



**MADEN TECH CONSULTING, INC.
DBA MADEN TECHNOLOGIES**

**U.S. ARMY ITES-3S
ORDERING GUIDE
JANUARY 2019**

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1.0 Introduction to ITES-3S

1.1 Purpose

The purposes of this document are to: (a) Assist Requiring Activities (RAs) and Ordering Contracting Officers (OCOs) to understand the scope, ordering, and task order management process of the ITES-3S Indefinite Delivery/Indefinite Quantity (ID/IQ). The authoritative Government document is the ITES-3S Ordering Guide, available at <https://chess.army.mil>. (b) Summarize Information on the Maden Tech Consulting, Inc. Team's significant demonstrated Information Technology (IT) Enterprise capabilities. (c) Facilitate the acquisition of cost-effective IT Enterprise services by authorized organizations and contractors.

Throughout the remainder of this document, Maden Tech Consulting, Inc. will be referred to as Maden Technologies.

1.2 Background

The objective of the ITES-3S contract is to meet the Army's enterprise infrastructure and infostructure goals with a full range of innovative, world-class IT support services and solutions at a fair and reasonable price, rapidly and efficiently. The ITES-3S contract is structured as an ID/IQ contract, using task orders for acquisition of specified services.

This contract is available to the Army, Department of Defense (DoD), and other Federal agencies. In addition, Government support contractors may place orders against the contract in support of their Government customers, in accordance with Federal Acquisition Regulation (FAR) Part 51. There is no fee to place orders under the ITES-3S contract.

ITES-3S contracts are managed by the Army Computer Hardware, Enterprise Software and Solutions (CHES) Product in coordination with the Procuring Contracting Office (PCO), Army Contracting Command — Rock Island (ACC-RI).

1.3 Scope

ITES-3S service-based solutions can deliver a full range of services from requirements development to deployment, operation and sustainment around the globe, including in combat zones. The services are covered by the following Contract Line Item Numbers (CLINs).

- IT Solution services.
- IT Subject-Matter Expert (SME).
- IT Functional Area Expert (FAE).
- Incidental construction.
- Other direct costs (ODCs).
- IT Solution equipment.
- Travel and *per diem*.
- IT Solution software.
- IT Solution — ODCs.

The services, incidental hardware, software, and construction solve challenges in these task areas: Cybersecurity Services; IT Services; Enterprise Design, Integration, and Consolidation; Network/Systems Operation and Maintenance; Telecommunications/Systems Operation and Maintenance; Business Process Reengineering; IT Supply Chain Management; and IT Education and Training.



Task area service solutions are categorized under the appropriate DoD Services Taxonomy Services Group, identified by the bold letter–number combination below. This list is not all inclusive.

1.3.1 Cybersecurity Services

Cyber Security Development/Solutions **D310**
Cyber Operations **D310**
Computer Network Defense and Offense Services **D310**
Identity Management Solutions **D310**
Continuous Monitoring Solutions/Services **D310**
Cyber Security Architecture **D307**
Cyber Forensics & Analytics **D310**
Mobile Security Solutions **D304, D310**
Computer Security Awareness and Training **D310**
Computer Security Incident Response **D310**
Information, System, Data, and Physical Security **D310**
Mainframe Automated Information Security Support **D310**
Biometrics **D310**
Continuity of Operations **D301, D324**
Contingency Planning **D302, D324**
Critical Infrastructure Protection **D301, D324** Cryptographic Support and Service **D310**
Disaster Recovery **D301, D324**
Policy and Compliance **D306, D307**
Public Key Infrastructure and CAC Authentication **D310**
Remote Monitoring/Intrusion Detection **D310**
Security Architecture Design **D307, D310**
Security Hardening **D310**
Secure Video Teleconferencing **D310**
System Certification and Accreditation **D310**
System Recovery Support Services **D301, D310, D324**

