

GSA
Authorized Federal Supply Service
Information Technology Schedule
Pricelist

**General Purpose Commercial Information Technology
Services**

Contract Number: GS-35F-0253N
Period Covered by Contract:
01/15/2008 to 01/26/2013.

Information Strategies, Inc. ("InfoStrat")

4301 Connecticut Avenue NW
Washington, D.C. 20008

DUNS Number: 603668575

www.infostrat.com
1-202-364-8822x109

General Services Administration
Federal Supply Service

Pricelist current through Modification # 4, dated 12/16/2009.

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at <http://www.fss.gsa.gov/>

**AUTHORIZED FEDERAL SUPPLY SERVICE INFORMATION
TECHNOLOGY SCHEDULE PRICELIST GENERAL PURPOSE
COMMERCIAL INFORMATION TECHNOLOGY SERVICES**

<u>SPECIAL ITEM NUMBERS (SIN)</u>	<u>DESCRIPTION</u>
Special Item No. 132-51	IT Professional Services
Special Item No. 132-32	Term Software Licenses

<u>FSC CLASS</u>	<u>PRODUCT DESCRIPTION</u>
SIN 132-51	IT PROFESSIONAL SERVICES
D301	IT Facility Opers & Maintenance
D302	IT Systems Dev Services
D306	IT Systems Analysis Services
D307	Automated Info Sys Des/Integ
D308	Programming Services
D310	IT Backup and Security Services
D311	IT Data Conversion Services
D316	IT Network Management Services
D399	Other IT Services, Not Elsewhere Classified – Except

INFORMATION FOR ORDERING OFFICES

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micro purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micro purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. GEOGRAPHIC SCOPE OF CONTRACT

The 48 contiguous states, Hawaii, the District of Columbia, Alaska (Anchorage, Fairbanks), Puerto Rico, England (Bentwaters, Lakenheath and Mildenhall), Germany (Frankfurt, Wiesbaden, Geilenkirchen, Heidelberg, Ramstein, Bitburg, Hahn), Iceland (Keflavik), Italy (Naples, Brindisi), Panama, and U.S. Virgin Isles.

**2. INFORMATION STRATEGIES, INC. ("InfoStrat")
ORDERING ADDRESS AND PAYMENT
INFORMATION**

- a. Orders placed under this contract should be directed to the following address:

Information Strategies, Inc.
Attn: GSA Contracts Officer
James Townsend
4301 Connecticut Avenue NW
Washington, D.C. 20008
1-202-364-8822x109
www.infostrat.com

- b. Remit to/Payment Information

Payment Via Check/U.S. Mail:
Information Strategies, Inc.
Marcella Townsend
Treasurer
4301 Connecticut Avenue NW
Washington, D.C. 20008

Make checks payable to:
Information Strategies, Inc
Payment Via Wire Transfer:
Information Strategies, Inc
Bank: Bank of America
ABA #054001204
Checking Account #001924341873
 4201 Connecticut Ave NW, Washington, DC 20008

c. Technical/ordering assistance

Below is the telephone number that can be used by ordering agencies to obtain technical and/or ordering assistance: Technical and/or Ordering Assistance

Phone: **1-202-364-8822 x109**
 Fax: **1-202-364-8919**

Government Commercial Credit Cards:

Government/commercial Credit Cards will be acceptable for payment. In addition, bank account information for wire transfer payments will be shown on the invoices.

WHO CAN ORDER: Federal government agencies, quasi-agencies (e.g. U.S. Post Office, TVA); prime and sub contractors (must provide a letter of authorization from the government agency); charitable organizations; international agencies (e.g. IMF, World Bank, etc.); and state and local agencies IF USED FOR ANTI-DRUG USE ONLY.

3. LIABILITY FOR INJURY OR DAMAGE

ISI shall not be liable for any injury to Government personnel or damage to Government property arising from the use of equipment maintained by ISI, unless such injury or damage is due to the fault or negligence of ISI.

4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279

- a. Block 9 Order/Modification under Federal Schedule
- b. Block 30 Type of Contractor: **B-Other Small Business**
- c. Block 31 Woman-Owned Small Business: **No**
- d. Block 36 Contractor Tax Identification No.: (EIN) **#52-1664004**
- e. DUNS No.: **60-366-8575**

4a) CAGE Code: **#1QQ33**

4b) Information Strategies has registered with the Central Contractor Registration Database.

