



**U.S. Army Computer Hardware, Enterprise Software
and Solutions (CHES)**
Information Technology Enterprise Solutions-3 Services (ITES-3S)

Ordering Guide

Contract #: W52P1J-18-D-A019

Submitted by:

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1. General Information

1.1 Contract Description/Overview

The objective of the ITES-3S contract is to meet the Army's enterprise infrastructure and info-structure goals with a full range of innovative, world-class Information Technology (IT) support services and solutions at a fair and reasonable price. ITES-3S is a multiple award, IDIQ contract vehicle. It is the Army's primary source of IT-related services worldwide. All DOD and other Federal agencies are authorized to use ITES-3S to satisfy their IT requirements.

Working in partnership with the prime contractors, CHES manages the contracts, in coordination with the ACC-RI Contracting Center. Through the use of ITES-3S, users have a flexible means of meeting IT service needs quickly, efficiently, and cost-effectively. Orders may be placed by any contracting officer from the aforementioned agencies. There is **no fee** to place orders against the ITES-3S contract.

1.1.1 Scope

The ITES-3S contracts encompass a full range of innovative, world-class information technology support services and solutions at a reasonable price. Firm Fixed Price (FFP), Time and Materials (T&M), and Cost Reimbursement (CR) Task Orders (TOs) are authorized under this contract. Contract Line Item Numbers (CLINs) cover the following services.

- IT solution services
- IT Subject-Matter Expert (SME)
- IT Functional Area Expert (FAE)
- Incidental construction
- Other direct costs (ODCs)
- IT solution equipment
- Travel and per diem
- IT solution software
- IT solution – ODCs

1.2 Contact Information

DIGITALiBiz, Inc. (iBiz) is headquartered in Rockville, MD and can be contacted via the information below or through our Program Management Team contacts listed in

Section 2.2.

- **Address:** 9210 Corporate Blvd., Ste. 410, Rockville, MD 20850
- **Phone:** 240-844-3606 (office); 703-244-4738 (mobile)
 - Point of Contact
 - David Arundel, Director of IDIQ Programs
 - Email: david.arundel@digitalibiz.com
- **Website:** www.digitalibiz.com

1.3 ITES-3S Task Areas

The ITES-3S scope includes a variety of services, organized under the following task areas:

- Cybersecurity Services
- Information Technology Services
- Enterprise Design, Integration, and Consolidation Services
- Network/Systems Operation and Maintenance Services
- Telecommunications/Systems Operation and Maintenance Services
- IT Education & Training Services
- Business Process Re-engineering
- IT Supply Chain Management

2. Team iBiz Capabilities

iBiz is an ITES-3S certified Small Disadvantaged Business (SDB), with a Secret Facility Clearance. We specialize in business technology solutions, IT systems engineering and integration, operations research and analysis, communications strategy and outreach, and program and portfolio management support services. Our focus practices areas include Transportation Services; Big Data; Policy and Governance; and Test and Evaluation support. Founded in 2002, iBiz is ISO 9001:2015 certified and has received many awards over the years, including recognition as a Washington Post 2015 and 2016 Top Workplace and a 2018 Best Places to Work awardee by the Washington Business Journal. iBiz is headquartered in Rockville, MD and has employees working onsite with customers nationwide, including Cambridge, MA; Atlantic City, NJ; Oklahoma City, OK; Charleston, SC; McMurdo Station, Antarctica; and Washington, DC. We have extensive experience successfully supporting the federal government, working with multiple government stakeholders, including Chief Information Officers (CIO), Office of Organizational Policy and Governance (P&G), and Project and Portfolio Management Offices (PPMO).

As part of our comprehensive portfolio of services for our government customers, iBiz provides high-quality Program Management and IT support, including services to support all task areas of the ITES-3S contract: Cybersecurity, Enterprise Design, Integration, and Consolidation, Network/Systems Operation and Maintenance, Telecommunications/Systems Operation and Maintenance, and IT Education and Training. We are adept at leveraging industry best practices such as the Program Management Institute's (PMI's) PM Body of Knowledge (PMBOK); Six Sigma, Software Engineering Institute's (SEI's) Capability Maturity Models Integrated (CMMI); Organizational Project Management Maturity Model (OPM3); and ANSI, Institute of Electrical and Electronics Engineers (IEEE) and International Standards Organization (ISO) standards for specific disciplines such as Earned Value Management (EVM).

At iBiz, our mission is to partner with our customers, while supporting our employees, to achieve collective success. We believe that our mission and values closely align with the mission and overall objectives of the U.S. Army CHES organization, in general, and specifically with the Army ITES-3S contract.

2.1 Subcontractors

We have chosen a select group of teaming partners who not only share our core mission and values, but also provide expanded capabilities and expertise, complementing and expanding our ability to provide enterprise-wide, net-centric hardware, software, and engineering and support services for the U.S. Army and other government customers worldwide. The iBiz Team is comprised of the following companies (**Table 1**).

