

**UPDATED (PLEASE SEE UPDATE ON PAGE 5)**

# NETWORK-CENTRIC SOLUTIONS

## ORDERING GUIDE

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## **GENERAL**

Indefinite Delivery-Indefinite Quantity (IDIQ) contracts were issued to the following Contractors with the appropriate contract numbers on 10 Sept 2004:

CONTRACTOR	CONTRACT NO.
The CENTECH Group*	FA8771-04-D-0002
Multimax*	FA8771-04-D-0003
Northrop Grumman	FA8771-04-D-0004
NCI*	FA8771-04-D-0005
Booz Allen Hamilton	FA8771-04-D-0006
General Dynamics	FA8771-04-D-0007
Lockheed Martin	FA8771-04-D-0008
Telos Corporation*	FA8771-04-D-0009

\*denotes Small Business

The purpose of these contracts is to provide Network-Centric Information technology, Networking, Telephony and Security, Voice, Video and Data Communications Commercial-off-the-Shelf (COTS) products, system solutions, engineering services systems hardware and software, warranty, systems management, operations and maintenance support, configuration management, training, centralized logistics and inventory management support, depot level support, spares and/or supplies to satisfy the requirements for interoperability, compatibility and resource sharing of both Government furnished Equipment and Contractor Furnished Equipment, supporting the Global Information Grid (GIG) architecture. The Network-Centric Solutions (NETCENTS) contract, is designed as a flexible end-user solution to embrace diverse current and future network-centric information technology requirements, ensure interoperability through standards-based technology (using both GFE and CFE) and implement the constant evolution of state-of-the-art technology and systems solutions. It is not the intent of the NETCENTS contract to compete with other agency and Air Force non-Network-Centric commodity contracts, BPAs and other agreements for non-net-centric oriented products (standalone hardware/software) and services, unless they are required as a part of a total network, system, engineering service or system solution.

### **MANDATORY USE**

This contract vehicle is **mandatory** for all Network and Network-Centric support obtained by the Air Force. Use of any other contract vehicle by Air Force personnel will require prior written approval by the MAJCOM or Agency CIO. For SSG customers, any request for such approval must be coordinated through SSG/AQ and SSG/JA

### **EFFECTIVE DATES (PERIOD OF PERFORMANCE)**

The contracts shall be in effect for a period of five years from the date ordering was authorized (**10 Sept 2004**) in writing by the SSG/AQ NETCENTS Procuring Contracting Officer, provided the respective options are exercised.

### **ELIGIBILITY**

All DoD agencies, including Army and Navy, and all Federal agencies/departments.

### **FUNDING**

**All types of funds may be used.**

### **PURPOSE**

This guide provides guidelines and procedures for ordering and administration at decentralized locations. The contract terms are identified and explained to ease the purchasing process. Attachment 1 contains instructions applicable to non-SSG customers placing orders through the SSG contracting office. Attachment 2 contains ordering instructions specific to internal SSG customers. Attachment 3 contains the NETCENTS Portal capabilities and processes (e-commerce).

### **FEE**

Currently 1.0% (FY04) for All agencies. The Contractor shall apply the fee percentage mark-up to their product catalog prices and service proposal prices. The fee percentage is applied for each new fiscal year beginning 1 October each year to all products and services ordered through this contract. The contractor will include the fee in all proposal prices. The contractor will remit the payment back to the Air Force.

### **SOCIO-ECONOMIC OBLIGATION GOALS UNDER NETCENTS**

SSG internal customers: See Attachment 2.

Non-SSG customers: Orders may be competed via full and open competition amongst all of the contract holders or they can be competed as a set-aside requirement for only the small business contract holders to bid on. If SSG places the order and awards to a small business, SSG will receive small business credit for that award. If a decentralized order is placed, the issuing organization will receive credit for the award. See Selection of Contractors for Order Awards paragraph below for further guidance.

