



# FTS Euro News

March 2003, Volume 1, Issue 6(I)

## Procedures for Industry Partners Receiving Mission-Critical and Priority Orders From the European Client Support Center

GSA European Client Support Center has initiated special procedures to process mission-critical and priority Information Technology orders for Department of Defense, Homeland Security and other Civilian agencies. We expect to continue to give customers, with routine IT requirements, the same level of service they are accustomed to. We appreciate your continued support in providing quick response to our Request for Quotes and Market Research.

### Rated Order Requests:

We will support a client's request to issue authorized Rated Orders in accordance with the Defense Priorities and Allocations System (DPAS) designation. "Rated Order" means a prime contract for any product, service, or material placed by a Delegated Agency under the provisions of DPAS in support of an authorized program. A Rated Order requires preferential treatment, and includes subcontracts and purchase orders resulting under such contracts.

There are two levels of priority for Rated Orders established by DPAS, identified by the rating symbols "DX" and "DO." In order of urgency, there are designated DX and DO. All DX Rated Orders have equal priority with each other and take preference over DO rated and unrated orders. All DO Rated Orders have equal priority with each other and take preference over unrated orders. DX ratings are used for special defense programs designated by the President to be of the highest national priority.

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### Points of Contact Europe

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Each priority rating (DX or DO) will be accompanied by program identification symbols and will be identified on the RFQ and Purchase Order. The program identification symbols indicate which approved program is being supported by a rated order. The list of approved programs and their identification symbols are listed on our website at [www.r6.gsa/fts](http://www.r6.gsa/fts) (select DPAS regulation, go to page A-35). For example, A1 identifies defense aircraft programs, A2 Missiles, A3 Ships, and A7 signifies defense electronic programs.

#### **Elements of a Rated Order:**

Should you receive a Rated Order it will include:

- (a) The appropriate priority rating (e.g. DO-A1, DX-A2, DO-A7)
- (b) A required delivery date or dates. The words “immediately” or “as soon as possible” do not constitute a delivery date.
- (c) An appropriate signature in either written or electronic format .
- (d) A statement that reads in substance:

*This is a rated order certified for national defense use, and you are required to follow all the provisions of the Defense Priorities and Allocations System regulation (15 CFR 700).*

#### **Acceptance and Rejection of Rated Orders**

(a) Mandatory acceptance:

1. ***Except as otherwise specified in the DPAS regulation, a person shall accept every rated order received and must fill orders regardless of any other rated or unrated orders that have been accepted.***
2. A person shall not discriminate against rated orders in any manner such as by charging higher prices or imposing different terms and conditions than for comparable unrated orders.

(b) Mandatory Rejection

1. Unless otherwise directed by the Department of Commerce, a person shall not accept a rated order for delivery on a specific date if unable to fill the order by the date. However, the person must inform the customer of the earliest date on which delivery can be made and offer to accept the order on the basis of that date.
2. A person shall not accept a DO Rated order for delivery on a date which would interface with delivery of any previously accepted DO or DX Rated Orders.
3. A person shall not accept a DX Rated Order for delivery on a date, which would interface with delivery of any previously accepted DX Rated Orders.
4. If a person is unable to fill all the Rated Orders of equal priority status received on the same day, the person must accept, based upon the earliest delivery dates, only those orders which can be filled, and reject the other orders.

For more information on industry's obligation under the DPAS regulation, view our website at [www.r6.gsa.gov/fts](http://www.r6.gsa.gov/fts) and select (DPAS regulation, go to page A-9).

**European Client Support Center Points of Contact:**

Contact your current Information Technology Representative (ITR) or Account Manager. If they are not available, please contact the following:

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For more information, please check our website at [www.r6.gsa.gov/fts](http://www.r6.gsa.gov/fts).

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