Table 1: The iBiz Team Overview

COMPANY	OVERVIEW / KEY CAPABILITIES
DIGITALiBiz, Inc. (iBiz): <ul style="list-style-type: none"> • Prime • Founded in 2002 	<ul style="list-style-type: none"> ✓ ISO 9001: 2015 certified management approach and Quality Management System (QMS) ✓ 100% successful Contractor Performance Assessment Reporting System (CPARS) record ✓ Experience managing multiple sites and multi-award IDIQ contracts ✓ Service offerings include: Business & Technology Solutions, Communications Strategy & Outreach, Operations Research & Analysis, Information Technology (IT) Systems Engineering & Integration, Program Management, and Portfolio Management ✓ Defense Contracting Audit Agency (DCAA)-approved accounting system ✓ 90% company-wide retention rate ✓ Secret Facility clearance
Applied Integrated Technologies, Inc. (AIT) <ul style="list-style-type: none"> • Major Sub • Founded in 2001 	<ul style="list-style-type: none"> ✓ CONUS and OCONUS experience supporting Operation Iraqi Freedom, Operation Enduring Freedom, and others ✓ Technical expertise in Services Oriented Architecture (SOA) and Enterprise Management ✓ Experience supporting development of enterprise operational architectures
Amazon Web Services (AWS) <ul style="list-style-type: none"> • Large business • Founded in 2005 	<ul style="list-style-type: none"> ✓ Successful track record of providing decentralized IT infrastructure support services ✓ Hosted Secretary of the Navy (SECNAV) SharePoint portal, one of the first Navy portals to be hosted in a commercial cloud environment ✓ International Traffic in Arms Regulations (ITAR) and Federal Risk and Authorization Management Program (FedRAMP) compliant ✓ Approved as a Cloud Service Provider (CSP) for security impact levels 2 and 4 of the Security Requirements Guide (SRG)
Dell Federal Marketing L.P (Dell): <ul style="list-style-type: none"> • Major Sub • Founded in 1984 	<ul style="list-style-type: none"> ✓ 25 years of Army experience serving every Army location worldwide across all 50 US states and territories and over 100 OCONUS countries ✓ Dell One Identity's modular and integrated approach to access management provides rapid time-to-value ✓ Dell Enterprise Service Management Services supports global customers independent of their location
Five Stones Research Corporation (5SRC): <ul style="list-style-type: none"> • Major Sub • Founded in 2006 	<ul style="list-style-type: none"> ✓ Small Business Administration (SBA) certified 8(a), Economically Disadvantaged Woman-Owned, Native American, SDB ✓ 200+ personnel providing Information Management support to Walter Reed National Military Medical ✓ Monitors and maintains NIPRNET ✓ Department of Defense (DOD) Information Assurance Certification and Accreditation Process (DIACAP) Research Measurement Facility (RMF) accreditation

COMPANY	OVERVIEW / KEY CAPABILITIES
	<ul style="list-style-type: none"> ✓ Specializes in Software Engineering, Data Warehousing & Mining, Information Assurance, Logistics, Foreign Military Sales, and Programmatic Support Services
<p>Information Sciences Consulting, Inc. (ISCI)</p> <ul style="list-style-type: none"> • Major Sub • Founded in 1998 	<ul style="list-style-type: none"> ✓ Service-Disabled, Veteran-Owned Small Business (SDVOSB) ✓ Provides complete Information Assurance Vulnerability Management (IAVM) systems support ✓ Network intrusion detection and network infrastructure support ✓ Offerings include: Cybersecurity & IT Services, Network/Systems Operations & Maintenance, IT Education & Training, Enterprise Design, Integration & Consolidation, and Business Process Reengineering
<p>ViON</p> <ul style="list-style-type: none"> • Major Sub • Founded in 1980 	<ul style="list-style-type: none"> ✓ Provides on-demand, enterprise-wide data storage capabilities to the Defense Information Systems Agency (DISA) at 27 worldwide locations ✓ Robustly-configured, cost-effective storage solutions ✓ Patented web portal to streamline capacity acquisition ✓ Veteran-Owned large business ✓ 75% of ViON engineers hold TS/SCI level DOD clearances
<p>Visual Connections, LLC</p> <ul style="list-style-type: none"> • Small Business • Founded in 2007 	<ul style="list-style-type: none"> ✓ Minority-owned SDVOSB, SDB, and a SBA certified HUBZone company ✓ Building Industry Consulting Service International (BICSI) certified technicians with active security clearance ✓ Fire proof all penetrations with fire putty or pillows in accordance with National Fire Protection Association (NFPA) 70, 99, and 101 and test all installations to the CAT 6 qualification standard ✓ Install RJ45 connections and comply with 568B wiring standard for punch down in each installation

iBiz Team Ability and Experience. The iBiz Team has the technical ability and experience to deliver solutions that are not only compliant, but also state-of-the-art. The iBiz Team has successfully managed and executed hundreds of simultaneous TOs, across multiple contracts supporting the federal government. The iBiz Team’s extensive experience includes programs of similar size and scope to the ITES-3S program, and our capabilities and experience are directly related to all ITES-3S requirements. Some examples of relevant successes include:

