



**Customer Technical Representative (CTR)
Support Services Blanket Purchase
Agreement (BPA)**

Customer User Guide

**Target Systems Contract Number
GS-35F-0201L N00189-15-A-0011**

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Target Systems is a Woman-Owned, Veteran-Owned Small Business

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Introduction

The Customer Technical Representative (CTR) Support Services Blanket Purchase Agreement (BPA), established under GSA Schedule 70 by Naval Supply Systems Command (NAVSUP) Fleet Logistics Center Norfolk provides a streamlined, well-supported process for the acquisition of IT services by U.S. Navy and U.S. Marine Corps activities. Target Systems received an award against the BPA and will provide customers with these services.

This guide provides information on the capability and use of the CTR Support Services BPA. The following services are available under the contract:

- Program Management
- Project Management
- Seat/Service Management
- Device Management
- Application Management
- Network Operations (NETOPS)
- Information Assurance
- Legacy/EN Management
- Resource Management
- Services Available via Schedule 70
 - IT Systems Development Services
 - IT Systems Analysis Services
 - Automated Information Systems Design and Integration Services
 - Programming Services
 - IT Backup and Security Services
 - IT Data Conversion Services
 - Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
 - IT Network Management Services
 - Other Information Technology Services, Not Elsewhere Classified

Additional details on available services are set forth below in the discussion of the Target Systems Team capabilities. These are the services that are available via GSA Schedule 70 SIN 132 51.

Target Systems' GSA Schedule has been renewed through January 28, 2021.

Target Systems Team

We have assembled a diverse team with capabilities to cover all requirements against the CTR BPA. The following are brief descriptions of each member

Target Systems – Prime Contractor
<p>Target Systems, a Woman-Owned, Veteran-Owned company, provides the full range of IT CTR services to Navy customers worldwide. We have ensured the transition of our customer base using current development tools. The systems, including Defensed Acquisition Career Management (DACM), Navy Electronic Commerce On-Line (NECO), DLA for 339, Electronic Forms (eForms), APL Assignment tool, Submarine Maintenance Standards/Maintenance Requirement, Procurement Technical Data Packages (TDP), Engineering Information System (EIS), NAVSEA Training Acquisition (SEATRAQ), Electronic Contractor Data Submission (ECDS), Defense Security Cooperation Agency (DSCA) End Use Management (EUM) and Level 1/SubSafe (L1SS) Stock Program Catalog are in full compliance with NGEN requirements.</p> <p>We have worked with many customers to ensure compliance with Certification and Accreditation requirements including DIACAP.</p>
Booz Allen Hamilton
<p>Booz Allen Hamilton is a large business with an extensive Navy Information Technology Services business. Booz Allen provides ACTR support within OPNAV, the Secretariat, NETC, NAVAIR, and to the Naval Shipyards, among other Navy clients. The breadth of our services cover all requirements of the PWS, including: Program Management, Seat/Service Management, Device Management, Application Management, NETOPS, Information Assurance, Project Management, Legacy EN Management and Resource Management.</p>
Enterprise Horizon Consulting Group
<p>Enterprise Horizon Consulting Group is a Section 8(a) Minority-Owned, Woman-Owned small business that provides Enterprise Resource Planning (ERP) support and training for Navy, DoD, and government agencies to meet their critical and complex requirements. Capabilities include program management, information and knowledge management, business systems solutions, data analytics, data warehouse management, government accounting and financial management, Subject Matter Expert/Functional Support for ERP/MRP SAP solutions such as Navy ERP. Our team has SMEs experienced in Navy systems and interfaces such as STARS-FL, DCPS, DTS, STARS One Pay, and MACTS.</p>
Kodiak Finance
<p>Kodiak Finance, a certified Women-Owned and Alaskan Native-Owned small business, provides IT services, solutions and staffing that focuses on improving an enterprise’s IT resources and operations to resolve business issues and build efficiencies.</p> <p>Kodiak Finance analyzes technology and its contribution to business, develops strategies and plans for using current and future IT resources to improve business processes and drives and implement IT strategies, operations and resources.</p>

McFarland Technology, Inc.

McFarland Technology Inc., an Economically Disadvantaged Women-Owned Small Business (EDWOSB), supplies software engineering services. McFarland has supported the Navy since 2009 as a supplier to the Navy Nuclear Propulsion Program. McFarlan uses technologies, such as C#, Visual Basic, ASP.NET, Java, SQL Server, Oracle Database, SharePoint, IBM Maximo, and Oracle Hyperion. Industry certifications include Microsoft Certified Solution Developer, Oracle Certified Associate, and Certified Software Quality Engineer.

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Target Systems Team Expertise and Experience and Available Services		
Program Management	Echelon II Financial Management	Yes
	Budget, Execution & Reporting	
	IT Procurement Approval Process	
	Navy Enterprise IT Requirements Process	
	Echelon II Policy & Procedures	
	Echelon II Compliance & Enforcement	
Seat/Service Management	Requirement Identification, Validation & Processing (NEIRP/RAP)	Yes
	Moves/Adds/Changes	
	CLIN Orders (NET/eMP)	
	New Services/Seat Refresh	
	Invoicing	
	Delivery Management	
	Schedule	
	Inventory	
	Operational Acceptance	
	Deployable Exit / Return	
	Specialist Services	
	S&T	
	NNPI	
	Transactors	
Classrooms		
Device Management	Inventory Management & Warranty Repair / Replacement for all Fastrack items: Printers, Monitors, Scanners, Keyboards / Mice, Port Replicators / Docking Stations	Yes
	Disposal of SIPR Hard Drives, Encrypted NIPR Hard Drives, Encrypted NIPR Hard Drives, TRP Network Devices, EOL Printers,	
	Missing, Lost, Stolen, Damaged Process	
	CFE Repair CLIN Processing	
Application Management	FAM Approval	Yes
	DADMS & ISF Tools Registrations	
	Claimant Application List	
	Testing, Certification & Distribution	
	License Management	
	Tools Management and Coordination	
	Virtualization	

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Target Systems Team Expertise and Experience and Available Services		
Network Operations (NETOPS)	Incident & Event Management	Yes
	Recognize, Prioritize, Respond	
	Remediate	
	Reporting	
	Problem & Issue Management Resolution	
	Monitoring & Recognition	
	Trouble Ticket Management	
	Trend Analysis	
	Tracking & Mitigation	
	Leadership Escalation	
	Enterprise Solutions	
	Change Management	
	Network Maintenance Assessments & Coordination	
	Operations / C2 Support	
	Maintain SA	
	Influence Network C2 (GDAs)	
Operations / Exercise Planning Support		
COOP Planning and Activation		
Information Assurance	Certification & Accreditation Including	Yes
	Physical Security	
	Account / Port Remediation	
	Tracking Spill Remediation	
	Tracking Access	
	Permissions Policy	
	Configuration Compliance	
	HBSS	
	Encryption	
	Disposal	
	User Training	
	Firewall / Boundary Management	
Monitoring, Response & Reporting		
Project Management	Emerging Technology & Insertion	Yes
	WIN 7	
	Hosted Virtual Desktop Pilot	
	TRP Execution (Printers & Network)	
	MILCON / BRAC	
	SIPR PKI	
	Organization / Site Efficiencies	
Unpriced CLIN coordination		

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Target Systems Team Expertise and Experience and Available Services		
Legacy/EN Management	Migration Requirements / Solutions	Yes
	Cyber Asset Reduction & Security	
	DADMS / ISF Tools Management	
	Data Center Consolidation	
Resource Management	File Share Allocations	Yes
	Network Permissions	
	Account Management	
Additional Services Available Under the Contract		
FPDS Code D302	IT Systems Development Services	Yes
FPDS Code D306	IT Systems Analysis Services	Yes
FPDS Code D307	Automated Information Systems Design and Integration Services	Yes
FPDS Code D308	Programming Services	Yes
FPDS Code D310	IT Backup and Security Services	Yes
FPDS Code D311	IT Data Conversion Services	Yes
FPDS Code D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services	Yes
FPDS Code D316	IT Network Management Services	Yes
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified	Yes

Soliciting Using GSA eBuy

The CTR BPA is accessible via GSA eBuy (https://www.ebuy.gsa.gov/advantage/ebuy/start_page.do). Buyer training for eBuy is available on the site (https://www.ebuy.gsa.gov/advantage/ebuy/main/ebuy_tutorial.do). For your convenience, a copy of the training materials is provided with this document. Copy the ebuybuyers1.ppt file to your computer and right click it and select ‘SHOW’ to see the training session.

