



World Wide Technology, Inc

World Wide Technology, Inc. ITES-2H Ordering Guide

Contract # W91QUZ-07-D-0011
April 4, 2007





WWT ITES-2H GENERAL INFORMATION

The ITES-2H contracts are a follow-on to the Information Technology Enterprise Solutions – Enterprise Hardware Solutions contracts. The contracts are multiple award, Indefinite Delivery/Indefinite Quantity (ID/IQ) contract vehicles, specifically designed as the primary source of information technology (IT) equipment to support the Army enterprise infrastructure goals with a full range of innovative, world class information technology equipment and solutions at a reasonable price.

It is essential that the ITES-2H equipment integrate and enhance Army Net-operations/Net-centric capabilities, while providing a common look and feel for Army applications at all levels of both the strategic and tactical Army enterprise. Emphasis should be placed on equipment that can be updated or enhanced in order to incorporate long-term migration strategies with performance enhancements for initiatives such as the Global Information Grid (GIG), Future Combat Systems (FCS), Information Assurance (IA) policies, and Internet Protocol version 6 (IPv6) policies. The equipment must be in compliance with existing DoD and Department of Army standardization and interoperability policies. ITES-2H contractors are to enhance Army capabilities by partnering with and supporting the implementation of NETCOM's Networkability program.

Ordering is decentralized for all ITES-2H requirements. Ordering under the contracts is authorized to meet the needs of the Army, Department of Defense, and other Federal agencies. There is no Agency pass-through or service fees associated with this contract. Individual task orders will be awarded.

ITES-2H CONTRACT SCOPE

The ITES-2H contracts provide for the purchase and lease of commercial RISC/EPIC servers, Intel/AMD servers, desktops, notebooks, workstations, thin clients, storage systems, networking equipment (including wireless), network printers, product ancillaries (including equipment cabinets, racks and mounts), peripherals (including monitors), network cabling products, video teleconferencing (VTC) products, standalone displays (e.g., plasma screens, HDTVs), scanners, Everything over Internet Protocol (EoIP) products, communications devices, power devices, software, basic warranty and warranty options, and other related accessories and options. The personal computers and notebooks are for the fielding of a complete system or as part of a total design solution, as opposed to a personal computer or notebook replacement vehicle. In addition, the contractor shall provide related firm-fixed-price services that enable the capability to provide end-to-end equipment solutions. Services shall be directly related to the procurement of equipment under this contract. The legacy equipment warranty/maintenance shall be related to the integration of equipment procured under this contract. The services shall be performed as requested by the customer on individual delivery orders.

ITES-2H CONTRACT TERMS

The following contract terms and provisions apply to World Wide Technology, Inc. in relation to the ITES-2H Contract :

CONTRACT TERMS	ITES-2H
Contract Type	<ul style="list-style-type: none"> • Fixed-Price with Economic Price Adjustment – Catalog CLINs • Firm-Fixed-Price – Related Items, Equipment, Service, & Software
Period of Performance	<ul style="list-style-type: none"> • Five (5) years: <ul style="list-style-type: none"> • 36 month base period • Two 12 month options
Warranty	<ul style="list-style-type: none"> • OEM Provided warranty. Extended warranty customized warranty, and maintenance plans to include software updates and security patches are available upon request.
Delivery	<ul style="list-style-type: none"> • From the date a valid order is received. <ul style="list-style-type: none"> • Within 30 calendar days for CONUS addresses • Within 35 calendar days for OCONUS addresses



WWT ITES-2H PRODUCTS

Based on ITES-2H guidelines, the product catalogs consist of the following breakdowns and descriptions. See the ITES-2H Ordering Guidelines for corresponding CLIN numbers.

