

**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through *GSA Advantage!*[®], a menu-driven database system. The INTERNET address for *GSA Advantage!*[®] is: GSAAdvantage.gov.

**Federal Supply Schedule 70
General Purpose Commercial Information Technology
Equipment, Software and Services**

Special Item No. 132-32 FSC/PSC Class 7030	Term Software Licenses ADP Software
Special Item No. 132-33 FSC/PSC Class 7030	Perpetual Software Licenses ADP Software
Special Item No. 132-34 FSC/PSC Class J070	Maintenance of Software as a Service Maint/Repair/Rebuild of Equipment – ADP Equipment/Software/Supplies/Support Equipment
Special Item No. 132-50 FSC/PSC Class U012	Training Courses for General Purpose Information Technology Equipment and Software Education/Training – Information Technology / Telecommunications Training
Special Item No. 132-51 FSC/PSC Class D301 FSC/PSC Class D302 FSC/PSC Class D306 FSC/PSC Class D307 FSC/PSC Class D308 FSC/PSC Class D310 FSC/PSC Class D311 FSC/PSC Class D316 FSC/PSC Class D399	Information Technology (IT) Professional Services IT Facility Operation and Maintenance IT Systems Development Services IT Systems Analysis Services Automated Information Systems Design and Integration Services Programming Services IT Backup and Security Services IT Data Conversion Services IT Network Management Services Other Information Technology Services, Not Elsewhere Classified

Contract Number: 47QTCA18D0080

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contract Period: 03/05/2018 thru 03/04/2023

Pricing list current through Modification No.: PS-0002 dated 08/29/2018.



11240 WAPLES MILL ROAD, SUITE 201 • FAIRFAX, VIRGINIA 22030

**Telephone: (703) 383-3000 • Fax: (703) 293-7979 • Internet: www.infoa.com
DUNS Number: 016700718**

Schedule Information: www.infoa.com/contract-vehicles

Business Size: Small Business

CUSTOMER INFORMATION**1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs):**

132-32	Term Software Licenses
132-33	Perpetual Software Licenses
132-34	Maintenance as a Service
132-50	Training Courses for General Purpose Information Technology Equipment and Software
132-51	Information Technology (IT) Professional Services

1b. LOWEST PRICE MODEL NUMBER AND PRICE FOR EACH AWARDED SIN

Not applicable.

1c. HOURLY RATES: DESCRIPTION OF COMMERCIAL JOB TITLES, EXPERIENCE, FUNCTIONAL RESPONSIBILITY AND EDUCATION:

See pages 29 through 43.

2. MAXIMUM ORDER:

SIN 132-32	\$500,000
SIN 132-33	\$500,000
SIN 132-34	\$500,000
SIN 132-50	\$25,000
SIN 132-51	\$500,000

3. MINIMUM ORDER:

All SINs \$100

4. GEOGRAPHIC COVERAGE (DELIVERY AREA):

Domestic delivery is delivery within the 48 contiguous states, the Alaska, Hawaii, Puerto Rico, Washington, DC and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

5. POINT(S) OF PRODUCTION:

Fairfax, Virginia, United States of America

6. DISCOUNT FROM LIST PRICES OR STATEMENT OF NET PRICE:

GSA Net Prices can be found in Pricing Matrixes (below). Negotiated discounts have been applied and the Industrial Funding Fee has been added.

7. QUANTITY DISCOUNTS:

None.

8. PROMPT PAYMENT TERMS

None.

9a. GOVERNMENT PURCHASE CARDS are accepted at or below the micro-purchase threshold.

9b. GOVERNMENT PURCHASE CARDS may be accepted above the micro-purchase threshold. Contact contractor for limit.

10. FOREIGN ITEMS:

None.

- 11a. TIME OF DELIVERY:**
Negotiated with the Ordering Activities at the Task Order level.
- 11b. EXPEDITED DELIVERY:**
Negotiated with the Ordering Activities at the Task Order level.
- 11c. OVERNIGHT AND 2-DAY DELIVERY:**
Ordering Activities should contact the Contractor for overnight and 2-day rates.
- 11d. URGENT REQUIREMENTS:**
Ordering Activities are encouraged to contact the Contractor for the purpose of requesting accelerated delivery.
- 12. F.O.B. POINT:**
Destination
- 13a. ORDERING ADDRESS:**
Information Analysis Incorporated
11240 Waples Mill Road, Suite 201
Fairfax, Virginia 22030
- Richard DeRose, Executive Vice President
(703) 383-3000 ext. 7901
or
Stan Reese, Chief Operating Officer
(703) 383-3000 ext. 7935
- 13b. ORDERING PROCEDURES**
For supplies or services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
- 14. PAYMENT ADDRESS(ES):**
Information Analysis Incorporated
ATTN: Accounts Receivable
11240 Waples Mill Road, Suite 201
Fairfax, Virginia 22030
- 15. WARRANTY PROVISION:**
- | | |
|------------|--|
| SIN 132-32 | Manufacturer's 90-day Limited Warranty and Virus Warranty |
| SIN 132-33 | Manufacturer's 90-day Limited Warranty and Virus Warranty |
| SIN 132-34 | Manufacturer's 90-day Limited Warranty and Virus Warranty |
| SIN 132-50 | Unlimited telephone support for a period on one (1) year from the completion of the training course. |
| SIN 132-51 | Contractor's best effort. |
- 16. EXPORT PACKAGING CHARGES:**
Not applicable.
- 17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:**
None.

- 18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):**
Not applicable.
- 19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):**
Not applicable.
- 20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF APPLICABLE):**
Not applicable.
- 20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):**
Not applicable.
- 21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):**
Not applicable.
- 22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE):**
Not applicable.
- 23. PREVENTIVE MAINTENANCE (IF APPLICABLE):**
Not applicable.
- 24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g., RECYCLED CONTENT, ENERGY EFFICIENCY, AND/OR REDUCED POLLUTANTS):**
Not applicable.
- 24b. SECTION 508 COMPLIANCE INFORMATION** on Electronic and Information Technology (EIT) supplies and services offered in this contract are available at the following website address (URL): www.infoa.com.

The EIT standards can be found at: www.Section508.gov/.
- 25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER:**
016700718
- 26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE:**
Contractor has an active registration in the System for Award Management (SAM) Database.

TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-32), PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33) AND MAINTENANCE AS A SERVICE (SPECIAL ITEM NUMBER 132-34) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE _____ 6

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

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. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. 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.

The Manufacturer's standard commercial warranty applies.

Manufacturer: Heirloom Computing, Inc.

Limited Warranty. Heirloom Computing, Inc. ("HCI"), warrants for a period of ninety (90) days from delivery to the licensee of a Software Product (the "Warranty Period") that the copy of such Software Product shall conform in all material respects to the specifications contained in the related documentation for such Software Product and that the media on which such Software Product is supplied is free from defects in materials or workmanship under normal use. As the sole and exclusive remedy for the media not meeting the above warranty, HCI will repair or replace free of charge any defective recording medium on which the Software Product is recorded if the medium is returned to HCI by the licensee, as the case may be, during the Warranty Period. This warranty shall not cover defects due to accident, abuse, service or modification by any unauthorized person, or any cause resulting from an action by the licensee which occurs after initial delivery of the medium to the licensee, as the case may be. As the sole and exclusive remedy for any failure of a Software Product to conform to the specifications contained in the related documentation for such Software Product, HCI shall repair, replace or correct such Software Product if such failure is reported during the Warranty Period or, if HCI reasonably determines that such remedy is not technically feasible, HCI shall provide a full refund of the license fee paid with respect to such Software Product.

