



U.S. General Services Administration (GSA)  
Office of Enterprise Technology Solutions (ETS)  
Technical Support and Consultation Services (TS&CS)

# **Complex Commercial SATCOM Solutions (CS3)**

## ***CS3 Customer Ordering Guide***

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## 1 Introduction

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The General Services Administration (GSA) and Defense Information Systems Agency (DISA) have partnered to sign the Memorandum of Agreement (MOA) to provide Future COMSATCOM Services Acquisition (FCSA). Under FCSA Complex Commercial SATCOM Solutions (CS3) was awarded. CS3 is a multiple-award, Indefinite Delivery, Indefinite Quantity (IDIQ) firm fixed-price contract; all task orders issued against this contract will be firm fixed-price. Under CS3, a task order is the official contractual mechanism to be used by agencies to order COMSATCOM services and ancillary products or services. All task orders are subject to *fair opportunity* as defined in [Federal Acquisition Regulation \(FAR\) 16.505](#); the FAR requires all awardees under a multiple award contract be given a fair opportunity to be considered for each task order in excess of \$3,500, unless an exception applies.

The CS3 program offers customers a wide range of benefits:

- **Improved responsiveness** to task order requirements
- **Cost savings** due to a reduction in the time and resources involved in the procurement process
- **Increased contractor competition** to encourage more responsive pricing, higher levels of service quality, and increased system availability
- **Expanded role for small businesses** to receive the maximum level of satellite systems business consistent with quality performance and value for government buyers
- **Enhanced contract flexibility** with a ten-year period of performance
- **Leveraged buying power** as a single source for satellite services acquisition across the Federal Government

### 1.1 Contract Objectives

The overarching objective for CS3 is to create contracts as flexible and agile as possible to meet and satisfy the widely differing requirements of federal organizations at present, for the next decade, and for the period beyond. CS3 is intended to meet program goals for the following:

- Service continuity
- Highly competitive prices
- High-quality service
- Operations support
- Transition assistance and support
- Opportunities for technical innovation

The CS3 vehicle provides worldwide customized COMSATCOM solutions for complex commercial satellite requirements for government agencies and other authorized entities. Two main roles:

- **Government agencies:** define the requirements for satellite services
- **Contractors:** engineer custom solutions

The customized COMSATCOM solutions comprise complete, custom engineered solutions to meet customers' unique commercial satellite needs. These solutions may include any combination of the following: fixed, mobile, or broadcast satellite services, components, and service enabling authorizations



(e.g., host nation approvals, landing rights, frequency clearances, etc.), along with components and ancillary equipment such as terminals, teleports, terrestrial tail circuits, Subscriber Identity Module (SIM) cards, and peripherals.

Complex Commercial SATCOM Solutions may include but are not limited to design; development; licensing; integration; installation; testing; network management; engineering; full lifecycle logistics; and operations support and training. Delivered solutions may be turnkey systems comprising all elements of a system or may be limited to integration of specific components along with existing government-provided elements.

## 1.2 Contract Scope

CS3 is a Best-in-Class (BIC) multi-agency acquisition solution whose scope provides access to the complete spectrum of the COMSATCOM industry suppliers and integrators to support a wide range of complex requirements. CS3 incorporates additional innovative solutions and ancillary elements to fulfill customer complex communications requirements and allows for early adoption of emerging satellite technology and associated enhanced and upgraded services by allowing industry to offer the benefits provided by new technology as soon as it becomes available.

The CS3 scope includes any combination of fixed satellite services and/or mobile satellite services, components, service enabling authorizations (e.g., host nation approvals, landing rights, frequency clearances, etc.) and components and ancillary equipment such as terminals, teleports, terrestrial tail circuits, Subscriber Identity Module (SIM) cards, and peripherals.

Complex solutions under CS3 may include, but are not limited to, design, development, licensing, integration, installation, testing, network management, engineering, full lifecycle logistics and operations support, and training. Delivered solutions may be turnkey systems comprising all elements of a system or delivered solutions may be limited to integration of specific components with existing Government-provided elements.

### Stand-Alone Satellite Professional Support Services:

Additionally, CS3 provides for the ability to order Stand-alone Satellite Professional Support Services. These services **MUST** be set-aside for small businesses if ordered and include, but are not limited to, abstract or concept studies and analysis, strategic and preliminary planning, requirements definition and analysis, evaluation of alternative technical approaches, modeling and simulation, enterprise architecture design, cost-performance trade-off analysis, feasibility analysis, regulatory compliance support, system engineering, independent verification and validation, network performance assessment, and, and Information Assurance Security Assessment and Security Authorization. A list of CS3 contractors, including their small business category can be found in Appendix C.

## 1.3 Contract Benefits

CS3 provide several benefits to participating government agencies:

- **Service Continuity:** Encompasses various satellite requirements, level of complexity, and satellite applications solutions



- **Enhancing Acquisition Efficiency:** Offers easy access to leading satellite technologies aligned with government parameters, interfaces, and standards
- **Delivering Better Value and Savings:** Delivers cost savings during implementation, transition, and ongoing operations of COMSATCOM services
- **Leading with Innovation:** Allows for early adoption of emerging satellite technology and associated enhanced and upgraded services
- **Expanding Opportunities for Small Business:** Includes an open season to add additional small businesses to the contract to ensure there be adequate small business completion throughout the life of the contract
- **Highly Competitive Pricing:** Offers equipment and services at equal to or less than commercial prices
- **Continuous Competition:** Provides agencies with a broad array of competitive service options
- **Full Range of Commercial Offerings:** Provides a wide range of commercial satellite offerings to include mobile, fixed, and broadcast solutions; allows for incorporation of new innovative technologies and solutions without the need of contract modification<sup>1</sup>
- **Flexible Ordering and Billing Options:** Allows ordering and billing options for customers to take advantage of Direct Order/Direct Bill or GSA Assisted Ordering and Billing options
- **Service Quality:** Offers high quality of service
- **Information Assurance:** Ensures solutions meet government information assurance and protection requirements

## 2 Purpose and Scope

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GSA's Office of Enterprise Technology Solutions (ETS) developed this *Customer Ordering Guide* for Ordering Contracting Officers (OCOs) and other stakeholders to facilitate the use of GSA's CS3 vehicle to successfully place new orders on the contract. It also serves to inform and acquaint all agencies with the proper use of CS3.

This Guide provides guidelines and ordering processes for satellite services under CS3 service providers (Contractors). It defines the roles and responsibilities of GSA and the ordering agency. More information regarding the CS3 program, its contractors (Appendix C) and contract updates is available on the GSA CS3 website at [GSA CS3](#). The guidance provided here does not supersede requirements of the FAR or agency FAR supplements and policies.

### 2.1 Guide Layout

The remainder of this Guide provides general contract guidance then focuses on the ordering process. It is divided into the following sections:

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<sup>1</sup> GSA recognizes that satellite technologies and services are rapidly evolving. Accordingly, GSA anticipates that services and solutions available under CS3 will be increased, enhanced, and upgraded so that technological and serviced-based improvements become available to COMSATCOM customers.



- Contract General Guidance (Section 3)
  - Term of Contract
  - Ordering Guidelines
  - Task Order Period of Performance
  - Authorized Contract Users
  - GSA Management Fee
- Ordering Process (Section 4)
  - Roles and Responsibilities
  - Ordering and Billing Processes
    - Delegation of Procurement Authority
    - Direct Order/Direct Bill Processes
    - GSA Assisted Acquisition Services
  - GSA eBuy
- Security Clearances and Information Assurance (Section 5)

## 3 Contract General Guidance

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### 3.1 Term of Contract

CS3 contracts are not Federal Supply Schedules or Government-Wide Acquisition Contracts (GWACs); therefore, the guidelines and rules for using these contracts differ from those for Schedules and GWACs.

