

**INFRASTRUCTURE EXECUTIVE (IE) SATELLITE  
COMMUNICATIONS (SATCOM) DIVISION  
TECHNICAL SUPPORT BRANCH (IE22)**

**COMMERCIAL SATELLITE COMMUNICATIONS  
(COMSATCOM) ORDERING GUIDE**

**VERSION 3.1**

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## 1.0 OVERVIEW

### 1.1. Purpose and Scope

The purpose of this COMSATCOM Ordering Guide is to provide Combatant Commands (COCOMs), Services, and Agencies with information and guidance on ordering commercial satellite communications (COMSATCOM) through the Technical Support Branch using the General Services Administration (GSA) contract vehicles available under the Future Commercial Satellite Communications Services Acquisition (FCSA), including Inmarsat Mobile Satellite Services (MSS) using Blanket Purchase Agreements (BPAs). 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 Technical Support Branch, the Defense Information Technology Contracting Office (DITCO), and contractors for orders placed on Schedule 70, Custom Satellite Communications (SATCOM) Solutions (CS2), or CS2 Small Business (CS2SB). Additional information regarding FCSA is available at <http://www.gsa.gov/satserv>.

The scope of this document is the required customer input for COMSATCOM orders. This document will discuss the Technical Support Branch ordering processes in detail (and address process changes required to award requirements on the contract vehicle). The Technical Support Branch will assist customers with procuring their commercial satellite strategic and /or tactical solution utilizing the GSA FCSA Schedule 70 contract vehicles to the fullest extent possible. If the GSA FCSA contract vehicle is unable to meet a customer's unique solution, the Technical Support Branch will work with the customers to meet their needs through other means.

### 1.2. Introduction

FCSA is the approved strategy for Department of Defense (DoD) COMSATCOM purchases, in accordance with the Director of Defense Procurement and Acquisition Policy (DPAP) dated 22 July 2009. FCSA contract vehicles are comprised of the GSA Schedule 70 Special Item Number (SIN) for both Transponded Capacity (SIN 132-54) and Subscription Services (SIN 132-55), including Inmarsat MSS using BPAs, as well as GSA's ID/IQ contract vehicles. The ID/IQ vehicles, described below, expire in 2017 and will be replaced by a single ID/IQ vehicle known as Complex Commercial Satellite Solutions (CS3). Due to the unique nature and broad scope, each acquisition (regardless of type) will need to be handled independently. Although all acquisitions will follow a similar process to capture the customer's requirements, due to the nature of the ID/IQ contracts, they may fall outside the scope of a standard Transponded Capacity or Subscription Service contract and, therefore, may require processing variations.

### 1.3. FCSA Suite of Contracting Vehicles:

- 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 Ultra High Frequency (UHF).
- GSA Schedule 70 SIN 132-55, Subscription Services: Pre-existing, pre-engineered Fixed Satellite Services (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.
  - BPAs for Inmarsat services established through the Technical Support Branch using SIN 132-55. Once a BPA is established, the customers place orders through DISA Direct Store Front (DDSF). See Section 7 of this guide for procedures on

using DDSF to place Inmarsat service orders under a BPA.

- Custom SATCOM Solutions (CS2): Complete, customized end-to-end using any combination of FSS and/or MSS solutions, components, and ancillary equipment (e.g., terminals, teleports, terrestrial tail circuits, subscriber identity module cards, and peripherals) in any commercially available band (e.g., C-, Ku-, Ka-, L-, and X-band). Solutions may also include licensing, integration, installation, testing, network management, engineering, and training. CS2 is best suited for large, complex requirements.
- CS2-Small Business (CS2SB): CS2 characteristics with a small business set-aside. Used for smaller scale end-to-end solutions and professional satellite engineering services. Small business solutions allow federal agencies to acquire professional satellite engineering services and to build custom end-to-end solutions with small business industry partners. Best suited for small, less complex requirements and satellite professional support services.

## 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 the customer, the Technical Support Branch, DITCO, and contractor roles and responsibilities.

Key Stakeholders	Roles and Responsibilities
Customer	<ul style="list-style-type: none"> <li>Initiates the ordering process and communicates their unique mission need and service requirements or</li> <li>Contacts the Regional Satellite Support Center (RSSC) to procure a solution to meet their unique mission need</li> <li>Establishes a DDSF account (only for MSS BPAs)</li> </ul>
Technical Support Branch	<ul style="list-style-type: none"> <li>Helps customers define and develop requirements</li> <li>Prepares Independent Government Cost Estimates (IGCE)</li> <li>Conducts technical review of contractor quotes/proposals</li> <li>Functions as the Contracting Officer Representative (COR)</li> </ul>
DITCO	<ul style="list-style-type: none"> <li>Leads all the contracting aspects of the task order</li> </ul>
Contractor	<ul style="list-style-type: none"> <li>Provides DITCO Procuring Contracting Officer (PCO) with quotes of specific solutions for the customer's (end users') requirements</li> </ul>

**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 ORDERING PROCESS OVERVIEW

### 3.1. Fixed Satellite Services (FSS)

The Technical Support Branch Ordering Process encompasses all activities performed in the ordering of COMSATCOM, from initial customer contact to service activation. The Technical Support Branch provisions COMSATCOM for DoD customers, providing the best solution to meet their mission needs at a reasonable cost.

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



**Figure 3-1: FSS Ordering Process Summary**

The Ordering Process initiates when a customer contacts the RSSC with a COMSATCOM requirement. The customer's requirements are developed and completed with the assistance of the Technical Support Branch and submitted to DITCO. The contracting office prepares a Request for Quote (RFQ) or Request for Proposals (RFP) and distributes it to contractors, who submit quotes in response to the inquiry. The quotes are evaluated, an award is made, and service set-up begins.

### 3.2. Mobile Satellite Services (MSS)

Ordering procedures for Inmarsat services using existing BPAs is in Section 7.0 of this guide. Inmarsat services are primarily ordered through single-award BPAs. Single-award BPAs streamline the acquisition of Inmarsat services by conducting one competitive procurement for all of an organization's BPA requirements as opposed to competing each requirement individually. In addition, single-award BPAs allow customers to manage their Inmarsat requirements through a single contractor. Figure 3-2 provides an overview of the ordering process for MSS.





**Figure 3-2: MSS Ordering Process Summary**

## **4.0 KEY CONSIDERATIONS OF COMMERCIAL SATCOM**

When considering COMSATCOM to augment MILSATCOM shortages, several issues 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 a 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 requirement. The total price to the customer for each requirement includes two fees: either FSS fee + DITCO fee or when using DDSF to order from a BPA, MSS fee + DITCO fee. Fees are re-evaluated and subject to change each fiscal year (FY); the current fees are in Table 4-1.

Fee	Fee Amount
Technical Support Branch's customer support fee Fixed Satellite Services (FSS)	2.99%
DITCO's contract service fee	2.50%
Technical Support Branch's customer support fee Mobile Satellite Services (MSS)	2.99%

**Table 4-1: FY17 COMSATCOM Fees**

The customer support fee covers charges associated with support provided by the Technical Support Branch 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 DDSF website to obtain additional fee information at [https://ddsf.disadirect.disa.mil/kinetic/DisplayPage?name=DDSF\\_Home](https://ddsf.disadirect.disa.mil/kinetic/DisplayPage?name=DDSF_Home).