## **DECENTRALIZED ORDERING**

Decentralized Ordering is authorized for NETCENTS Task/Delivery Orders in accordance with Air Force FAR Supplement (AFFARS) **5316.505-90**. Maintenance and Closeout of decentralized orders stays with the decentralized office unless assigned otherwise:

HQ SSG/AQ will administer the NETCENTS contract centrally, but authorizes its individual users to prepare and place orders directly with the contractor for local Contracting Officers execution. This allows local Contracting Officers to use their local processes for order execution. HQ SSG/AQ also maintains control over modifications to orders that increase contract ceiling.

**HQ SSG/AQ is a mandatory recipient, through formal distribution, of copies of all orders and modifications to these orders.** Once orders are awarded, please send award notification to all unsuccessful offerors so they can close their records.

**The NETCENTS contract provides a NETCENTS Portal and a contract vendor e-commerce capability for all customers to use and order their products and services. Please reference Attachment 3.**

## **TASK ORDER (TOs) ISSUANCE**

Task orders may be issued by e-mail, regular mail or facsimile using a DD Form 1155, Order for Supplies and Services, SF Form 1449, Solicitation/Contract/Order for Commercial Items or Government Purchase Card. TOs may also be issued as an unsigned Electronic Task Order (ETO) via electronic commerce (NETCENTS Portal). It is anticipated that all TO's will eventually be issued as ETOs via electronic commerce. Initially, ETOs will be issued via electronic mail, and eventually via Electronic Commerce/Electronic Data Interchange/Extensible Markup Language (EC/EDI/XML).

## **GOVERNMENT PURCHASE CARD (GPC) ORDERING**

"GPC" Government credit card orders may be placed by the Government for purchases of supplies or services up to the card holders credit card purchase limit.

## **LEASE ORDERS**

The Ordering / Contracting Officer is responsible for meeting the requirements for leasing set forth in FAR part 7.

IAW FAR 7.4, a decision document is required using the acquisition considerations listed in FAR 7.401(a), the minimum to be considered and (b), additional factors as appropriate. See FAR 7.4 <http://farsite.hill.af.mil/>

## **PLACING ORDERS**

Orders are placed directly with the contractor IAW published ordering procedures (reference FAR 16.5, AFFARS 16.505, etc). Contracting Officers should indicate which CLIN structure the contractor should propose in response to requests. Contracting Officers are required to use the

CLIN structure in the basic contract (i.e. all product order shall be placed using CLIN 0003). The NETCENTS contract provides a NETCENTS Portal and a contract vendor e-commerce capability for all customers to use and order their products and services. Government Purchase Cards, DD Form - 1155 or SF -1449 may be used for purchases. Please refer to attachment 3.

If a customer does not have a contracting office, they may contact the PMO to request support in processing their purchase requests – there is a fee and it is based upon the total order amount. The sliding scale below outlines order amounts and the associated fee. The fee is to cover the costs of contracting support for orders issued by OSSG:

Order	Fee
\$0-\$2500	\$150 (to encourage credit card use)
\$2500 – \$13M	0.6%
>\$13M	\$7800 cap

HQ OSSG/KABN  
NETCENTS PMO  
501 E. Moore Dr. Bldg 884. RM 1400  
Maxwell AFB – Gunter Annex, AL 36114  
DSN 596-1660  
Commercial 334-416-1660

### **Task Requirement Notice (TRN) (Services)**

For each systems solution requirement, a TRN should be issued to the contractor to delineate the Government's requirements and standards. The Contractor shall use the information contained in this TRN to prepare a proposal for the government's evaluation for meeting the stated requirements and standards.

The following is a sample of the documentation that may be provided in the TRN. This list of documents is representative in that the listed documents will only be included as appropriate and additional ones may be added, customer's choice.

Technical Requirements Document,  
Statement of Objectives (SOO),  
Performance Work Statement (PWS),  
CDRLs that will be used with this effort,  
System Operational Concept,  
Site Survey,  
Data Requirements,  
Facility/System Drawings,  
System Specifications,  
Security Requirements,  
Sparing Requirements,  
Training Requirements,  
Maintenance Requirements,  
DD Form 254, Security Classification Specification,  
On-Site Government Quality Assurance Personnel (QAP) Information,  
List of Materials/Products.

