

# NETCENTS-2 FREQUENTLY ASKED QUESTIONS

(Questions regarding the NETCENTS-2 strategy and contracts may be directed to [netcents@us.af.mil](mailto:netcents@us.af.mil))

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## **1) When will the AFWay (and soon AFWay 4.0) website reflect NETCENTS- 2 information?**

- A. AFWay will not reflect NETCENTS-2 information other than a link to the NETCENTS-2 website. Customers can find information on NETCENTS-2 at: <http://www.netcents.af.mil>.

## **2) How do I get a waiver from any of the NETCENTS-2 ID/IQs?**

- A. Since the signing of the Memo by SAF/CIO A6, on 16 Sept 2014, there are no waivers of NETCENTS-2 IAW AFMAN 17-1203 and the updated AFIs 63-101 and 20-101:

7.18. NETCENTS Mandatory Use. The NETCENTS-2 contracts are the mandatory contract vehicles for all AF units purchasing IT products and solutions. PMs in coordination with their PCO shall review the NETCENTS-2 contracts for applicability to determine if a requirement for a proposed IT acquisition is within the scope of the NETCENTS-2 contracts. If the applicability is unclear, the PMs in coordination with their PCO shall work with the NETCENTS-2 Program Management Office to determine the applicability of the NETCENTS-2 contract. For all acquisitions, PMs shall document whether or not the program is using the NETCENTS-2 contract vehicle in the Acquisition Strategy prior to any contractual action. If the program is not using NETCENTS-2 contract, the PM shall ensure the justification and rationale for not using the NETCENTS-2 contract vehicle is contained in the Acquisition Strategy and signed by the MDA. If a requirement falls under the scope of the NETCENTS-2 contracts, the use of a non-NETCENTS-2 contract for such requirement may only be authorized by the MDA.

7.18.1. The suite of NETCENTS-2 contracts will provide NetCentric Products, NetOps and Infrastructure Solutions, Application Services, IT Professional Support and Engineering Services, and Enterprise Integration and Service Management. After each of these categories is awarded, the NETCENTS-2 contracts will be available through the AFWAY portal. For more information, refer to the NETCENTS-2 home page through the AF Portal.

## **3) What if the price of an IT product offered by a non-NETCENTS-2 vendor is lower than the price offered by a NETCENTS-2 vendor for the exact same product (including terms of warranty, etc.)? How is placing the order with the higher-priced NETCENTS-2 vendor rather than the lower-priced non-NETCENTS-2 vendor providing best value for the Air Force? How does this promote competition in the market for IT products (in either the narrower NETCENTS-2 market or the broader market-at-large for IT products)?**

- A. The decision to make the use of NETCENTS-2 contracts mandatory, including the Products contract, was driven in part by the need to gain visibility and control

of IT/NetCentric product purchases. For example, the end of year spending rush has sometimes resulted in the purchase of obsolete or near obsolete equipment. The benefit of having visibility and control outweighs the potential small cost increase for individual products. However, part of the terms and conditions of the contract is that the contractors will not offer lower prices for products anywhere else. Furthermore, contractors are selected competitively and task/purchase order awards will be made on the basis of competition within the pertinent NETCENTS-2 awardee pool. NETCENTS-2 also requires compliance with requirements such as the Trade Agreement Act and no gray market agreement. That said, examples of lower pricing on COTS items outside of NETCENTS-2 should be provided to the program to help identify any needed changes in strategy.

#### **4) What steps have been taken to ensure timely delivery of products purchased via NETCENTS-2?**

- A. The NETCENTS-2 NetCentric Products contract requires different levels of delivery to meet critical timelines as part of terms and conditions of the contract. The companies had to have at least ISO 9001:2000, ISO 9001:2008, or ISO/IEC 20000 certifications to ensure their processes and supply chain management was of high quality/efficient. The requirements in the PWS, the terms and conditions of the contract, and special clauses were designed to have the fastest delivery times possible.

#### **5) Will the approved rates on the NETCENTS-2 contracts be made available to users for use on Independent Government Cost Estimates (IGCE)?**

- A. The Maximum Labor Hour Rates used for CLIN XX30, Labor Hour (LH) incorporated into the contracts are for 12 senior labor categories. These rates do not include all of the categories that could be proposed for a task order and should not be used in developing an IGCE because an IGCE should be established independent of the contracts. The contractual LH rates include the contractors' overheads and profit which should be separately accounted for in an IGCE. When developing an IGCE, we recommend use of commercial sites such as salary.com, payscale.com, GSA Alliant, and the Bureau of Labor Statistics. An RFP using the LH CLINS must be coordinated (and approved) by the appropriate Application Services or NetOps PCO at Gunter. Once proposals are received, the decentralized Contracting Officer should coordinate with the appropriate Application Services or NetOps PCO at Gunter, who will validate that the proposed rates are not higher than those in the contract.

**6) If I have your scope mapping and our effort is in scope, is there someone within NETCENTS-2 that can assist us with putting our effort in the template format so we don't take out something that is necessary?**

- A. Our Technical Team here can help you with any questions that you have about the PWS or can help guide you in the right direction. We also can do a cursory review prior to posting your Request for Quote (RFQ). Contact the NETCENTS-2 Customer Support for help at netcents@us.af.mil.

