



Ordering Guide

*Iron Bow Technologies
Information Technology
Enterprise Solutions – Hardware
(ITES-2H)*



Contract Number W91QUZ-07-D-0010

IRON BOW TECHNOLOGIES
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Welcome

Thank you for considering Iron Bow Technologies as your source of Information Technology Enterprise Solutions-2 Hardware (ITES-2H) IT equipment and services. Iron Bow Technologies and its robust team of world-class OEMs, large and small business partners stand ready to support you and your information technology needs at any time, anywhere.

This guide provides you with all the information you need to order from the complete range of top-tier hardware, software, and services that Team IRON BOW TECHNOLOGIES is prepared to deliver. You may quickly view contract highlights, specifics, and points of contact for Team IRON BOW TECHNOLOGIES by accessing the following link off of the Computer Hardware Enterprise Software and Solutions (CHESS) Web site at: <https://chess.army.mil/>.

IRON BOW TECHNOLOGIES also has an ITES-2H Web site that is continuously updated with new information about the Team and its capabilities and qualifications. The IRON BOW TECHNOLOGIES ITES-2H Web site is available at: <http://www.ironbow.com/ites-2h>.

I am confident that Team IRON BOW TECHNOLOGIES can satisfy all of your worldwide IT requirements. Please do not hesitate to contact our ITES-2H Program Management Staff or me directly should you have any questions about the ITES-2H contract, this ordering guide, or Team IRON BOW TECHNOLOGIES . We can be reached at 877.382.ITES (877.382.4837).

Sincerely,

A handwritten signature in black ink, appearing to read "John Hanifan".

John Hanifan
Vice President, Regional Operations
Iron Bow Technologies , LLC

Introduction to ITES-2H

Scope

The ITES-2H contract is a multiple award, Indefinite Delivery/Indefinite Quantity (ID/IQ) contract vehicle, specifically designed as the primary course of Information Technology (IT) equipment to support the Army enterprise infrastructure and infrastructure goals with a full range of innovative, world class IT equipment and solutions at a reasonable price. The ITES-2H contract consists of a three (3) year base ordering period, with two (2) additional one-year options. It was awarded to a total of 6 prime companies, of which IRON BOW TECHNOLOGIES is one of the awardees.

The ITES-2H contract provides for the purchase and lease of commercial IT equipment, basic warranty and warranty options, and other related accessories and options including but not limited to the following:

- RISC/EPIC Based Servers
- Windows Based Servers
- Workstations, Thin Clients, Desktops, and Notebooks
- Storage Systems
- Networking Equipment
- Network Printers
- Cables, Connectors, and Accessories
- Video Equipment Products
- Uninterruptible Power Supplies (UPS)
- Information Assurance Products
- IPv6 Items
- Related IT HW, Software, Maint, and Services

In addition to the above, the ITES-2H contract provides for the purchase of related firm-fixed-price (FFP) 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, and services shall be performed as requested by the customer on individual Delivery Orders.

In order to keep pace with changes in technology and meet worldwide requirements of the Army, contractors shall provide for new technologies and refresh their catalog product offerings in accordance with commercial business practices, as Army requirements change, and, in accordance with this agreement, over the life of this contract. These new technologies may include, but are not limited to: biometrics, embedded encryption, body wearable computers and displays, wireless products, and mobile personal data terminals.



The IRON BOW TECHNOLOGIES ITES-2H Ordering Guide complements the official ITES-2H Ordering Guidelines developed by the ASCP. For more information on ITES-2H acquisition policies or to obtain the most current version of the Ordering Guidelines, access the ASCP Web site at: <https://chess.army.mil/ascp/commerce/contract/details.jsp?contractId=100075>.

Ordering Information

The Army Contracting Agency (ACA), Information Technology, E-Commerce, and Commercial Contracting Center (ITEC4), serves as the Administering Contracting Office (ACO) for the ITES-2H contract. The PCO has overall contractual responsibility for the ITES-2H contracts. All orders issued are subject to the terms and conditions of the contract. On any ID/IQ order received and in the event of conflict, the Terms and Conditions of the ITES-2H contract take precedence.

