

# ***INFORMATION TECHNOLOGY SERVICES (ITS)***

## ***CUSTOMER***

## ***ORDERING GUIDE***

(Version 2.5)

### **HQ SSG/ITC**

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<https://afway.af.mil/>

**General Services Administration  
Federal Supply Service  
Blanket Purchase Agreement (BPA)**

**GSA IT Schedule Contract Number  
Multiple Award Schedules  
Multiple (See Attached Listing)**

Note: All software and hardware items must be incidental to and used to support accomplishment of the objectives of the order. Software and/or hardware cannot be purchased separately.

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EDS Corp.	
General Dynamics	
Lockheed Martin	
Multimax Inc.	
Northrop Grumman Information Technology	
RSIS Inc.	
Sumaria Systems	
TRW Inc.	
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## **I. INTRODUCTION.**

### **1. GENERAL.**

Blanket Purchase Agreement's (BPA's), see attached listing (Tab 1), were issued to The Centech Group, EDS, General Dynamics, Northrop Grumman Information Technology (Formerly Litton-PRC), Lockheed Martin, Multimax, RS Information Systems, Sumaria Systems, and TRW on 16 Nov 2001. The BPA's shall be in effect for a period of five years from the date ordering was authorized (12/13 Dec 01) in writing by the SSG/PK ITS Contracting Officer, provided the respective GSA FSS contracts remain in effect. The BPA's are managed by HQ SSG/ITC, Services Team, who will monitor market conditions to ensure continued delivery of the highest quality products at the best possible price. The BPAs will be administered by HQ SSG/PK. The purpose of the BPA's are to facilitate the attainment of Information Technology Services (ITS) in an innovative, timely and efficient manner as defined in the ITS Statement of Objectives (SOO). Individual task orders will identify specific and detailed IT requirements. These requirements will be further defined in the form of either a SOO or Statement of Work (SOW) written against this vehicle on individual orders.

### **2. PURPOSE.**

This guide provides guidelines and procedures for ordering and administration at decentralized locations. The BPA terms are identified and explained to ease the purchasing process.

### **3. BPA MAIN EMPHASIS/OBJECTIVES.**

The focus of the requirement is to provide a wide range of Information Technology (IT) services and associated products for the development, modernization, maintenance, and operation of IT solutions for AF and DoD organizations. Contractor support can provide a broad range of IT services and associated products to include mission-essential needs which include but are not limited to sustaining existing IT systems; modernizing and making changes as required by AF regulation, DoD policy, or statute; meeting the needs of new information systems; identifying opportunities to operate more effectively and efficiently; aiding the insertion of technology changes; and otherwise providing for the continuing growth of ITS requirements for the AF and DoD agencies. The contractor may be required to work in a diverse and collaborative work environment in which solutions are proposed and executed. The BPA's are structured for decentralized ordering and enable the Government to identify specific customer mission requirements more effectively and efficiently.

### **4. PROVIDES A FULL RANGE OF IT SERVICES.**

For reference purposes, the pre-development, development, and post development capabilities supporting the categories listed below are further defined in the SSG Systems Engineering Process (SEP) and can be found at: <https://web1.ssg.gunter.af.mil/sep/SEP/menus/main.asp>. It should be emphasized that the following is a listing of the type of information technology support expected. However, it is not intended to be a complete listing. Offerors identified an extensive depth of supporting capabilities in ALL of the following major categories; Networks, Software, Systems, Security, Engineering, Data, Training, Management, and Other IT Related Services.

