COMMERCIAL SATELLITE COMMUNICATIONS CENTER

COMMERCIAL SATELLITE COMMUNICATIONS (COMSATCOM) ORDERING GUIDE

VERSION 2.2

MAY 2014

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1.0 OVERVIEW

1.1. Purpose and Scope

The purpose of this COMSATCOM Ordering Guide is to provide Combatant Commands (COCOMs), Services and Agencies with information and guidance on ordering commercial satellite communications (COMSATCOM) through the COMSATCOM Center using the General Services Administration (GSA) contract vehicles available under the Future Commercial Satellite Communications Services Acquisition (FCSA), including Inmarsat Mobile Satellite Services (MSS) using Blanket Purchase Agreements (BPAs). Under FCSA, COMSATCOM customer orders are placed on GSA Schedule 70 or one of two GSA Indefinite Delivery/Indefinite Quantity (ID/IQ) contracts. This guide outlines responsibilities of the customer, the COMSATCOM Center, the Defense Information Technology Contracting Office (DITCO), and contractors for orders placed on Schedule 70, Custom Satellite Communications (SATCOM) Solutions (CS2), or CS2 Small Business (CS2SB). Additional information regarding FCSA is available at http://www.gsa.gov/satserv.

The scope of this document is the required customer input for COMSATCOM orders. This document will discuss the COMSATCOM Center ordering processes in detail (and address process changes required to award requirements on the contract vehicle). The COMSATCOM Center will assist customers with procuring their commercial satellite strategic and /or tactical solution utilizing the GSA FCSA Schedule 70 contract vehicles to the fullest extent possible. If the GSA FCSA contract vehicle is unable to meet a customer's unique solution, the COMSATCOM Center will work with the customers to meet their needs through other means.

1.2. Introduction

FCSA is the approved strategy for Department of Defense (DoD) COMSATCOM purchases, in accordance with the Director of Defense Procurement and Acquisition Policy (DPAP) dated 22 July 2009. FCSA contract vehicles are comprised of the GSA Schedule 70 Special Item Number (SIN) for both Transponded Capacity (SIN 132-54) and Subscription Services (SIN 132-55), including Inmarsat MSS using BPAs, as well as GSA's CS2 ID/IQ contract vehicles. Due to the unique nature and broad scope, each acquisition (regardless of type) will need to be handled independently. Although all acquisitions will follow a similar process to capture the customer's requirements, due to the nature of the ID/IQ contracts, they may fall outside the scope of a standard Transponded Capacity or Subscription Service contract and, therefore, may require processing variations.

1.3. FCSA Suite of Contracting Vehicles:

- GSA Schedule 70 SIN 132-54, Transponded Capacity: Dedicated bandwidth and power on a communications satellite in any available COMSATCOM frequency band, including, but not limited to, L-, S-, C-, X-, Ku-, extended Ku-, Ka-, and Ultra High Frequency (UHF).

- GSA Schedule 70 SIN 132-55, Subscription Services: Pre-existing, pre-engineered Fixed Satellite Services (FSS) and/or MSS solutions, typically including shared or dedicated satellite resources, ancillary terrestrial components, and Contractor specified networks and equipment, in any available COMSATCOM frequency band.

    o BPAs for Inmarsat services established through the COMSATCOM Center using SIN 132-55. Once a BPA is established, the customers place orders through DISA Direct Order Entry (DDOE). See Section 7 of this guide for procedures on using DDOE to place Inmarsat service orders under a BPA.

- Custom SATCOM Solutions (CS2): Complete, customized end-to-end using any combination of FSS and/or MSS solutions, components, and ancillary equipment (e.g., terminals, teleports, terrestrial tail circuits, subscriber identity module cards, and peripherals) in any commercially available band (e.g., C-, Ku-, Ka-, L-, and X-band). Solutions may also include licensing, integration, installation, testing, network management, engineering, and training. CS2 is best suited for large, complex requirements.

- CS2-Small Business (CS2SB): CS2 characteristics with a small business set-aside. Used for smaller scale end-to-end solutions and professional satellite engineering services. Small business solutions allow federal agencies to acquire professional satellite engineering services and to build custom end-to-end solutions with small business industry partners. Best suited for small, less complex requirements and satellite professional support services.

2.0 ROLES AND RESPONSIBILITIES

2.1. Key Stakeholder Roles and Responsibilities

Outlined below is a high-level view of the key stakeholders and their responsibilities in executing the COMSATCOM Ordering Process. Table 2-1 provides the customer, the COMSATCOM Center, DITCO, and contractor roles, and responsibilities.

Key Stakeholders	Roles and Responsibilities
Customer	• Initiates the ordering process and communicates their unique mission need and service requirements or • Contacts the SATCOM Support Center (SSC) to procure a solution to meet their unique mission need • Establishes a DDOE account (only for MSS BPAs)
COMSATCOM Center	• Helps customers define and develop requirements • Prepares Independent Government Cost Estimates (IGCE) • Conducts technical review of contractor quotes • Functions as the Contracting Officer Representative (COR)
DITCO	• Leads all the contracting aspects of the task order
Contractor	• Provides DITCO Procuring Contracting Officer (PCO) with quotes of specific solutions for the customer's (end users') requirements

Table 2-1: Stakeholder Roles and Responsibilities

The following sections provide the information customers need to know prior to ordering COMSATCOM services. Also provided are details on the ordering process once customers are ready to develop their requirements.

3.0 ORDERING PROCESS OVERVIEW

3.1. Fixed Satellite Services (FSS)

The COMSATCOM Center Ordering Process encompasses all activities performed in the ordering of COMSATCOM, from initial customer contact to COMSATCOM service activation. The COMSATCOM Center provisions COMSATCOM for DoD customers, providing the best solution to meet their mission needs at a reasonable cost.

The Ordering Process encompasses all activities performed in the acquisition of COMSATCOM services for customers and involves multiple responsible parties internal and external to the COMSATCOM Center. Figure 3-1 provides an overview of the process for service delivery.

Figure 3-1: FSS Ordering Process Summary

The Ordering Process initiates when a customer contacts the SSC with a COMSATCOM requirement. The customer's requirements are developed and completed with the assistance of the COMSATCOM Center and submitted to DITCO. The contracting office prepares a Request for Quote (RFQ) or Request for Proposals (RFP) and distributes it to contractors, who submit quotes in response to the inquiry. The quotes are then evaluated, an award is made, and service set-up begins.

3.2. Mobile Satellite Services (MSS)

Ordering procedures for Inmarsat services using existing BPAs is in Section 7.0 of this guide. Inmarsat services will primarily be ordered through single-award BPAs. Single-award BPAs streamline the acquisition of Inmarsat services by conducting one competitive procurement for all of an organization's BPA requirements as opposed to competing each one individually. In addition, single-award BPAs allow customers to manage their Inmarsat requirements through a single contractor Figure 3-2.
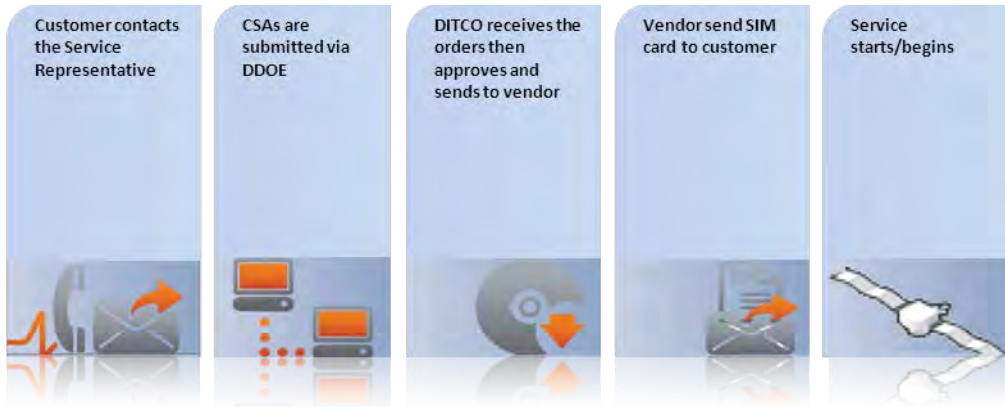
Figure 3-2: MSS Ordering Process Summary

4.0 KEY CONSIDERATIONS OF COMMERCIAL SATCOM

When considering COMSATCOM to augment MILSATCOM shortages, several issues exist, which must be considered prior to making any type of commitment. As with any system provided to the Warfighter, sufficient quality, reliability, and security must be assured before government funds can be dedicated. The following sections provide an overview of key considerations that should be taken into account when leasing COMSATCOM capabilities.

