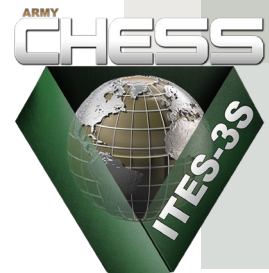




# Information Technology Enterprise Solutions – 3 Services (ITES-3S)

## Ordering Guide

### Contract #W52P1J-18-D-A069



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**I. INSERSTES-3S CONTRACT OVERVIEW**

<b>Contract Number:</b>	W52P1J-18-D-A069
<b>Contract Type:</b>	Multiple Award Indefinite Delivery Indefinite Quantity (IDIQ) hybrid type, including: Firm Fixed Price (FFP), Cost Reimbursement (CR), and Time and Materials (T&M)
<b>Period of Performance:</b>	September 25, 2018 – September 24, 2028
<b>Cage Code:</b>	3BWJ9
<b>DUNS Number:</b>	059354865
<b>Geographic Scope of Contract:</b>	CONUS, OCONUS, and warzone areas

**II. ORDERING PERIODS**

- Base Period: 60 months of performance, following contract award (CLINs 0001 - 0006)
- Option Period 1 (if exercised): 12 months of performance (CLINs 1001 - 1006)
- Option Period 2 (if exercised): 12 months of performance (CLINs 2001 - 2006)
- Option Period 3 (if exercised): 12 months of performance (CLINs 3001 - 3006)
- Option Period 4 (if exercised): 12 months of performance (CLINs 4001 - 4006)

**III. TASK ORDER PROCEDURES**

The Army has established procedures and guidelines for customers placing orders against this contract in the ITES-3S Ordering Guide. Additional Task Order information is available on the CHESSTES IT e-Mart website, URL-<https://chess.army.mil>.

**IV. ITES-3S CONTRACT TASK AREAS**

The IT services solutions are categorized in the list of task areas identified below. The task areas are further subdivided into sub-task areas to further define the scope of the task areas. This list of sub-tasks is not considered to be inclusive of all sub-tasks within each task area. Specific details of task assignments, deliverables, documentation, training, applicable government/department/industry standards, etc., will be provided within individual task orders.

**CYBERSECURITY SERVICES**

Tasks Area	PSC Codes
<i>Cyber Security Development/Solutions</i>	D310
<i>Cyber Operations</i>	D310
<i>Computer Network Defense and Offense Services</i>	D310
<i>Identity Management Solutions</i>	D310
<i>Continuous Monitoring Solutions/Services</i>	D310
<i>Cyber Security Architecture</i>	D307
<i>Cyber Forensics &amp; Analytics</i>	D310
<i>Mobile Security Solutions</i>	D304, D310
<i>Computer Security Awareness and Training</i>	D310

<i>Computer Security Incident Response</i>	D310
<i>Information, System, Data, and Physical Security</i>	D310
<i>Mainframe Automated Information Security Support</i>	D310
<i>Biometrics</i>	D310
<i>Continuity of Operations</i>	D301, D324
<i>Contingency Planning</i>	D302, D324
<i>Critical Infrastructure Protection</i>	D301, D324
<i>Cryptographic Support and Service</i>	D310
<i>Disaster Recovery</i>	D301, D324
<i>Policy and Compliance</i>	D306, D307
<i>Public Key Infrastructure and CAC authentication</i>	D310
<i>Remote Monitoring/Intrusion Detection</i>	D310
<i>Security Architecture Design</i>	D307, D310
<i>Security Hardening</i>	D310
<i>Secure Video Teleconferencing</i>	D310
<i>System Certification and Accreditation</i>	D310
<i>System Recovery Support Services</i>	D301, D310, D324

**INFORMATION TECHNOLOGY SERVICES**

<b>Tasks Area</b>	<b>PSC Codes</b>
<i>Application and Service Hosting</i>	R415, R425, D301, D317, D318, D322, D324, D325
<i>Automated Workflow System Development and Integration</i>	D318, R412, R413, R425, D324, AD24, AD25
<i>Big Data Analysis/Management</i>	D306
<i>Configuration Management</i>	D301
<i>Capacity Management</i>	D301
<i>Computer Aided Design/Engineering/Management (CAD/CAE/CAM)</i>	D313
<i>Computer Systems Administration, Management, and Maintenance</i>	D301
<i>Design/Specifications for Information Systems</i>	D306
<i>Data and/or Media Management</i>	D303, D311
<i>Data Storage Management</i>	D309, D301, D325
<i>Data Warehousing</i>	D325, D324, D310, D311, D312, D315
<i>Database Applications Development</i>	D311, D399, D308
<i>Design/Specifications for Information Dissemination</i>	D309
<i>DODAF-based Operational &amp; System Architecture Design &amp; Development</i>	D307