Government users are required to register with the eBuy Portal.

To find the CTR BPA, access the eBuy Portal (https://www.ebuy.gsa.gov/advantage/ebuy/start_page.do).

- Login under “Government Buyers”
- Select “Prepare an RFQ”
- Search “NAVY CTR”

Target Systems’ Contract

Target Systems’ BPA Number is GS-35F-0201L N00189-15-A-0011. When possible, select this contract. Target Systems may be designated as:

Target Systems Mechanicsburg, PA, Small Business, Woman Owned Business, Veteran Owned Business

Thresholds

Up to \$3,000, the Micro Purchase Threshold, requirements can be sole sourced to a vendor.

Up to \$150,000, Simplified Acquisition rules apply. Competition among three sources is required. There is a requirement to solicit three qualified, CTR contract holding sources. The government can award the requirement with less than three responses.

Above \$150,000, competition will be held among all CTR vendors.

Required/Preferred Documentation

All contractors on this BPA have been determined to be able to perform tasks within the scope of the BPA.

The customer is able to request the level of detail needed to make an appropriate award decision. Minimal information, such as price only, may not yield the best contractor choice to fulfill other than generic requirements.

It is strongly recommended that the customer include requirements for Resumes and Relevant Past Performance in the solicitation. This will preclude another firm offering a significantly lower price and a qualifying technical submission without having specific personnel and corporate experience.

Ordering

After quotes have been received, the customer will evaluate them and make a “Best Value” (**See Back-up Note) determination based on the evaluation criteria specified in the RFQ.

NOTE: **Regarding Best Value, ordering activities have considerable latitude in structuring their procurement and may consider both price and other factors (e.g., past performance, schedule or technical features) in selecting BPA vendors.

Posting of a request for quotations on the GSA’s electronic quote system eBuy is one medium for providing fair notice to all BPA contractors, per the government instructions document.

Place the Order

Ordering agencies may place orders for customer technical representative services through a Purchase Card transaction (actions below the purchase threshold of \$2,500 for acquisition of services subject to the Service Contract Act).

Documentation

The ordering activity must, at a minimum, include the following documentation in the purchase file when an awardee is selected:

When no Statement of Work is required:

Name of the BPA vendor from which the service was purchased;

- A description of the service,
- Purchase price,
- If applicable, the circumstances and rationale for restricting consideration of BPA contractors to fewer than required, and
- The basis for the award.

When a Statement of Work is required

Name of the BPA vendor from which the service was purchased, and the name of BPA vendors considered;

- A description of the service,
- Purchase price
- Evaluation Criteria
- Rationale for any tradeoffs (if applicable)
- Price reasonableness determination, and
- The RFQ for orders exceeding the simplified acquisition threshold

Contractors will not write Statements of Work (SOW), Performance Work Statements (PWS) or any procurement documentation.

Limited sources justification and approvals

FAR 8.405-6

“Orders placed under Federal Supply Schedules are exempt from the requirements in Part 6.

However, an ordering activity must justify its action when restricting consideration—

(1) Of schedule contractors to fewer than required in 8.405-1 or 8.405-2;

or

(2) To an item peculiar to one manufacturer (e.g., a particular brand name, product, or a feature of a product, peculiar to one manufacturer). A brand name item, whether available on one or more

schedule contracts, is an item peculiar to one manufacturer. Brand name specifications shall not be used unless the particular brand name, product, or feature is essential to the Government's requirements, and market research indicates other companies' similar products, or products lacking the particular feature, do not meet, or cannot be modified to meet, the agency's need.

Things about Which to Be Mindful

Quality Assurance Surveillance Plans (QASPs) and Contracting Officer Representative (CORs)

Quality assurance policies and procedures are applicable at the individual order level and are the responsibility of the acquiring activity. Requirements owners and their respective contracting activity must ensure QASP and COR requirements are met and documented, as applicable to the specific requirement, and in accordance with specific agency requirements.

Inherently Governmental Functions

See the Government Ordering Guide Pages 11 to 15.

Points of Contact:

Many ordering questions are best answered by the contract points of contact listed below.

We are fortunate to have very attentive government personnel supporting this BPA.

Jobarie Townsend
Contract Specialist
Navy Strategic Sourcing
Naval Supply Systems Command
(NAVSUP) Fleet Logistics Center Norfolk
1968 Gilbert Street, Suite 600
Norfolk, VA 23511
757-443-1321
Email: Jobarie.Townsend@navy.mil

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Target Systems GSA Schedule 70 Labor Category Descriptions

The following categories are available for this contract.

<i>Category</i>	<i>Description</i>	<i>Education</i>
Administrative Support	Provides administrative support for program and personnel, including general secretarial, administrative and receptionist duties. Familiar with word processing, presentation and spreadsheet application programs and capable of collecting information and performing data entry into documents	High School diploma with 2 or more years of experience Or Associate's degree in appropriate discipline
Analyst 1	Under close supervision, the candidate must be capable of performing assigned portions of system analysis, engineering research, system design, programming, trade studies, data gathering, and documentation modification or development. The candidate must possess basic system engineering and/or business analytical skills.	Bachelor's degree in a related field Or 5 years of experience in a related field or area
Analyst 2	With a background in hardware, software, business processes and/or systems development, the candidate must perform assigned portions of system design, research and evaluations, trade studies, technical and fiscal optimizations, reliability and maintainability evaluations, simulation analysis, and performance predictions. Must assist in developing complex technical documentation and technical presentations. Participates in all phases of business analysis and/or system development including planning, documentation, analysis, development, integration, testing and acceptance.	Bachelor's degree in a related field and 3 years of experience Or 8 years of experience in a related field or area
Analyst 3	Coordinates the development of overall system concepts, documentation, design and technical approach to meet objectives. Expertise in business processes, hardware and software engineering techniques and solutions. Performs top-level system analysis, engineering research and evaluations, trade studies, technical optimizations, high-level designs, and performs allocation of requirements to both hardware and software domains. Prepares technical documentation, conducts technical reviews and delivers technical presentations. Coordinates system and business process development with emphasis on planning, analysis, system integration, unit and system testing, debugging, and acceptance phases.	Bachelor's degree in a project related discipline with 6 years of experience 15 years of experience in a related field or area

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<i>Category</i>	<i>Description</i>	<i>Education</i>
Consultant 1	Participates in the planning, organizing and performance of work associated with projects. Contributes to the performance of project activities and preparation of work related to the project and uses the most current methods, tools and techniques in performance. Provides technical expertise in subject area. Assists in the analysis and identification of business processes in requirements determination. Makes sure that products meet quality standards. Assists in planning work efforts and that schedules and budgets are in line with project objectives.	Bachelor's degree in a related field and 4 years of experience in the field or related area Or 6 years of experience in a related field or area
Consultant 2	Participates in the planning, organizing, management and performance of work associated with the tasks that are important to the project. Contributes in the performance of project activities and preparation of work products. Provides technical expertise in subject area. Assists in the analysis and identification of business processes in requirements determination. Makes sure that the methods, tools and techniques applied in performance are the most up to date. Monitors the quality of work products to make sure products meet quality standards. Assist in planning work efforts to ensure that schedules and budgets are in line with project objectives. Works as part of the project team and/or works independently.	Bachelor's degree in a related field and 6 years of experience in a related field or area Or 8 years of experience in related field or area
Consultant 3	Plans, organizes, staffs, directs and manages performance of work associated with tasks that are relevant to the project. Provides guidance and expertise to project staff, making sure that methods, tools and techniques are the most up to date. Provides technical expertise in subject area. Assists in the analysis and identification of business processes in requirements determination. Contributes to project work and activities. Oversees developed products meet quality standards. Plans so that schedules and budgets are within the scope of project objectives.	Bachelor's degree in a related field and 8 years of experience in a related field or area Or 12 years of experience in a related field or area
DB Management Specialist 1	Performs tasks associated with database management. Supports the development, implementation and maintenance of single tier system databases. Develops data queries and system documentation. Administers tables, indexes, queries and files for database system. Executes scripts according to specifications. Performs and monitors backup and restore operations. Provides first level troubleshooting.	Bachelor's degree in a related field and 2 years of experience in a related field or area Or 4 years of experience in a related field or area

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<i>Category</i>	<i>Description</i>	<i>Education</i>
DB Management Specialist 2	Performs tasks associated with database management in support of project requirements, including designing, writing code and maintaining databases and spreadsheets, systems analysis, programming and data collection and analysis. Provides for expansion of database system as required while maintaining database and business rule integrity. Can perform tasks as in DB Management Specialist 1 above. Performs data modeling and can implement physical and logical database designs.	Bachelor's degree in a related field and 4 years of experience in a related field or area Or 6 years of experience in a related field or area
DB Management Specialist 3	Manages the development of multi-tier database projects. Plans and budgets staff and database resources. Prepares and delivers presentations on database concepts. Provides daily supervision and direction to support staff. Can perform all tasks as described in Database Management 1 & 2 above. Uses best available performance and monitoring tools to tune databases.	Bachelor's degree in related field and 6 years of relevant experience in field or related area Or 8 years of experience in a related field or area. Certified as DBA by at least one major database company.
Documentation Specialist	Gathers, analyzes and composes technical information, conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.	Associate's Degree in a related field Or 2 years of relevant experience in related field or area.