## **ALTERNATE PRODUCT SOLUTION**

Products that are not available at the time of research, request or order, may be substituted with the approval of the Contracting Officer and the original customer. Items requested and not found on contract vendor catalogs may be requested through alternate solutions and additions to catalogs.

## **SELECTION OF CONTRACTORS FOR ORDER AWARDS (DEC 2003)**

The procedures for selecting Contractors for order awards under this contract are governed by FAR 16.505 and AFFARS 5352.216-9000.

(a) The Contracting Officer will provide each contract holder fair opportunity to be considered for each services order exceeding \$2,500 issued under this contract, except as provided in FAR 16.505(b)(2). Contract holder business size may be a determining factor in the fair opportunity to be considered process. Accordingly, the ordering activity may offer any requirement to the small business contract holders only. However, each year, a minimum of 20% of the total delivery order dollars for that year will be competed as a small business set-aside exclusively among the small businesses that have been awarded NETCENTS ordering contracts as a result of this solicitation. If only one small business was awarded a NETCENTS ordering contract, that one small business will receive 20% of the total annual delivery order dollars. The small business firm(s) that hold a NETCENTS ordering contract also will have a fair opportunity to participate in the open competition for the remaining 80% of total delivery order dollars each year. An additional 20% of the total dollars in orders awarded to other than small businesses must be subcontracted to small businesses each year

(b) Each solicitation will explain the selection criteria that the proposals will be graded against, and the order of importance of the criteria. Price will be a selection criterion for all orders.

Other criteria on which a selection may be based include, but are not limited to:

- (1) Past Performance
- (2) Minimum Order Requirements
- (3) Management Approach
- (4) Technical Approach
- (5) Qualifications of Key Personnel

(c) Other considerations include:

(1) The Contracting Officer is not required to synopsise orders under this contract.  
(2) The contract rates contained in Section J, Attachments 4 and 5, have been determined to be fair and reasonable based upon adequate price competition during the award of the basic contract. These contract rates are to be used by the Contractor as the basis for developing proposals. However, the Contractor may choose to use discounted contract rates for specific orders where the actual work requirements and the site location(s) are known or to enhance the competitiveness of its proposal.

(3) No protest under FAR 33.1 is authorized in connection with the issuance or proposed issuance of an order under a Task Order contract except for a protest on the grounds that the order increases the scope, period or maximum value of the contract.

(4) The Contracting Officer is not required to request written proposals, conduct discussions, nor otherwise contact each contract holder before selecting an order awardee if the Contracting Officer has information available to ensure that each awardee is provided a fair opportunity to be considered for each order.

(5) Performance based work statements shall be used on all service task orders.

(6) The Contracting Officer for each order is responsible for closing out the contract action that they issue. Notification that a closeout of an order is complete must be provided to the Procuring Contracting Officer (the Basic Contract) once accomplished. The Contractor shall work in partnership with the Government to closeout orders as soon as possible after they are physically complete by using the "Quick Closeout" procedures described in FAR 42.708 as much as practical.

## **STANDARDS.**

As Specified in individual task orders and / or consistent with IDIQ Contract Terms.

## **DELIVERY.**

As Specified in individual task orders and/or consistent with IDIQ Contract terms.

**PERIOD OF PERFORMANCE** The period of performance for orders is governed by Fiscal Law and FAR regulations. The issuing Contracting Officer is responsible for ensuring the period of performance for each order is IAW all laws, regulations, and policies.

## **DD350s**

A copy of the basic contract DD350s can be found under the Contract Awards button on the NETCENTS website.

## **1279 REPORTS**

1279 reports are not required. IAW FAR DFARS 205.303(A)(i)(B) For indefinite delivery, time and material, labor hour, and similar contracts, report the initial award if the estimated face value, excluding unexercised options, is more than \$5 million. Do not report orders up to the estimated value, but after the estimated value is reached, report subsequent modifications and orders that have a face value of more than \$5 million. The total estimated face value was reported and therefore individual orders do not have to be reported.

## **SMALL BUSINESS COORDINATION FORM (DD Form 2579)**

The small business coordination form was approved for the entire contract amount prior to issuance of the RFP. A copy provided on the NETCENTS website under the Contract Awards button.