- a. **Networks.** The contractor should have the ability to provide support for networking systems servicing voice, video, and data networks to users worldwide that may include but are not limited to the following supporting capabilities: Requirements Evaluation, Project Planning/Tracking, Analysis and Design, Construction and Testing, Implementation, Customer Production Support, Maintenance and Sustainment, Quality Assurance, Help Desk Support, Integration, Configuration Management, Documentation, Administration, Operations.
- b. **Software.** Due to potential user requirements, the contractor support under this vehicle may require a process that meets or exceeds the most current Software Engineering Institute's requirements for Level III Capability Maturity Model certification. The contractor should have working knowledge of a variety of modern software tools (e.g., Oracle, Java, Remedy). Below is a list of a few of the supporting capabilities that are considered in the Software technical capability category: Requirements Evaluation, Project Planning/Tracking, Analysis and Design, Construction and Testing, Implementation, Customer Production Support, Maintenance and Sustainment, Quality Assurance, Help Desk Support, Integration, Configuration Management, Documentation, Administration, Operations, Prototyping, Software Development.
- c. **System.** The contractor should have the ability to provide and support Information Technology System solutions and system component solutions to users worldwide that may include but are not limited to the following supporting capabilities: Requirements Evaluation, Project Planning/Tracking, Analysis and Design, Construction and Testing, Implementation, Customer Production Support, Maintenance and Sustainment, Quality Assurance, Help Desk Support, Integration, Configuration Management, Documentation, Administration, Operations.
- d. **Security.** The contractor should staff each on-site position with personnel who have, at a minimum, a favorable National Agency Check. Some delivery orders may require personnel with security clearances higher than secret and/or secure facilities. These unique or specific requirements will be specified in the individual task orders. Other activities include assisting AF organizations in deterring, detecting, isolating, containing, and recovering from automated information systems and network intrusions for all DoD and AF security disciplines. The following supporting capabilities are a few examples of security aspects that may be included in ITS: Information Protection, Information Assurance, Contingency Planning, Security Clearances.
- e. **Engineering.** In execution of this vehicle, the contractor should provide a full range of engineering services. The contractor should have proven work experience with Joint Technical Architecture (JTA) for AF and DoD in addition to a working experience with Defense Information Infrastructure - Common Operating Environment (DII-COE). A few of the anticipated supporting capabilities of the Engineering Services category are listed below: System Engineering, Integration, Modeling/Simulation, Prototyping, Technology Insertion, Telecommunications, Environmental Engineering.

- f. **Data.** ITS intends to offer customers a variety of data capabilities. The list below highlights a few of the supporting capabilities within the data category: Data Depot, Data Warehouse, Disaster Recovery, Data Modeling, Data Migration/Conversion, Database Design, Database Administration, Data Subscription Services.
- g. **Training.** On occasion, it may be necessary for the contractor to provide IT training support. The contractor should provide training as required in the individual task orders. The contractor should ensure training keeps pace with the products and services offered throughout the life of the vehicle(s). Listed below are a sampling of supporting capabilities that are anticipated under ITS: COTS Training, Tailored Training, Training Change Management.
- h. **Management.** The contractor should provide personnel resources, management systems, and facilities to efficiently plan, organize, staff, direct, and successfully control the implementation of the ITS vehicle to include all associated task orders issued for IT services under this vehicle. Several examples of supporting capabilities within the Management category are listed below but are not limited to: Program Management, Configuration Management, Performance Management, Site Management, Software Process Improvement Support, Organizational Process Definition, Equipment Management, License Management, Computer Facility Management, Business Process Re-Engineering, Continuity of Operations, Earned Value, Metrics, Risk Management.
- i. **Other Related IT Services.** In keeping pace with technology services, the contractor should identify those services that are emerging technologies and any innovative solutions. This vehicle is designed to provide a wide variety of IT services and the contractor has the opportunity to offer the Government various IT services and to allow continuous technology insertion as well as technology growth. These services should include but not be limited to the following supporting capabilities: IT Consulting, Subject Matter Expert.

## 5. **STANDARDS.**

As Specified in individual task orders and/or consistent with GSA schedules.

## 6. **DELIVERY.**

As Specified in individual task orders and/or consistent with GSA schedules.

## 7. **PERIOD OF PERFORMANCE**

Initial orders awarded as "Labor Hour" type or Severable orders cannot exceed a basic period of performance of 12 months. "Firm Fixed Price" type or Non-Severable orders can have a longer period of performance if dictated by the length of the "task completion" requirement.

Requirements for continued support can be obtained by either modifying the existing order with additional taskings, obligations, and an extended period of performance (i.e. "Exercising Options." In addition, a new "BPA solicitation and selection process" can take place for ordering the "new" requirements.

You can modify an existing order for continuing incumbent support beyond the base period **only** if the order's best value competition considered proposed vendor support for one or more option periods, work units, taskings, phases, spirals, etc. **Such optional support would also have to be "pre-priced" for purposes of future exercise considerations.**

If options are to be considered for the possible extension of "incumbent" support beyond the basic period of performance identified in the order, your order has to also include a date (prior to basic award end date) by which the option has to be exercised.