Virus Warranty. HCI represents and warrants to and for the sole benefit of the licensee that on the date of delivery to the licensee, and throughout the Warranty Period, the Software Products do not contain any Virus. To the extent any Virus is found in the Software Products during such period, HCI shall use best efforts to deactivate any Virus contained in the Software Products and will redeliver the Software Products to IAI. For purposes of this warranty, "Virus" means a routine, program or code which permits unauthorized access to, or use of, the Software Products, or which causes the Software Products to malfunction, or which provides unauthorized access to the network environment on which the Software Product resides.

Ownership. HCI represents and warrants to and for the sole benefit of the licensee that it owns or has the right to license the Software Products in accordance with the terms and conditions set forth in this Agreement.

Disclaimer of Warranty. EXCEPT FOR THE EXPRESS WARRANTIES MADE TO THE LICENSEE IN THIS SECTION 12, OR ELSEWHERE IN THIS AGREEMENT OR ITS EXHIBITS OR THE DOCUMENTATION, HCI MAKES NO OTHER WARRANTIES RELATING TO THE SOFTWARE PRODUCTS EXPRESS OR IMPLIED. HCI DISCLAIMS AND EXCLUDES THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR USE. HCI DOES NOT PROMISE THAT THE SOFTWARE PRODUCTS WILL BE ERROR FREE OR WILL OPERATE WITHOUT INTERRUPTION.

- 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. If no implied warranties are given, an express warranty of at least 60 days must be given in accordance with FAR 12.404(b)(2)
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number (703) 293-8701 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 12 a.m. to 11:59 p.m. EST.

5. SOFTWARE MAINTENANCE

- a. Software maintenance as it is defined: (select software maintenance type):

- (1) 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), hosted chat rooms, 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.

Software Maintenance as a product is billed at the time of purchase.

- (2) Software Maintenance as a Service (SIN 132-34)

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31U.S.C. 3324.

Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

- b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

6. PERIODS OF TERM LICENSES (SIN 132-32) AND MAINTENANCE (SIN 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 authority 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 term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

**7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE
(Reserved)**

- a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.
- b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.
- c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.
- d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to % of all term license payments during the period that the software was under a term license within the ordering activity.

**8. TERM LICENSE CESSATION
(Reserved)**

- a. After a software product has been on a continuous term license for a period of _____* months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for

software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.

- b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number I32-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

9. UTILIZATION LIMITATIONS - (SIN 132-32, SIN 132-33, AND SIN 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. 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 programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.
 - (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.

10. SOFTWARE CONVERSIONS – (SIN 132-32 AND SIN 132-33)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (132-32), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

12. RIGHT-TO-COPY PRICING

There is no Right-to-Copy pricing available. The federal government ordering activity has the right to copy one license – *at no charge or cost* - for backup/recovery purpose only.

13 DESCRIPTIONS OF SOFTWARE LICENSES AND PRICING

a. Products

The core technology of Heirloom PaaS™ is a patented compiler that can recompile and refactor very large complex mainframe applications built from millions of lines of code into Java in minutes. The resulting application is guaranteed to exactly match the function & behavior of the original application. The software elements that drive Heirloom PaaS™ are Heirloom Enterprise Developer, Elastic Platform, and Elastic COBOL Runtime.

Heirloom PaaS™ is a complete solution. Mainframe applications are dependent upon key subsystems such as transaction processors, job control, file handlers, and resource-level security & authentication. Heirloom PaaS™ faithfully replicates all of these major subsystems by providing a Java equivalent (for example, JES/JCL) or a layer that provides a seamless mapping to an open-systems equivalent (for example, Open LDAP for security).

Heirloom PaaS™ was designed and built for the cloud from the start. Cloud-native deployment delivers application elasticity (the ability to dynamically scale-out and scale-back), high availability (always accessible from anywhere at any time), and pay-for-use (dynamic right-sizing of capacity for efficient resource utilization).

Heirloom Enterprise Developer (ED) by Heirloom Computing, Inc.

Heirloom Enterprise Developer is used by developers to create and modify COBOL source code which is maintained in COBOL and which automatically compiled or transformed to operate in a cloud-compatible Java environment. This provides COBOL Developers with the ability to run applications in Java without the need to learn the Java language. ED provides all of the normal COBOL conventions and some Elastic COBOL extensions to enable transition to Java. More detail is provided in [Elastic COBOL Programmer's Guide.pdf](#). ED is available on a per developer seat basis as a perpetual license or as a term license.

Elastic Platform (EP) by Heirloom Computing, Inc.

Elastic Platform is comprised of 2 primary components. These are Elastic Batch Platform (EBP) and Elastic Transaction Platform (ETP). EBP is a cloud-centric batch execution and operating environment which enables the application to run utilizing MVS Job Control Language (JCL) and interacting with cloud-based Job Schedulers. ETP is a cloud-centric execution and operating environment for deploying on-line IBM CICS transactions. ETP can also interact with EBP to initiate batch jobs. More information can be found at <https://support.heirloom.cc/hc/en-us/articles/212578626-Elastic-Batch-Platform> and <https://support.heirloom.cc/hc/en-us/articles/218275203-ETP-Introduction>. EP is available on a per core basis as a perpetual license or as a term license.

Elastic COBOL Runtime (ECR) by Heirloom Computing, Inc.

Elastic COBOL Runtime enables the deployment of COBOL applications in a cloud or server environment by providing the glue layers between the facilities the COBOL program expects to have available to it in the mainframe environment and what is provided by the underlying cloud environment. More information is available at <https://www.heirloomcomputing.com/ebp-architecture-and-scalability/>. ECR is available on a per core basis as a perpetual license or as a term license.

Support Services

Base Support Services (the “Base Support Services”) consist of telephone, e-mail, and 24x7 online support desk access to the HCI Technical Liaison during normal HCI working hours (8am to 5pm PST, Monday through Friday) for the purposes of answering technical questions and understanding workarounds to any problems that may have occurred. Base Support Services are included with the first year of a perpetual license, and are included with each term of a term license.

With regard to perpetual licenses, Base Support Services after the first year will be subject to licensee's payment of the annual Support Service fees described in the license and will continue on an annual basis subject to the terms and conditions herein.

Base Support Services include the benefits of Telephone, E-Mail, 24x7 online support desk, Avoidance Service and Update Service, each as defined in this Section.

- (1) Telephone, E-Mail and 24x7 Online Support Desk. Base Support Service allows licensee to have telephone access to the nominated HCI Technical Liaison person during normal working hours and to submit requests for assistance at any time using e-mail or the 24x7 online support desk, thus enabling the licensee to obtain advice and assistance with all aspects of using Software Product(s). Requests submitted outside normal working hours will be handled on the next appropriate working day.
- (2) Avoidance Service. Under Base Support Service, HCI will provide an Avoidance Procedure for an Error in the most recent Maintenance Release or Update of the Software Product(s). An Avoidance Procedure is defined as any action undertaken by the licensee that can be used to circumvent the Error and allow the licensee to continue working with the Software Product(s). The licensee will report Errors through online submission of a Ticket.
- (3) Product Updates. New versions, new releases, updates and maintenance releases to a Software Product will be provided to the licensee at or about the same time they are provided to any third party of such Software Product. Updates for some products can be downloaded online for the licensee’s immediate use.

