

INMARSAT MOBILE SATELLITE SERVICES (GSA IT SCHEDULE 70)



CUSTOMER ORDERING GUIDE

COMMERCIAL SATELLITE COMMUNICATIONS CENTER

VERSION 2.0

FEBRUARY 2012

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1. 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 standard commercial Inmarsat Mobile Satellite Services (MSS) using blanket purchase agreements (BPAs) available through the General Services Administration (GSA) Information Technology (IT) Schedule 70 contract vehicle established under the Future Commercial Satellite Communications Services Acquisition (FCSA). This guide outlines responsibilities of the customer for MSS BPA orders placed on Schedule 70. Additional information regarding Schedule 70 is available at <http://www.gsa.gov/satserv>.

The scope of this document focuses on BPAs under GSA IT Schedule 70 Special Item Number (SIN) 132-55 for COMSATCOM Subscription Services. It does not address transitioning legacy Inmarsat requirements from the current Defense Information Systems Agency (DISA) Inmarsat contracts. The DISA COMSATCOM Center will transition these ongoing requirements to Schedule 70 in a process largely transparent to the end users of Inmarsat services (contact the DISA COMSATCOM Center for more information on transitioning ongoing Inmarsat requirements). This document discusses the COMSATCOM Center processes in detail and addresses process changes required to award requirements on the BPAs. The COMSATCOM Center will help customers meet their needs using BPAs 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 Defense Information Systems Network (DISN) Satellite Transmission Services-Global (DSTS-G) and Inmarsat contract vehicles to the new set of COMSATCOM contract vehicles established through the FCSA. FCSA contract vehicles comprise the GSA Schedule 70 SIN for Transponded Capacity (SIN 132-54) and Subscription Services (SIN 132-55) as well as GSA's Custom Satellite Communications (SATCOM) Solutions (CS2) and Custom Satellite Communications (SATCOM) Solutions-Small Business (CS2-SB) Indefinite Delivery (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 HF.
- GSA Schedule 70 SIN 132-55, Subscription Services: Preexisting, pre-engineered, 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. PRELIMINARY ACTIONS REQUIRED BEFORE STARTING THE ORDERING PROCESS

Customers wishing to order Inmarsat services for their Inmarsat terminals in support of Department of Defense (DoD) mission requirements must obtain the following:

- An approved SATCOM Database (SDB) number
- A valid Program Designator Code (PDC)
- A DISA Direct account with an approved authorized official role.

The following sections discuss how to obtain each.

2.1 OBTAIN SATCOM DATABASE NUMBER

A valid and approved SDB number is mandatory for all Inmarsat service orders. Customers should submit their SDB requirements through their requirements advocate, who is responsible for collecting, assessing, classifying, and submitting requirements for Joint Staff review and approval. The SATCOM requirements advocate organizational structure varies according to specific Combatant Commands (COCOMs), Services, and Agencies as follows:

- **DoD Chief Information Office (CIO)** (formerly Assistant Secretary of Defense Network and Information Integration) is the advocate for non-DoD agencies and international partners with SATCOM requirements.
- **U.S. Northern Command (USNORTHCOM)** serves as an advocate for non-DoD requirements related to homeland security, homeland defense, and Defense Support of Civil Authorities (DSCA).
- **Joint Staff** is the advocate for special users within the National Communications System and Nuclear Command and Control Communications System.
- **Defense agencies** advocate for their own missions and functions.
- **COCOMs** advocate for the missions and functions of their assigned forces, including subordinate elements operating or expected to operate within their area of operations.
- **Services** advocate for system development, testing, and training needs in support of service acquisition programs and for service-unique missions.

Per Chairman of the Joint Chiefs of Staff Instruction (CJCSI) 6250.01D, the Joint SATCOM Panel (JSP) is the designated authority for approving SDB requests. SDB requests should be initiated as early as possible to allow for JSP approval lead times. The customer should contact the JSP Administrator (JSPA) and their JSP Representative for information on current lead times. In support of contingency operations, immediate coordination between the Inmarsat Service Representative, JSP representative, and the MSS team is necessary to expedite SDB approval.

Customers can reference the *SDB Management Tool (SDB-MT) User's Guide* or CJCSI 6250.01D for more details regarding the submission process for SDB requirements. Customers can reference the *SATCOM Data Base Requirement User's Guide* outlined in CJCSI 6250.01D.

2.2 OBTAIN A PROGRAM DESIGNATOR CODE

Before ordering Broadband Global Area Network (BGAN) airtime services through GSA IT Schedule 70, the customer must first obtain a PDC, which is a four- or six-character alpha-numeric code used to identify leased services by system, network, primary user, or other category. It is required to identify the funding activity responsible for paying for the cost of the leased service. Service points of contact (POC) are –

- Air Force: DSN 779-9210, (C) 618-229-9210
- Army: DSN 779-9223, (C) 618-229-9223
- Navy/Marine Corps: DSN 779-9718, (C) 618-229-9218
- Other: DSN 779-9358, (C) 618-229-9519
- DISA: DSN 779-9206, (C) 618-229-9206.

2.3 ESTABLISH A DISA DIRECT ACCOUNT

Inmarsat BGAN services are ordered through the DISA Direct Order Entry (DDOE) system via the DISA Direct Homepage (details on DDOE procedures are outlined in Section 3.1 of this document). The link to DISA Direct is: <https://www.disadirect.disa.mil/products/asp/welcome.asp>.