## **PERFORMANCE METRICS**

Each Task Order issued under the NETCENTS contract should have provisions in place to monitor and report the NETCENTS contractor(s) performance. In order to support the Air Force Program Executive Office "Governance" policy, the NETCENTS Program Office will require support from the decentralized ordering office(s) to provide feedback related to the contractor's performance. To accomplish this, it is necessary for each DCO to provide feedback, through the portal, please.

**Site Surveillance Plan** – A Site surveillance Plan documents how Task Orders will be monitored, how status reporting will be accomplished, what status reporting will be required, and how contractor performance evaluation will be accomplished. It is up to the decentralized ordering office and local policy(s) as to whether or not a surveillance plan is required as well as its content.

**Surveillance Report** – Through the use of the NETCENTS Portal, a report, with inputs from the DCO and QAP should be submitted quarterly for the duration of a task order and will be considered in annual/as required Past Performance Information Report(s). Use of a surveillance log capturing both exceptional and unsatisfactory performance would be helpful for DCO's and QAP's completing the online quarterly report(s). However, it should be noted that unsatisfactory performance should be addressed early on through the decentralized ordering CO or PCO in order for them to give the support contractor an opportunity to resolve any on-going issues. The quarterly feedback information is imperative and will be a significant basis for the annual Past Performance Information Report for each NETCENTS contractor.

**Management Performance:**

- Project Management and Administration
- Task Planning and Staffing
- Task Implementation and Management
- Compliance with Performance Standards and Metrics
- Communications
- Scheduling/Schedule Control
- Contract Reports

**Technical Performance:**

- Quality of the Work Performed
- Timeliness of Performance
- Use of Resources (Contractor and Government)
- Efficiency
- Ingenuity
- Thoroughness
- Compliance with Performance Metrics

**Financial Performance:**

- Cost Control
- Cost Performance

- Financial Reporting

## Attachment 1:

### HQ SSG Product/Services Task Order Process (External Customer)

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#### **ORDERING PROCESS**

All task orders under this contract will be placed using the procedures under FAR 16.505 – Ordering. Specific program requirements will be initiated by a Request For Proposal (RFP) for each task order. Each awardee under this multiple award contract will be given a fair opportunity to be considered for each task order award as specified under FAR 16.505(b), unless an exception as outlined in FAR 16.505(b)(2) or AFFARS 5352.216-9000 applies or you are doing a set-aside award.

#### **PRODUCTS**

The NETCENTS contract provides a NETCENTS Portal and a contract vendor e-commerce capability for all customers to use and order their products and services. Please refer to attachment 3, paragraph On-Line Product Orders.

#### **PROPOSALS**

All contractors will be mailed, faxed, e-mailed or made available through the NETCENTS portal an electronic copy or a hard copy of each task order RFP. The contracting office should use the NETCENTS portal electronic copy capability. The contract vendors will monitor the portal for business opportunities. Responding to the task order RFP is optional for the contract holders. The NETCENTS contract provides a NETCENTS Portal and a contract vendor e-commerce capability for all customers to use and order their products and services. Please refer to attachment 3, paragraph Request for Proposals.

#### **PROPOSAL PROCESS**

The Contracting Officer will issue a proposal request to all prime contractors, unless a fair opportunity exception applies or the order is set-aside for only small businesses to propose on, in which case the proposal request will be issued to just one contractor or to the small business contract holders respectively. The proposal request will include a due date for proposal submission and either a SOW, SOO, or PWS, that will include a detailed description of the work to be accomplished, a listing of deliverables, a description of the evaluation criteria, and any additional data as appropriate. The proposal request will also include specific instructions for the submission of proposals and other information deemed appropriate.

Contractors should be allowed at least seven (7) calendar days to prepare and submit proposals. However, more or less time may be requested based on the individual requirement. The due date will be set forth in each proposal request. If unable to perform a requirement, contractors should submit a “no bid” reply in response to the proposal request. All “no bids” should include a brief statement as to why the vendor is unable to perform.