1.3.2 Information Technology Services

Application and Service Hosting **R415, R425, D301, D317, D318, D322, D324, D325**
Automated Workflow System Development and Integration **D318, R412, R413, R425, D324, AD24, AD25**
Big Data Analysis/Management **D306**
Configuration Management **D301**
Capacity Management **D301**
Computer Aided Design/Engineering/Management (CAD/CAE/CAM) **D313**
Computer Systems Administration, Management, and Maintenance **D301**
Design/Specifications for Information Systems **D306**
Data and/or Media Management **D303, D311**
Data Storage Management **D309, D301, D325**
Data Warehousing **D325, D324, D310, D311, D312, D315**
Database Applications Development **D311, D399, D308**
Design/Specifications for Information Dissemination **D309**
DODAF-based Operational & System Architecture Design & Development **D307**
Economic/Business Case Analysis (Cost/Benefit and Risk) **D324**
Electronic Commerce and Electronic Data Interchange Support **D324**
Global/Geographic Information Systems **D315**
Informatics **D303, D306, D309, D311, D399**



Information Architecture Analysis **D307**
IT Architecture Support **D307**
Internet/Intranet/Web Applications/Network Computing **D305, D308, D316**
Legacy Systems Modernization **D308**
Performance Benchmarking/Performance Measurements **D308**
Property Management **D301**
Section 508 Compliance Support **D308**
Simulation and Modeling **R412**
Software/Middleware Development **D308**
Source Data Development **D308**
Statistical Analysis **D306**
Systems Development and Software Maintenance **D308, D319**
Systems Programming **D308**
Video Teleconferencing/Audio /Visual/Media Systems **D301**
Voice over Internet Protocol (VOIP) **D304**
Web and Computer Systems Decision Support Tools **D305, D310, D322**
Web Enabled Applications **D305, D310, D322**

1.3.3 Enterprise Design, Integration, and Consolidation

Collaboration Systems/Facility Development **R425** Compliance with Interoperability Standards **R425**
Cost Benefit/Cost Effectiveness Analysis **R425, D324** Independent Verification and Validation **R425**
Information and Knowledge Engineering **R425**
Information Management Life Cycle Planning/Support **R425, D324**
Integrated Solutions Management **R425** Knowledge Engineering/Management **R425** Market Research and Prototyping **R425**
Measuring Return on Investment (ROI) **R425, D324**
Earned Value Management **R425**
Product Integration **R425**
Reliability and Maintainability **R425, D324**
Requirements Analysis **R425**
Resource Planning Systems Development and Integration **R425**
Resource Systems Management **R425** Resource Systems Planning **R425** Reverse Engineering **R425**
Software Engineering **R425**
Software Life Cycle Management **R425**
Systems Integration **R425**
Technology Insertion **R425**
Test and Evaluation **R425, H258, H259**
Wireless Networking **R425, D322**

1.3.4 Network/Systems Operation and Maintenance

Computer Center Technical Support **D301, D399**
Commercial Off-the-Shelf Software Products and Support **D316**
Computer Systems Administration **D316**
Computer Systems Facilities Management and Maintenance **D301**
Licensing Support **D319**
Legacy Systems Maintenance **D319, D320**
Network Management **D316**
Help Desk Support **D321, D324, D399**
Desktop Support **D321, D324, D399**
Software License Management **D319**



Supply Chain Management **D321, D324, D399**
Network Infrastructure Support **D321, D324, D399**
Office Automation Support **D321, D324, D399**
Seat Management/Asset Management **D321, D324, D399**

1.3.5 Telecommunication/Systems Operation and Maintenance

Telecommunications Infrastructure Office Automation Support **D321, D324, D399**
Voice Over IP Support **D304**
Handset Management/Asset Management **D321, D324, D399**

1.3.6 Business Process Reengineering

Benchmarking/Operational Capability Demonstrations **R412**
Business Case Analysis **D307, D324**
Customer Relationship Management **D325**
E-Business Planning and Support **D325**
Functional Requirements Decomposition **D324, D314**
Gap Analysis **D324, D314**
IT Capital Planning **D314**
Quality Assurance **D314, H159**
Risk Management **D324, D314**
Workflow Analysis **D324, D314**

1.3.7 IT Supply Chain Management

Logistics **D318, D324**
Purchasing **D314, D318, D324**
Inventory Management **D318, D324**
Vendor Management **D318, D324**
Subcontractor Management **D318, D324**

1.3.8 IT Education and Training

User Training Purchasing **D318, D399, U001**
Instructional Design and Modeling & Simulation **U008, U012, R412**
Design & Execution of Computer-Generated Imaging/Training **U008**

Labor categories that support each of the above services are listed in the ITES-3S PWS, available at <https://chess.army.mil>.