5. F.O.B.DESTINATION

- a. Destination for all locations within the 48 contiguous states and the District of Columbia.
- b. Point of Embarkation for all locations outside the 48 contiguous states.

6. DELIVERY SCHEDULE

- a. Time of delivery

ISI shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

<u>SPECIAL ITEM NO.</u> <u>(SIN)</u>	<u>DELIVERY TIME - DAYS ARO</u>
132-51, 132-32	To Be Negotiated

Expedited delivery times

<u>SPECIAL ITEM NO.</u> <u>(SIN)</u>	<u>DELIVERY TIME</u> <u>- DAYS ARO</u>
132-51, 132-32	Contact Information Strategies, Inc.

b. Urgent requirements

When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact ISI for obtaining accelerated delivery. ISI shall reply to the inquiry within three workdays after receipt. (Telephonic replies shall be confirmed by ISI in writing.) If ISI offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. DISCOUNTS

Discounts: Prices shown are NET Prices; Basic Discounts have been deducted
 Prompt Payment - Net 30 days from receipt of invoice
 Government Educational Institutions – offered the same discounts as all other Government customers.

8. TRADE AGREEMENTS ACT OF 1979, AS AMENDED:

All items are U.S. made end products or designated-country end products, Caribbean Basin country end products Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. AVAILABILITY OF EXPORT PACKING

The pricing in the price schedule is based on domestic packing. In accordance with the terms and conditions of the contract, when special or unusual packing (such as export packing) is required by the Government, the additional charges for such packing shall be outside the scope of this contract.

10. SMALL REQUIREMENTS

The minimum dollar value of orders to be issued under this contract is \$500.00.

11. MAXIMUM ORDER:

All dollar amounts are exclusive of any discount for prompt payment. The maximum dollar value per order for all Information Technology Services or Term Software Licenses will be \$500,000.

12. USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS. In accordance with FAR 8.404:

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering offices need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering office has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the Government's needs.

a. Orders placed at or below the micro-purchase threshold. Ordering offices can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.

b. Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering offices should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the agency's needs. In selecting the supply or service representing the best value, the ordering office may consider--

(1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;

(2) Trade-in considerations;

(3) Probable life of the item selected as compared with that of a comparable item;

(4) Warranty considerations;

(5) Maintenance availability;

(6) Past performance; and.

Environmental and energy efficiency considerations.

c. Orders exceeding the maximum order threshold. Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering office to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering offices shall

review additional Schedule Contractors'

(1) Catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;

(2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and

(3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering office determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the Contractor may:

(1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);

(2) Offer the lowest price available under the contract; or

(3) Decline the order (orders must be returned in accordance with FAR 52.216-19).

d. Blanket purchase agreements (BPAs). The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering offices may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

e. Price reductions. In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering offices will find it advantageous to request a price reduction. For example, when the ordering office finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering office the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual agency for a specific order.

f. Small business. For orders exceeding the micro-purchase threshold, ordering offices should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.

g. Documentation. Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an agency requirement in excess of the micro-purchase threshold is defined so as to require a particular brand

name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering office shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the agency's needs.

13. FEDERAL INFORMATION TECHNOLOGY-TELECOMMUNICATION STANDARDS REQUIREMENTS:

Federal departments and agencies acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering offices, shall be responded to promptly by the Contractor.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS): Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. SECURITY REQUIREMENTS

In the event security requirements are necessary, the ordering activities may incorporate, in their delivery orders, a security clause in accordance with current laws, regulations, and individual agency policy; however, the burden of administering the security requirements shall be with the ordering agency. If any costs are incurred as a result of the inclusion of security requirements, such costs

will not exceed ten percent (10%) or \$100,000, of the total dollar value of the order, whichever is less.

15. CONTRACT ADMINISTRATION FOR ORDERING OFFICES

Any ordering office, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the Government's convenience, and (m) Termination for Cause (See C.1.)

16. GSA ADVANTAGE!

- a. GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:
- b. (1) Manufacturer;
- c. (2) Manufacturer's Part Number; and
- d. (3) Product categories.
- e. Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.fss.gsa.gov/>.

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract.

For administrative convenience, an ordering office contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, only if-

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering office contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

(1) Time of delivery/installation quotations for individual orders;

(2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.