- **RISC/EPIC based Servers**
UNIX platforms with RISC/EPIC based processors.
- **Windows based Server**
MS Windows Server platforms with Intel/AMD or equivalent processors.
- **Workstations, Thin Clients, Desktops and Notebooks**
Managed personal computers and notebooks with support for desktop network presence
- **Storage Systems**
Various storage arrays, storage area networks, etc.
- **Networking Equipment**
Managed and unmanaged switches, hubs, gateways, routers, wireless networking, etc.
- **Network Printers**
Network printers, scanners, supporting devices, etc.
- **Cables, Connectors, and Accessories**
Various network cables (metallic and optical) to include trays, connectors, hangars, etc.
- **Video Equipment Products**
Includes Video Teleconferencing Equipment, standalone displays, projects, etc.
- **Uninterruptible Power Supplies (UPS)**
UPS, power strips, line conditioners, and warranty variation

WWT offers technology products from more than 3,000 manufacturers around the world, ensuring we can provide each customer with precisely the right solution. Primary ITES-2H OEM's include :

Cisco Systems, Hewlett Packard, Sun Microsystems, Hitachi, CorData, EMC, Neoware, D-Link, Allied Telesis, Foundry, Polycom, Tripplite, APC and Samsung.

Many additional OEMs are available to provide specific government solutions.

In order to view the manufacturer and line of products that WWT offers in its entirety, please visit our web site at wwt.com/ites.

WWT ITES-2H SERVICES

In addition, WWT is an authorized to provide services within the guidelines of the ITES-2H contract, including, but not limited to :

- **Installation**
- **Integration**
- **Image Loading**
- **Configuration**
- **Data Migration**
- **Asset Tracking**
- **Extended Warranty management**

By contract terms, these services will be directly related to the ITES-2H equipment requirement. Said services will be performed as negotiated and agreed to by the requiring activity.



WORLD WIDE TECHNOLOGY, INC. SERVICES OVERVIEW

- **Leading provider of IT products, services, and solutions to the Government**
- **Relentless focus on people, process & technology**
- **140 Certified Professional Engineers**
- **14 Nationwide integration & distribution facilities**
- **WWT Leasing, LLC. with broad suite of leasing options**
- **Excellent Customer Service and Proven Methodology driven by ISO 9001:2000 Quality processes**
- **Worldwide access to more than 3,000 technology partners and manufacturers**
- **Nationwide Presence & Support**
- **Over 15 years of Government IT**
- **Financially stable, growing company with over \$2 billion in revenue**

ORDERING FROM WWT ON ITES-2H

The following represents the Ordering Procedures as stated within the ITES-2H contract:

Delivery Order Request. The Requiring Activity prepares the Delivery Order Request package and submits it to the Ordering Contracting Officer. As a minimum, the package should contain the following:

- **List of requirements**
- **Funding Document**
- **Independent Government Cost Estimate (IGCE)**
- **Basis for Delivery Order Award**

Proposal Preparation Request. The Ordering Contracting Officer will issue a proposal request to WWT.

Upon award, the following information shall be specified in each delivery order awarded as applicable:

1. Date of order.
2. Contract and order number.
3. Point of contact (name), commercial telephone, facsimile number and e-mail address.
4. Ordering Contracting Officer's commercial telephone number and e-mail address.
5. Description of the supplies to be provided, quantity, unit price and Contract Line Item Number (CLIN) and/or Sub Line Item Number (SLIN). Defense Finance and Accounting Service (DFAS) requires identification of the CLIN/SLIN on the order form (or credit card form) for initial entry of orders into their automated payment system. When the contractor submits a request for payment, DFAS will compare the request for payment of CLINs/SLINs with the order CLINs/SLINs. Use of item numbers other than CLINs/SLINs in the "Item No." block on the order form may result in payment delays and excessive administrative costs to both the contractor and the Government.
6. Delivery date for supplies and performance period for services.
7. Address of place of delivery or performance to include consignee.
8. Packaging, packing and shipping instructions, if any.
9. Accounting and appropriation data and Contract Accounting Classification Reference Number (ACRN) (DFAS requires an ACRN(s) on all orders.). Specific instructions regarding how payments are to be assigned when an order contains multiple ACRNs.

10. Invoice and payment instructions to the extent not covered by the contract.
11. Orders for known Foreign Military Sales requirements shall clearly be marked "FMS requirement" on the face of the order, along with the FMS customer and the case identifier code.
12. Any other pertinent information.

Instructions on how to create an External SF1449 Award in SPS/PD2, instructions are provided on the it-emark, <https://ascp.monmouth.army.mil>, under More ASCP Resources, Contracting Guidelines/Templates.

