



**General Services Administration**

**Federal Acquisition Service**

**National Capital Region**

**DESIGNATED AGENCY REPRESENTATIVE  
(DAR)**

**GUIDELINES**

**FOR**

**Washington Interagency**

**Telecommunication System 3 (WITS 3)**

## **I. BACKGROUND**

The General Services Administration Federal Acquisition Service's WITS 3 contract is a multiple-award indefinite delivery vehicle; the implementation and ordering procedures established are subject to the regulatory requirements of the Federal Acquisition Regulation (FAR).

Pursuant to FAR Subpart 16.5, and with limited exceptions, all orders over \$3,500 must have a Fair Opportunity (Contract Section H.21) assessment documented and signed by an agency Contracting Officer (CO). Since agencies may place thousands of WITS 3 service orders that exceed \$3,500, they must have a mechanism that will enable them to manage and administer the workload associated with this large volume of telecommunications orders. In order to ensure that the ordering process is timely, efficient, follows procurement regulations, and allows the agencies to meet mission requirements, additional trained individuals have been identified, who can assist the agency contracting officers and telecommunications managers in responsibly meeting their day to day requirements.

## **II. PURPOSE**

This document provides guidance in the establishment of titles, roles, and responsibilities of telecommunications services (appointing, authorizing) and ordering officials. Specific questions associated with the ordering requirements particular to the WITS 3 contract should be directed to the responsible GSA Account Representative.

## **III. SCOPE**

These guidelines apply to individuals who have been appointed as Designated Agency Representative Administrators (DARAs) and Designated Agency Representatives (DARs), who have been authorized, in accordance with agency regulations and policies, to appoint, authorize, and to place service orders for telecommunications services via an obligating document against the WITS 3 contract. The WITS 3 contract specifies that the contractor may only accept orders from authorized personnel. In addition, these guidelines also apply to the Agency's Appointing Authority.

Agencies may establish more stringent guidelines, standards, or procedures to meet specific agency regulatory, policy, or procedural requirements. In addition, agencies may refine the provisions of this document for specific activities within their purview, as long as the provisions are in conformance with this document, the contract requirements, and any other applicable policies and laws.

## **IV. Designated Agency Representative Administrator (DARA)**

### **A. DESCRIPTION**

The DARA shall be an employee (not a contractor) of a Government agency (preferably a Contracting Officer) who appoints, tracks, disseminates, and maintains an up-to-date listing of all DARs and their ordering authority specific to the agency.

### **B. ROLES AND RESPONSIBILITIES**

The DARA maintains a list of DARs authorized to place service orders on the WITS 3 contract, the agency Billing Account Code(s) (BAC) against which they can order, type of service(s), dollar limit, and any other limits placed on their ordering authority. The DARA will ensure that the DAR List and User Registration spreadsheet is maintained in accordance with the procedures outlined in the WITS 3 contract. The DARA shall provide copies of the list to the GSA Contracting Officer and the WITS 3 contractors. A new list will be generated and forwarded with every change to the DAR Listing. The DAR List and User Registration Spreadsheet can be found in Appendix A.

The DARA will obtain BACs from GSA. The DARA will assign BACs to the DARs and ensure that the distributed DAR List reflects the most updated BAC listing for each DAR.

DARAs provide necessary instruction to DARs to (1) ensure that DARs are fully aware of the Agency's requirements and those limitations placed upon their ordering authority and (2) understand the Agency ordering procedures specific to the contract for which DAR authority has been provided them.

### **C. DARA APPOINTMENT**

The DARA must be appointed by the Agency's Appointing Authority, usually the agency/organizational head or authorized signatory for the agency's procurement, or an individual with commensurate authority as the Agency Appointing Authority. The appointment shall be in accordance with agency regulations and policies. Appointments shall be in writing on agency letterhead and the Appointment Letter for each DARA must be addressed to the selected WITS 3 contractors with a copy to the GSA Contracting Officer. The appointment letter, as shown on the WITS 3 website at [www.gsa.gov/wits3](http://www.gsa.gov/wits3), shall specify the DARA's name, phone number and email address, this information must be included for any Alternate DARA(s), as well. The appointment letter should also identify the agency BACs, if available, for which the DARA is authorized to appoint DARs, the Agency and Bureau name for whom the DARA has authority, and the WITS 3 contractor(s) to whom the Agency sent the appointment notification. A sample appointment letter can be found in Appendix B.

Based upon an agency's structure there may be more than one DARA. The agency appointing authority shall ensure that the GSA Contracting Officer is apprised of any DARA designation(s) and any subsequent changes to the designation. Agencies should pay special attention to requirements for DARAs during continuity of operations (COOP) and consider appointing a DARA who is designated as emergency essential personnel and part of their COOP staff.