The contract period of performance (PoP) consists of one (1) five-year base period plus one (1) three-year option period and one (1) two-year option period (Ordering Period of Performance). The government may unilaterally exercise the option periods.

The CS3 PoP is as follows:

- **Base period:** 10/16/2017 through 10/15/2022
- **Option period 1:** 10/16/2022 through 10/15/2025
- **Option period 2:** 10/16/2025 through 10/15/2027

**Minimum Order Value:** None

**Maximum Order Value:** The cumulative amount of all task orders combined—including all options—cannot exceed the program ceiling amount of \$2.5B.

### 3.2 Ordering Guidelines

As highlighted in section 1.2 Contract Scope, all stand-alone Satellite Professional Support Services must be ordered from a small business.

Redacted versions of the CS3 contracts, which include contract period pricing, are available for viewing and download from each contractor's website. Some contractors may require registration before allowing access, and links to each contract are provided via the contractor's link located in Appendix C and at [GSA CS3](#).

- **Order Type**—Orders under the basic contract will be firm fixed price. Orders must be task orders in compliance with FAR 16.505. Task orders may be multi-year and/or include options as defined in FAR Part 17 and agency-specific FAR Part 17 supplements. The OCO must use performance-based acquisition methods to the maximum extent practicable
- **Order Pricing**—The OCO is responsible for the determination of reasonable price for each order placed under CS3. The OCO must determine fair and reasonable pricing for all orders in accordance with FAR Subpart 15.4—Contract Pricing—and FAR 16.202—Firm-fixed-price contracts
- **Travel**—A task order may require travel which will be identified in the task order. All travel shall be accordance with the Federal Travel Regulations (FTR)/Joint Travel Regulations (JTR)

### 3.3 Task Order Period of Performance

The term for each order placed under the Basic Contract shall be specified in the Individual Order. Under no circumstances may an order be placed under the Basic Contract if the Basic Contract has expired, been terminated, or canceled by the government. The base period expires October 15, 2022. If all options are exercised, the Basic Contract will expire on October 15, 2027. (See FAR 52.216-18, 52.216-19 and 52.216-22.) Task order performance can be performed up to October 15, 2032, which is past the basic contract expiration date, only when (1) orders are issued before October 15, 2027; and (2) options are included at the initial issuance of the order. The FAR Clause 52.217–8 Option to Extend Services **cannot** be used to extend work past October 15, 2032.

Accordingly, the cumulative term of CS3 Basic Contract may span up to 10 years. No individual task order may exceed 10 years, inclusive of options, from the date the task order is placed; the cumulative term of all task orders placed under CS3 may span up to 15 years.

#### **For Example:**

If a task order is placed on October 15, 2027, for 5 years (one-year base period with four one-year option periods), the task order PoP would look like this:

- One-Year Base Period: October 15, 2027 – October 14, 2028
- First Option Period: October 15, 2028 – October 14, 2029
- Second Option Period: October 15, 2029 – October 14, 2030
- Third Option Period: October 15, 2030 – October 14, 2031
- Forth Option Period: October 15, 2031 – October 14, 2032

After the CS3 Basic Contract term expires, CS3 will remain an active contract until the final task order is closed-out and shall govern the terms and conditions with respect to active task orders to the same extent as if they were completed during the CS3 Basic Contract term.



Notwithstanding anything contrary to the above, an ordering agency may place a multi-year task order under the CS3 Basic Contract; a task order using multi-year contracting methods must be consistent with FAR Subpart 17.1 and any applicable funding restrictions.

### 3.4 Authorized Contract Users

Only authorized users may place orders under the Basic Contract. To become qualified as an authorized user, a duly warranted Contracting Officer (as that term is defined in FAR Subpart 2.1) in good standing must have an appropriate signed Delegation of Procurement Authority (DPA) issued from the GSA CS3 PCO. For purposes of this basic contract, these authorized users are identified as OCOs.

This Basic Contract is for use by all federal agencies, and others as listed in GSA Order OGP 4800.2I, Eligibility to Use GSA Sources of Supply and Services, July 19, 2016, which is modified from time to time. The most recent order as well as eligibility requirements can be found at [GSA OGP Sources of Supplies and Services](#).

OCOs must follow the ordering procedures of FAR 16.505, among others, with particular attention to the Fair Opportunity procedures specified in FAR 16.505(b)(1) and the exceptions to Fair Opportunity in FAR 16.505(b)(2). Use of the GSA eBuy system by the OCO will ensure all Basic Contract holders are notified of each task order request - eBuy is an electronic Request for Proposal (RFP) system designed to allow government buyers to request information, find sources, and prepare RFPs for CS3 contracts completely online. Information and instruction on the use of the eBuy system is furnished at [GSA eBuy!](#).

Additional information on the use of eBuy can be found in Section 4.3 of this document.

#### **DoD Customers:**

In accordance with DoDI 8420.02, DoD Satellite Communications (SATCOM), November 25, 2020, the United States Space Force (USSF) serves as the lead for acquisition of COMSATCOM services to meet the needs of DoD Components, consistent with approved user requirements and funding provided by the requesting DoD Component.

DoD customers should contact the USSF Commercial Satellite Communications Office (CSCO) for assistance in procuring COMSATCOM services. For more information, visit the [USSF CSCO](#) website or contact the Commercial Cell of your Regional Satellite Support Center (RSSC):

- RSSC-West Commercial 719-554-0927/4304; DSN 312-692-0927/4304
- RSSC-East Commercial 813-828-6836/6841; DSN 312-968-6836/6841
- RSSC-Europe Commercial 49 (0)711 907120 5265; DSN 324-434-5230
- RSSC-Pacific Commercial 808-656-0683; DSN 315-456-656-0683

For DoD Components not supported by an RSSC, or for those wanting DoD specific administrative or headquarters support, please email [disa.meade.ns.mbx.comsatcom-csb@mail.mil](mailto:disa.meade.ns.mbx.comsatcom-csb@mail.mil) or call Commercial 301-225-2211, DSN 312-375-2211.



### 3.5 GSA Management Fee

All ordering activities are charged a 2% contract access fee which should be included in all the CS3 CLINs and **not as a separate line item**. The CS3 contractor pays the fee when it receives invoice payments from the ordering agency.

For GSA Assisted Acquisition Ordering/Billing, an additional fee for acquisition assistance is negotiated between the ordering agency and GSA; the CS3 contractor is not involved in the negotiation or collection of the GSA Assisted Service Fee. See Section 4.2.3 for more information on GSA’s Assisted Acquisition Services.

## 4 Ordering Process

### 4.1 Roles and Responsibilities

The Ordering Agency, GSA, and Contractor categorize the roles and responsibilities. Note: The government may modify the roles and responsibilities at any time during the period of performance of the basic contract. See Table 1 for breakdown and descriptions.