## 4.2. Host Nation Agreements, Frequency Clearances and Landing Rights

Commercial satellite requirements operating in foreign locations may require Host Nation Agreements (HNAs), Frequency Clearances (FCs), and/or Landing Rights (LRs). When a mission partner plans to use satellite bandwidth or equipment in foreign countries, it is required to follow the laws of the host nation when operating in the commercial spectrum. DoD or US policy does not supersede the laws of the host nation. Failure to get HNA equates to no protection from interference, possible interception, and potential violation of international and local laws. This includes fines of up to \$500,000, seizure of equipment, and creating an "International Incident." The contractor can acquire the appropriate HNA, FC, and/or 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 tend to use spot beams, narrowly focusing the satellite's signal energy into densely populated areas. Oceanic coverage for Ku and Ka is extremely limited. MSS and FSS coverage is limited or unavailable in the extreme Polar Regions, defined as north of 76°N and south of 76°S.

## 4.4. 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 contractors 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. Older, but still very capable spacecraft are moved to orbital slots that may have previously been unoccupied.

SATCOM planners cannot assume availability on any given satellite to be available when needed. Availability of COMSATCOM resources is continuously in flux. When there is a known requirement, planners must act quickly to assure access to a particular transponder, coverage, 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

Due to a long standing agreement between the DISA Technical Support Branch and the Army Commercial Satellite Terminal Program (CSTP), the Technical Support Branch promotes the CSTP, Program Executive Office Command Control Communications Tactical (PEO-C3T), as the office of choice best suited for SATCOM terminal purchases. Through the Army's World-Wide Satellite Systems (WWSS) and Global Tactical Advanced Communication Systems (GTACS) contract vehicles, the CSTP can procure terminal solutions that best meet a customer's strategic and/or tactical communication needs. Although it is more cost effective to purchase a SATCOM terminal as opposed to leasing one for one year, leasing options are available through use of either the CSTP or FCSA contract strategies.

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

PM WIN-T Commercial SATCOM Terminal Program

PdM SATCOM

(443) 395-7081

<http://peoc3t.army.mil/wint/>

## **5.0 PRELIMINARY ACTIONS REQUIRED BEFORE STARTING THE ORDERING PROCESS**

### **5.1. SATCOM DataBase Number**

The Technical Support Branch will not process a commercial satellite requirement if a customer does not have a valid SATCOM DataBase (SDB) number or a waiver for an SDB. The Joint Staff, under the authority of Chairman of the Joint Chiefs of Staff Instruction (CJCSI) 6250.01E, through the Joint SATCOM Panel (JSP), initiate, own, and validate the SDB. DISA maintains the SDB 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 DataBase Request via the database and following the instructions. Procedures for acquiring an SDB number are also outlined in CJCSI 6250.01E.

### **5.2. Wide Area Workflow Account (If applicable)**

Customers who intend to act as COR or alternate COR (ACOR) for their contracts and pay invoices must register for a Wide Area Workflow (WAWF) account to eliminate paper transactions and automate payment documents. WAWF allows contractors 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. Justification and Approval (If applicable)**

Generally, a Justification and Approval (J&A) is required for sole source or limited source acquisitions exceeding the Simplified Acquisition Threshold. The customer is responsible for the development of the J&A with help and guidance from the RSSC or Technical Support Branch. The J&A template is available on the DITCO website at [https://www.ditco.disa.mil/contracts/IT\\_instruct.asp](https://www.ditco.disa.mil/contracts/IT_instruct.asp).

## 6.0 ORDERING PROCESS

This section pertains to FSS. If ordering MSS, please refer to section 7.0 for ordering from an established BPA. The four phases of the ordering process are Requirements Development, Requirements Completion & Funding Validation, Contract Development & Proposal Evaluation, and Contract Award. Customers work with their RSSCs in the Requirements Development phase. Once the process enters the Requirements Completion & Funding Validation phase, the Technical Support Branch helps manage the request all the way through the remaining phases.

**In the Requirements Development (Initial Contact) phase**, the customer contacts the RSSC to procure a COMSATCOM solution to meet their unique mission need. The RSSC provides the customer a Commercial Satellite Service Request (CSSR); a Government Program Manager and a Customer Account Manager (CAM) are appointed to aid in writing out the service requirements in the proper acquisition documents. The Technical Support Branch routinely prepares all documentation with the exception of the initial CSSR. In this phase, the Technical Support Branch has the CSSR reviewed by an engineer and provides the customer with an initial Market Research Report (MRR), project tracking number, and an estimated project schedule/timeline.

**In the Requirements Completion phase**, the Technical Support Branch continues to coordinate with the customer in refining the acquisition document package. In this phase, additional documents include the Performance Work Statement (PWS), Independent Government Cost Estimate (IGCE), Evaluation Plan, Quality Assurance Surveillance Plan (QASP), and any other documents unique to the customer's requirement. In addition, a Contracting Officer Representative (COR) is appointed and the customer submits funding for the base period of performance via the Military Interdepartmental Purchase Request (MIPR) directly to DITCO.

**In the Contract Development and Proposal Evaluation phase**, the Technical Support Branch sends the customer completed acquisition package to DITCO for review and processing. Once DITCO receives the customer's MIPR they will post a RFP or RFQ to GSA eBuy for which contractors subsequently will respond with proposals or quotes in response to the requirement. Upon receipt of contractor quotes or proposals, DITCO convenes a Source Selection Evaluation Board (SSEB) of which the Technical Support Branch is responsible for the technical and Information Assurance (IA) evaluation. This phase concludes with DITCO advising the Technical Support Branch on a proposed winning contractor.

**In the Contract Award phase**, the IA Manager (IAM) must obtain both customer informed consent memo and Authorizing Official (AO) approval to award the proposed solution. Once AO grants acceptance, DITCO makes the formal award to the winning contractor, who subsequently submits a Transmission Plan (TP) and begins service setup.

Post award billing is coordinated through the WAWF and any service set-up issues are resolved between the customer, Technical Support Branch, and contractor.

### 6.1. Contact the Appropriate SATCOM Support Center

After customers identify their requirements and obtain the SDB number and J&A (if applicable), they contact their servicing RSSC. Table 6-1 provides a matrix of which RSSC supports specific Combatant Commands (COCOMs) and Agencies.

COCOM RESPONSIBILITIES				
COCOM	RSSC-West	RSSC-East	RSSC-Europe	RSSC-Pacific
AFRICOM			X	
CENTCOM		X		
EUCOM			X	
NORTHCOM	X			
PACOM				X
SOUTHCOM		X		
STRATCOM	X			
TRANSCOM	X			
OTHER CUSTOMERS				
CJCS	X			
SECDEF	X			
WHCA	X			
Defense Agencies National Users	X			
Others Not Assigned to RSSCs	X			

Table 6-1: RSSC Support Matrix

RSSC contact information is in Appendix A. If there are any issues contacting your RSSC, please contact the Technical Support Branch for assistance.

## 6.2. Complete a Satellite Access Request / Gateway Access Request

Customers are required to submit a Satellite Access Request (SAR) through their respective RSSC outlining their commercial SATCOM requirements. This is the formal document submitted by the customer through their operational chain to the appropriate RSSC to request satellite access for a SATCOM mission. The SAR portion provides the mission-specific information to acquire satellite resources to support the requested SATCOM mission. RSSC generates a Satellite Access Authorization (SAA) for the requested mission after the awarded lease.

The Gateway Access Request (GAR) provides the detailed information necessary to request, schedule, and configure DoD SATCOM gateway access. The GAR is only needed when landing at a DoD teleport. To request DoD Information Network (DoDIN)/Standard Tactical Entry Point (STEP) Facility/Interim Teleport accesses worldwide for DoDIN Services, use the GAR. The GAR is submitted to the respective theater of operations Contingency Exercise (CONEX) Branch.