(3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below: None.

a. Upon request of ISI, the Government may provide ISI with logistics support, as available, in accordance with all applicable Government regulations. Such Government support will be provided on a reimbursable basis, and will only be provided to ISI technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.303-2(c)(3), which reads, in part, as follows: "BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contract."

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up "accounts" with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the

aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

21. CONTRACTOR TEAM ARRANGEMENTS Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Contractor's Reports of Sales and 552.238-76, Industrial Funding Fee, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act apply. The requisitioning activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

23. SECTION 508 COMPLIANCE.

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: www.infostrat.com (The EIT standard can be found at: www.Section508.gov/).

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of a Federal Agency, shall follow the terms of the applicable schedule and authorization and include with each order.

SPECIAL ITEM NUMBER 132-51

TERMS AND CONDITIONS APPLICABLE TO IT PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT/EC Services within the scope of this Information Technology Schedule
- b. The Contractor shall provide services at the Contractor's facility and/or at the Government location, as agreed to by the Contractor and the ordering office.

2. PERFORMANCE INCENTIVES

- a. When using a performance-based statement of work, performance incentives may be agreed upon between the Contractor and the ordering office on individual fixed price orders or Blanket Purchase Agreements, for fixed price tasks, under this contract in accordance with this clause.
- b. The ordering office must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. To the maximum extent practicable, ordering offices shall consider establishing incentives where performance is critical to the agency's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.
- d. The above procedures do not apply to Time and Material or labor hour orders.

3. ORDERING PROCEDURES FOR SERVICES

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering office using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable. (a) When ordering services, ordering offices shall—

(1) Prepare a Request (Request for Quote or other communication tool):

- (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.

(ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering office makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

(iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.

(iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2)(i) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors:

(i) Based upon an initial evaluation of catalogs and price lists, the ordering office should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate). When buying IT professional services under SIN 132—51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINs as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.

(ii) The request should be provided to three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the agency's needs. Ordering offices should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering office the opportunity to secure volume discounts. When establishing BPAs, ordering offices shall—

Inform contractors in the request (based on the agency's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.

(i) **SINGLE BPA:** Generally, a single BPA should be established when the ordering office can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)

(ii) **MULTIPLE BPAs:** When the ordering office determines multiple BPAs are needed to meet its requirements, the ordering office should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the authorized users must follow the procedures in (a)(2)(ii) above and then place the order with the Schedule contractor that represents the best value.

(2) **Review BPAs Periodically:** Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)

(c) The ordering office should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.

(d) When the ordering office's requirement involves both products as well as executive, administrative and/or professional, services, the ordering office should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)

The ordering office, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For agency requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

Ordering procedures for other services available on schedule at fixed prices for specifically defined services or tasks should use the procedures in FAR 8.404. These procedures are listed in the pricelist, under "Information for Ordering Offices," paragraph #12.

4. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders,

or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence..

5. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering office.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering office.
- c. The Agency should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

Any Contractor travel required in the performance of IT/EC Services must comply with the Federal Travel

6. INSPECTION OF SERVICES

The Inspection of Services—Fixed Price (AUG 1996) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection—Time and Materials and Labor-Hour (JAN 1986) clause at FAR 52.246-6 applies to time and materials and labor hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE GOVERNMENT

Subject to security regulations, the ordering office shall permit Contractor access to all facilities necessary to perform the requisite IT/EC Services..

9. INDEPENDENT CONTRACTOR

All IT/EC Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the Government..

10. ORGANIZATIONAL CONFLICTS OF INTEREST

- a. Definitions.
Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.
"Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT/EC services. Progress payments may be authorized by the ordering office on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the Government shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time and materials orders, the Payments under Time and Materials and Labor Hour Contracts (Alternate I (APR 1984)) at FAR 52.232-7 applies to time and materials orders placed under this contract. For labor hour orders, the Payment under Time and Materials and Labor Hour Contracts (FEB 2002) (Alternate II (FEB a. 2002)) at FAR 52.232-7 applies to labor hour orders placed under this contract.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user agency upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering agency in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

ISI offers the full spectrum of professional services that span the entire life cycle of application development. These services include, but are not limited to:

1. Project Lead/Manager. Designs, plans, and coordinates work teams. Provides technical support to project team members. Handles complex application features and technical designs. Designs and implements the components required for complex application features. Requires a bachelor's degree in a related area with at least 7 years of experience in the field. Generally manages a group of applications systems analysts. Relies on experience and judgment to plan and accomplish goals. Typically reports to a senior manager.