- Ordering Agency:
  - **Government Ordering Contracting Officer (OCO) or Representative:** Order on behalf of the ordering Agency, including SOW/PWS development, small business set-aside determination, and proposal evaluation
- GSA:
  - **Program Manager (PM):** Oversee Future COMSATCOM Services Acquisition (FCSA), including CS3 contract
  - **Procuring Contracting Officer (PCO):** Award contracts following proposal evaluation
  - **Administrative Contracting Officer (ACO):** Perform contract administration functions on behalf of PCO
  - **Contracting Officer’s Representative (COR):** Monitor Base Contract level deliverables from the Contractors
- CS3 Contractors: Provide product/service to ordering Agency

**Table 1: Roles and Responsibilities**

Role	Responsibilities	Notes
Government Ordering Contracting Officer (OCO)	<ul style="list-style-type: none"> <li>● Obtain Delegated Approval Authority to use CS3</li> <li>● Obtain scope review on CS3 requirement prior to issuance of solicitation against the CS3 vehicle</li> <li>● Comply with FAR 16.505</li> </ul>	<ul style="list-style-type: none"> <li>● OCOs may exercise broad discretion in developing appropriate CS3 Task Order placement procedures IAW FAR 16.505(b)(1) most notably ensuring that Price or cost elements <b>MUST</b> be one of the factors in the selection decision</li> </ul>



Role	Responsibilities	Notes
	<ul style="list-style-type: none"> <li>● Provide <b>ALL</b> CS3 contract holders a Fair Opportunity to be considered for each Task Order exceeding \$3,500 unless:               <ul style="list-style-type: none"> <li>● one of the exceptions cited in FAR 16.505(b)(2) applies <u>and</u> there is a fully documented and signed justification which cites the reason for using one of these exceptions, IAW FAR 16.505(b)(1)</li> </ul> </li> <li>● Analyze order proposals and document evaluation to include a determination that final negotiated price is fair and reasonable, IAW FAR 16.505(b)(3) and the OCO's agency's requirements</li> <li>● Select winning contractor</li> <li>● Place Task Orders in accordance with FAR 16.505(a)(7)</li> <li>● Annual CPARS IAW with FAR 42.15 and the OCO's Agency's FAR supplement</li> <li>● Close out a completed order by using procedures described in FAR 4.804</li> <li>● Provide notification to the GSA CS3 PCO of a task order closeout immediately upon closeout</li> </ul>	<ul style="list-style-type: none"> <li>● Proposal documentation will remain in the OCO's official task order file and must be provided upon request to GSA's CS3 PCO</li> <li>● OCOs <b>MUST</b> set aside stand- alone Satellite Professional Support Services requirements and may set aside other requirements for CS3 small business contractors in accordance with the FAR and the OCO's Agency's FAR supplement</li> <li>● Task order may be placed immediately with the winning contractor once proposals are evaluated</li> <li>● Complaints regarding task and delivery order actions of other agencies using GSA contract vehicles shall be directed to the ordering agency's Task-Order and Delivery-Order Ombudsman</li> </ul>
GSA Program Manager	<ul style="list-style-type: none"> <li>● Perform various programmatic functions for the overall success of the FCSA program, including CS3</li> </ul>	<ul style="list-style-type: none"> <li>● Does not have actual, apparent, or implied authority to bind the government for any acts or omissions</li> </ul>
GSA Procuring Contracting Officer (PCO)	<ul style="list-style-type: none"> <li>● Has the sole and exclusive actual authority to award the basic contract</li> <li>● Designate a GSA CS3 COR at the Basic Contract level</li> <li>● Issues Delegation of Procurement Authority to OCOs</li> </ul>	<ul style="list-style-type: none"> <li>● After award of the basic contract, may delegate any or all the contract administration functions described in FAR 42.302 and may appoint an administrative contracting officer (ACO) to perform administration functions described in FAR 42.302</li> </ul>
GSA Administrative Contracting Officer (ACO)	<ul style="list-style-type: none"> <li>● Perform contract administration functions on behalf of the PCO</li> </ul>	<ul style="list-style-type: none"> <li>● If functions delegated by the GSA PCO</li> </ul>
GSA Contracting Officer's Representative (COR)	<ul style="list-style-type: none"> <li>● Monitor the Basic Contract level deliverables</li> </ul>	<ul style="list-style-type: none"> <li>● Specific rights and responsibilities shall be described in writing, which upon request shall be provided to the contractor</li> <li>● Has no actual, apparent, or implied authority to bind the government</li> </ul>
Contractor	<ul style="list-style-type: none"> <li>● Provide product and/or services to ordering Agency per task order requirements</li> <li>● Engineer custom solutions for ordering Agency as required</li> <li>● One must respond by cut-off date of RFP if he wishes to make a bid</li> </ul>	<ul style="list-style-type: none"> <li>● Has a right to be considered for requirements in accordance with the Fair Opportunity requirements of FAR 16.504</li> <li>● Only the CS3 Prime Contractor(s) listed in the Appendix may provide a response directly to the ordering activity. Affiliates of the Prime Contractor (e.g., business partner, subsidiary, or subcontractor) are not authorized to provide responses to a potential procuring agency's request; the</li> </ul>



Role	Responsibilities	Notes
		CS3 contract is between GSA CS3 PCO and the Prime Contractor

Complaints regarding task and delivery order actions of other agencies using GSA contract vehicles shall be directed to the ordering agency’s Task-Order and Delivery-Order Ombudsman.

In accordance with GSAM 516.505 (b): The GSA Office of the Procurement Ombudsman (OPO) reviews and resolves complaints from contractors concerning all task and delivery order actions taken by GSA.

Additional information on the GSA procurement complaint process, including how to file a complaint and limitations of the OPO can be found at the website for the [GSA Office of the Procurement Ombudsman](#)

GSA Office of the Procurement Ombudsman contact Information: 1800 F Street NW, Washington, DC. 20405. Email: [gsaombudsman@gsa.gov](mailto:gsaombudsman@gsa.gov)

NOTE: guidance provided here does not supersede requirements of the FAR or agency FAR supplements and policies. In all cases, the OCO must ensure complete adherence to the CS3 contract, applicable laws, the FAR, and any additional agency policy and regulations.

## 4.2 Ordering and Billing Processes

The ordering agency has two options for placing task orders:

- Direct Order/Direct Bill (see 4.2.2)
- GSA Assisted Acquisition Services (see 4.2.3)

The subsequent subsections identify the required actions for each type of ordering. Delegation of Procurement Authority is required for both ordering options.

### 4.2.1 Delegated Procurement Authority (DPA) Process

The ordering process begins with the Ordering Agency submitting the Delegation of Procurement Authority (DPA) to GSA. It should be noted the DPA is required for each OCO who will be soliciting or ordering services through the CS3 vehicle. Once an OCO has a DPA, he or she will not be required to submit a request again, the DPA is valid for unlimited use. DPAs are unique to the holder and are non-transferable from individual to individual or agency to agency.

Before requesting a DPA, the OCO must review the following documents available on the CS3 website at [GSA CS3 Delegation of Procurement Authority \(DPA\)](#):

1. Complex Commercial SATCOM Solutions (CS3) Customer Ordering Guide (this document)
2. DPA Memorandum of Agreement (MOA)

Following the document review, the Ordering Agency OCO completes the online [DPA](#) and submits the request to the GSA Procuring Contracting Officer (PCO). Following review of the complete DPA request form, the OCO issues the DPA, and the agency can begin issuing task orders.



If an OCO moves to a different Agency, they must inform the GSA CS3 PCO immediately. If a new DPA is required, a new request form will be required and the PCO will expedite the request.

Questions regarding the DPA request process can be directed to [CS3@gsa.gov](mailto:CS3@gsa.gov).

#### **4.2.2 Direct Order/Direct Bill Ordering Process**

Direct Order/Direct Bill orders are between the Ordering Agency and CS3 Contractor. GSA's participation in this process is limited to verifying the requirements are in scope (see 4.2.2.1) and providing a task order ceiling determination (see 4.2.2.1).

The billing and payment for these services are conducted directly between the ordering agency and the CS3 contractor. The OCO will be subject to the rules, regulations, and conditions promulgated and enforced by that customer agency, the FAR, and the CS3 contract.

