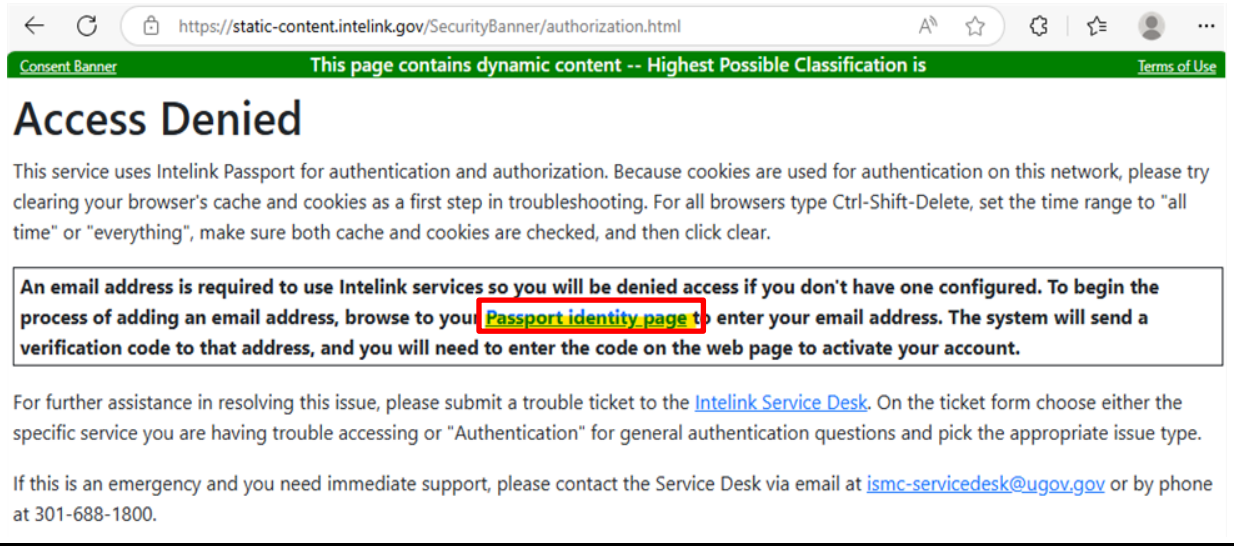
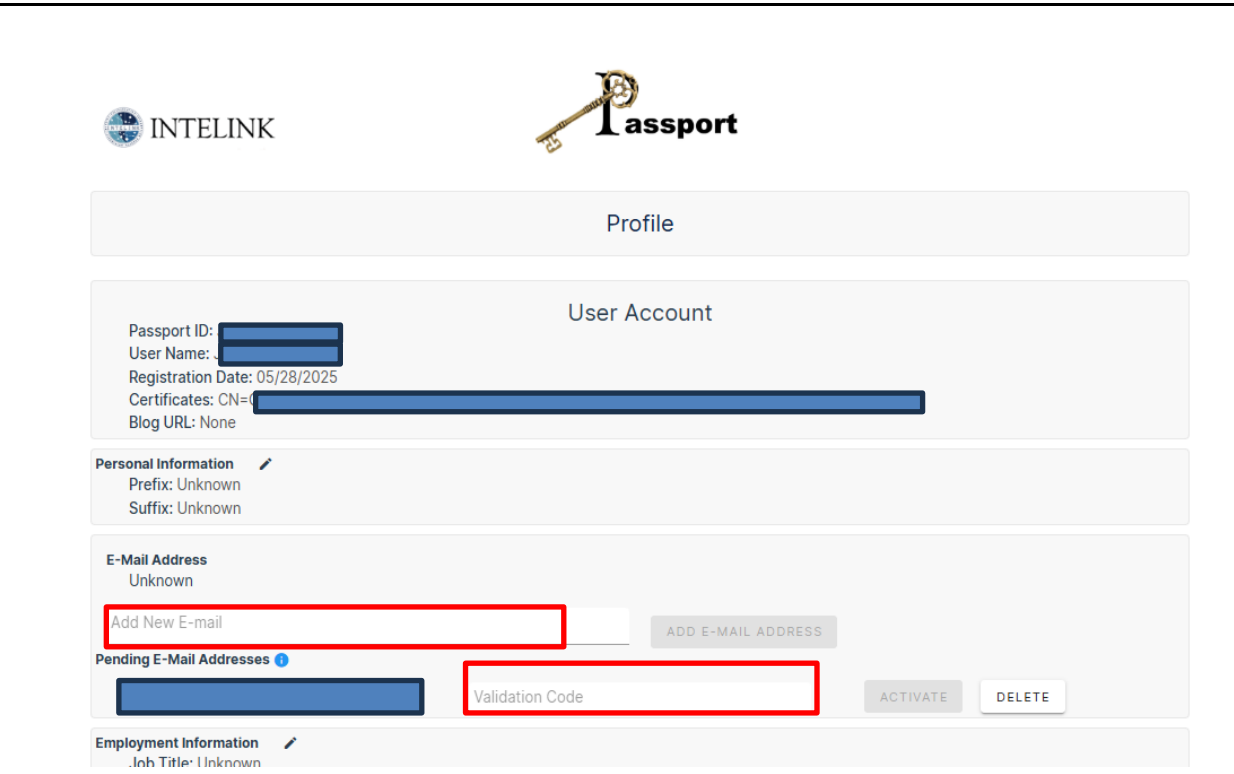
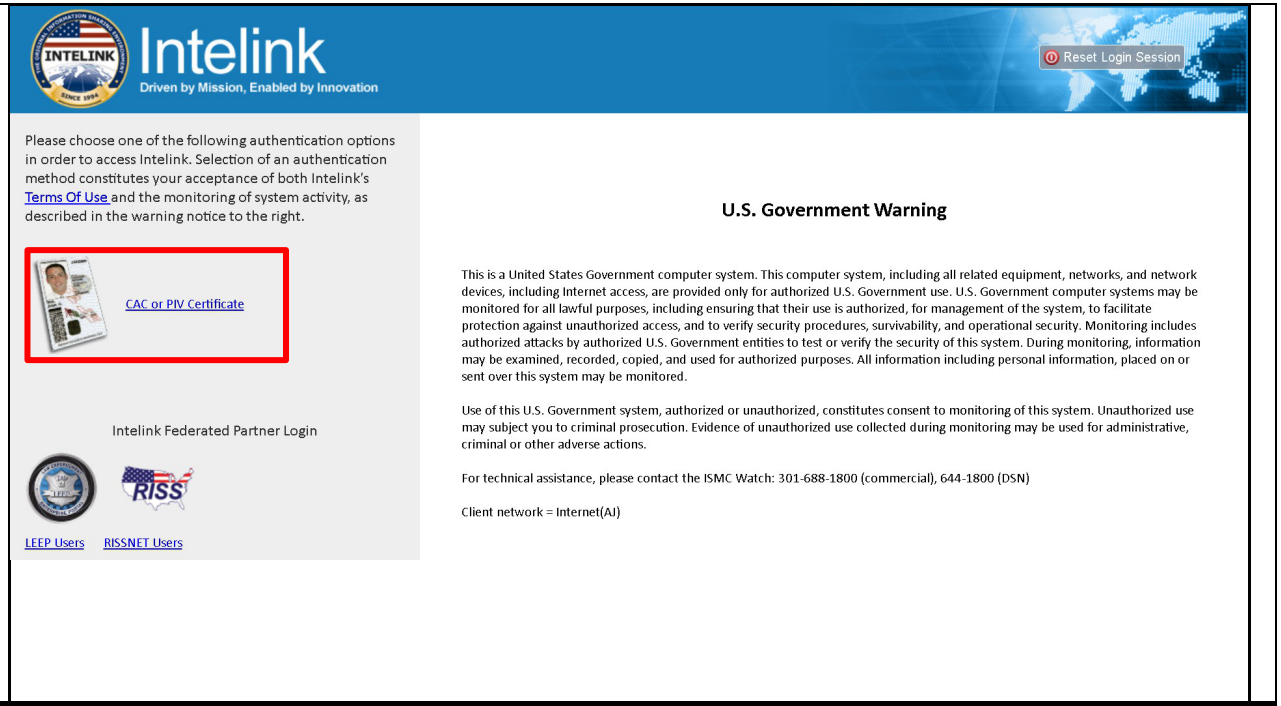