2. Help Desk Specialist I. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Tracks and monitors the problem to insure a timely resolution. May require an associate's degree in a related area and 0-2 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-

established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

3. Help Desk Specialist II. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and detailed description of user needs, program functions, and steps required to develop or modify computer programs. Requires a bachelor's degree in area of specialty or 3 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

4. Help Desk Specialist III. Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Tracks and monitors the problem to insure a timely resolution. May require an associate's degree in a related area and 4+ years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a supervisor or manager. A wide degree of creativity and latitude is expected.

5. Help Desk/PC Support Manager Directs, establishes, plans and implements the policies and procedures to support the organization's PC support services. Manages the deployment, maintenance, support and upgrade of servers, desktop PC, hardware, software, operating systems and distributed printers. May require a bachelor's degree in a related area and at least 7 years of experience in the field. Generally manages a group of exempt and nonexempt employees. Relies on experience and judgment to plan and accomplish goals. Typically reports to an executive.

6. Customer Support/User Liaison. Responds to customer inquires regarding orders, billing inquiries and technical problem notifications. Documents customer trouble reports in trouble ticketing system and escalates according to established standard operating procedures. Also reviews requests, contacts customers to clarify request, ensuring all necessary information is included and may route requests to the appropriate department. May require a bachelor's degree with at least 1 year of experience in technical support. Must be familiar with client server platforms support and various system applications. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision; typically reports to a supervisor or manager.

7. Business Systems Analyst I. Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. May require a bachelor's degree in a related area or 2 years of experience in the field or in a related area. Familiar with relational database concepts, and client-server concepts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks.

8. Business Systems Analyst II. Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Requires a bachelor's degree in area of specialty or 3 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and Supports and/or installs software applications. Participates in the testing process through test review and analysis, test witnessing and certification of software. Requires a bachelor's degree in a related area and 0-2 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a manager.

9. Business Systems Analyst III. Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Requires a bachelor's degree in area of specialty or at least 5 years of experience in the field or in a related area. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top-level contributor/specialist. A wide degree of creativity and latitude is expected. Typically reports to a manager or head of a unit/department.

10. Applications Systems Analyst I. Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. May require a bachelor's degree in a related area and 0-3 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

11. Applications Systems Analyst II. Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. May be expected to write documentation to describe program development, logic, coding, and corrections. Writes manual for users to describe installation and operating procedures. May require a bachelor's degree in a related area and 2-5 years of experience in the field or in a related area. Familiar with relational databases and client-server concepts. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager. A certain degree of creativity and latitude is required.

12. Applications Systems Analyst III. Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and installing to support an organization's application systems. Consults with users to identify current operating procedures and to clarify program objectives. May be expected to write documentation to describe program development, logic, coding, and corrections. Writes manuals for users to describe installation and operating procedures. Requires a bachelor's degree in a related area and at least 5 years of experience in the field or in a related area. Must have a working knowledge of relational databases and client-server concepts. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.

13. Software Engineer I. Designs, modifies, develops, writes and implements software programming applications. Supports and/or installs software applications. Participates in the testing process through test review and analysis, test witnessing and certification of software. Requires a bachelor's degree in a related area and 0-2 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a manager.

14. Software Engineer II. Designs, modifies, develops, writes and implements software programming applications. Supports and/or installs software applications. Participates in the testing process through test review and analysis, test witnessing and certification of software. Requires a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a manager. A certain degree of creativity and latitude is required.

15. Software Engineer III. Designs, modifies, develops, writes and implements software programming applications. Supports and/or installs software applications. Participates in the testing process through test review and analysis, test witnessing and certification of software. Requires a bachelor's degree in a related area and 4-6 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. May report directly to a project lead or manager. A wide degree of creativity and latitude is expected.

16. Software Engineer IV. Designs, plans, and coordinates work teams. Provides technical support to project team members. Requires a bachelor's degree in a related area and 6-8 years of experience in the field. Generally manages a group of software developers/engineers. Relies on experience and judgment to plan and accomplish goals. Typically reports to a senior manager.

17. Software Engineer V. Designs, plans, and coordinates work teams. Provides technical support to project team members. Requires a bachelor's degree in area of specialty and at least 8-10 years of experience in the field or in a related area. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. May provide consultation on complex projects and is considered to be the top level contributor/specialist. A wide degree of creativity and latitude is expected.