2.0 The Maden Technologies Team

Maden Technologies, a Center for Verification and Evaluation (CVE)-verified Service-Disabled Veteran-Owned Small Business (SDVOSB), is an S corporation established in 1986 under the laws of the State of Delaware. Maden Technologies has assembled a premier team ready to respond to all service area task orders with proven expertise, global experience, and mission-based solutions for business transformation, IT modernization, enhanced security and privacy, and development of a 21st century workforce.

2.1 Maden Technologies — Prime

Maden Technologies' superb and reliable services and management program has delivered more than 11 million 'Excellent' CPARS-rated professional hours performing primarily on projects of similar size and scope as the ITES-3S contract, including TS/SCI/SAP systems and networks, cybersecurity, and IT services, education, and training. We apply our standards-based, scalable ID/IQ management program, the Integrated Program Management Office (*i*PMO), described in paragraph 2.3 below. Our *i*PMO delivered an award-winning Office of Secretary of Defense (OSD) 1.45-million-user Common Access Card/Public Key Infrastructure (CAC/PKI) Program for the Army's Cybersecurity Identity Management Program. We established the CAC/PKI Program in 1995 and supported it for 21 years.

Maden Technologies brings 20+ years of prime contractor experience administering multiple-award, performance-based ID/IQ contracts such as: (a) U.S. Air Force (USAF) Design Engineering Support Program III (DESP III), a \$1.9B contract vehicle, 2012 to present; (b) U.S. Navy SeaPort-e, 2007 to present; (c) Veterans Administration VECTOR; (d) Federal Aviation Administration (FAA) eFAST; and (e) Department of Commerce COMMITS NEXGEN. Our intimate knowledge of the U.S. Army's Operation Tempo (OPTEMPO) readiness and modernization requirements, and those of the DoD and Intelligence Community, is based on policy and solution support to HQDA, CIO/G-6 to DAPRA, DTRA, installations, and subordinate commands. We are equally prepared to support the other Federal Agencies, having served the Departments of Transportation (DOT) and Commerce, the Small Business Administration, and the National Aeronautics and Space Administration.

Some examples of our successes in each task area follow:

2.1.1 Cybersecurity Services

Wrote the policy and implemented the Army's CAC/PKI Infrastructure. GSA-certified HSPD-12 SIN 132-62 Systems Integration Services and Products. Delivered initial HSPD-12 PIV services for SBA and NASA Ames Research Center. Fielded, integrated, and supported complex intrusion protection and cyber threat monitoring systems for DTRA which prevented loss of service due to cyberattacks. COMSEC Custodian for R&D and operational accounts. SAP and SCI security infrastructure. System certification and accreditation for more than 300 systems.

2.1.2 Information Technology Services

Life cycle services for 12 Army Test and Evaluation Command applications. Database design, migration, and security for U.S. Marine Corps (USMC) USAF F202 and DOT databases. Data storage management for DARPA, Army, USMC, NASA; Army CAC/PKI portal services; administration, configuration and capacity management of UNCLASS, NIPRNet, SIPRNet, and JWICS systems. Applied Agile Development. Deployed and managed the special tokens for privileged log-on and deployed the Army's nearly 200,000 SIPRNet tokens.

2.1.3 Enterprise Design, Integration, and Consolidation

Designed, engineered, and operated one of the largest supercomputer centers in the world. Applied our



Futureproofing methodology (see paragraph 2.3 below) to identify and test emerging IT technologies for DoD and other Federal clients. Proposed Big Data solution for NOAA. Developed prototypes to solve diminishing manufacturing sources/diminishing sources of supply for USAF C4ISR system. Interoperability engineering services for USMC and NATO C4ISR.

2.1.4 Network/Systems Operations and Maintenance

Designed, engineered, constructed, operated, and maintained a reconfigurable, C4ISR laboratory for DoD and the Intelligence Community. Installed operated and maintained WAN and LANs for multi-state DOT administrations and Army, Air Force, and Navy units. Delivered network administration, network operations center, and user hardware and software products. Conducted ITIL®-compliant service desk support using a one-stop location for assistance with any software voice, video, or data requirement. Resolved problems involving Windows, UNIX, and Linux systems.

