

FIXED SATELLITE SERVICES (GSA IT SCHEDULE 70)



CUSTOMER ORDERING GUIDE

COMMERCIAL SATELLITE COMMUNICATIONS CENTER

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TABLE OF CONTENTS

1.0 OVERVIEW.....	1
1.1 Purpose and Scope.....	1
1.2 Introduction.....	1
2.0 ROLES AND RESPONSIBILITIES	2
2.1 Key Stakeholder Roles and Responsibilities	2
3.0 SCHEDULE 70 ORDERING PROCESS OVERVIEW.....	3
4.0 KEY CONSIDERATIONS OF COMMERCIAL SATCOM.....	4
4.1 Cost	4
4.2 Host Nation Agreements and Landing Rights.....	4
4.3 Potentially Limited Commercial SATCOM Coverage.....	5
4.4 Transponder Availability	5
4.5 Consider Lease versus Purchase of Terminals.....	5
5.0 PRELIMINARY ACTIONS REQUIRED BEFORE STARTING THE ORDERING PROCESS.....	6
5.1 Obtain SATCOM Data Base	6
5.2 Obtain Wide Area Workflow Account	6
5.3 Obtain Justification and Approval.....	6
6.0 SCHEDULE 70 ORDERING PROCESS.....	7
6.1 Contact the appropriate SATCOM Support Center.....	8
6.2 Complete a Satellite Access Request / Gateway Access Request	8
6.3 Define the Requirement as Assisted by the SSC	9
6.3.1 Complete the Commercial Satellite Service Request	9
6.3.2 Complete a Performance Work Statement	9
6.3.3 Complete a J&A (as Applicable)	10
6.3.4 Submit "DRAFT" Requirements Package to the RSSCs/GSSC	10
6.4 Review IGCE As Provided By the COMSATCOM Center.....	10
6.5 Formally Submit Requirements to RSSCs/GSSC	11
6.6 COMSATCOM Center Prepares the Requirements Package	12
6.7 DITCO Receives the Requirements Package.....	13
6.8 Vendors Submit Quotes.....	13
6.9 COMSATCOM Center and DITCO Evaluate Proposals	13
6.10 DITCO Makes Award	13
6.11 Vendor Provides Service	14
6.12 COMSATCOM Center Provides Post Award Service.....	14

LIST OF FIGURES AND TABLES

Table 2-1: Stakeholder Roles and Responsibilities.....	2
Figure 3-1: Schedule 70 Ordering Process Summary	3
Table 4-1: COMSATCOM Fees	4
Figure 6-1: COMSATCOM Ordering Process Overview	7
Table 6-2: SSC Support Matrix.....	8
Table 6-3: MIPR Instructions.....	12
Table 6-4: Documents Provided by COMSATCOM Center.....	13

1.0 OVERVIEW

1.1 Purpose and Scope

The purpose of this guide is to provide Commercial Satellite Communications (COMSATCOM) Center customers with information and guidance on ordering commercial satellite communications (COMSATCOM) using the General Services Administration (GSA) Schedule 70 contract vehicle available under the Future Commercial Satellite Communications Services Acquisition (FCSA). Under FCSA COMSATCOM customer orders are placed on GSA Schedule 70 or one of two GSA Indefinite Delivery/Indefinite Quantity (ID/IQ) contracts. This guide outlines responsibilities of the customer, the COMSATCOM Center, Procurement Logistics Directorate (PLD), and vendors for orders placed on Schedule 70. Additional information regarding Schedule 70 is available at <http://www.gsa.gov/satserv>.

The scope of this document will focus on Schedule 70 and its services on Special Item Numbers (SINs) 132-54 and 132-55 to exclude Inmarsat and Iridium services. The General Services Administration (GSA) Custom SATCOM Solutions (CS2) ID/IQ contract vehicles and requests for Inmarsat and Iridium services will be fulfilled using different ordering processes. This document will discuss the COMSATCOM Center Schedule 70 ordering processes in detail and address process changes required to award requirements on the contract vehicle. The COMSATCOM Center will help customers meet their needs using Schedule 70 to the fullest extent possible and if vendors are not able to meet the requirements, the COMSATCOM Center will work with the customers to meet their needs through other processes.

1.2 Introduction

The FCSA contract vehicles provide transition from the DSTS-G and Inmarsat contract vehicles to the new set of COMSATCOM contract vehicles established through the FCSA. FCSA contract vehicles are comprised of the GSA Schedule 70 SIN for both Transponded Capacity (SIN 132-54) and Subscription Services (SIN 132-55), as well as GSA's CS2 ID/IQ contract vehicles.