**NOTE:** Contact your local RSSC if you need help filling out your SAR and your local CONEX for help with the GAR.

## 6.3. Define the Requirement as Assisted by the Technical Support Branch/RSSC

### 6.3.1. Complete the CSSR

A CSSR is a Microsoft Excel® spreadsheet provided and used by the Technical Support Branch 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 used by the Technical Support Branch to develop the Performance Work Statement

(PWS) and IGCE and by the contractor to develop link budgets and transmission plans. Technical Support Branch forwards the CSSR, along with all other customer requirement documents to DITCO. Please see APPENDIX C for a sample blank CSSR. The CSSR is also available on the Technical Support Branch's website at <http://disa.mil/services/SATCOM/comsatcom-services/~media/Files/DISA/Services/SATCOM/SCO/CSSR.xls>.

### 6.3.2. Complete a J&A (as Applicable)

A J&A is a specifically formatted MS Word document that a customer, usually the Program Manager, uses if he 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 the use of a specific contractor, sub-contractor, 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. The KO does not automatically approve justifications. Routing and approval takes up to 30 days.

These documents are part of the requirements package assembled by the Technical Support Branch and later sent to DITCO.

## 6.4. Review Independent Government Cost Estimate (IGCE) As Provided By the Technical Support Branch

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 ground segment costs, equipment costs, teleport costs, and HNA/FC costs. Bandwidth cost estimates derive from historical COMSATCOM costs, market research forecast prices, and GSA Schedule pricing. Estimated cost may vary depending on the relevancy of historical COMSATCOM data.

## 6.5. Submit Funding

Table 6-2 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. The Technical Support Branch is able to assist with customer questions regarding MIPR completion and submission.

Block#	Description
1	Number of pages on this document
2	Four-digit Federal Stock Class (FSC) 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

Block#	Description
4	Date prepared
5	MIPR # (Document Number)
6	BASIC or Amendment Number
7	DISA/DITCO-Scott PL8222 Attn: Contracting Officer Name 2300 East Drive Bldg. 3600, 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, and Tracking Number; provide 2 fee line items: Technical Support Branch customer support fee and DITCO customer support fee (see page 5, table 4-1)
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	Customer Payment Office 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 6-2: MIPR Instructions



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

## 6.6. Technical Support Branch Prepares the Requirements Package

Upon receipt of the CSSR, the Technical Support Branch prepares and sends a final requirements package to DITCO containing the CSSR, Statement of Work (SOW) or Performance Work Statement (PWS), J&A, IGCE, MIPR, COMSATCOM IA Questionnaire (CIAQ), Contract Line Item Number (CLIN) structure, network diagrams, and any other documents applicable to the requirement (see Table 6-3). The CSSR is thoroughly reviewed and quality checked by the Technical Support Branch for technical accuracy and completeness.

Document	Description
CLIN Structure	Proper Contract Line Item Number structure
Determination & Findings (Aggregation)	Aggregation of requirements and its benefits
Evaluation Plan	Standard evaluation plan (Lowest Price Technically Acceptable (LPTA) or Best Value Tradeoff (BVTO))
COMSATCOM IA Questionnaire	Completed by bidders documenting their IA status and mitigations and assessed in source selection by the IAM
IGCE	Independent Government Cost Estimate
Mission Impact Statement	Signed memo from customer detailing the impact associated with not awarding on time
Market Research Report	Vendor research to support small business set-aside decisions, contract vehicle, and IGCE
PWS	Performance Work Statement
Quality Assurance Surveillance Plan (QASP)	Quality Assurance Surveillance Plan
Requirements Checklist & Section 508 Determination	Checklist of all documents in requirements package and additional required certifications

**Table 6-3: Documents Provided by Technical Support Branch**

The Technical Support Branch makes every effort to minimize the paperwork necessary in the requirements package. Although the Technical Support Branch prepares the documents, customers provide input to some documents, such as the PWS.

## **6.7. DITCO Receives the Requirements Package**

Upon receipt of the Requirements Package, the DITCO KO assigns the requirement to a Contract Specialist. The Contract Specialist prepares an RFP or RFQ and posts it on GSA eBuy or FBO as applicable.

## **6.8. Contractors Submit Quotes**

The contractors bid on the requirement by submitting technical and price quotes for evaluation by a pre-established deadline. The RFP or RFQ is posted for a minimum of 30 days.

## **6.9. Technical Support Branch and DITCO Evaluate Quotes/Proposals**

Technical Support Branch and DITCO evaluate all quotes using two ways: DITCO performs a cost and past performance evaluation and concurrently the Technical Support Branch technical evaluation team examines the technical merits of each bid. If the evaluation criterion is LPTA, DITCO awards to the lowest bidder with a quote that is technically acceptable. If the criterion is BVTO process, the technical evaluation team rates the technically sufficient bids in accordance with the evaluation criteria, and DITCO determines if best value tradeoff is required.

A non-disclosure agreement is required if customers wish to provide input to the source selection.

## **6.10. DITCO Makes Award**

Upon conclusion of the technical, price, and past performance evaluations the KO and/or Contract Specialist award the requirement to the winning contractor.

## **6.11. Contractor Provides Service**

After receipt of the award notice, the winning contractor receives authorization to provide service. The winning contractor finalizes any necessary leases and licensing and provides a TP at least 24 hours before the service start date. This process culminates with the delivery of a SAA to the customer from the RSSC. 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. Technical Support Branch Provides Post Award Service**

The contractor issues the completion report and complete status acquisition memo to the Technical Support Branch, DITCO, and RSSC. The RSSC receives the contractors' required reports as they occurred and monthly outages report. The RSSC maintains contact with customers to manage their CLINs during appropriate Period of Performance. The RSSC manages day-to-day operations of the bandwidth and is the focal point for problem resolution with the

contractor/satellite provider. They also provide assistance for any billing, mission planning, HNA, FC, LR, and radio frequency interference/electromagnetic interference (RFI/EMI) issues.

## 7.0 INMARSAT BPA ORDERING

### 7.1. Preliminary Actions Required Before Starting the Ordering Process

Customers wishing to order Inmarsat services for their Inmarsat terminals in support of DoD or government agency mission requirements must obtain the following:

- An approved SDB number
- A valid Program Designator Code (PDC)
- A DDSF account with an approved authorized official role

The following sections discuss how to obtain each.

#### 7.1.1. 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 and vary according to specific 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 expecting 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 CJCSI 6250.01E, the JSP is the designated authority for approving SDB requests. To allow for JSP approval lead times, initiate SDB requests as early as possible. The customer should contact the 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 6250.01E for more details regarding the submission process for SDB requirements. Customers can reference the SATCOM Data Base Requirement User's Guide outlined in CJCSI 6250.01E.

### 7.1.2. Obtain a Program Designator Code (PDC)

Before ordering Inmarsat airtime services through GSA Internet Protocol (IT) Schedule 70, the customer must first obtain a PDC, which is a four- or six-character alphanumeric 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) 618-229-9718
- Other: DSN 779-9358, (C) 618-229-9519
- DISA: DSN 779-9206, (C) 618-229-9206

### 7.1.3. Obtain a DISA Direct Storefront (DDSF) Account

Inmarsat services are ordered through the DDSF system via the DISA Direct Homepage. The link to DISA Direct is: <https://www.disadirect.disa.mil/products/asp/welcome.asp>.

To obtain a DDSF User ID and password, customers should proceed to the Registration Center section located on the left side of the DISA Direct home page and select "Create UserID."

The user may return to the DISA Direct home page after creating a User ID and password. 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. After receiving approval of his or her authorized role request, the user can create a Telecommunications Request (TR) in DDSF.

An order submitted through DDSF generates a TR, which DDSF 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) generates and routes to 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. To reach DISA-CONUS call 618-229-9922. For issues with TR submissions, users can contact the Technical Support Branch MSS Team at [disa.meade.ns.mbx.comsatcom-mss@mail.mil](mailto:disa.meade.ns.mbx.comsatcom-mss@mail.mil).