**Technical Proposals** – The proposal request will state whether an oral proposal is required in addition to, or instead of, written technical proposals. Technical proposal information will be streamlined, e.g. the Government anticipates written proposals consisting of ten (10) pages or less stating compliance or exception to requirements, risks, assumptions and conflict of interest issues. Proposals shall not merely restate SOW, SOO or PWS requirements. Both oral and written technical proposals should address the following, but may be tailored to individual requirements:

- Technical/Management Approach
- Key Personnel Assigned
- Quantities/Hours of Personnel by Labor Categories
- Other Direct Costs (ODCs) (materials and supplies, travel, training, etc.)
- Risks
- Period of Performance
- Government Furnished Equipment (GFE)/Government Furnished Information (GFI)
- Security (including clearance levels)
- Teaming Arrangements (including subcontracting)
- Other Pertinent Data deemed necessary

**Other Relevant Information** - This information shall always be in writing and shall address other relevant information as required by the contract or requested by the TO proposal request. The contractor shall assume all costs associated with preparation of proposals for task order awards under the fair opportunity process as an indirect charge. The Government will not reimburse awardees for fair opportunity proposals as a direct charge.

**Task Order Issuance** – Task orders may be issued by e-mail, regular mail or facsimile using a DD Form 1155, Order for Supplies and Services, SF Form 1449, Solicitation/Contract/Order for Commercial Items or a Government Purchase Card. TOs may also be issued as an unsigned Electronic Task Order (ETO) via electronic commerce. It is anticipated that eventually all TO's will be issued as ETOs via electronic commerce. Initially, ETOs will be issued via electronic mail, and eventually via Electronic Commerce/Electronic Data Interchange/Extensible Markup Language (EC/EDI/XML).

**Unauthorized Work** – The contractor is not authorized at any time to commence task order performance prior to issuance of a signed TO or other written approval provided by the contracting Officer.

**Government Purchase Card (GPC) Ordering Procedures** - "GPC" Government credit card orders may be placed by the Government for purchases of supplies or services up to the card holders credit card purchase limit.

**Other Direct Costs (ODC)** – Products or services that are not currently available on the contract can be included in the solution as ODCs. ODCs shall be incidental to items on the contract and required for efficient compatible use of the basic contract supplies and services.

**Alternate Product Solution** – Products that are not available at the time of research, request or order, may be substituted with the approval of the Contracting Officer and the customer. Items requested and not found on contract vendor catalogs may be requested through alternate solutions and additions to catalogs.

## **EVALUATION**

Evaluation, proposal procedures, and other information specific to particular requirements will be articulated in the individual task order RFPs. Past performance of earlier orders under the IDIQ contract may be considered prior to task order award. Price/Cost analysis should be performed at the task order level. Labor rates on labor hour task orders must be proposed at or below the B-Table rate proposed on this basic IDIQ contract. A technical evaluation particular to the task will also be accomplished.

Task orders may be Firm Fixed Price, Labor Hour, or Cost type procurements. Incentives and option periods may be offered on task orders and will be addressed as CLINS identified on individual task orders. Option periods on task orders must be IAW the basic contract terms and conditions.

## Attachment 2: HQ SSG Product/Services Task Order Process (Internal Customer)

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The following process and attachments identify what documentation is required for our customers to complete and submit in order to place a service task order on contract thru HQ SSG/AQ. Included below with the service task order process are some sample documents to help assist our customers in providing the necessary documentation for their requirements packages. The asterisk items indicate documents that may or may not be required, depending on the customer's requirement. The points of contact for Services contracts are Mrs. Cyndi Crews and Mrs. Francine Nix. They can be reached at 416-1660 and 416- 1779 respectively.