Two service types are defined for Schedule 70:

- GSA Schedule 70 SIN 132-54, Transponded Capacity: Dedicated bandwidth and power on a communications satellite in any available COMSATCOM frequency band, including, but not limited to, L-, S-, C-, X-, Ku-, extended Ku-, Ka-, and UHF.
- GSA Schedule 70 SIN 132-55, Subscription Services: Pre-existing, pre-engineered FSS and/or MSS solutions, typically including shared or dedicated satellite resources, ancillary terrestrial components, and Contractor specified networks and equipment, in any available COMSATCOM frequency band.

2.0 ROLES AND RESPONSIBILITIES

2.1 Key Stakeholder Roles and Responsibilities

Outlined below is a high-level view of the key stakeholders and their responsibilities in executing the COMSATCOM Ordering Process. Table 2-1 provides a high level view of the customer, the COMSATCOM Center, Defense Information Technology Contracting Organization (DITCO), and vendor roles and responsibilities.

Key Stakeholders	Roles and Responsibilities
Customer	<ul style="list-style-type: none"> • Initiates the ordering process and communicates their unique mission need and service requirements • Contacts the Regional SATCOM Support Center/Global SATCOM Support Center (RSSC/GSSC) to procure a solution to meet their unique mission need
COMSATCOM Center	<ul style="list-style-type: none"> • Helps customers define and develop requirements • Prepares Independent Government Cost Estimates (IGCEs) • Conducts technical review of vendor quotes • Functions as the Contracting Officer Representative/Task Monitor (COR/TM)*
DITCO	<ul style="list-style-type: none"> • Leads all the contracting aspects of the task order
Vendor	<ul style="list-style-type: none"> • Provides DITCO Procuring Contracting Officer (PCO) with quotes of specific solutions for the customer's (end users) requirements

*Responsibility will transition to the customer in the future

Table 2-1: Stakeholder Roles and Responsibilities

The following sections provide the information customers need to know prior to ordering COMSATCOM services. Also provided are details on the ordering process once customers are ready to develop their requirements.

3.0 SCHEDULE 70 ORDERING PROCESS OVERVIEW

The COMSATCOM Center Ordering Process encompasses all activities performed in the ordering of COMSATCOM, from initial customer contact to COMSATCOM service setup. The COMSATCOM Center provisions COMSATCOM for Department of Defense (DoD) customers, providing the best solution to meet their mission needs at reasonable cost.

The Schedule 70 Ordering Process encompasses all activities performed in the acquisition of COMSATCOM services for customers and involves multiple responsible parties internal and external to the COMSATCOM Center. Figure 3-1 provides an overview of the process for service delivery.



Figure 3-1: Schedule 70 Ordering Process Summary

The Schedule 70 Ordering Process is initiated when a customer contacts the RSSCs/GSSC with a COMSATCOM requirement. The customer's requirements are developed and completed with the assistance of the COMSATCOM Center and submitted to DITCO. The contracting office prepares a Request For Quote (RFQ) and distributes it to vendors, who submit quotes in response to the inquiry. The quotes are evaluated, an award is made, and service set-up begins.

4.0 KEY CONSIDERATIONS OF COMMERCIAL SATCOM

When considering COMSATCOM to augment MILSATCOM shortages, several issues exist which must be considered prior to making any type of commitment. As with any system provided to the Warfighter, sufficient quality, reliability, and security must be assured before government funds can be dedicated. The following sections provide an overview of key considerations that should be taken into account when leasing COMSATCOM capabilities.

4.1 Cost

Cost of COMSATCOM is a function of many technical and market factors. There are numerous components to consider when entering into COMSATCOM lease.

Some cost influencing factors include:

- Market conditions
- Bandwidth required Location
- Terminal type and antenna size
- Duration of lease
- Frequency band and polarization
- Available modulation and coding options

Each requirement must be fully funded by a customer, or group of customers. Because of the customized nature of the commercial satellite services, the price varies for each customer requirements. The total price to the customer for each requirement includes two fees:

Fee	Fee Amount
COMSATCOM Center's customer support fee	2.362%
DITCO's contract service fee	2.000%

Table 4-1: COMSATCOM Fees

The customer support fee covers charges associated with support provided by the COMSATCOM Center including analysis of customer requirements and alternatives, technical evaluation boards, provisioning, activation and management of services. The goal is to set a customer support fee that creates sufficient revenue to recover actual cost; nothing more or less. Customers can access the DDOE website to obtain additional fee information at <https://www.disadirect.disa.mil/products/asp/welcome.asp>.