### 7.1.4. Service-Specific Ordering Information

Some service types require additional information when ordering. If further assistance is required, please contact the MSS help desk at [disa.meade.ns.mbx.comsatcom-mss@mail.mil](mailto:disa.meade.ns.mbx.comsatcom-mss@mail.mil).

#### 7.1.4.1. Aero

Before ordering Aero services, ensure that all non-Swift Broadband (SBB)/BGAN terminals are commissioned and you have the Inmarsat Serial Numbers (ISNs) and all assigned Inmarsat Mobile Numbers (IMNs) or Aircraft Earth Station Identifier (AESID) for all channels being activated. Note that SBB SIMs are enclosed in a non-user-serviceable module that is included

with the terminal. Unless ordering new or discreet SIMs, the 18-digit Integrated Circuit Card Identification (ICCID) number of each SIM must be provided.

### 7.1.4.2. Maritime

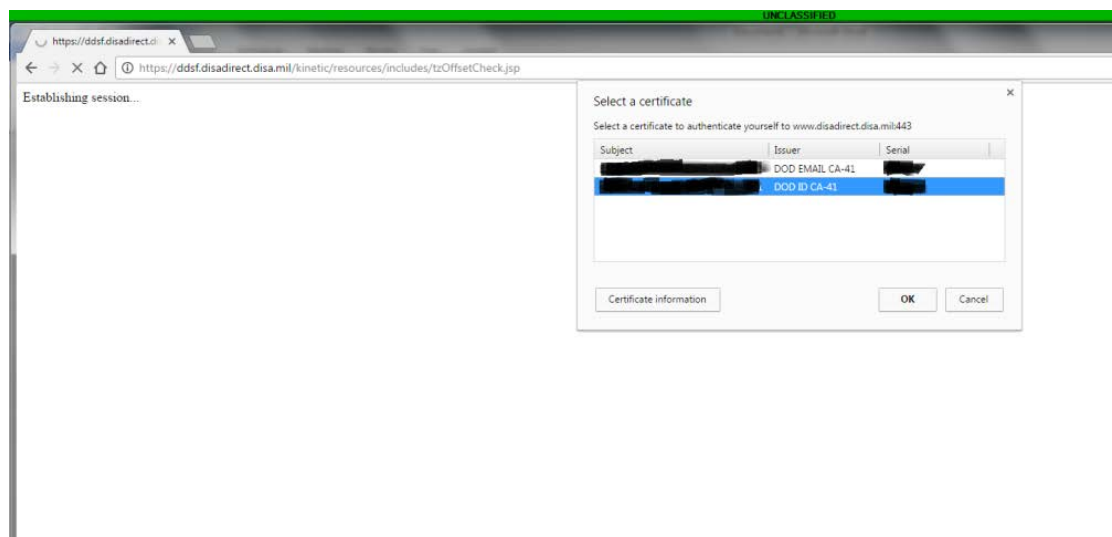
Before ordering Maritime services, ensure that all non-Fleet Broadband (FBB) terminals are commissioned and you have the ISN and an assigned IMN as these will be mandatory entries.

### 7.1.4.3. Swift Broadband

Before ordering SBB services, ensure you have the ICCID of all channels being activated unless you are ordering new SIMs. The ICCID will be a mandatory entry.

## 7.2. DISA Direct Storefront Ordering Procedures for Inmarsat Services

To initiate an order for Inmarsat services, users should proceed to the DISA Direct Storefront (DDSF) home page at [https://ddsf.disadirect.disa.mil/kinetic/DisplayPage?name=DDSF\\_Home](https://ddsf.disadirect.disa.mil/kinetic/DisplayPage?name=DDSF_Home), choose your DOD ID certificate and click “OK” to proceed.



**Figure 7-1. Select DoD ID Certificate**

Click the “use PKI/CAC” button:

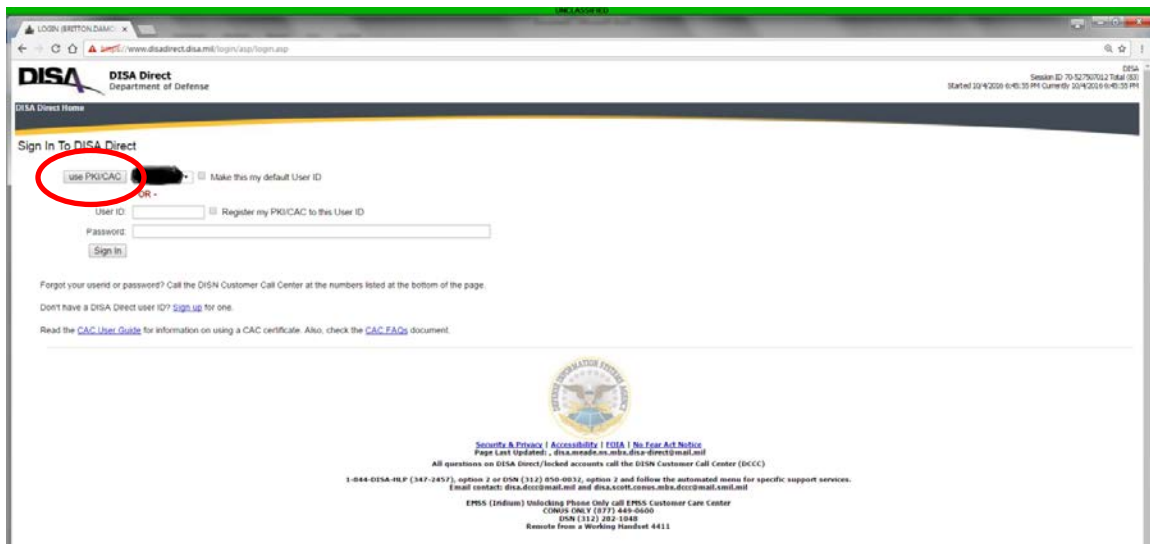


Figure 7-2. Use PKI/CAC to log in

On the DDSF home page, users should roll down the menu on the left side to “Satellite Services” and select “Commercial Satellite Subscription Services” to get to the TR Main Page.

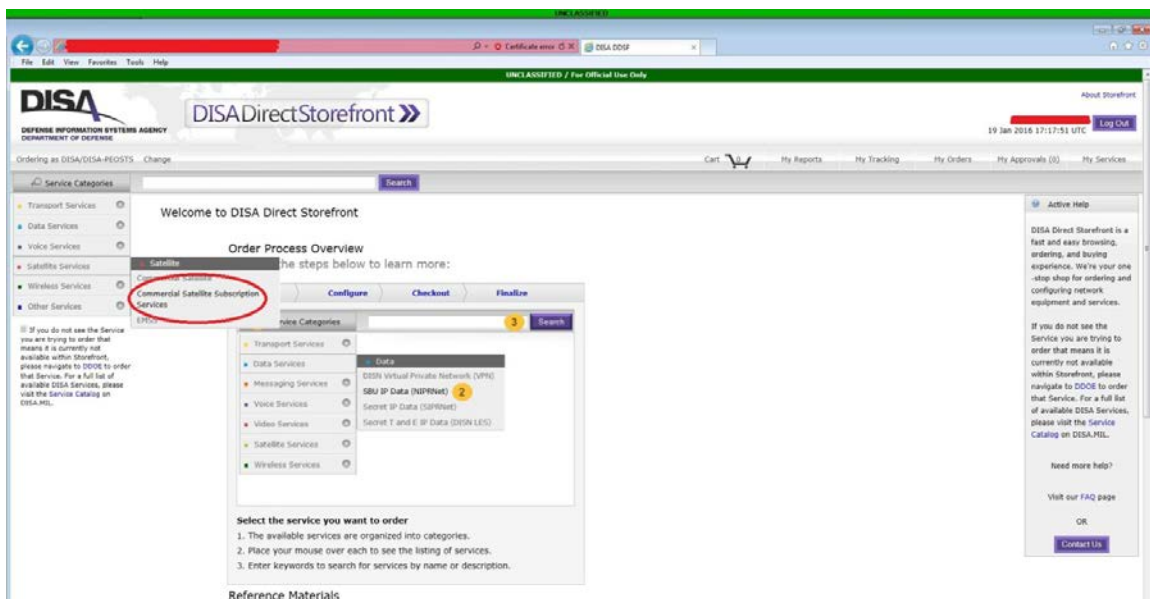


Figure 7-3. Ordering Commercial Satellite Subscription Services from the DDSF home page

Verify who you are ordering for in upper left corner and click on “Order Now”.