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<i>Category</i>	<i>Description</i>	<i>Education</i>
ERP Project Manager 1	Supports Deployment tasks providing oversight of assigned aspects of development and implementation for these areas. Supports planning, organizing, directing and coordinating the work of the personnel executing the task and the involvement of other members of the integrated project team. Prepares detailed deployment strategies, schedules and presentations and obtains client and stakeholder buy-in on deployment approach. Participates on and supports deployment teams and trains assigned staff in proper deployment processes and procedures. Measures the effectiveness of deployment activities and performs process improvement activities to improve performance of deployment staff as project matures. Communicates directly with the client and applicable stakeholders concerning Deployment and deployment issues.	Bachelor's degree in Computer Science or related field and 4 years of relevant experience in field or related area Or 8+ years of experience in related area or field
ERP Project Manager 2	Manages and leads Deployment and Deployment Support tasks providing oversight of specifically defined sub-elements of enterprise automated system development and implementation specific automated system projects. Responsible for planning, organizing, directing and coordinating the work of the personnel executing the task and the involvement of other members of the integrated project team. Prepares detailed deployment strategies, schedules and presentations and obtains client and stakeholder buy-in on deployment approach. Develops deployment teams and trains assigned staff in proper deployment processes and procedures. Measures the effectiveness of deployment activities and performs process improvement activities to improve performance of deployment staff as project matures. Communicates directly with the client and applicable stakeholders concerning Deployment and deployment issues.	Bachelor's degree in Computer Science or related field and 8 years of relevant experience in field or related area Or 10+ years of experience in related area or field

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<i>Category</i>	<i>Description</i>	<i>Education</i>
ERP Project Manager 3	Manages and leads Deployment and Deployment Support tasks providing oversight of all aspects of major project or enterprise level automated system development and implementation. Responsible for planning, organizing, directing and coordinating the work of the personnel executing the task and the involvement of other members of the integrated project team. Prepares detailed deployment strategies, schedules and presentations and obtains client and stakeholder buy-in on deployment approach. Develops deployment teams and trains assigned staff in proper deployment processes and procedures. Measures the effectiveness of deployment activities and performs process improvement activities to improve performance of deployment staff as project matures. Communicates directly with the client and applicable stakeholders concerning Deployment and deployment issues.	Master's degree in Computer Science or related field and 12 years of Project Management experience Or 15+ years of experience in a related field or area
Functional Integration Manager	Responsible for ensuring the proper integration of deployed system capabilities. In this role, the individual will be responsible to support the business process team staff to ensure that potential process conflicts are identified, and potential solutions proposed and recommended, prior to the deployment of the enterprise automated system solutions. Knowledge and experience in the integration points of the enterprise automated system solution and experience in completing a large and regionally diverse enterprise automated system implementation are required. Significant knowledge of the enterprise automated system modules being implemented is required. Experience in supporting integration sessions to facilitate end-to-end process implementation of the enterprise automated system software and integrating legacy systems to the enterprise implementation is required.	Bachelor's degree in a related field and 6 years of experience in field or related area Or 8 years of experience in a related field or area
Hardware/Network Specialist (Junior)	Provides services for electronic assembly, mechanical assembly, installations and repair of electronic and digital circuits and equipment. Operates test equipment and reads schematic/wire diagrams. Performs electronic and mechanical tests in accordance with written test procedures.	High School diploma with 2 or more years of experience Or Associate's degree in appropriate discipline

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<i>Category</i>	<i>Description</i>	<i>Education</i>
Hardware/Network Specialist (Senior)	Provides services for electronic assembly, mechanical assembly, installation, test and troubleshooting of electronic equipment, subsystems, electro-mechanical systems, and automated computing/display equipment. Operates and uses electronic test equipment; reading and interpreting schematic diagrams, wire lists and drawings; and, use and operation of PC-based computer systems, networks, and terminals.	Associate's degree and 2 years of experience in a related field Or High School Diploma with 8 years of related technical experience
Information Assurance Support 1	Provides support for the Certification and Validation (C&A) process. This includes analysis and documentation to be used in the overall C&A process. Responsible for meeting the training/certification requirements as determined by customer requirements	Bachelor's degree in a related field and 4 years of relevant experience in field or related area Or 6 years of experience in related area or field
Information Assurance Support 2	Responsible for providing the Certification Authority and the Designated Approval Authority with an accurate technical evaluation of the application, system, or network, documenting the security posture, capabilities and vulnerabilities against relevant Information Assurance Certifications (IACs), and drafting a certification determination (CD). Responsible for meeting the validator training/certification requirements as determined by customer requirements Responsible for development of appropriate test procedures, execution of procedures, accurate documentation of security test results, updating of the Certification and Validation (C&A) validation reports, participation in collaboration meetings and production of Certification Determination (CD) Letters.	Bachelor's degree in a related field and 6 years of experience in field or related area Or 8 years of experience in a related field or area

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<i>Category</i>	<i>Description</i>	<i>Education</i>
Information Assurance Support 3	<p>Responsible for leading and directing the process to provide the Certification Authority and the Designated Approval Authority with an accurate technical evaluation of the application, system, or network, documenting the security posture, capabilities and vulnerabilities against relevant Information Assurance Certifications (IACs), and drafting a certification determination (CD).</p> <p>Responsible for meeting the validator training/certification requirements as determined by customer requirements</p> <p>Responsible for leading and managing the development of appropriate test procedures, execution of procedures, accurate documentation of security test results, updating of the C&A validation reports, participation in collaboration meetings and production of Certification Determination (CD) Letters.</p>	<p>Bachelor's degree in a related area and 8 years of experience in field or related area</p> <p>Or</p> <p>10 years of experience in a related field or area</p>
Internet Specialist 1	<p>Provides systems analysis, design and development support for customer web sites. Consults with users to determine systems and content requirements, performs graphics design and implements web site user interface, development and implement web based applications and maintains overall web site functionality and content.</p>	<p>Bachelor's degree in a related field and 2 years of relevant experience in field or related area</p> <p>Or</p> <p>3 years of experience in related area or field</p>
Internet Specialist 2	<p>Provides systems analysis, design and development support for customer web sites. Consults with users to determine systems and content requirements, performs graphics design and implements web site user interface, development and implement web based applications and maintains overall web site functionality and content.</p>	<p>Bachelor's degree in a related field and 4 years of experience in field or related area</p> <p>Or</p> <p>5 years of experience in a related field or area</p>
Internet Specialist 3	<p>Provides a wide set of disciplines for planning, analysis, design and construction of information systems. Designs architecture to include software, hardware and communications to support requirements and interfaces. Ensures systems are compatible and in compliance with standards.</p>	<p>Bachelor's degree in a related area and 6 years of experience in field or related area</p> <p>Or</p> <p>7 years of experience in a related field or area</p>