Computer Hardware Enterprise Software and Solutions (CHESS) serves as the contracting officer's representative (COR) and Program Manager (PM) for the ITES-2H contract. CHESS manages and maintains the *it e-mart*, a Web-based, e-commerce ordering and tracking system. The *it e-mart* Web site can be accessed by visiting the ASCP Web site at: <https://chess.army.mil>.

Any Contracting Officer (KO) in the U.S. Army, Department of Defense, and other Federal Agency may place Delivery Orders on the contract subject to the terms and conditions of the ITES-2H master contract. Contracting Officers serve as the interface between the contractor and the Government for individual Delivery Orders.

Ordering is decentralized for all ITES-2H acquisitions. Ordering under the contract is authorized to meet the needs of the Army, Department of Defense, and other Federal agencies. **There is no Agency pass-through or any service fees associated with the ITES-2H contract**, which assures ease of use for IT purchases. Individual Delivery Orders will be awarded by the Ordering Contracting Officers.

Delivery Order Limitations

The cumulative value of all DoD (ID/IQ) delivery orders may not exceed the annual contract ceiling established by the Government. There is no established limit per order.

OCONUS Orders

Since the power requirements for OCONUS hardware can vary depending on the particular installation, it is necessary to clarify the needs before the order is placed.

Shipping for OCONUS installations varies according to weight, volume, and location. All OCONUS shipping charges will be defined as a separate item in each quotation and must be incorporated in each delivery order.

DoD Contracts



CHESS (Computer Hardware Enterprise Software and Solutions), formerly ASCP

Product Leader

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Information Technology, E-Commerce, and Commercial Contracting Center (ITEC4)

Contracting Officer



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IRON BOW TECHNOLOGIES Contacts

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IRON BOW TECHNOLOGIES , Inc.












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Customer Help Desk - +1 800.338.8866, option 2

Email - ites-2hpmo@ironbow.com

Web site – <http://www.ironbow.com/ites-2h/>

OEM Partners

Catalog	Primary OEM Partner	Other OEM Partners	Quality Certifications	Advantages
I RISC/EPIC Servers (34% off list)		Call Apptis Sales Representative	ISO 9001:2000	"Leaders" and "Visionaries" Quadrant for Infrastructure Servers, 2006 #1 Workstation OEM in the Army (\$80M+ in FY07)
II Windows Servers (25% off list)		Call Apptis Sales Representative	ISO 9001:2000, 14001:2004, 10006, 19011:2002, 10011-1&2, 18001, 19752; CMMI	"Leaders" Quadrant for Infrastructure Servers, 2006 #1 ITES vendor with 40% of total awards #1 Server Manufacturer In the Army
III Workstations, Thin Client Desktops & Notebooks (18% off list)		Call Apptis Sales Representative	ISO 9001:2000, 14001:2004, 10006, 19011:2002, 10011-1&2, 18001, 19752; CMMI	"Leaders" Quadrant for Laptop and Desktop Computing, 2006 #1 ITES vendor with 40% of total awards
IV Storage Systems (27% off list)		Call Apptis Sales Representative	ISO 9001:2000, 14001:2004, 10006, 19011:2002, 10011-1&2, 18001, 19752; CMMI	"Leaders" Quadrant for Midrange Enterprise Disk Arrays, 2006 #1 ITES vendor with 40% of total awards
	 where information lives		ISO 9001:2000, ISO 17025, ISO 14001	"Leaders" Quadrant for Midrange Enterprise Disk Arrays, 2006 "Leaders" Quadrant for Enterprise Content Mgmt, 2006
V Networking Solutions (38% off list)		Force10 Networks, Juniper, Foundry, Air Magnet	ISO 9001:2000, 14001; CMMI, TL9000	"Leaders" Quadrant for Unified Communications 2006 "Leaders" Quadrant for Networking 2006 Largest Discount on any available ID/IQ vehicle
VI Network Printers (23.5% off list)		Xerox, HP Printers, Dell Printers, Brother International, Canon, KYOCERA	ISO 9001:2000, 14001, 18001	"Leaders" Quadrant for Printers 2006
VII Network Cables (60% off list)		CSC, Anixter	ISO 9001:2000; TL 9000	N/A
VIII Video Equipment (45% off list)		Call Apptis Sales Representative	ISO 9001:2000, 9002, 14001, 18001; TL9000v3.0; BABT PS 340; ANS/ESD S20.20	"Visionary" Quadrant for Unified Communications 2005
		Call Apptis Sales Representative	ISO9001:2000, 13406-2; TL9000	#1 Monitor Manufacturer within DoD Market
IX Uninterruptible Power Supplies (25% off list)		APC	ISO 9001:2000	N/A