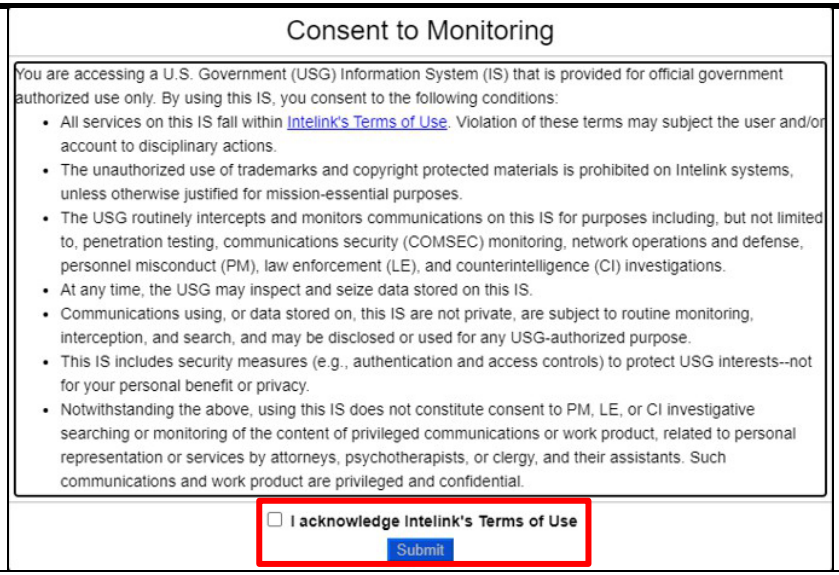
DCAA Service Request Form – Instructions