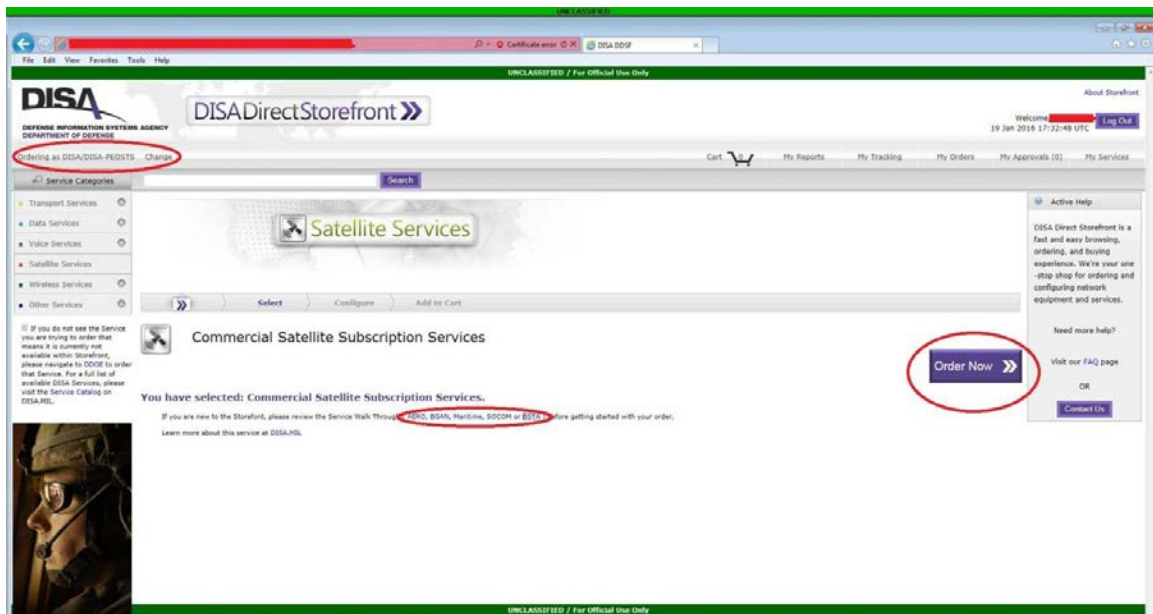


Figure 7-4. Verify ordering activity and select order now

Select the service you wish to order. Selections will lead to additional drop-down boxes for specific services. Note that all fields with a red asterisk are mandatory.

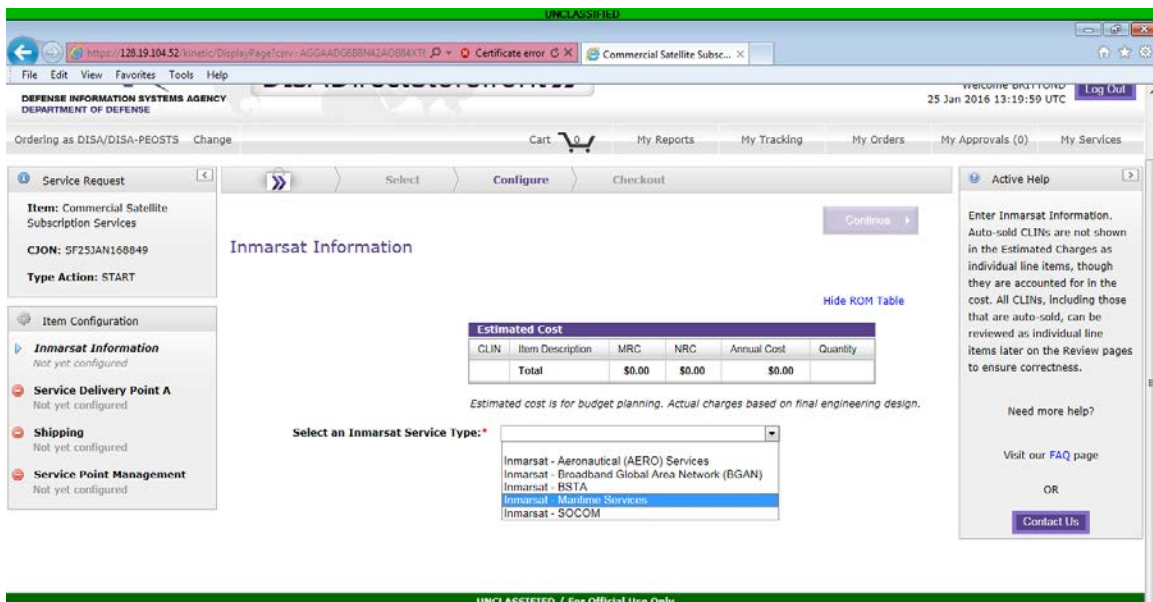


Figure 7-5. Select the service



UNCLASSIFIED

https://128.19.104.52/kinetic/DisplayPage?cmv=AGGAADG080N42A084XTT Certificate error Commercial Satellite Subsc...

File Edit View Favorites Tools Help

CJON: SF25JAN168849  
Type Action: START

Item Configuration

Inmarsat Information  
Not yet configured

Service Delivery Point A  
Not yet configured

Shipping  
Not yet configured

Service Point Management  
Not yet configured

### Inmarsat Information

Hide ROM Table

CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
2010AA	Messaging + Internet-C MMES to PSTN (\$0.16/256 ... <a href="#">Details</a>	\$0.00	\$0.00	\$0.00	1
Total		\$0.00	\$0.00	\$0.00	

Estimated cost is for budget planning. Actual charges based on final engineering design.

Select an Inmarsat Service Type: Inmarsat - Maritime Services

Select an Inmarsat Maritime Service: Inmarsat C

Are you submitting this request to document an order that was previously submitted or fulfilled (After the Fact)? ☐ Yes ☒ No

Operational Service Start Date: 04/24/2016  
☒ Use estimated start date (04/24/2016) ☐ Specify other

BGAN Blanket Purchasing Agreement (BPA): CSS0030 - HC1013-13 A-0004

BPA Expiration Date: 06/30/2018

Please select a service CLIN pack below.

Inmarsat C Service :: Added	\$ 0.00 / \$ 0.00 / Usage ... Details	Remove
2010AK Inm-C Data Report (Large) MMES to PSTN ... Details	\$ 0.13 / RT	

Auto-sold CLINs are not shown in the Estimated Charges as individual line items, though they are accounted for in the cost. All CLINs, including those that are auto-sold, can be reviewed as individual line items later on the Review pages to ensure correctness.

