



Information Technology Enterprise Solutions-3 Hardware (ITES-3H)

**U.S. Army Computer Hardware, Enterprise
Software and Solutions (CHESS)**

Contract No. W52P1J-16-D-0008

Ordering Guide

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IBM ITES-3H Ordering Guide

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Note: Visit the ITES-3H website to view most recent version of Ordering Guide available.

Website: <http://www.ibm.com/web/portal/connect/federal/us/en/contracts/ites3h/>

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Introduction

The Information Technology Enterprise Solutions–3 Hardware (ITES–3H) is an Indefinite Delivery, Indefinite Quantity (ID/IQ) contract awarded to IBM by the Army Contracting Agency – Rock Island in conjunction with the Army Computer Hardware, Enterprise Software and Solutions (CHESS), formerly Army Small Computer Program (ASCP). This is an exceptional contract vehicle for any Government Agency to use to meet its enterprise information technology requirements. ITES-3H is a streamlined acquisition contract vehicle that was awarded after full and open competition.

The purpose of ITES-3H is to support the Army enterprise infrastructure and infostructure goals with a full range of innovative, world class information technology equipment and solutions at a reasonable price. The following types of products and services are included in the scope of ITES-3H:

- Unix based Servers
- Non-Unix based Servers
- Workstations, Thin Clients, Desktops and Notebooks
- Storage Systems
- Networking Equipment
- Network Printers
- Cables, connectors & Accessories
- Video Equipment Products
- Uninterruptible Power Supplies (UPS)
- Basic warranty and warranty options
- Related Software
- Other related accessories and options

Related services that enable the capability to provide end-to-end equipment solutions include:

- System configuration and integration
- Physical site analysis
- Installation and relocation
- High availability configuration
- Legacy equipment warranty/maintenance

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.

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.

This Ordering Guide includes specific IBM contracting and contact information as well as more detail about the IBM's products and capabilities. The guide has been developed to complement the ITES-3H Ordering Guidelines developed by the Army Contracting Agency – Rock Island. To obtain the most current version of those guidelines, access the CHESS website at: <https://chess.army.mil/>.

U.S. Army Computer Hardware, Enterprise Software and Solutions (CHESS)

The Army Computer Hardware, Enterprise Software and Solutions (CHESS), formerly Army Small Computer Program (ASCP), located in Ft. Belvoir, Virginia, is the Army's primary source for commercial IT products and services. The ITES-3H program was designed to support the Army's enterprise infrastructure and infostructure goals with information technology products and solutions. Questions regarding the ITES-3H program may be directed to the Point of Contacts (POC's) found under the "Contact" section of this guide.

Contacts

If you would like to obtain more information about the ITES-3H contract, send a quote request, or place an order, go to <https://chess.army.mil/>. You can contact the IBM Program Office via any of the following methods:

IBM ITES-3H Program Office	
<p>Program Manager Jennifer Elwin / Ryan Post Tel: 507-253-5000 Email: ites3h@us.ibm.com</p>	<p>Contracts Manager Linda Geier Tel: 301-803-2259 Email: geier@us.ibm.com</p>
<p>Army Solutions Manager Tim Meyer Tel: 301-803-1802 Email: timmeyer@us.ibm.com</p>	<p>ITES Operations Center Tel: 877-426-9110 Email: ites3h@us.ibm.com Website: http://www.ibm.com/web/portal/connect/federal/us/en/contracts/ites3h/</p>
U.S. Army CHESS	
<p>Product Leader Deidre Harris Tel: 703-806-1003 Email: deidre.e.harris.civ@mail.mil</p>	<p>Mail Army Computer Hardware, Enterprise Software and Solutions (CHESS)</p> <p>CHESS, ATTN: SFAE-PS-CH 9351 Hall Road, Bldg 1456 Fort Belvoir, VA 22060</p> <p>Email: armychess@mail.mil Telephone: 888-232-4405 Website: https://chess.army.mil/</p>
U.S. Army Contracting	
<p>Contracting Specialist David A. Gannon Tel: 309-782-0868 Email: david.a.gannon.civ@mail.mil</p>	<p>Mail Army Contracting Command-RI Rock Island, IL 61299-8000 BLDGS 60 & 62</p>
<p>Contracting Officer Ilana Bohren Tel: 309-782-1844 Email: ilana.c.bohren.civ@mail.mil</p>	