(4) Technical Resources. HCI's 24x7 online support desk offers a wide range of technical resources, including:

- (a) Access to technical staff (when available) via online chat for advice on HCI product usage
- (b) Submission of Tickets to ask questions, report Errors etc.
- (c) Management and status of Tickets
- (d) News & Information on new product releases & features
- (e) Online copies of product manuals, including Getting Started, Language Reference & Programming Guides
- (f) Technical Whitepapers
- (g) General "How To" and FAQ articles
- (h) Knowledgebase of known problems & solutions

b. Operating System/ Language/ Subsystem and Utilities Compatibility

Heirloom Operating Systems – Windows 7/8.1/10, Windows Server 2003/2008 R2/ 2012 R2/2016, Linux, UNIX

Source Operating Systems (OS) that Heirloom will Replatform to Java– z/OS, zLinux, Series I, AS/400, Unix, AIX, GCOS, Micro Focus COBOL, ACUCOBOL

Source Languages that Heirloom will Replatform to Java – COBOL, PL/I, JES, JCL, BMS

Other languages that Heirloom will Replatform to Java after Partner conversion to COBOL – Assembler, RPG, Adabas, Other 4GL

Subsystems and Utilities that Heirloom will Replatform – CICS, IBM Utilities, Scheduler, RACF/TopSecret, VSAM, Sequential, Relative, IMS-DB, IDMS, IMS-DC (on the Heirloom PaaS Product Roadmap)

c. Pricing

- (1) Software for which units are sold on a "per core" basis for each System required must be priced and ordered with a minimum purchase of four (4) cores per system.
- (2) For term licenses, subscription payments for all annual subscription pricing is due annually in advance and before first use.

(1) SIN 132-32 Term (Subscription) Licenses

MFR Part #	Product Name/ Description	Unit Price
HS-ED-100-1	Heirloom Enterprise Developer (ED) on Premise (Concurrent Use) Production Subscription + Maintenance One Year per Developer	\$2,364
HS-ED-100-2	Heirloom Enterprise Developer (ED) on Premise (Concurrent Use) Production Subscription + Maintenance Two Years per Developer	\$4,492
HS-EP-100-1	Elastic Platform (EP) (Subscription) on Premise Production Subscription + Maintenance One Year - 1 to 8 Cores per Core ⁽¹⁾	\$12,897
HS-EP-100-2	Elastic Platform (EP) (Subscription) on Premise Production Subscription + Maintenance Two Years - 1 to 8 Cores per Core ⁽¹⁾	\$24,504
HS-T-EP-100-1	Elastic Platform (EP) (Subscription) on Premise Test Subscription + Maintenance One Year - 1 to 8 Cores per Core ⁽¹⁾	\$9,673
HS-T-EP-100-2	Elastic Platform (EP) (Subscription) on Premise Test Subscription + Maintenance Two Years - 1 to 8 Cores per Core ⁽¹⁾	\$18,378
HS-ECR-100-1	Elastic COBOL Runtime (ECR) (Subscription) on Premise Production License + Maintenance One Year - 1 to 8 Cores per Core ⁽¹⁾	\$2,364
HS-ECR-100-2	Elastic COBOL Runtime (ECR) (Subscription) on Premise Production License + Maintenance Two Years - 1 to 8 Cores per Core ⁽¹⁾	\$4,256
HS-T-ECR-100-1	Elastic COBOL Runtime (ECR) (Subscription) on Premise Test License + Maintenance One Year - 1 to 8 Cores per Core ⁽¹⁾	\$1,773
HS-T-ECR-100-2	Elastic COBOL Runtime (ECR) (Subscription) on Premise Test License + Maintenance Two Years - 1 to 8 Cores per Core ⁽¹⁾	\$3,192

⁽¹⁾ Each System required must be priced and ordered with a minimum purchase of four (4) cores per system

(2) SIN 132-33 Perpetual Licenses

MFR Part #	Product Name/ Description	Unit Price
H-ED-100	Heirloom Enterprise Developer (ED) on Premise (Concurrent Use) Production License + 1st Year Maintenance per Developer	\$5,320
H-EP-100	Elastic Platform (EP) (Perpetual) on Premise Production License + 1st Year Maintenance - 1 to 8 Cores per Core ⁽¹⁾	\$29,018
H-T-EP-100	Elastic Platform (EP) (Perpetual) on Premise Test License + 1st Year Maintenance - 1 to 8 Cores per Core ⁽¹⁾	\$21,763
H-ECR-100	Elastic COBOL Runtime (ECR) (Perpetual) on Premise Production License + 1st Year Maintenance - 1 to 8 Cores per Core ⁽¹⁾	\$5,320
H-T-ECR-100	Elastic COBOL Runtime (ECR) (Perpetual) on Premise Test License + 1st Year Maintenance - 1 to 8 Cores per Core ⁽¹⁾	\$3,990

⁽¹⁾ Each System required must be priced and ordered with a minimum purchase of four (4) cores per system

(3) SIN 132-34 Maintenance as a Service

MFR Part #	Product Name/ Description	Unit Price
H-M-ED-100	Heirloom Enterprise Developer (ED) on Premise Annual Maintenance (after 1st Year) per Developer	\$942
H-M-EP-100	Elastic Platform (EP) (Perpetual) on Premise Production Annual Maintenance (after 1st Year) - 1 to 8 Cores per Core ⁽¹⁾	\$6,045
H-M-T-EP-100	Elastic Platform (EP) (Perpetual) on Premise Test Annual Maintenance (after 1st Year) - 1 to 8 Cores per Core ⁽¹⁾	\$4,534
H-M-ECR-100	Elastic COBOL Runtime (ECR) (Perpetual) on Premise Production Annual Maintenance (after 1st Year) - 1 to 8 Cores per Core ⁽¹⁾	\$1,108
H-M-T-ECR-100	Elastic COBOL Runtime (ECR) (Perpetual) on Premise Test Annual Maintenance - 1 to 8 Cores per Core ⁽¹⁾	\$831

⁽¹⁾ Each System required must be priced and ordered with a minimum purchase of four (4) cores per system

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF TRAINING COURSES FOR GENERAL PURPOSE
COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE
(SPECIAL ITEM NUMBER 132-50)**

2. SCOPE

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activities users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
- b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

3. TIME OF DELIVERY

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

4. CANCELLATION AND RESCHEDULING

- a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.
- b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
- c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
- d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. PRICE FOR TRAINING

The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.

7. INVOICES AND PAYMENT

Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

8. FORMAT AND CONTENT OF TRAINING

a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings, printed and copied two-sided on paper containing 30% postconsumer materials (fiber). Such documentation will become the property of the student upon completion of the training class.

b. ****If applicable**** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.

c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.

d. The Contractor shall provide the following information for each training course offered:

- (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
- (2) The length of the course;
- (3) Mandatory and desirable prerequisites for student enrollment;
- (4) The minimum and maximum number of students per class;
- (5) The locations where the course is offered;
- (6) Class schedules; and
- (7) Price (per student, per class (if applicable)).

e. For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

f. For Online Training Courses, a copy of all training material must be available for electronic download by the students.

9. "NO CHARGE" TRAINING

The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below. _____
n/a

10. GSA COURSE DESCRIPTIONS**Course:** **Introduction to Adobe Forms Designer****Course No.:** **TRAIN-01****Duration:** 2 Days**Recommended Number of Students:** 1 - 10**Audience:** Forms designers who are converting from paper to electronic forms. Also, forms designers who have used traditional tools or word processors to build forms.**Description:** During this two-day class, students will focus on specific techniques for designing and creating a simple form. Students will plan form layouts, using form objects and incorporating fillable fields. They will learn how to enhance a form by adding check boxes, dropdown lists and buttons. And finally students will practice good design habits by learning to review and test their work.**Objectives:** The student will be able to:

- Become familiar with and manage the designer workspace
- Define form and page properties
- Identify the components of a form design
- What are "Objects" and how to manipulate them
- Manage text objects
- Create and manipulate basic fillable fields
- Use field properties to automate user input (numeric and date fields)
- Work with check boxes, radio buttons and dropdown lists
- Incorporate command buttons
- Create simple scripting
- Compose the accessibility and manage the tabbing order for 508 compliance
- Practice good design habits – review and test

Prerequisite(s): Basic Windows skill set - "double-clicking," "clicking," and "drag and drop".