18. Web Application Developer I. Designs, develops, and implements software packages for web sites. Troubleshoots, debugs and implements software code. May require a bachelor's degree in a related area or 0-2 years of experience in the field or in a related area. Has knowledge of standard concepts, practices, and procedures within a particular field (i.e., SQL, C++, HTML, CGI and JavaScript). Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager.

19. Web Application Developer II. Designs, develops, and implements software packages for web sites. Troubleshoots, debugs and implements software code. May require a bachelor's degree in a related area or at least 2 years of experience in the field or in a related area. Has knowledge of standard concepts, practices, and procedures within a particular field (i.e., SQL, C++, HTML, CGI and JavaScript). Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager. A certain degree of creativity and latitude required.

20. Web Application Developer III. Consults with clients and other project team members to design, build and manage web sites. Develops installation programs for websites. May negotiate contracts/agreements with software vendors and other internet companies. May require a bachelor's degree in a related area or 3-5 years of experience in the field or in a related area. Has knowledge of a variety of concepts, practices, and procedures within a particular field (i.e., SQL, C++, HTML, CGI and JavaScript). Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.

21. Database Architect I. Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Cleans and maintains the database by removing and deleting old data. May require an associate's degree in a related area and 0-2 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

22. Database Architect II. Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Cleans and maintains the database by removing and deleting old data.

May require a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area. Must have a working knowledge designing, developing and manipulating databases, data warehouses and multidimensional databases. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager. A certain degree of creativity and latitude is required.

23. Database Architect III. Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Cleans and maintains the database by removing and deleting old data. May require an associate's degree in a related area and 4-6 years of experience in the field or in a related area. Must be able to design, develop and manipulate Oracle databases, data warehouses and multidimensional databases. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project leader or manager. A wide degree of creativity and latitude is expected.

24. System Administrator. Installs, configures and maintains organization's network. Builds networks and administers the networks. Performs system backups on its internal and external web network servers. Designs and supports server system(s) and supporting software. May require a bachelor's degree in a related area and 0-2 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

25. Network Engineer I. Reviews, plans, and evaluates network systems. May troubleshoot network systems and recommend improvements to network. Provides documentation/project tracking and management reporting. Provides tactical and strategic input on overall network planning and related projects. May require a bachelor's degree in a related area and 0-2 years of experience in the field or in a related area. Has knowledge of commonly used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a project leader or manager.

26. Network Engineer II. Reviews, plans, and evaluates network systems. May troubleshoot network systems and recommend improvements to network. Provides documentation/project tracking and management reporting. Provides tactical and strategic input on overall network planning and related projects. May require a bachelor's degree in a related area and 2-4 years of experience in the field or in a related area. Familiar with standard concepts, practices, and procedures within a particular field. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Works under general supervision; typically reports to a project leader or manager. A certain degree of creativity and latitude is required.

27. Network Engineer III. Reviews, plans, and evaluates network systems. May troubleshoot network systems and recommend improvements to network. Provides documentation/project tracking and management. Provides tactical and strategic input on overall network planning and related projects. May require a bachelor's degree in a related area and 4-6 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a project manager. A wide degree of creativity and latitude is expected.

28. Information Services Consultant. Works with end user groups to evaluate and solve technical problems. Analyzes, designs, and implements system changes. Requires a bachelor's degree and at least 7 years of experience in the field or in a related area. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. A wide degree of creativity and latitude is expected.

29. Associate Consultant. Five plus years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

30. Consultant. Five plus years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. Microsoft will have formally trained this individual in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

31. Senior Consultant. Five to fifteen years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

32. Principal Consultant. Five to fifteen years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products

33. Architectural Consultant. Five to twenty years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems and applications design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework,

product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

34. Managing Consultant. Five to fifteen years demonstrated performance in related technology and business management. Experienced in business development and managing projects involving such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been formally trained by Microsoft in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training in infrastructure and/or development areas associated with Microsoft's products.

35. Technician V. Eight or more years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products.

36. Technician IV. Five to eight years demonstrated performance in related technology. Experienced in topics such as complex networks, messaging, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in one or more of the following areas: Microsoft Solutions Framework, product futures, and relevant Certified Training associated with Microsoft's products..

37. Technician III. Five plus years demonstrated performance in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.

38. Technician II. Three to five years demonstrated performance in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.

39. Technician I. One to five years demonstrated performance or internship in related technology. Experienced in topic such complex networks, cross-platform integration and large-scale, complex systems design and implementation. This individual will have been trained in product futures, and relevant Certified Training associated with Microsoft's products.