Need more help?  
Visit our [FAQ page](#)  
OR  
[Contact Us](#)

Figure 7-6. Ordering services - Maritime example

UNCLASSIFIED

https://128.19.104.52/kinetic/DisplayPage?cmv=AGGAADG080N42A080MDF Certificate error Commercial Satellite Subsc...

File Edit View Favorites Tools Help

25 Jan 2016 16:00:39 UTC

DEFENSE INFORMATION SYSTEMS AGENCY  
DEPARTMENT OF DEFENSE

Ordering as DISA/DISA-PEOSTS Change Cart 0 My Reports My Tracking My Orders My Approvals (0) My Services

Service Request

Item: Commercial Satellite Subscription Services  
CJON: SF25JAN168850  
Type Action: START

Item Configuration

Inmarsat Information  
Not yet configured

Service Delivery Point A  
Not yet configured

Shipping  
Not yet configured

Service Point Management  
Not yet configured

### Inmarsat Information

Hide ROM Table

CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
Total		\$0.00	\$0.00	\$0.00	

Estimated cost is for budget planning. Actual charges based on final engineering design.

Select an Inmarsat Service Type: Inmarsat - Aeronautical (AERO) Services

Select an Inmarsat AERO Service: Swift G4

Are you submitting this request to document an order that was previously submitted or fulfilled (After the Fact)? ☐ Yes ☒ No

Operational Service Start Date:

BGAN Blanket Purchasing Agreement (BPA):

BPA Expiration Date:

Swift G4  
Swift Broadband (SDB)

Active Help

Enter Inmarsat Information. Auto-sold CLINs are not shown in the Estimated Charges as individual line items, though they are accounted for in the cost. All CLINs, including those that are auto-sold, can be reviewed as individual line items later on the Review pages to ensure correctness.

Need more help?  
Visit our [FAQ page](#)  
OR  
[Contact Us](#)

Figure 7-7. Ordering services - Aero example

Accept estimated Operational Service Start Date or specify another date. Choose required CLINS by selecting “Add to Order” buttons.

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Estimated cost is for budget planning. Actual charges based on final engineering design.

Select an Inmarsat Service Type: Inmarsat - Broadband Global Area Network (BGAN)

Select an Inmarsat Service: Inmarsat - BGAN

Are you submitting this request to document an order that was previously submitted or fulfilled (After the Fact)? Yes No

Operational Service Start Date: 04/24/2016

Use estimated start date (04/24/2016) Specify other

BGAN Blanket Purchasing Agreement (BPA): CSS0002 - HC1013-12-A-0001

BPA Expiration Date: 11/30/2016

Please select a service CLIN pack below.

BGAN - BGAN Service CLINS :: Added \$ 37.24 / \$ 0.00 (NRC/MRC) ... Details Remove

4001AG One Time Activation Fee (Includes FedEx CONUS ... Details \$ 37.24 / EA

4001AE Subscription Fee \$ 0.00 / MO

Select the type of Subscriber Identity Module (SIM) Card:

Network (BGAN) SIM Card :: Added \$ 0.00 / \$ 0.00 (NRC/MRC) ... Details Remove

4001AA Network (BGAN) SIM Card \$ 0.00 / EA

Discreet (BGAN) SIM Card \$ 0.00 / \$ 0.00 (NRC/MRC) ... Details Add to Order

Visit our FAQ page

OR

Contact Us

Figure 7-8. Ordering CLINs and specifying service date - BGAN example

When all CLINs have been added to the order, select the type of address the SIM cards will be shipped to and select Continue. You will then be able to search for an existing Service Point Address or input a new address. Select Next after each entry or selection.

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Customer Location A equipment.

You can select an existing location or, after you perform a search create a new one by clicking the "Create New Address" button or the "Create New Address Based on Existing" button.

The icon: represents user entered data.

To learn more please see the document: Looking Up and Creating Addresses and POCs

Need more help?

Visit our FAQ page

OR

Contact Us

Please enter your search parameters. Country is a mandatory selection.

Country: United States State: Virginia City: CHANTILLY

Location Name/Zip Code/Street Address: Search

Selected Address: Test Home A, 14425 PENROSE PLACE SUITE 270, CHANTILLY, VA, 20151, US

Create New Address Create New Address Based on Existing

<< first < prev 1 next > last >> 10 per page

Location Name	GEOLOC Code	Address	City	State	Zip	Country
Test Home A	CHANTILLY	14425 PENROSE PLACE SUITE 270	CHANTILLY	VA	20151	US
National Reconnaissance Office (NRO)	CHANTILLY	14675 LEE ROAD	CHANTILLY	VA	20151	US
National Reconnaissance Office (NRO)	CHANTILLY	14675 LEE ROAD	CHANTILLY	VA	20151	US

<< first < prev 1 next > last >> 10 per page

Next

Figure 7-9. Search for an existing address or create a new address

The submitter POC information will be automatically populated. If a different POC is required, use the POC lookup tool. Search fields include Agency, Organization, Name, and/or Location. The Create a New POC button will be enabled after performing the search.

The Service Point information previously entered may be used for shipping, or another address or POC may be added for shipping. If shipping to APO/FPO, enter “Ship to APO/FPO address via United States Postal Service (USPS)” in the Shipping Instructions box. Inmarsat is a global service and only Service Point A (home base) information should be entered.

**Service Request**

Item: Commercial Satellite Subscription Services  
CION: SF251AN168849  
Type Action: START

**Item Configuration**

- Inmarsat Information Configured
- Service Delivery Point A Test Home, US
- Shipping Not yet configured
- Service Point Management Not yet configured

**Shipping**

Back Continue

Hide ROM Table

CLIN	Item Description	MRC	NRC	Annual Cost	Quantity
2010AA	Messaging - Internet-C MMES to PSTN (\$0.16/256 ...)	\$0.00	\$0.00	\$0.00	1
<b>Total</b>		<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	

Estimated cost is for budget planning. Actual charges based on final engineering design.

**Shipping Address:**

Ship To SDP A  
Select Shipping Address  
Selected Address: Test Home, 14425 PENROSE PLACE SUITE 270, CHANTILLY, VA, 20151, US

**Shipping POC:**

Ship To Me  
Select/Create Ship To POC  
Selected POC: Mr. Damon Britton

Shipping Instructions:

Figure 7-10. Enter shipping information

After entering all CLIN, POCs, Service Point, and Shipping information, review all ordering information on the review page and make changes as necessary. Then, continue on to the funding approval and organization accounts information. The PDC is entered in the Funding Approval Justification field.

The screenshot shows the 'Ordering Org and Agency' step in the ordering process. The left sidebar contains a 'Service Request' section with 'Item: Commercial Satellite Subscription Services', 'CJON: SF25JAN168849', and 'Type Action: START'. Below this is a 'Checkout' section with 'Ordering Org and Agency' marked as 'Not yet completed', and 'Purpose: Mission', 'Service Dates', and 'Justifications and Approvals' also marked as 'Not yet completed'. The main content area is titled 'Ordering Org and Agency' and includes a 'Continue' button. Below the title is a 'Customer Information' section with fields for 'On Behalf of Agency' (DISA), 'On Behalf of Organization' (PEO for SATCOM, Teleport, & Services (PEO-STC)), 'Funding Approval Justification\*' (B4ZV7E), 'Requestor Information' (Name: Mr. Damon Britton, Agency: DISA, Organization: PEO for SATCOM, Unclassified Email: damon.l.britton.ctr@mail.mil, Classified Email: [redacted], Comil and/or DSN Phone Number: 312-381-0793, Pager Number: [redacted]), and 'Organization Accounts\*' (GK-DISN COI (NS Use Only)). A 'Show ROM Table...' link is also present. On the right, an 'Active Help' panel provides instructions to confirm customer information and offers a 'Contact Us' button.

