectively monitors contractor performance.



2.2.8 Functional Commander/Functional Director (FC/FD).

The Functional Commander/Functional Director is the person within the requiring activity authorized to perform the following:

- Assign primary and alternate Quality Assurance (QA) personnel unless another Quality Assurance organization or method can satisfy performance assessment requirements (e.g., Program Management Office).
- Identify mission essential services, to include developing the necessary documents in accordance with DoDI 3020.37, *Continuation of Essential DoD Contractor Services During Crisis*.
- Review contractor performance documentation, prepared by Quality Assurance personnel, on a regular basis to ensure performance is compatible with contract and mission objectives while supporting a higher level of contractor performance, and fostering synergistic partnerships.

2.2.9 Contractors

The principal role of the contractors is to perform services and/or deliver related products that meet requirements and achieve objectives/outcomes described in task or delivery orders issued under the NETCENTS-2 contracts. Contractors are required to participate in quarterly Program Management Reviews (PMR) in order to report data and work collaboratively with the PMO to improve the overall NC-2 experience for our customers.

2.3 Building a NC-2 Requirement

2.3.1 Authorized Users

Each set of NC-2 IDIQ contracts has a list of authorized users as indicated in the chart in section 1.1 of this guide. Excluding EISM, all NC-2 IDIQs have decentralized ordering meaning the (local) contracting office supporting the requiring activity awards, administers, and closes out the task/delivery order.

2.3.2 NETCENTS-2 IDIQ Selection

A Due Diligence Checklist is provided to assist customers in selecting the appropriate IDIQ. Once the appropriate NC-2 contract vehicle has been selected, please refer to that section of this user's guide for additional information and guidance.

2.3.3 Market Research Results/Source List

The NETCENTS IDIQ contracts are not a waiver to perform market research. Customers start the requirements definition process by conducting market research (reference [FAR Part10](#) and [DFARS Part 210](#)) to determine what capabilities are available in the commercial market place to meet the requirement. Market research for a specific requirement shall be accomplished at the task order level to determine what desired capabilities currently exist or are in development. RFIs and Industry Days should not be held inviting all commercial offerors to express interest in a NETCENTS-2 task order. However, RFI's and/or an Industry Day can be done with the prime contractors and their subcontractors if desired. The NETCENTS-2 contractors have been determined to be qualified to accomplish the work.



2.3.4 Independent Government Cost Estimate (IGCE) or GCE

The customer must include a cost estimate with their requirements package. For assistance in preparing an IGCE or GCE, reference [Appendix E8](#).

2.3.5 Acquisition Planning

Orders placed under the NETCENTS-2 IDIQ contracts are NOT exempt from the development of acquisition plans (see [Subpart 7.1](#)) and an information technology acquisition strategy (see [Part 39](#)) in accordance with FAR 16.505(a)(7). Task/delivery orders may not be used to circumvent conditions and limitations imposed on the use of funds (e.g., 31 U.S.C. 1501(a)(1)); and must comply with all FAR requirements for a bundled contract when the order meets the definition of “bundled contract” (see [2.101\(b\)](#)). AF Procedures for Acquisition Plans are located at AFFARS 5307.104-92 with specific templates available at [IG5307.104-92](#).

Data Rights are critical and, when applicable, must always be considered during acquisition planning. Generally, if a program waits to consider the data rights question until the RFP is issued, the program has waited too long, and will likely make hasty, if not ill-conceived, decisions about required technical and data rights. Also, if a program fails to obtain its data and/or data rights needs during the acquisition process, the program is unlikely to ever obtain what it requires. Therefore, the leverage, and thus the opportunity, for the program to establish its rights will never be greater than when a prospective contractor vies for a contract with competitive forces in play. [Appendix E3](#) provides users with a list of applicable documents and standards such as US Code, FAR, and DFARS regulations.

2.3.6 Task Order/Delivery Order (TO/DO) Type

Contract type for each task order/delivery order shall be selected by the Contracting Officer based on the individual requirement and acquisition strategy (see [Subpart 16.1](#)). Each NETCENTS-2 IDIQ contract has pre-established CLINs identifying the available contract types within the NETCENTS-2 IDIQ.

