



## **Situational Awareness and Incident Response (SAIR) Products**

### **SmartBUY Program Ordering Guide**

General Services Administration (GSA)  
Contract# GSQ0009AE0025

September 2009



For further information, please contact:

Ben Friedman

Director of Operations

[bfriedman@sms.com](mailto:bfriedman@sms.com)

SMS Data Products Group, Inc.

1521 Westbranch Drive, Suite 400

McLean, VA 22102

(703) 288-8132

**Information regarding this BPA can be found on SMS' website at:**

[http://www.sms.com/smartbuy\\_sair.html](http://www.sms.com/smartbuy_sair.html)

## Table of Contents

1. Situational Awareness and Incident Response (SAIR) SmartBUY Blanket Purchase Agreement (BPA) Product Overview .....	3
2. Points of Contact .....	3
3. Ordering Process .....	3
4. Program Ordering Terms and Conditions .....	5
5. License Terms and Conditions .....	6
6. Minimum System Requirements .....	7
7. Information necessary to complete a Contract Action Report .....	7
8. Pricing Tables and Discounts .....	7
9. About SMS .....	7

## 1. Situational Awareness and Incident Response (SAIR) SmartBUY Blanket Purchase Agreement (BPA) Product Overview

SMS is pleased to offer Situational Awareness and Incident Response (SAIR) products from McAfee Inc. under the SmartBUY program. These products were specifically chosen to provide the Government with Tier I tools that detect and prevent damage to software and data. The primary reasons for this SmartBUY government-wide program are: security, standardization, configuration management, Federal Desktop Core Configuration (FDCC) compliance, cost savings, and Federal Information Processing Standards (FIPS) 140-2 validation.

The SmartBUY BPA is designed to:

- Give government agencies security products with ability to check for and report FDCC compliance and prove ability to scan for FDCC compliance.
- Enable all federal government agencies to purchase security products that are, at a minimum, compliant with current National Institute of Standards and Technology (NIST) Security Content Automation Protocol (SCAP) guidelines.
- Provide products via a GSA SmartBuy BPA that perform Network Mapping and Discovery, Baseline Configuration Management, and Vulnerability Assessment.

## 2. Points of Contact

### a. Government Points of Contact

GSA Points of Contact	DoD Points of Contact
<b>SmartBUY Contracting Officer:</b> Michael Hargrove Phone: (703) 306-7701 Fax: (703) 306-6816 Email: <a href="mailto:Michael.Hargrove@gsa.gov">mailto:Michael.Hargrove@gsa.gov</a>	<b>AF IA Software Product Manager:</b> Traci Smith Phone: (334) 416-4540 Email: <a href="mailto:Traci.Smith@gunter.af.mil">Traci.Smith@gunter.af.mil</a>
<b>SmartBUY Project Manager:</b> Sharon Terango Phone: (703) 306-6104 Fax: (703) 306-6816 Email: <a href="mailto:Sharon.Terango@gsa.gov">Sharon.Terango@gsa.gov</a>	<b>AF ESI Software Product Manager</b> Duane Haughton Phone: (334) 416-1754 Email: <a href="mailto:Duane.Haughton@gunter.af.mil">mailto:Duane.Haughton@gunter.af.mil</a>

### b. SMS Points of Contact

Program Manager	Customer Support	Order Operations
Ben Friedman Phone: (703) 288-8132 Fax (703) 356-6151 Email: <a href="mailto:bfriedman@sms.com">bfriedman@sms.com</a>	Jo Boyd Phone: (703) 288-8100 Fax (703) 356-6151 Email: <a href="mailto:jboyd@sms.com">jboyd@sms.com</a>	Phone: (800) 331-1767 Fax (703) 356-6151 Email: <a href="mailto:orderops@sms.com">orderops@sms.com</a>

## 3. Ordering Process

SMS Data Products Group offers a number of ordering options to meet customer needs. Products and pricing offered on this BPA may be found on our website at [http://www.sms.com/smartbuy\\_sair.html](http://www.sms.com/smartbuy_sair.html).

SMS encourages BPA customer's to request a quote prior to placing an order to ensure proper configuration, sizing, and pricing. Our Order Operations stands ready to provide quotes. Our Order Operations team may be reached via email at [SAIRsmartBUY@sms.com](mailto:SAIRsmartBUY@sms.com) or by phone at (800) 331-1767.

### **Requesting a Quote through GSA Advantage Web Portal**

Another way to receive a quote for items on SmartBUY BPAs is to log on to GSA Advantage!® On the left hand side of the GSA Advantage website look under Special Programs and click on Strategic Sourcing BPAs. Go to SmartBUY Agreements-Information Assurance Software to find the BPAs and to request quotes.

