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Efiia Consulting LLC

## GSA Price Catalog

Contract. No: GS-35F-0472U

AUTHORIZED FEDERAL SUPPLY SERVICE  
INFORMATION TECHNOLOGY SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE AND SERVICES

Special Item No. 132-33 Perpetual Software Licenses  
Special Item No. 132-34 Maintenance of Software  
Special Item No. 132-50 Training Courses  
Special Item No. 132-51 Information Technology Professional Services

Note: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

**SIN 132-33 - PERPETUAL SOFTWARE LICENSES**

**FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE**

Large Scale Computers  
Electronic Commerce (EC) Software  
Communications Software

Microcomputers  
Electronic Commerce (EC) Software  
Communications Software

NOTE: Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

**SIN 132-34 - MAINTENANCE OF SOFTWARE**

**1. Software Maintenance as a Product**

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 are 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.

**2. Software Maintenance as a Service**

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 31 U.S.C. 3324.

**SIN 132-50 - TRAINING COURSES FOR INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (FPDS Code U012)****SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

FPDS Code D301 IT Facility Operation and Maintenance  
FPDS Code D302 IT Systems Development Services  
FPDS Code D306 IT Systems Analysis Services  
FPDS Code D307 Automated Information Systems Design and Integration Services  
FPDS Code D308 Programming Services  
FPDS Code D310 IT Backup and Security Services  
FPDS Code D311 IT Data Conversion Services  
FPDS Code D316 IT Network Management Services  
FPDS Code D317 AUTO NEWS, DATA & OTHER SVCS  
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 - Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

**Efiia Consulting, LLC**  
**3039 Beechwood Lane**  
**Falls Church, VA 22042**  
**202.540.3397**  
**<http://www.efiia.com>**

Contract Number: GS-35F-0472U

Period Covered by Contract: July 1, 2018 thru June 30, 2023

Price List Effective date August 8, 2016 through modification PS-0026 eMod ID EHOTFQNS

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

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**INFORMATION FOR ORDERING ACTIVITIES  
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

**SPECIAL NOTICE TO AGENCIES: Small Business Participation**

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

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

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination. For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

**1. GEOGRAPHIC SCOPE OF CONTRACT:**

Domestic delivery is delivery within the 48 contiguous states, 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.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

[ XX ] The Geographic Scope of Contract will be domestic delivery only.

**2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:**

**Efiia Consulting, LLC  
3039 Beechwood Lane  
Falls Church, VA 22042**

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

202.540.3397

**3. LIABILITY FOR INJURY OR DAMAGE**

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

**4. STATICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:**

- Block 9: Order/Modification Under Federal Schedule  
 Block 16 Data Universal Numbering System (DUNS) Number: **124322392**  
 Block 30 Type of Contractor: **Other Small**  
 Block 31 Contractor's Taxpayer Identification Number (TIN): **54-2048917**
- 4a. CAGE Code: 30LH0  
 4b. Contractor has registered with the Central Contractor Registration Database.  
 5. FOB : DESTINATION

**6. DELIVERY SCHEDULE**

- a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

| SPECIAL ITEM NUMBER | DELIVERY TIME (Days ARO) |
|---------------------|--------------------------|
| 132-33              | _30_Days                 |
| 132-34              | _10_Days                 |
| 132-50              | _30_Days                 |
| 132-51              | _30_Days                 |

- b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

**7. DISCOUNTS:**

Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment:   0   % -   0   days from receipt of invoice or date of acceptance, whichever is later.  
 b. Quantity - None  
 c. Dollar Volume - None  
 d. Government Educational Institutions - None  
 e. Other - None

**8. TRADE AGREEMENTS ACT OF 1979, as amended:**

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

**9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:**

No EXPORT Packing Offered

**10. Small Requirements:**

The minimum dollar value of orders to be issued is \$100.00

**11. MAXIMUM ORDER** (All dollar amounts are exclusive of any discount for prompt payment.)

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:

Special Item Number 132-33 - Perpetual Software Licenses

Special Item Number 132-34 - Maintenance of Software

Special Item Number 132-51 - Information Technology (IT) Professional Services

- b. The Maximum Order value for the following Special Item Numbers (SINs) is \$25,000:

Special Item Number 132-50 - Training Courses

**12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.  
b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

**13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:**

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

**13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):**

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

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

**14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)**

(a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

(b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.

NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

(c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

(d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

(e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

(f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.

(g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.

(h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

(i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.



j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

**15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:**

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

**16. GSA ADVANTAGE!**

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.fss.gsa.gov/>.

**17. PURCHASE OF OPEN MARKET ITEMS**

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

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

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

**18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS**

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

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a

Product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.

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

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

## **19. OVERSEAS ACTIVITIES**

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below.

### **DOMESTIC ONLY**

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

## **20. BLANKET PURCHASE AGREEMENTS (BPAs)**

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

## **21. CONTRACTOR TEAM ARRANGEMENTS**

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

## **22. INSTALLATION, DEINSTALLATION, REINSTALLATION**

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

## **23. SECTION 508 COMPLIANCE.**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

<http://www.efia.com>

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

**24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.**

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

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from \_dated\_ . Any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

**25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)**

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

**26. SOFTWARE INTEROPERABILITY.**

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

**27. ADVANCE PAYMENTS**

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

**TERMS AND CONDITIONS APPLICABLE TO PERPETUAL SOFTWARE LICENSES  
(SPECIAL ITEM NUMBER 132-33) AND MAINTENANCE (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 postacceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

**2. GUARANTEE/WARRANTY**

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

b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

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.

**3. TECHNICAL SERVICES**

The technical support number is available from 9 am to 5 p.m Eastern Time at 202.540.3397.

**4. SOFTWARE MAINTENANCE**

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

**1. Software Maintenance as a Product**

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 are 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.

**2. Software Maintenance as a Service**

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 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.

**5. PERIODS OF MAINTENANCE (132-34)**

- a) The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b) 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 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 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 maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the maintenance is to be continued during the subsequent period.

**6. UTILIZATION LIMITATIONS - (132-33, AND 132-34)**

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
  - (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
  - (2) Software licenses are by site and by ordering activity. 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 th

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.

#### **9. SOFTWARE CONVERSIONS - (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.

#### **10. 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.

#### **11. RIGHT-TO-COPY PRICING**

The Contractor shall insert the discounted pricing for right-to-copy licenses.

**Efiia Consulting, LLC will not be offering any "Right-To-Copy Pricing".**

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

**1. SCOPE**

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity 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. CANCELLATIONS 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. FORMATS AND CONTENT OF TRAINING

- a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. 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.

## 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.

NONE



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

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT 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**

- 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 in accordance with this clause.
- 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.
- c. 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
- e. 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

The Inspection of Services-Fixed Price (AUG 1996) (Deviation - May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection-Time-and-Materials and Labor-Hour (JAN 1986) (Deviation - May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

## 7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation - May 2003) 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 Services.

## 9. INDEPENDENT CONTRACTOR

All IT 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 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 52.232-7 (DEC 2002), (Alternate II - Feb 2002) (Deviation - May 2003) 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 52.232-7 (DEC 2002), (Alternate II - Feb 2002) (Deviation - May 2003)) applies to labor-hour orders placed under this contract.

#### **13. RESUMES**

Resumes 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 SERVICES AND PRICING**

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51. IT 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 Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