1. Access the DCAA Service Request Form	https://go.intelink.gov/is0E7XG
2. First time user will get an Access Denied. The intelink site will ask for an email validation first. Click on the "Passport identity page" link, which will redirect you to the next page.	
3. There are two steps: 1) Enter a valid Email, once valid email provided the Add Email Address button will become active. Click on it. 2) An email is sent to your email address with a validation code: enter the validation code once received and click Activate. Once this is completed, you are able to proceed with logging in.	

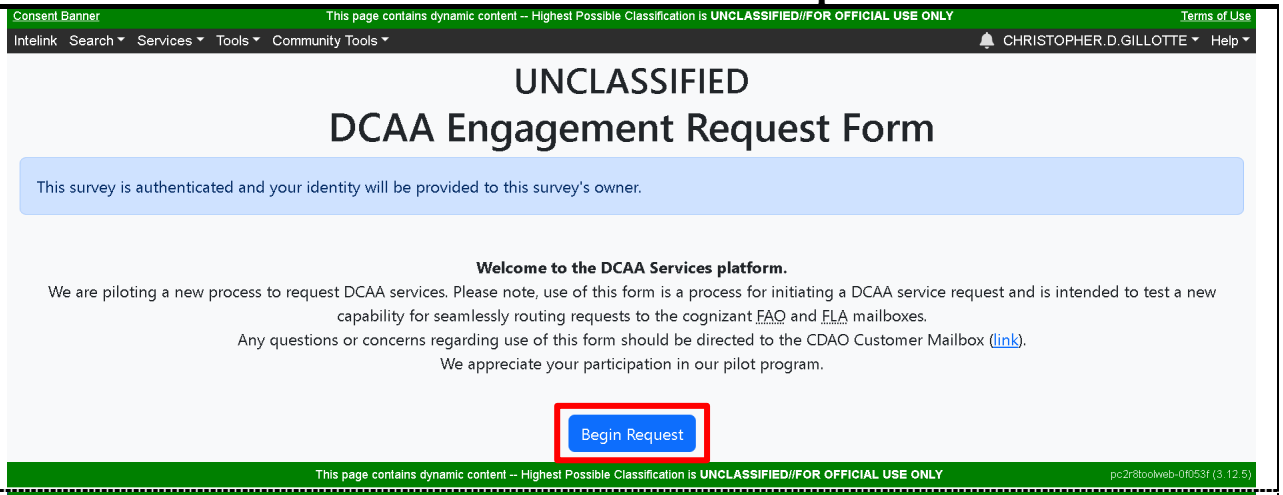
4. Click **CAC or PIV Certificate** on the left side of the window to begin the login process.



5. If prompted with the **Consent to Monitoring** pop-up, the user will need to read the terms of use, click the checkbox at the bottom of the popup to "Acknowledge Intelink's Terms of Use", and click "Submit".



6. Click the "Begin Request" button at the bottom of the screen to complete the request form.

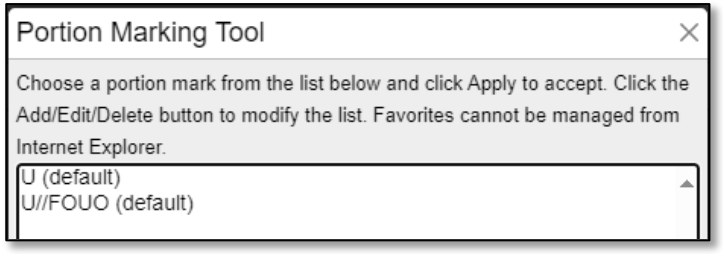


Note: If the user previously accessed the form, but did not submit it, there will be two options:

Continue Survey - continue where you left off last time.