Course: **Database-Connectivity Using Adobe Forms Designer**

Course No.: **TRAIN-02**

Duration: 1 Day

Recommended Number of Students: 1 - 10

Audience: Forms designers and database managers that are converting from paper to electronic forms.

Description: During this one-day class, students will be introduced to the interface and capabilities of the Form Designer. Students will create a database-linked form using object-oriented design tools. Students will also learn how to enhance a form by adding graphics and other design elements.

Objectives: The student will be able to:

- Define form and page properties
- Manage form object properties
- Manage fillable fields and their properties
- Use field properties to automate user input
- Work with databases – attaching, adding fields and security
- Create a multiple database linked form
- Add graphics, tables, and create a multiple-page form
- Ensure that the accessibility is in place
- Review and test the completed form and output

Prerequisite(s): Completion of Orientation to Adobe Form Designer and understanding of database fundamentals.

Course: **Using the Routing In Adobe Forms Designer**

Course No.: **TRAIN-03**

Duration: 1 Day

Recommended Number of Students: 1 - 10

Audience: This course is designed for form application developers and MIS professionals.

Description: During this one-day class, students will learn how to set up a workflow using a routing map and add features to it. Students will also learn to assign attributes to stages and links, the two primary objects that make up a routing map. Students will learn form packaging, including how to specify such options as the contents of a form package, form components, databases and database records, recipient options, and security.

- Objectives:** The student will be able to:
- Setup a workflow in Forms Designer
 - Create a routing map – stages & links
 - Create a form package – database, database records, forms, & other files
 - Create and use tracking database
 - Perform role resolution
 - Create and use event macros

Prerequisite(s): Knowledge of form design and form application design.

Course: **Designing Intelligent Documents Using Adobe Enterprise Products**

Course No.: **TRAIN-04**

Duration: 2 Days

Recommended Number of Students: 1 - 10

Audience: Forms designers who are converting from paper to electronic forms.

Description: During this two-day class, students will be introduced to the concept of an automated workflow and will tour the Form Designer Interface. Through hands-on labs, students will learn to use the Menu Editor to assign menus to form applications, and to attach functions and macros to those forms. Students will be taught how to use the Toolbar Editor to add customized toolbars to a form, edit buttons, and properties of those toolbars, and also create and add dialog boxes. Finally, students will be introduced to the VB Scripting and will examine examples of JScript and write simple routines.

- Objectives:** The student will be able to:
- Use Form Designer as a workflow tool
 - Use the Menu editor – creating, attaching functions, editing, and adding
 - Use the Toolbar editor – creating, attaching functions, editing, and adding
 - Use the Macro editor – creating, managing libraries, working with modules
 - Use the Dialog editor – creating dialog boxes
 - Use JScript

Prerequisite(s): Knowledge of basic form design, knowledge of Visual Basic, Intelligent Forms Language, or another object-oriented/event-driven programming language.

Course:	Orientation to Adobe Reader Extensions
Course No.:	TRAIN-06
Duration:	1 Day
Recommended Number of Students:	1 - 10
Audience:	Anyone responsible for adding Reader Extension Rights and the Reader Extension Server Administrator.
Description:	This course is designed for individuals responsible for the adding the Reader Extension Rights to the PDF Forms. The course also includes instruction on Reader Extension Server Administration including adding users, deleting users, changing user's passwords, and granting user's permissions.
Objectives:	The student will be able to: <ul style="list-style-type: none"><input type="checkbox"/> Understanding the Reader Extension Server Architecture<input type="checkbox"/> Server Login with UserID and Password<input type="checkbox"/> Identify and Select the Rights: Local save, Comments, Sign, & Submit<input type="checkbox"/> Verify Turn On Rights<input type="checkbox"/> Saving the Form<input type="checkbox"/> Administrating the Reader Extension Server<input type="checkbox"/> Adding New Users, Deleting Users, Changing User Password, & Updating User Information including User Rights<input type="checkbox"/> Learn How and Why to Logoff
Prerequisite(s):	Orientation to Adobe Form Designer 6.0.

Course:	Adobe Forms Designer Intermediate
Course No.:	TRAIN-07
Duration:	1 Day
Recommended Number of Students:	1 - 10
Audience:	Anyone responsible designing forms that has completed the Introduction to Adobe Forms Designer Course
Description:	This course will allow the forms designer to expand their understanding of Designer and all its capabilities. Participants will be able to convert documents from other sources, design more efficiently and effectively, work with tables, and include additional features such as hyperlinks and barcodes.

- Objectives:** The student will be able to:
- Convert a PDF or Word document into Designer
 - Design forms using a grid, including sizing objects
 - Create a custom library
 - Manipulate text for more customization
 - Work with digital signatures and collections
 - Work with tables
 - Incorporate Hyperlinks
 - Use Barcodes

Prerequisite(s): Introduction to Adobe Form Designer Course and 6 months forms design experience.

Course: **Adobe Forms Designer Advanced**

Course No.: **TRAIN-08**

Duration: 2 Days

Recommended Number of Students: 1 - 10

Audience: Anyone responsible designing dynamic forms.

Description: This course introduces the form's designer to Adobe Designer's dynamic forms capabilities. Participants will be able to identify dynamic form requirements, provide dynamic forms utilizing text field expansion, subform, and table features to meet the user's dynamic forms requirements.

- Objectives:** The student will be able to:
- Understand the differences between a print, interactive, and dynamic form and how to apply these features to achieve a truly interactive dynamic form.
 - Dynamic Form Features – Expanding Fields, Subforms, and Tables
 - Expanding Text Fields – Fields that grow on demand
 - Subforms/Nested Subforms – Use when/if needed
 - Create Dynamic Tables
 - Incorporate buttons to manage dynamic sections
 - Use FormCalc/JAVA Script for enhanced intelligence

Prerequisite(s): Orientation to Adobe Form Designer Course and 6 months forms design experience.

Course:	Introduction to Acrobat Professional
Course No.:	TRAIN-23
Duration:	1 Day
Recommended Number of Students:	1 - 10
Audience:	The course is intended for anyone who wishes to create Acrobat documents for dissemination to other users, to review Acrobat documents and to use features of Acrobat to enhance the documents.
Description:	During this one-day course, students will be introduced to Acrobat Professional including User Interface, creating, navigating, and working with PDF Files.
Objectives:	The student will be able to: <ul style="list-style-type: none"><input type="checkbox"/> Create an Acrobat document<input type="checkbox"/> Navigate through a PDF file<input type="checkbox"/> Select security options for their documents<input type="checkbox"/> Control font usage in the document<input type="checkbox"/> Create bookmarks and Thumbnails<input type="checkbox"/> Markup documents for review<input type="checkbox"/> Create and use indexes<input type="checkbox"/> Printing<input type="checkbox"/> Emailing
Prerequisite(s):	Basic Windows 7, 8, or 10 skills.