To obtain a DDOE User ID and password, customers should proceed to the Registration Center section located on the left side of the DDOE home page and select “Create UserID.”

Once the User ID and password have been created, the user may return to the DISA Direct Homepage. Under the Registration Center section, the user selects “Registration.” On the next page, the user selects “Request new Role(s)” hyperlink. Next, the user will click on the “Request Authorized Official Role(s)” hyperlink and select the appropriate Authorized Official roles. The user can begin creating TRs in DDOE after receiving notification that his or her authorized role request has been approved.

An order submitted through DDOE generates a Telecommunications Request (TR), which DDOE automatically routes for various approvals to include bona fide need funding approval in accordance with the customer’s specific PDC code. Upon final approval of the user’s TR, a Telecommunications Service Request (TSR) is generated and routed to the Defense Information Technology Contracting Organization (DITCO) to process the service order.

The staff at the DISA continental United States (CONUS) Customer Support Office can assist with any problems encountered during registration or TR submission. DISA-CONUS can be reached at 618-229-9922.

2.4 ESTIMATED ORDER LEAD TIMES

The estimated lead time for individual Inmarsat orders, once the SDB has been approved, is based on (1) DDOE entry and funding approval (~5 days), (2) order issuance by DITCO (~10 days), and (3) vendor delivery time (see Section **Delivery Time Options** for details on vendor delivery time options). A user should plan for a total of 45 days processing time even before the vendor receives the user’s order; vendors may require up to an additional 15 days to process orders.

3. INMARSAT BGAN BPA ORDERING

This section outlines the ordering procedures for standard BGAN services available through BPAs. BGAN BPA service options are depicted in Table 1.

Item	Service Option	Description
BGAN Subscriber Identity Module (SIM) Card (includes one-time subscription and activation fees)	Network or Discreet SIM Card	<ul style="list-style-type: none"> Network SIM cards contain users' account information inserted into the terminal and reveal SIM card location Discreet SIM cards contain the account information inserted into the terminal and disclose only the satellite spot beam
	Global Static IP Address	Service with fixed public or private IP address assigned to an Inmarsat terminal regardless of geographic location
	Delivery Times	<ul style="list-style-type: none"> Accelerated: 7 calendar days or less Time-Critical: 24 hours or less (Limited to North America)
Voice	Outgoing voice calls to the following:	<ul style="list-style-type: none"> Other BGAN terminals Public Switched Telephone Network (PSTN) Cellphone Inmarsat legacy terminals: B, M, Mini-M, M4 Inmarsat legacy Fleet and legacy Swift Inmarsat Swift 64 Inmarsat Fleet Broadband and Swift Broadband Iridium phones Globalstar, Thuraya, or other MSS carrier terminals Inmarsat Satellite Phone (ISAT)
	Direct Dialing	10-digit dialing number (includes one-time subscription fee)
Integrated Services Digital Network (ISDN)	Provided as a dial-up service for sending voice, video, and data to the following:	<ul style="list-style-type: none"> PSTN Inmarsat B Global area network (GAN)/Fleet/Swift BGAN, Fleet broadband and Swift broadband Satellite Phone Service (SPS), Iridium, Globalstar, Thuraya, or other MSS
Internet Protocol (IP) Data Connection	Standard IP	Shared data connection with rates of up to 432kbps (492kbps)
	Streaming IP	Unshared connection for the following data speeds: <ul style="list-style-type: none"> 32 kilobits per second (kbps) 64 kbps 128 kbps 176 kbps 256 kbps X-Stream (384-450kbps)
Short Messaging Service (SMS)		Allows users to send text messages from terminal

Table 1: Standard BGAN Service Options Available Through BPA Vehicles

All Inmarsat BGAN services have a 1-year commitment with a one-time activation Non-Recurring Cost (NRC) and a subscription NRC. (Not all BPA vendors may charge a subscription fee.) No Monthly Recurring Costs (MRCs) are assessed by BGAN BPA vendors.

The BGAN BPA also allows users the flexibility to order BGAN services not included in Table 1. See Section 3.2 for more details.

3.1 DDOE ORDERING PROCEDURES FOR BGAN SERVICES

To initiate an order for Inmarsat BGAN services, users should proceed to the DISA Direct home page at: <https://www.disadirect.disa.mil/products/asp/welcome.asp>. On the DISA Direct home page, users should scroll down the menu on the left side to the Order Entry Section and select “Telecom Request” to get to the TR Main Page. Within the TR Main Page, select “Create TR” to begin drafting the TR order. The following sections discuss the steps to place an order in DDOE.

3.1.1 Select Type of Service

To initiate ordering for new Inmarsat BGAN services:

- Select “Commercial Satellite Subscription Services” and “Inmarsat-Broadband Global Area Network” from the “Type of Service” drop-down menus on the Start Page as shown on Figure 1.

(Note: M = Mandatory fields and users can click on the question mark icon for further explanation.)