Figure 7-11. Enter PDC and Organization information

The product/service description will be pre-populated. Select the appropriate National Security System Code and enter your valid SDB number. Complete the remaining required information and select "Continue." Note: Unless a concrete date for service is required, choosing "Yes" when asked if you would like service sooner is recommended.

The screenshot shows the 'Purpose-Mission' step in the ordering process. The left sidebar is similar to the previous step, but 'Ordering Org and Agency' is now marked as 'Completed', and 'Purpose-Mission' is marked as 'Not yet completed'. The main content area is titled 'Purpose-Mission' and includes a 'Back' button and a 'Continue' button. Below the title is a 'What Mission Need does this support? (Product/Service Description)\*' section with a text area containing 'START a Commercial Satellite Subscription Services service at 14425 PENROSE PLACESUITE 270, CHANTILLY, VA, 20181, US'. A 'Show ROM Table...' link is also present. Below this is a 'National Security System Code\*' dropdown menu and an 'Enter Satellite Database Approval Number\*' field. A 'Do you want to provide a CCO or CMO?' checkbox is also present. Below these fields is a 'Unclassified description of the exercise' section. On the right, an 'Active Help' panel provides instructions to provide purpose/mission information and offers a 'Contact Us' button.

Figure 7-12. Enter Purpose and Mission information

The screenshot shows the 'Service Dates' configuration page. The left sidebar contains a 'Service Request' section with 'Item: Commercial Satellite Subscription Services', 'CJON: SF25JAN168849', and 'Type Action: START'. Below this is a 'Checkout' section with a progress bar showing 'Ordering Org and Agency' and 'Purpose-Mission' as completed, while 'Service Dates' and 'Justifications and Approvals' are not yet completed. The main content area is titled 'Service Dates' and includes the following questions and inputs:

- Is this a Temporary order request?** ☐ Yes ☒ No
- Are you submitting this request to document an order that was previously submitted or fulfilled (After the Fact)?** ☐ Yes ☒ No
- Required Operational Service Start Date?**  [Show ROM Table...](#)
  - ☒ Use estimated start date (04/24/2016) ☐ Specify other
- If possible, would you like the service sooner than the requested Operational Service Start Date?** ☐ Yes ☒ No
- Are expedited charges authorized to meet the service date?** ☐ Unlimited ☒ Yes ☐ No

Buttons for 'Back' and 'Continue' are located at the top right of the main content area. An 'Active Help' panel on the right explains that estimated dates are calculated by adding lead time and provides instructions on how to specify an earlier or later date.

Figure 7-13. Complete service date information

Enter any justification and approval information. The standard message classification selection is Unclassified.

The screenshot shows the 'Justifications and Approvals' configuration page. The left sidebar is identical to the previous screenshot. The main content area is titled 'Justifications and Approvals' and includes the following fields:

- Message Classification\***
- Justification of Service Requested**  1000 Characters Remaining
- Identification of Reference**  1000 Characters Remaining
- Approval Document**  1000 Characters Remaining

Buttons for 'Back' and 'Continue' are located at the top right of the main content area. An 'Active Help' panel on the right prompts the user to provide justifications and approvals and provides a link to the FAQ page.

Figure 7-14. Enter Justification and Approvals

Add any final additional email addresses or related order information and select “Add to Cart.” The screen will show a summary of your order and you may continue shopping or select “Finalize Order.”

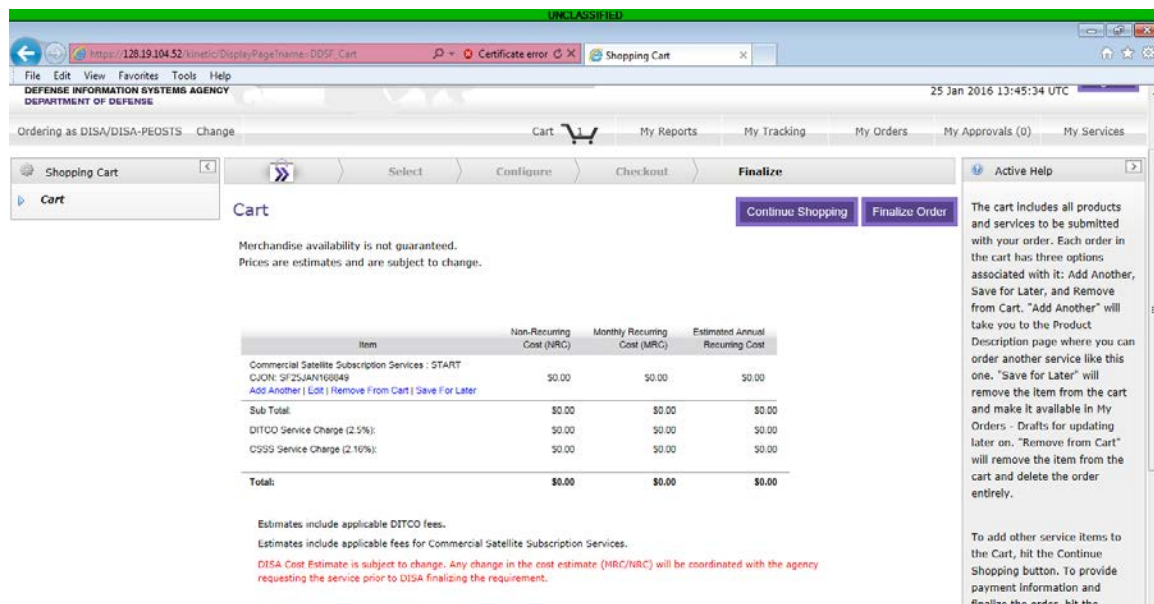
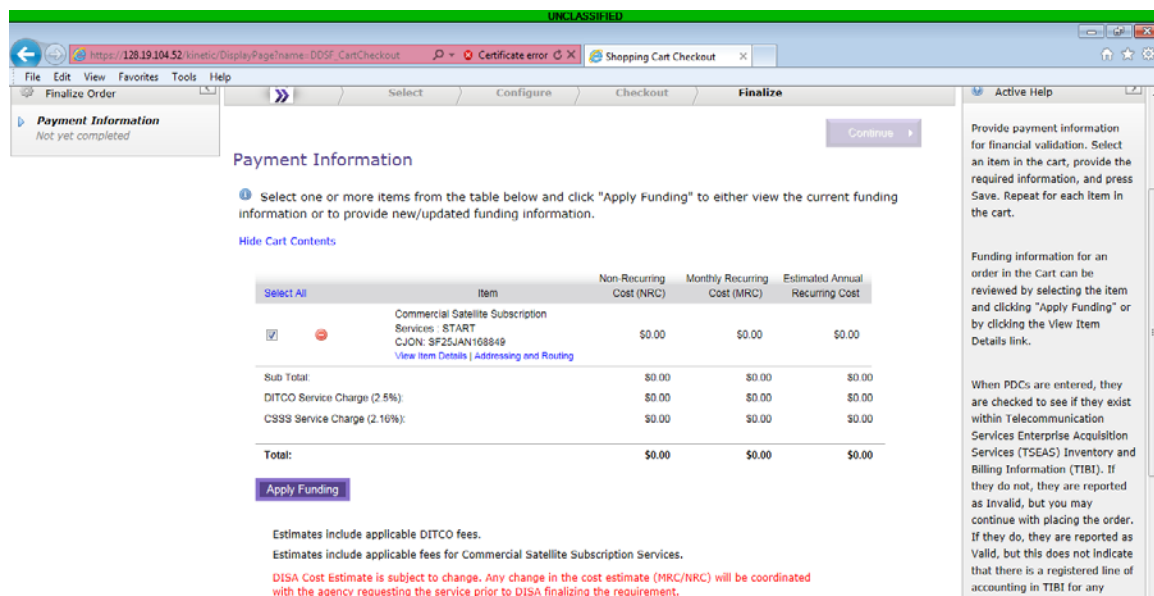


Figure 7-15. Cart

After finalizing the order, select the Customer Job Order Number (CJON) you wish to complete, select “Apply Funding”, and enter funding information including the correct fully funded PDC.