Discard survey and start over - discard any previous responses and start over

7. Complete the service request form-
   - All fields are required
   - Be sure to select the appropriate portion markings (U or U//FOUO) based on the responses provided
   - Select Save and continue at the bottom of each page to complete and submit the form



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Question	Response	Portion Marking	Explanation
1. Requestor Name	Identity, Text	U	This field will be prefilled with the full name from the PIV/CAC that was used during the login/authentication process. You may edit the text in the textbox.
2. Requestor Email	Identity, Text	U	This field will be prefilled with the email address from the PIV/CAC that was used during the login/authentication process. You may edit the text in the textbox.
3. Requestor Phone	Identity, Text	U	This field will be prefilled with the phone number from the PIV/CAC that was used during the login/authentication process. You may edit the text in the textbox.
4. Requestor Title	Single-row textbox	U or U//FOUO	The requestor's title should be provided to ensure that DCAA personnel address the requestor appropriately in letters, memos, reports, and other official correspondence. Max character length is 300.
5. Requestor Organization	Single choice	U	Requestor should choose the appropriate parent level organization. If none of the DoD options are appropriate, select Other DoD. If non-DoD, select Non-DoD.
6. Requestor DoDAAC	Single-row textbox	U or U//FOUO	Requestor should enter the appropriate Activity Address Code (DoDAAC or AAC) for the procurement activity associated with the request. Max character length is 6.
7. Known DCAA point of contact (POC)	Single-row textbox	U or U//FOUO	If you have a DCAA point of contact you would like to provide, please enter here. For multiple email addresses, please separate them using a semicolon ';'. Max character length is 300.
8. Contractor CAGE Code(s)	Single-row textbox	U or U//FOUO	Enter the contractor's 5-digit alphanumeric CAGE code. If there are multiple CAGE codes, enter all CAGE codes associated with the procurement activity and separate them with a semi-colon (;). This field will be used to transmit attention to the correct cognizant audit office. Max character length is 50.

Question	Response	Portion Marking	Explanation
9. Contractor UEI	Single-row textbox	U or U//FOUO	Enter the contractor's 12-digit alphanumeric UEI code. This field will be used to transmit attention to the correct cognizant audit office. Max character length is 12.
10. Contractor Zip Code	Single-row textbox	U or U//FOUO	Enter the contractor's 5-digit zip code. This field will be used to transmit attention to the correct cognizant audit office if the CAGE and UEI are not in the system. Max character length is 5.
11. Requested Due Date	Date	U	Enter the customer's requested due date. This date reflects when the customer would like to receive DCAA's final product (letter, memo, report) for the requested service.
12. Service Type Requested	Single choice	U//FOUO	Select one of the service types listed or select Other and fill in the blank.
13. What is the contract classification?	Single choice	U//FOUO	Select whether the request includes a prime contract, subcontract, or NA.
14. Identify Contract Type(s)	Multiple choice	U//FOUO	Select whether the request includes a CPFF, T&M, FFP, NA, or Other, fill in. Select all that apply.
15. Are there any additional team members you would like included on communications with you?	Multi-row textbox	U	Enter the email addresses of any individuals and/or groups that you would like to be included on communications between you and DCAA regarding the requested service. Separate email addresses with semicolon (;). Enter "N/A" if not applicable. Max character length is 4000.
16. If known at this time, the request should identify the specific procurement needs and address any special concerns/issues. Consider adding the following details if available: RFP number, proposal type, period of performance, etc.	Multi-row textbox	U or U//FOUO	**DO NOT include CUI information in this field as the request system is only approved up to U//FOUO.** This box is used to communicate some basic request details up front to assist the FLA and cognizant audit office with preliminary research and developing questions for initial discussions with the requestor. Max character length is 4000.
17. In your opinion, what next step would you prefer to see?	Single choice	U	Customer's preference for receiving a response first from the FAO, the FLA, both the FAO and the FLA, or some other preference to be described under the Other option.

Question	Response	Portion Marking	Explanation
18. What additional fields would you like to see included in this form?	Multiple choice	U	This is a developmental question not specific to the service request. Responses may be used to modify the service request form in future versions.
19. Are you interested in participating in any future pilots for a DCAA customer communication portal?	Single choice	U	This is a developmental question not specific to the service request. If you respond yes to this question, we may include you in future testing of the DCAA customer communication portal.
20. Please provide any additional feedback at this time. If none, put "N/A".	Multi-row textbox	U	This is a developmental question not specific to the service request. Responses may be used to modify the service request form in future versions. Enter "N/A" if not applicable.
21. Estimation of saved hours.	Numeric textbox.	U	Please provide an estimation, in hours, of time saved using this new process to submit your request. Consider the average hours taken to complete one request using the traditional pdf. If unknown, put 0. Max character length is 50.

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Version History

Version	Date	Updated by	Change Log
1.2	5/28/2025	Jola Cardillo	Updated the instruction to include login validation (step 2/3)
1.1	5/30/2024	Amanda Thoms	Updated the instructions to include additional fields to the survey; Phase 2 of the form.
1.0	1/30/2024	Chris Gillotte	Second draft based on request form as of 1/30/2024. Detailed instructions for each question and updated/added screenshots.
0.1	1/10/2024	Kristina Luse	First draft based on request form as of 1/10/2024.