Ordering

Contractor Information

Below are the administrative data required for completing a delivery order. Additional ordering information and data for IBM's ITES-3H contract can be obtained from the Army Computer Hardware, Enterprise Software and Solutions (CHES) Program ITES03H website at:

<https://chess.army.mil/> or the IBM ITES-3H site at:

<http://www.ibm.com/web/portal/connect/federal/us/en/contracts/ites3h/>

Contract Number	W52P1J-16-D-0008
CAGE Code	3BXY7
DUNS	835130485
TIN	13-087-1985
Contractor Address	International Business Machines Corporation 6710 Rockledge Drive Bethesda, MD 20817
Electronic Funds Transfer	IBM Corporation c/o PNC Bank Lockbox IBM# 643584 500 First Avenue Pittsburgh, PA 15219 Attn: Lockbox IBM# 643584 (877) 762-0830 ABA: 043000096 Acct# 1017305745
Payment Address	IBM Corporation Lockbox 643584 P.O. Box 643584 Pittsburgh, PA 15264-3584
Submittal of Orders	Task orders may be submitted using the following methods: Email: ITES3H@us.ibm.com

Products and Solutions

This section provides a summary of the products and solutions that can be acquired under the ITES-3H contract. The range of products and solutions available are not limited to those listed below. For more information about the full range of offerings or to order these items, please contact the IBM Program Office using the information listed in the Contacts section above. The three year base period of ITES-3H started February 22, 2016 and continues through February 21, 2019.

Products are offered on a catalog basis. Please refer to the appropriate web based catalog for detailed product and pricing information.

CLIN	CLIN Description	Mfg.	Price	Unit of Issue
0101	<p>Catalog I – Unix based Servers</p> <p>Offered Products: IBM Power Servers</p> <p>Catalog Reference: IBM GSA #GS-35F-110DA Web Reference: www.ibm.com/connect/federal/us/en/contracts/gsa</p>	IBM	TBD	Lot
	<p>Equipment Discount: 4.00%</p> <p>Unix platforms with multiple core Intel/AMD or equivalent processors. To include items that directly support the provided platforms, mounting racks, cabinets, power supplies, power adaptors, clustering devices, warranty variations, and operating systems/licenses not covered or provided under existing Government enterprise agreements; e.g., Enterprise Software Agreements (ESA) provided under the Enterprise Software Initiative (ESI) and SmartBuy as described on the CHES website, HTTPS://CHES.army.mil</p>			
0102	<p>Catalog I – Warranty</p> <p>Catalog Reference: IBM GSA #GS-35F-110DA Web Reference: www.ibm.com/connect/federal/us/en/contracts/gsa</p>	IBM	TBD	Lot
	<p>Warranty Discount: 5.00%</p> <p>Warranty and warranty variations in accordance with paragraph 4.6 of the SOW.</p>			

CLIN	CLIN Description	Mfg.	Price	Unit of Issue
0201	Catalog II – Non-Unix based Servers Offered Products: Cisco Servers Catalog Reference: Cisco List Web Reference: www.cisco.com	Cisco	TBD	Lot
	Equipment Discount: 4.00% Non-Unix based platforms with Intel/AMD equivalent processors. Currently includes predominately Windows based servers operating items that directly support the proposed platforms, mounting racks, cabinets, power supplies, power adaptors, clustering devices, and operating systems/licenses not covered or provided under existing Government enterprise agreements; e.g., Enterprise Software Agreements (ESA) provided under the Enterprise Software Initiative (ESI) and SmartBUY as described on the CHES website. As more operating systems are added to the Army Golden Master (AGM), more servers supporting these operating systems may be added to the catalog.			
0202	Catalog II – Warranty Catalog Reference: Cisco List Web Reference: www.cisco.com	TBD	TBD	Lot
	Warranty: 5.00% Warranty and warranty variations in accordance with paragraph 4.6 of the SOW.			