### **Placing an order by Phone Using a Government Purchase Card**

SMS Data Products Group accepts the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Government purchase cards will be acceptable for payment above the micro-purchase threshold with an additional e-mail or written confirmation from the card holder acknowledging the order specifics and amount. In addition, bank account information for wire transfer payments will be shown on the invoice. Orders can be placed by phone by calling our order operations center at (800) 331-1767.

### **Placing an order by fax or email**

BPA orders may also be placed via email and/or fax. Orders may be emailed to [SAIRSmartBUY@sms.com](mailto:SAIRSmartBUY@sms.com) or faxed to (703) 356-6151

All Orders regardless of how placed should contain the following information:

- Delivery Order and/or Purchase Order number.
- Agency or Company name
- Contracting / Ordering contact name, email, and phone number
- End user contact name, email, and phone number
- Shipping address
- Billing Address
- Purchase or Delivery order number (not required for micro-purchases)
- Any other billing or accounting information required by the Government
- Quantity, description And price of items being ordered
- Shipping Method
- Any special shipping or marking requirements.
- Required date
- Authorized Signature from Government Contracting Officer or other authorized individual

Once SMS has received, reviewed, and accepted the order, an order acknowledgment will be emailed to the customer. This acknowledgment will contain all the order details and will assign the order a unique Sales Order Number for customer reference.

When changes such as ship date changes or order modifications occur SMS will send a change order acknowledgment detailing the changes to the order.

Once an order ships, SMS will email the customer a shipping acknowledgment that will contain a copy of the packing slip and all shipment details (including carrier, way bill number, and order information).

At any point during the process our customer support team can be reached via phone at (800) 331-1767 or via email at <mailto:orderops@sms.com>.

**SMS' Ordering, Payment Addresses, and Credit Card Information**

All orders for products or services to be procured from this contract should be forwarded to the following addresses:

SMS Data Products Group, Inc.  
 1521 Westbranch Drive, Suite #400  
 McLean, VA 22102  
 (703) 288-8100, FAX (703) 356-6151

All payments should be forwarded to the following address:

SMS Data Products Group, Inc.  
 P.O. Box 4771  
 McLean, VA 22103-4771

The following SMS contacts can be used by ordering agencies to obtain technical and/or ordering assistance:

Ordering	Technical Assistance	Order Operations
Program Manager Ben Friedman Phone: (703) 288-8132 Fax (703) 356-6151 Email: <a href="mailto:bfriedman@sms.com">bfriedman@sms.com</a> or <a href="mailto:smartbuy@sms.com">smartbuy@sms.com</a>	Phone: (800) 331-1767 Fax (703) 356-6151 Email: <a href="mailto:orderops@sms.com">orderops@sms.com</a>	Phone: (800) 331-1767 Fax (703) 356-6151 Email: <a href="mailto:orderops@sms.com">orderops@sms.com</a>

**4. Program Ordering Terms and Conditions**

**Authorized Users:** This BPA has been designated as a GSA/FAS/SmartBUY PMO and DoD/ESI Agreement and is open for ordering by all United States Federal agencies, Department of Defense Components, authorized state and local government entities, and authorized contractors. For the purposes of this agreement, a DoD component is defined as: the Office of the Secretary of Defense (OSD), the Military Departments, the Chairman of the Joint Chiefs of Staff, the Combatant Commands, the Inspector General of the Department of Defense (DoD IG), the Defense Agencies, the DoD Field Activities, the U.S. Coast Guard, and the Intelligence Community. GSA or other applicable ordering organizations/agencies are authorized to place orders under this BPA on behalf of DoD end users and must comply with DFARS 208.7400. This BPA is also open to all cost-reimbursement Contractors authorized to order in accordance with FAR Part 51.

DFARS Section 208.74 directs DoD software buyers and requiring officials to check the DoD/ESI website for DoD inventory or an ESA before using another method of acquisition.

The following steps for the buyer are summarized from the DFARS:

Step	Action
1.	Check the Enterprise Agreement Summary Table to determine if software rights or maintenance have already been purchased and are available from DoD inventory. If they are available, purchase the designated software from DoD inventory and reimburse the SPM.
2.	If the required software rights or maintenance are not available from inventory or from an ESA, you may use an alternate method of acquisition, subject to laws and policy.
3.	If the required software rights or maintenance are not available from inventory but are available from an ESA, you must follow the procedure in the DFARS Section 208.74.
4.	If you must obtain the software or software maintenance outside the DoD ESA, you may seek a waiver from a management official designated by your DoD Component.

**Delivery Orders:** The scope of this effort is worldwide, delivery requirements and administration will be stipulated on Delivery Orders.

**Ordering under this BPA is decentralized.** Orders are prepared by an authorized Government Ordering Officer, in accordance with the terms and conditions of this BPA and the GSA Schedule (GS-35F-3267D), or prime contractor authorized by a Government Contracting Officer in accordance with FAR Part 51. Orders may be placed by EDI, credit card, facsimile, on an authorized form such as a Standard Form (SF) 1449 or Department of Defense (DD) Form 1155.