40. Technician. One to three years demonstrated performance or internship in related technology. Experienced in topic such networks, integration and systems design and implementation.

41. Associate Technician. Experienced in topic such networks, integration and systems design and implementation.

Labor Rate Table (.75 IFF Included)

Category	Gov't Site Rate	ISI Site Rate
Project Lead/Manager	\$148.10	\$167.36
Help Desk Specialist I	\$72.08	\$81.45
Help Desk Specialist II	\$93.80	\$105.99
Help Desk Specialist III	\$103.67	\$117.15
Help Desk/PC Support Manager	\$115.52	\$130.54
Customer Support/User Liaison	\$49.37	\$55.79
Business Systems Analyst I	\$113.55	\$128.31
Business Systems Analyst II	\$128.36	\$145.04
Business Systems Analyst III	\$138.23	\$156.20
Application Systems Analyst I	\$123.42	\$139.46
Application Systems Analyst II	\$148.10	\$167.36
Application Systems Analyst III	\$172.79	\$195.25
Software Engineer I	\$74.05	\$83.68
Software Engineer II	\$93.80	\$105.99
Software Engineer III	\$123.42	\$139.46
Software Engineer IV	\$148.10	\$167.36
Software Engineer V	\$172.79	\$195.25
Web Application Developer I	\$123.42	\$139.46
Web Application Developer II	\$148.10	\$167.36
Web Application Developer III	\$172.79	\$195.25
Database Architect I	\$123.42	\$139.46
Database Architect II	\$148.10	\$167.36
Database Architect III	\$172.79	\$195.25
Systems Administrator	\$148.10	\$167.36
Network Engineer I	\$93.80	\$105.99
Network Engineer II	\$123.42	\$139.46
Network Engineer III	\$148.10	\$167.36
Information Services Consultant	\$197.47	\$223.14
Associate Consultant	\$233.20	\$233.20
Consultant	\$255.20	\$255.20
Senior Consultant	\$278.30	\$278.30
Principal Consultant	\$294.80	\$294.80
Architectural Consultant	\$311.30	\$311.30
Managing Consultant	\$278.30	\$278.30
Technician V	\$275.00	\$275.00
Technician IV	\$247.50	\$247.50
Technician III	\$220.00	\$220.00
Technician II	\$192.50	\$192.50
Technician I	\$165.00	\$165.00
Technician	\$137.50	\$137.50
Associate Technician	\$110.00	\$110.00

SPECIAL ITEM NUMBER 132-32

TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-32), PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33) AND MAINTENANCE (SPECIAL ITEM NUMBER 132-34) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE

DEFINITIONS

"Affiliate" shall be defined as any company, corporation, partnership, joint venture, political sub-division, or other entity in which either party directly or indirectly controls at least fifty percent (50%) of the profits or voting rights or which is controlled by a common parent. For the purposes of this Contract, an Agency, as defined herein, shall be deemed an Affiliate.

"Derivative Work" shall mean a work that is based upon or incorporates the Product(s), in whole or in part, such as a revision, modification, translation, abridgment, condensation, expansion, compilation, or any other form in which the Product(s) may be recast, transformed, included, or adapted, and which if prepared without first obtaining Contractor's prior written authorization shall constitute an infringement of the intellectual property rights of Contractor or a relevant third party.

"Product(s)" shall mean the licensed software programs, applications, updates provided under Maintenance, and all associated documentation including but not limited to user manuals and instructional training course materials provided by Contractor to ordering activity under this Contract. For purposes of this Contract, the license granted hereunder shall apply to the Product(s) in executable object code form only.

"Agency" is defined as a cabinet level or independent agency.

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. GUARANTEE/WARRANTY

a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.

b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. Contractor grants no other warranties whatsoever, express or implied, oral or written, including, but not limited to, any implied warranties (i) of merchantability, (ii) of fitness for a particular purpose, (iii) of non-infringement, or (iv) arising from usage of trade or course of dealing or performance.