4.1. Cost

Cost of COMSATCOM is a function of many technical and market factors. There are numerous components to consider when entering into a COMSATCOM lease.

Some cost influencing factors include:

- Market conditions

- Bandwidth required location

- Terminal type and antenna size

- Duration of lease

- Frequency band and polarization

- Available modulation and coding options.

Each requirement must be fully funded by a customer or group of customers. Because of the customized nature of the commercial satellite services, the price varies for each requirement. The total price to the customer for each requirement includes two fees: either FSS fee + DITCO fee or when using DDOE to order from a BPA, MSS fee + DITCO fee. Fees are re-evaluated and subject to change each fiscal year (FY); the current fees are in Table 4-1.

Fee	Fee Amount
COMSATCOM Center's customer support fee Fixed Satellite Services (FSS)	2.28%
DITCO's contract service fee	2.00%
COMSATCOM Center's customer support fee Mobile Satellite Services (MSS)	2.28%

Table 4-1: FY14 COMSATCOM Fees

The customer support fee covers charges associated with support provided by the COMSATCOM Center including analysis of customer requirements and alternatives, technical evaluation boards, provisioning, activation and management of services. The goal is to set a customer support fee that creates sufficient revenue to recover actual cost, nothing more or less. Customers can access the DDOE website to obtain additional fee information at https://www.disadirect.disa.mil/products/asp/welcome.asp.

4.2. Host Nation Agreements and Landing Rights

Commercial satellite requirements operating in foreign locations may require Host Nation Approval (HNA), Frequency Clearances (FCs), and/or Landing Rights (LRs). When a mission partner plans to use satellite bandwidth or equipment in foreign countries, it is required to follow the laws of the host nation when operating in the commercial spectrum. DoD or US policy does not supersede the laws of the host nation. Failure to get HNA equates to no protection from interference, possible interception, and potential violation of international and local laws. This includes fines of up to $500,000, seizure of equipment, and creating an "International Incident." The contractor can acquire the appropriate HNA, FC, and/or LR for the customer, but please consider the additional cost in this area as well as the additional timeframe to file and acquire the permissions, dependent on the country.

4.3. Potentially Limited Commercial SATCOM Coverage

C-Band coverage tends to be uniform due to the type of satellite beam used. Ku and Ka band transponders, tend to use spot beams, narrowly focusing the satellite's signal energy into densely populated areas. Oceanic coverage for Ku and Ka is extremely limited. MSS and FSS coverage is limited or unavailable in the extreme Polar Regions, defined as north of 76°N and south of 76°S.

4.4. Availability

Usually a substantial portion of transponder capacity on commercial spacecraft is leased to anchor customers prior to launch to ensure there is sufficient business justification. In addition, several satellite contractors have launched newer spacecraft prior to the end of life of the spacecraft they were intended to replace, in an effort to capture a greater portion of increased video and internet traffic. Older, but still very capable spacecraft are moved to orbital slots that may have previously been unoccupied.

SATCOM planners cannot assume availability on any given satellite to be available when needed. Availability of COMSATCOM resources is continuously in flux. When there is a known requirement, planners must act quickly to assure access to a particular transponder, coverage, and bandwidth. There is no way to know if bandwidth is available until a user attempts to lease it.

4.5. Consider Lease versus Purchase of Terminals

Due to a long standing agreement between the DISA COMSATCOM Center and the Army Commercial Satellite Terminal Program (CSTP), the COMSATCOM Center promotes the CSTP, Program Executive Office Command Control Communications Tactical (PEO-C3T), as the office of choice best suited for SATCOM terminal purchases. Through the Army's World-Wide Satellite Systems (WWSS) and Global Tactical Advanced Communication Systems (GTACS) contract vehicles, the CSTP can procure terminal solutions that best meet a customer's strategic and/or tactical communication needs. Although it is more cost effective to purchase a SATCOM terminal as opposed to leasing one for one year, leasing options are available through use of either the CSTP or FCSA contract strategies.

To purchase commercial SATCOM earth terminals, customers can contact the following office:

PM WIN-T Commercial SATCOM Terminal Program

PdM SATCOM

(443) 395-7081

http://peoc3t.army.mil/wint/

5.0 PRELIMINARY ACTIONS REQUIRED BEFORE STARTING THE ORDERING PROCESS

5.1. SATCOM DataBase Number

The COMSATCOM Center will not process a commercial satellite requirement if a customer does not have a valid SATCOM DataBase (SDB) number or a waiver for a SDB. The Joint Staff, under the authority of Chairman of the Joint Chiefs of Staff Instruction (CJCSI) 6250.01E, through the Joint SATCOM Panel (JSP), initiate, own, and validate the SDB. DISA maintains the SDB through the Joint SATCOM Panel Administrator (JSPA). The SDB is the sole Joint Staff validated database to approve and track all current and future DoD SATCOM needs. While the JSP may approve a requirement in the SDB, the SDB does not guarantee that access with be authorized.

The SDB application shall be submitted using the SATCOM DataBase Request via the database and following the instructions. Procedures for acquiring an SDB number are also outlined in CJCSI 6250.01E.

5.2. Wide Area Workflow Account (If applicable)

Customers who intend to act as COR or alternate COR (ACOR) for their contracts and pay invoices must register for a Wide Area Workflow (WAWF) account to eliminate paper transactions and automate payment documents. WAWF allows contractors to electronically submit invoices and receive reports and customers to inspect, accept, receive, and pay electronically. The WAWF access information is available at http://www.ditco.disa.mil/hq/WAWF/.

5.3. Justification and Approval (If applicable)

Generally, a Justification and Approval (J&A) is required for sole source or limited source acquisitions exceeding the Simplified Acquisition Threshold. The customer is responsible for the development of the J&A with help and guidance from the SATCOM Services Center (SSC) or COMSATCOM Center. The J&A template is available on the DITCO website at https://www.ditco.disa.mil/contracts/IT_instruct.asp.