| Labor Category                                  | General Experience   | Functional Responsibility   | Education   |
|---|--|---|---|
| EC Consultant/Advisory Engineer                 | <p>This position requires a minimum of two years of work experience with information technology. Experience includes: support of program management and familiarity with client issues, assistance with design issues, analysis of important project data, and development of appropriate deliverables. A Senior IT Consultant and is proficient in the use of vendor tools and helps to ensure projects meet overall program objectives by performing status reports, verifying work plan completeness, and communicating with team members. Other experience includes development of leadership/management skills, performing benchmark analyses, building organizational design models, and creating financial cost and revenue models.</p> | <p>Serves as a senior-level analytical correspondent within engagement team. Assumes responsibility for contributing to work plan development, reaching engagement milestones, and often leading specific project tasks. Applies data modeling, process modeling, and software design techniques. Conducts analysis of appropriate consulting tools to satisfy program requirements, and creates project deliverables. Formulates diagnoses through financial or statistical modeling, assesses appropriate alternatives, and offers conclusions to Project Manager.</p>  | <p>Bachelor's degree (BS/BA) or higher and at least 5 years of professional work experience</p> |
| EDI Consultant Analyst Level II Program Manager | <p>This position requires a minimum of six years information technology experience. Experience includes: senior-level management and direction on client engagements, extensive experience in all aspects of a system's development life cycle, experience in formulating project definition, isolating key success factors, and aligning firm objectives with client needs. A Project Manager II maintains the day-to-day interaction with the client, helping to ensure successful program management through performance reviews and monitoring budget allotments, issues resolution, and technical implementation. Other experience includes management of local resources, administration</p>   | <p>Serves as the project team manager or system development manager and primary point of contact with client. Assumes responsibility for managing engagement issues and outlining project work plans and deliverables. Reviews engagement scope for consistency with overall firm and client objectives. Actively manages project resources, budget activities, quality control practices, and project deliverables. Maintains a constant flow of communication with the client and project team and provides technical direction and experience. Assumes responsibility for proper implementation of technical solutions and overall project performance</p> | <p>Bachelor's degree (BS/BA) or higher and at least 4 years of professional work experience</p> |

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|   | of project work plans and processes, and core capabilities in information systems design and technical solutions.   |  |   |
| EDI Consultant/Analyst Level II Senior Engineer | Performs requirement analysis, software design, development, installation, testing and maintenance for application system components for large-scale and distributed systems. Performs operating system, and/or product evaluation, integration, testing, and problem diagnosis/ resolution.  | Provides technical leadership, reviews work products, and makes technical recommendations, as needed, for changes in the supported technical architecture. Major functions also include working in an object oriented environment.   | Bachelor's degree (BS/BA) or higher and at least 3 years of relevant work experience              |
| IRM Analyst II Engineer                         | This position requires a minimum of 3 year experience analyzing and determining requirements and process changes necessary to develop and enhance existing web-based order management and service systems.  | The ability to work with developers and application business owners to evaluate system solutions for new business requirements and will develop system functional requirements, project scope, objectives and project plans. Additionally the ability to prepare functional and system requirements documentation, coordinate and track all requirements through development and testing cycle and prepare and track discrepancy reports and change requests as well as strong analytical capabilities and have a strong working knowledge of Systems Development Methodologies (SDM). | Bachelors degree (BS/BA) or higher and three to five years of analytical experience               |
| E-Business Manager                              | This position is responsible for defining and leading the implementation of the components of our client's E-Business strategy. This position is extremely collaborative and requires an exceptionally confident and competent person who leads by example; someone who continually raises the bar on quality, design, attitude, enthusiasm, and accountability. This position includes the daily management of multiple projects and supervision of both contractors and client personnel. the ability to work in a senior level capacity with IT and business management to lead team projects in support of E-Business initiatives | This position requires excellent project management/analyst skills with structured methodology background with a demonstrated experience with eCommerce, Internet, Intranet projects. A functional and working knowledge of distributed WEB application architecture, including management of J2EE applications in a Websphere environment. A solid understanding of RDBMS systems. (Oracle, Progress, SQL).   | Bachelor Degree (BS/BA) in Computer Science or higher and a minimum of 3 to 5 years of experience |