##### **4.2.2.1 Develop SOW/PWS and Submit to GSA for Approval**

The ordering agency OCO determines the needs and requirements ensuring they are clearly identified and within scope. The OCO may seek interest in and information from the CS3 contractors on the requirements (e.g., Request for Information, Market Research) to support development of the Statement of Work (SOW) or Performance Work Statement (PWS).

Once requirements are established, the OCO will provide a written SOW/PWS to the GSA CS3 PCO and GSA CS3 PM for review and approval. GSA will provide a scope determination to the OCO. Scope reviews can be conducted by GSA and completed in parallel with the OCO's task order acquisition activities. The Scope Determination process is as follows:

1. Forward a copy of the written SOW or PWS to the GSA CS3 PCO at the following email address: [CS3@gsa.gov](mailto:CS3@gsa.gov).
2. Within five business days of receipt GSA will acknowledge receipt of the Scope Determination request. Once the review is complete, the OCO is notified of the results of the Scope Determination.
3. If the Scope Determination is negative, the OCO is contacted to provide guidance on the appropriate scope for task orders under CS3. The OCO may be requested to prepare and issue a revised Scope Determination request.
4. The OCO can request assistance and guidance as needed from the GSA CS3 PCO in the development of the SOW/PWS by emailing them at [CS3@gsa.gov](mailto:CS3@gsa.gov).
5. The GSA CS3 PCO will provide the OCO with a determination as to whether the task order value exceeds the cumulative CS3 program ceiling. It is the responsibility of the OCO to ensure funds are verified and obligated.
6. For task orders requiring immediate delivery of service for an urgent requirement the OCO should contact GSA for guidance at [CS3@gsa.gov](mailto:CS3@gsa.gov).

In addition to the SOW/PWS, the acquisition package created by the OCO should include:

1. Pricing structure/requirements, instructions, evaluation criteria, and order terms



2. Identify Information Security System requirements for Federal Information Security Management Act (FISMA) Certification and Accreditations
3. Identify Personnel Security for both suitability (HSPD-12) and security clearance requirements in the SOW/PWS
4. Incorporate agency-specific requirements for DD Form 254 (see section 5 for more information and links to forms)
5. Agency-specific security directives, guides, and procedures

#### **4.2.2.2 Issue Solicitation**

Request proposals from the contractor (e.g., Request for Proposal) using the acquisition package developed with the SOW/PWS.

All task orders issued must use fair opportunity per FAR part 16.505 by providing equal consideration to all CS3 contractors. The OCO must document the Fair Consideration method or sole source justification. The use of the GSA eBuy ([GSA eBuy!](#)) system is highly encouraged as it will ensure all eligible contractors can participate in the task order solicitation.

#### **4.2.2.3 Evaluate Proposals and Make Award**

Formal evaluation plans or rating schemes are not required; however, the evaluation and acquisition plan should match the value and complexity of the requirement. Once the ordering agency has finalized its statement of work, said agency will request information in potential addition to a proposal directly from the CS3 contractors.

#### **4.2.2.4 Manage Task Order and Provide Product/Service**

Once a task order award is made, the OCO collaborates with the Contractor to ensure the implementation of products and services in accordance with the requirements of the award. Additional administration duties include deliverable acceptance and approval, task order modifications, contractor performance management, and task order close-out.

#### **4.2.2.5 Closeout Task Order**

The OCO for each task order will be responsible for closing out the order when completed. It is the responsibility of the CS3 contractors to work in partnership with the government to closeout orders as soon as possible by using procedures described in FAR 4.804. Notification of a completion of closeout of a task order must be provided to the GSA CS3 PCO immediately upon closeout.

### **4.2.3 GSA Assisted Acquisition Services**

GSA's Office of Assisted Acquisition Services (AAS), GSA may support agencies in the full spectrum of the acquisition lifecycle. AAS may perform any or all the following on behalf of an agency:

1. Acquisition Planning
2. Assist and/or develop an SOW



3. Ensure fair opportunity and contractual compliance as stipulated in section G.3.3 of the contract and in accordance with the Federal Acquisition Regulation (FAR) 16.505
4. Evaluate proposals and issue contract awards
5. Provide Post Award Management:
  - a. Project Management including maintaining all award documentation
  - b. Financial Management including verifying, obligating, and ensuring proper use of funds
  - c. Contract Closeout

The GSA Assisted Acquisition Fee is negotiated between GSA and the ordering agency and is based on a percentage of the overall project value. The fee is on a sliding scale where the higher the project dollar value the lower the fee. Payment of this Assisted Acquisition Fee is made directly to GSA by the ordering agency using an Interagency Agreement (IA).

These agreements are the primary means by which GSA receives requests from federal agencies for acquisition services.

GSA acceptance is required on all funding documents such as Purchase Request (PR); Intra-Governmental Payment and Collection (IPAC) systems; and Military Interdepartmental Purchase Request (MIPR).

More information on AAS along with their contact information can be found at [GSA AAS](#).

1. Evaluate proposals (technical, price, or cost must be considered for each order in the selection decision)
2. Select CS3 contractor
3. Place task order with selected CS3 contractor
4. Process task order close-out

### **4.3 GSA eBuy**

GSA's eBuy is designed to facilitate requests and submissions of proposals for commercial products, services, and solutions offered through GSA for contracts such as Federal Supply Schedules and Governmentwide Acquisition Contracts (GWACs). eBuy is a simple, user-friendly, web-based online procurement tool that helps Federal Purchasers (buyers) achieve required competition, best pricing, and value.

Buyers may prepare and post an RFP for specific CS3 products and services for a specified period. Once posted, CS3 contractors may review the request and post their response. The first several screens are provided below to provide a guide to the CS3 RFQ page. Further information on how to obtain a login and use eBuy can be found on the eBuy web page at [GSA eBuy!](#).

Figure 1 below shows the home screen for eBuy:

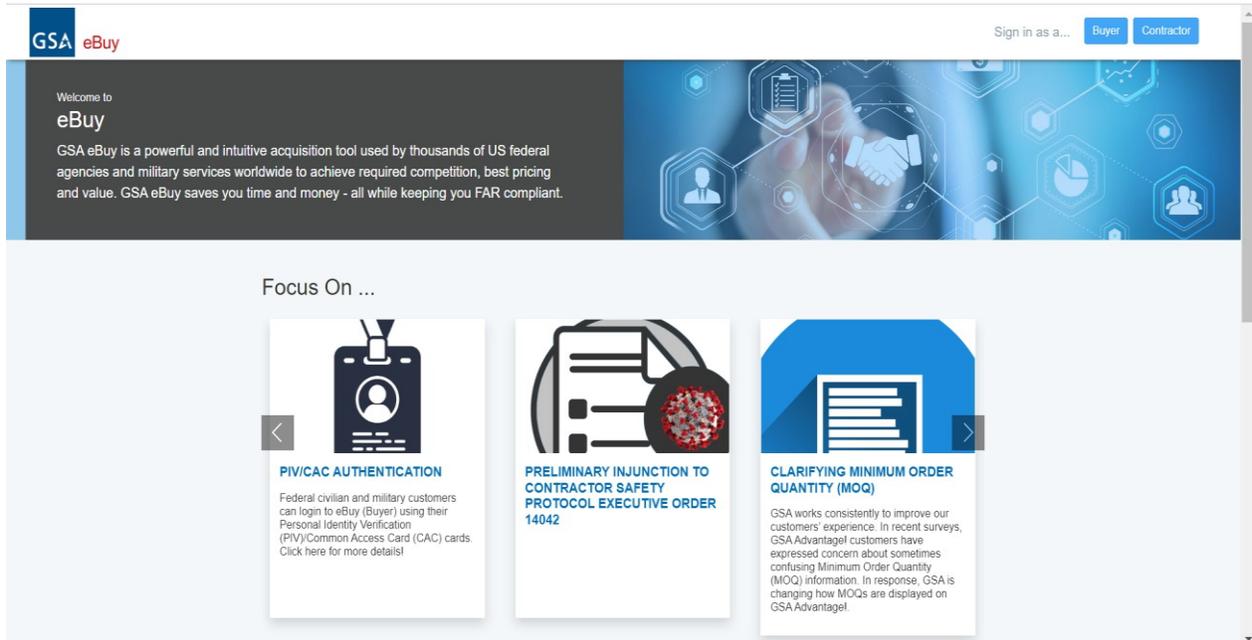
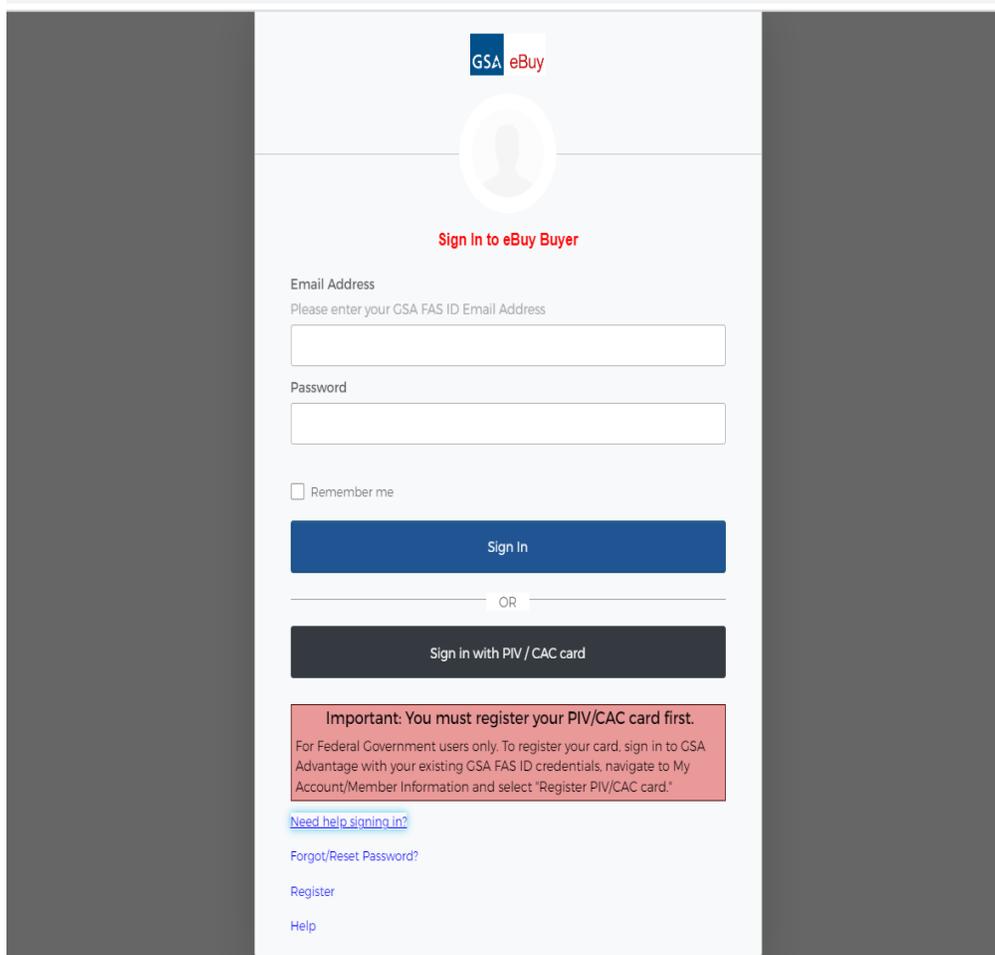


Figure 1: GSA eBuy Homepage

The OCO will choose the 'Buyer' option in the top right-hand corner of the page. This will take you to the eBuy login page.

The eBuy login page is shown below in Figure 2. If you need to register for an account or are unsure of your password, help can be found by using the 'Need help signing in?' link.



The screenshot shows the GSA eBuy Buyer Login Page. At the top, there is the GSA eBuy logo and a placeholder for a user profile picture. Below this is the heading "Sign In to eBuy Buyer". The form includes an "Email Address" field with the instruction "Please enter your GSA FAS ID Email Address", a "Password" field, and a "Remember me" checkbox. There are two main buttons: a blue "Sign In" button and a dark grey "Sign in with PIV / CAC card" button. Below the buttons is a red box with the text: "Important: You must register your PIV/CAC card first. For Federal Government users only. To register your card, sign in to GSA Advantage with your existing GSA FAS ID credentials, navigate to My Account/Member Information and select 'Register PIV/CAC card.'" At the bottom of the page, there are four links: "Need help signing in?", "Forgot/Reset Password?", "Register", and "Help".

Figure 2: GSA eBuy Buyer Login Page

Once the OCO is logged in, the process begins by selecting the 'Prepare an RFQ now' button highlighted in yellow at the bottom of the page.

Figure 3 below shows the start page for preparing an RFQ in eBuy:

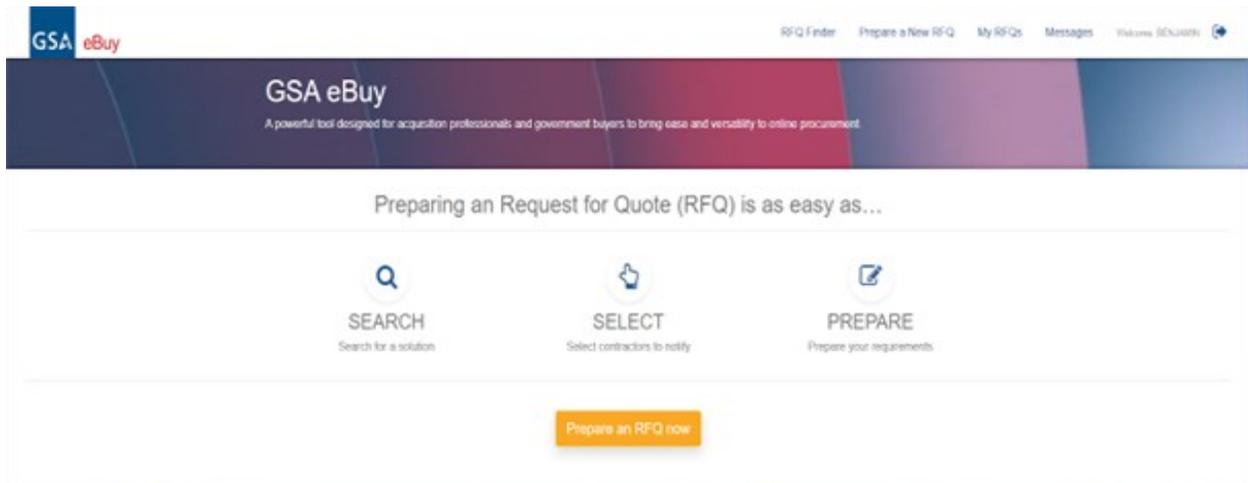


Figure 3: GSA eBuy Buyer RFQ Homepage

After selecting the 'Prepare an RFQ now' option the user will be taken to the search page to find the CS3 contract. The easiest way to get to the CS3 acquisition page is to put 'CS3' in the search box as seen below in Figure 4.