6.0 ORDERING PROCESS

This section pertains to FSS. If ordering MSS, please refer to section 7.0 for ordering from an established BPA. The four phases of the ordering process are Requirements Development, Requirements Completion & Funding Validation, Contract Development & Proposal Evaluation, and Contract Award. Customers work with their SSCs in the Requirements Development phase. Once the process enters the Requirements Completion & Funding Validation phase, the COMSATCOM Center helps manage the request all the way through the remaining phases. Figure 6-1 depicts overview of the four phases of the Ordering Process.
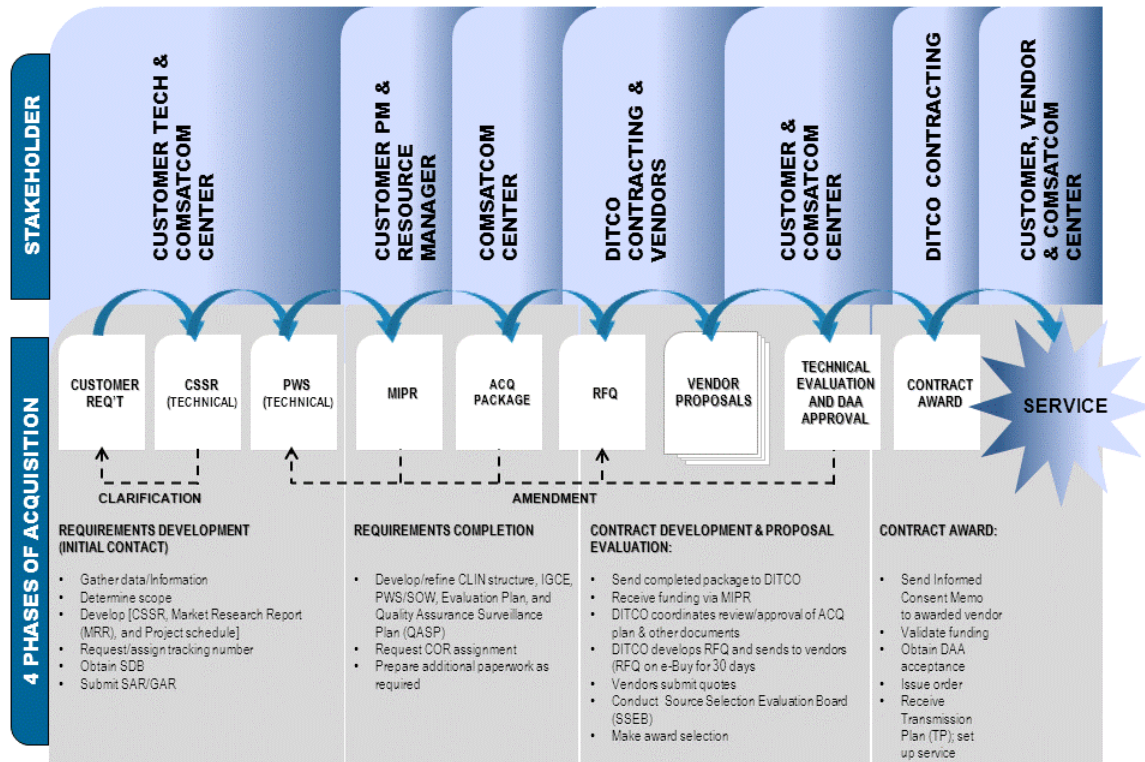
Figure 6-1: COMSATCOM Ordering Process Overview

In the Requirements Development (Initial Contact) phase, the customer contacts the SSC to procure a COMSATCOM solution to meet their unique mission need. The SSC provides the customer a Commercial Satellite Service Request (CSSR) and a Government Program Manager and a COMSATCOM Acquisition Manager (CAM) is appointed to aid in writing out the service requirements in the proper acquisition documents. The COMSATCOM Center routinely prepares all documentation with the exception of the initial CSSR.   In this phase, the COMSATCOM center has the CSSR reviewed by an engineer and provides the customer with an initial Market Research Report (MRR), project tracking number, and an estimated project schedule/timeline.

In the Requirements Completion phase, the COMSATCOM Center continues to coordinate with the customer in refining the acquisition document package. In this phase, additional documents include the Performance Work Statement (PWS), Independent Government Cost Estimate (IGCE), Evaluation Plan, Quality Assurance Surveillance Plan (QASP), and any other documents

unique to the customer's requirement. In addition, a Contracting Officer Representative (COR) is appointed and the customer submits funding for the base period of performance via the Military Interdepartmental Purchase Request (MIPR) directly to DITCO.

In the Contract Development and Proposal Evaluation phase, the COMSATCOM Center sends the customer completed acquisition package to DITCO for review and processing. Once DITCO receives the customer's MIPR they will post a RFP or RFQ to GSA eBuy for which contractors subsequently will respond with proposals or quotes in response to the requirement. Upon receipt of contractor quotes or proposals, DITCO convenes a Source Selection Evaluation Board (SSEB) of which the COMSATCOM Center is responsible for the technical and Information Assurance (IA) evaluation. This phase concludes with DITCO advising the COMSATCOM Center on a proposed winning contractor.

In the Contract Award phase, if the proposal recommended for award is noncompliant with minimum requirements for IA, the IA Manager (IAM) must obtain both customer informed consent memo and Designated Approval Authority (DAA) approval to award the proposed solution. Once DAA grants approval, DITCO makes the formal award to the winning contractor, who subsequently submits a Transmission Plan (TP) and begins service setup.

Post award billing is coordinated through the WAWF and any service set-up issues are resolved between the customer, COMSATCOM center, and contractor.

6.1. Contact the Appropriate SATCOM Support Center

After customers identify their requirements and obtain the SDB number and J&A (if applicable), they contact their servicing SSC. Table 6-1 provides a matrix of which SSC supports specific Combatant Commands (COCOMs) and Agencies.

COCOM RESPONSIBILITIES				
COCOM	SSC-West	SSC-East	SSC-Europe	SSC-Pacific
AFRICOM			X	
CENTCOM		X		
EUCOM			X	
NORTHCOM	X			
PACOM				X
SOCOM				
SOUTHCOM				
STRATCOM	X			
TRANSCOM	X			
OTHER CUSTOMERS				
CJCS	X			

DoD	X			
SECDEF	X			
WHCA	X			
Defense Agencies **National Users**	X			
Others Not Assigned to SSCs	X			

Table 6-1: SSC Support Matrix

SSC contact information is in Appendix A. If there are any issues contacting your SSC, please contact the COMSATCOM Center for assistance.

6.2. Complete a Satellite Access Request / Gateway Access Request

Customers are required to submit a Satellite Access Request (SAR) through their respective SSC outlining their commercial SATCOM requirements. This is the formal document submitted by the customer through their operational chain to the appropriate SSC to request satellite access for a SATCOM mission. The SAR portion provides the mission-specific information to acquire satellite resources to support the requested SATCOM mission. SSC generates a Satellite Access Authorization (SAA) for the requested mission after the awarded lease.

The Gateway Access Request (GAR) provides the detailed information necessary to request, schedule, and configure DoD SATCOM gateway access. The GAR is only needed when landing at a DoD teleport. To request DoD Information Network (DoDIN)/Standard Tactical Entry Point (STEP) Facility/Interim Teleport accesses worldwide for DISN Services, use the GAR. The GAR submits to the respective theater of operations (CONUS, Pacific, Europe, and CENTCOM). The message format used for the GAR is located in the DISA Global Contingency Employment Exercise (CONEX) Planning Guide.

NOTE: Contact your local SSC if you need help filling out your SAR and your local CONEX for help with the GAR.

6.3. Define the Requirement as Assisted by the COMSATCOM Center/SSC

6.3.1. Complete the CSSR

A CSSR is a Microsoft Excel® spreadsheet provided and used by the COMSATCOM Center to help the customer identify and list their operating locations and terminal, modem, and link parameter specifications. This document is an important piece of the acquisition requirement package used by the COMSATCOM Center to develop the Performance Work Statement (PWS) and IGCE and by the contractor to develop link budgets and transmission plans. COMSATCOM Center forwards the CSSR, along with all other customer requirement documents to DITCO. Please see APPENDIX C for a sample blank CSSR. The CSSR is also available on the COMSATCOM Center's website at http://disa.mil/services/SATCOM/comsatcom-services/~/media/Files/

DISA/Services/SATCOM/SCO/CSSR.xls.

6.3.2. Complete a J&A (as Applicable)

A J&A is a specifically formatted MS Word document that a customer, usually the Program Manager, uses if he intends to submit a requirement that limits full and open competition or requires a brand name justification. A specific satellite or transponder constitutes a brand name. This includes requirements that dictate the use of a specific contractor, sub-contractor, specific DoD teleport, or commercial gateway.

NOTE: J&As are expected to be the exception, not the rule. All J&As must be approved by the contracting officer (KO) or levels higher than the KO based on the value of the acquisition. The KO does not automatically approve justifications. Routing and approval takes up to 30 days.