DARAs may also be appointed to function as DARs.

## **V. DESIGNATED AGENCY REPRESENTATIVE (DAR)**

### **A. DESCRIPTION AND RESPONSIBILITIES**

Agencies have authority to appoint individuals who are authorized to place service orders utilizing a procurement instrument (e.g., purchase order) to obligate funds against the WITS 3 contract for their agency, consistent with the Fair Opportunity Decision (see Contract Section H.21) signed by the Agency Contracting Officer. The WITS 3 contract refers to these individuals as Designated Agency Representatives Administrators (DARAs) and Designated Agency Representatives (DARs).

The DARA is responsible for issuing a letter of appointment to assign each agency DAR. The DAR is responsible for performing in accordance with the terms and conditions of the contract, in compliance with any rules, regulations, and conditions promulgated and enforced by their agency, as well as with any limitations/authorities specified in the DAR appointment letter.

DARs must complete the DAR training offered by the contractors as specified in Section C.3.6.2 of the WITS3 Contract, and ensure that a valid procurement instrument (e.g., purchase order) obligating funds is in place before authorizing service orders through from the WITS 3 Operational Support System (OSS). DARs that do not choose to use the contractor's OSS can choose to authorize service orders directly through the contractor by fax or email, upon their verification that a valid obligating document is in place. The DAR shall be responsible to the Agency they represent, in accordance with the referenced Contract, the Agency's policy and procedures, and the Federal Acquisition Regulation (FAR) or applicable regulations.

DAR responsibilities are as follows:

- Be familiar with the terms and conditions of the referenced Contract,
- Ensure that a valid procurement instrument (e.g., purchase order) obligating funds is in place before placing a service order
- Ensure funds are available on the procurement instrument and obligating document to fund the service order
- Verify that the service order requirements are consistent with the scope of the Fair Opportunity Decision associated with the service order
- Keep current on contractual service ordering procedures.

- Meet all appropriate Contract automated system security safeguards, such as access to ordering and billing systems.
- Comply with all appropriate Agency standards of conduct.
- Obtain price quotes for WITS 3 services and features.
- Ordering WITS 3 related Customer Premises Equipment (CPE) from the contractor via Contract Line Item Numbers (CLINs) or Other Direct Cost (ODCs).
- Placing a service order electronically to add, change, cancel, or disconnect services.
- Add or change the features, calling privileges, telephone number or other line attributes than can be changed via “soft” reconfigurations.
- Calling the contractor to the site for WITS 3 related operational support.
- Obtaining status reports from the service order tracking system.
- Accepting or rejecting a service order or part of a service order.
- Reconciling a WITS 3 invoice.
- Initiating and tracking billing disputes.
- As required, placing and tracking trouble reports for routine and emergency troubles
- Identifying and preventing WITS 3 fraud.
- Using the contractor’s security services.
- Responsible for reporting any changes to their customer profile to GSA Customer Account Portfolio Team (CAPT) (i.e. DAR change, billing address, add/remove BAC, etc.)
- DARS are responsible to the Agency they represent in accordance with the referenced Contract, the Agency policy and the Federal Acquisition Regulation (FAR) or applicable regulations

The DAR shall promptly notify their agency DARA should they no longer be performing the functions of a DAR, be reassigned from their present position, or become separated from their current employment/Government service, in order to facilitate the training/appointment of their successor. The DARA must submit the appropriate removal form to the contractor. DAR appointments are not transferable. The appointment shall automatically terminate on the date of separation from employment/Government service. Contact the DARA regarding any issues/concerns with the contractor.

## **B. DAR APPOINTMENT**

No single, specific classification series or grade level is required for this appointment. It is left to the discretion of each agency to appoint the DARs based upon that agency’s own requirements and the experience, training and technical expertise deemed necessary to fulfill the agency’s needs. Agencies should pay special attention to technical expertise and requirements for DARs during continuity of operations (COOP) and consider appointing an appropriate number of DARs who are part of COOP staff.

All DARs must be appointed by the DARA and in accordance with agency regulations and policies. Appointments shall be in writing on agency letterhead and the appointment letter for each DAR must be addressed and forwarded to the selected WITS 3 contractor. The appointment letter, as shown on the WITS 3

website at [www.gsa.gov/wits3](http://www.gsa.gov/wits3), shall specify the Agency's name, the name of the DARA, the DARs' name(s), phone numbers and email addresses, and agency billing account codes (BAC) for which each DAR is authorized to place service orders, and any restriction of the type, dollar value, geographic location or other limitations placed on the DAR by the agency. Samples of the appointment letters can be found in Appendix C/C.2.