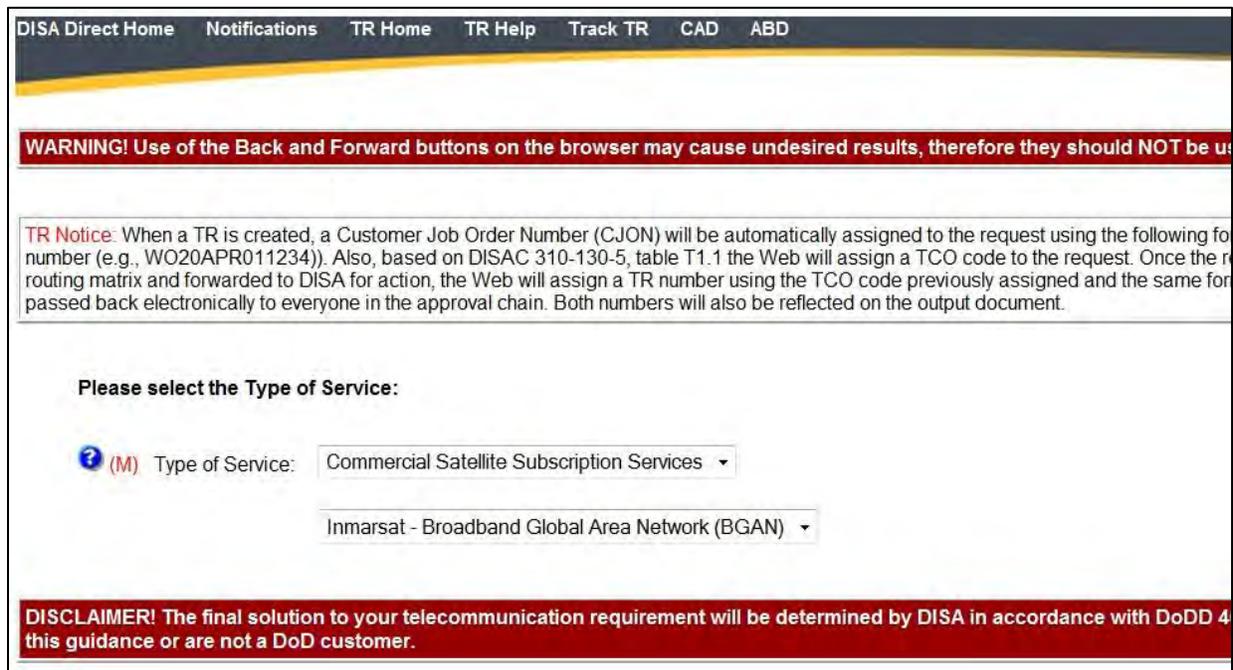


Figure 1: Type of Service Page

3.1.2 Select Type of Action

On the next page (Request Action Page), select “Start” under “For New Service” section. At the bottom of the page, select “Continue.”

3.1.3 Select Geographical Disposition and Funding Approval

On the General Information Page in Figure 2—

- Select the appropriate “Geographical Disposition” area(s) representing the service points to be included in the request.
- Only select an “On Behalf Of Agency” if the request is being written on behalf of another agency. If the request is on behalf of another agency, then the page will refresh and Funding Approval will appear as a mandatory field to complete.

(M) Document Classification: UNCLAS

General Information

(M) This requirement is for **Commercial Satellite Subscription Services - Inmarsat - Broadband Global Area Network (BGAN)**

(M) Geographical Disposition

Select the areas representing the service points that will be included in this request:

CONUS (Areas 1,2)
 EUR (Areas 3,4,5,6)
 PAC (Areas 7,8,9)

(M) Select Agency ONLY if request is being submitted on behalf of an Agency and/or Organization other than your own:

U.S. Army (USA) Search

(M) Funding Approval:

Appears only when Agency is selected to complete TR order on behalf of a different Agency/Organization

Figure 2: General Information Page

- Within the mandatory “Funding Approval” field, provide the FY of the organization’s bona fide need for the Inmarsat services and specify the funding approval authority (office/individual telephone number and justification) that authorized the request.

At the bottom of the page, select “Continue”.

3.1.4 Product & Service Requirements

The Product & Service Requirements Page mandates a short concise statement of the user’s purpose for the services being ordered. A narrative description of the service is not needed since the type service and details on the TR will provide that information. The mandated operational service date requires the user to select or enter a date when the service needs to be operational. The Remarks field is used to enter any narrative remarks that will help to clarify the requirement or to convey information that cannot be described by the existing items within the TR.

3.1.5 Inmarsat Information Page

The Inmarsat Information Page allows the user to select specific BGAN service options. The first section of this page is shown in Figure 3.

The screenshot shows a web form titled "Inmarsat Information" with a blue header. Below the header, there are five configuration items, each with a question mark icon and a "(M)" label:

- "Select a Special User Group: Not Applicable" (dropdown menu)
- "Do you want a Global Static IP address?" with radio buttons for "Yes" and "No" (the "No" button is selected)
- "Terminal Type: Inmarsat - Broadband Global Area Network (BGAN)" (dropdown menu)
- "Blanket Purchasing Agreement (BPA): CSS0002 - U.S. Army (USA)" (dropdown menu)
- "BPA Expiration Date: 30 Nov 16" (text field)

Figure 3: Inmarsat Information –SUG, Global Static IP Option, and BPA Details Page

If the user's requirement is assigned to a Special User Group (SUG), which has a dedicated BGAN BPA, the user must identify this in the drop-down menu for "Select a Special User Group." Only two such SUGs are currently planned: the Special Operations Command (SOCOM) Special Users Group and the Army's BGAN Secure Terrestrial Access (BSTA) User Group (estimated award for both is October 2012). If not assigned to either of these two user groups, the user selects the default value "Not Applicable." (Note: The SUG value will automatically display the 'Not Applicable' value until the award is made.) Upon selection, the screen will update the information to reflect what is relevant to this service request (e.g., BPA name and expiration date).