2.1.5 Telecommunications Systems Operations and Maintenance

Supported all external communications links and video teleconference, installed and operated a Red and a Black PBX, and conducted all telephone moves, adds, changes and deletes for JTF Global Network Operations. Delivered CONUS and international cellular services for the U.S. Nuclear Regulatory Commission. Installed and supported satellite, line of site, and other radio systems for Army test operations. Analyzed need for converged and hyper-converged networks.

2.1.6 Business Process Reengineering

Conducted business process and IT services assessment; re-engineered processes to eliminate duplication and error sources; and developed modernization plan for large, distributed educational and retail enterprise. Gap analysis and IT capital planning for Army and other DoD and Federal agencies.

2.1.7 Supply Chain Management

Resolved supply chain management problems for USAF JSTARS maintenance and modernization program. Developed Supply Chain Management Programs for Defense Intelligence Agency and a USAF C4ISR Office. Proposed, purchased, and controlled more than \$50M in IT components for Army and other Federal agencies.

2.1.8 IT Education and Training

Nineteen years' experience in training military members and Government employees on Government-owned and commercial applications. Adroit at adult learning and learning media — developed train-the-trainer and train-the-user documentation. Delivered face-to-face, distance, and web-mitigated training. For U.S. Army CIO/G-6 Cybersecurity Directorate, developed, maintained, and updated interactive training on the Army's Information Assurance website for all Trusted Agents (TAs) and Enhanced Trusted Agents (ETAs). Training program allows 24x7 access to training and testing. More than 6,000 TAs/ETAs were trained and received their certificate of completion on this site.

2.2 Maden Technologies Teammates

Maden Technologies has the technical experience to perform the scope of all ITES-3S Performance Work Statements (PWS) requirements. Our teammates bring complementary competencies and niche skills. Our major ITES-3S subcontractors and their roles and responsibilities related to the project are as follows:

DSD Technologies, Inc. (DSD) — a Section 8(a)-Certified Small Business that has a January 16, 2016 SBA-approved Mentor-Protégé Agreement with Maden Technologies. Our relationship with DSD



dates back to March 2015. DSD will help support the System Operation and Maintenance and IT Education and Training Services task areas. Task assignments will be based on our intimate understanding of their corporate capabilities, strategic business plans, and financial posture.

Global Business Solutions, Inc. (GBSI) — a Woman-Owned Small Business (WOSB) and Small Disadvantaged Business (SDB). Our relationship with GBSI dates back to 2008 with our collaboration on work performed for the Space and Naval Systems Command (SPAWARS). GBSI has extensive economic governance, international development and logistics expertise. They assisted the Department of the Treasury to modernize their processes. GBSI will support the Business Process Reengineering (BPR) and IT Supply Chain Management task areas.

Jackson State University (JSU) — a Historically Black College and University (HBCU) institution with an exclusive Teaming Agreement with Maden Technologies. Our relationship with JSU started in the Fall of 2015 with our effort to serve the U.S. Army Engineering Research and Development Center, Information Technology Laboratory (ERDC ITL) in Vicksburg, Mississippi, in the areas of high performance computing and communications (HPC2) and research and development (R&D) support. We are leveraging JSU's laboratories and niche technical capabilities to support the task areas of Cybersecurity and Software Engineering/Applications Development within the Enterprise Design, Integration, and Consolidation Service.

2.3 Management Processes — a Unified Program Management Program

Our “Unified Management Program” led by our ITES-3S Program Manager (PM) will implement our *iPMO* processes (paragraph (e), below) to achieve low-risk and efficient management of the ITES-3S contract. Maden Technologies brings experience based on our support of 30+ major contracts and \$500M in contracts delivered on time and within budget.

A Single PM. The PM is our principal and single point of contact (POC) on the execution of this project, and will identify, recommend, develop, implement, and support mission-responsive, cost-effective ITES-3S standards and policies, as well as those resulting from future task orders. The PM's principal roles are to support:

(a) *Our Structural Organization.* Figure 1 illustrates our team organization to support the ITES-3S mission. Our PM will lead this organization with eight Maden Technologies' Functional Team Leaders (FTLs). Each team will be aligned with the eight major task areas listed in the PWS. Our subcontractors will appoint their POCs, who will report to our PM for coordination of assignments and surge support.