### **PHASE I - REQUIRED DOCUMENTATION TO START TASK ORDER PROCESS (Before Request for Proposals)**

- **JON:** A JON is required for SSQ/AQ to direct charge hours to in support of task order requirements.
- **Requirement:** The actual requirement(s) you need accomplished by the contractor. These are identified through either a Statement of Objectives (SOO) or Performance Work Statement (PWS) with signed CDRLs if applicable. Your SOO/PWS should clearly state the performance objectives you want the contractor to achieve, not tell the contractor how to accomplish the actual work to achieve this performance.
- **CDRLs:** Any deliverable required from the contractor will be identified on a DD Form 1423-1, Contract Data Requirements List (CDRL) using the template below. Each deliverable will require a separate CDRL, unless the deliverables can be logically grouped together under one CDRL. An example of a logical groupings would be "Monthly Status Report", in which the contractor would be required to provide a deliverable at the end of each month that the task order is in effect. Each CDRL will reference the paragraph in the related SOO/PWS. Note: If additional CDRLs are required, separate the CDRLs with a "Page Break" in the Word Document.
- **IGCE:** Independent Government Cost Estimate along with Certification of Government Cost Estimate: This is an in-house actual cost estimate to show projected labor categories and hours associated with each labor category, **based on the nature of your requirement**. This estimate needs to include a signed letter certifying that the estimate was independently formed (no outside help from the contractor) and based strictly on the nature of the requirement.
- **Certified Funding Document (Form 9):** The most critical part of your requirement is to have a certified Form 9 showing funds have been administratively reserved in the amount of your IGCE. This is because by law AQ cannot award a contract without having the funding to pay for this contract. Issuing a contract without the money to pay for it violates the Anti-Deficiency Act (ADA). Also, when we officially request proposals in support of a task order and for some reason we do not receive the funding to pay for this effort and cannot make award, then we may be responsible for reimbursing all contractors who submitted proposals for all costs associated with generating those proposals. Therefore it is crucial to starting and accomplishing your Form 9 during this phase. If for some reason the contractor's proposal comes in higher or lower than your IGCE, you can always write a Funds Decrease or Increase letter to withdraw/add the excess or additional funds needed. **If there are legitimate circumstances that prevent you from obtaining a certified Form 9 for your requirement**, you need to contact the applicable

Contracting Officer for your contract action immediately. In certain cases AQ may accept a planning Form 9 contingent on a certified AF Form 9 being received. This planning Form 9 must be certified by FM prior to submission to AQ so they are aware of all proposed contracting actions that are being worked. Some personnel may think that a planning Form 9 is only used at end of year for planning actions that start in a new FY. That is not the case. A planning Form 9 can and should be used throughout the year to accomplish any and all contracting actions in advance of receipt of funding. Once approved by the CO please check with your FM matrix personnel located in your organization for guidance and help in preparing this document. Once again if a planning Form 9 is being used it must be certified.

- **Manpower Approval:** Every time you want contractors to perform work instead of using military/civilian personnel assigned to HQ SSG, you are required to fill out the below questionnaire and provide it to the Manpower office. This is because the manpower office, in coordination with HQ SSG/EV, needs visibility on the type and amount of work we are using contractor support to accomplish here at SSG. The Manpower office then sends back an e-mail stating whether your request has been approved. This e-mail is the formal document that shows AQ you have manpower approval for your requirement. Please remember, just because you have completed the survey doesn't necessarily mean your request has been approved.

- **QAP:** Quality Assurance Personnel Appointment Letter: Official letter from Functional Area Chief/Division Chief identifying to the Contracting Officer personnel within the program office that will be performing contract surveillance/QAP functions. Program managers should normally not be the QAP.

- **\*Waiver:** A waiver must be obtained from Mr. Weber if you plan on using a non-SSG/SSG contract vehicle to place your requirement. An example of this would be using GSA or Open Market procedures instead of the established SSG vehicles .

**Samples:**

<a href="#">Single Vendor Tech Evaluation (.doc)</a>	<a href="#">Facilities Waiver (.doc)</a>	<a href="#">QASP (.doc)</a>
<a href="#">Advisory &amp; Assistance Services (.doc)</a>	<a href="#">The DD Form 254 Process (.doc)</a>	<a href="#">DD form 254</a>

**PHASE II - REQUIRED DOCUMENTATION TO COMPLETE TASK ORDER PROCESS (After Proposals Received/before award of task order)**