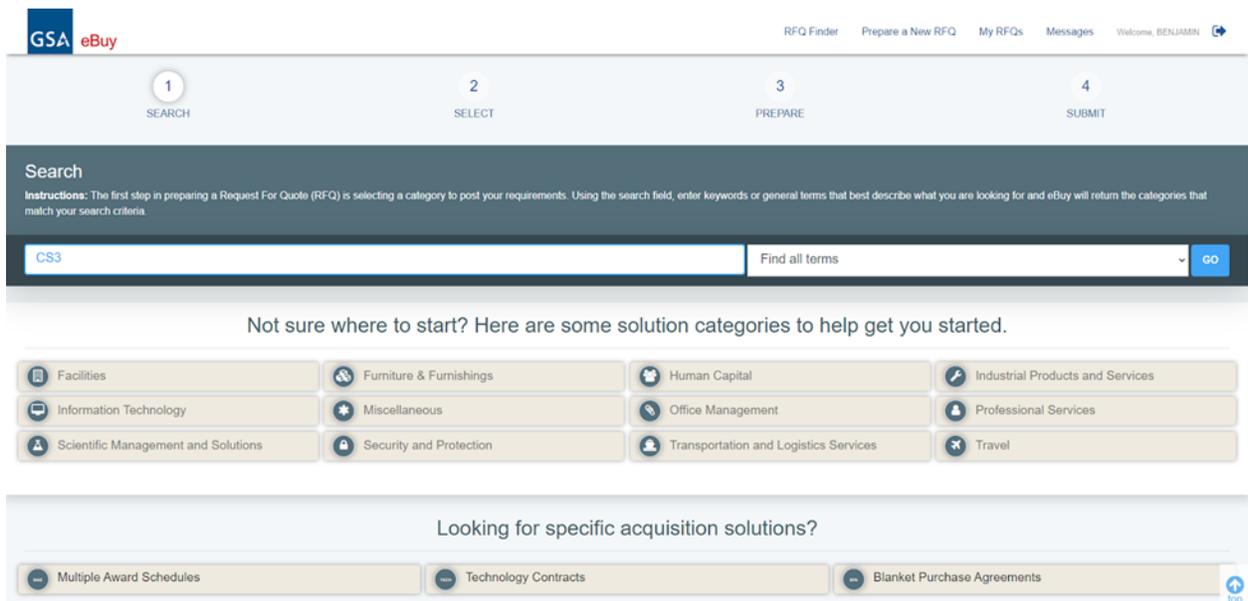


Figure 4: GSA eBuy Buyer RFQ Search Page

The search of 'CS3' will bring the user to the link to the CS3 IDIQ link in eBuy. Choose the 'Select' button highlighted in blue in Figure 5 below to move to the CS3 page to begin the acquisition.

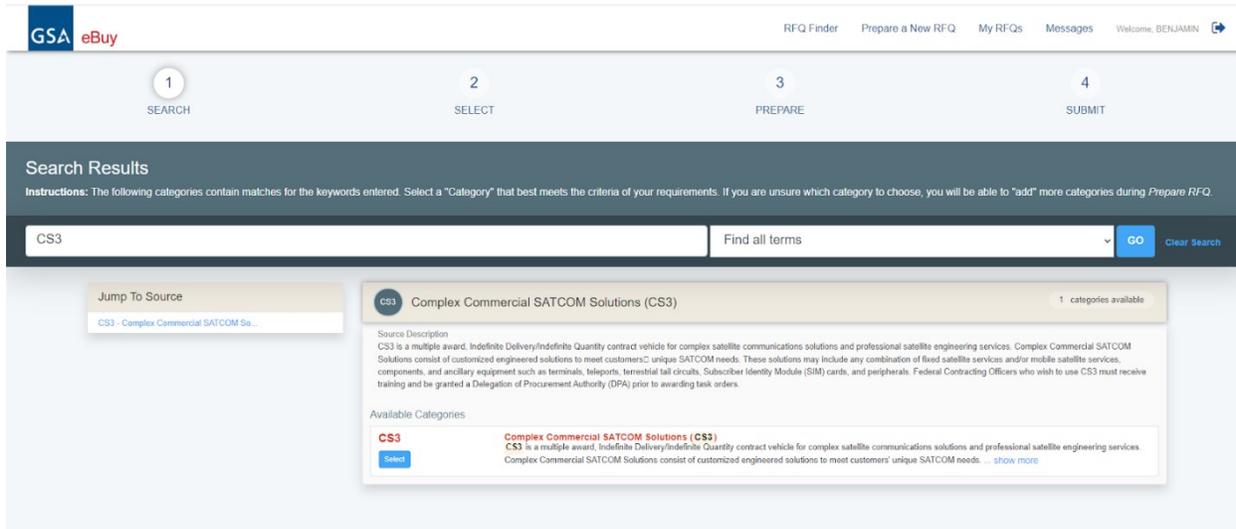


Figure 5: GSA eBuy Buyer RFQ CS3 Link

The OCO must check the box acknowledging a DPA has been obtained from GSA prior to posting an RFQ in eBuy. Once acknowledged, the OCO will select the CS3 contractors and begin the process of posting the RFQ. Please note that if the agency is posting an RFQ set aside for small business there is an option to check yes or no (see the blue banner in Figure 6 below). If yes is checked only the contractors designated as small business will show in the list. The socio-economic status is displayed for each contractor.

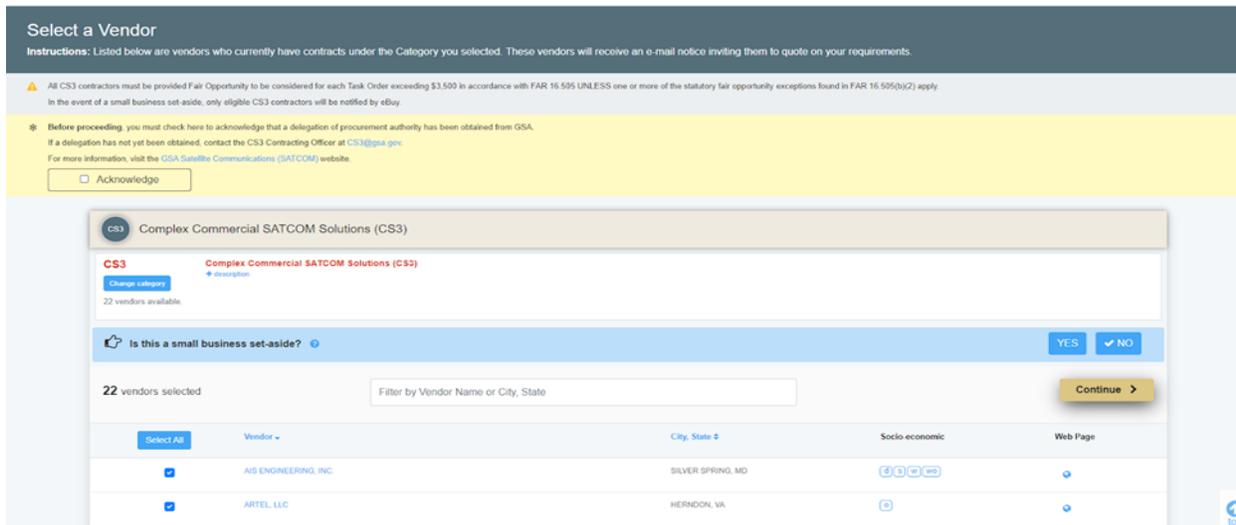


Figure 6: GSA eBuy Buyer CS3 Solicitation Start Page

## 5 Security and Information Assurance

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### 5.1 Security

To ensure the capability to respond to classified national security requirements, the CS3 Contract required all contractors to obtain a Secret Facility Clearance with Secret level Safeguarding, and COMSEC requirements. The DD Form 254, Contract Security Classification Specification issued at the award of the CS3 contract reflects these requirements.