c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the Government for consequential damages resulting from any defect or deficiencies in accepted items. In no event shall Contractor be liable in contract or tort for loss of revenues, profits, goodwill, lost computer time, damage or loss of data, or any indirect, incidental, punitive, or consequential damage suffered or incurred by ordering activity in connection with or arising from this Contract, including any Product(s) licensed hereunder or benefits provided under Maintenance. Contractor's liability for other damages resulting from or relating to a Product(s), or the use thereof, shall not exceed the amount paid by ordering activity under the applicable Product Schedule(s) for such Product(s) and Contractor's liability for other damages resulting from or relating to Maintenance including the benefits provided thereunder, shall not exceed the amounts paid by ordering activity during the previous twelve (12) month period for Maintenance or Hosting Services. Contractor's liability shall further be limited to direct damages suffered by ordering activity. Ordering activity shall be solely responsible for deciding whether or not the Product(s) are suitable for its purposes and for the consequences of any use of the Product(s). Contractor shall have no liability for any loss or damage suffered by ordering activity based on the reliance by ordering activity on any results or data obtained from the use of the Product(s). This Contract shall not be deemed or construed to create any enforceable right in any third person, firm, corporation, or other entity.

LIMITED WARRANTY:

1) Contractor represents and warrants to ordering activity that it has sufficient rights in and to the Product(s) to grant ordering activity the license granted under this Contract. Contractor further warrants that the Product(s) delivered to ordering activity under this Contract will substantially conform in all material respects with the published documentation delivered with the Product(s) for a period of one (1) year, and that any media on which the Product(s) are supplied is free from defects in materials and workmanship under normal use (the "Warranty"). In the event the Product(s) fails to perform as stated in the Warranty, and upon written notice to Contractor within the warranty period, Contractor shall either (1) use its reasonable commercial efforts to repair at Contractor's facilities the Product(s) to comply with the Warranty; or (2) replace the Product(s) to comply with the Warranty. If, in Contractor's sole discretion, Contractor is unable to correct the defect within a reasonable period or if in Contractor's opinion neither option 1 nor 2 is commercially feasible for Contractor, Contractor shall terminate this Contract and/or applicable Product Schedule(s) by notice to ordering activity

and shall refund ordering activity the applicable license fees and the unused portion of the Maintenance fees whereupon ordering activity shall remove the Product(s) from all installed CPU's and/or Network Servers and return the Product(s) and all copies thereof to Contractor. This Warranty is contingent upon proper use of the Product(s) in the operating environment specified in the Product Schedule(s). The foregoing states ordering activity's sole remedy under the Warranty in this Subsection 2(a)

2) The Warranty does not cover any copy of the Product(s) that has been altered in any way by ordering activity or any third party, their employees or agents. Contractor is not responsible for problems that occur as a result of the use of the Product(s) in conjunction with other software or hardware that is incompatible with the operating system for which the Product(s) is being acquired or resulting from ordering activity's failure to maintain any equipment or operating system on or with which the Product(s) is installed. Contractor makes no representation or warranty and accepts no obligation in relation to any non-embedded third party software agreed to be supplied by Contractor to ordering activity pursuant to this Contract and all warranties, terms, conditions, undertakings and representations of any kind, express or implied, statutory or otherwise relating to such third party software including (without limitation) as to the condition, quality, performance, satisfactory quality or fitness for the purpose of the third party software or any part thereof, are hereby expressly excluded to the fullest extent permitted by law. Only the CFO or CEO of Contractor, or the President of one of Contractor's Affiliates may make modifications to the Warranty or additional warranties binding on Contractor, and such modifications or additional warranties must be in writing. Accordingly, additional statements such as those made in advertising or presentations, oral or written, do not constitute warranties by Contractor and should not be relied upon as such.

3. TECHNICAL SERVICES

For the first 90 days following delivery of the product, the Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number for the purpose of providing user assistance and guidance in the implementation of the software.

The technical support number (202) 364-8822 ext 611 for the United States and Puerto Rico is available from Monday through Friday, 9:00 a.m. to 5:00 p.m Eastern Standard Time.

4. SOFTWARE MAINTENANCE

Software maintenance service as it is defined:

Software Maintenance as a Product (SIN 132-32 or SIN 132-33)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other

no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), and limited telephone, email and/or web-based general technical support for user's self diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

5. PERIODS OF TERM LICENSES (132-32) AND MAINTENANCE (132-34)

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.
- d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of the term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

6. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

Not Applicable.

7. TERM LICENSE CESSATION

Not available

8. UTILIZATION LIMITATIONS - (132-32, 132-33 AND 132-34)

a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:

(1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.

(2) Software licenses are by site and by ordering activity and as per the manufacturer's standard license practice. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze, and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise to protect the Contractor's proprietary property with any third parties that are permitted access to the computer.