**PDC Funding**

We recommend that Total Cost Thresholds (Not to Exceed) be equal to or greater than the NRC and MRC cost estimates (shown in bold text here). Your payment is validated (indicated by a green checkmark) once all required information is complete.

PDC Funding must cover at least **\$ 0.00** in non-recurring costs and **\$ 0.00** in monthly recurring costs (Actual ROM).

Program Designator Code	Non-Recurring Cost (NRC)	Monthly Recurring Cost (MRC)	Action
B4ZV7E	\$ 0.00	\$ 0.00	<a href="#">Delete</a>

Press "Save Changes" to save all your changes to the funding information. [Save Changes](#)

*No PDC was provided for this office. Please refer to the Active Help and information icons associated with the PDCs for additional information.*

Need more help?  
Visit our [FAQ page](#)  
OR  
[Contact Us](#)

Figure 7-16. Enter payment information and place order

## 7.3. Ordering Other Service Options

The BPAs include a CLIN for “emerging technologies,” which allows users the flexibility of ordering additional BGAN services not included. For an emerging technologies requirement, send an email request to the MSS help desk at [disa.meade.ns.mbx.comsatcom-mss@mail.mil](mailto:disa.meade.ns.mbx.comsatcom-mss@mail.mil). The email should reference the following:

- The specific Inmarsat 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 DDSF. This means initiating a request in DDSF before emailing an emerging technology request to DITCO.

The submitter’s O-6 (or equivalent) must approve the emerging technology request prior to the request being routed to DITCO. In addition, the PDC Funding POC receives notification to authorize available funds to support the emerging technology request.

**Note:** If the service request falls outside the scope of the BPA, it may be competed through another existing or new contract vehicle.

## 7.4. User Activities after Ordering

### 7.4.1. Service Activation Notification

DITCO will issue three SAMs for every order via email. The first SAM goes out once the order has been received by DITCO. The second SAM is issued when the order is sent to the vendor, with the final SAM being issued once the action has been completed by the vendor. 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, Mobile Subscriber Integrated Services Digital Numbers (MSISDNs), and IP addresses will no longer be included in Final SAMs. If user needs this information, they should refer to the SIM card package from the contractor or contact the Technical Support Branch MSS Team.

## 7.4.2. Troubleshooting

For DISA Direct Storefront issues, customers should contact the DISA Customer Call Center (DCCC) and select option 2 when prompted. For TR-specific troubleshooting issues, customers can contact the DISA Technical Support Branch MSS team for assistance (see Table 7-1).

DISA Customer Call Center		
DCCC	disa.dccc@mail.mil	CMCL: (844) 347-2457 DSN: (312) 850-0032
Technical Support Branch MSS Team		
MSS Team	disa.meade.ns.mbx.comsatcom-mss@mail.mil	(301) 225-2600

Table 7-1: DCCC and Technical Support Branch MSS Team POCs



## APPENDIX A. POINTS OF CONTACT

Points of Contact	Phone
<b>Technical Support Branch</b> <b>FAX: 301-225-0584</b> <a href="http://www.disa.mil/Services/SATCOM/comsatcom-services">http://www.disa.mil/Services/SATCOM/comsatcom-services</a> <a href="mailto:disa.meade.ns.mbx.comsatcom-csb@mail.mil">disa.meade.ns.mbx.comsatcom-csb@mail.mil</a>	(301) 225-2211
<b>RSSC-West</b>	(719) 554-0927
<b>RSSC-East</b>	(813) 828-6836
<b>RSSC-EUR</b>	011 49 711 6863 95265
<b>RSSC-PAC</b>	(808) 656-0683

**APPENDIX B. ACRONYM LIST**

ACRONYM	DESCRIPTION
ACOR	Alternate Contracting Officer Representative
AO	Authorizing Official
BGAN	Broadband Global Area Network
BPA	Blanket Purchase Agreement
BVTO	Best Value Tradeoff
CAM	Customer Account Manager
CECOM	Communications-Electronics Command
CIAQ	COMSATCOM Information Assurance Questionnaire
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
CONEX	Contingency Exercise
CONUS	Continental United States
COR	Contracting Officer Representative
CSA	Communication Service Authorization
CSSR	Commercial Satellite Service Request
CS2	Custom Satellite Communications (SATCOM) Solutions
CS2SB	CS2 Small Business
CS3	Complex Commercial Satellite Solutions
DCCC	DISA Customer Call Center
DCN	DISA Control Number
DDSF	DISA Direct Store Front
DISA	Defense Information Systems Agency

ACRONYM	DESCRIPTION
DITCO	Defense Information Technology Contracting Office
DoD	Department of Defense
DoDIN	Department of Defense Information Network
DPAP	Director of Defense Procurement and Acquisition Policy
DSCA	Defense Support of Civil Authorities
EMI	Electromagnetic Interference
FC	Frequency Clearances
FCSA	Future COMSATCOM Services Acquisition
FSC	Federal Stock Class
FSS	Fixed Satellite Services
FY	Fiscal Year
GAN	Global Area Network
GAR	Gateway Access Request
GIG	Global Information Grid
GSA	General Services Administration
HNA	Host National Agreement
IA	Information Assurance
IAM	Information Assurance Manager
IAW	In Accordance With
ICCID	Integrated Circuit Card Identification
ID/IQ	Indefinite Delivery/Indefinite Quantity
IGCE	Independent Government Cost Estimate
IP	Internet Protocol
ISAT	Inmarsat Satellite Phone
ISDN	Integrated Services Digital Network
IT	Information Technology
JSP	Joint SATCOM Panel

ACRONYM	DESCRIPTION
JSPA	Joint SATCOM Panel Administrator
J&A	Justification and Approval
KBPS	Kilobits per Second
KO	Contracting Officer
LOA	Line of Accounting
LPTA	Lowest Price Technically Acceptable
LR	Landing Rights
M&C	Monitoring and Control
MAC	Mission Assurance Category
MILSATCOM	Military Satellite Communications
MIPR	Military Interdepartmental Purchase Request
MOA	Memorandum of Agreement
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
OCONUS	Outside the Continental United States
OSD	Office of the Secretary of Defense
PDC	Program Designator Code
PCO	Procuring Contracting Officer
PE	Program Element
PM	Program Manager
POC	Point of Contact
PSTN	Public Switched Telephone Network
PWS	Performance Work Statement

ACRONYM	DESCRIPTION
QASP	Quality Assurance Surveillance Plan
RFI	Radio Frequency Interference; Request for Information
RFP	Request for Proposal
RFQ	Request for Quote
RSSC	Regional Satellite Support Center
SAA	Satellite Access Authorization
SDB-MT	SBD Management Tool
SAM	Status of Acquisition Message
SATCOM	Satellite Communications
SAR	Satellite Access Request
SDB	SATCOM Data Base
SIM	Subscriber Identity Module
SIN	Special Item Number
SMS	Short Messaging Service
SOCOM	Special Operations Command
SOW	Statement of Work
SPS	Satellite Phone Service
STEP	Standard Tactical Entry Point
TP	Transmission Plan
TR	Telecom Request
TSR	Telecommunications Services Request
UHF	Ultra High Frequency
USNORTHCOM	United States Northern Command
WAWF	Wide Area Workflow
WO	Web Order