If the requirement is for a Global Static Internet Protocol (IP) address, the user selects "Yes." This will refresh and present the Global Static IP Contract Line Item Number (CLIN) with an associated quantity of "1," as shown in Figure 4.

The screenshot shows a web form with a question: "(M) Do you want a Global Static IP address?" with radio buttons for "Yes" and "No". Below the question is a table with the following data:

CLIN	DESCRIPTION	QTY
0001AF	Global Static IP Address - NRC	1

Figure 4: Global Static IP Selection Page

Next, select the type of BGAN SIM card to order as shown in Figure 5.

- Select either the “Discreet” or “Network” option by inserting a quantity of “1” into the corresponding quantity box (only one item may be selected.)
- For new BGAN requirements **do not** input a value for the Integrated Circuit Card ID (ICCID). **Note:** This field is required only for services transitioning from the expiring Inmarsat ID/IQ contract.

 (M) Select the type of Subscriber Identity Module (SIM) Card by inputting a quantity of 1. Only one item may be selected:

CLIN	DESCRIPTION	QTY
0001AB	Discreet BGAN SIM Card - NRC	<input type="text"/>
0001AA	Network BGAN SIM Card - NRC	<input type="text"/>

Input the SIM Integrated Circuit Card ID (ICCID): - - -

Note: ICCID No. is located on the back of the SIM card under the UPC

Figure 5: BGAN SIM Card Selection Page

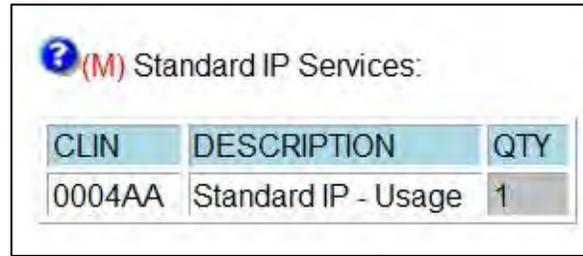
Next, select one or multiple CLINs for Inmarsat service options available under the BPA contract. These Inmarsat BGAN CLINs fall under the following option categories as shown in Figure 6:

 (M) Select multiple Inmarsat service options below by either holding down the SHIFT key while you click to make contiguous selections, or holding down the CTRL key while you click to make non-contiguous selections. To deselect, hold down the CTRL key while you click the selection.

- Standard IP - Usage
- ISDN - Usage
- SMS Message - Usage
- Voice - Usage
- Streaming IP - Usage

Figure 6: Inmarsat Service Options Selection

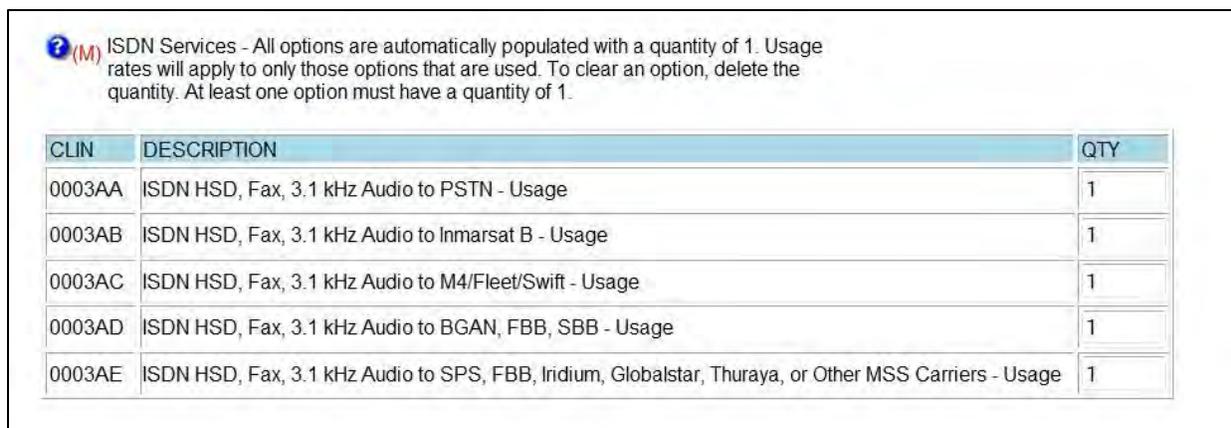
3.1.4.1 Standard IP. If “Standard IP” is selected, the CLIN will display with the option automatically populated with a quantity of “1,” as shown in Figure 7.