Fixed Price

- Firm Fixed Price (FFP)
- Fixed Price Incentive (Firm Target) (FPIF)
- Fixed Price Incentive (Successive Targets) (FPIS)
- Fixed Price Award Fee (FPAF)

Cost

- Cost Plus Fixed Fee (CPFF): A cost-plus-fixed-fee contract may take one of two basic forms -- completion or term.
- Cost Plus Incentive Fee (CPIF)
- Cost Plus Award Fee (CPAF)

Labor Hour (LH)



2.3.7 New Start Documentation

If this is defined as a “New Start” IAW definitions in [AFI 63-101](#), then the customer must provide supporting file documentation, including appropriate congressional notification/approvals.

2.4 Requirements Documents/Package

2.4.1 Purchase Request

The requiring activity must include the appropriate funding documents for each requirement. The funding document(s) must contain sufficient funds for the requirement, the funding (appropriation) must properly match the services/items being procured, and the requiring activity must indicate if services are severable or non-severable. Severable services cannot exceed one year. The funding document or accompanying documents must include an Ozone Depleting Substance Certificate. All fund types are accepted for use against the NETCENTS-2 contracts. Funds are cited and obligated at the individual task orders level.

2.4.2 DODAACS-Inspector/Acceptor

The Wide Area Workflow Inspector/Acceptor Codes must be identified and provided.

2.4.3 Products Buys (Delivery Order (DO))

Products require the following:

- Delivery/Shipping Instructions/Locations
- COR and CPAR Designee for DOs over \$1M
- Free Trade Agreements Certificate

2.4.4 Service Task Orders (TOs)

Service buys require the following:

- Performance Work Statement (PWS) (Templates provided in Appendices)
- SDO Certification
- Multi Functional Team (MFT) Letter
- Performance Plan
- COR/QAP

A Contractor Officer Representative shall be nominated for each individual order. Appointment of COR or QAP is the sole responsibility of the Contracting Officer.

- Quality/Assurance Personnel Nomination Letters & Documents ([MP5301.602-2\(d\)](#))
- CDRLs/DIDs

The data deliverables required of the contractor must be clearly stated in the PWS. If exact formats or compliance with standards are required, these must be clearly stated.

- Security Info



Department of Defense Contract Security Classification Specification, [DD Form 254](#), if applicable shall be complete for each individual order.

- CPAR Designee

See [Appendix E1](#) (EISM) for Task Order Requirements Package Checklists.

2.4.5 Desired Evaluation Criteria

Orders under the NETCENTS-2 IDIQ contracts are not source selections, FAR part 15.3 does not apply (see [Subsection 16.505\(b\)](#)) for guidance. [Appendix E9](#) provides additional information.

2.4.6 DPAS Ratings/Mission Essential

Each individual NETCENTS-2 order shall apply the DPAS rating system in accordance with each requirement. DoD Directive 4400.1-M is the manual that will assist with the appropriate DPAS designation. (See [FAR Subpart 11.6](#) and the [DPAS website](#) for additional information)

2.4.7 Fair Opportunity (see FAR [Subsection 16.505\(b\)](#))

All requirements are required to be offered to all NETCENTS IDIQ contract holders (within the appropriate category) unless a Fair Opportunity Exemption (FOE) applies. FAR Subsection 16.505(b) details the five exemptions and outlines fair opportunity procedures. The only exemption that does not apply is the exemption regarding the necessity to place an order to satisfy a minimum guarantee. The NETCENTS-2 IDIQ contract minimum's have been met. [Appendices G10 & G11](#) provide templates for the FOE determination and approval.

2.4.8 Labor Categories/Rates

Maximum Labor Rates are incorporated into each NETCENTS-2 contract. Task Order Contracting Officers shall look at this list to ensure the labor category being proposed is not on the list.

Task order unique labor categories are those categories not currently listed in the contracts but may be required to perform certain task orders within the scope of EISM. The TO CO shall ensure that these task order labor categories include a description and that the price is fair and reasonable, documented and placed in the task order file.

Labor Categories and Maximum Labor Rates are incorporated in the resultant contract. Since this information is proprietary, please contact the EISM CO for information on the rates. (Ref clause H138).