Contract Number :	W91QUZ-07-D-0011
Contract Period:	Three year base period, subject to the exercise of two, 12-month option periods, for a total of 5 years
Who Can Order:	Ordering contracting officers within the Army, Department of Defense and other Federal agencies are authorized to place orders.
Products:	Everything IT to enable the Army's infrastructure, including servers, workstations, PCs, notebooks, storage systems, networking equipment (including wireless), peripherals, communications devices, transit cases, power devices, displays, biometrics, embedded encryption, video teleconferencing, VOIP solutions, equipment upgrades, other accessories, warranty and related services ranging from installation and maintenance to site surveys and data migration.
Business Size:	Small
Credit Card Accepted:	Yes
Geographic Scope:	Worldwide
FOB Point:	Destination
Standard Delivery Time:	Delivery within 30 calendar days for CONUS locations, 35 calendar days for OCONUS locations
Item Fees:	None
Payment Terms:	Net 30 days
Maximum Order Limitation:	WWT will not impose maximum order limitations
Partial Shipment/Partial Invoicing:	Allowed unless otherwise specified by the Ordering Contracting Officer
Open Market Line Items:	Yes – the contract provides a mechanism to purchase within scope items and other direct cost items
Warranty:	OEM Provided warranty. Extended warranty customized warranty, and maintenance plans to include software updates and security patches are available upon request.
Product Returns:	In accordance with FAR Part 52.212-4, The Government may require repair or replacement of nonconforming supplies or re-performance of nonconforming services at no increase in contract price. The Government must exercise its post-acceptance rights -- (1) Within a reasonable time after the defect was discovered or should have been discovered; and (2) Before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.
Returns Due to Errors:	WWT error - must be requested within 30 days from date of invoice. Pre-approval from WWT Customer Support required.



World Wide Technology, Inc.

TELEPHONE SUPPORT

WWT has instituted an ITES-2H direct, toll free telephone number for use in the request of price & product quotes, order status and tracking, as well as any and all ITES-2H contract related inquiries. This telephone service can be reached at: 866-998-4837

WWT ORDERING GUIDELINES

The requiring officer and/or the ordering contracting office may request a WWT ITES-2H quotation in any one of the following ways:

Directly contract through WWT for an equipment only order.

- **Directly contract through WWT for an equipment order including the services required to supply, install and provide an operating system.**
- **Contract through an ITES-2S service provider and request WWT as the fulfillment source for the equipment off of ITES-2H**
- **Directly through ASCP it e-mart (<https://ascp.monmouth.army.mil>)**

WWT POINTS OF CONTACT

Contact us at **1-866-998-4837** or call any of these direct numbers:

WWT ITES-2H PROGRAM MANAGEMENT OFFICE:

John St. Clair
Program Manager
301-731-8105
John.St.Clair@wwt.com

Angie Hiller
Program Manager (Secondary)
314-919-1429
Angie.Hiller@wwt.com

GOVERNMENT POINTS OF CONTACT

Army Small Computer Program (ASCP)
ATTN: SFAE-PS-EI-SCP, Bldg 283, Squier Hall
Fort Monmouth, NJ 07703-5605
Toll Free Customer Line 1-888-232-4405
SFAE-PS-EI-SCP@mail1.monmouth.army.mil

Army Contracting Agency
ITEC4 (SFCA-IT-A)
2461 Eisenhower Avenue
Alexandria, VA 22331-1700

Brian Rieth
Product Leader
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(732) 532-5349 DSN 992-5349
Stephen.Lascelles@us.army.mil

Steven Ewing
Contract Specialist
(703) 325-0262 DSN 221-0262
Steven.Ewing@us.army.mil

SEND ORDERS OR REQUESTS FOR QUOTES TO WWT VIA FAX, E-MAIL, TELEPHONE OR MAIL:

- **Fax :** 1-314-919-1420
- **Telephone :** 1-866-998-4837
- **Email :** ites2h@wwt.com
- **Mail orders to :**

World Wide Technology
ITES-2H Contract Office
58 Weldon Parkway
St. Louis, MO 63043

Additional information is available at
www.wwt.com/ites