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<i>Category</i>	<i>Description</i>	<i>Education</i>
Management Consultant	Responsible for technical, contractual, administration and financial project performance of organizationally significant, complex programs. Coordinates the analysis and identification of business processes in requirements determination. Manages and supervises personnel involved in all aspects of project activity, organizes and assigns responsibility to staff and oversees the successful completion of all assigned tasks. Provides reports to all levels of management as needed.	Bachelor's degree and 10 years in a related field or area Or 14 years of experience in a related field or area
Principal Management Executive	Performs senior level leadership and oversight of large, complex, and sensitive efforts. Works with the most senior members of the client organization to ensure that overall project direction and expectations are being met. May perform data collection and interviews with senior Government personnel (e.g. SES and Appointees). Directs activities for those logistics engagements for which they are responsible. Establishes and alters (as necessary) corporate management structure to direct effective contract support activities. May facilitate meetings with Senior Government personnel. Where appropriate, the Executive Manager would oversee the activities of all contract personnel.	M.S., M.A., or MBA degree. Typically has more than 12 years of experience in managing large, complex multi-disciplinary projects in a task order environment.
Programmer 1	Installs, debugs and tunes simple modules and subsystem software, including general-purpose packages. Performs maintenance and prepares small subroutine documentation from detailed specifications. Applies maintenance and systems upgrades supplied by software vendors. Serves as point of contact for resolution of simple software problems.	Associate's degree and 2 years of experience in a related field Or 3 years of experience in a related field or area
Programmer2	Installs, debugs and tunes moderately complex modules, systems and subsystems software, including general-purpose packages. Applies maintenance upgrades supplied by software vendors. Serves as a point of contract for resolution of moderately complex software problems. Provides support in resolving outages and ensures minimal downtime. Monitors and tunes the system hardware and software configurations to ensure maximum performance. Works with System Administrator to optimize hardware configurations.	Bachelor's degree in a related field or area and 4 years of experience Or 5 years of experience in a related field or area

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<i>Category</i>	<i>Description</i>	<i>Education</i>
Programmer 3	Installs, debugs and tunes high-level components and system software, including specialized software packages. Provides the highest level of technical expertise and guidance for resolution of software problems, including the most complex problems, pertaining to application programming. Monitors and implements change to system hardware and software configurations to ensure maximum performance. Monitors and tunes the system software configurations to ensure maximum performance. Works with System Administrator to optimize hardware configurations.	Bachelor's degree in a related field or area and 6 years of experience Or 7 years of experience in a related field or area
Programmer Analyst 1	Performs systems analysis, design, integration, programming, documentation and implementation of applications. Participates in all phases of software development with emphasis on integration, programming, testing, documentation and acceptance phases. Applies standard business and data principles and methods to technical problems to arrive at solutions. Designs and prepares technical reports and related documentation.	Bachelor's degree in a related field with 2 years of experience in a related field or area Or 3 years of experience in a related field or area
Programmer Analyst 2	Performs systems analysis, design, integration, programming, documentation and implementation of applications. Participates in all phases of software development with emphasis on integration, programming, testing, documentation and acceptance phases. Applies standard business and data principles and methods to technical problems to arrive at solutions. Designs and prepares technical reports and related documentation. Responsible for ensuring the quality and services delivered for particular tasks.	Bachelor's degree a related field and 5 years of work experience in a related field or area Or 5 years of experience in a related field or area
Programmer Analyst 3	Performs and can lead systems engineering, analysis, design, documentation and implementation of very complex applications. Participates in all phases of software development with emphasis on planning, engineering, analysis, testing and acceptance phases. Designs and prepares technical reports and related documentation. Prepares and delivers presentations and briefs as required.	Bachelor's degree in a related field and 6 years of experience in a related field or area Or 7 years of experience in a related field or area

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<i>Category</i>	<i>Description</i>	<i>Education</i>
Project Manager	Responsible for managing and overseeing work performance of one or more tasks. Primary responsibility for planning, managing and overseeing work efforts of project team personnel; determining and monitoring task order schedule and budgets. Provides project briefs to customers. Ensures compliance with all contract and task order requirements and quality standards. Provides technical guidance to the project team in performance of the work and reviews quality of all work products.	Bachelor's degree in a related field and 7 years of experience in a related field or area Or 10 years of experience in a related field or area.
Senior Consultant	Responsible for all technical, contractual, administration and financial project performance. Assists in the analysis and identification of business processes in requirements determination. Manages and supervises personnel involved in all aspects of project activity, organizes and assigns responsibility to staff and oversees the successful completion of all assigned tasks.	Bachelor's degree and 10 years in a related field or area Or 14 years of experience in a related field or area
Senior Management Consultant	Responsible for high level technical, contractual, administration and financial project performance for a single complex program or a group of smaller, organizationally significant projects. Oversees the analysis and identification of business processes in requirements determination. Manages and supervises personnel involved in all aspects of project activity, organizes and assigns responsibility to staff and oversees the successful completion of all assigned tasks. Provides reports to all levels of management with specific emphasis on high levels of the organization.	Bachelor's degree and 10 years in a related field or area Or 14 years of experience in a related field or area
Senior Project Manager	Plans, organizes, staffs, directs and manages performance of work associated with the project. Responsible for providing technical guidance and expertise to project staff and ensure that methods, tools and techniques are appropriate for the project. Monitors quality of work and ensures products meet budget and schedule requirements. Develops and delivers all project status briefings to customer. Recognizes and mitigates project risks. Accommodates change requests providing information on impact to cost and schedule to customer. Administers and negotiates contracts and subcontracts as needed.	Bachelor's degree in a related field and 8 years of experience in a related field or area Or 12 years in a related field or area.

Target Systems CTR User Guide

<i>Category</i>	<i>Description</i>	<i>Education</i>
Senior Subject Matter Expert	Provides expertise in multiple technical disciplines. Provides expert guidance, insight, management and leadership into specific technologies and their application and independently performs a variety of system design and integration tasks where specific advanced subject matter expertise is necessary. Manages and leads planning and performance of research, design assessment, development, integration in a specific technical area. Responsible for the successful completion of work in highly complex technical/engineering areas.	Bachelor's Degree or equivalent and 25 years of general experience. 6 years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, 20 years of general experience is required.
Senior Systems Analyst	Provides technical and administrative direction for personnel performing software development tasks including review of work products for accuracy, adherence to design specifications and standards. Ensures problem solution and user satisfaction. Makes recommendations for approval of major system installations. Prepares status reports and presentations on system concepts. Supervises and give direction to support staff. Participates and provides guidance in development of technical documentation development QA, testing and deployment.	Bachelor's degree in a related field and 5 years of experience in a related field Or 8 years of experience in a related field or area
Senior Technical Writer	Designs, plans, writes and produces documentation including reports, manuals and other project deliverables to meet contract requirements. Reviews and edits documents developed by others for accuracy and quality of content, organization, language, format consistency and conformance with established standards. Ensures that final documents meet contract requirements and regulations.	Bachelor's degree in a related field and 4 years of experience in a related field or area Or 8 years of experience in a related field or area.
Subject Matter Expert	Provides expertise in single or multiple technical disciplines. Provides Expert guidance and insight into specific technologies and their application and independently performs a variety of system design and integration tasks where a specific subject matter expertise is necessary. Plans and performs research, design assessment, development, integration and other assignments in a specific technical area. Responsible for highly complex technical/engineering areas.	Bachelor's Degree or equivalent and 15 years of general experience. 6 years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, 15 years of general experience is required.

Target Systems CTR User Guide

<i>Category</i>	<i>Description</i>	<i>Education</i>
Systems Analyst	Performs software development tasks including review of work products for accuracy, adherence to design specifications and standards. Defines the problem, and develops system requirements and program specifications from which programmers prepare detailed flowcharts, programs and tests. Closely coordinates with programmers to ensure proper implementation of program and system specifications. Ensures problem solution and user satisfaction.	Bachelor's degree in a related field and 3 years of experience in a related field Or 6 years of experience in a related field or area
Technical Writer	Performs technical writing research and editing functions to prepare briefings, manuals and other contract deliverables to meet contract requirements and responds to requests for information. Organizes material and completes writing assignments with regard to order, clarity, conciseness, style and terminology. Prepares, distributes and provides for the protection of technical documents.	Bachelor's degree in a related field and 3 years of experience in a related field or area Or 6 years of experience in a related field or area
Technician 1	Installs, debugs and tunes simple modules and subsystem software, including general-purpose packages. Performs simple maintenance and prepares small subroutine documentation from detailed specifications. Assists in applying maintenance and systems upgrades supplied by software vendors. Serves as point of contact for resolution of simple software problems.	High School diploma with 2 or more years of experience Or Associate degree in appropriate discipline
Technician 2	Installs, debugs and tunes simple modules and subsystem software, including general-purpose packages. Performs simple maintenance and prepares small subroutine documentation from detailed specifications. Assists in applying maintenance and systems upgrades supplied by software vendors. Serves as point of contact for resolution of simple software problems.	Associate degree Or 2 years of experience in a related field or area
Training Lead	Manages and leads Training related tasks providing oversight of all aspects of development and implementation for these areas. Responsible for planning, organizing, directing and coordinating the work of the personnel executing the tasks and the involvement of other members of the integrated project team. Evaluates training feedback and executes process improvement initiatives to improve training delivery and content. Communicates directly with the client and Senior Stakeholders concerning Training and training related tasks. Provides training to client personnel.	Bachelor's Degree or equivalent and 12 years of general experience. 6 years of general experience is considered equivalent to a Bachelor's Degree. With a Master's Degree, 8 years of general experience is required.