CLIN	CLIN Description	Mfg.	Price	Unit of Issue
0301	<p>Catalog III – Workstations, Thin Clients, Desktops and Notebooks</p> <p>Offered Products: Ace Workstations and PCs, HP and Dell Notebooks, Dell Displays</p> <p>Catalog Reference: Ace List, HP List and Dell List Web Reference: http://www.acecomputers.com/, http://www.hp.com/, http://dell.com</p>	Various	TBD	Lot
	<p>Equipment Discount: 12.00%</p> <p>Workstations consist of platforms with Error Check & Correcting (ECC) memory and Serial Advanced Technology Attachment (SATA) drives. Desktops consist of platforms with Double Data Rate Three (DDR3) memory and SATA drives. Notebooks consist of various DDR memory architectures. Thin clients require flash memory. All are assorted platforms with Intel/AMD (or equivalent) processors. Included are internal items that directly support the proposed platforms (e.g., various processor clock rates, internal storage devices (hard disk drives and optical drives), memory modules and upgrades, video cards, network interface cards, multimedia devices, interface adapter cards, expansion bay, internal cables, processor and motherboard upgrades, keyboard/mouse, portable storage devices, memory cards, power strips, USB hubs, card readers, speakers, external connection cables, expansion chassis, monitors, power adapters, and operating systems/licenses not covered or provided under existing Government enterprise agreements; e.g. Enterprise Software Agreements (ESA) provided under the Enterprise Software Initiative and SmartBUY as described on the CHES website.</p>			
0302	<p>Catalog III – Warranty</p> <p>Catalog Reference: Ace List, HP List, Dell List Web Reference: http://www.acecomputers.com/, http://www.hp.com/, http://dell.com</p>	Various	TBD	Lot
	<p>Warranty: 5.00%</p> <p>Warranty and warranty variations in accordance with paragraph 4.6 of the SOW.</p>			

CLIN	CLIN Description	Mfg.	Price	Unit of Issue
0401	<p>Catalog IV – Storage Systems</p> <p>Offered Products: IBM Storage</p> <p>Catalog Reference: IBM GSA #GS-35F-110DA Web Reference: www.ibm.com/connect/federal/us/en/contracts/gsa</p>	IBM	TBD	Lot
	<p>Equipment Discount: 4.00%</p> <p>To include items such as various storage arrays, storage area networks, various JBODs (Just a Bunch of Disks) configurations, various sizes of hard disk drives, storage cables, adapters, storage expansion cabinets, storage network bridge devices, power supplies, power adaptors, firmware, tape backup devices, optical backup devices, tape and optical media, and related commercial storage software products not covered or provided under existing Government enterprise agreements.</p>			
0402	<p>Catalog IV – Warranty</p> <p>Catalog Reference: IBM GSA #GS-35F-110DA Web Reference: www.ibm.com/connect/federal/us/en/contracts/gsa</p>	IBM	TBD	Lot
	<p>Warranty Discount: 2.00%</p> <p>Warranty and warranty variations in accordance with paragraph 4.6 of the SOW.</p>			

CLIN	CLIN Description	Mfg.	Price	Unit of Issue
0501	<p>Catalog V – Networking Equipment Offered Products: Brocade, Cisco, Other</p> <p>Catalog Reference: Brocade List, WGNA GSA, Other Web Reference: http://www.brocade.com, http://us.comstor.com/content/verticals/government/westcon-group-gsa-schedule, other</p> <hr/> <p>Equipment Discount: 33.00%</p> <p>To include items such as managed and unmanaged switches, hubs, gateways, routers, wireless networking devices, Everything over Internet Protocol (EoIP), associated cables, adapters, firmware, memory upgrades, interface cards, power supplies, power adaptors, expansion bays, service packs, and related network management software products not covered or provided under existing Government enterprise agreements.</p>	Brocade, Cisco, Other	TBD	Lot
0502	<p>Catalog V – Warranty Catalog Reference: Brocade List, WGNA GSA, Other</p> <p>Web Reference: http://www.brocade.com, http://us.comstor.com/content/verticals/government/westcon-group-gsa-schedule, other</p> <hr/> <p>Warranty Discount: 21.00%</p> <p>Warranty and warranty variations in accordance with paragraph 4.6 of the SOW.</p>	Brocade, Cisco, Other	TBD	Lot