These documents are part of the requirements package assembled by the COMSATCOM Center and later sent to DITCO.

6.4. Review IGCE As Provided By the COMSATCOM Center

The IGCE evaluates the contract base and option year costs of a lease for transponder bandwidth in addition to any components necessary for the specific COMSATCOM services solution. Other components include terrestrial segment/backhaul, equipment, teleport, Monitoring and Control (M&C), and HNA.

In addition to space segment costs, other elements contribute to the estimated cost of COMSATCOM service, including ground segment costs, equipment costs, teleport costs, and HNA/FC costs. Bandwidth cost estimates derive from historical COMSATCOM costs, market research forecast prices, and GSA Schedule pricing. Estimated cost may vary depending on the relevancy of historical COMSATCOM data.

6.5. Submit Funding

Table 6-2 provides descriptions for all 17 blocks on the MIPR. Certain aspects of the MIPR will remain the same while others will vary depending on customer requirements. The COMSATCOM Center is able to assist with customer questions regarding MIPR completion and submission.

Block#	Description
1	Number of pages on this document
2	Four-digit Federal Stock Class (FSC) code for the equipment (optional)
3	This may be left blank at the activity's choosing, but may be used as a location for a tracking number
4	Date prepared
5	MIPR # (Document Number)
6	BASIC or Amendment Number
7	DISA/DITCO-Scott PL8222 Attn: Contracting Officer Name

Block#	Description
	2300 East Drive Bldg. 3600, Scott AFB, IL 62225-5406
8	Customer Address
9A	Item # (Purpose of MIPR)
9B	Description of what's being purchased, Technical and Financial POCs, Period of Performance, TPN #, and Support Agreement number if applicable (Capital Asset Tracking # for Procurement); provide 2 fee line items: COMSATCOM Center customer support fee (see page 5, table 4-1)
9C	Quantity
9D	Unit
9E/F	Cost per unit and total cost
10	Notice of attachments including delivery schedule and shipping
11	Grand total (includes all amendments plus basic)
12	Transportation method
13	Customer Payment Office DFAS Columbus Attn: DFASCO/JAABC PO BOX 182317
14	List the appropriation accounting data used to fund the purchase; provide the OSD PE in the LOA
15	Authorizing Officer
16	Signature
17	Date signed

Table 6-2: MIPR Instructions

The MIPR should match the IGCE provided by the COMSATCOM Center. If the actual cost is less than the IGCE, DITCO will return the excess funds. Conversely, if the actual cost is over the IGCE, prior to the award the MIPR will need amended to reflect the actual cost.

6.6. COMSATCOM Center Prepares the Requirements Package

Upon receipt of the CSSR, the COMSATCOM Center prepares and sends a final requirements package to DITCO containing the CSSR, Statement of Work (SOW) or Performance Work Statement (PWS), J&A, IGCE, MIPR, IA compliance matrix, Contract Line Item Number (CLIN)

structure, network diagrams, and any other documents applicable to the requirement (see Table 6-3). The CSSR is thoroughly reviewed and quality checked by the COMSATCOM Center for technical accuracy and completeness.

Document	Description
CLIN Structure	Proper Contract Line Item Number structure
Determination & Findings (Aggregation)	Aggregation of requirements and its benefits
Evaluation Plan	Standard evaluation plan (Lowest Price Technically Acceptable (LPTA) or Best Value Tradeoff (BVTO))
IA Compliance Matrix	Required IA compliance and Mission Assurance Category (MAC) level
IGCE	Independent Government Cost Estimate
Informed Consent Memo	Signed memo from customer and Designated Approval Authority for noncompliant IA
Market Research Report	Vendor research to support IGCE
PWS	Performance Work Statement
Quality Assurance Surveillance Plan (QASP)	Quality Assurance Surveillance Plan
Requirements Checklist & Section 508 Determination	Quality assurance checklist of all documents in requirements package

Table 6-3: Documents Provided by COMSATCOM Center

The COMSATCOM Center makes every effort to minimize the paperwork necessary in the requirements package. Although COMSATCOM Center prepares the documents, customers provide input to some documents, such as the PWS.

6.7. DITCO Receives the Requirements Package

Upon receipt of the Requirements Package, the DITCO KO assigns the requirement to a Contract Specialist. The Contract Specialist prepares an RFP or RFQ and posts it on GSA eBuy.

6.8. Contractors Submit Quotes

The contractors bid on the requirement by submitting technical and price quotes for evaluation by a pre-established deadline. The RFP or RFQ posts to eBuy for a minimum of 30 days.

6.9. COMSATCOM Center and DITCO Evaluate Proposals

COMSATCOM Center and DITCO evaluate all quotes using two ways: DITCO performs a cost and past performance evaluation and concurrently the COMSATCOM Center technical evaluation team examines the technical merits of each bid. If the evaluation criterion is LPTA, DITCO awards to the lowest bidder with a quote that is technically acceptable. If the criterion is

BVTO Process, the technical evaluation team rates the technically sufficient bids in accordance with the evaluation criteria, and DITCO determines if best value tradeoff is required.

A non-disclosure agreement is required if customers wish to provide input to the source selection.

6.10. DITCO Makes Award

Upon conclusion of the technical, price, and past performance evaluations the KO and/or Contract Specialist award the requirement to the winning contractor.

6.11. Contractor Provides Service

After receipt of the award notice, the winning receives authorization to provide service. The winning contractor finalizes any necessary leases and licensing and provides a TP at least 24 hours before the service start date. This process culminates with the delivery of a SAA to the customer from the SSC. Please note the following Schedule 70 delivery options:

- Responsiveness – Ability to Provision Services in:

    – Standard Delivery – 15 calendar days or fewer

    – Extended Delivery – 90 calendar days or fewer

    – Accelerated Delivery – 7 calendar days or fewer

    – Time-Critical Delivery – 4 hours or fewer

6.12. COMSATCOM Center Provides Post Award Service

The contractor issues the completion report and complete status acquisition memo to the COMSATCOM Center, DITCO, and SSC. The SSC receives the contractors' required reports as they occurred and monthly outages report. The SSC maintains contact with customers to manage their CLINs during appropriate Period of Performance. The SSC manages day-to-day operations of the bandwidth and is the focal point for problem resolution with the contractor/satellite provider. They also provide assistance for any billing, mission planning, HNA, FC, LR, and radio frequency interference/electromagnetic interference (RFI/EMI) issues.

7.0 INMARSAT BPA ORDERING

7.1. Preliminary Actions Required Before Starting the Ordering Process

Customers wishing to order Inmarsat services for their Inmarsat terminals in support of DoD mission requirements must obtain the following:

- An approved SDB number

- A valid Program Designator Code (PDC)

- A DDOE account with an approved authorized official role

The following sections discuss how to obtain each.

7.1.1. Obtain SATCOM DataBase Number

A valid and approved SDB number is mandatory for all Inmarsat service orders. Customers should submit their SDB requirements through their requirements advocate, who is responsible for collecting, assessing, classifying, and submitting requirements for Joint Staff review and approval. The SATCOM requirements advocate organizational structure and vary according to specific COCOMs, Services, and Agencies as follows:

- **DoD Chief Information Office (CIO**) (formerly Assistant Secretary of Defense Network and Information Integration) is the advocate for non-DoD agencies and international partners with SATCOM requirements.

- **U.S. Northern Command (USNORTHCOM)** serves as an advocate for non-DoD requirements related to homeland security, homeland defense, and Defense Support of Civil Authorities (DSCA).

- **Joint Staff** is the advocate for special users within the National Communications System and Nuclear Command and Control Communications System.

- **Defense agencies** advocate for their own missions and functions.

- **COCOMs** advocate for the missions and functions of their assigned forces, including subordinate elements operating or expecting to operate within their area of operations.