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| Data Security Analyst              | <p>This position works closely with Information Technology Department and Business Units to perform various Information Technology security reviews, security architecture and vulnerability assessments. Must possess advanced knowledge of doing security risk assessments to assess and remediate the integrity of network connections, projects, applications or processes. Will work to implement the Information Security Policies &amp; Standards</p> | <p>Identify and manage information security risks to achieve business objectives and ensure compliance with ISO 17799 risk management framework using NIST 800-30 or other applicable risk management methodology</p> <ul style="list-style-type: none"> <li>• Perform risk assessments of policies, procedures, BCP, operational, physical, access control, asset classification, and compliance</li> <li>• Identify risks to data with security architecture review and risk analysis processes, and develop remediation plans to mitigate the risks.</li> <li>• Assist in security awareness training program</li> <li>• Work with relevant personnel to evaluate new security technologies.</li> <li>• Knowledge of ISO 17799; NIST SP 800:30 and other leading security standards</li> <li>• Vulnerability Assessments, Security Architecture Reviews experience required</li> <li>• Risk Management experience required</li> <li>• CISSP certification required</li> <li>• SANS and other InfoSec related certification a plus</li> <li>• Excellent troubleshooting and analytical thinking skills</li> </ul> | <p>Bachelor's degree (BS/BA) or higher and at least three (3) years of experience in the areas of Information Security and Information Technology</p> |
| Chief Information Security Officer | <p>This position requires a extensive knowledge and understanding of Information Technology Security implementations and methodologies to secure and prevent theft of systems and applications datum and intellectual properties.</p>  | <p>Responsible for determining enterprise information security standards. Develops and implements information security standards and procedures. Ensures that all information systems are functional and secure. Familiar with a variety of the field's concepts, practices, and procedures.</p>  | <p>Requires a bachelor's degree with at least 8 years of experience in the field</p>  |
| Disaster Recovery Administrator    | <p>This position requires a strong working knowledge of data and system constructs as well as data and systems architrave theories.</p>  | <p>Administers, maintains, develops and implements policies and procedures for ensuring the security and integrity of the company database and quality assurance for disaster recovery. Supervises the implementation of data models and database designs, data access and table maintenance codes; resolves database performance issues, database capacity issues, replication, and other distributed data issues. Oversees all aspects of the organization's resumption plan.</p>   | <p>Requires a bachelor's degree in a related area and at least 5 years of experience in the field or in a related area.</p>                           |



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| Disaster Recovery Analyst | This position requires a working knowledge of data and system constructs as well as data and systems architecture theories.  | Assists in administration, maintaining, developing and implementing policies and procedures for ensuring the security and integrity of the company database and quality assurance for disaster recovery. Acts as an aid to all aspects of the organization's disaster recovery and resumption plans.   | Requires a bachelor's degree in a related area and 0-3 years of experience in the field or in a related area.   |
| IT Manager                | Experience typically includes management and direction on client engagements or extensive knowledge of and experience with system development and implementation, development of engagement work plans, deployment of program criterion, and related activities. A Project Manager devises or modifies procedures to solve complex problems, provides guidance and experience on technical solution implementation, engages resources and/or serves as a team leader, performs analyses of client issues, interprets implications of design, and helps to ensure that software design meets business needs. Other experience includes implementing business process reengineering, developing financial models, orchestrating change management principles, and conducting performance measurements. | Serves in the role of leader over assigned support areas, often instructing, directing, and monitoring the work of other IT staff or serves in a role of an experienced technical expert. Conducts analysis of work plan completeness, prepares status reports, and supports quality control practices. Performs analyses of client issues, assesses appropriate alternatives, and recommends solutions. Communicates client expectations to project team, and escalates appropriate issues to senior level project staff. Maintains technical knowledge within industry and service line. | Bachelor's degree (BS/BA) or higher and at least 5 years of information technology professional work experience |
| IT Senior Manager         | Experience typically includes engagement experience in program scope and approach, focus on program delivery and technical integration, ability to drive IT Strategy and planning changes at the executive levels, oversight of key information technology enablers, and management of project resources. Maintains responsibility for managing the program team and daily operations of project   | Manages program activities and is a key point of contact with client executives. Assumes responsibility for program delivery and oversight of key technical enablers on projects and identification of needs for new tools. Conducts regular interaction and communications with the Contracting Officer's Technical and delegated government representatives. Maintains responsibility for managing technical solutions, delegating appropriate resources, and helping to ensure quality assurance principles are met across projects and deliverables.                                   | Bachelor's degree (BS/BA) or higher and at least 7 years of information technology professional work experience |