CLIN	CLIN Description	Mfg.	Price	Unit of Issue
0601	<p>Catalog VI – Network Printers Offered Products: Lexmark Printers</p> <p>Catalog Reference: Anacapa SEWP V Contract Web Reference: http://www.anacapamicro.com/anacapa/ (ANACAPA SEWP V NNG15SD64B)</p>	Lexmark	TBD	Lot
	<p>Equipment Discount: 2.00%</p> <p>Network printers, scanners, supporting devices , and power adaptors.</p>			
0602	<p>Catalog VI – Warranty Catalog Reference: Anacapa SEWP V Contract</p> <p>Web Reference: http://www.anacapamicro.com/anacapa/ (ANACAPA SEWP V NNG15SD64B)</p>	Lexmark	TBD	Lot
	<p>Warranty Discount: 2.00%</p> <p>Warranty and warranty variations in accordance with paragraph 4.6 of the SOW.</p>			
0701	<p>Catalog VII – Cables, Connectors & Accessories Offered Products: Various</p> <p>Catalog Reference: Anixter GSA, Berk-Tek List (Anixter), Ortronics List (Anixter), CPI GSA (Anixter)</p> <p>Web Reference: https://www.anixter.com/en_us/resources/government/gsa.html, https://www.anixter.com, http://www.chatsworth.com/contact-us/how-to-buy/government-business/</p>	Various	TBD	Lot
	<p>Equipment Discount: 35.00%</p> <p>Various network cables (metallic and optical) to include, but not limited to cable trays, various cable bends, connectors, and cable tray hangers.</p>			

CLIN	CLIN Description	Mfg.	Price	Unit of Issue
0801	<p>Catalog VIII – Video Equipment Products Offered Products: Polycom VTC, Samsung Displays, Other</p> <p>Catalog Reference: ANACAPA SEWP V NNG15SD64B, IBM SEWP V NNG15SC15B</p> <p>Web Reference: http://www.anacapamicro.com/anacapa/ (ANACAPA SEWP V NNG15SD64B), http://www.ibm.com/connect/federal/us/en/contracts/sewp/</p>	Various	TBD	Lot
	<p>Equipment Discount: 0.00%</p> <p>Video Teleconferencing Equipment (VTC), standalone displays (Plasma, LCD, HDTV's) larger than 21 inches, and projectors to include ancillaries.</p>			
0802	<p>Catalog VIII – Warranty</p> <p>Warranty Discount: 0.00%</p>	Various	TBD	Lot
	<p>Warranty and warranty variations in accordance with paragraph 4.6 of the SOW.</p>			
0901	<p>Catalog IX – Uninterruptible Power Supplies (UPS)</p> <p>Offered Products: Tripp Lite</p> <p>Catalog Reference: Tripp Lite List (Anixter)</p> <p>Web Reference: www.anixter.com</p>	Tripp Lite	TBD	Lot
	<p>Equipment Discount: 35.00%</p> <p>Uninterruptible Power Supplies (UPS), power strips, and line conditioners.</p>			

CLIN	CLIN Description	Mfg.	Price	Unit of Issue
0902	Catalog IX – Warranty Catalog Reference: Tripp Lite List (Anixter) Web Reference: www.anixter.com	Tripp Lite	TBD	Lot
	Warranty Discount: 12.00% Warranty and warranty variations in accordance with paragraph 4.6 of the SOW.			