- **Services** advocate for system development, testing, and training needs in support of service acquisition programs and for service-unique missions.

Per CJCSI 6250.01D, the JSP is the designated authority for approving SDB requests. To allow for JSP approval lead times, initiate SDB requests as early as possible. The customer should contact the JSPA and their JSP Representative for information on current lead times. In support of contingency operations, immediate coordination between the Inmarsat Service Representative, JSP representative, and the MSS team is necessary to expedite SDB approval.

Customers can reference the SDB Management Tool (SDB-MT) User's Guide or CJCSI 6250.01D for more details regarding the submission process for SDB requirements. Customers can reference the SATCOM Data Base Requirement User's Guide outlined in CJCSI 6250.01D.

7.1.2. Obtain a Program Designator Code (PDC)

Before ordering Broadband Global Area Network (BGAN) airtime services through GSA Internet Protocol (IT) Schedule 70, the customer must first obtain a PDC, which is a four- or six-character alphanumeric code used to identify leased services by system, network, primary user, or other category. It is required to identify the funding activity responsible for paying for the cost of the leased service. Service points of contact (POC) are:

- Air Force: DSN 779-9210, (C) 618-229-9210

- Army: DSN 779-9223, (C) 618-229-9223

- Navy/Marine Corps: DSN 779-9718, (C) 618-229-9218

- Other: DSN 779-9358, (C) 618-229-9519

- DISA: DSN 779-9206, (C) 618-229-9206

7.1.3. Obtain a DISA Direct Order Entry (DDOE) Account

Inmarsat BGAN services are ordered through the DDOE system via the DISA Direct Homepage (details on DDOE procedures are outlined in Section 3.1 of this document). The link to DISA Direct is: https://www.disadirect.disa.mil/products/asp/welcome.asp.

To obtain a DDOE User ID and password, customers should proceed to the Registration Center section located on the left side of the DDOE home page and select "Create UserID."

The user may return to the DISA Direct Home page after creating a User ID and password. Under the Registration Center section, the user selects "Registration." On the next page, the user selects "Request New Role(s)" hyperlink. Next, the user will click on the "Request Authorized Official Role(s)" hyperlink and select the appropriate Authorized Official roles. After receiving approval of his or her authorized role request, the user can create a Telecommunications Request (TR) in DDOE.

An order submitted through DDOE generates a TR, which DDOE automatically routes for various approvals to include bona fide need funding approval in accordance with the customer's specific PDC code. Upon final approval of the user's TR, a Telecommunications Service Request (TSR) generates and routes to DITCO to process the service order.

The staff at the DISA Continental United States (CONUS) Customer Support Office can assist with any problems encountered during registration. To reach DISA-CONUS call 618-229-9922. For issues with TR submissions, users can contact the COMSATCOM Center MSS Team at disa.meade.ns.mbx.comsatcom-mss@mail.mil.

This section outlines the ordering procedures for standard BGAN services available through BPAs. See Table 7-1 for BGAN BPA service options

All Inmarsat BGAN services have a one-year commitment with a one-time activation Non-Recurring Cost (NRC) and a subscription NRC or Monthly Recurring Cost (MCR). (Not all BPA contractors may charge a subscription fee.)

The BGAN BPA also allows users the flexibility to order BGAN services not included in Table 7-1. See Section 7.2 for more details.

Item	Service Option	Description
BGAN Subscriber Identity Module (SIM) Card (includes one-time subscription and activation fees)	Network or Discreet SIM Card	▪ Network SIM cards contain users' account information inserted into the terminal and reveal SIM card location ▪ Discreet SIM cards contain the account information inserted into the terminal and disclose only the satellite spot beam
	Global Static IP Address	Service with fixed public or private IP address assigned to an Inmarsat terminal regardless of geographic location
	Delivery Times	▪ Accelerated: 7 calendar days or less ▪ Time-Critical: 24 hours or less (Limited to North America)
Voice	Outgoing voice calls to the following:	▪ Other BGAN terminals ▪ Public Switched Telephone Network (PSTN) ▪ Cellphone ▪ Inmarsat legacy terminals: B, M, Mini-M, M4 ▪ Inmarsat legacy Fleet and legacy Swift ▪ Inmarsat Swift 64 ▪ Inmarsat Fleet Broadband and Swift Broadband ▪ Iridium phones ▪ Globalstar, Thuraya, or other MSS carrier terminals ▪ Inmarsat Satellite Phone (ISAT)
	Direct Dialing	10-digit dialing number (includes one-time subscription fee)
Integrated Services Digital Network (ISDN)	Provided as a dial-up service for sending voice, video, and data to the following:	▪ PSTN ▪ Inmarsat B ▪ Global area network (GAN)/Fleet/Swift ▪ BGAN, Fleet broadband and Swift broadband ▪ Satellite Phone Service (SPS), Iridium, Globalstar, Thuraya, or other MSS
Internet Protocol (IP) Data Connection	Standard IP	Shared data connection with rates of up to 432kbps (492kbps)
	Streaming IP	Unshared connection for the following data speeds: ▪ 32 kilobits per second (kbps) ▪ 64 kbps ▪ 128 kbps ▪ 176 kbps ▪ 256 kbps ▪ X-Stream (384–450kbps)
Short Messaging Service (SMS)		Allows users to send text messages from terminal

Table 7-1: Standard BGAN Service Options Available Through BPA Vehicles

7.2. DDOE Ordering Procedures for Inmarsat Services

To initiate an order for Inmarsat services, users should proceed to the DISA Direct home page at: https://www.disadirect.disa.mil/products/asp/welcome.asp. On the DISA Direct home page, users should scroll down the menu on the left side to the Order Entry Section and select "Telecom Request" to get to the TR Main Page. Within the TR Main Page, select "Create TR" to begin drafting the TR order. The following sections discuss the steps to place an order in DDOE.

Note: The instructions below are generalized for ease of presentation. The processes to order Aeronautical or BGAN Inmarsat services are essentially the same.

7.2.1. Select Type of Service

To initiate ordering for new Inmarsat services:

- Select "Commercial Satellite Subscription Services"

- For BGAN service, select "Inmarsat-Broadband Global Area Network" from the "Type of Service" drop-down menus on the Start Page as shown on Figure 7-1.

- For Aeronautical services, select "Inmarsat – Aeronautical (AERO) Services" from the "Type of Service" drop-down menus on the Start Page as shown on Figure 7-1

- For Maritime services and SOCOM BGAN, orders will be temporarily placed under the INMARSAT type of service. Contact the DISA COMSATCOM MSS team for assistance and information.

(Note: M = Mandatory fields and users can click on the question mark icon for further explanation.)

Figure 7-1: Type of Service Page

7.2.2. Select Type of Action

On the next page (Request Action Page), select "Start" under "For New Service" section or the appropriate action under "For Existing Service" section or "For Uncompleted Requests" as shown on Figure 7-2. At the bottom of the page, select "Continue."

For Official Use Only

DISA Direct - Telecom Request
Department of Defense

DISA
Session ID 196-1060908361 Total (191)
Started 6/18/2013 8:14:04 AM Currently 6/18/2013 8:26:07 AM
Last Login 6/18/2013 1:26:07 PM from 152.229.70.202 Last Failed Login 11/13/2012 7:45:30 PM from 152.229.70.202

DISA Direct Home   New Notifications   TR Home   TR Help   Track TR   CAD   ABD

Request Action

(M) Select a type action:

For New Service:
⦿ Start
⦾ Transition - Start

For Existing Service:
⦾ Change
⦾ Discontinue

For Uncompleted Requests:
⦾ Cancel
⦾ Amend

[Continue]

(M)-Mandatory items must be completed prior to the request being submitted.
-This help link takes you to the description within DISAC310-130-5.