NOTE: The COMSATCOM Center will provide customers with an IGCE before formally submitting their requirement for service. Please keep in mind the IGCE does not contain the COMSATCOM Center's customer support fee or DITCO's contract service fee. Please see Section 6.4: Review IGCE as Provided by the COMSATCOM Center.

4.2 Host Nation Agreements and Landing Rights

Commercial satellite requirements operating in foreign locations may require Host Nation Approval (HNAs, Frequency Clearances (FC), and/or Landing Rights (LR). The vendor can acquire the appropriate HNA/FC/LR for the customer, but please consider the additional cost in

this area as well as the additional timeframe to file and acquire the permissions, dependent on the country.

4.3 Potentially Limited Commercial SATCOM Coverage

C-Band coverage tends to be uniform due to the type of satellite beam used. Ku and Ka band transponders, however, tend to use spot beams to narrowly focus the satellite's signal energy into populated (customer-dense) areas. Blue water coverage for Ku and Ka is extremely limited.

4.4 Transponder Availability

Usually a substantial portion of transponder capacity on commercial spacecraft is leased to anchor customers prior to launch to ensure there is sufficient business justification. In addition, several satellite vendors have launched newer spacecraft prior to the end of life of the spacecraft they were intended to replace, in an effort to capture a greater portion of increased video and Internet traffic. The older, but still very capable, spacecraft are sometimes moved to orbital slots that may have previously been unoccupied.

C4 planners cannot assume availability on any given satellite to be available when needed. Availability of commercial SATCOM resources is continuously in flux. When there is a known requirement, action must be taken as quickly as possible by the planners to assure access to a particular transponder, coverage area and bandwidth. There is no way to know if bandwidth is available until a user attempts to lease it.

4.5 Consider Lease versus Purchase of Terminals

On 10 November 1998 a MEMORANDUM OF AGREEMENT was agreed to and signed among DISA and Project Manager, MILSATCOM and US Army Communications-Electronics Command (CECOM). This Memo was on commercial satellite earth terminal acquisitions for the Defense Information System Network (DISN) Commercial Satellite Communications Initiative (CSCI) Program stating the US Army maintains the mission to PM MILSATCOM and CECOM Fort Monmouth to acquire (purchase) ground-based commercial satellite terminals. This agreement did not include leased terminals that are part of a DISN contracted service under the contract vehicle.

To purchase commercial SATCOM earth terminals, customers can contact the following office:

PM-WIN-T Commercial SATCOM Terminal Program
Coml 732-532-5098
DSN 312-992-5098
FAX 5480

5.0 PRELIMINARY ACTIONS REQUIRED BEFORE STARTING THE ORDERING PROCESS

5.1 Obtain SATCOM Data Base

The COMSATCOM Center will not process a commercial satellite requirement if a customer does not have a valid SATCOM Data Base (SDB) or a waiver for a SDB. The SDB is initiated, owned, and validated by the Joint Staff (CJCSI 6250.01D) through the Joint SATCOM Panel (JSP) and maintained by DISA through the Joint SATCOM Panel Administrator (JSPA). The SDB is the sole Joint Staff validated database to approve and track all current and future DoD SATCOM needs. While the JSP may approve a requirement in the SDB, the SDB does not guarantee that access will be authorized.

The SDB application shall be submitted using the SATCOM Data Base Request via the database and following the instructions. Customers can reference the SATCOM Data Base Requirement User's Guide which is available on the COMSATCOM Center's website at <http://disa.mil/satcom/sco/about.html>. Procedures for acquiring an SDB number are also outlined in CJCSI 6250.01D.

5.2 Obtain Wide Area Workflow Account

Register/establish a Wide Area Workflow (WAWF) account to eliminate paper transactions and automate payment documents. Customers need to obtain an account for all billing transactions. Doing so allows vendors to electronically submit invoices and receive reports and customers to inspect, accept, receive, and pay electronically. The WAWF access information is available at <http://www.ditco.disa.mil/hq/WAWF/>.

5.3 Obtain Justification and Approval

Generally, a Justification and Approval (J&A) is required for sole source acquisitions exceeding the Simplified Acquisition Threshold. The justification shall cite that the acquisition is conducted under the authority of the Multiple Award Schedule Program. The customer is responsible for the development of the J&A with help and guidance from the servicing DISA SSC or COMSATCOM Center. The J&A template is available on the COMSATCOM Center's website at <http://disa.mil/satcom/sco/about.html>.