Standard IP Services:		
CLIN	DESCRIPTION	QTY
0004AA	Standard IP - Usage	1

Figure 7: Standard IP Service Selection

3.1.4.2 ISDN. If “ISDN” is selected, all ISDN CLIN options will display prepopulated with a quantity of “1,” as shown in Figure 8. **Note:** The current DDOE functionality allows users to deselect ISDN “options”; however, if ISDN service is requested on the order, the user will receive all ISDN options in their service package regardless of whether any options were deselected in DDOE. It is therefore recommended that users leave all ISDN option quantities equal to “1” if ordering ISDN. The functionality to select ISDN options will be removed in a future DDOE release.

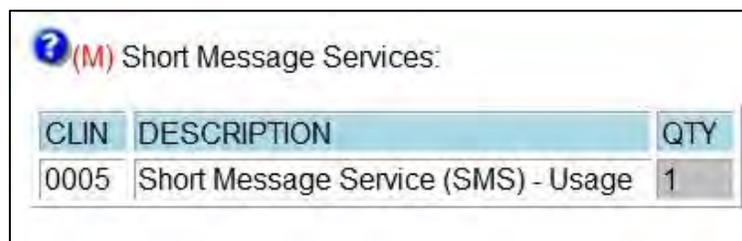


ISDN Services - All options are automatically populated with a quantity of 1. Usage rates will apply to only those options that are used. To clear an option, delete the quantity. At least one option must have a quantity of 1.

CLIN	DESCRIPTION	QTY
0003AA	ISDN HSD, Fax, 3.1 kHz Audio to PSTN - Usage	1
0003AB	ISDN HSD, Fax, 3.1 kHz Audio to Inmarsat B - Usage	1
0003AC	ISDN HSD, Fax, 3.1 kHz Audio to M4/Fleet/Swift - Usage	1
0003AD	ISDN HSD, Fax, 3.1 kHz Audio to BGAN, FBB, SBB - Usage	1
0003AE	ISDN HSD, Fax, 3.1 kHz Audio to SPS, FBB, Iridium, Globalstar, Thuraya, or Other MSS Carriers - Usage	1

Figure 8: ISDN Options Selection

3.1.4.3 SMS Message. If “SMS Messaging” is selected, the CLIN will display prepopulated with a quantity of “1,” as shown in Figure 9.



Short Message Services:		
CLIN	DESCRIPTION	QTY
0005	Short Message Service (SMS) - Usage	1

Figure 9: SMS Messaging Selection

3.1.4.4 Voice. If “Voice” is selected, all CLIN options will display prepopulated with a quantity of “1,” as shown in Figure 10. **Note:** The current DDOE functionality allows users to deselect voice “options”; however, if voice service is requested on the order, the user will receive all voice options in their service package regardless of whether any options were deselected in DDOE. It is therefore recommended that users leave all voice option quantities equal to “1” if ordering voice. The functionality to select voice options will be removed in a future DDOE release.

 (M) Voice Services - All options are automatically populated with a quantity of 1. Usage rates will apply to only those options that are used. To clear an option, delete the quantity. At least one option must have a quantity of 1.

CLIN	DESCRIPTION	QTY
0002AA	MES to PSTN - Usage	1
0002AB	MES to Cellular Networks - Usage	1
0002AC	MES to BGAN - Usage	1
0002AD	MES to BGAN Voicemail - Usage	1
0002AE	MES to Inmarsat B v/f/d - Usage	1
0002AF	MES to Inmarsat M v/f/d - Usage	1
0002AG	MES to mini-M v/f/d - Usage	1
0002AH	MES to Inmarsat at GAN (M4)/Fleet/Swift - Usage	1
0002AJ	MES to Iridium - Usage	1
0002AK	MES to Inmarsat Fleet BB/Swift BB - Usage	1
0002AL	MES to Inmarsat Aero - Usage	1
0002AM	MES to Globalstar - Usage	1
0002AN	MES to Thuraya - Usage	1
0002AO	MES to other MSS Carriers - Usage	1
0002AP	MES to Inmarsat Global Phone Service (Inmarsat Satellite Phone) - Usage	1

Figure 10: Voice Options Selection

3.1.4.5 Streaming IP. If “Streaming IP” is selected, all CLIN options will display as shown in Figure 11. The Streaming IP Page will not be prepopulated, because only one CLIN may be selected. The user should insert a quantity of “1” for the highest Internet port speed of Streaming IP service for the specific requirement. **Note:** Users automatically receive all speeds below the selected speed. Throughout the life of the user’s service, the data speeds will be capped according to the highest data speed selected on the user’s order unless the user later submits an amendment in DDOE for a higher port speed. During service, invoices will reflect billing rates for Streaming IP speeds actually used.

?(M) Select the highest internet port speed that may be used by inputting a quantity of 1. Only one item may be selected.

Note. Only the rate used will be billed.

CLIN	DESCRIPTION	QTY
0004AB	Streaming 32 Kbps IP - Usage	
0004AC	Streaming 64 Kbps IP - Usage	
0004AD	Streaming 128 Kbps IP - Usage	
0004AE	Streaming 176 Kbps IP - Usage	
0004AF	Streaming 256 Kbps IP - Usage	
0004AG	BGAN X-Stream - Usage	

Figure 11: CLIN Options for Streaming IP Service

3.1.4.6 Direct Dialing. Direct Dialing service options are displayed in Figure 12. If the service is required, select “Yes”; Direct Dialing Subscription Fee (NRC) and Usage CLIN will appear pre-populated with a quantity of “1.”