Task orders that require and identify classified Facility, Safeguarding, special access, and COMSEC requirements should be identified on the agency-specific DD Form 254 to be awarded at the Task Order level. The Ordering Activity should ensure that the Contractor complies with all required security regulations and provides personnel with appropriate clearances, as required at the Task Order level.

### 5.2 Information Assurance

To ensure compliance with Federal Information Security Management Act of 2002 as implemented by Federal Information Processing Standards Publication 200 (FIPS 200), “Minimum Security Requirements for Federal Information and Information Systems,” all contractors on the CS3 contract were required to demonstrate their ability to meet Federal Government and Department of Defense requirements for Information Assurance for information technology systems, to include: National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53, “Security and Privacy Controls for Federal Information Systems and Organizations,” NIST SP 800-37 “Guide for Applying the Risk Management Framework to Federal Information Systems”, and the Committee on National Security Systems Policy(CNSSP) - 12, “Cybersecurity Policy for Space Systems Used To Support National Security Missions”.

If required at the Task Order level, the Ordering Activity should assign an impact level (Low, Medium, or High, per FIPS 200 and NIST SP 800-53) in the Statement of Work/Performance Work Statement. Task Order evaluations should consider the extent to which the Contractor solution complies with the necessary security controls based upon the assigned impact level, command encryption/authentication, and other requirements in CNSSP 12.

The Contractor’s information assurance boundary is where the Contractor’s services connect to the user terminals/equipment (i.e., includes satellite command encryption (ground and space); systems used in the Satellite Operations Centers (SOCs), Network Operations Centers (NOCs), Business Support Systems (BSS), and teleport; and terrestrial infrastructure required for service delivery). On a Task Order basis, the Ordering Activity shall define the IA boundary in their Statement of Work or Performance Work Statement (PWS).



## APPENDICES

### Appendix A. Task Order Administration

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Task Order Administration includes efforts associated with the operations and management of task orders post-award: service implementation, task order modifications, contractor performance management, and task order close-out.

The OCO for each task order will be responsible for closing out the order when completed. It is the responsibility of the CS3 contractors to work in partnership with the government to closeout orders as soon as possible by using procedures described in FAR 4.804. Notification of a completion of closeout of a task order must be provided to the GSA CS3 PCO immediately upon closeout.

#### 1.1 User Reporting Requirements

##### 1.1.1 Contractor Performance

On an annual basis ordering agencies must evaluate how the contractor performed in accordance with contract requirements such as the following:

- quality of service
- cost control/efficiencies
- schedule/timeliness
- management/customer service/oversight
- regulatory compliance
- small business subcontracting (if applicable)

Ordering agencies should use the Contractor Performance Assessment Reporting System (CPARS) at [CPARS](#) to review contractor performance during source selection evaluations.

Information obtained from CPARS evaluations may be shared with government agencies for use in support of future award decisions (FAR 42.15).

The customer agency is required by FAR 42.1502 policy to complete past performance records for the contractor on at least an annual basis and when work under a contract or order is complete. From time-to-time, the GSA CS3 PCO may inquire about contractor performance by survey or telephone call.

#### 1.2 Socioeconomic Credit – FPDS NG Reporting

Ordering agencies are required to report all orders greater than the micro-purchase threshold in the Federal Procurement Data System Next Generation ([FPDS-NG](#)) system in accordance with FAR 4.6. Every modification regardless of dollar value must also be reported. Proper reporting ensures socioeconomic credit will be received. For assistance with FPDS, please contact the FPDS-NG Helpdesk at [FSD](#) or 866-606-8220.



### 1.3 Contract Modification

Contract modification to the basic CS3 contracts may be required over the course of the CS3 period of performance. Contract modifications may take the form of a strategic modification or a contractor modification. A strategic modification is one that is made to all CS3 contracts; an example could be a modification that adds new technology to the CS3 contract. On the other hand, a contractor modification is geared towards a specific CS3 contract, and such an example would include a modification to recognize a contractor's change of name. Each CS3 contractor is responsible for maintaining the CS3 contract on its public website that reflects all basic CS3 contract modifications. Additionally, it should be noted the contractor can and may post each contract modification separately.

Task order modifications may be necessary during the task order period to address additional requirements or administrative changes. The OCO should follow the FAR and guidance of their Agency-specific FAR supplement and other guidance.

### 1.4 Task Order (Contract) Closeout

It is the OCO's responsibility to closeout task orders, and such closeout shall be accomplished within the guidelines set forth in:

- FAR Part 4.8 Government Contract Files.
- FAR Part 42 Contract Administration and Audit Services.
- GSAM Subpart 504.8 Government Contract Files.

The contractor agrees to cooperate with the OCO to close out task orders after expiration, cancellation, or termination.



## Appendix B. GSA CS3 Point of Contacts

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**Note:** All members of the GSA CS3 team can be contacted at [CS3@gsa.gov](mailto:CS3@gsa.gov)

**GSA Program Manager (PM):**

**Jim Kennedy**

CS3 Program Manager

Office of Enterprise Technology Solutions

[Office of Information Technology Category \(ITC\)](#)

[Federal Acquisition Service \(FAS\)](#)

[U.S. General Services Administration \(GSA\)](#)

(W) 734-294-9114

[james.p.kennedy@gsa.gov](mailto:james.p.kennedy@gsa.gov)

<https://www.gsa.gov/satellite>

**GSA Procuring Contracting Officer (PCO):**

**Erika Wilburn-Campbell** CS3 Procuring Contracting Officer

Non-MAS Acquisition Operations (QT2F2AA)

[Office of Information Technology Category \(ITC\)](#)

[Federal Acquisition Service \(FAS\)](#)

[U.S. General Services Administration \(GSA\)](#)

(W) 832-397-8463

[erika.wilburn-campbell@gsa.gov](mailto:erika.wilburn-campbell@gsa.gov)

<https://www.gsa.gov/satellite>

**GSA Contracting Officer's Representatives (CORs):**

**Monica Hedgspeth**

CS3 Contracting Officer's Representative

Office of Enterprise Technology Solutions

[Office of Information Technology Category \(ITC\)](#)

[Federal Acquisition Service \(FAS\)](#)

[U.S. General Services Administration \(GSA\)](#)

(W) 703-306-6350

(C) (703) 994-3254

[Monica.hedgspeth@gsa.gov](mailto:Monica.hedgspeth@gsa.gov)

<https://www.gsa.gov/satellite>

**Scott Stemmen**

CS3 Contracting Officer's Representative

Office of Enterprise Technology Solutions

[Office of Information Technology Category \(ITC\)](#)

[Federal Acquisition Service \(FAS\)](#)

[U.S. General Services Administration \(GSA\)](#)

(W) 312-886-8276

(C) 312-384-0841

[Scott.stemmen@gsa.gov](mailto:Scott.stemmen@gsa.gov)