CTR Ordering Instructions

This entire document will be put in .pdf format. The following document will be incorporated:

**ORDERING INSTRUCTIONS FOR USING THE DEPARTMENT OF THE NAVY
CUSTOMER TECHNICAL REPRESENTATIVE (CTR) SUPPORT SERVICES
BLANKET PURCHASING AGREEMENTS**

**ORDERING INSTRUCTIONS FOR USING
THE DEPARTMENT OF THE NAVY
CUSTOMER TECHNICAL REPRESENTATIVE
(CTR) SUPPORT SERVICES
BLANKET PURCHASING AGREEMENTS**



January 2015

Awarded Blanket Purchase Agreement Schedule Holders

Vendor	GSA Schedule Contract Number	BPA Contract Number
Ironclad Technology Services, LLC	GS-35F-094AA	N00189-15-A-0001
Deployable Data Solutions, Corp	GS-35F-020AA	N00189-15-A-0002
Bowhead Information Technology Services, LLC	GS-35F-211BA	N00189-15-A-0003
Consolidated Networks Corporation	GS-35F-0114N	N00189-15-A-0004
Psi Pax, Inc.	GS-35F-034BA	N00189-15-A-0005
Five Stones Research Corporation <i>CTA with:</i>	GS-35F-0246W	N00189-15-A-0006
nLogic	GS-35F-0439Y	
EmeSec Incorporated	GS-35F-0027S	
Applied Computing Technologies, Inc.	GS-35F-0497J	N00189-15-A-0007
Seawolf Solutions Inc. <i>CTA with:</i>	GS-35F-573AA	N00189-15-A-0008
Cydecor, Incorporated	GS-35F-582AA	
New Directions Technologies, Inc.	GS-35F-0621Y	N00189-15-A-0009
James Communication, LLC	GS-35F-0885P	N00189-15-A-0010
Target Systems	GS-35F-0201L	N00189-15-A-0011
Atlantic CommTech Corporation	GS-35F-0202K	N00189-15-A-0012
DRT Strategies, Inc.	GS-35F-0553T	N00189-15-A-0013
MicroTech	GS-35F-0629R	N00189-15-A-0014
Defense Engineering, Inc. (DEI)	GS-35F-0450X	N00189-15-A-0015
Technique Solutions, Inc. <i>CTA with:</i>	GS-35F-318BA	N00189-15-A-0016
Arrowpoint Corporation	GS-35F-0414Y	
TWM Associates, Inc.	GS-35F-5656H	
iP-Plus Consulting, Inc.	GS-35F-0357Y	
One Federal Solution	GS-35F-0470W	
Arttra Inc.	GS-35F-338AA	
ExecuTech Strategic Consulting	GS-35F-0178W	N00189-15-A-0017
DKW Communications, Inc.	GS-35F-0704N	N00189-15-A-0018
KeyBridge Technologies, Inc.	GS-35F-0397X	N00189-15-A-0019
Summit Technologies, Inc. <i>CTA with:</i>	GS-35F-349AA	N00189-15-A-0020
Management Support Technology, Inc.	GS-35F-0188K	
Dynanet Corporation	GS-35F-5863H	
Fusion Technology LLC	GS-35F-0425W	
Systems Integration & Management Inc.	GS-35F-0221J	N00189-15-A-0021

Strategic Data Systems	GS-35F-0461V	N00189-15-A-0041
22 nd Century Technologies, Inc. <i>CTA with:</i> Optimal Solutions & Technologies Freealliance.com Azimuth Corporation	GS-35F-0579T GS-35F-0820M GS-35F-0481Y GS-35F-0352R	N00189-15-A-0042
Taurean General Services, Inc.	GS-35F-530AA	N00189-15-A-0043
JASINT Consulting and Technologies <i>CTA with:</i> Software Engineering Services Peak Security C5I Federal, Inc.	GS-35F-0442Y GS-35F-0466M GS-35F-0559W GS-35F-0496V	N00189-15-A-0044
Logistics Solutions Group, Inc.	GS-35F-0373Y	N00189-15-A-0045
Digital Hands <i>CTA with:</i> TechPort Solutions, Inc.	GS-35F-195BA GS-35F-0059T	N00189-15-A-0046
Syneren Technologies Corporation	GS-35F-0254S	N00189-15-A-0047
SilTek, Inc. <i>CTA with:</i> eFedSystems Corporation	GS-35F-0395Y GS-35F-071BA	N00189-15-A-0048
ABN Technologies, LLC	GS-35F-0626S	N00189-15-A-0049
AYA Associates, Inc. <i>CTA with:</i> Advanced Information Systems Group	GS-35F-0515W GS-35F-0168M	N00189-15-A-0050
Knowledge Management Inc.	GS-35F-0126W	N00189-15-A-0051
Apprio, Inc.	GS-35F-0214L	N00189-15-A-0052
e&e IT Consulting Services, Inc.	GS-35F-0121P	N00189-15-A-0053
Genesis Business Systems	GS-35F-0435W	N00189-15-A-0054

Scope of the Blanket Purchase Agreements

The Customer Technical Representative (CTR) role is a key enabler to the Next Generation Enterprise Network (NGEN). The NGEN CTR workforce will be the liaison between end-users and Claimant/Command Chief Information Officers (CIOs) in the consolidation and prioritization of NGEN command requirements to support end-user needs. CTRs will provide information to Command CIOs and Fleet Cyber Command/10th Fleet on mission impact and criticality of requirements to ensure technical management, and coordination with the Program Management Office (PMO), incident management, account management, and asset management.

The current requirement is to provide Customer Technical Representative (CTR) Support Services for the NGEN. The CTR function is the support role that provides a myriad of Information Technology (IT) services to the NGEN end user at the local command level. The CTR coordinates, assesses, and oversees the requirements and delivery of services to the end user through service management, account management,

application management, contract management, technical support, excepted network management, and security management. The table below shows the CTR core functions under NGEN functional areas.

<p>Program Management</p>	<ul style="list-style-type: none"> • Echelon II Financial Management <ul style="list-style-type: none"> ○ Budget, Execution & Reporting ○ IT Procurement Approval Process • Navy Enterprise IT Requirements Process • Echelon II Policy & Procedures • Echelon II Compliance & Enforcement
<p>Seat/Service Management</p>	<ul style="list-style-type: none"> • Requirement Identification, Validation & Processing (NEIRP/RAP) • Moves/Adds/Changes • CLIN Orders (NET/eMP) <ul style="list-style-type: none"> ○ New Services/Seat Refresh ○ Invoicing • Delivery Management <ul style="list-style-type: none"> ○ Schedule ○ Inventory ○ Operational Acceptance • Deployable Exit / Return • Specialist Services <ul style="list-style-type: none"> ○ S&T ○ NNPI ○ Transactors ○ Classrooms
<p>Device Management</p>	<ul style="list-style-type: none"> • Inventory Management & Warranty Repair / Replacement for all Fastrack items: <ul style="list-style-type: none"> ○ Printers ○ Monitors ○ Scanners ○ Keyboards / Mice ○ Port Replicators / Docking Stations • Disposal of: <ul style="list-style-type: none"> ○ SIPR Hard Drives ○ Encrypted NIPR Hard Drives ○ TRP Network Devices ○ EOL Printers • Missing, Lost, Stolen, Damaged Process • CFE Repair CLIN Processing
<p>Application Management</p>	<ul style="list-style-type: none"> • FAM Approval • DADMS & ISF Tools Registrations • Claimant Application List • Testing, Certification & Distribution • License Management • Tools Management and Coordination • Virtualization
<p>Network Operations (NETOPS)</p>	<ul style="list-style-type: none"> • Incident & Event Management <ul style="list-style-type: none"> ○ Recognize, Prioritize, Respond ○ Remediate ○ Reporting • Problem & Issue Management Resolution <ul style="list-style-type: none"> ○ Monitoring & Recognition