?(M) Do you want Direct dialing? Yes No

CLIN	DESCRIPTION	QTY
0002AR	Direct Dialing Subscription - NRC	1
0002AQ	Direct Dialing - Usage	1

Figure 12: CLIN Option for Direct Dialing Service

At the bottom of the page, select “Continue.”

3.1.6 Delivery Time Options

The next set of service options pertain to service delivery times. The default service delivery time is 15 days, but other delivery time options are available. On the Additional Schedule Item Information Page depicted in Figure 13, the user may select accelerated delivery times options of either 7 days or 24 hours by inserting a quantity of "1." **Note:** Choosing either of these options may incur higher delivery costs; in some locations, it may not be possible for the vendor to meet these delivery times. Accelerated Service Delivery includes fixed price OCONUS FedEx shipping charge.

Additional Schedule Item Information		
<p>Below is a list of optional schedule items. Input the quantity of 1 to add to the Product/Services Cart. Only one delivery CLIN may be selected. If no delivery CLIN is selected, the default delivery time is 15 days.</p>		
CLIN	Description	QTY
0001AC	Accelerated Service Delivery - 7 calendar days or less - NRC	<input type="text"/>
0001AD	Time-Critical Delivery - 24 hours or less - NRC	<input type="text"/>

Figure 13: CLIN Option for Additional Schedule Item Page

3.1.7 Product and Services Cart Page

The Product and Services Page (shown in Figure 14) displays all CLINs selected by the user on the Inmarsat Info page. DDOE-computed NRC prices reflect CLIN pricing in accordance with the user's relevant BPA vehicle. (Note: actual prices will be specific to each BPA and thus are not quantified in Figure 14.) Users have the option of going back to the Inmarsat Information Page and modifying any CLIN selections prior to TR submission.

NOTE: Delivery CLINs reflect an estimated cost. The actual cost is determined by the Vendor. If the actual delivery cost exceeds the estimated cost and the total cost threshold NRC is not equal to or greater than the total overall order cost, then DITCO will request the customer to submit an AMEND or CHANGE action to add or increase dollars to the cost threshold NRC to cover the additional charges.

CLIN	DESCRIPTION	QUANTITY	SUB-TOTAL MONTHLY RECURRING CHARGE (MRC)	TOTAL MRC	SUB-TOTAL NON-MONTHLY RECURRING CHARGE (NRC)	TOTAL NRC
0001AG	One - Time Activation Fee - NRC	1			\$ XXX.XX	\$ XXX.XX
0001AE	Subscription Fee - NRC	1			No Charge	No Charge
0002AQ	Direct Dialing - Usage NRC	1			Usage Based	Usage Based
0002AR	Direct Dialing Subscription - NRC	1			\$ XXX.XX	\$ XXX.XX
0001AF	Global Static IP Address - NRC	1			\$ XXX.XX	\$ XXX.XX
0004AD	Streaming 128 Kbps IP - Usage NRC	1			Usage Based	Usage Based
0005	Short Messaging Service (SMS) - Usage NRC	1			Usage Based	Usage Based
0003AA	ISDN HSD, Fax, 3.1 kHz Audio to PSTN - Usage NRC	1			Usage Based	Usage Based
0004AA	Standard Internet Protocol (IP) - Usage NRC	1			Usage Based	Usage Based
0003AD	ISDN HSD, Fax, 3.1 kHz Audio to BGAN, FBB, SBB - Usage NRC	1			Usage Based	Usage Based
0002AA	MES to PSTN - Usage NRC	1			Usage Based	Usage Based
0002AC	MES to BGAN - Usage NRC	1			Usage Based	Usage Based
0002AD	MES to BGAN Voicemail - Usage NRC	1			Usage Based	Usage Based
0002AK	MES to Inmarsat Fleet BB/Swift BB - Usage NRC	1			Usage Based	Usage Based
0001AB	Discreet BGAN SIM Card - NRC	1			No Charge	No Charge
Sub-Total:		MRC	\$0.00	NRC	\$ XXX.XX	
2.00%:		MRC	\$0.00	NRC	\$ X.XX	
Total Cost Estimate:		MRC	\$0.00	NRC	\$ XXX.XX	

Figure 14: Product and Services Cart Page

Once the final selections are made, users may select "Check Out" to proceed to the Funding Information Page."

3.1.8 Submit Funding Information

The Funding Information Page (shown in Figure 15) will always show the Communication Service Authorization (CSA) Number checkbox as “New Lease” for a START type action. The CSA number will be assigned by DITCO and provided to the user via the Status of Acquisition Message (SAM). The user is mandated to enter a current and valid Program Designator Code (PDC) to fund the requirement. The Cost Threshold (Not to Exceed) NRC fields must be equal to or greater than the Total Cost Estimate shown in the yellow grid. **Note:** MRCs are not charged on the BPA, so users should input “0” for the MRC value.

Funding Information

Communications Service Authorization (CSA) Number: New Lease

Program Designator Code (M) PDC Monthly Recurring Charges (M) Cost Threshold (Not to Exceed) MRC Non-Recurring Charges NRC

Sub-Total:	MRC: \$0.00	\$ XXX.XX
2.00%:	MRC: \$0.00	\$ X.XX
Total Cost Estimate:	MRC: \$0.00	\$ XXX.XX

Figure 15: Funding Information Page

At the bottom of the page, select “Continue.”