- **100% Successful Management Record.** iBiz has a 100% positive CPARS record across all contracts in our history. Our management history includes multiple award contracts, many of which are similar in scope to ITES-3S
- **State-of-the-Art, Best Value Solutions.** The iBiz Team brings best practices and best value across multiple ITES-3S task areas, including Cloud Computing, Enterprise Services, and Cybersecurity. Examples include:
 - Amazon Cloud Computing Solution: Built on the IT infrastructure that powers one of the world’s largest online retail platforms. Reduces time required to obtain and boot new server instances
 - Dell’s Scalable Enterprise Strategy: Executed to consolidate data centers and resulted in the closure of 47 sites, with a reduction of server counts by 40%

2.2 Program Management Team

Our ITES Program Manager (PM) leads the iBiz Program Management Team detailed below in **Table 2**. Our Program Management Team is responsible for administering

contract operations, including TO responses and contract-level reporting, with our PM providing coordination across all TOs awarded to the iBiz Team.

Table 2: The iBiz Program Management Team

iBiz Program Management Team			
Name:	Position:	Phone:	Email:
David Arundel	Program Manager	240-844-3606	david.arundel@digitalibiz.com
Wayne Porter	Business Development Lead	240-252-6816	wporter@digitalibiz.com
Mark Rados	Pricing Lead	240-751-4910	mrados@digitalibiz.com
Thomas Roland	Contracts Lead	240-751-4761	thomas.roland@digitalibiz.com

2.2.1 iBiz Management Philosophy

iBiz’s management philosophy is grounded in the guiding principles of commitment and quality. We are committed to achieving the mission, goals, and objectives of customers and providing high-quality support and solutions to do so. Since 2002, iBiz PMs have deployed our suite of best practices to analyze, respond to, and achieve the objectives of TOs on IDIQs similar to ITES-3S. The core of our management philosophy includes:

- ✓ Selection of the most able, most skilled, and best trained PMs and Project Managers to lead our teams to successfully achieve the goals and deliver the requirements of every contract and task awarded to iBiz.
- ✓ Use of iBiz corporate processes founded in industry best practices such as Project Management Institute’s PMBOK; SEI CMMI; IT Information Library (ITIL); and, ISO standards 20000 for IT Service Management and 27000 for Information Security Management.
- ✓ iBiz equips and supports our leaders with audited and certified systems, including an ISO 9001 certified QMS and a DCAA audited and approved cost accounting system.
- ✓ iBiz further augments our PMs capabilities with the best in-breed systems for human resource management and recruiting and talent management systems so they can find and retain the best qualified personnel.

2.3 Team iBiz Staff

Securing required personnel. The iBiz Team uses established staffing approaches, based on proven methodologies, to identify and secure all required personnel. Our method is agile and easily applied to TOs of all sizes, types, and durations and establishes the best teams for successful execution. The iBiz Team develops the reporting structures, organizational plans, and team chain-of-command based on the size, scope, and needs of the individual TO. The iBiz Team has direct access to a large pool of cleared personnel and established networks of recently retired DOD personnel to deliver teams with the organizational, procedural, and subject matter expertise required for successful TO execution and delivery.

3. Ordering Information

Ordering is decentralized for all ITES-3S requirements. Ordering under the contract is authorized to meet the needs of the Army, DOD, and other federal agencies. There are no approvals, coordination, or oversight imposed by the PCO on any OCO. OCOs are empowered to place orders in accordance with (IAW) the terms and conditions of the ITES-3S contracts, ITES-3S ordering guidelines, the FAR, DFARS (as applicable), and the OCO’s agency procedures.

The PCO will not make judgments or determinations regarding orders awarded under the ITES-3S contract by an OCO. All issues must be resolved consistent with individual agency procedures and/or oversight.

Upon request, the PCO is available to provide guidance to OCOs executing orders under the ITES-3S contract.

The CHES IT e-mart at <https://chess.army.mil> is available to make price comparisons among all ITES-3S awardees and solicit competitive quotes. Only services and related incidental hardware/software items are to be released on the ITES-3S IT e-mart. Hardware/software-only items are to be placed on ADMC-2 or ITES- 2H/3H. The OCO will initiate the Task Order Request (TOR) process by issuing a TOR to all awardees via the CHES IT e-mart. OCOs MUST issue the Request for Proposal (RFP)/TORs via the IT e-mart.

When posting an RFP/TOR, RAs are not to simply submit an ITES-3S contractor's quote as an RFP/TOR. This is considered to be contractor proprietary information. When posting a TOR, include specific delivery instructions for proposal responses. Contractors will indicate their interest via CHES IT e-mart; however, proposal packages shall be delivered by means identified in the TOR.

3.1 Ordering Procedures

All information regarding ITES-3S ordering procedures can be found on the CHES IT e-mart.

Link to CHES IT e-mart. Visit the CHES IT e-mart by clicking the link below:

<https://chess.army.mil>

4. iBiz ITES-3S Labor Rates

Current iBiz labor rates for contract # **W52P1J-18-D-A019** can be accessed via the CHES IT e-mart master ordering guide.