## **C. REQUIRED TRAINING**

It is the responsibility of each agency to ensure that each DAR has completed appropriate training, and has the necessary skills and technical expertise to carry out the duties assigned. The contractors offer training to WITS 3 Customers in the three categories listed below. Within each category, there are courses available to

meet the needs of users at various levels:

### **COURSES**

#### **OSS Training**

- COR/COTR
- DAR (Order Entry and Authorization)
- Read Only
- Authorization Only

#### **General User Training**

- End User
- Government Trainer (Train-the Trainer)
- Government Executive

In addition to the half-day End User class, customized training and documentation are available to WITS 3 users on the functionality of various stand-alone and Central Office-based CPE associated with voice telephone sets, as well as voice mail.

#### **Professional Training**

- Fundamentals of Telecommunications
- Fundamentals of Data communications
- Emerging Technologies
- Basic Wireless

## Appendix A: DAR List and User Registration Spreadsheet for DAR Administration

Usage of this form is mandatory for DAR appointments. Be sure to complete each column for every DAR appointee.

DAR Appointment Date	DAR Last Name	DAR First Name	DAR Title	Email Address	Agency	Bureau or Division	Telephone Number	BAC	Dollar Limit	Service Address	Access Authoriza



**GSA DESIGNATED AGENCY REPRESENTATIVE (DAR)  
APPOINTMENT FORM**  
for  
**Washington Interagency Telecommunications System 3 (WITS 3)**  
Contract Number *(insert contract number)*

Congratulations! You are hereby appointed a DAR by the *(Agency Name)* Designated Agency Representative Administrator (DARA) for the WITS 3 Contract as specified in Section C.3.2.2 of the referenced Contract. You can't delegate this responsibility to others. This appointment does not include the right to modify the contract, or any of its terms and conditions, as only the GSA Contracting Officer may accomplish such actions.

Before authorizing orders direct from the Contractors WITS 3 OSS, you must complete any DAR training identified by your DARA. You are responsible to the Agency you represent for your actions, in accordance with the referenced Contract, the Agency's policy and procedures you represent, and the Federal Acquisition Regulation (FAR) or applicable regulations.

You are required to adhere to the following in carrying out your responsibilities as a DAR:

- Familiarize yourself with the terms and conditions of the referenced Contract, particularly those within your area of responsibility.
- Ensure that a valid procurement instrument (e.g., purchase order) obligating funds is in place prior to placing a service order.
- Ensure funds are available on the procurement instrument and obligating document to fund the service order
- Verify that the service order requirements are consistent with the scope of the Fair Opportunity Decision associated with the service order
- Keep current on contractual service ordering procedures.
- Meet all appropriate Contract automated system security safeguards, such as access to ordering and billing systems.
- Comply with all appropriate Agency standards of conduct.

Promptly notify your DARA should you no longer perform the functions of a DAR, be reassigned from your present position, or become separated from your current employment/Government service, in order to facilitate the training/appointment of any successor. Your appointment shall automatically terminate on the date you separate from your current employment/Government service. Contact your DARA regarding any issues/concerns you may have and resolution of any disagreements between you and the contractor.

Your signature below or e-mail acknowledgement certifies that you accept and understand the responsibilities and limitations contained herein. If returning using e-mail, type "e-mail acknowledgement" in the signature block below. The date you include below is the effective date of your appointment.

Name:	Title:
Agency/Organization:	
Agency Representing (if different from above):	
Phone #:	E-Mail:

DAR Signature: \_\_\_\_\_

Date \_\_\_\_\_

## Appendix B: Sample Appointment Letter for DARA

Date

*[Name and Addresses for WITS 3 Contractors are shown below.]*

Michael Glazer  
Contracts Manager, Government Markets  
Level 3 Communications, Legal Department  
7900 Westpark Dr, Suite T1200  
McLean, VA 22102  
Level 3 Communications

Sherelle Watkins  
Senior Contracts Manager  
Verizon Federal, Inc.  
13100 Columbia Pike  
Silver Spring, MD 20904

RE: Appointment of WITS 3 Designated Agency Representative Administrator (DARA)

Dear Ms. *[fill in name]*:

The purpose of this letter is to notify *[fill in contractor's name]* of the *[new or change in]* appointment of *[fill in name]* as our Agency's DARA. This delegation of authority shall not exceed the bounds of the authority stated in the contract.

*[DARA's name]* is the only official with *[Agency name]* signature authority to assign DARs as agents to place service orders with your business office against the WITS 3 contract. The service orders must reference a valid obligating document. You may contact the DARA by phone, *[fill in phone number]*, or email, *[fill in email address]*. This supersedes all previous signature authority notification.