(b) *Daily Quality and Reliability of Services.* Defined in task orders, standards, and Requiring Activity direction. Service level agreements, service goals, metrics, policies, and procedures will be established by the PM, who in turn will be accountable to our Chief Technology Officer (CTO). The PM will manage day-to-day operations to enable, monitor, restore, and maintain defined services 24x365 and maintain daily and constant coordination with the COR and Contracting Officer (KO) as required.

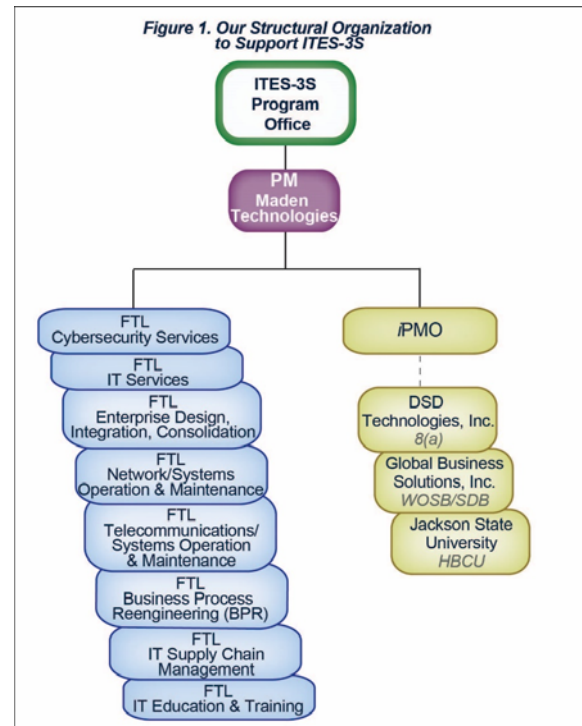
(c) *Leading the Technical Team.* Coordinate and supervise the eight FTLs to ensure that ongoing tasks meet the quality and schedules defined by each task order. Coordinate team personnel who serve as escalation points, including help desk and technical support services. The PM will assign, approve, and/or concur with appointment of key personnel, and manage and direct personnel to ensure cost, quality, and service goals are met. The PM will be the POC who works closely with the ITES-3S technical staff and Requiring Activities' technical leaders.



(d) *Contract Reporting.* Manage and prepare for Contract and Task Order reports and Quarterly Program Review (QPR) meetings, and generate other documents required by the Government in relation to task orders and the ITES-3S contract. The PM will manage our *iPMO* to ensure the availability of resources, financial accountability, time accounting accuracy, and effective management of multiple Task Orders.

(e) *Leading the iPMO.* Award-winning quality of product and services is at the core of our **no-cost** *iPMO*, which serves as our foundation to execute all projects. For more than 15 years we have successfully applied our *iPMO* for various clients — it is scalable and easily adapted to any project. Our *iPMO* will assure that the Government attains: (1) reliable QA and management in all technical areas; (2) best-of-class talent ready to support your requirements; and (3) on-time, on-budget achievement of your mission. Below is a description of each component of our *iPMO*.

Managed by our PM, the *iPMO* will operate to: (1) serve as our operations center to manage deliverables, resources, and timelines implemented in accordance with ITES-3S requirements; and (2) be the principal, direct technical support center of operations.



The *iPMO* comprises: (1) *Futureproofing* — identifies business processes and emerging technologies three to five years ahead of the market and plans for their adoption under a rigorous system engineering and planning process; (2) quality of performance; and (3) Continuous Process/Quality Improvement using Capability Maturity Model Integration (CMMI®), Lean Six Sigma (LSS), and ISO 9001:2008 methodologies to improve performance and achieve early successes in productivity, efficiency, and cost savings. It is a standards-based process compliant with LSS, ISO 9001:2008, and DODI 5000 Systems Engineering Validation and Verification required to analyze processes and develop improvements. These elements are described below:

(i) *Futureproofing.* Our Agile support process applied to scientific and technical projects. Refined in 2005 to answer the evolving requirements of our DARPA R&D clients, it is incorporated into the *iPMO* to achieve three important objectives: (a) *Standards-based Methodology.* Applies the traditional ITIL® Service Life Cycle approach that encompasses: Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement. (b) *Cost Savings/Work Improvement.* Accounts for the integration of new and emerging technologies to allow our clients to plan and budget for Enterprise upgrades and improvements. (c) *Early Evaluation of Disruptive or Emerging Technologies.* Tests and evaluates emerging solutions ahead of planned deployment to identify, reduce, or eliminate the risks of integration. Enables the development of solutions for early client decision, planning and integration into the Enterprise.