Course:	Introduction to Adobe “Free” Reader
Course No.:	TRAIN-24
Duration:	½ Day
Recommended Number of Students:	1 - 10
Audience:	Anyone responsible for filling out Adobe Forms.
Description:	This course introduces the user to filling in and printing forms. Participants will learn to enter information, save, retrieve information, email, and print the completed form.
Objectives:	The student will be able to: <ul style="list-style-type: none"><input type="checkbox"/> Understand the overall architecture of Adobe “Free” Reader<input type="checkbox"/> How to access the your forms<input type="checkbox"/> Fill a form – entering data and working with records<input type="checkbox"/> Change views and preferences<input type="checkbox"/> Work with field types – data, graphic, signature, database lookup, and calculation<input type="checkbox"/> Spell check<input type="checkbox"/> Work with email – sending and receiving
Prerequisite(s):	Basic Windows 7, 8, or 10 skills.

Course: **Building Adobe Experience Manager (AEM) Applications**

Course No.: **TRAIN-40**

Duration: 3 Days

Recommended Number of Students: 1 - 10

Audience: This course is for anyone with a programming background. To gain the most from this course, you should:

- Be familiar with basic programming concepts, processes and constructs
- Have a basic understanding of XML terminology and structure
- Be familiar with building forms using Adobe AEM Designer or the Workbench

Description: This course provides developers the skills needed to utilize Process Management and other solution components in building Adobe Experience Manager (AEM) ES applications. The course gets developers up and running in creating, deploying and administering a process, as well as using other solution components in the application.

Objectives: The student will be able to:

- Introducing the Course
- Introducing Adobe Experience Manager (AEM)
- Getting Started with Adobe Experience Manager (AEM) Workbench
- Getting Started with Adobe Experience Manager (AEM) Applications
- Using Forms in Adobe Experience Manager (AEM) ES Applications
- Creating a Process
- Deploying a Process
- Monitoring and Troubleshooting Applications
- Implementing Business Rules to Control Process Flow
- Using the Forms Service within a Process
- Using the Rights Management Service within a Process
- Using the Reader Extensions Service
- Creating and Rendering Form Guides within a Process

Prerequisite(s): This course is for anyone with a programming background.

11. GSA OFFERED PRICING

Course Identifier	Descriptive Title	Price per Student
TRAIN-01	Introduction to Adobe Forms Designer	\$1,360.20
TRAIN-02	Database-Connectivity Using Adobe Forms Designer	680.10
TRAIN-03	Using the Routing in Adobe Forms Designer	680.10
TRAIN-04	Designing Intelligent Documents Using Adobe Enterprise Products	1,360.20
TRAIN-06	Orientation to Adobe Reader Extensions	680.10
TRAIN-07	Adobe Forms Designer Intermediate	1,360.20
TRAIN-08	Adobe Forms Designer Advanced	1,360.20
TRAIN-23	Introduction to Acrobat Professional	680.10
TRAIN-24	Introduction to Adobe "Free" Reader	272.04
TRAIN-40	Building Adobe Experience Manager (AEM) Applications	2,176.32

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

*****NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately. Further, non-professional labor categories shall be offered under SIN 132 100 only.**

1. SCOPE

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

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. 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 (Deviation – May 2003) 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.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity 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.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION 1 – FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS-COMMERCIAL ITEMS (MAR 2009) (ALTERNATE 1 – OCT 2008) (DEVIATION 1 – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts 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 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR

All IT Professional 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 ordering activity.

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.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity 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 ordering activity 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 at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31 (Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements - Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by-
 - (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RÉSUMÉS

Résumés shall be provided to the GSA Contracting Officer or the user ordering activity 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 activity 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

16.1 IT Professional Services

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

16.2. GSA DESCRIPTIONS – Awarded Labor Categories

Project Manager II

Minimum/General Experience:

10 years

Functional Responsibility:

Serves as the project manager for the analysis, design, development, implementation, support of IT applications including customer requirements and customer satisfaction. Develops a project plan for the team and performs day-to-day management of assigned tasking that may involve teams of data processing and other information systems/ management professionals involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information technology and telecommunications systems. Organizes, directs, and coordinates the planning and production of all activities associated with assigned projects. Monitors and tracks the progress of each team’s work and report on prioritization, delivery status and issues/ escalations. Facilitates project issue resolution. Develops and updates metrics on the performance of the team members individually and as a group and provide feedback to the team and upper management based on these indicators. Communicates regularly with customers, internal staff and other affected stakeholders, as appropriate, to ensure the delivery of high quality services and/or products that meet the client requirements.

Minimum Education:

Bachelor’s degree in computer science or a related discipline, or equivalent experience.

Awarded GSA Pricing

Labor Category Title	GSA Price
Project Manager II	\$180.41

Project Manager I

Minimum/General Experience:

5 years

Functional Responsibility:

Serves as the project manager for the analysis, design, development, implementation, support of IT applications including customer requirements and customer satisfaction. Develops a project plan for the team and performs day-to-day management of assigned tasking that may involve teams of data processing and other information systems/ management professionals involved in analyzing, designing, integrating, testing, documenting, converting, extending, and implementing automated information technology and telecommunications systems. Organizes, directs, and coordinates the planning and production of all activities associated with assigned projects. Monitors and tracks the progress of each team’s work and report on prioritization, delivery status and issues/ escalations. Facilitates project issue resolution. Develops and updates metrics on the performance of the team members individually and as a group and provide feedback to the team and upper management based on these indicators. Communicates regularly with customers, internal staff and other affected stakeholders, as appropriate, to ensure the delivery of high quality services and/or products that meet the client requirements.

Minimum Education:

Bachelor’s degree in computer science or a related discipline, or equivalent experience.

Awarded GSA Pricing

Labor Category Title	GSA Price
Project Manager I	\$134.71

Team Leader

Minimum/General Experience:
5 years

Functional Responsibility:

Defines and directs technical specification and tasks to be performed by team members, defines target dates of tasks and subtasks. Provides guidance and assistance in coordinating output and ensuring the technical adequacy of the end product. Communicates directly with customers, program managers, and/or project managers, as required.

Minimum Education:

Bachelor’s degree in computer science or a related discipline, or equivalent experience.

Awarded GSA Pricing

Labor Category Title	GSA Price
Team Leader	\$125.48

Business Process Reengineering Consultant III
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Minimum/General Experience:
10 years

Functional Responsibility:

Specialized knowledge collaborating either with development teams or other teams performing technology refresh implementations, migrations, or system updates. Minimum of three full system development life cycle implementations and demonstrated understanding of tool based modernization, including code analysis, code conversion and automated testing tools. Responsible for leading a core group in modernizing legacy applications to new platforms such as Java, .Net, or mid-tier COBOL environments. Demonstrated experience executing the SDLC against large systems implementations. At least three years of performing conceptual and technical designs, including the use of object-oriented analysis and design techniques

Experience or passion for implementing cloud solutions such as Amazon Web Services (AWS), Microsoft Azure, and/or Google Cloud Platform. Experience of DevOps practices and tools and understanding of user experience, user centered design and responsive web design. Experience with application or core modernization – either through the use of custom-built tools or COTS products. Experience working with mainframe technologies (COBOL, NATURAL, PL/1, VSAM, JCL, ADATABASE), either as a programmer or manager of teams who work with these languages. Experience with Testing across all phases: System, Integration, and Performance Testing and experience with requirements traceability

Minimum Education:

Bachelor’s degree in Computer Science or a related discipline, or equivalent experience. Associates’ degree or certification in specialized computer training and ten years pertinent experience in lieu of a degree.