Figure 7-2: Type of Action

7.2.3. Select Geographical Disposition and Funding Approval

On the General Information Page on Figure 7-3:

- Select the appropriate "Geographical Disposition" area(s) representing the service points to be included in the request.

- Only select "On Behalf Of Agency" when another agency is writing the request. If the request is on behalf of another agency, the page will refresh and Funding Approval will appear as a mandatory field to complete.

Figure 7-3: General Information Page

- Within the mandatory "Funding Approval" field, provide the FY of the organization's bona fide need for the Inmarsat services and specify the funding approval authority (office/individual telephone number and justification) that authorized the request.

- At the bottom of the page, select "Continue."

7.2.4. Product & Service Requirements

The Product & Service Requirements page, as shown on Figure 7-4, mandates a short concise statement of the user's purpose for services ordered. A narrative description of the service is needed; however, the type service and details on the TR will provide that information. The mandated operational service date requires the user to select or enter a date when the service needs to be operational. Use the Remarks field to enter any narrative remarks that will help to clarify the requirement or to convey information that cannot be described by the existing items within the TR.
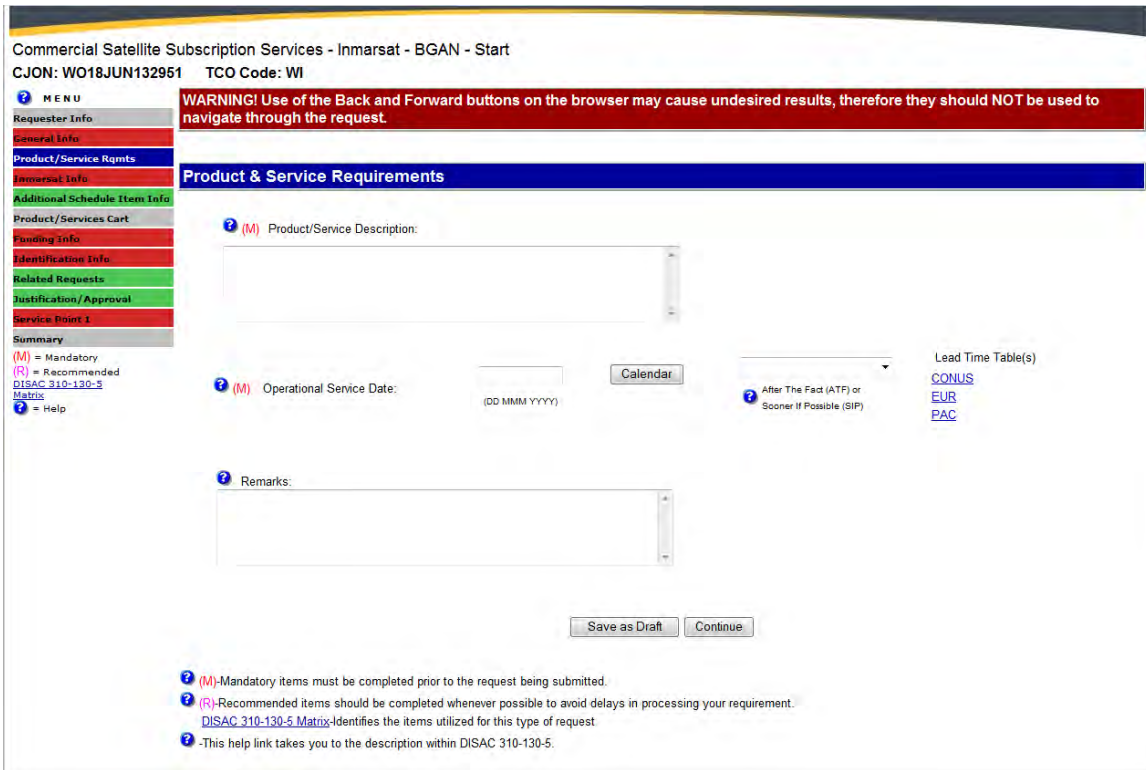
Figure 7-4: Product & Service

7.2.5. Inmarsat Information Page

The Inmarsat Information Page allows the user to select specific Inmarsat services based on the selection made previously. See Figure 7-5 for the first section of this page (when ordering BGAN service).

Inmarsat Information

❓ (M) Select a Special User Group: Not Applicable

❓ (M) Do you want a Global Static IP address? ⚪ Yes ⚪ No

❓ Terminal Type: Inmarsat - Broadband Global Area Network (BGAN)

❓ Blanket Purchasing Agreement (BPA): CSS0002 - U.S. Army (USA)

❓ BPA Expiration Date: 30 Nov 16

Note: Inmarsat Services have a one-year commitment reflected in the Subscription Fee-MRC.

CLIN	DESCRIPTION	QTY
1001AE	Subscription Fee - NRC	1
1001AG	One - Time Activation Fee - NRC	1

❓(M) Select the type of Subscriber Identity Module (SIM) Card by inputting a quantity of 1. Only one item may be selected:

CLIN	DESCRIPTION	QTY
1001AA	Network BGAN SIM Card - NRC	
1001AB	Discreet BGAN SIM Card - NRC	

❓ (M) Select the type of address that will be used for shipping the SIM Card(s) to: APO/FPO Address ▼

Input the SIM Integrated Circuit Card ID (ICCID): ____ - ____ - ____ - ____

Note: ICCID No. is located on the back of the SIM card under the UPC

Figure 7-5: Inmarsat Information (BGAN)

Figure 7-6 shows Aeronautical ordering.

Figure 7-6: Inmarsat Information (Aeronautical)

Next, select the type of address used for shipping the SIM cards when ordered as shown on Figure 7-7.

Figure 7-7: Type of Address

Next, select the type of SIM card to order as shown on Figure 7-8.

- Select the "Discreet" or "Network" option by inserting a quantity of "1" into the corresponding quantity box (Select only one item.)

- For new requirements **do not** input a value for the Integrated Circuit Card Identification (ICCID). **Note**: This field is required only for services transitioning from the expiring Inmarsat ID/IQ contract or if submitting change order for existing service.

Figure 7-8: SIM Card Selection

Next, select one or multiple CLINs for Inmarsat service options available under the BPA contract. These Inmarsat CLINs fall under the following option categories as shown on Figure 7-9:
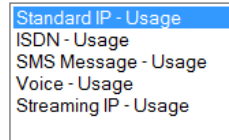
Figure 7-9: Inmarsat Service Options Selection

7.2.5.1. Standard IP.

If selecting "Standard IP" the CLIN will display with the option automatically populated with a quantity of "1," as shown on Figure 7-10. Selecting any Streaming IP CLINs, automatically selects Standard IP.

Figure 7-10: Standard IP Service Selection

7.2.5.2. ISDN.

Selecting "ISDN", all ISDN CLIN options will auto-populate with a quantity of "1," as shown on Figure 7-11. **Note:** The current DDOE functionality allows users to deselect ISDN "options"; however, if requesting ISDN service on the order, the user will receive all ISDN options in their service package regardless of whether any options deselected in DDOE. We recommend that users leave all ISDN option quantities equal to "1" if ordering ISDN. Future DDOE release removes functionality to select ISDN options.

Figure 7-11: ISDN Options Selection

7.2.5.3. SMS Message.

If "SMS Messaging" selected, the CLIN will auto-populate with a quantity of "1," as shown on Figure 7-12.

Figure 7-12: SMS Messaging Selection

7.2.5.4. Voice.

If "Voice" selected, all CLIN options will auto-populate with a quantity of "1," as shown on Figure 7-13. **Note:** The current DDOE functionality allows users to deselect voice "options"; however, if requesting voice service on the order, the user will receive all voice options in their service package regardless of whether any options deselected in DDOE. If ordering voice, leave all voice option quantities equal to "1". Future DDOE release removes functionality to select voice options.