	<ul style="list-style-type: none"> ○ Trouble Ticket Management <ul style="list-style-type: none"> ▪ Trend Analysis ▪ Tracking & Mitigation ○ Leadership Escalation ○ Enterprise Solutions ● Change Management <ul style="list-style-type: none"> ○ Network Maintenance Assessments & Coordination ● Operations / C2 Support <ul style="list-style-type: none"> ○ Maintain SA ○ Influence Network C2 (GDAs) ○ Operations / Exercise Planning Support ○ COOP Planning and Activation
Information Assurance	<ul style="list-style-type: none"> ● Certification & Accreditation ● Including <ul style="list-style-type: none"> ○ Physical Security ○ Account / Port Remediation ○ Tracking Spill Remediation ○ Tracking Access ○ Permissions Policy ○ Configuration Compliance ● HBSS ● Encryption ● Disposal ● User Training ● Firewall / Boundary Management ● Monitoring, Response & Reporting
Project Management	<ul style="list-style-type: none"> ● Emerging Technology & Insertion <ul style="list-style-type: none"> ○ WIN 7 ○ Hosted Virtual Desktop Pilot ○ TRP Execution (Printers & Network) ○ MILCON / BRAC ○ SIPR PKI ○ Organization / Site Efficiencies ○ Unpriced CLIN coordination
Legacy/EN Management	<ul style="list-style-type: none"> ● Migration Requirements / Solutions ● Cyber Asset Reduction & Security ● DADMS / ISF Tools Management ● Data Center Consolidation
Resource Management	<ul style="list-style-type: none"> ● File Share Allocations ● Network Permissions ● Account Management

Where to Find the Blanket Purchase Agreements

The BPAs are located within the GSA eBuy portal:

(https://www.ebuy.gsa.gov/advantage/ebuy/start_page.do).

- Once on the website login under “Government Buyers”
- Select “Prepare an RFQ”
- Search “NAVY CTR”

To maximize competition all 35 vendors will automatically be notified of an RFQ. This does not mean that all 35 vendors will submit a response.

The Navy CTR Support Services BPAs are available to all Navy and Marine Corp agencies.

Fair Opportunity / Competitive Procedures for Placing Orders

In November 2014, the Fleet Logistics Center Norfolk (FLCN) awarded a suite of Blanket Purchase Agreements (BPAs) to General Services Administration (GSA) Federal Supply Schedule contract holders. The BPAs have been awarded to the following Special Items Number (SIN) as listed within the GSA schedule SIN 132 51 – Information Technology Professional Services. The ordering period is 25 November 2014 through 24 November 2017. These BPAs are available for use by all Navy and Marine Corps agencies.

<u>Customer Technical Representative Support Services</u>	
<u>132 51</u>	Information Technology Professional Services

This guide is intended to simplify the rules for solicitation and competition so the benefits of using the BPAs can be realized.

Since the BPAs were awarded in accordance with Federal Acquisition Regulations (FAR) subpart 8.405 against Federal Supply Schedule (FSS) contracts, the process for placing orders must be consistent with the procedures outlined by FAR Subpart 8.4 and Department of Defense FAR Supplement (DFARS) Subpart 208.4. This means competition among the BPA vendors is still required. However you will have flexibility in satisfying your requirement when using the Navy Customer Technical Representative Support Services BPAs.

Compliance with Regulations:

FAR 8.405-3(c) (2)

(i) Orders at or below the micro-purchase threshold. The ordering activity may place orders at or below the micro-purchase threshold with any BPA holder that can meet the agency needs. The ordering activity should attempt to distribute any such orders among the BPA holders.

(ii) Orders exceeding the micro-purchase threshold but not exceeding the simplified acquisition threshold.

(A) The ordering activity must provide each multiple-award BPA holder a fair opportunity to be considered for each order exceeding the micro-purchase threshold, but not exceeding the simplified acquisition threshold unless one of the exceptions at 8.405-6(a)(1)(i), (which refers to limited sources), applies.

(B) The ordering activity need not contact each of the multiple-award BPA holders before placing an order if information is available to ensure that each BPA holder is provided a fair opportunity to be considered for each order.

(C) The ordering activity contracting officer shall document the circumstances when restricting consideration to less than all multiple-award BPA holders offering the required supplies and services.

(iii) Orders exceeding the simplified acquisition threshold.

(A) The ordering activity shall place an order in accordance with paragraphs (c)(2)(iii)(A)(1), (2) and (3) of this paragraph, unless the requirement is waived on the basis of a justification that is prepared and approved in accordance with 8.405-6(a)(1)(i), (which refers to limited sources). The ordering activity shall—

(1) Provide an RFQ to all BPA holders offering the required supplies or services under the multiple-award BPAs, to include a description of the supplies to be delivered or the services to be performed and the basis upon which the selection will be made;

(2) Afford all BPA holders responding to the RFQ an opportunity to submit a quote; and

(3) Fairly consider all responses received and make award in accordance with the selection procedures.

(B) The ordering activity shall document evidence of compliance with these procedures and the basis for the award decision.

Since the BPAs have been awarded against FSS contracts, FAR Part 13, Simplified Acquisition Procedures (except 13.303-2(c)(3)); Part 14, Sealed Bidding; and Part 15, Contracting by Negotiation do not apply.

Although the preference programs of FAR Part 19 are not mandatory, in accordance with FAR 8.405-5, ordering activity contracting officers may, at their discretion, set aside orders for any of the small business concerns identified in FAR 19.000. When setting aside orders, follow the ordering procedures for Federal Supply Schedules at 8.405-1, 8.405-2, and 8.405-3, and the specific small business program eligibility requirements identified in Part 19 apply.

DFARS 237.170

The DFARS 237 requirement for documenting use of non-DOD contracting vehicles does not apply to the BPAs. FLCN prepared the DFARS 237 determination for placement of the BPAs using non-DOD contracts (Federal Supply Schedules). The resulting BPAs are Navy contracting vehicles and do not require additional justification for use.

DASN Policy Memorandum: *Class Deviation – Determination of Fair and Reasonable Prices When Using Federal Supply Schedule* (April 2014) is in effect until incorporated in the Defense Federal Acquisition Regulation Supplement or rescinded. In accordance with the policy letter, “activity contracting officers are responsible for making a determination of fair and reasonable pricing when using Federal Supply Schedules...ordering activity contracting officers still are responsible for using proposal analysis techniques at FAR 15.404-1 to determine fair and reasonable pricing for individual orders, blanket purchase agreements (BPAs), and orders placed under BPAs. The complexity and circumstances of each acquisition should determine the level of analysis required.”

Soliciting Your Requirement:

Posting of a request for quotations on the General Services Administration’s electronic quote system, “e-Buy” (www.gsaAdvantage.gov), is one medium for providing fair notice to all BPA contractors. Buyers who are unfamiliar with GSA eBuy should reference the “eBuy Training” tab at the top of the GSA eBuy Home page for a tutorial

The BPAs are located within the GSA eBuy portal:

(https://www.ebuy.gsa.gov/advantage/ebuy/start_page.do).

- Once on the website login under “Government Buyers”
- Select “Prepare an RFQ”
- Search “NAVY CTR”

If RFQs are not posted to the corridor identified, the following language must be contained within the RFQ:

“This Request for Quotation (RFQ) and subsequent order is set-aside exclusively for only those authorized DoN/NAVSUP FLC Norfolk Blanket Purchase Agreement DoN GSA Customer Technical Representative Support Services suite holders. Quotes from other than these vendors will not be considered.”

After quotes have been received, evaluate them and then make a “Best Value” (**See Back-up Note) determination based on the evaluation criteria specified in the RFQ. NOTE **Regarding Best Value, ordering activities have considerable latitude in structuring their procurement and may consider both price and other factors (e.g., past performance, schedule or technical features) in selecting BPA vendors.

1. Place the Order

Ordering agencies may place orders for customer technical representative services through a Purchase Card transaction (actions below the purchase threshold of \$2,500 for acquisition of services subject to the Service Contract Act).

2. Documentation

The ordering activity must, at a minimum, include the following documentation in the purchase file:

Where no Statement of Work is required:

Name of the BPA vendor from which the service was purchased;

- A description of the service,
- Purchase price,
- If applicable, the circumstances and rationale for restricting consideration of BPA contractors to fewer than required,
- The basis for the award.