3.1.9 Submit Identification Information

On the Identification Information Page (shown in Figure 16), complete the following information:

- Select the appropriate National Security System (NSS) option
- For Base Realignment and Closure (BRAC) related requirements, select either “Yes” or “No” as appropriate
- If “Yes” is selected to identify the order as a BRAC-related requirement, or the order is part of an exercise or project, users must enter their DISA Control Number (DCN)
- Provide a brief description of the exercise or project supported by the Inmarsat services required
- Enter the SDB Command Name and Control Number, once a valid SDB number has been received

Note: To confirm whether an SDB number exists to support the TR order, users should contact the JSP or Inmarsat Service representative. For more information regarding the SDB number, see Section 2.1 of this guide.

At the bottom of the page, select “Continue.”

The screenshot shows the 'Identification Information' page with the following fields:

- National Security System (NSS):** A dropdown menu.
- Is this a BRAC Requirement?** Radio buttons for Yes and No.
- DISA Control Number (DCN):** A text input field with a placeholder 'e.g. A123 or NA'.
- Description of the Exercise/Project (Unclassified Only):** A large text area.
- Satellite Data Base (SDB) Approval Number:** A section highlighted with a red box, containing two sub-fields: 'Command Name' and 'Control Number'.

A red arrow points to the SDB section with the text: **NEW: SDB fields are now mandatory on Inmarsat TRs**

Figure 16: Identification Information Page

3.1.10 Submit Related Request Numbers

The Related Request Numbers Page (shown in Figure 17) is optional. The Customer Job Order Number (CJON)/Tracking Number identifies the Web Order (WO) number automatically assigned by DISA Direct to the Telecom Request (TR). Users may enter an alternate tracking number by adding that number into the CJON field. The Work-In-Conjunction option is used to identify other CJON or Telecommunication Service Request (TSR) numbers that need to be processed in conjunction with this requirement.

DISA DISA Direct - Telecom Request (INTG)
Department of Defense

DISA Direct Home Notifications TR Home TR Help Track TR CAD ABD

Commercial Satellite Subscription Services - Inmarsat - BGAN - Transition Start
CJON: WO09NOV113523 TCO Code: WI

MENU

- Requester Info
- General Info
- Product/Service Rqmts
- Inmarsat Info
- Additional Schedule Item Info
- Product/Services Cart
- Funding Info
- Identification Info
- Related Requests**
- Justification/Approval
- Service Point 3
- Summary

(M) = Mandatory
(R) = Recommended
DISAC 310-130-2
Matrix
? = Help

Related Request Numbers

Customer Job Order Number (CJON)/Tracking Number:

WO09NOV113523

Number of CJONs to add: Add

Work-In Conjunction with Action Numbers:

Number of Action Numbers to add: Add

Save as Draft Continue

Figure 17: Related Request Numbers Page

When this information has been completed, click “Continue.”

3.1.11 Submit Justifications & Approvals

On the Justifications & Approvals Page (Figure 18), the user may enter optional information relating to the service order. (**Note:** “Justification for Other Than Full and Open Competition” will never apply to orders under this BPA.) When this information has been completed, click “Continue.”



The screenshot shows a web page titled "Justifications & Approvals" with a blue header. Below the header, there are four text input fields, each preceded by a question mark icon in a blue circle. The fields are labeled as follows:

- Justification for Other Than Full and Open Competition:
- Justification of Service Requested:
- Identification of Reference:
- Approval Document:

Figure 18: Justifications & Approvals Page

3.1.12 Enter Service Point Information

The “Service Point” information section is a series of pages requesting the user to provide service-related POC information, the intended service location and pertinent organization and shipping addresses.

- On the initial page, select the Country. If “United States” is selected as the value the page will refresh to present a list of states. Upon selection of the state, a site list will appear. If a country other than the US is selected, only the site list will appear. Finally, users may select a facility code and associated function description from the facility code list. Click the “Continue” button to proceed to the Service Point Location Address page.
- The Service Point Location Address page mandates the address information for the site as well as the Primary Point of Contact (POC). Other information such as the building, floor, room, latitude, longitude and Alternate POC should be completed if known but this information is not mandatory.

- The Technical POCs, Mailing Address, and Shipping Information are optional pages and should be completed when applicable.

When all Service Point information has been completed, click “Continue” to proceed to the TR Summary page.

3.1.13 Review TR Summary Page

The “TR Summary Page” enables the user to review the summarized order information for accuracy and completeness. All labels on the TR Summary page are hyperlinks that allow the user to return to the specific TR page to modify or add information.

Users can also review their TR using the ‘Smart TR’ menu located on the left side of the screen to determine the completion status of your TR as defined by the colored tabs.

- A red highlighted tab indicates a TR section which still requires the user to complete mandatory information. Users may click on red tabs to proceed directly to those TR sections to complete as required.
- Green highlighted tabs signify TR sections for which all mandatory information is complete.
- Grey highlighted tabs signify TR sections with optional fields left incomplete.

When no red highlighted sections appear, the TR is complete. At this point, the user should click the “Submit Request” button on the bottom of the “TR Summary” Page.