## **II. PLACING ORDERS.**

Orders are placed directly with the contractor IAW published ordering procedures (reference FAR 16.5, DFARS 208.404, AFFARS 16.505, etc). Requirements activities should identify their ordering office contracting team and seek additional guidance from them on local ordering procedures/guidelines.

### **1. SUMMARY ORDERING PROCEDURES FOR ORDERS THAT REQUIRE A STATEMENT OF WORK (I.E. LABOR HOUR SCHEDULE SERVICES)**

- a. FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).
- b. DFARS 208.404 implements Section 803 of the National Defense Authorization Act for Fiscal Year 2002 (Pub. L. 107-107). The modifications are focused on competition requirements for services requirements valued at \$100,000 or more under multiple Award Contracts. Task order and Delivery order contracts for services exceeding \$100,000 are required to use the procedures at DFARS 208.404-70.
- c. GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering office using these BPA's are responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.
- d. When ordering services, ordering offices will need to:
  - 1) Identify their requirements through either a Statement of Objectives (SOO) or performance based Statement of Work (SOW). The SOO/SOW should clearly state the performance objectives the contractor is to achieve, and refrain from stating how the contractor is to accomplish the actual work to meet the objectives. Additional information (sample) for preparing SOO's and SOW's can be obtained through the IT Services web page <https://web1.ssg.gunter.af.mil/afitc/afway3/programs/ITS/downloads/sowprep.doc>  
You may also obtain additional information on performance based contracting at

<http://www.arnet.gov/Library/OFPP/BestPractices/PPBSC/BestPPBSC.html> and/or <http://oamweb.osc.doc.gov/pbsc/index.html>

- 2) Requests can be submitted electronically, facsimile, mail, etc. to the contractors. The request should also include the Best Value Criteria for which contractor selection will be based upon. Refer to [BPA Points of Contact](#) document for information on where to send your requests.
- 3) Prepare a Request (Request for Quote or other communication tool). Submit requests to all nine primes unless you intend to set aside the requirement for a Small Disadvantaged Business. If the ordering office intends to set the requirement aside for a Small Disadvantaged Business you requests should be submitted to all four of the BPA Small Disadvantaged Businesses. The ITS BPA Small Disadvantaged Businesses are The Centech Group Inc, Multimax Inc, RS Information Systems Inc , and Sumaria Systems Inc.
- 4) FAR 16.505(b)(2) identifies exceptions to the fair opportunity process that apply. The contracting officer shall give every awardee a fair opportunity to be considered for a delivery-order or task-order exceeding \$2,500 unless one of the following statutory exception applies:
  - (a) The agency need for the supplies or services is so urgent that providing a Fair opportunity would result in unacceptable delays;
  - (b) Only one awardee is capable of providing the supplies or services required at the level of quality required because the supplies or services ordered are unique or highly specialized;
  - (c) The order must be issued on a sole-source basis in the interest of economy and efficiency as a logical follow-on to an order already issued under the contract, provided that all awardees were given a fair opportunity to be considered for the original order.
- 5) Evaluate quotes and select the ITS BPA holder (Prime Contractor) that provides the best value.
- 6) Fund and Issue Order.
- 7) Perform Contractor Surveillance as appropriate for the task order. A Surveillance Plan is developed by the requiring agency and for Air Force Customers should be accomplished in accordance with AFI 63-124. The purpose of the plan is to establish the procedures for monitoring, reporting, and evaluating the performance of the contractor. Some suggested elements for the plan are: Contractor requirements, level of performance evaluation, frequency and method of inspection, review responsibilities and reporting requirements. This plan is an important part of the process and defines the methodology and procedures for monitoring the contractor's performance. A sample plan and associated Quality Assurance Person appointment letters can be found through the IT Services web page <https://web1.ssg.gunter.af.mil/afitc/afway3/programs/ITS/downloadssurveillance.doc>