6.0 SCHEDULE 70 ORDERING PROCESS

The Ordering Process is made up of five phases: Requirements Development, Requirements Completion & Funding Validation, Contract Development & Proposal Evaluation, Contract Award, and Post Award. Customers work with their SSCs in the Requirements Development phase and once the process enters the Requirements Completion & Funding Validation phase, the COMSATCOM Center helps manage the request all the way through. Figure 6-1 depicts overview of the five phases of the Ordering Process.

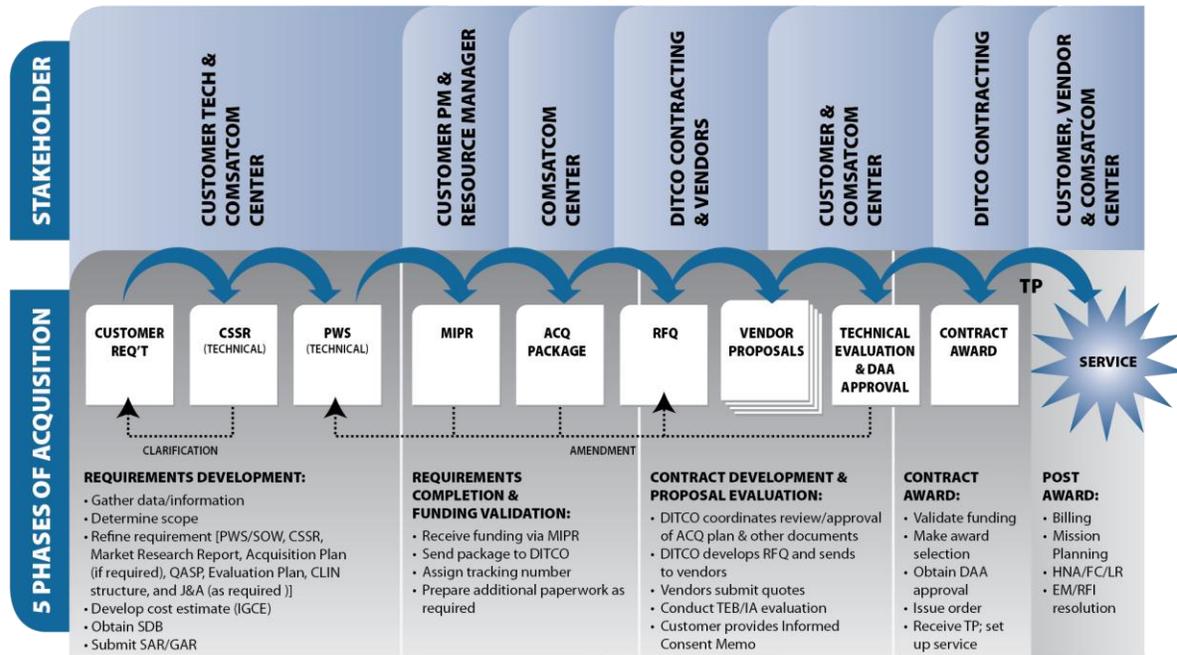


Figure 6-1: COMSATCOM Ordering Process Overview

In the Requirements Development, the customer contacts the RSSCs/GSSC to procure a solution to meet their unique mission need and is assigned a Customer Account Manager (CAM) to aid in the development of the customer's service requirements. Customers develop the PWS/SOW, CSSR, Acquisition Plan, and J&A (if required). The COMSATCOM Center prepares all other documentation. When the requirements are complete, the process continues to Cost Estimation, where the Cost Estimator (CE) performs a link budget and develops an IGCE based on the customer's requirements and provides the cost estimate to the CAM.

In the Requirements Completion and Funding Validation, the customer submits their complete requirement to their RSSCs/GSSC. Customers submit funding for the base period of performance via the Military Interdepartmental Purchase Request (MIPR). This amount is based on the IGCE. The requirements package is submitted to DITCO.

In the Contract Developmental and Proposal Evaluation, DITCO coordinates review and approval of requirements package, including the Acquisition (ACQ) Plan. DITCO posts the Request for Quote (RFQ) to the vendors via GSA eBuy and vendors submit their quotes. The Technical Evaluation Board (TEB) members provide the technical and Information Assurance evaluation.

In the Contract Award and Service Setup, If the proposal recommended for award is noncompliant with minimum requirements for IA, the IA Manager (IAM) must obtain both customer informed consent memo and Designated Approval Authority (DAA) approval to award the proposed solution. Once funding is validated and DAA approval granted, if necessary, DITCO makes the award to the winning vendor, who submits a Transmission Plan (TP) to the CAM and begins service setup.

In the Post Award, billing is coordinated through the WAWF and any service set-up issues are resolved between the customer, COMSATCOM Center, and vendor.