(ii) *Quality of Performance.* Our quality assurance approach applies proactive problem prevention, early resolution, elimination of potential deficiencies, and most importantly, application of best practices.



(iii) *Continuous Process/Quality Improvement.* Applies CMMI, LSS, and ISO 9001:2008 methodologies to: improve performance; achieve early successes in productivity, efficiency, and cost savings; analyze processes; and develop improved approaches.

(iv) *Managing by Metrics.* We apply metrics to measure successful outcomes, including percentages of successful customer satisfaction surveys and error-free deliverables and reports. Program metrics are measures of quantifiable program efforts against threshold values which demonstrate compliance with service level agreements (SLAs), Statement of Work, Statement of Objectives and PWS requirements.



3.0 ITES-3S Ordering Instructions

Ordering under the ITES-3S Contract is decentralized and authorized to meet the needs of the Army, DoD, and other Federal agencies. There are no approvals, coordination, or oversight imposed by the Army Contracting Command Procuring Contracting Officer Requiring Activity Ordering Contract Officer (OCO). OCOs are empowered to place orders in accordance with (IAW) the terms and conditions of the ITES-3S contracts, ITES-3S Ordering Guide, FAR, DFARS (as applicable), and OCO's agency procedures. Requiring Activity (RA) and OCO general functions are outlined below. Current, authoritative roles and responsibilities are specified in the ITES-3S Ordering Guide.

3.1 RA Roles and Responsibilities

The RA:

- Defines the requirement.
- Prepares Task Order requirements packages IAW ITES-3S Ordering Guide guidance/formats and submits it to the OCO.
- Funds the work to be performed under ITES-3S orders.
- Evaluates proposals submitted.
- Assesses past performance.
- Monitors and evaluates contractor performance.

3.2 RA Ordering Contracting Officer

The RA OCO's authority is limited to individual task orders. The OCO:

- Places requests for Task Order proposals within the terms of the ITES-3S contract and within the scope of their authority.
- Uses the CHESSE IT e-mart at <https://chess.army.mil> to make price comparisons among all ITES-3S awardees, post sole source notices, and solicit competitive quotes.
- Serves as the interface between the Contractor and the Government for individual Task Orders issued under the ITES-3S contracts.
- Is responsible for requesting, obtaining, and evaluating proposals/quotations and for obligating funds for orders issued.
- Specifies delivery instructions for proposal responses.
- Identifies when the Earned Value Management System is applicable at the Task Order level IAW DFARS 252.234-7002.



4.0 Contact and Payment Information

4.1 Government Contact Information

Agency	Address	E-Mail	Telephone Number	URL
CHESS	ATTN: SFAE-PS-CH 9351 Hall Road Bldg. 1456 Ft. Belvoir, VA 22060-5526	armychess@mail.mil	888.232.4405	https://chess.army.mil
ACC-RI	ATTN: CCRC-TA 3055 Rodman Avenue Rock Island, IL 61299-8000	Nathan.e.acree.civ@ mail.mil	309.782.4886	None

4.2 Maden Technologies Contact Information

Role	Name	E-mail	Telephone Number
Program Manager	Tommy Osborne	tosborne@madentech.com	703.940.3610
Contracts Manager	Shelia Parker	sparker@madentech.com	703.940.3627
Controller/Accounting Department	Raymond Kelley	rkelley@madentech.com	703.940.3621

Corporate Address:

Maden Tech Consulting, Inc.
dba Maden Technologies
ATTN: ITES *[enter role]*
4601 N. Fairfax Drive, Suite 1030
Arlington, Virginia 22203

4.3 Payment Information

Invoicing and payment information is contained in individual Task Orders.