Figure 7-13: Voice Options Selection

7.2.5.5. Streaming IP.

If "Streaming IP" selected, all CLIN options will display as shown on Figure 7-14. If only one CLIN selected, the Streaming IP Page will not prepopulate. The user should insert a quantity of "1" for the highest Internet port speed of Streaming IP service for the specific requirement. **Note**: Users automatically receive all speeds below the selected speed. Throughout the life of the user's service, the data speeds will be capped according to the highest data speed selected on the user's order unless the user later submits an amendment in DDOE for a higher port speed. During service, invoices will reflect billing rates for Streaming IP speeds actually used.

Note: If Streaming IP selected, Standard IP is automatically highlighted In Accordance With (IAW) Inmarsat technical requirements.

Figure 7-14: CLIN Options for Streaming IP Service

7.2.5.6. Direct Dialing.

See Figure 7-15 for Direct Dialing service options. If the service is required, select "Yes". Direct Dialing Subscription Fee (NRC/MRC) and Usage CLIN will auto-populate with a quantity of "1."

Figure 7-15: CLIN Option for Direct Dialing Service

At the bottom of the page, select "Continue."

7.2.6. Delivery Time Options

The next set of service options pertain to service delivery times. The default for service delivery time is 15 days, but other delivery time options are available. On the Additional Schedule Item Information Page depicted on Figure 7-16, the user may select accelerated delivery times options of either 7 days or 24 hours by inserting a quantity of "1." **Note:** Choosing either of these options may incur higher delivery costs; in some locations, it may not be possible for the contractor to meet these delivery times. Accelerated Service Delivery includes fixed price OCONUS FedEx shipping charge.

Figure 7-16: CLIN Option for Additional Schedule Item

7.2.7. Product and Services Cart Page

The Product and Services Page (shown on Figure 7-17) displays all CLINs selected by the user on the Inmarsat Info page. DDOE-computed NRC and MRC prices reflect CLIN pricing in accordance with the user's relevant BPA vehicle, in addition to adding the COMSATCOM and DITCO fees. (**Note:** actual prices will be specific to each BPA and not quantified on Figure 7-17.) Users have the option of going back to the Inmarsat Information Page and modifying any CLIN selections prior to TR submission.

Commercial Satellite Subscription Services - Inmarsat - BGAN - Start
CJON: WO18JUN132951   TCO Code: WI

| **MENU** | **Products & Services Cart** |

Requester Info
General Info
Product/Service Rqmts
Inmarsat Info
Product/Services Cart
Funding Info
Identification Info
Related Requests
Justification/Approval
Service Point 1
Summary
(M) = Mandatory
(R) = Recommended
DISAC 310-130-5 Matrix
= Help

The CART items below reflect all of the selections made throughout the creation of this Telecom Request (TR). To modify the line item, click on the description which will return you to the page that the item was added from.

NOTE: Delivery CLINs reflect an estimated cost. The actual cost is determined by the Vendor. If the actual delivery cost exceeds the estimated cost and the total cost threshold NRC is not equal to or greater than the total overall order cost, then DITCO will request the customer to submit an AMEND or CHANGE action to add or increase dollars to the cost threshold NRC to cover the additional charges.

CLIN	DESCRIPTION	QUANTITY	SUB-TOTAL MONTHLY RECURRING CHARGE (MRC)	TOTAL MRC	SUB-TOTAL NON-MONTHLY RECURRING CHARGE (NRC)	TOTAL NRC
1001AA	Network BGAN SIM Card - NRC	1			No Charge	No Charge
1001AE	Subscription Fee - NRC	1			No Charge	No Charge
1001AG	One - Time Activation Fee - NRC	1			$46.24	$46.24
1002AQ	Direct Dialing - Usage NRC	1			Usage Based	Usage Based
1002AR	Direct Dialing Subscription - NRC	1			$120.36	$120.36
1004AA	Standard Internet Protocol (IP) - Usage NRC	1			Usage Based	Usage Based

	CLIN Total:	MRC	$0.00	NRC		$166.60
	3.08% COMSATCOM Service Fee%:	MRC	$0.00	NRC		$5.1313
	Sub-Total:	MRC	$0.00	NRC		$171.7313
	2.00%:	MRC	$0.00	NRC		$3.4346
	Total Cost Estimate:	MRC	$0.00	NRC		$175.17

Return to top

[Save as Draft] [Check Out]

Figure 7-17: Products and Services Cart Page

Users may select "Check Out" to proceed to the "Funding Information Page after making final selections.

7.2.8. Submit Funding Information

The Funding Information Page (shown on Figure 7-18) will always show the Communication Service Authorization (CSA) Number checkbox as "New Lease" for a START type action. DITCO provides the CSA numbers assignment to the user via the Status of Acquisition Message (SAM) The user must enter a current and valid PDC to fund the requirement. The Cost Threshold (Not to Exceed) NRC fields must be equal to or greater than the Total Cost Estimate shown in the yellow grid.

Figure 7-18: Funding Information Page

At the bottom of the page, select "Continue."

7.2.9. Submit Identification Information

On the Identification Information Page (shown on Figure 7-19), complete the following information:

- Select the appropriate National Security System (NSS) option

- Users enter their DISA Control Number (DCN) or NA

- Provide a brief description of the exercise/project supported by the Inmarsat services required

- Once receiving a valid SDB number, enter the SDB Command Name and Control Number.

Note: To confirm whether an SDB number exists to support the TR order, users should contact a JSP or Inmarsat Service representative. For more information regarding the SDB number, see Section 2.1 of this guide.

At the bottom of the page, select "Continue."

Figure 7-19: Identification Information Page

7.2.10. Submit Related Request Numbers

The Related Request Numbers Page (shown on Figure 7-20) is optional. The Customer Job Order Number (CJON)/Tracking Number identifies the Web Order (WO) number automatically assigned by DISA Direct to the Telecom Request (TR). Users may enter an alternate tracking number by adding that number into the CJON field. To identify other CJON or TSR numbers that need processed in conjunction with this requirement use the "Work-In-Conjunction" option.

Figure 7-20: Related Request Numbers Page

Once information completed, click "Continue."

7.2.11. Submit Justifications & Approvals

On the J&A Page (Figure 7-21), the user may enter optional information relating to the service order. (**Note:** "Justification for Other Than Full and Open Competition" will never apply to orders under this BPA.) Once information completed, click "Continue."

Figure 7-21: Justifications and Approvals Page

7.2.12. Enter Service Point Information

The "Service Point" Figure 7-22 information section is a series of pages requesting the user to provide service-related POC information, the intended service location and pertinent organization and shipping addresses.

- On the initial page, select the Country. If "United States" selected as the value, the page will refresh to present a list of states. Upon selection of the state, a site list will appear. If selecting a country other than the U.S. only the site list will appear. Finally, users select a facility code along with an associated function description from the facility code list. Click the "Continue" button to proceed to the Service Point Location Address page.

- The Service Point Location Address page mandates the address information for the site as well as the Primary Point of Contact (POC). Other information such as the building, floor, room, latitude, longitude, and Alternate POC should be completed if known but this information is not mandatory.

- The Technical POCs andMailing Address are optional pages and completed when applicable. All POCs must have a valid entry in the Central Address Directory (CAD).

- The Shipping POC is mandatory, as is a Shipping Address.

When all Service Point information completed, click "Continue" to proceed to the TR Summary page.

Figure 7-22: Service Point Page

7.2.13. Review TR Summary Page

The "TR Summary Page" enables the user to review the summarized order information for accuracy and completeness. All labels on the TR Summary page are hyperlinks that allow the user to return to the specific TR page to modify or add information.

Users can also review their TR using the menu located on the left side of the screen to determine the completion status of your TR as defined by the colored tabs.

- A red highlighted tab indicates a TR section, which still requires the user to complete mandatory information. Users may click on red tabs to proceed directly to those TR sections to complete as required.

- Green highlighted tabs signify TR sections for which all mandatory information is complete.