6.1 Contact the appropriate SATCOM Support Center

Once the customers have identified their requirements and obtained the SDB number and J&A (if applicable), they can contact their representatives. Table 6-2 provides a matrix of which SATCOM Support Center (SSC) supports specific COCOMs.

COCOM RESPONSIBILITIES				
COCOM	GSSC	RSSC CONUS	RSSC Europe	RSSC Pacific
AFRICOM			X	
CENTCOM		X		
EUCOM			X	
JFCOM		X		
NORTHCOM	X			
PACOM				X
SOCOM		X		
SOUTHCOM		X		
STRATCOM	X			
TRANSCOM	X			
OTHER CUSTOMERS				
CJCS	X			
DoD	X			
SECDEF	X			
WHCA	X			
Defense Agencies National Users	X			
Others Not Assigned to RSSC	X			

Table 6-2: SSC Support Matrix

Based on your COCOM, please select your appropriate SSC listed in Appendix A. If there are any issues contacting your SSC, please contact the COMSATCOM Center for assistance.

6.2 Complete a Satellite Access Request / Gateway Access Request

Customers are required to submit a Satellite Access Request (SAR) / Gateway Access Request (GAR) through their respective RSSCs/GSSC outlining their commercial SATCOM requirements. A SAR is part-1 of the SAR/GAR document. This is the formal document submitted by the customer through their operational chain to the appropriate RSSCs/GSSC to request satellite

access and services for a SATCOM missions. The SAR portion provides the mission-specific information to acquire satellite resources to support the requested SATCOM mission. SAR should be submitted with other pertinent documentation for acquiring COMSATCOM (CSSR, etc). Once the Part-1 requirements are awarded and put on contract, a Satellite Access Authorization (SAA) is generated for the requested mission by the RSSCs/GSSC.

Gateway Access Request (GAR) is a part-2 of the SAR/GAR document and it provides the detailed information necessary to request, schedule, and configure SATCOM gateway access. The GAR will be used to request GIG Gateway/STEP Facility/Interim Teleport accesses worldwide for Defense Information Systems Network (DISN) Services. The message format to be used for this portion of the SAR/GAR is located in the DISA Global CONEX Planning Guide.

NOTE: APPENDIX 1 TO ANNEX N TO DISA GLOBAL CONEXPLAN GUIDE 01-2003 and Army Space Circular-1, ASC-1, Volume 1, V2.0 dated, 20 September 2000 provides guidance on how to complete the SAR/GAR.

6.3 Define the Requirement as Assisted by the SSC

6.3.1 Complete the Commercial Satellite Service Request

A Commercial Satellite Service Request (CSSR) is a Microsoft Excel® spreadsheet provided and used by the COMSATCOM Center to help the customer identify and list their operating locations and terminal, modem, and link parameter specifications. This document is an important piece of the acquisition requirement package and it is used for the COMSATCOM Center to develop an IGCE and it is always forwarded along with all other customer requirement documents (i.e., funding document, PWS, etc.) to DITCO and the vendor. Please see Appendix B for sample blank CSSR. The CSSR is also available on the COMSATCOM Center's website at <http://disa.mil/satcom/sco/about.html>.

6.3.2 Complete a Performance Work Statement

Complete a Performance Work Statement (PWS) and submit a Quality Assurance Surveillance Plan (QASP), along with any applicable network diagrams that further details the COMSATCOM needs. A PWS template is a document provided by the COMSATCOM Center that describes a need in sufficient detail to allow commercial vendors to perform work or provide goods or services to satisfy a need. A PWS does not describe 'how' a need will be satisfied but will describe the 'what' and the standards against which the 'how' will be evaluated. A PWS can also be used to detail plans if changes are expected during the life cycle of the requirement, i.e. increasing or decreasing the scope of requirement, possibility of additional bandwidth needs, possibility of Host Nation Approval (HNA), Frequency Clearance, or Landing Right type needs, contract deliverables, etc. The QASP is a document that indicates the method by which quality surveillance will be conducted. The following are acceptable forms of surveillance:

- **100 Percent Inspection.** This is usually only the most appropriate method for infrequent tasks or tasks with stringent performance requirements, e.g., where safety or health is a concern. With this method, performance is inspected/evaluated at each occurrence. One hundred percent inspection is too expensive to be used in most cases.
- **Random Sampling.** This is usually the most appropriate method for recurring tasks. With random sampling, services are sampled to determine if the level of performance is acceptable. Random sampling works best when the number of instances of the services being performed is very large and a statistically valid sample can be obtained. Computer programs may be available to assist in establishing sampling procedures.