The submitted TR will route for approvals as outlined in the Approval Routing List indicated on the bottom of the TR Summary page. Designated personnel within the user’s organization will review the TR for accuracy and completeness and validate that the selected PDC is valid and has sufficient funds to support the TR order. At a minimum, at least one funding office will be part of the routing process. Once the TR has been approved, it will be sent to DITCO to process the order.

Users should track their requirements via the “Track TR” application which is a hyperlink on the DISA Direct Home page. This application allows the users to see the routing approvals/denials along with the TSR that was generated and sent to DITCO.

Contact the MSS team at the DISA COMSATCOM Center at (301-225-2247) for any questions on specific BGAN service options.

3.2 ORDERING OTHER BGAN SERVICE OPTIONS

The BGAN BPA includes a CLIN for “emerging technologies,” which allows users the flexibility of ordering additional BGAN services not included in Table 1. For an emerging technologies requirement, send an email request to DITCO at mss_inmarsat@disa.mil. The email should reference the following:

- The specific Inmarsat BGAN service required
- An estimated NRC not-to-exceed (NTE) amount
- A brief justification of need statement
- TR POC information.

The email request should also reference the TR number obtained as part of the initiated start action in DDOE. This means initiating a request in DDOE before emailing an emerging technology request to DITCO.

The request must be approved by the O-6 office prior to submitting the request to DITCO. In addition, the PDC Funding POC should be notified to authorize available funds to support the emerging technology request.

Note: If DITCO determines this service request falls outside the scope of the BPA, the decision may be made to compete this through another existing or new contract vehicle.

4. USER ACTIVITIES AFTER ORDERING

4.1 SERVICE ACTIVATION NOTIFICATION

DITCO will issue two Status of Acquisition Messages (SAMs) for every order via email. The first SAM will announce that the order for service has been submitted to the BPA vendor. The second and final SAM will be issued once the vendor ships an activated SIM card. In many cases, users in the field might not have access to SAMs. In these cases, users should contact their TSR POC or shipping POC for updates on order status.

Service information such as ICCIDs, MSISDNs, and IP addresses will be included in the SIM card package from the vendor.

4.2 TROUBLESHOOTING

For DISA Direct issues, customers should contact the DISN Global Support Center (DGSC) and select option 2 when prompted. For TR-specific troubleshooting issues, customers can contact the DISA COMSATCOM MSS team for assistance.

DISN Global Support Center		
DGSC	DGSC@CSD.DISA.MIL	CONUS: (800) 554-3476 CMCL: (614) 692-4790
COMSATCOM Center MSS Team		
MSS Team	MSS@disa.mil	301-225-2247

Table 2: DGSC and COMSATCOM MSS Team POCs

5. APPENDIX A. ACRONYM LIST

ACRONYM	DESCRIPTION
BGAN	Broadband Global Area Network
BPA	Blanket Purchase Agreement
BRAC	Base Realignment and Closure
BSTA	BGAN Secure Terrestrial Access
CAD	Central Access Directory
CIO	Chief Information Officer
CJCSI	Chairman of the Joint Chiefs of Staff Instruction
CJON	Customer Job Order Number
CLIN	Contract Line Item Number
COCOM	Combatant Command
COMSATCOM	Commercial Satellite Communications
CONUS	Continental United States
COR	Contracting Officer's Representative
CSA	Communication Service Authorization
CSD	Customer Service Division
CS2	Custom Satellite Communications (SATCOM) Solutions
DCN	DISA Control Number
DDOE	DISA Direct Order Entry
DGSC	DISN Global Support Center
DISA	Defense Information Systems Agency
DISN	Defense Information Systems Network
DITCO	Defense Information Technology Contracting Organization
DOD	Department of Defense
DSCA	Defense Support of Civil Authorities

ACRONYM	DESCRIPTION
DSTS-G	DISN Satellite Transmission Services-Global
FCSA	Future Commercial Satellite Communications Services Acquisition
FSS	Fixed Satellite Services
FY	Fiscal Year
GAN	Global Area Network
GSA	General Services Administration
ICCID	Integrated Circuit Card Identification
ID/IQ	Indefinite Delivery, Indefinite Quantity
IP	Internet Protocol
ISAT	Inmarsat Satellite Phone
ISDN	Integrated Services Digital Network
IT	Information Technology
JSP	Joint SATCOM Panel
JSPA	Joint SATCOM Panel Administrator
KBPS	Kilobits per Second
MRC	Monthly Recurring Cost
MSISDN	Mobile Subscriber Integrated Services Digital Number
MSS	Mobile Satellite Services
NRC	Nonrecurring Cost
NSS	National Security System
NTE	Not To Exceed
PDC	Program Designator Code
POC	Point of Contact
PSTN	Public Switched Telephone Network
SAM	Status of Acquisition Message

ACRONYM	DESCRIPTION
SATCOM	Satellite Communications
SDB	Satellite Database
SIM	Subscriber Identity Module
SIN	Special Item Number
SMS	Short Messaging Service
SOCOM	Special Operations Command
SPS	Satellite Phone Service
SUG	Special User Group
TR	Telecommunications Request
TSR	Telecommunications Services Request
UHF	Ultra High Frequency
USNORTHCOM	United States Northern Command
WO	Web Order