**7) How do I address issues with receiving proposals in AFWay?**

- A. Contact the AFWay Helpdesk via the FAS, per instructions within the AFWay Application.

**8) Can a requirement be set aside as a competitive 8(a) set-aside under any of the NETCENTS-2 contracts?**

- A. No, since the SB contract is already a small business set-aside, there cannot be a set-aside within it. However, a requirement may be awarded as a direct 8(a) award within the NETCENTS IDIQ contract(s) if it meets the requirements of FAR Part 19.8

**9) Can I purchase computers from NETCENTS-2?**

- A. You must first check the IT Commodity Council (ITCC) Blanket Purchase Agreements (BPAs) in AFWay to see if the commodity council vendors can meet your requirements. The MAJCOM/A6 or equivalent may approve a waiver via the AFWay process, however MAJCOMS and the Program Offices must use either AFWay-approved vendors or a NETCENTS-2 contract to meet their mission requirements, per AFMAN 17-1203. If the commodity council cannot meet your needs, you can purchase computers from the NETCENTS-2 NetCentric Products contract.

**10) Can I purchase software from NETCENTS-2?**

- A. First, you must check the Enterprise License Agreements on the AF Portal for Microsoft, Adobe and Oracle. Next, you must check the Enterprise License Agreements on ESI ([www.ESI.mil](http://www.ESI.mil)). If your software is not covered under an existing Enterprise License Agreement, you must purchase the software from NETCENTS-2, per AFMAN 17-1203.

**11) I submitted an RFQ in AFWay. Can I engage with the vendors about my request?**

- A. Yes, use AFWay to post your requests for quotes and feel free to engage with vendors concerning the particular request.

## **12) Is there a Network Operations and Infrastructure Solutions (NetOps) Performance Work Statement (PWS) template?**

Yes. Customers can find NetOps PWS templates at <http://www.netcents.af.mil/Portals/30/documents/NETCENTS-2/NetOpsDocuments/NetOps%20PWS%20Templates%20in%20Microsoft%20Word%2028Jan16.pdf?ver=2016-08-03-155521-257>

## **13) What if my NETCENTS-2 NetCentric Products RFQ in AFWay hasn't received any bids?**

- A. Contact your local Contracting Officer and follow their guidance to determine your way forward in this situation.

## **14) What if the OEM for the product I am attempting to acquire through NETCENTS-2 has stated that they do not allow third party resell?**

- A. Respond through email back to the OEM requesting an official signed letter stating the following: 1) that the OEM does not partner with any of the NetCents-2 NetCentric Products contract vendors; AND, 2) that the OEM does not allow third party resell of their products. If the OEM provides the letter stating that BOTH of the above are true, forward the entire email chain (with the letter attached) to the NetCents-2 Org box ([netcents@us.af.mil](mailto:netcents@us.af.mil)). A NetCents-2 NetCentric Products engineer will review your situation, and provide guidance.

## **15) What if I have an Emergency/Urgent need for repair or replacement of equipment such that following the RFQ process would make it impossible to achieve my mission?**

- A. Contact your local Contracting Officer and follow their guidance to complete your mission. Procedures for Urgent Mission Needs vary.

## **16) How do I become a NETCENTS-2 vendor?**

- A. At this time, the NETCENTS-2 contract is not planning any on-ramps to the vehicle. If the NETCENTS-2 team does decide on-ramps are necessary, all information will be posted to the <https://www.fbo.gov/> site.

## **17) How do I determine whether my Application Services or Network Operations and Infrastructure Solutions effort should be competed on the Small Business or the Full and Open contract?**

- A. Each acquisition of services that has an anticipated dollar value exceeding the micro-purchase threshold, but not over the simplified acquisition threshold shall be competed in the Small Business Contracts pool of awardees unless the task order Contracting Officer determines there is not a reasonable expectation of obtaining offers from two or more small business concerns that are competitive in terms of market prices, quality and delivery. If a task order is competed in the Small Business contract pool of awardees and the task order contracting officer receives no offers, or no acceptable offers from a small business companion contract ID/IQ awardee, the RFP shall be withdrawn and the requirement, if still valid, shall be re-solicited in the Full and Open pool of ID/IQ contracts awardees. See FAR 13.003 for definition of the micro-purchase threshold and the simplified acquisition threshold.

For orders exceeding the simplified acquisition threshold the task order Contracting Officer should conduct market research to determine whether or not there is a reasonable expectation of receiving offers from at least two small business companion contractors. One method of conducting such market research would be to put out a RFI with a Draft PWS to the Small Business contract pool in AFWay. If market research reveals that at least two small businesses in the Small Business contract are capable of performing the work, the task order should be competed in the Small Business contract pool of awardees. If a task order is competed in the Small Business contract pool of awardees and the task order contracting officer receives no offers, or no acceptable offers from a small business companion contract ID/IQ awardee, the RFP shall be withdrawn and the requirement, if still valid, shall be re-solicited in the Full and Open pool of ID/IQ contracts awardees.

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