- **Periodic Inspection.** These services are monitored weekly, monthly, quarterly, semiannually, annually, etc. Periodic types of activities are perfect for periodic inspection because not only are they infrequent, but there is normally a predetermined, specified time frame within which the tasks must be accomplished. Therefore, the exact time to conduct the evaluations is known. Periodic inspections automatically become 100 percent evaluations or "100 percent checks." Inspections should be divided and scheduled by frequency: annual, semiannual, quarterly, monthly, weekly and as required. Sometimes services are required for which the time or frequency cannot be predicted, such as accident investigations, one-time special tasking by higher headquarters, etc. These would be labeled "as required inspections." Others are known and predictable such as the quarterly status report or the monthly travel report currently included in some DISA service contracts.
- **Customer Input.** Although usually not a primary method, this is a valuable supplement to more systematic methods. For example, in a case where random sampling indicates unsatisfactory service, customer complaints can be used as substantiating evidence. In all cases, complaints should be documented, preferably on a standard form.

The PWS template is available on the COMSATCOM Center's website at <http://disa.mil/satcom/sco/about.html>.

6.3.3 Complete a J&A (as Applicable)

A J&A is a specifically formatted MS Word document that a customer (specifically the Program Manager) uses if he/she intends to submit a requirement that limits full and open competition or requires a brand name justification (a specific satellite or transponder constitutes a brand name). This includes requirements that dictate use of a specific vendor, sub-vendor, specific DoD teleport, or commercial gateway.

NOTE: J&As are expected to be the exception, not the rule. All J&As must be approved by the contracting officer (KO) or levels higher than the KO based on the value of the acquisition. Justifications are heavily scrutinized and are not automatically approved.

The J&A template is also available on the COMSATCOM Center's website at <http://disa.mil/satcom/sco/about.html>.

These documents are part of the requirements package assembled by the COMSATCOM Center and later sent to DITCO.

6.3.4 Submit "DRAFT" Requirements Package to the RSSCs/GSSC

The "draft" requirements package is submitted by the customer to their designated telecommunications certification office via e-mail.

6.4 Review IGCE As Provided By the COMSATCOM Center

The IGCE evaluates the contract base and option year costs of a lease for transponder bandwidth in addition to any components necessary for the specific COMSATCOM services solution. Other components include terrestrial segment/backhaul, equipment, teleport, monitoring and control (M&C), and HNA.

In addition to space segment costs other elements contribute to the estimated cost of COMSATCOM service, including terrestrial (ground) segment costs, equipment costs, teleport

costs, and HNA costs. There are other costs such as frequency clearances and landing rights, which are typically not included but may add to the cost of a COMSATCOM service.

IGCE results are given to the customer in a range bound by a maximum and minimum estimated cost for the requirement. The range takes into account two possible variances in the estimate:

- Bandwidth Requirement - Requirements can often be met by multiple satellites, due to differences in the satellite location and the technical specification of a satellite, bandwidth requirement for the same throughput could differ between satellites and cause changes in requirement.
- Bandwidth Market Price - Bandwidth cost estimate is derived from historical COMSATCOM costs and market research forecast prices. Estimated cost from the two sources may vary depending on the relevancy of historical COMSATCOM data.

6.5 Formally Submit Requirements to RSSCs/GSSC

After above have been accomplished working with the SSC, the customer or customer's Resource Manager formally submits the requirements package to include IGCE and MIPR to RSSCs/GSSC. The package undergoes an electronic coordination process and once fully coordinated/approved the package becomes a funding document. The funding document is electronically generated and distributed via email. Table 6-4 provides descriptions for all 17 blocks on the MIPR. Certain aspects of the MIPR will remain the same while others will vary depending on customer requirements and the RSSCs/GSSC are able to assist with customer questions.

Block #	Description
1	Number of pages
2	Four-digit Federal Stock Class code for the equipment (optional)
3	This may be left blank at the activity's choosing, but may be used as a location for a tracking number
4	Date prepared
5	MIPR # (Document Number)
6	"BASIC" or Amendment number
7	DISA/DITCO-Scott PL8222 ATTN: Erica Potthast 2300 East Drive Scott AFB, IL 62225-5406
8	Customer address
9A	Item # (Purpose of MIPR)
9B	Description of what's being purchased, Technical and Financial POCs, Period of Performance, TPN #, and Support Agreement number if applicable (Capital Asset Tracking # for Procurement); provide 2 fee line items: COMSATCOM Center customer support fee (2.73%) and DITCO's contract service fee (2.00%)
9C	Quantity
9D	Unit
9E/F	Cost per unit and total cost
10	Notice of attachments including delivery schedule and shipping
11	Grand total (includes all amendments plus basic)
12	Transportation method
13	DFAS Columbus ATTN: DFASCO/JAABC PO BOX 182317
14	List the appropriation accounting data used to fund the purchase; provide the OSD PE in the LOA
15	Authorizing Officer
16	Signature
17	Date signed

Table 6-3: MIPR Instructions

The MIPR should match the IGCE provided by the COMSATCOM Center. If the actual cost is less than the IGCE, DITCO CFE will return the excess funds. Conversely, if the actual cost is over the IGCE, the MIPR will need to be amended prior to award to reflect the actual cost.