**ORDERING PROCEDURES FOR ORDERS THAT DO NOT REQUIRE A STATEMENT OF WORK (I.E. PRE-DEFINED SCHEDULE SERVICES).**

When a statement of work is not required, ordering offices are required to review SSG BPAs and/or GSA Advantage services in order to make a best value determination. If the order total is less than \$500,000.00, three vendors must be considered. If the order total equals or exceeds \$500,000.00, more than three vendors must be considered and discounts sought. Pursuant to AFFARS 5308.404(b)(2), the best value determination must be documented in the order file. For administrative convenience, open market (non-contract) items may be added to a Federal Supply Schedule Blanket Purchase Agreement (BPA) or an individual order, provided that the items are clearly labeled as such on the order, all applicable regulations have been followed, and price reasonableness has been determined by the ordering activity for the open market (non-contract) items. The total dollar value of all open market (non-contract) items may not exceed \$2,500.00 per task order.

**2. OPEN MARKET MICRO-PURCHASES**

Total open market (non-contract) micro purchases on a single order are allowed on the BPA's IAW FAR Section 13.106-1. Micro-purchases are purchases that do not exceed \$2,500. Total micro-purchases on a single order shall be limited to \$2,500, UNLESS accompanied by the following statement signed and dated by the warranted contracting officer placing the order (in Block 20 of the DD Form 1449 or attached).

"I have duly considered and complied with all Federal Acquisition Regulation (FAR) requirements (including its supplements and local policy) regarding full and open competition of open-market items above the \$2,500 threshold. Inclusion of open-market items above the \$2,500 threshold is appropriate based on this full and open competition."

Warrant No. \_\_\_\_\_

\_\_\_\_\_  
Signature & Date

**3. POLICY**

IAW SAF/AQC Policy Memo 98-C-07, Dated 1 May 98, the following is required:

- a. Each order will comply with applicable regulations or requirements of the product or service being ordered. Examples of this are Y2000 compliance requirements, Defense Information Infrastructure Common Operating Environment, and appropriate surveillance planning.
- b. Address organizational socio-economic goals (small, small disadvantaged, and woman-owned businesses) in your ordering documentation. Organizations shall consider small business participation.
- c. Maximize the use of the IMPAC card IAW the thresholds established by local/agency procedures.
- d. Orders shall be signed by a Contracting Officer using a SF 1449. (See Para 3 above when Open-Market (O-M) items are included).

#### 4. ITS POINTS OF CONTACT

Ordering agencies may obtain ordering assistance from individuals identified at ITS [BPA Points of Contact](#)

#### CIT-PAD WEB SITE.

- a. Through future initiatives, it is anticipated orders may be placed directly through the CIT-PAD Web site. Meanwhile, orders not requiring a SOO/SOW may be placed directly through the vendor's web site or by telephone using the IMPAC card, after a best value analysis has been made and documented.
- b. The CIT-PAD Web site enables customers to conduct Market Research through links to each ITS BPA Prime.
- c. Links to the ITS BPA's and associated Prime Contractors can be found through <https://web1.ssg.gunter.af.mil/afitc/afway3/programs/IT2 ITS/ITS Fact Sheet.pdf>

#### 5. SF 1449 (MAIL OR FAX).

- a. The following information is to assist you in completing an SF1449.
  - 1) Block 2. The GSA contract number can be obtained from each of the ITS BPA vendor's [DD 350](#) located through the IT Services web page.
  - 2) Block 4. Insert an "8" in position ten of the PIIN (example F01620-02-F-8600). (This is a 13 digit block in SPS (contracting system) allowing you to manually assign a number producing an "F" number. Do not allow SPS or other contracting system to assign an automated number producing a "FA" number).
  - 3) Block 20. Include the BPA number for the selected vendor here. The BPA numbers for each ITS BPA Prime are listed at TAB 1.
  - 4) Ordering offices within DoD **shall** assign contract accounting classification reference numbers (ACRNs) to the accounting and appropriation data IAW DFARS 204.7107.
- b. For orders less than \$25,000, insure SF 1449 clearly references "FAR 52.213-1 FAST PAYMENT PROCEDURES" (Note: Your SF 1449 orders may experience delays if this reference is not on your order).