Awarded GSA Pricing

Labor Category Title	GSA Price
Business Process Reengineering Consultant III	\$130.16

Business Process Reengineering Consultant II

Minimum/General Experience:
7 years

Functional Responsibility:

Specialized knowledge collaborating either with development teams or other teams performing technology refresh implementations, migrations, or system updates. Minimum of two full system development life cycle implementations and demonstrated understanding of tool based modernization, including code analysis, code conversion and automated testing tools. Experience in modernizing legacy applications to new platforms such as Java, .Net, or mid-tier COBOL environments. Demonstrated experience executing the SDLC against large systems implementations. At least two years of performing conceptual and technical designs, including the use of object-oriented analysis and design techniques

Experience or passion for implementing cloud solutions such as Amazon Web Services (AWS), Microsoft Azure, and/or Google Cloud Platform. Experience of DevOps practices and tools and understanding of user experience, user centered design and responsive web design. Experience with application or core modernization – either through the use of custom-built tools or COTS products. Experience working with mainframe technologies (COBOL, NATURAL, PL/1, VSAM, JCL, ADATABASE), either as a programmer or manager of teams who work with these languages. Experience with Testing across all phases: System, Integration, and Performance Testing and experience with requirements traceability.

Minimum Education:

Bachelor’s degree in Computer Science or a related discipline, or equivalent experience. Associates’ degree or certification in specialized computer training and seven years pertinent experience in lieu of a degree.

Awarded GSA Pricing

Labor Category Title	GSA Price
Business Process Reengineering Consultant II	\$123.64

Business Process Reengineering Consultant I
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Minimum/General Experience:

4 years

Functional Responsibility:

Specialized knowledge collaborating either with development teams or other teams performing technology refresh implementations, migrations, or system updates. Minimum of one full system development life cycle implementations and demonstrated understanding of tool based modernization, including code analysis, code conversion and automated testing tools. Experience in modernizing legacy applications to new platforms such as Java, .Net, or mid-tier COBOL environments. Demonstrated experience executing the SDLC against large systems implementations. At least one year of performing conceptual and technical designs, including the use of object-oriented analysis and design techniques

Experience or passion for implementing cloud solutions such as Amazon Web Services (AWS), Microsoft Azure, and/or Google Cloud Platform. Experience of DevOps practices and tools and understanding of user experience, user centered design and responsive web design. Experience with application or core modernization – either through the use of custom-built tools or COTS products. Experience working with mainframe technologies as a programmer. Experience with Testing across all phases: System, Integration, and Performance Testing and experience with requirements traceability.

Minimum Education:

Bachelor's degree in Computer Science or a related discipline, or equivalent experience. Associates' degree or certification in specialized computer training and four years pertinent experience in lieu of a degree.

Awarded GSA Pricing

Labor Category Title	GSA Price
Business Process Reengineering Consultant I	\$102.38

Database Administrator

Minimum/General Experience:

4 years

Functional Responsibility:

Responsible for all phases of database administration including database management systems; backup and recovery; database optimization; trouble shooting; database design and analysis, operating systems software; and internal and data manipulation languages. Works as part of a team, to execute various database projects. Work may involve the development and maintenance of database software, as well as problem resolution. Formulates and implements policies and procedures pertaining to database management, physical design, security, maintenance, and utilization. Works directly with data base end-users, providing advice as to procedures, technical problems, priorities, and methodologies. Knowledgeable of design issues for interfacing front-end servers to databases and familiarity with database related collaboration tools.

Minimum Education:

Bachelor's degree in computer science or a related discipline, or equivalent experience.

Awarded GSA Pricing

Labor Category Title	GSA Price
Database Administrator	\$96.22

Programmer Analyst II

Minimum/General Experience:

4 years

Functional Responsibility:

Performs feasibility studies, logic design, and system flowcharts, analysis of input/output flow, hardware study, forms layout, and detailed flowcharting. Leads implementation of overall system design as generated by project manager. Estimates personnel requirements, distributes programming tasks, and prepares implementation schedule. Codes and develops software in more than one programming language and operating system as required. Implements file design, storage estimation and allocation, actual coding error removal, logic optimization, system re-evaluation, and on-line testing. After user approval, makes final corrections and program and run-time documentation. Implements scientific and/or engineering computer applications that are mathematical in nature or support specific systems (e.g., communications, graphics, data base, or operational system interface).

Minimum Education:

Bachelor's degree in computer science or a related discipline, or equivalent experience.

Awarded GSA Pricing

Labor Category Title	GSA Price
Programmer Analyst II	\$107.37

Programmer Analyst I

Minimum/General Experience:

3 years

Functional Responsibility:

Performs feasibility studies, logic design, and system flowcharts, analysis of input/output flow, hardware study, forms layout, and detailed flowcharting. Leads implementation of overall system design as generated by project manager. Estimates personnel requirements, distributes programming tasks, and prepares implementation schedule. Codes and develops software in more than one programming language and operating system as required. Implements file design, storage estimation and allocation, actual coding error removal, logic optimization, system re-evaluation, and on-line testing. After user approval, makes final corrections and program and run-time documentation. Implements scientific and/or engineering computer applications that are mathematical in nature or support specific systems (e.g., communications, graphics, database, or operational system interface).

Minimum Education:

Bachelor's degree in computer science or a related discipline, or equivalent experience.

Awarded GSA Pricing

Labor Category Title	GSA Price
Programmer Analyst I	\$97.20

Programmer

Minimum/General Experience:
2 years

Functional Responsibility:

Works closely with senior engineers and technical leads, as well as must be able to work independently on projects maintaining activities in both a test and production environment. Codes and develops software in multiple programming languages and operating systems. Codes, tests, and debugs software modules consisting of multiple routines or procedures. Works from system specifications such as data flow diagrams or program design language (PDL). Generates own flowcharts or PDL for individual module implementation as required by supervisor. Assists programming staff with runtime error resolution and debugging tasks as required. Installs and maintains universal software libraries. Creates and installs executive procedures to aid in system implementation. Codes, tests, and debugs application source code and documents programs.

Minimum Education:

Bachelor's degree in computer science or a related discipline, or equivalent experience. Associate's degree or certification in specialized computer training and five years pertinent experience in lieu of a degree.

Awarded GSA Pricing

Labor Category Title	GSA Price
Programmer	\$81.79

Quality Assurance / Test Engineer
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Minimum/General Experience:
3 years

Functional Responsibility:

Supports the test activities of the test team. Review requirements, specifications and documentation to gain a thorough understanding of the programs and processes to be verified from IAI clients. Ensure the quality of the software is provided for release to production by creating and modifying software test scenarios and test scripts, execution of software test scripts, analysis of test results and the reporting of quality issues. Coordinate with system developers to communicate test results and resolve defects. Identifies software issues, enters data in defect management systems or otherwise communicates issues to management. Creates testing metrics for project management in order to assess stability and status of all testing activities. Requires background in use of automated test tools and development of automated test procedures and/or scripts. Creates error handling procedures and ensures that best programming practices are used.

Minimum Education:

Bachelor's degree in computer science or a related technical discipline, or equivalent experience.

Awarded GSA Pricing

Labor Category Title	GSA Price
Quality Assurance / Test Engineer	\$93.72

Network Engineer III
Minimum/General Experience:

5 years

Functional Responsibility:

Establishes networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards. Maximizes network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with network architects on network optimization. Secures network system by establishing and enforcing policies; defining and monitoring access. Accomplishes information systems and organization mission by completing related results as needed. Reporting network operational status by gathering, prioritizing information; managing projects. Install computer networks such as local area networks (LANs), wide area networks (WANs), the Internet, intranets, and other data communications systems. Install server hardware and software infrastructure. Set up user accounts and passwords. Monitor network usage and security. Manage email, spam, and virus protection. Ensure networks are running smoothly. Troubleshoot and restore systems after crashes. Undertake routine preventative measures and implement, maintain and monitor network security. Supervise help desk technicians. Ensure systems comply with industry standards. Support administration of servers and server clusters. Manage system back up. Document network problems. Support network and computing infrastructure. Install and maintain network services, equipment, and various devices. Oversee software security.