**Notice to Ordering Offices: This is a multiple award BPA to a Veteran-Owned Small Business, established competitively against GSA Schedule.**

It is the responsibility of the Ordering Officer to:

- Comply with the ordering procedures of FAR 8.405-3(b)(1) and DFARS 208.4
- Obtain competition and/or execute brand name or limited source justifications, as applicable
- Ensure compliance with all fiscal laws prior to issuing an order under this BPA
- Incorporate into the order any regulatory and statutory requirements that are applicable to the agency for which the order is placed, if pertinent requirements are not already included in this BPA; and ensure the vendor selected for the order represents the best value and the lowest overall cost alternative.

## 5. License Terms and Conditions

Below is the McAfee Inc. End User License Agreement for products offered on this BPA.



Addendum\_1\_McAfee\_EULA.pdf

## 6. Minimum System Requirements

Some of the software offerings in this BPA may operate utilizing Government Furnished Equipment (GFE) servers or systems. The below attachment details the minimum system requirements necessary for this software to operate properly:



Addendum\_2\_McAfee\_SYS-REQ.pdf

## 7. Information necessary to complete a Contract Action Report

All orders for products or services to be procured from this contract should be forwarded to the following addresses:

SMS Data Products Group, Inc.  
1521 Westbranch Drive, Suite 400  
McLean, VA 22102  
(703) 288-8100, FAX (703) 356-4831 or (703) 356-5167

All payments should be forwarded to the following address:

SMS Data Products Group, Inc.  
P.O. Box 4771  
McLean, VA 22103-4771

Below is information relating to SMS Data Products Group, Inc.

SMS Cage Code Number: 2S373  
SMS DUNS: 095350484  
SMS TIN: 54-1039383  
SMS Size Classification: SMS is a small veteran-owned business under NAICS code 517911 with a size standard of 1500 employees.

## 8. Pricing Tables and Discounts

Product Offerings and pricing may be found in the below document.



SAIR Final Pricebook  
- base Year V 090911

Pricing may also be found on our website located at <http://www.sms.com/SAIRSmartBUY>.

## 9. About SMS

SMS Data Products Group, Inc. is a world-class information technology company. As an independent information technology solutions provider, we design, build, support and maintain enterprise network infrastructures using the best technologies available today, suited to our customers' unique requirements. Customers look to SMS as a single source for choosing and implementing the best solution for their information technology needs.

The core of SMS's value is the company's highly-skilled engineering and management staff, testing and evaluating cutting-edge technologies from the leading manufacturers in the industry. SMS engineers then have the flexibility to choose the technologies and products that best solve their customers' specific information technology needs. In addition, SMS maintains a superior sales and support staff that ensures the continued success of the relationships we build with our customers.

SMS was founded in 1976 and is headquartered in McLean, Virginia with a dedicated storage, distribution and support organization in Dulles, Virginia. Complementing our in-house capabilities and association with quality vendors and strategic partners, SMS is leveraged to support Government agencies worldwide. These associations also provide a valuable forum for new technologies and approaches for our customers.

SMS offers a broad range of capabilities that include:

- Enterprise Integration Solutions of large, complex IT networked and security systems.
- Best Practices with proven processes and tools for asset management, tracking, vendor management, and equipment distribution.
- Performance-Based Contracting experience in Service Level Agreements (SLA) and metrics resulting in cost reductions and high customer satisfaction.
- Integration of Innovative Technologies adapting to the agency's enterprise architecture standards and lowering implementation risk and cost.
- Proven Performance in providing engineering services that include site surveys engineering plan development and installations across the Federal Government.

At SMS we place a high value on quality of service, customer satisfaction, and best-of-breed policies and practices. As a result, SMS is proud to be ISO 9001:2000 Registered as well as CMMI level-3 certified. SMS has developed and implemented a process-driven quality management system that ensures we continue to meet and exceed the expectations of our customers, partners and employees.

SMS takes pride in our employee retention record, which averages over 7 years, and our ability to hire quality people and retain them in a rapidly evolving IT market. Our engineering staff has over 200 certifications including a variety of industry leading IT certifications, including McAfee Elite Partner affiliate, Juniper Networks, EMC, Microsoft, Extreme, Micromuse (IBM) and McAfee certified. Additionally, SMS's technical staff has a variety of non-vendor certifications as well such as Building Industry Consulting Service International (BISCI) Registered Communication Distribution Designers (RCDDs), Certified Information System Security Professional (CISSP), Global Information Assurance Certification (GIAC) and Project Manager Professional (PMP).

SMS holds a Top Secret facility clearance and all of our engineers have at least a DoD Secret clearance.