CLIN	CLIN Description	Mfg.	Price	Unit of Issue
0910	<p>Related Items & Equipment</p> <p>This CLIN may be used for new technology: items that do not fit into the predefined Catalogs I through IX, and for items required to complete an ITES-3H solution. Related items do not necessarily fit into Catalogs I through IX and shall be within the scope of the contract. This CLIN shall be provided in accordance with paragraph (b)(1) of the Pricing Terms.</p>	Various	TBD	Lot
0911	<p>Related Software</p> <p>This CLIN may be used for commercial non-ESA software products or non-SmartBuy software products required to complete an ITES-3H solution. Related software products must be within the scope of the contract. This CLIN shall be provided in accordance with paragraph (b)(1) of the Pricing Terms.</p>	Various	TBD	Lot
0912	<p>Related Services</p> <p>Related incidental services shall be directly related to the ITES-3H equipment requirement. These services include, but are not limited to the system configuration and integration, physical site analysis, installation and relocation, and high availability configuration. These services shall be provided in accordance with paragraph 3.3 of the SOW.</p>	Various	TBD	Lot
0913	<p>OCONUS Shipping</p> <p>Shipping for deliveries to OCONUS locations in 35 calendar days in accordance with paragraph (b)(4) of the Pricing Terms.</p>	Various	TBD	Lot

CLIN	CLIN Description	Mfg.	Price	Unit of Issue
0914	<p>Shipping Variations</p> <p>Alternate or additional delivery schedules such as ship-in-place, expedited shipping, or shipping to APO addresses, shall be negotiated under individual delivery orders under this contract in accordance with paragraph (b)(5) of the Pricing Terms.</p>	Various	TBD	Lot
0915	<p>DoD Enterprise Software Initiative (ESI)</p> <p>The contractor shall provide software from DoD ESI sources in accordance with paragraph (b)(1)(A) of the Pricing Terms.</p>	Various	TBD	Lot
0916	<p>Other Direct Expenses</p> <p>Other direct expenses for items used in providing services, including travel, in accordance with paragraph (b)(3) of the Pricing Terms, and as negotiated in individual delivery orders under this contract. Travel and per diem will be quoted on a firm fixed price basis and shall be in accordance with the current version of the Federal Travel Regulations (FTR)/Joint Travel Regulations (JTR).</p> <p>Price is TBD.</p>	Various	TBD	Lot
0917	<p>Non-Catalog Items</p> <p>The Government reserves the right to add CLINS for individual items to the contract that currently are not catalog items. See paragraph 3.2 of the SOW.</p>	Various	TBD	Lot
0918	<p>Contractor Manpower Reporting (CMR)</p> <p>This CLIN shall be included in every Army order containing services. This CLIN shall be used for the pricing of the collection and reporting of Contractor Manpower Reporting Data and may be priced on an individual order basis and shall be in accordance with the CMR clause contained in the contract.</p>	Various	TBD	Lot
0919	<p>Services Line Item</p> <p>Contract Data Requirements List (CDRL)(DD Form 1423) which sets forth reporting requirements under the contract.</p>	Various	TBD	Lot

Services and Other Direct Costs

IBM Global Business Services is the division within IBM that focuses on providing tailorable and scalable services solutions to meet the Federal Government's mission requirements. IBM Global Business Services leverages the entire breadth and depth of the IBM Corporation, including IBM's global presence, to develop and implement real-world e-business solutions for our customers. For ITES-3H, services shall be directly related to the equipment requirements. IBM will also provide legacy equipment maintenance/warranty as part of system configuration and integration services. The legacy equipment warranty/maintenance shall be related to the integration of equipment procured under ITES-3H and will clearly define items to be maintained and level of service required. All services shall be performed as negotiated and agreed to by the requiring activity.

Other direct expenses for items used in providing the related services shall be negotiated on individual delivery orders under this contract. Travel and per diem costs shall be reimbursed in accordance with the then current version of the Federal Travel Regulations (FTR) / Joint Travel Regulations (JTR's) under the ODE CLIN.

IBM will provide services on a delivery order basis, as required, to the Government in all matters relating to the installation and maintenance of ITES-3H products. The services include, but are not limited to, the following subject areas:

- System Configuration and Integration
- Physical Site Analysis
- Installation and Relocation
- High Availability Configuration
- Legacy equipment warranty/maintenance