6.6 COMSATCOM Center Prepares the Requirements Package

Upon receipt of the "draft" requirements package, the COMSATCOM Center prepares and sends a "final" requirements package to DITCO which contains the CSSR, SOW/PWS, J&A, IGCE, MIPR, Information Assurance (IA) compliance matrix, CLIN structure, network diagrams, and any other documents applicable to the requirement (see Table 6-4). The CSSR is thoroughly reviewed and quality checked by the COMSATCOM Center for technical accuracy and completeness, which is necessary for the development of the IGCE.

In addition to the CSSR, PWS, and J&A (if required), several other documents are required to complete the requirements package. These documents are prepared by the COMSATCOM Center in coordination with the customers who review and approve prior to submitting the “final” package to DITCO. Table 6-3 lists the documents completed by the COMSATCOM Center.

Document	Description
Acquisition Plan (over \$50M)	Full ACQ plan over \$50M
CLIN Structure	Proper Contract Line Item Number structure
Determination & Findings (Aggregation)	Aggregation of requirements and its benefits
Evaluation Plan	Standard evaluation plan
IA Compliance Matrix	Required IA compliance and MAC level
IGCE	Independent Government Cost Estimate
Informed Consent Memo	Signed memo from customer and Designated Approval Authority for noncompliant IA
Market Research	Vendor research to support IGCE
Requirements Checklist	Quality assurance checklist of all documents in requirements package

Table 6-4: Documents Provided by COMSATCOM Center

The COMSATCOM Center makes every effort to minimize the paperwork necessary in the requirements package. Within the documents prepared by COMSATCOM Center, customers are asked to provide input to the Acquisition Plan, Evaluation Plan, Market Research, Requirements Checklist, and Informed Consent Memo and sign them upon completion.

6.7 DITCO Receives the Requirements Package

Upon receipt of the Requirements Package, the DITCO Contracting Officer (KO) assigns the requirement to a Contract Specialist. The Contract Specialist prepares a RFQ and posts it on GSA e-Buy.

6.8 Vendors Submit Quotes

The vendors bid on the requirement by submitting technical and price quotes for evaluation within a pre-established period of time.

6.9 COMSATCOM Center and DITCO Evaluate Proposals

All quotes are evaluated in two ways: DITCO performs a cost and past performance evaluation and concurrently the COMSATCOM Center Technical Evaluation Board (TEB) examines the technical merits of each bid. If the evaluation criterion is Lowest Price, Technically Acceptable (LPTA), DITCO awards to the lowest bidder with a quote that is technically acceptable.

If the criterion is Best Value Tradeoff Process, the TEB ranks the technically sufficient bids in accordance with the Customers Evaluation Criteria, and DITCO determines if best value tradeoff is required. The customers can provide input to the TEB or participate in the board.

6.10 DITCO Makes Award

The KO/Contract Specialist (after technical, price, and past performance evaluations are conducted) awards the requirement to the winning vendor.

6.11 Vendor Provides Service

After receipt of the award notice, the winning vendor is authorized to provide service. The winning vendor finalizes any necessary leases and licensing and provides a Transmission Plan (TP) at least 24 hours before the service start date. This process culminates with the delivery of a Satellite Access Authorization (SAA) to the customer from the RSSCs/GSSC. Please note the following Schedule 70 delivery options:

- Responsiveness – Ability to Provision Services in:
 - Standard Delivery – 15 calendar days or fewer
 - Extended Delivery – 90 calendar days or fewer
 - Accelerated Delivery – 7 calendar days or fewer
 - Time-Critical Delivery – 4 hours or fewer

6.12 COMSATCOM Center Provides Post Award Service

The vendor issues the completion report and complete status acquisition memo to the COMSATCOM Center, DITCO, and RSSCs/GSSC. The RSSCs/GSSC receives the vendors' required reports as they occurred and monthly outages report. The RSSCs/GSSC maintains contact with customers to manage their Contract Line Item Numbers (CLINs) during appropriate Period of Performance. The GSSC manages day-to-day operations of the bandwidth and is the focal point for problem resolution with the vendor/satellite provider. They also provide assistance for any billing, mission planning, HNA, FC, LR, and radio frequency interference/electromagnetic interference (RFI/EMI) issues.