The Iron Bow Technologies ITES-2H Project Management Office (PMO) is available to all ITES-2H customers and is staffed with personnel available on all Federal workdays during regular business hours (Eastern time). For after-hours and weekend calls, a dedicated voice mail system is available. The Iron Bow Technologies ITES-2H PMO serves as a centralized point of contact for customers to obtain more information about the ITES-2H contract, issue a Request for Quotation (RFQ), submit a Delivery Order request, or direct you to an Iron Bow Technologies ITES-2H sales representative who can review your specific requirements. Additionally, Iron Bow Technologies ITES-2H help desk technicians will be available via email or by phone for trouble tickets and support.

Placing an Order with IRON BOW TECHNOLOGIES

How To Place an Order with ITES-2H

Iron Bow Technologies has defined ordering processes to facilitate ordering, based upon customer constraints, to achieve customer satisfaction and meet end-user requirements. Although web-based ordering will be available and accessible, other means of placing orders will also be provided. There are four (4) ways to place an order with IRON BOW TECHNOLOGIES through the ITES-2H contract, as outlined below:

Paper/Fax Ordering Process

Iron Bow Technologies will accept orders (Form DD1155) that are faxed or mailed, and that accompany a valid IRON BOW TECHNOLOGIES quote for products and services currently being offered. Upon receipt and acceptance of paper-based orders, IRON BOW TECHNOLOGIES will send confirmation via email to the Contracting Officer or agency placing the order. If any issues exist that prevent the order from being accepted, the Contracting Officer will be notified immediately, and IRON BOW TECHNOLOGIES will attempt to remedy the situation or offer an alternate solution for consideration.

Electronic/Email Ordering Process

Iron Bow Technologies has defined a process to facilitate electronic order processing, whereby IRON BOW TECHNOLOGIES provides the customer with product quotations from the online catalog, compliant with IRON BOW TECHNOLOGIES' current category discounting. Customers can then take the quotation, which includes any special terms and conditions and place an order via electronic mail (e.g., PDF, Word file), which includes the DD1155 Form and the associated Delivery Order quote. Upon receipt and acceptance of the order, confirmation email will be sent to the Contracting Officer or agency placing the order.

Web-Based Ordering Process

Web-based ordering is still under construction. Iron Bow Technologies, in conjunction with CHES, is in the process of providing e-commerce capability within the Iron Bow Technologies ITES-2H Web site (PROMISE portal) in support of and interoperable with the Army's e-commerce system (E-Mart) to facilitate customer order processing and checkout for Web-based delivery orders. The portal will be continuously updated to incorporate changes to the offered products and services in accordance with the Contract. The Web-based ordering guide will be updated periodically to meet the evolving requirements of the ASCP punch-out process and associated changes.

Credit Card Ordering Process

Additionally, Iron Bow Technologies accepts orders on Government commercial credit cards. Credit card orders must contain the card number, the cardholder name as it appears on the card, commercial phone number, card expiration date,



and the CVC2 code (last 3 digits on reverse of card). For assistance in placing a credit card order, customers may contact the IRON BOW TECHNOLOGIES representative noted on the price quotation or the IRON BOW TECHNOLOGIES ITES-2H PMO. Credit cards will not be charged until IRON BOW TECHNOLOGIES receives proof of shipment to the customer. A confirmation email will be sent to the authorized individual placing the order upon completion of the transaction.

