



Information Technology Enterprise Solutions-2 Services (ITES-2S)

Dell Services Federal Government is committed to the modern warfighter every step of the way with end-to-end IT transformation. With the ITES-2S contract, we help advance the Army towards achieving its global IT enterprise infrastructure goals.

ITES-2S is an Indefinite-Delivery, Indefinite-Quantity (IDIQ) contract. Ordering is decentralized and authorized to meet the needs of the Army, Department of Defense, Foreign Military Sales Program, and other Federal agencies. ITES-2S has no usage fee and supports the full range of IT solutions; from help desk support to full-scale enterprise design and integration. This contract vehicle has a \$20 billion ceiling and a term of nine years through 2015.

ITES-2S Objectives

ITES-2S is a Performance Based Service Acquisition (PBSA) vehicle and the preferred method of contracting for services and supplies. PBSA is contracting for results, not just best efforts. It involves structuring all aspects of an acquisition around the purpose of the work to be performed.

Essential elements of PBSA include:

- Performance requirements, expressed in either a Performance Work Statement (PWS) or Statement of Objective (SOO); performance requirements should be described in terms of "what" the required output is and should not specify "how" the work is to be accomplished
- Performance standards or measurements, which are criteria for determining whether the performance requirements are met
- Appropriate performance incentives, either positive or negative
- A surveillance plan that documents the government's approach to monitoring the contractor's performance

For further information regarding Performance Based Acquisitions, please see the ITEC4/ASCP ITES ordering guidance found at <https://ascp.monmouth.army.mil/>

For over two decades, Dell Services Federal Government has kept focus on what counts for our federal customers. Get peace of mind in preparing your agency for the now, for the new, and for what's next in IT and business services that support your mission.

Dell Services for the Federal Government...

Reduce complexity and lower costs with IT solutions developed and delivered specifically for the Federal Government. Take a look at what Dell Services Federal Government is doing to drive 21st century IT services and solutions to meet the mandates of your mission.

Applications Services

Choose from a full spectrum of discrete-to-complete Application Services for application rationalization, modernization or any other application need

Business Process Services

Reduce inefficiency, cut costs, and enhance agility by leveraging Dell's expertise, leading automation technology, and global workforce

Consulting

Transform and finely tune your agency by implementing the right organizational change initiatives or technology projects to address your critical challenges

Infrastructure

Address your IT infrastructure challenges, boost productivity, and align your talent to high-value projects. Dell Services Federal Government delivers with automated, market-leading tools and government-dedicated workforce

Support Services

Easily adjust speed and type of support to address specific scenarios for every IT element, from users and devices to applications and data centers

...and here's why

- End-to-end services portfolio
- ITIL v3-based processes and tools
- Many facilities maintain Tier 3 and 4 level services
- Certifications for ISO/IEC 9000, 20000, and 27000
- 41,000 employees globally
- Over 2.5 million desktops managed
- Dell IT Management SaaS has over 10,000 customers and manages more than 6 million mailboxes and devices
- 28 delivery hubs in North America, Europe, and Asia
- 60 expert tech support centers
- 5 global command centers
- Active in approximately 90 countries
- Surveys by Technology Business Research have ranked Dell Services #1 for customer satisfaction among corporate IT users for the 31st time in the past 39 reporting periods over almost 10 years

Transform your agency's efficiency with technology tools and business processes that streamline operations, improve decision-making and meet your mission with an eye for the future.

Get more in-depth with Dell Services Federal Government. Contact us today at ITES-2S@federal.dell.com or visit Dell.com/federal.

High impact IT transformation takes the strength of an army. Dell Services delivers.

- Proudly serve AMCOM, CECOM, NETCOM, TACOM, the U.S. Army Reserve, the U.S. Military Academy, PEO IEW&S, and Joint Force Headquarters, National Capitol Region (JFHQ-NCR)
- CIO 100 Award for creating value by innovating with technology (2009)
- Quality First: SEI CMMI Level 3; ISO 9001:2008, pioneer in ITIL Service Management, PMP-certified professionals
- Infrastructure Solution Services are over 70 percent of our business—it is who we are
- 41,000 professionals worldwide, dedicated to meeting your mission

Contract Number

W91QUZ-06-D-0011

Award Date December 2006

End Date December 2015

Three-year base with three, two-year options. Total nine years

Contact

ITES-2S@federal.dell.com

Website

Dell.com/federal