APPENDIX A: POINTS OF CONTACTS

Points of Contacts	Phone
COMSATCOM Center Services Division Fax: 703-882-2887 www.disa.mil csb@disa.mil	(301) 225-2365
Financial	(301) 225-2248
GSSC	(719) 554-0927/4304 (DSN 692)
RSSC-CONUS	(813) 828-6836/6841 (DSN 968)
RSSC-EUR	(314) 434-5230 (DSN 314)
RSSC-PAC	(808) 656-1249/4440 (DSN 315)

APPENDIX B: ACRONYM LIST

ACRONYM	DESCRIPTION
CAM	Customer Account Manager
CE	Cost Estimator
CECOM	Communications-Electronics Command
CFE	Chief Financial Executive
CLIN	Contract Line Item Number
COCOMs	Combatant Commands
COMSATCOM	Commercial Satellite Communications
COR	Contracting Officer Representative
CSCI	Commercial Satellite Communications Initiative
CSSR	Commercial Satellite Service Request
DDOE	DISA Direct Order Entry
DISA	Defense Information Systems Agency
DISAC	Department of Defense Information Security Analysis Center
DISN	Defense Information Systems Network
DITCO	Defense Information Technology Contracting Organization
DITCO PCO	DITCO Procuring Contracting Officer
DoD	Department of Defense
DSTS-G	DISN Satellite Transmission Services - Global
EMI	Electromagnetic Interference
ESA	Engineering Services Advisor
FC	Frequency Clearances
FCSA	Future COMSATCOM Services Acquisition
FSS	Fixed Satellite Services
GAR	Gateway Access Request
GSSC	Global SATCOM Support Center
HNA	Host National Approval
IA	Information Assurance
IAM	Information Assurance Manager
ID/IQ	Indefinite Delivery Indefinite Quantity
IGCE	Independent Government Cost Estimate
J&A	Justification and Approval
LPTA	Lowest Price Technically Acceptable
LR	Landing Rights
MAC	Mission Assurance Category
MSS	Mobile Satellite Services
PCO	Procuring Contracting Officer
PEO-STIS	Program Executive Office-SATCOM Teleport Services
PM	Program Manager
PMO	Program Management Office
PWS	Performance Work Statement
QA	Quality Assurance
QASP	Quality Assurance Surveillance Plan
RFI	Radio Frequency Interference
RFQ	Request For Quote
RSSC	Regional SATCOM Services Center
SAR	Satellite Access Request
SDB	SATCOM Data Base

ACRONYM	DESCRIPTION
SINs	Special Item Numbers
SOC	Satellite Operations Center
SOW	Statement of Work
STEP	Standard Tactical Entry Point
TEB	Technical Evaluation Board
TM	Task Monitor
TO	Task Order
TP	Transmission Plan
TR	Telecommunications Request

APPENDIX C: CSSR

Customer Information:				1 DB Request Number	
Requesting Agency or Service		Date:			
1. Mission Information					
Mission Name				Mission Purpose	
SDB Command /Other Name	Select	Control #		Mission Number	
SDB Mission Priority	Select			Program Designator	
Mission Security Level	Select			Required Service Start Date	
Mission Assurance Category (MAC)	Select			Required Service End Date	
Service Type	Select			DoDACC	
2. Point Of Contact (POC) Information					
Last Name First Name Rank/Grade					
Program Manager				Org/Agency Group/Unit	Base
DSM Telephone				DSM Fax	City, State, Country
Commercial Telephone				Commercial Fax	NIPR Email Address
STU/STE Telephone					SIPR Email Address
Technical				Org/Agency Group/Unit	Base
DSM Telephone				DSM Fax	City, State, Country
Commercial Telephone				Commercial Fax	NIPR Email Address
STU/STE Telephone					SIPR Email Address
Financial / Budget				Org/Agency Group/Unit	Base
DSM Telephone				DSM Fax	City, State, Postal Code, Country
Commercial Telephone				Commercial Fax	NIPR Email Address
STU/STE Telephone					SIPR Email Address
3. Summary of Commercial Satellite Services Required (e.g. Link, Network, Teleport Service, etc.)					
Summary of Link or Network Requirements (max 4000 characters, include any images in separate file) To move to next line, hit "Ctrl and Enter"					
Note any future anticipated change to service, link, or network reconfig (max 4000 characters, include any images in separate file) To move to next line, hit "Ctrl and Enter key"					