2.4.9 Labor Hour CLINS – Usage and Approval

To ensure proper use of the Labor Hour (LH) contract type, the Government has established a 10% cap on the usage of the Labor Hour CLINs (CLINs 0300, 1300, and 2300) for each NETCENTS category. Program Management Office (PMO) coordination is required on all Determinations and Findings (D&Fs) prior to use of the LH CLIN and will require quarterly updates from ordering COs using LH CLIN.



If the 10% cap of any NETCENTS category is reached before the end of the ordering period, the PCO will review for appropriateness of contract type.

- For orders <\$1M, ESC/HIK approval will be required to award and will be reported to AFPEO/CM.
- For orders >\$1M, utilizing the LH CLIN, must be routed through the PMO and approved by the (SCCO), ESC/PK and will be reported to AFPEO/CM.

2.4.10 Organizational Conflict of Interest

See special contract requirement, H106 Avoidance of Organizational Conflicts of Interest (OCI), for specific details.

Excerpts from H106:

The parties recognize that the Contractor will play a very visible and responsible role in the fulfillment of a broad and comprehensive spectrum of NETCENTS-2 requirements. This role creates access to information that is not available to the public, which: (1) might give the Contractor an unfair competitive advantage; and/or (2) creates an appearance that the Contractor has an unfair competitive advantage even if no such advantage actually exists. The technical judgment of the Contractor will influence research, development and test products, and the Contractor may play a key technical review role over other contractors' work. Both the Government and other contractors must have the utmost confidence that acquisitions are fair and that the Contractor's judgment and recommendations are objective, impartial, and independent.

If performance of a task could cause a conflict of interest within the meaning of this clause with a contract or subcontract held by the Contractor, its parent, subsidiaries or affiliates, which pre-existed the identification of the task to the Contractor, the Contractor must disclose the conflict of interest to the Contracting Officer. If the Contracting Officer confirms that the conflict exists, the parties will consider the alternatives available to eliminate the conflict and mutually resolve it considering the relative burdens created by the prospective solutions.

CHAPTER 3

HOW TO BUY ENTERPRISE INTEGRATION AND SERVICES MANAGEMENT (EISM)

3.1 Scope

The Enterprise Integration and Service Management contract will provide a wide range of non-personal enterprise integration and service management support worldwide for US Air Force customers. This contract will provide users with services to enable 1) enterprise integration, and 2) service management support for both infrastructure and mission capabilities. This will include services to integrate capabilities within a domain and between domains within the enterprise.

3.2 Authorized Users

The EISM contracts are for Air Force (AF) use only.

3.3 How To Order

3.3.1 Centralized Only Ordering

All orders for EISM shall be issued by AFMC ESC/HIJK Contracting Office. Reference [Appendix E2](#) for Task Order Procedures for EISM.

3.3.2 Mapping Requirements

The EISM Performance Work Statement and Mapping Template is available in the EISM Folder on the NETCENTS-2 Website. This template is used to analyze and compare a requirement PWS to the EISM PWS for a scope analysis. The link to this site is below: <http://netcents.af.mil/netcents/contracts/netcents-2/eism/index.asp>

3.4 Period of Performance (PoP)

Task Orders may be issued at any time during the ordering period. The performance period for each task order shall be cited in each individual order and may extend beyond the expiration date of this ID/IQ contract. *See Clause F002 of the basic ID/IQ contract.*

The total duration of any task orders issued under this basic contract shall not exceed five (5) years, including all option periods. The period of performance for any task order shall not extend more than three (3) years beyond the last day of the basic contract ordering period (e.g. a task order issued on the last day of the ordering period of the basic contract could have a one (1) year base period and two (2) one (1) year option periods). *See clause 52.216-22 (OCT 1995) of the basic ID/IQ contract.*



ID/IQ Ordering Period

Each ID/IQ contract has a five (5) year ordering period which consists of a three (3) year base period with two (2) 12 month options, if exercised*.