(3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of disaster recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these

restrictions.

(5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

9. TERMINATION BY CONTRACTOR

a. Contractor shall have the right to terminate any Purchase Order(s) thereto without further obligation or liability to ordering activity if (i) ordering activity is delinquent in making payments of any license fees due under this Contract and continues to be delinquent for a period of thirty (30) days after written notification of such delinquency; (ii) ordering activity commits any other material breach of this Contract and fails to remedy such breach within thirty (30) days after written notice by Contractor of such breach. Notwithstanding the foregoing, Contractor shall have the right to terminate any Purchase Order(s) thereto without further obligation or liability to ordering activity.

b. Upon termination of this Contract and/or any Purchase Order(s) thereto for any reason, the license and all other rights granted to ordering activity hereunder shall immediately cease, and ordering activity shall immediately: (i) return the Product(s) to Contractor together with all reproductions of the Product(s) and all copies of documentation and other materials associated with the Product(s); (ii) purge all copies of the Product(s) or any portion thereof from all CPU's and/or Network Servers and from any computer storage device or medium on which ordering activity has placed or permitted others to place the Product(s); (iii) pay Contractor all amounts due and payable up to the date of termination; and (iv) give Contractor a written certification that ordering activity has complied with all of its obligations under (i) and (ii) in this Subsection 9b. Contractor's termination of this Contract and/or repossession of the Product(s) shall be without prejudice to any other remedies that Contractor may lawfully have.

10. SOFTWARE CONVERSIONS - (132-32 and 132-33)

Not Available

11. DESCRIPTIONS OF HOSTED SOLUTIONS

a. Grant Manager. With this Grant Management tool, government organizations can create a centralized repository of grantee data, manage reviewer information, manage award information, protect grant information, maximize user productivity, and enhance communication with applicants.

b. Agenda Builder. Agenda Builder automates the process of managing agenda preparation for Commissioners Court, Board of Supervisors Meetings, City Council Meetings and other Public Meetings that require extensive agenda preparation and review.

c. Microsoft Stimulus360. Microsoft Stimulus360 solution helps state and local government agencies manage grant submissions, requests, and reporting related to the American Recovery and Reinvestment Act of 2009

d. Field Inspector. Many code enforcement programs require field inspection, such as health inspection, nuisance abatement, weed abatement, bridge inspection, child welfare and more. The Field Inspector solution combines robust case management capabilities with offline functionality to gather site information and photographs. Based on Microsoft Dynamics CRM, the solution is extensible and may be customized to match local codes and business processes.

e. Constituent Manager. The Information Strategies (InfoStrat) Constituent Manager System helps government officials and their staff to respond more effectively to requests from constituents. The solution uses the Microsoft CRM platform, which provides scalability and flexibility.

f. PRICING

Hosted Solutions Pricing Schedule (per Solution)

Setup Fee applies to initial setup. Other pricing is per named user/per month. 10 User Minimum

Hosting Model	12 month	24 month	36 month
Environment	\$99/user/month	\$89/user/month	\$79/user/month
Initial account setup	\$1,500	\$1,000	waived

12. RIGHT TO COPY PRICING

Not available

**USA COMMITMENT TO PROMOTE
SMALL BUSINESS PARTICIPATION
PROCUREMENT PROGRAMS**

PREAMBLE

Information Strategies, Inc. provides commercial products and services to the Federal Government. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in Federal Government contracts. To accelerate potential opportunities please contact **James Townsend, phone: 202-364-8822x109, fax: 202-364-8919, email:jimt@infostrat.com.**

EXAMPLE OF BPA

**BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (Agency) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s)

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the Government that works better and costs less..

Signatures:

Agency Date

Contractor Date

BPA NUMBER _____

(CUSTOMER NAME)

BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s)_____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Agency):

(1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/ PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

(2) Delivery: DELIVERY SCHEDULES
DESTINATION DATES

_____	_____
_____	_____

(3) The Government estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

(4) This BPA does not obligate any funds.

(5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.
 (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

 Include the following language regarding Contractor Team Arrangements in the proposed FSS IT Schedule Pricelist.

**BASIC GUIDELINES FOR USING
"CONTRACTOR TEAM ARRANGEMENTS"**

Federal Supply Schedule Contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to a customer agency requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPA's are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules "Team Solution" to meet the customer's requirement.
- Customers make a best value selection.