Minimum Education:

Bachelor's degree in Computer Science or a related discipline, or equivalent experience.

Awarded GSA Pricing

Labor Category Title	GSA Price
Network Engineer III	\$123.85

Network Engineer II
Minimum/General Experience:

3 years

Functional Responsibility:

Establishes networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards. Maximizes network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with network architects on network optimization. Secures network system by establishing and enforcing policies; defining and monitoring access. Accomplishes information systems and organization mission by completing related results as needed. Reporting network operational status by gathering, prioritizing information; managing projects. Install computer networks such as local area networks (LANs), wide area networks (WANs), the Internet, intranets, and other data communications systems. Install server hardware and software infrastructure. Set up user accounts and passwords. Monitor network usage and security. Interfaces with help desk tasks when needed. Manage email, spam, and virus protection. Ensure networks are running smoothly. Troubleshoot and restore systems after crashes. Undertake routine preventative measures and implement, maintain and monitor network security. Ensure systems comply with industry standards. Support administration of servers and server clusters. Manage system back up. Document network problems. Support network and computing infrastructure. Install and maintain network services, equipment, and various devices. Oversee software security.

Minimum Education:

Bachelor's degree in Computer Science or a related discipline, or equivalent experience.

Awarded GSA Pricing

Labor Category Title	GSA Price
Network Engineer II	\$94.12

Network Engineer I

Minimum/General Experience:

2 years

Functional Responsibility:

Understands the issues involved with administering and maintaining corporate infrastructure, including network connectivity, Internet access, email, etc. Understands the issues involved in administering and maintaining corporate LAN's/WAN. Establishes networking environment by designing system configuration; directing system installation; defining, documenting, and enforcing system standards. Maximizes network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with network architects on network optimization. Secures network system by establishing and enforcing policies; defining and monitoring access. Re-establishes passwords and generates new user ids as needed. Accomplishes information systems and organization mission by completing related results as needed. Reporting network operational status by gathering, prioritizing information; managing projects. Install server hardware and software infrastructure. Monitor network usage and security. Sets up work stations for training and assists with help desk tasks. Manage email, spam, and virus protection. Ensure networks are running smoothly. Undertake routine preventative measures and implement, maintain and monitor network security. Ensure systems comply with industry standards. Support administration of servers and server clusters. Manage system back up. Document network problems. Support network and computing infrastructure. Install and maintain network services, equipment, and various devices.

Minimum Education:

Bachelor's degree in Computer Science or a related discipline, or equivalent experience.

Awarded GSA Pricing

Labor Category Title	GSA Price
Network Engineer I	\$83.48

Software Engineer

Minimum/General Experience:

10 years

Functional Responsibility:

Serves as a subject matter expert to execute full life cycle software developments. Performs varied engineering activities relative to maintaining existing software applications (identifying and correcting defects), as well as the design, development, coding and documentation of new system or subsystem software. Works closely with company and client engineers to solve problems as a team employing where applicable industry-leading data analytics, advanced software architecture, the latest web technologies and agile software development strategies and methods. Makes contributions and improvements to software applications where feasible and write well-designed, testable code where appropriate. Provides operational, design, and integration support for client owned applications, subsystems and new software developments and enhancements. Position requires strong oral and written communication skills and the ability to coordinate with clients on a daily basis. Creates technical specifications and test plans; support standards development, management, and conformance; and provide issue escalation and resolution as well as timely execution of deadlines. Project management leadership or support skills are required, including familiarity with project management tools.

Minimum Education:

Bachelor's degree or equivalent experience.

Awarded GSA Pricing

Labor Category Title	GSA Price
Software Engineer	\$150.35

Associate Software Engineer

Minimum/General Experience:
3 years

Functional Responsibility:

Performs varied engineering activities relative to maintaining existing software applications (identifying and correcting defects), as well as the design, development, coding and documentation of new system or subsystem software. Works closely with company and client engineers to solve problems as a team employing where applicable industry-leading data analytics, advanced software architecture, the latest web technologies and agile software development strategies and methods. Makes contributions and improvements to software applications where feasible and write well-designed, testable code where appropriate. Provides operational, design, and integration support for client owned applications, subsystems and new software developments and enhancements. Position requires strong oral and written communication skills and the ability to coordinate with clients on a daily basis. Creates technical specifications and test plans; support standards development, management, and conformance; and provide issue escalation and resolution as well as timely execution of deadlines. Project management leadership or support skills are required, including familiarity with project management tools.

Minimum Education:

Bachelor's degree or equivalent experience

Awarded GSA Pricing

Labor Category Title	GSA Price
Associate Software Engineer	\$120.28

Subject Matter Expert II

Minimum/General Experience:
10 years

Functional Responsibility:

Defines problems and analyzes and develops plans and requirements in a subject area for complex systems. Coordinates and manages preparation of analyses, evaluations, and recommendations for proper implementation of programs and system specifications in IS architecture, automation, telecommunications, networking, communication protocols, software, email, M&S, or data storage and retrieval, etc.

Minimum Education:

Bachelor's degree in computer science or a related discipline, or equivalent experience.

Awarded GSA Pricing

Labor Category Title	GSA Price
Subject Matter Expert II	\$139.53

Subject Matter Expert I

Minimum/General Experience:
6 years

Functional Responsibility:

Defines problems and analyzes and develops plans and requirements in a subject area for complex systems. Coordinates and manages preparation of analyses, evaluations, and recommendations for proper implementation of programs and system specifications in IS architecture, automation, telecommunications, networking, communication protocols, software, email, M&S, or data storage and retrieval, etc.

Minimum Education:

Bachelor's degree in computer science or a related discipline, or equivalent experience. Associate's degree or certification in specialized computer training and six years pertinent experience in lieu of a degree.

Awarded GSA Pricing

Labor Category Title	GSA Price
Subject Matter Expert I	\$110.66

Systems Analyst II

Minimum/General Experience:
3 years

Functional Responsibility:

Carry out information systems design and management with a demonstrated ability to work on requirements that are moderately complex to analyze, plan, program, and implement. Utilize knowledgeable of analysis and design of business applications for complex large-scale or mid-tier computer systems, or LAN-based systems, including experience in DBMS, and use of programming languages. Utilize knowledge of current storage and retrieval methods; systems analysis experience designing technical applications on computer systems; and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs. Conducts studies analyzing user requirements, inclusive of cost versus benefit considerations. Identifies alternate system approaches, develops recommendations, and documents findings. Coordinates activities and work assignments of project personnel, monitoring daily progress of work against schedule. Supervises the testing and implementation of basic computer systems. Assists in development of project plans and schedules. Develops inputs to general and detailed system design specifications and quality control documentation.

Minimum Education:

Bachelor's degree in computer science or a related discipline, or equivalent experience. Associate's degree or certification in specialized computer training and three years pertinent experience in lieu of a degree.

Awarded GSA Pricing

Labor Category Title	GSA Price
Systems Analyst II	\$98.15

Systems Analyst I

Minimum/General Experience:
2 years

Functional Responsibility:

Effectively carry out assigned tasks of a technical nature. Under general supervision and utilizing standardized techniques, design and program moderately complex IT software applications on small-scale, mid-tier or large-scale computers (or LAN-based). Assists in analyzing user requirements and cost/benefit information. Assists in review of existing system; researches alternate systems and approaches, and documents findings. Acts as liaison in specified user areas; confers with users to define problems. Coordinates the testing and implementation of basic computer systems. Provides input to development of project plans and schedules and monitors project status.