<i>Economic/Business Case Analysis (Cost/Benefit and Risk)</i>	D324
<i>Electronic Commerce and Electronic Data Interchange Support</i>	D324
<i>Global/Geographic Information Systems Informatics</i>	D315
<i>Information Architecture Analysis</i>	D303, D306, D309, D311, D399
<i>IT Architecture Support</i>	D307
<i>Internet/Intranet/Web Applications/Network Computing</i>	D307
<i>Legacy Systems Modernization</i>	D305, D308, D316
<i>Performance Benchmarking/Performance Measurements</i>	D308
<i>Property Management</i>	D308
<i>Section 508 Compliance Support</i>	D301
<i>Simulation and Modeling</i>	D308
<i>Software/Middleware Development</i>	R412
<i>Source Data Development</i>	D308
<i>Statistical Analysis</i>	D308
<i>Systems Development and Software Maintenance</i>	D306
<i>Systems Programming</i>	D308, D319
<i>Video Conferencing/Audio /Visual/Media Systems</i>	D308
<i>Voice over Internet Protocol (VOIP)</i>	D301
<i>Web and Computer Systems Decision Support Tools</i>	D304
<i>Web Enabled Applications</i>	D305, D310, D322

**ENTERPRISE DESIGN, INTEGRATION, AND CONSOLIDATION**

<b>Tasks Area</b>	<b>PSC Codes</b>
<i>Collaboration Systems/Facility Development</i>	R425
<i>Compliance with Interoperability Standards</i>	R425
<i>Cost Benefit/Cost Effectiveness Analysis</i>	R425, D324
<i>Independent Verification and Validation</i>	R425
<i>Information and Knowledge Engineering</i>	R425
<i>Information Management Life Cycle Planning/Support</i>	R425, D324
<i>Integrated Solutions Management</i>	R425
<i>Knowledge Engineering/Management</i>	R425
<i>Market Research and Prototyping</i>	R425
<i>Measuring Return on Investment (ROI)</i>	R425, D324
<i>Earned Value Management</i>	R425
<i>Product Integration</i>	R425

<i>Reliability and Maintainability</i>	R425, D324
<i>Requirements Analysis</i>	R425
<i>Resource Planning Systems Development and Integration</i>	R425
<i>Resource Systems Management</i>	R425
<i>Resource Systems Planning</i>	R425
<i>Reverse Engineering</i>	R425
<i>Software Engineering</i>	R425
<i>Software Life Cycle Management</i>	R425
<i>Systems Integration</i>	R425
<i>Technology Insertion</i>	R425
<i>Test and Evaluation</i>	R425, H258, H259
<i>Wireless Networking</i>	R425, D322

**NETWORK/SYSTEMS OPERATION AND MAINTENANCE**

<b>Tasks Area</b>	<b>PSC Codes</b>
<i>Computer Center Technical Support</i>	D301, D399
<i>Commercial Off-the-Shelf Software Products and Support</i>	D316
<i>Computer Systems Administration</i>	D316
<i>Computer Systems Facilities Management and Maintenance</i>	D301
<i>Licensing Support</i>	D319
<i>Legacy Systems Maintenance</i>	D319, D320
<i>Network Management</i>	D316
<i>Help Desk Support</i>	D321, D324, D399
<i>Desktop Support</i>	D321, D324, D399
<i>Software License Management</i>	D319
<i>Supply Chain Management</i>	D321, D324, D399
<i>Network Infrastructure Support</i>	D321, D324, D399
<i>Office Automation Support</i>	D321, D324, D399
<i>Seat Management/Asset Management</i>	D321, D324, D399

**TELECOMMUNICATIONS/SYSTEMS OPERATION AND MAINTENANCE**

<b>Tasks Area</b>	<b>PSC Codes</b>
<i>Telecommunications Infrastructure Office Automation Support</i>	D321, D324, D399
<i>Voice over IP Support</i>	D304
<i>Handset Management/Asset Management</i>	D321, D324, D399