Base Period : November 30, 2010 – November 29, 2013

**Option Period One:* November 30, 2013 – November 29, 2014

**Option Period Two:* November 30, 2014 – November 29, 2015

3.5 Contractor Information

CONTRACTOR	CONTRACT #
Booz Allen Hamilton, Inc. 8283 Greensboro Drive McLean, VA 22102	FA8771- 11-D-1000
Science Applications International Corporation 1710 SAIC Drive McLean, VA 22102	FA8771-11-D-1001
Dynamics Research Corporation Two Tech Drive Andover, MA 01810	FA8771-11-D-1002
CACI Enterprise Solutions, Inc. 14370 Newbrook Drive Chantilly, VA 20151	FA8771-11-D-1003
Jacobs Engineering Group, Inc. 3863 Centerview Drive, Suite 150 Chantilly, VA 20151	FA8771-11-D-1004
Deloitte Consulting, LLP 1725 Duke Street Alexandria, VA 22314	FA8771-11-D-1005

3.6 CLIN Structure

Base Year CLIN #	Option Year One CLIN #	Option Year Two CLIN #	Description	Pricing
0100	1100	2100	EISM Support Services	Firm Fixed Price (FFP)
0200	1200	2200	EISM Support Services	Cost
0300	1300	2300	EISM Support Services	Labor Hour (LH)
0400	1400	2400	Data	Firm Fixed Price (FFP)
0500	1500	2500	Other Direct Costs (ODC)	Cost
0600	1600	2600	Travel	Cost

3.7 North American Industry Classifications System (NAICS) Code

The North American Information Classification System (NAICS) Code for this requirement is 541512, Computer Systems Design Services.



3.8 Contractor Certification

Each Contractor is ISO/IEC 20000 Certified.

3.9 Mandatory Use

Refer to [Appendix G1](#), Mandatory Use Policy, Governance Process, and Sample Letter Request, for further guidance on the applicability of mandatory use and the process of waiver requests.

3.10 Items to Remember

Organizational Conflict of Interest

The Contracting Officer shall incorporate Clause H106, shown in full text below, into each task order issued under this contract.

Pursuant to Air Force Materiel Command FAR Supplement (AFMC FARS) Clause 5352.209-9002 ORGANIZATIONAL CONFLICT OF INTEREST (AUG 2002), the following additional terms and conditions apply and shall be incorporated in each task order issued under this contract:

- a.** The parties recognize that the Contractor will play a very visible and responsible role in the fulfillment of a broad and comprehensive spectrum of NETCENTS-2 requirements. This role creates access to information that is not available to the public, which: (1) might give the Contractor an unfair competitive advantage; and/or (2) creates an appearance that the Contractor has an unfair competitive advantage even if no such advantage actually exists. The technical judgment of the Contractor will influence research, development and test products, and the Contractor may play a key technical review role over other contractors' work. Both the Government and other contractors must have the utmost confidence that acquisitions are fair and that the Contractor's judgment and recommendations are objective, impartial, and independent.
- b.** In order to prevent: (a) conflicting roles which might bias the Contractor's judgment or objectivity in meeting its duties to the Government under this and any other contract(s) with the Government; (b) an unfair competitive advantage inuring to the Contractor under this or any other contract(s) with the Government; and (c) the appearance of an unfair competitive advantage in any Air Force acquisitions, it is agreed by the parties to this contract that the Contractor shall be restricted in its future contracting with the Government to the extent described below. The Contractor agrees to accept, and pursue to completion, all tasks identified hereunder and to ensure that its parents, subsidiaries, and affiliates do not thereafter



enter into contractual agreements as prime contractors or first tier subcontractors which would create a conflict within the meaning of this clause, except as follows:

If performance of a task could cause a conflict of interest within the meaning of this clause with a contract or subcontract held by the Contractor, its parent, subsidiaries or affiliates, which pre-existed the identification of the task to the Contractor, the Contractor must disclose the conflict of interest to the Contracting Officer. If the Contracting Officer confirms that the conflict exists, the parties will consider the alternatives available to eliminate the conflict and mutually resolve it considering the relative burdens created by the prospective solutions.