- Grey highlighted tabs signify TR sections with optional fields left incomplete.

When no red highlighted sections appear, the TR is complete. At this point, the user should click the "Submit Request" button on the bottom of the "TR Summary" Page.

The submitted TR will route for approvals as outlined in the Approval Routing List indicated on the bottom of the TR Summary page. Designated personnel within the user's organization will review the TR for accuracy and completeness and validate that the selected PDC is valid and has sufficient funds to support the TR order. At a minimum, at least one funding office will be part of the routing process. DITCO receives the approved TR and processes the order.

Users should track their requirements via the "Track TR" application, which is a hyperlink on the DISA Direct Home page. This application allows the users to see the routing approvals/denials along with the TSR generated and sent to DITCO.

Contact the MSS team at the DISA COMSATCOM Center at (703) 961-1818, Ext 144 or (443) 459-3361 for any questions on specific Inmarsat service options.

7.3. Ordering Other BGAN Service Options

The BGAN BPA includes a CLIN for "emerging technologies," which allows users the flexibility of ordering additional BGAN services not included. For an emerging technologies requirement, send an email request to DITCO at mss_inmarsat@disa.mil. The email should reference the following:

- The specific Inmarsat BGAN service required

- An estimated NRC not-to-exceed (NTE) amount

- A brief justification of need statement

- TR POC information.

The email request should also reference the TR number obtained as part of the initiated start action in DDOE. This means initiating a request in DDOE before emailing an emerging technology request to DITCO.

The O-6 office approves the request prior to submitting the request to DITCO. In addition, the PDC Funding POC receives notification to authorize available funds to support the emerging technology request.

Note: If this service request falls outside the scope of the BPA, DITCO may compete this through another existing or new contract vehicle.

7.4. User Activities after Ordering

7.4.1. Service Activation Notification

DITCO will issue three SAMs for every order via email. The first SAM goes out once the order has been received by DITCO. The second SAM is issued when the order is sent to the vendor, with the final SAM being issued once the action has been completed by the vendor. In many cases, users in the field might not have access to SAMs. In these cases, users should contact their TSR POC or shipping POC for updates on order status.

Service information such as ICCIDs, Mobile Subscriber Integrated Services Digital Numbers (MSISDNs), and IP addresses will no longer be included in Final SAMs. If user needs this information, they should refer to the SIM card package from the contractor or contact the COMSATCOM Center MSS Team.

7.4.2. Troubleshooting

For DISA Direct issues, customers should contact the DISN Global Support Center (DGSC) and select option 2 when prompted. For TR-specific troubleshooting issues, customers can contact the DISA COMSATCOM MSS team for assistance (see Table 7-2).

DISN Global Support Center		
DGSC	DISA.DGSC@MAIL.MIL	CONUS: (800) 554-3476 CMCL: (614) 692-4790 DSN: (312) 850-4790 or (510) 376-3222
COMSATCOM Center MSS Team		
MSS Team	disa.meade.ns.mbx.comsatcom-mss@mail.mil	(703) 297-4622, Ext 7004, (301) 225-2247, or (443) 459-3361

Table 7-2: DGSC and COMSATCOM Center MSS Team POCs

APPENDIX A. POINTS OF CONTACT

Points of Contact	Phone
COMSATCOM Center **FAX: 301-225-0584** http://**www.disa.mil/Services/SATCOM/comsatcom-services** **disa.meade.ns.mbx.comsatcom-csb@mail.mil**	(301) 225-2365
Financial	(301) 225-2248
SSC-West	(719) 554-0927
SSC-East	(813) 828-6836
SSC-EUR	011 49 711 6863 95265
SSC-PAC	(808) 656-1249

APPENDIX B.   ACRONYM LIST

ACRONYM	DESCRIPTION
ACOR	Alternate Contracting Officer Representative
BGAN	Broadband Global Area Network
BPA	Blanket Purchase Agreement
BVTO	Best Value Tradeoff
CAD	Central Access Directory
CAM	COMSATCOM Acquisition Manager
CECOM	Communications-Electronics Command
CIO	Chief Information Officer
CJCSI	Chairman of the Joint Chiefs of Staff Instruction
CJON	Customer Job Order Number
CLIN	Contract Line Item Number
COCOMs	Combatant Commands
COMSATCOM	Commercial Satellite Communications
CONEX	Contingency Employment Exercise
CONUS	Continental United States
COR	Contracting Officer Representative
CSA	Communication Service Authorization
CSCI	Commercial Satellite Communications Initiative
CSSR	Commercial Satellite Service Request
CS2	Custom Satellite Communications (SATCOM) Solutions
CS2SB	CS2 Small Business
DAA	Designated Approval Authority
DCN	DISA Control Number
DDOE	DISA Direct Order Entry
DGSC	DISN Global Support Center
DISA	Defense Information Systems Agency

ACRONYM	DESCRIPTION
DISN	Defense Information Systems Network
DITCO	Defense Information Technology Contracting Office
DoD	Department of Defense
DPAP	Director of Defense Procurement and Acquisition Policy
DSCA	Defense Support of Civil Authorities
EMI	Electromagnetic Interference
FC	Frequency Clearances
FCSA	Future COMSATCOM Services Acquisition
FSC	Federal Stock Class
FSS	Fixed Satellite Services
FY	Fiscal Year
GAN	Global Area Network
GAR	Gateway Access Request
GIG	Global Information Grid
GSA	General Services Administration
HNA	Host National Approval
IA	Information Assurance
IAM	Information Assurance Manager
IAW	In Accordance With
ICCID	Integrated Circuit Card Identification
ID/IQ	Indefinite Delivery/Indefinite Quantity
IGCE	Independent Government Cost Estimate
IP	Internet Protocol
ISAT	Inmarsat Satellite Phone
ISDN	Integrated Services Digital Network
IT	Information Technology
JSP	Joint SATCOM Panel

ACRONYM	DESCRIPTION
JSPA	Joint SATCOM Panel Administrator
J&A	Justification and Approval
KBPS	Kilobits per Second
KO	Contracting Officer
LOA	Line of Accounting
LPTA	Lowest Price Technically Acceptable
LR	Landing Rights
M&C	Monitoring and Control
MAC	Mission Assurance Category
MILSATCOM	Military Satellite Communications
MIPR	Military Interdepartmental Purchase Request
MOA	Memorandum of Agreement
MRC	Monthly Recurring Cost
MSISDN	Mobile Subscriber Integrated Services Digital Number
MSS	Mobile Satellite Services
NRC	Nonrecurring Cost
NSS	National Security System
NTE	Not To Exceed
OCONUS	Outside the Continental United States
OSD	Office of the Secretary of Defense
PDC	Program Designator Code
PCO	Procuring Contracting Officer
PE	Program Element
PM	Program Manager
POC	Point of Contact
PSTN	Public Switched Telephone Network
PWS	Performance Work Statement

ACRONYM	DESCRIPTION
QASP	Quality Assurance Surveillance Plan
RFI	Radio Frequency Interference
RFP	Request for Proposal
RFQ	Request for Quote
RSSC	Regional Satellite Support Center
SAA	Satellite Access Authorization
SDB-MT	SBD Management Tool
SSC	Regional SATCOM Services Center
SAM	Status of Acquisition Message
SATCOM	Satellite Communications
SAR	Satellite Access Request
SDB	SATCOM Data Base
SIM	Subscriber Identity Module
SINs	Special Item Numbers
SMS	Short Messaging Service
SOCOM	Special Operations Command
SOW	Statement of Work
SPS	Satellite Phone Service
STEP	Standard Tactical Entry Point
TP	Transmission Plan
TR	Telecom Request
TSR	Telecommunications Services Request
UHF	Ultra High Frequency
USNORTHCOM	United States Northern Command
WAWF	Wide Area Workflow
WO	Web Order

APPENDIX C.   CSSR