- **Technical Evaluation:** You are required to review the contractor's proposal and provide a technical evaluation to SSG/AQ explaining and justifying how the contractor's proposed hours will meet your requirements. Your explanation should also tie back into the rationale and hours estimated through the Independent Government Cost Estimate (i.e. Is proposal more or less than the IGCE, if so why?)
- **Facilities Waiver:** Needed only if contractor will be performing on-site here at SSG. Facilities Waiver must be coordinated and signed by SSG/EV. Please start this process as early as possible; SSG/EV's schedule gets booked up fast.
- **QASP:** Quality Assurance Surveillance Plan – due to AQ NLT 10 days after Task Order Award. This details how you intend to monitor and record the contractor's performance while they are working under your task order.
- **A&AS:** Certification Statement that the proposed work is or is not advisory and assistance services.
- **\*DD 254:** A DD 254 is required whenever a contractor is going to have access to classified information. The responsibility for completing this form rests with the program manager. However, the program office must also coordinate this form with both Security offices at SSG and Maxwell AFB. The points of contact for SSG and Maxwell are Ms. Fay Hardy and Ms. Betty Barton respectively. For instructions on how to complete this form correctly you can either review the samples below, or access the AETC security handbook (AFI 31-60) and DD 254 instructions online at [https://www.aetc.af.mil/sf/SFI1\\_files/SFIpage.htm](https://www.aetc.af.mil/sf/SFI1_files/SFIpage.htm)

## Attachment 3: NETCENTS PORTAL TASK ORDER PROCESS

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### **Concept for Ordering through the NETCENTS Portal**

The objective of the NETCENTS Portal facility is to provide a virtual communications environment where Customers, Contractors, Program Managers and Contracting Officers can carry out the processes to request and manage products and services offered under the NETCENTS contract.

Access to the NETCENTS Portal and contractor web sites is restricted to access via the Air Force Way (AFWay) site <https://afway.af.mil>. A link on AFWay will provide access to the NETCENTS site. Each user account will have a role assigned to it. For the purpose of this document, two roles that will be discussed is the role of the Customer and the Decentralized Contracting Officer (DCO). The Customer role is the default role for all users. This role allows the user to register, request quotes and access vendor sites. The DCO role allows the user to register, request quotes, request proposals, and access vendor sites.

### **Online Product orders:**

Customers have access to the NETCENTS vendors' sites via the NETCENTS Portal. Products can be browsed, searched, and displayed at the vendor's site. Each of the vendors' sites has shopping cart capabilities. Customers can select products and add them to a shopping cart for purchase. Authorized Customers can purchase items in their shopping cart by the use of their purchase card. Otherwise, the shopping cart can be printed out and used to develop a purchase order. DCO's can perform the same function as Customers and create a cart for purchase online using a Government purchase card.

### **Request for quote:**

Customers can request a quote from the vendor for a product or products, for services or for services and products combined. The Customer accesses the Request For Quote (RFQ) function on the NETCENTS Portal. This function will require the Customer to fill out a request form that includes a description, Point of Contact, a Vendor List, a Single Vendor Rational (if only one vendor is requested), any requirements documents and a Closeout Date/Time. Vendors are notified by the NETCENTS Portal to respond to the RFQ. Responses can be returned to the Customer in written form or in the form of a Shopping Cart. The Vendor's response will have an offer "good until" date associated with it that the Customer must respond within. DCO's can perform the same function as the Customer. Communications may be accomplished by e-mail, telephone, fax, or the portal with the contract vendors.

**Request for proposal:**

DCOs can request a proposal from the vendor for a task order that includes products, services or services and products combined. The DCO accesses the Request For Proposal (RFP) function on the NETCENTS Portal. This function will require the DCO to fill out a request form that includes a description, Point of Contact, a Vendor List, a Single Vendor Rational (if only one vendor is requested), any requirements documents (SOO, SOW or PWS) and a Closeout Date/Time. Vendors are notified by the NETCENTS Portal to respond to the RFP. Responses come to the DCO in the form of a written proposal that may have a Shopping Cart attached. The DCO will use the proposals to make their selection and award the task order. Customers will not be able to perform the Request For Proposal function. Communications may be accomplished by e-mail, telephone, fax, or the portal with the contract vendors.

**Delivery Order Status:**

Customers may track the status of their order through the NETCENTS portal to the respective vendor's site.