- c. If, when proposing on future task orders under this contract, the Contractor believes that a real or perceived OCI may exist as a result of an award involving unequal access to nonpublic information, the contractor shall submit an OCI Avoidance or Mitigation Plan with its proposal on the task order. If, however, the contractor has assisted in writing the work statement, budget, cost estimate or source selection plan for a future task order, or if the contractor is already performing under another task order or contract that would require it to evaluate its offer for or its performance of the future task order, the contractor will be barred from competing for or participating as a prime contractor or subcontractor on that future task order unless the contracting officer grants a waiver of the unmitigatable OCI. The contracting officer may grant a waiver only if no other contractor submits (or is reasonably expected to submit) a qualifying, technically acceptable offer on the future task order when it is submitted.
- d. If the Contractor in the performance of this contract, assists in the preparation of a requirement, or provides information leading directly, predictably and without delay to the preparation of a requirement, it is agreed by the parties that the Contractor's parent companies, subsidiaries, and any organization with which the Contractor is affiliated through an ownership or direct financial interest shall be ineligible to participate in any competition to obtain award of a contract to perform for the Government the work described within said requirements documents.
- e. If the Contractor discovers an actual or potential organizational conflict of interest not previously considered or adequately mitigated under this clause, prior to any additional planning, the Contractor shall make a prompt and full disclosure in writing to the Contracting Officer. This report shall include a description of the violation and the actions the Contractor has taken or proposes to take to mitigate and



avoid repetition of the violation. The Contractor shall routinely monitor its proposed business development and shall discuss any real or perceived OCI issues with the Contracting Officer and affected customers to proactively resolve and/or mitigate those potential OCI issues. After conducting such further inquiries and discussions as may be necessary, the Contracting Officer and the Contractor shall agree on appropriate corrective action, if any, or the Contracting Officer shall direct such action, subject to the terms of this contract.

- f. The Contractor agrees that any organization participating in the performance of this contract shall be bound as though the "Contractor" hereunder. Entities or organizations merely cooperating with the Contractor (e.g., providing information) to enable the Contractor or its agents subcontractors, or affiliates to perform shall not be deemed to be "participating" hereunder. This provision shall be incorporated in a manner to insure that such organizations, and their parents, subsidiaries, and affiliates, shall be so bound in all subcontracts, teaming arrangements, and other agreements calling for the performance of any requirements under this contract.
- g. OCI violations are a significant contract performance issue. Violations of this clause may have consequences ranging from award fee decrements, contract termination, suspension and debarment, or other appropriate remedies or administrative actions. This restrictions identified above applies to all work under NETCENTS-2, including classified projects, and shall be in effect until and through award of any development or production contract associated with that requirement.

3.11 Appendices (Guides and Templates)

3.11.1 NETCENTS-2 General Appendices that apply to all Delivery/Task orders.

- **G1** – Mandatory Use Policy/Waiver Letter Template/Governance Process
- **G2** – DD254 Procedures
- **G3** – Streamlined Acquisition Strategy Summary (SASS) Guidance
- **G4** – Streamlined Acquisition Plan (SAP) Guidance
- **G5** – Fair Opportunity Exception (FOE) Determination and Approval Templates
- **G6** – Fair Opportunity Exception (FOE) Justification Templates
- **G7** – Justification and Approval for Other Than Full and Open Competition
- **G8** – Quality Assurance Performance Planning
- **G9** – COR Appointment Letter Template
- **G10** – COR Training Plan Template
- **G11** – Quality Assurance Surveillance Plan Templates
- **G12** – DoD Warranty Guide



3.11.2 EISM Only Appendix

- [E1](#) – EISM Task Order Requirements Package Checklist
- [E2](#) - Task Order Procedures for EISM EISM Performance Work Statement Template
- [E3](#) – EISM Performance Work Statement Template
- [E4](#) – EISM Performance Plan
- [E5](#) – Tips For Writing A Performance Plan
- [E6](#) –Sample Performance Parameters/Performance Plan
- [E7](#) –Task Order Deliverables/Data Item Delivery (DIDs) Guide
- [E8](#) –Independent Government Cost Estimation (ICGE)
- [E9](#) –Evaluation Guidelines

3.12 Points of Contacts

3.12.1 Customer Service (CS) – Email Customer Service at netcents@gunter.af.mil. Please ensure “EISM” is noted in the subject line for review and appropriate distribution.

3.12.2 If you require immediate assistance the CS can be reached at DSN: 596-5062.