Minimum Education:

Bachelor's degree in computer science or a related discipline, or equivalent experience. Associate's degree or certification in specialized computer training and two years' pertinent experience in lieu of a degree.

Awarded GSA Pricing

Labor Category Title	GSA Price
Systems Analyst I	\$91.18

IT Consultant IV

Minimum/General Experience:
7 years

Functional Responsibility:

Travels to the customer site to analyze and enhance the IT systems used within the organization. Must be able to apply investigative skills with an ability to infer software and hardware dependencies as may be applicable. Should be experienced with a combination of new and related older technical experience in the software development and application field directly related to their designated area of expertise. Performs interviews and collaborations with clients on technical issues using good oral and written communication skills, as well as performing research tasks as required. Provides technical, managerial, and administrative assistance for problem definition, analysis, requirements development and implementation, for complex to extremely complex systems in the subject matter area. Makes recommendations and advises on organization-wide systems improvements, optimization or maintenance efforts, in the following representative areas: information systems architecture; networking and networks; telecommunications including legacy and high-speed technologies, protocols, operations and management; automation including micro through mainframe hardware, computer languages, operating systems, database systems, security, decision support systems; risk management and electronic analysis, software including commercial software and software development, life-cycle management; modeling and simulation; graphics; data management; etc.

Minimum Education:

Bachelor's degree in computer science or a related discipline, or equivalent experience.

Awarded GSA Pricing

Labor Category Title	GSA Price
IT Consultant IV	\$142.41

IT Consultant III

Minimum/General Experience:

5 years

Functional Responsibility:

Travels to the customer site to analyze and enhance the IT systems used within the organization. Must be able to apply investigative skills with an ability to infer software and hardware dependencies as may be applicable. Should be experienced with a combination of new and related older technical experience in the software development and application field directly related to their designated area of expertise. Performs interviews and collaborations with clients on technical issues using good oral and written communication skills, as well as performing research tasks as required. Provides technical, managerial, and administrative assistance for problem definition, analysis, requirements development and implementation, for complex to extremely complex systems in the subject matter area. Makes recommendations and advises on organization-wide systems improvements, optimization or maintenance efforts, in the following representative areas: information systems architecture; networking and networks; telecommunications including legacy and high-speed technologies, protocols, operations and management; automation including micro through mainframe hardware, computer languages, operating systems, database systems, security, decision support systems; risk management and electronic analysis, software including commercial software and software development, life-cycle management; modeling and simulation; graphics; data management; etc.

Minimum Education:

Bachelor's degree in computer science or a related discipline, or equivalent experience.

Awarded GSA Pricing

Labor Category Title	GSA Price
IT Consultant III	\$115.47

IT Consultant II

Minimum/General Experience:

3 years

Functional Responsibility:

Travels to the customer site to analyze and enhance the IT systems used within the organization. Must be able to apply investigative skills with an ability to infer software and hardware dependencies as may be applicable. Should be experienced with a combination of new and related older technical experience in the software development and application field directly related to their designated area of expertise. Performs interviews and collaborations with clients on technical issues using good oral and written communication skills, as well as performing research tasks as required. Provides technical, managerial, and administrative assistance for problem definition, analysis, requirements development and implementation, for complex to extremely complex systems in the subject matter area. Makes recommendations and advises on organization-wide systems improvements, optimization or maintenance efforts, in the following representative areas: information systems architecture; networking and networks; telecommunications including legacy and high-speed technologies, protocols, operations and management; automation including micro through mainframe hardware, computer languages, operating systems, database systems, security, decision support systems; risk management and electronic analysis, software including commercial software and software development, life-cycle management; modeling and simulation; graphics; data management; etc.

Minimum Education:

Bachelor's degree in computer science or a related discipline, or Associate's Degree plus equivalent experience.

Awarded GSA Pricing

Labor Category Title	GSA Price
IT Consultant II	\$107.37

Software Consultant IV

Minimum/General Experience:

10 years

Functional Responsibility:

Provides technical, managerial, and administrative direction for problem definition, analysis, and requirements development related to software engineering, applications programming, and software maintenance. Makes recommendations and advises on improvements, optimization and maintenance efforts. Experienced in software development, integration, methodologies, and languages. Analyzes user and/or systems requirements and design specifications. Tests and refines software to produce the desired end result. Prepares required documentation, including project plans, software program, and user documentation. Knowledgeable of state-of-the-art technologies such as operating systems, communications software, education and training systems, database compilers, object technologies, and network and communications technologies.

Minimum Education:

Bachelor's degree and ten years experience (or equivalent combination of education and experience).

Awarded GSA Pricing

Labor Category Title	GSA Price
Software Consultant IV	\$204.47

Software Consultant III

Minimum/General Experience:

7 years

Functional Responsibility:

Provides technical, managerial, and administrative direction for problem definition, analysis, and requirements development related to software engineering, applications programming, and software maintenance. Makes recommendations and advises on improvements, optimization and maintenance efforts. Experienced in software development, integration, methodologies, and languages. Analyzes user and/or systems requirements and design specifications. Tests and refines software to produce the desired end result. Prepares required documentation, including project plans, software program, and user documentation. Knowledgeable of state-of-the-art technologies such as operating systems, communications software, education and training systems, database compilers, object technologies, and network and communications technologies.

Minimum Education:

Bachelor's degree and seven years experience (or equivalent combination of education and experience).

Awarded GSA Pricing

Labor Category Title	GSA Price
Software Consultant (Level III)	\$180.41

Software Consultant II*Minimum/General Experience:*

5 years

Functional Responsibility:

Provides technical, managerial, and administrative direction for problem definition, analysis, and requirements development related to software engineering, applications programming, and software maintenance. Makes recommendations and advises on improvements, optimization and maintenance efforts. Experienced in software development, integration, methodologies, and languages. Analyzes user and/or systems requirements and design specifications. Tests and refines software to produce the desired end result. Prepares required documentation, including project plans, software program, and user documentation. Knowledgeable of state-of-the-art technologies such as operating systems, communications software, education and training systems, database compilers, object technologies, and network and communications technologies.

Minimum Education:

Requires a Bachelor's degree and five years' experience (or equivalent combination of education and experience).

Awarded GSA Pricing

Labor Category Title	GSA Price
Software Consultant (Level II)	\$142.41

16.3. PRICES FOR IT PROFESSIONAL SERVICES AT HOURLY RATES

Labor Category	Rate
Project Manager II	\$ 180.41
Project Manager I	134.71
Team Leader	125.48
Business Process Reengineering Consultant III	130.16
Business Process Reengineering Consultant II	123.64
Business Process Reengineering Consultant I	102.38
Database Administrator	96.22
Programmer Analyst II	107.37
Programmer Analyst I	97.20
Programmer	81.79
Quality Assurance/ Test Engineer	93.72
Network Engineer III	123.85
Network Engineer II	94.12
Network Engineer I	83.48
Software Engineer	150.35
Associate Software Engineer	120.28
Subject Matter Expert II	139.53
Subject Matter Expert I	110.66
Systems Analyst II	98.15
Systems Analyst I	91.18
IT Consultant IV	142.41
IT Consultant III	115.47
IT Consultant II	107.37
Software Consultant IV	204.47
Software Consultant III	180.41
Software Consultant II	142.41

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

PREAMBLE

Information Analysis Incorporated 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:

Matthew Sands
Telephone (703) 293-7925
Email msands@infoa.com,
Fax (703) 293-7979

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 activity):

(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:

DESTINATION_____
_____**DELIVERY SCHEDULE/DATES**_____

(3) The ordering activity 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.

**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 ordering activity requirements.

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

Orders under a Team Arrangement are subject to terms and conditions of 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 customer’s 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.