#### 6. ORDER DISTRIBUTION.

- a. IMPAC CARD ORDERS: None.
- b. SF 1449 ORDERS:  
Process SF 1449s through the servicing base contracting office. The completed SF 1449 will be forwarded to the contractor via mail or fax. Refer to the appropriate BPA annex for address and contact information at the address listed below. Also, a copy of your SF 1449 must be sent to your servicing DFAS center and CIT-PAD ITS program office, 501 East Moore Drive, MAFB-Gunter Annex, 36114, Comm Fax 334-416-7795 DSN Fax 596-7795.

**7. REPORTING.**

a. Contractor Performance Assessment Reports (CPARS).

The ITS PMO will prepare an annual CPAR for each ITS Prime BPA holder. Customers may also submit a CPAR for their individual orders.

b. Customer Survey Reports.

Customers are required to utilize and complete the survey report located at TAB 2 on a semi-annual basis and submit to the ITS PMO listed below. The purpose of this report is to provide visibility to the PMO to consider for annual preparation of the 9 ITS BPA CPAR assessment reports and to monitor customer satisfaction with our ITS BPA holders.

**CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION**  
**BPA# F01620-02-A-0001**  
**THE CENTECH GROUP, INC.**

Vendor provided Information:

*Ordering Address:*

THE CENTECH Group, Inc  
Attn: John Wheeler  
4600 North Fairfax Drive, Suite 400  
Arlington, VA 22203  
Telephone: 703-812-5375  
Fax: 703-525-2349  
E-mail: [wheelerj@centechgroup.com](mailto:wheelerj@centechgroup.com)

*Alternate Contact/Ordering Address:*

THE CENTECH Group, Inc  
Attn: Jim Tindell  
Vice-President, ITS Program Manager  
Southeast Region  
400 Interstate Park Drive, Suite 401  
Montgomery, AL 36109  
Phone: 334-277-5767  
Fax: 334-277-5767  
E-mail: [tindellj@centechgroup.com](mailto:tindellj@centechgroup.com)

*Payment Address:*

The Centech Group, Inc.  
4600 North Fairfax Drive, 4<sup>th</sup> Floor  
Arlington, VA 22203  
Attn: Accounts Receivable

EFT/ACH:

Bank: SunTrust Bank  
Account Name: The Centech Group, Inc.  
Account No. 202160718  
ABA No. 055002707

Payment by check, submit to:

The Centech Group, Inc.  
4600 North Fairfax Drive, 4<sup>th</sup> Floor  
Arlington, VA 22203  
Attn: Accounts Receivable

Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Government purchase cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

**CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION**  
**BPA# F01620-02-A-0008**  
**EDS CORPORATION**

Vendor provided Information:

*Ordering Address:*

Electronic Data Systems  
Corporation (EDS)  
Attn: Dorothy Pines, Sr.  
Contract Administrator  
13600 EDS Drive  
Mail stop: A6N-D48  
Herndon, VA 20171-3225  
(Ph): (703) 742-2158  
Fax: (703) 742-2674 /  
1713  
[dorothy.pines@eds.com](mailto:dorothy.pines@eds.com)

*Alternate Contacts:*

Gary Stack  
EDS  
13600 EDS Drive  
Mail stop: A4S-B21  
Herndon, VA 20171-3225  
(Ph): (703) 742-2303  
Fax: (703) 742-1569  
[Gary.stack@eds.com](mailto:Gary.stack@eds.com)

*Alternate Contacts:*

Robert Moore  
474 South Court St  
Montgomery, AL 36104  
(Ph): (334) 206-6858  
[Robert.moore@eds.com](mailto:Robert.moore@eds.com)

Olan Waldrop  
VP, General Manager-  
Montgomery  
(Ph) 334-277-8445, x207  
(Fax) 334-277-3622  
[olan.waldrop@eds.com](mailto:olan.waldrop@eds.com)

*Payment Address:*

EFT/ACH:

Bank of America  
ABA # 111000012  
1401 Elm Street, 3rd Floor  
Dallas, Texas 75202  
Depositor Account: Electronic Data Systems Corporation  
Deposition Account Number: 3751313645  
Type of Account: Wire or ACH

*Payment by check, submit to:*

Lockbox Number and Address:  
Electronic Data Systems Corporation  
P.O. Box 281935  
Atlanta, GA 30384-1935  
Phone Number for Assistance: (972) 605-4357, select option 1 and then 3

Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Government purchase cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

**CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION**  
**BPA# F01620-02-A-0002**  
**GENERAL DYNAMICS, GOV'T SYS. CORP.**

Vendor provided Information:

*Ordering Address:*

General Dynamics  
4171 Lomac St. Ste. D  
Montgomery, AL 36106  
Attn: George Naddra  
Phone: (334) 271-0250 x223  
Fax: (334) 271-5834  
[george.naddra@gd-ns.com](mailto:george.naddra@gd-ns.com)

*Alternate Contact:*

General Dynamics  
77 "A" Street  
Needham, MA 02494  
Attn: Charles Plummer  
Phone: (781) 455-4543  
Fax: (781) 455-3227  
[charlie.plummer@gd-ns.com](mailto:charlie.plummer@gd-ns.com)

*Payment Address:*

EFT/ACH:

General Dynamics Government Systems Corporation  
c/o PNB ACCOUNT # 3695717  
ABA ROUTING NUMBER: 043000096  
PITTSBURGH, PA 15264-0232

*Payment by check, submit to:*

GENERAL DYNAMICS GOV SYS CORP  
C/O PNC BANK N.A.  
P.O. BOX 640232  
PITTSBURGH, PA 15264-0232

Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Government purchase cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

**CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION**  
**BPA# F01620-02-A-0004**  
**LOCKHEED MARTIN**

Vendor provided Information:

*Ordering Address:*

Lockheed Martin Corporation  
9500 Godwin Drive  
Manassas, VA 20110  
Attn: Mr. Robert Ross  
Telephone: 703-367-1085  
Fax: 703-367-6319  
E-mail: [Robert.Ross@lmco.com](mailto:Robert.Ross@lmco.com)

*Alternate Ordering Address:*

Attn: Mr. Gary Gillette  
Telephone: 703-367-1388  
E-mail: [Gary.Gillette@lmco.com](mailto:Gary.Gillette@lmco.com)

*Payment Address:*

EFT/ACH:  
Citibank, N.A.  
399 Park Avenue  
New York, NY 10022  
FED Routing Number: 0210-0008-9  
For LMC Account Number: 4070-3579

*Payment by check, submit to:*

Lockheed Martin Corporation  
Post Office Box 73426  
Chicago, Illinois 60673-7426

Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Government purchase cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

**CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION**  
**BPA# F01620-02-A-0005**  
**MULTIMAX, INC.**

Vendor provided Information:

*Ordering Address:*

Multimax, Inc.  
1441 McCormick Drive  
Largo, MD 20774  
Attn: Mr. Aldrin Leung  
Telephone: (301) 925-8222 ext 128  
Fax: (301) 925-2956  
E-mail: [aldrin@multimax.com](mailto:aldrin@multimax.com)

*Alternate Ordering Address*

Multimax, Inc  
188 Tensaw Road  
Montgomery, AL 36117  
Attn: John Weimer  
Phone: (334) 260-3346  
Cellular: (334) 220-5059  
Fax: (334) 277-2331  
E-mail: [jweimer@multimax.com](mailto:jweimer@multimax.com)

*Payment Address:*

Multimax, Inc. c/o BB&T Bank  
ABA# 055003308 Acct# 5152845792

*Payment by check, submit to:*

Multimax, Inc.  
PO Box 890039  
Charlotte, NC 28289-0039

Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Government purchase cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

**CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION**  
**BPA# F01620-02-A-0003**  
**NORTHROP GRUMMAN INFORMATION TECHNOLOGY**

Vendor provided Information:

*Ordering Address:*

Northrop Grumman  
Information Technology  
Defense Enterprise Solutions  
(DES)  
200 Interstate Park Drive  
Suite 229  
Montgomery, AL 36109-5403  
Attn: Mr. John Williams  
Telephone (334) 260-0060  
Fax: (334) 271-1164

[its@northropgrumman.com](mailto:its@northropgrumman.com)

*Alternate Contact:*

Northrop Grumman  
Information Technology  
Defense Enterprise Solutions  
(DES)  
One Cranberry Hill  
Suite 304  
Lexington, MA 02421  
Attn: Mr. Tom Henderson  
Telephone (781) 861 9665  
Fax: (781) 861 9985

[its@northropgrumman.com](mailto:its@northropgrumman.com)