Where a Statement of Work is required

Name of the BPA vendor from which the service was purchased, and the name of BPA vendors considered;

- A description of the service,
- Purchase price
- Evaluation Criteria
- Rationale for any tradeoffs (if applicable)
- Price reasonableness determination
- The RFQ for orders exceeding the simplified acquisition threshold

Limited sources justification and approvals:

FAR 8.405-6

“Orders placed under Federal Supply Schedules are exempt from the requirements in Part 6. However, an ordering activity must justify its action when restricting consideration—

- (1) Of schedule contractors to fewer than required in [8.405-1](#) or [8.405-2](#);
or
- (2) To an item peculiar to one manufacturer (*e.g.*, a particular brand name, product, or a feature of a product, peculiar to one manufacturer). A brand name item, whether available on one or more schedule contracts, is an item peculiar to one manufacturer. Brand name specifications shall not be used unless the particular brand name, product, or feature is essential to the Government’s requirements, and market research indicates other

companies' similar products, or products lacking the particular feature, do not meet, or cannot be modified to meet, the agency's need."

THINGS ABOUT WHICH TO BE MINDFUL

Quality Assurance Surveillance Plans (QASPs) and Contracting Officer Representative (CORs)

Quality assurance policies and procedures are applicable at the individual order level and are the responsibility of acquiring activity. Requirements owners and their respective contracting activity must insure QASP and COR requirements are met and documented, as applicable to the specific requirement, and in accordance with specific agency requirements.

Inherently Governmental Functions

NAVSUP GLS provides a tool for requirements owners and buyers to consider when a service contract is contemplated. NAVSUP GLS buyers will find the tool and certification here:

<https://www.navsup.navy.mil/cks/referencelibrary> , (search on "Inherently Governmental Functions"). **Other agency-specific tools and forms may apply to your specific agency and your specific requirement. The following tool is provided for reference only:**

NAVSUP GLS GOVERNMENTAL FUNCTIONS DETERMINATION WORKSHEET (version 1, dated 8/28/13)		
A tool to be used by customers when "Service Contract" is contemplated		
"Inherently governmental function," as defined in section 5 of the Federal Activities Inventory Reform (FAIR) Act, Public Law 105-270, means a function that is so intimately related to the public interest as to require performance by Federal Government employees. The Office of Federal Policy Letter (OFPP) 11-01, Performance of Inherently Governmental and Critical Functions, provides the following examples of work that is inherently governmental. If the Services to be contracted involve any of the following functions listed below, then the function must be performed by federal government employees.		
Section A: ILLUSTRATIVE LIST OF INHERENTLY GOVERNMENTAL		
Answer "YES" or "NO" to the functions below that apply based on the work statement or the way the contract is performed. Any "YES" response to a function below must be performed in-house and cannot be contracted. Does this function:	YES	NO
1. Involve the direct conduct of criminal investigation?	<input type="checkbox"/>	<input type="checkbox"/>
2. Involve the control of prosecutions and performance of adjudicatory functions (other than those relating to arbitration or other methods of alternative dispute resolution)?	<input type="checkbox"/>	<input type="checkbox"/>
3. Involve the command of military forces, especially the leadership of military personnel who are performing a combat, combat support or combat service support role?	<input type="checkbox"/>	<input type="checkbox"/>
4. Involve combat?	<input type="checkbox"/>	<input type="checkbox"/>
5. Involve security provided under any of the circumstances set out below. This provision should not be interpreted to preclude contractors taking action in self-defense or defense of others against the imminent threat of death or serious injury:		
5a. Involve security operations performed in direct support of combat as part of a larger integrated armed forces?	<input type="checkbox"/>	<input type="checkbox"/>
5b. Involve security operations performed in environments where, in the judgment of responsible Federal official, there is a significant potential for security operations to evolve into combat. Where the U.S. military is present, the judgment of the military commander should be sought regarding the potential for the operations to evolve into combat?	<input type="checkbox"/>	<input type="checkbox"/>
5c. Involve security that entails augmenting or reinforcing others (whether private security contractors, civilians, or military units) that have become engaged in combat?	<input type="checkbox"/>	<input type="checkbox"/>
6. Involve the conduct of foreign relations and the determination of foreign policy?	<input type="checkbox"/>	<input type="checkbox"/>
7. Involve determination of agency policy, such as determining the content and application of regulations?	<input type="checkbox"/>	<input type="checkbox"/>
8. Involve determination of budget policy, guidance, and strategy?	<input type="checkbox"/>	<input type="checkbox"/>
9. Involve determination of federal program priorities or budget requests?	<input type="checkbox"/>	<input type="checkbox"/>
10. Involve selection or non-selection of individuals for federal government employment, including the interviewing of individuals for employment?	<input type="checkbox"/>	<input type="checkbox"/>
11. Involve direction and control of federal employees?	<input type="checkbox"/>	<input type="checkbox"/>
12. Involve direction and control if intelligence and counter-intelligence operations?	<input type="checkbox"/>	<input type="checkbox"/>
13. Involve approval of position descriptions and performance standards for federal employees?	<input type="checkbox"/>	<input type="checkbox"/>
14. Involve determination of what government property is to be disposed of and on what terms (although an agency may give contractors authority to dispose of property at prices with specified ranges and subject to other reasonable conditions deemed appropriate by the	<input type="checkbox"/>	<input type="checkbox"/>
15. Involve in Federal Procurement activities with respect to prime contracts:		
15a. Determining what supplies or services are to be acquired by the government (although an agency may give contractors authority to a acquire supplies at prices within the specified ranges and subject to other reasonable conditions deemed appropriate by the	<input type="checkbox"/>	<input type="checkbox"/>
15b. Participating as a voting member on any source selection boards?	<input type="checkbox"/>	<input type="checkbox"/>
15c. Approving of any contractual documents, including documents defining requirements, incentive plans, and evaluation criteria?	<input type="checkbox"/>	<input type="checkbox"/>
15d. Determining that prices are fair and reasonable?	<input type="checkbox"/>	<input type="checkbox"/>
15e. Awarding contracts?	<input type="checkbox"/>	<input type="checkbox"/>
15f. Administering contracts (including ordering changes in contract performance or contract quantities, making final determinations about a contractor's performance, including approving award fee determinations or past performance evaluations and taking actions based on those evaluations, and accepting or rejecting contractor products or services)?	<input type="checkbox"/>	<input type="checkbox"/>
15g. Terminating contracts?	<input type="checkbox"/>	<input type="checkbox"/>
15h. Determining whether contract costs are reasonable, allocable, and allowable?	<input type="checkbox"/>	<input type="checkbox"/>

Section A: ILLUSTRATIVE LIST INHERENTLY GOVERNMENTAL FUNCTIONS (continued)		
Answer "YES" or "NO" to the functions below that apply based on the work statement or the way the contract is performed. Any "YES" response to a function below must be performed in-house and cannot be contracted. Does this function:	YES	NO
15i. Participating as a voting member on performance evaluation boards?	<input type="checkbox"/>	<input type="checkbox"/>
16. Involve in the selection of grant and cooperative agreement recipients including:		
16a. Approval of agreement activities?	<input type="checkbox"/>	<input type="checkbox"/>
16b. Negotiating the scope of work to be conducted under grants/cooperative agreements?	<input type="checkbox"/>	<input type="checkbox"/>
16c. Approval of modifications to grant/cooperative agreement budget and activities?	<input type="checkbox"/>	<input type="checkbox"/>
16d. Performance monitoring?	<input type="checkbox"/>	<input type="checkbox"/>
17. Involve approval of agency responses to Freedom of Information Act requests (other than routine responses that, because of statute, regulation, or agency policy, do not require the exercise of judgment in determining whether documents are to be released or withheld), and the approval of agency responses to the administrative appeals of denials of Freedom of Information Act requests?	<input type="checkbox"/>	<input type="checkbox"/>
18. Involve conduct of administrative hearings to determine the eligibility of any person for a security clearance, or involving actions that affect matters of personal reputation or eligibility to participate in government programs?	<input type="checkbox"/>	<input type="checkbox"/>
19. Involve approval of Federal licensing actions and inspections?	<input type="checkbox"/>	<input type="checkbox"/>
20. Involve collection, control, and disbursement of fees, royalties, duties, fines, taxes and other public funds, unless authorized by statute, such as title 31 U.S.C. 952 (relating to private collection contractors) and title 31 U.S.C. 3718 (relating to private attorney collection services), but not including:	<input type="checkbox"/>	<input type="checkbox"/>
20a. Collection of fees, fines, penalties, costs or other charges from visitors to or patrons of mess halls, post or base exchange concessions, national parks, and similar entities or activities, or from other persons, where the amount to be collected can be readily controlled using standard cash management techniques?	<input type="checkbox"/>	<input type="checkbox"/>
20b. Routine voucher and invoice examination?	<input type="checkbox"/>	<input type="checkbox"/>
21. Involve control of the Treasury accounts?	<input type="checkbox"/>	<input type="checkbox"/>
22. Involve administration of public trusts?	<input type="checkbox"/>	<input type="checkbox"/>
23. Involve drafting of official agency proposals for legislation, congressional testimony, responses to audit reports from an inspector general, the Government Accountability Office, or other Federal audit entity?	<input type="checkbox"/>	<input type="checkbox"/>
24. Involve representation of the government before administrative and judicial tribunals, unless a statute expressly authorizes the use of attorneys whose services are procured through contract?	<input type="checkbox"/>	<input type="checkbox"/>