**BUSINESS PROCESS REENGINEERING (BPR)**

<b>Tasks Area</b>	<b>PSC Codes</b>
<i>Benchmarking/Operational Capability Demonstrations</i>	R412
<i>Business Case Analysis</i>	D307, D324
<i>Customer Relationship Management</i>	D325
<i>E-Business Planning and Support</i>	D325
<i>Functional Requirements Decomposition</i>	D324, D314
<i>Gap Analysis</i>	D324, D314
<i>IT Capital Planning</i>	D314
<i>Quality Assurance</i>	D314, H159
<i>Risk Management</i>	D324, D314
<i>Workflow Analysis</i>	D324, D314

**IT SUPPLY CHAIN MANAGEMENT**

<b>Tasks Area</b>	<b>PSC Codes</b>
<i>Logistics</i>	D318, D324
<i>Purchasing</i>	D314, D318, D324
<i>Inventory Management</i>	D318, D324
<i>Vendor Management</i>	D318, D324
<i>Subcontractor Management</i>	D318, D324

**IT EDUCATION & TRAINING**

<b>Tasks Area</b>	<b>PSC Codes</b>
<i>User Training Purchasing</i>	D318, D399, U001
<i>Instructional Design and Modeling &amp; Simulation</i>	U008, U012, R412
<i>Design &amp; execution of computer-generated imaging/training</i>	U008

**V. INSERSO TEAMING PARTNERS**

Insero has assembled a Team of world class contractors with extensive operational experience with the Army’s ITES-3S Task Areas. Our team possesses the geographical reach and depth across CONUS and OCONUS to address the overall Army enterprise infrastructure.

Our Team has the requisite expertise and in-depth experience necessary to respond to Task Order Requests (TORs), recruit highly qualified and skilled personnel, and deliver quality services to its customers, on-time and within budget.

Insero and many of its team members have been assessed at SEI CMMI ML3 V2 and has achieved ISO 9001:2015, ISO 27001:2018, and ISO 27001-1:2013 certifications.

Team Partners		
Angarai International, Inc.	Applied Information Science, Inc.	Aspiryon, LLC.
B.E.A.T, LLC	Booz Allen Hamilton Inc.	CENTERPOINT Inc.
Cogent Solutions, Inc	CoreSys Consulting Services, LLC	Emagine IT, Inc.
Lunarline Inc.	Marathon TS, Inc.	New River Systems Corporation
NineFX, Inc.	Onyx Government Services	TCG
Telux Systems		

## VI. POINTS OF CONTACT

Insero Points of Contact			
Name	ITES-3S Role	E-mail	Phone
Hamid Moinamin	Executive Sponsor	<a href="mailto:hamid@inserso.com">hamid@inserso.com</a>	703.642.9598 x114
Rich Burkholder	Program Manager	<a href="mailto:richard.burkholder@inserso.com">richard.burkholder@inserso.com</a>	703.642.9598 x142
Cynthia Milstead	Contract Manager	<a href="mailto:cynthia.milstead@inserso.com">cynthia.milstead@inserso.com</a>	703.642.9598 x122
Angela Caperelli	Accounting Manager	<a href="mailto:angela.caperelli@inserso.com">angela.caperelli@inserso.com</a>	703.642.9598 x115

Ordering assistance can be obtained by e-mailing: [ITES-3S@inserso.com](mailto:ITES-3S@inserso.com)

Government Points of Contact			
Name	Title	E-mail	Phone
CHES	SFAE-PS-CH	<a href="mailto:armychess@mail.mil">armychess@mail.mil</a>	1.888.232.4405
ACC-RI	CCRC-TA	<a href="mailto:david.a.gannon.civ@mail.mil">david.a.gannon.civ@mail.mil</a>	309.782.0868
David A. Gannon	Contracting Officer	<a href="mailto:david.a.gannon.civ@mail.mil">david.a.gannon.civ@mail.mil</a>	309.782.0868
Jennifer M. Muller	Contracting Specialist	<a href="mailto:jennifer.m.mueller13.civ@mail.mil">jennifer.m.mueller13.civ@mail.mil</a>	309.782.3632

ITES-3S Contracting Group email is [usarmy.ria.acc.mbx.ites-3s@mail.mil](mailto:usarmy.ria.acc.mbx.ites-3s@mail.mil). Additional points of contact may be found in the Army’s ITES-3S Ordering Guide.

## VII. ADDITIONAL INFORMATION

Additional ITES-3S ordering information can be found on the CHES IT e-Mart website, URL-<https://chess.army.mil>.