*Alternate Contact:*

Northrop Grumman  
Information Technology  
Defense Enterprise Solutions  
(DES)  
7575 Colshire Drive  
MS C8W1  
McLean, VA 22102  
Attn: Mr. Kia Heidari  
Telephone (703) 556 1229  
Fax: (703) 883 8797

[its@northropgrumman.com](mailto:its@northropgrumman.com)

*Payment Address:*

For Electronic Funds Transfer (EFT) via ACH or Fedwire, remit to:

JP Morgan Chase Bank  
4 Chase Metro Tech Center, 7th Floor  
Brooklyn, NY 11245

Contact Name: Beth Hosen  
ACH PoC Phone: (213) 621-8007  
Finac. Inst. Fax: (213) 621-8120  
ABA Routing #: 021000021

Account Type: DA  
EFT Method: CTX  
Account #: 323033504

Account Name: Northrop Grumman Information Technology, Inc.

Reference: Contract No. \_\_\_\_\_ Invoice No. \_\_\_\_\_

*For payments by check, remit to:*

Lockbox:  
NGIT, Inc.  
Dept CH10896  
Palatine, IL 60055-0893

Overnight address:  
NGIT, Inc.  
Dept. CH10896  
5503 North Cumberland – Suite 307  
Chicago, Illinois 60656  
Phone #: 1-(800) 562-5002

Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Government purchase cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

**CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION**  
**BPA# F01620-02-A-0006**  
**RS Information Systems, Inc.**

Vendor provided Information:

*Ordering Address:*

RS Information Systems, Inc.  
1651 Old Meadow Road, 5th Floor  
McLean, VA 22102  
Attn: Rodney P. Hunt, President  
Caroline Carr, ITS Program Manager  
Sheila R. Gaskins, Sr. Contract Administrator  
Telephone: 703-734-7800 (Rodney)  
703-734-7800 x329 (Caroline)  
703-734-7800 x205 (Sheila)  
Fax: 703-902-0211 (Rodney)  
703-734-7808 (Caroline / Sheila)  
E-mail: [mrphunt@rsis.com](mailto:mrphunt@rsis.com)  
[mccarr@rsis.com](mailto:mccarr@rsis.com)  
[msgaskins@rsis.com](mailto:msgaskins@rsis.com)

*Alternate Ordering Address (All requests/orders):*

RS Information Systems, Inc.  
1651 Old Meadow Road, 5th Floor  
McLean, VA 22102  
Attn: Cheryl Hill, Director GWAC Office  
Telephone: 703-734-7800 x283 (Cheryl)  
Fax: 703-734-7808 (Cheryl)  
E-mail: [mcrhill@rsis.com](mailto:mcrhill@rsis.com)  
[rsis-its@rsis.com](mailto:rsis-its@rsis.com) (all task orders)

*Payment Address:*

RS Information Systems, Inc.  
1651 Old Meadow Road, 5th Floor  
McLean, VA 22102  
Attn: A/R - Edward J. Gaudette  
EFT/ACH: Routing Transit Number - 255071981  
Depositor Account Number - 62437185 (Checking)  
ACH Coordinator Name: James Higgins, Telephone # (301) 953-8178  
Chevy Chase Bank  
8401 Connecticut Avenue  
Chevy Chase, MD 20815

*Payment by check, submit to:*

RS Information Systems, Inc.  
1651 Old Meadow Road, 5th Floor  
McLean, VA 22102  
Attn: A/R - Edward J. Gaudette  
1651 Old Meadow Road, 5th Floor  
McLean, VA 22102

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**CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION**  
**BPA# F01620-02-A-0007**  
**SUMARIA SYSTEMS, INC.**

Vendor provided Information:

*Ordering Address:*

Sumaria Systems, Inc.  
410 Interstate Park Drive  
Montgomery, AL 36109-5407  
Attention: ITS Ordering Department  
Tel: 334.279.3191  
Fax: 334-279-7987  
E-mail: [hhewitt@sumaria.com](mailto:hhewitt@sumaria.com)

*Payment Address:*

EFT/ACH:  
Citizens Bank  
FBO Sumaria Systems, Inc.  
100 Summer St., 13th Floor  
Boston, MA 02110  
Account: 110750-3075  
ABA 011-500-120

*Payment by check, submit to:*

Sumaria Systems, Inc.  
ATTN: ITS Accounts Receivable, Dept 39  
99 Rosewood Drive, Suite 140  
Danvers, MA 01823-1381  
Tel: 978-739-4200, Fax 978-739-4850

Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Government purchase cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice. Sumaria is prepared to accept Government purchase card payments equal to or less than the micro purchase threshold.

**CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION**  
**BPA# F01620-02-A-0009**  
**TRW, INC.**

Vendor provided Information:

*Ordering Address:*

TRW Systems  
900 Isom Road, Suite 204  
San Antonio, TX 78216  
Attn: Karen Busby  
Telephone: 210-340-8995, ext 225  
Fax: 210-341-1525  
E-mail: [karen.busby@trw.com](mailto:karen.busby@trw.com)

TRW Systems  
900 Isom Road, Suite 204  
San Antonio, TX 78216  
Attn: Todd Martinez  
Telephone: 210-340-8995, ext. 235  
Fax: 210-341-1525  
E-mail: [todd.martinez@trw.com](mailto:todd.martinez@trw.com)

TRW Systems  
1800 Glenn Curtiss Street  
Mail Station DH6/2373  
Carson, CA 90746  
Attn: Dan Verwiel  
Telephone: 310-764-9929  
Fax: 310-764-6666  
E-mail: [daniel.verwiel@trw.com](mailto:daniel.verwiel@trw.com)

*Payment Address:*

TRW Inc.  
File number 41818  
Los Angeles, CA 90074-1818

EFT/ACH:

Bank of America  
Account Number: 06005-04132  
ABA Number: 121000358

*Payment by check, submit to:*

TRW Inc.  
File number 41818  
Los Angeles, CA 90074-1818

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# Customer Survey Ratings Defined & Survey Template

<u>Score</u>	<b>Performance Level</b>
	<b>Exceptional</b> - rate as <b>B</b> - Performance meets contractual requirements and exceeds many ( <i>requirements</i> ) to the Government's benefit. The Contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.
	<b>Very Good</b> -- rate as <b>P</b> - Performance meets contractual requirements and exceeds some ( <i>requirements</i> ) to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective.
<b>Green</b>	<b>Satisfactory</b> -- rate as <b>G</b> - Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.
	<b>Marginal</b> -- rate as <b>Y</b> - Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions or the contractor's proposed actions appear only marginally effective or were not fully implemented.
<b>Yellow</b>	<b>Unsatisfactory</b> -- rate as <b>R</b> - Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains serious problem(s) for which the contractor's corrective actions appear or were ineffective.
<b>N</b>	<b>Not Applicable</b> -- rate as <b>N</b> - Unable to provide a score.

# ITS BPA Customer Survey Report (FOUO when filled in)

Program Name: \_\_\_\_\_

Contractor/ DO#: \_\_\_\_\_

Period of Performance: \_\_\_\_\_

FAE/Title/Office Completing Report. \_\_\_\_\_

Period Covered: \_\_\_\_\_

Evaluation Areas Score  
Please justify your rating and state corrective action if required.

1. Business Relations. Assess the integration and coordination of all activity needed to execute the contract, \_\_\_\_\_ specifically the timeliness, completeness and quality of problem identification, corrective action plans, proposal submittals, the contractor's history of reasonable and cooperative behavior, customer satisfaction, timely award and management of subcontracts, and whether the contractor met small/small disadvantaged and women-owned business participation goals.

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2. Management of Key Personnel. Assess the contractor's performance in selecting, retaining, supporting, \_\_\_\_\_ and replacing, when necessary, key personnel.

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3. Schedule. Assess the timeliness of the contractor against the completion of the contract, task orders, \_\_\_\_\_ milestones, delivery schedules, administrative requirements ( e.g., efforts that contribute to or effect the schedule variance).

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4. Cost Control. Assess the contractor's effectiveness in forecasting, managing, and controlling contract cost \_\_\_\_\_

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5. Quality of Product / Service. Assess the contractor's conformance to contract requirements, specifications, and standards of good workmanship (e.g., commonly accepted technical, professional, environmental, or safety and health standards). \_\_\_\_\_

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