General IRON BOW TECHNOLOGIES Ordering Information

After finalizing the specific products and/or services required, either through the Web site or quotation, it is necessary to fill out the appropriate forms. The contracting activity responsible for your activity should then fill out the required order forms (Form DD1155), and forward directly to IRON BOW TECHNOLOGIES . The completed order can then be sent via mail, faxed to the appropriate contact point at IRON BOW TECHNOLOGIES , or scanned and transmitted via email. Also, for smaller orders, IRON BOW TECHNOLOGIES is capable of accepting credit card orders directly over the phone. Products will then be shipped directly to the address specified in the delivery order. As always, the IRON BOW TECHNOLOGIES ITES-2H PMO and sales representatives will be available for assistance with the order process. To access additional information on forms and to access the ASCP Web-based ordering capabilities, please access the CHESS Web site at: <https://chess.army.mil>.

Ordering Information

All contracting offices within the Department of Defense may issue Delivery Orders under this contract. A shipping point of contact (POC) must be included in the DD-1155 or SF-1449. The phone number (both commercial and, where available, DSN) of the POC must also be included. A technical POC should also be provided.

The ordering office should distribute the DD-1155 or SF-1499 locally, as needed, and directly to Iron Bow Technologies , LLC.

Contract Modifications

If a Delivery Order needs to be modified for any reason other than an Administrative Correction, a contract modification needs to be issued by the originating contracting officer and sent directly to Iron Bow Technologies , LLC.

Note: Any bilateral modification of DD1155 order that requires an Iron Bow Technologies authorized signature before the Delivery Order Contracting Officer's signature will lengthen the order acceptance process and/or product delivery. Unless required, please use unilateral modifications to the DD1155s, especially during end-of-fiscal-year processing.

Accounting and Appropriation Data

Accounting and appropriation data based on the local ordering activity's certified funding documents must be specified on the delivery order. An ACRN identifier must be assigned by the local ordering activity in accordance with DFARS 204.7107.



Note: Orders will be returned if ACRNs are not present. Funds used for this contract are funds controlled by the appropriate commander. Orders without a valid fund site and/or ACRN identifier will be returned to the issuing office.

Order Review After Receipt

When an order is received, Iron Bow Technologies will review the order for completeness and that the products ordered match the quoted configuration(s). If for any reason Iron Bow Technologies believes the order as written cannot be delivered in the required timeframe, Iron Bow Technologies will notify the Contracting Officer who issued the order. If, in the opinion of the Delivery Order Contracting Officer, a modification is deemed necessary, delivery timeframes shall commence after receipt of the modification by Iron Bow Technologies .

Note: When modifying an order, please inform Iron Bow Technologies by phone, fax, or email so that the order will be held until the modification is received and the product shipped complete. The modification must go through the same channels as the original order.

Delivery Order Status

Users may track the status of their orders several different ways. Tracking data will be available by:

- IRON BOW TECHNOLOGIES PROMISE Portal
- Dedicated Customer Service Specialists
 - Phone
 - Fax
 - Email

The main source of order tracking information will be the IRON BOW TECHNOLOGIES PROMISE Web portal. However, not all questions will be answered by the use of the Web site and thus an IRON BOW TECHNOLOGIES point of contact is available to provide additional Delivery Order status.

Shipping Information

All delivery orders must contain a delivery address that will be able to accept shipments via truck and contain an end-user point of contact and phone number. Shipments that meet Post Office delivery criteria for size and weight may be sent via APO.

Partial Deliveries

IRON BOW TECHNOLOGIES will make every attempt to deliver each order complete at the time of shipment. However, as situations dictate, partial deliveries will be made to facilitate customer needs. When partial delivery is made, all pertinent parties will be notified regarding which items will be sent and when the remainder of the items will be shipped. If,



for any reason partial delivery of an order is not acceptable, please so note on the Delivery Order that the order must be shipped complete.

OCONUS Shipments

All delivery orders with a shipment address directly to an OCONUS installation are subject to OCONUS shipping charges. All quotations from IRON BOW TECHNOLOGIES will have the appropriate shipping charges identified as a separate CLIN on the original price quotation as part of the total cost. Each Delivery Order must include these shipping charges as part of the total order. IRON BOW TECHNOLOGIES will consolidate each order for OCONUS shipment through our freight forwarder so as to minimize cost and ensure shipment integrity. IRON BOW TECHNOLOGIES will provide all pertinent tracking information via phone, fax, email, or the PROMISE portal.