*[Identify any alternate DARA(s), if appointed, and same information as paragraph above.]*

This letter fulfills *[Agency name]* requirements in accordance with the GSA WITS 3 contract, Sections C and G (See Sections 3.2.2, G.1.1, G.1.1.6 and G.1.1.7 of the WITS 3 contract for examples). Please be reminded that *[contractor's name]* is not to accept telecommunications service orders, changes to service orders, or any other service requests by *[Agency name]* personnel except as authorized by the DARA appointed herein. Should you have any questions, please contact *[POC name and number]*.

Sincerely,

*[Name]*  
Agency Appointing Authority  
*[Agency]*

cc: GSA Contracting Officer

## Appendix C: Sample Letter for DAR Appointment, Removal or Change in Status

Date

*[Name and Addresses for WITS 3 Contractors are shown below.]*

Michael Glazer  
Contracts Manager, Government Markets  
Level 3 Communications, Legal Departments  
7900 Westpark Dr, Suite T1200  
McLean, VA 22102  
Level 3 Communications

Sherelle Watkins  
Senior Contracts Manager  
Verizon Federal, Inc.  
13100 Columbia Pike  
Silver Spring, MD 20904

RE: WITS 3 Designated Agency Representative (DAR) Notification

Dear Ms. *[fill in name]*:

The purpose of this letter is to notify *[fill in contractor's name]* of the *[appointment/removal/change in status]* appointment of *[fill in name or refer to enclosed list]* as our Agency's DAR personnel. This delegation of authority shall not exceed the bounds of the authority stated in the contract.

The DAR is (are) responsible for the administration of the service orders issued under this contract and for accepting WITS 3 services and CPE on behalf of the agency. The DAR(s) for each agency will be identified by the Agency's DARA and will be subject to the rules, regulations, and conditions promulgated and enforced by that agency and the terms and conditions of the contract. The specific authority granted to each DAR is authorized by the DARA and provided herein.

This supersedes all previous signature authority notification. The enclosed list of authorized DARs has been refreshed and supersedes all previous lists submitted on behalf of *[Agency name]*.

This letter fulfills *[Agency name]* requirements in accordance with the GSA WITS 3 contract, Sections C and G (See Sections C.3.2.2, G.1.1, G.1.1.6 and G.1.1.7 of the WITS 3 contract). Please be reminded that *[contractor's name]* is not to accept telecommunications service orders, changes to service orders, or any other service requests by *[Agency name]* personnel except as authorized herein. Should you have any questions, please contact *[POC name]*.

Sincerely,

*[Name]*

Designated Agency Representative Administrator

*[Agency Name]*

## Appendix C.2: Sample Appointment Letter for DAR for new BAC

Date

*[Name and Addresses for WITS 3 Contractors are shown below.]*

Michael Glazer  
Contracts Manager, Government Markets  
Level 3 Communications, Legal Departments  
7900 Westpark Dr, Suite T1200  
McLean, VA 22102  
Level 3 Communications

Sherelle Watkins  
Senior Contracts Manager  
Verizon Federal, Inc.  
13100 Columbia Pike  
Silver Spring, MD 20904

RE: WITS 3 Designated Agency Representative (DAR) Notification

Dear Ms. *[fill in name]*:

The purpose of this letter is to notify *[fill in contractor's name]* that *[fill in DAR(s) name]* has been added as the Designated Authorized Representative(s) (DAR(s) for BAC *[fill in BAC]*. This delegation of authority shall not exceed the bounds of the authority stated in the contract.

The DAR is (are) responsible for the administration of the service orders issued under this contract and for accepting WITS 3 services and CPE on behalf of the agency. The DAR(s) for each agency will be identified by the Agency's DARA and will be subject to the rules, regulations, and conditions promulgated and enforced by that agency and the terms and conditions of the contract. The specific authority granted to each DAR is authorized by the DARA and provided herein.

This supersedes all previous signature authority notification. The enclosed list of authorized DARs has been refreshed and supersedes all previous lists submitted on behalf of *[Agency name]*.

This letter fulfills *[Agency name]* requirements in accordance with the GSA WITS 3 contract, Sections C and G (See Sections C.3.2.2, G.1.1, G.1.1.6 and G.1.1.7 of the WITS 3 contract). Please be reminded that *[contractor's name]* is not to accept telecommunications service orders, changes to service orders, or any other service requests by *[Agency name]* personnel except as authorized herein. Should you have any questions, please contact *[POC name]*.

Sincerely,

*[Name]*

Designated Agency Representative Administrator  
*[Agency Name]*