<https://www.gsa.gov/satellite>



## Appendix C. CS3 Contractors

Contractor	Contract Number	Contact	Specific POC	Small Business Category
<a href="#">Artel, LLC</a>	GS00Q17NRD4002	<a href="mailto:cs3@artellic.com">cs3@artellic.com</a>	<a href="mailto:espitler@artellic.com">espitler@artellic.com</a> <a href="mailto:grondepierre@artellic.com">grondepierre@artellic.com</a> <a href="mailto:jscott@artellic.com">jscott@artellic.com</a>	
By Light Professional IT Services LLC	GS00Q17NRD4003	<a href="mailto:cs3@bylight.com">cs3@bylight.com</a>	<a href="mailto:jeff.adelman@bylight.com">jeff.adelman@bylight.com</a>	
Comsat, Inc	GS00Q17NRD4004	<a href="mailto:cs3@comsat.com">cs3@comsat.com</a> <a href="mailto:contracts@comsat.com">contracts@comsat.com</a>	<a href="mailto:ccassavoy@satcomdirect.com">ccassavoy@satcomdirect.com</a>	
CopaSAT, LLC	GS00Q17NRD4005	<a href="mailto:cs3@copasat.com">cs3@copasat.com</a>	<a href="mailto:scott.davis@copasat.com">scott.davis@copasat.com</a>	SB
DRS Global Enterprise Solutions	GS00Q17NRD4006	<a href="mailto:drs-fcsa@drs.com">drs-fcsa@drs.com</a>	<a href="mailto:Tiffany.jenrette@sessd.com">Tiffany.jenrette@sessd.com</a>	
<a href="#">Globecomm Systems, Inc</a>	47QTCE18D0001	<a href="mailto:CS3@globecomm.com">CS3@globecomm.com</a>	<a href="mailto:Frances.krivicich@ultisat.com">Frances.krivicich@ultisat.com</a>	
Hughes Network Systems, LLC	GS00Q17NRD4007	<a href="mailto:cs3@hughes.com">cs3@hughes.com</a>	<a href="mailto:James.clevenger@hughes.com">James.clevenger@hughes.com</a> <a href="mailto:Tony.bardo@hughes.com">Tony.bardo@hughes.com</a> <a href="mailto:Jessica.Torres@Huges.com">Jessica.Torres@Huges.com</a>	
Incident Communication Solutions, LLC (d/b/a Peake)	GS00Q17NRD4008	<a href="mailto:cs3@peake.com">cs3@peake.com</a>	<a href="mailto:jlawn@peake.com">jlawn@peake.com</a>	SDB
Inmarsat Government, Inc.	GS00Q17NRD4014	<a href="mailto:fcsapmo@inmarsatgov.com">fcsapmo@inmarsatgov.com</a>	<a href="mailto:Paul.chang@inmarsatgov.com">Paul.chang@inmarsatgov.com</a>	
Intelsat General Corporation	GS00Q17NRD4009	<a href="mailto:Cs3@intelsatgeneral.com">Cs3@intelsatgeneral.com</a>	<a href="mailto:Christie.drawsand@intelsatgeneral.com">Christie.drawsand@intelsatgeneral.com</a> <a href="mailto:margaret.mackert@intelsatgeneral.com">margaret.mackert@intelsatgeneral.com</a>	
<b>NIC4</b>	GS00Q17NRD4010	<a href="mailto:cs3@knight-sky.com">cs3@knight-sky.com</a>	<a href="mailto:robyn.mccolligan@nic4.com">robyn.mccolligan@nic4.com</a> <a href="mailto:leah.savage@nic4.com">leah.savage@nic4.com</a>	SB
LBiSat LLC	GS00Q17NRD4011	<a href="mailto:gsacs3@lbisat.com">gsacs3@lbisat.com</a>	<a href="mailto:rusty@lbisat.com">rusty@lbisat.com</a>	SB
Lepton Global Solutions d/b/a Kymeta Corpo	GS00Q17NRD4012	<a href="mailto:cs3@leptonglobal.com">cs3@leptonglobal.com</a>	<a href="mailto:ileboutillier@kymetacorp.com">ileboutillier@kymetacorp.com</a> <a href="mailto:chadsall@kymetacorp.com">chadsall@kymetacorp.com</a>	SB
RiteNet Corp	GS00Q17NRD4013	<a href="mailto:cs3@ritenet.com">cs3@ritenet.com</a>	<a href="mailto:RStrickland@ritenet.com">RStrickland@ritenet.com</a> <a href="mailto:rramineni@ritenet.com">rramineni@ritenet.com</a>	SB
SES Government Solutions, Inc.	GS00Q17NRD4015	<a href="mailto:ses-gscs3@ses-gs.com">ses-gscs3@ses-gs.com</a>	<a href="mailto:david.benning@ses-gs.com">david.benning@ses-gs.com</a>	
Signal Mountain Networks, Inc.	GS00Q17NRD4020	<a href="mailto:government.sales@anuvu.com">government.sales@anuvu.com</a>	<a href="mailto:Thomas.doolittle@anuvu.com">Thomas.doolittle@anuvu.com</a> <a href="mailto:phillipwhitacre@anuvu.com">phillipwhitacre@anuvu.com</a>	VOSB; HUBZone
TeleCommunication Systems Inc.	GS00Q17NRD4016	<a href="mailto:cs3tor@comtechtel.com">cs3tor@comtechtel.com</a>	<a href="mailto:Tina.myles@comtechtel.com">Tina.myles@comtechtel.com</a>	
Trace Systems, Inc.	GS00Q17NRD4017	<a href="mailto:idiq-inbox@tracesystems.com">idiq-inbox@tracesystems.com</a>	<a href="mailto:ebossart@tracesystems.com">ebossart@tracesystems.com</a>	
OneWeb Technologies (formerly TrustComm)	GS00Q17NRD4018	<a href="mailto:CS3@onewebtechnologies.net">CS3@onewebtechnologies.net</a>	<a href="mailto:shirley.collins@onewebtechnologies.net">shirley.collins@onewebtechnologies.net</a> <a href="mailto:douglas.whitworth@onewebtechnologies.net">douglas.whitworth@onewebtechnologies.net</a>	SB
U.S. ElectroDynamics, Inc	47QTCE18D0002	<a href="mailto:sales@usei-teleport.com">sales@usei-teleport.com</a>	<a href="mailto:rbradley@usei-teleport.com">rbradley@usei-teleport.com</a> <a href="mailto:David.Grooms@usei-teleport.com">David.Grooms@usei-teleport.com</a>	
UltiSat, Inc.	GS00Q17NRD4019	<a href="mailto:contracts@ultisat.com">contracts@ultisat.com</a> <a href="mailto:fcsa@ultisat.com">fcsa@ultisat.com</a>	<a href="mailto:Latricia.perry@ultisat.com">Latricia.perry@ultisat.com</a> <a href="mailto:kristy.dillman@ultisat.com">kristy.dillman@ultisat.com</a>	





## Appendix D. List of Acronyms

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ACO	Administrative Contracting Officer
CLINs	Contract Line-Item Numbers
COMSATCOM	Commercial Satellite Communications
COR	Contracting Officer's Representative
CPARS	Contractor Performance Assessment Reports System
CS3	Complex Commercial SATCOM Solutions
CSCO	Commercial Satellite Communications Office
DISA	Defense Information Systems Agency
DPA	Delegation of Procurement Authority
ETS	Office of Enterprise Technology Solutions
FAR	Federal Acquisition Regulation
FISMA	Federal Information Security Management Act
FPDS- NG	Federal Procurement Data System Next Generation
FTR	Federal Travel Regulations
GSA	General Services Administration
GSAM	General Services Administration Acquisition Manual
GWAC	Government Wide Acquisition Contract
HSPD-12	Homeland Security Presidential Directive 12
IA	Interagency Agreement
IAW	In accordance with
IDIQ	Indefinite Delivery Indefinite Quantity
IPAC	Intra-Governmental Payment and Collection
JTR	Joint Travel Regulations
MIPR	Military Interdepartmental Purchase Request



MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
OCO	Ordering Contracting Officer
PCO	Procuring Contracting Officer
PM	Program Manager
PoP	Period of Performance
PR	Purchase Request
PWS	Performance Work Statement
RFI	Request for Information
RFP	Request for Proposal
SATCOM	Satellite Communications
SIM	Subscriber Identity Module
SOW	Statement of Work
USSF	United States Space Force