Section B: ILLUSTRATIVE LIST OF CLOSELY ASSOCIATED WITH INHERENTLY GOVERNMENTAL FUNCTIONS		
<p>Pursuant to the requirements of 10 U.S.C. 2463, special consideration to using Federal employees to perform closely associated functions is required. Furthermore, it is required to the maximum extent practicable to minimize reliance on contractors performing work closely associated with inherently governmental functions consistent with 10 U.S.C. 2330a. Office of Federal Procurement Policy (OFPP) Letter 11-01, Performance of Inherently Governmental and Critical Functions, provides the following examples of work that is closely associated with inherently governmental functions that may be performed by either Federal employees or contractors.</p>		
Answer "YES" or "NO" to the functions below that apply based on the work statement or the way the contract is performed. For "Yes" answers, provide explanation in Section C and identify corrective action(s) to be taken to eliminate or mitigate the risk of performing services that are closely associated to inherently governmental functions. Does this function:	YES	NO
1. Involve services in support of inherently governmental functions, including, but not limited to the following?	<input type="checkbox"/>	<input type="checkbox"/>
1a. Performing budget preparation activities, such as workload modeling, fact finding, efficiency studies, and should-cost analyses?	<input type="checkbox"/>	<input type="checkbox"/>
1b. Undertaking activities to support agency planning and reorganization?	<input type="checkbox"/>	<input type="checkbox"/>
1c. Providing support for developing policies, including drafting documents, and conducting analyses, feasibility studies, and strategy options?	<input type="checkbox"/>	<input type="checkbox"/>
1d. Providing services to support the development of regulations and legislative proposals pursuant to specific policy direction?	<input type="checkbox"/>	<input type="checkbox"/>
Section B: ILLUSTRATIVE LIST OF CLOSELY ASSOCIATED WITH INHERENTLY GOVERNMENTAL FUNCTIONS		
<p>Pursuant to the requirements of 10 U.S.C. 2463, special consideration to using Federal employees to perform closely associated functions is required. Furthermore, it is required to the maximum extent practicable to minimize reliance on contractors performing work closely associated with inherently governmental functions consistent with 10 U.S.C. 2330a. Office of Federal Procurement Policy (OFPP) Letter 11-01, Performance of Inherently Governmental and Critical Functions, provides the following examples of work that is closely associated with inherently governmental functions that may be performed by either Federal employees or contractors.</p>		
1e. Supporting acquisition, including the areas of:		
i) acquisition planning	<input type="checkbox"/>	<input type="checkbox"/>
I) conducting market research?	<input type="checkbox"/>	<input type="checkbox"/>
II) developing inputs for government cost estimates?	<input type="checkbox"/>	<input type="checkbox"/>
III) drafting statements of work and other pre-award documents?	<input type="checkbox"/>	<input type="checkbox"/>
ii) source selection	<input type="checkbox"/>	<input type="checkbox"/>
I) preparing a technical evaluation and associated documentation?	<input type="checkbox"/>	<input type="checkbox"/>
II) participating as a technical advisor to a source selection board or as a nonvoting member of a source selection evaluation board?	<input type="checkbox"/>	<input type="checkbox"/>
III) drafting the price negotiations and memorandums?	<input type="checkbox"/>	<input type="checkbox"/>
iii) contract management	<input type="checkbox"/>	<input type="checkbox"/>
I) assisting in the evaluation of a contractor's performance (e.g., by collecting information performing an analysis, or making a recommendation for a proposed performance rating?	<input type="checkbox"/>	<input type="checkbox"/>
II) providing support for assessing contract claims and preparing termination settlement documents?	<input type="checkbox"/>	<input type="checkbox"/>
1f. Preparation of responses to Freedom of Information Act requests?	<input type="checkbox"/>	<input type="checkbox"/>
2. Involve work situation that permits or might permit access to confidential business information or other sensitive information (other than situations covered by the National Industrial Security Program described in FAR 4.402(b))?	<input type="checkbox"/>	<input type="checkbox"/>
3. Involve dissemination of information regarding agency policies or regulations, such as conducting community relations campaigns, or conducting agency training courses?	<input type="checkbox"/>	<input type="checkbox"/>
4. Involve participation in a situation where it might be assumed that participants are agency employees or representatives, such as attending conferences on behalf of the agency?	<input type="checkbox"/>	<input type="checkbox"/>
5. Involve service as arbitrators or provision of alternative dispute resolution (ADR) services?	<input type="checkbox"/>	<input type="checkbox"/>
6. Involve construction of buildings or structures intended to be secure from electronic eavesdropping or other penetration by foreign governments?	<input type="checkbox"/>	<input type="checkbox"/>
7. Involve provision of inspection services?	<input type="checkbox"/>	<input type="checkbox"/>
8. Involve provision of legal advice and interpretations of regulations and statutes to government officials?	<input type="checkbox"/>	<input type="checkbox"/>
9. Involve provision of non-law-enforcement security activities that do not directly involve criminal investigations, such as prisoner detention or transport and non-military national security details?	<input type="checkbox"/>	<input type="checkbox"/>

Certification of Non-Personal Services Contract

NAVSUP GLS provides this tool for requirements owners and buyers to consider when a service contract is contemplated. NAVSUP GLS buyers will find the tool and certification here:

https://www.navsup.navy.mil/cks/search_results?ms=personal+services

(search on "Personal Services"). **Other agency-specific tools and forms may apply to your specific agency and specific requirement. The following tool is provided for reference only:**

Certification of Non-Personal Services Contract Request for Services Contract Approval (DFARS PGI 237.503)

This certification and enclosed worksheet is designed to ensure that the agency does not award a personal-services contract unless specifically authorized by statute (e.g., 10 U.S.C. 129b, 5 U.S.C. 3109, or 10 U.S.C. 1091). Therefore, this documentation should be completed in conjunction with the submission of a service-contract requirement to the contracting officer.

A personal services contract is characterized by the employer-employee relationship it creates between the Government and the contractor's personnel. The Government is normally required to obtain its employees by direct hire under competitive appointment procedures required by civil service laws. Obtaining personal services by contract, rather than by direct hire, circumvents those laws unless Congress has specifically authorized acquisition of the services by contract.

An employer-employee relationship under a service contract occurs when the Government exercises relatively continuous supervision and control over contractor personnel performing the contract.

Upon considering the information above and the worksheet below, I certify that this requirement does not include an unauthorized personal services arrangement, either in the way the work statement is written or in the manner in which the resulting contract will be managed and overseen.

Printed Name, Grade, Title, of Requiring Activity Representative and Date

Signature: _____

Perk Personal Services (The following descriptive elements from FAR 37.104 should be used as a guide to assess whether or not a proposed contract is personal in nature. If the answer to any of the items below is "YES," then additional measures should be taken to ensure the contract is not administered so as to create an employer-employee relationship between the Government and the contractor's personnel and result in an unauthorized personal services contract.)	YES	NO
1. Contractor personnel are performing on a Government site.		
2. Principal tools and equipment are furnished by the Government.		
3. Services are applied directly to the integral effort of the agency or an organizational subpart in furtherance of assigned function or mission.		
4. Comparable services meeting comparable needs are performed in this agency or similar agencies using civil-service personnel.		
5. The need for the service provided can reasonably be expected to last beyond one year.		

6. The inherent nature of the service, or the manner in which it is to be provided, reasonably requires (directly or indirectly) Government direction or supervision of contractor employees in order to: (a) adequately protect the Government's interest; (b) retain control of the function involved; or (c) retain full personal responsibility for the function supported in a duly authorized Federal officer or employee.

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