

**SERVICE REQUEST ORDER**

*(USAccess Program)*

This form should be completed by the agency program official or agency Homeland Security Presidential Directive (HSPD)-12 point of contact and submitted to [usaccessorders@gsa.gov](mailto:usaccessorders@gsa.gov) for processing. **Mandatory:** Ensure the person signing the Service Request Order is an authorized official and can order against your agency Memorandum of Understanding (MOU) or Interagency Agreement (IAA). **Required Fields are identified with an asterisk \***. The GSA Managed Service Office (MSO) will verify the information prior to processing the order.

CUSTOMER INFORMATION

1. Customer Agency Name\*:

2. Customer IAA Number\*:

3. Agency National Institute of Standards and Technology (NIST) Code\*:

4. Customer Point of Contact (POC) and Email Address\*:

5. POC Phone Number\*:

6. Customer Field POC and Email Address\*:

7. Field POC Phone Number\*:

ORDER INFORMATION

8. Item Name/Description\*:

9. Quantity Requested\*:

10. Pricing\* (Refer to our [service descriptions and price list](#))

10a. Menu Price: \$

10b. Quantity:

10c. Total Not to Exceed (NTE): \$

11. Contract Line Item Number (CLIN) 5 Change Request (CR) Pricing:

11a. Change Impact Analysis (CIA) Price: \$

11b. Two Percent Pass Through Fee: \$

11c. Customer Total NTE: \$

12. Shipping *(shipping point for delivery and desired delivery date if applicable)\*:*

Desired Delivery Date:

13. Special Remarks:

14. Customer Agency Signature\*: *(Required if Agency funded)*

15. MSO Official's Signature:

Date:

Date:

## INSTRUCTIONS

- Block 1. Fill in full Customer Agency Name.
- Block 2. Fill in the agency's Interagency Agreement (IAA) number with the Managed Service Office (MSO). Leave blank if you are not sure.
- Block 3. Fill in the agency's National Institute of Standards and Technology (NIST) Code.
- Block 4. Fill in person's name and email address where questions regarding order approval should be directed.
- Block 5. Fill in Customer Point of Contact's (POC's) Phone Number.
- Block 6. Fill in person's name and email address where questions regarding Technical or site issues should be directed.
- Block 7. Fill in Field POC's Phone Number.
- Block 8. Fill in the item being ordered. Refer to the [service descriptions and price list](#).
- Block 9. Fill in the Quantity Requested.
- Block 10. Parts a-c is for pricing for Items ordered from the [service descriptions and price list](#).
- Block 10a. Price of item from [service descriptions and price list](#).
  - Block 10b. Quantity of items being ordered.
  - Block 10c. Total not to exceed (NTE) amount (item price times quantity being ordered).
- Block 11. Parts a-c are for Contract Line Item Number (CLIN) 5 Change Request (CR) orders. Once the Change Impact Analysis (CIA) (The number of labor hours and price of the CIA Creation) is determined by Peraton, the order will be updated and sent to the customer for approval. Once Peraton creates the CIA and a final price to complete, the CR is determined. Then the order will be amended and returned for customer re-approval.
- Block 11a. This is the actual cost of Peraton effort to complete the CR which is taken from the completed CIA.
  - Block 11b. This is the fee the MSO charges for orders it processes. Multiply block 11a by .02
  - Block 11c. This is the final NTE cost to the customer for the CR order. Add blocks 11a and 11b.
- Block 12. Enter any shipping information and desired Delivery Date.
- Block 13. Enter any Special Remarks concerning the order which the MSO or Peraton need to be aware of.
- Block 14. The Signature of the person authorizing this expenditure against the Customer's IAA with the MSO.
- Block 15. The Signature of the MSO's Order Manager.