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|                          | development or serves in a role as a highly experienced Technical expert, and helps to ensure client comfort and feasibility with designed solution. Other experience includes communication with client and project managers and management of multiple projects across various industry lines. |   |  |
| IT Specialist            | This position requires a minimum of three years experience in lifecycle software design, development, installation, integration, evaluation, enhancement, maintenance, testing, or problem diagnosis/ resolution with a focus in Java (J2EE) or Microsoft.                                       | Supports the project team in performing requirements analysis, software design, development, installation, testing, and maintenance for application system components for software  | Bachelor's degree (BS/BA) or higher and at least 5 years of professional work experience     |
| IT Subject Matter Expert | This position requires at least two years experience in information systems implementation, technical and functional design, development, configuration, or analysis of specific product or programmatic functions.  | Provides technical and managerial expert consultative support to a functional are of the project. Provide extremely high-level functional system development or analysis. Position incorporates the design, integration, documentation, implementation and analysis on complex problems requiring knowledge of the technical subject matter. Makes recommendations and advises on organizational-wide systems improvements, optimization or maintenance efforts for a technical functional area which may include: Cloud Computing, Mobility, Distributed Systems Development, Web, Intranet, Warehousing, E- Commerce, Client-Server Development, Database Design and Development, Integration Services, IT Strategic Planning, Systems Analysis and Needs Assessment, and Business Process Reengineering. The IT Subject Matter Expert I, based on experience and expertise may be involved in any or all stages of a project to include: consulting, design, development, implementation, operation and/or training. | Bachelor's degree (BS/BA) or higher and at least 2 years of experience in area of expertise. |



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| IT Senior Subject Matter Expert | This position requires at least five years experience in information systems implementation, technical and functional design, development, configuration, or analysis of specific product or programmatic functions   | Provides technical and managerial expert consultative support to a functional are of the project. Provide extremely high-level functional system development or analysis. Position incorporates the design, integration, documentation, implementation and analysis on complex problems requiring knowledge of the technical subject matter. Makes recommendations and advises on organizational-wide systems improvements, optimization or maintenance efforts for a technical functional area which may include: Cloud Computing, Mobility, Distributed Systems Development, Web, Intranet, Warehousing, E- Commerce, Client-Server Development, Database Design and Development, Integration Services, IT Strategic Planning, Systems Analysis and Needs Assessment, and Business Process Reengineering. The IT Subject Matter Expert II, based on experience and expertise may be involved in any or all stages of a project to include: consulting, design, development, implementation, operation and/or training. | Bachelor's degree (BS/BA) or higher and at least 5 years of experience in area of expertise |
| Senior IT Consultant            | This position requires a minimum of two years of work experience with information technology. Experience includes: support of program management and familiarity with client issues, assistance with design issues, analysis of important project data, and development of appropriate deliverables. A Senior IT Consultant and is proficient in the use of vendor tools and helps to ensure projects meet overall program objectives by performing status reports, verifying work plan completeness, and communicating with team members. Other experience includes development of leadership/management skills, performing benchmark analyses, building organizational design | Serves as a senior-level analytical correspondent within engagement team. Assumes responsibility for contributing to work plan development, reaching engagement milestones, and often leading specific project tasks. Applies data modeling, process modeling, and software design techniques. Conducts analysis of appropriate consulting tools to satisfy program requirements, and creates project deliverables. Formulates diagnoses through financial or statistical modeling, assesses appropriate alternatives, and offers conclusions to Project Manager   | Bachelor's degree (BS/BA) or higher and at least 6 years of professional work experience    |

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|   | models, and creating financial cost and revenue models.  |   |  |
| Programmer                              | This position requires two years of relevant work experience. Experience includes: exposure to information systems design, understanding of applications programming, experience in various programming languages, and knowledge of major computer equipment and software packages   | Serves as a key information technology resource on engagement team. Work includes designing software, coding in various languages, debugging, testing, integrating the final product, and documenting all programming-related activities.   | Bachelor's degree (BS/BA) or two years of relevant work experience |
| Applications Systems Analyst/Programmer | This position requires the completion of an undergraduate degree in Computer Science, Engineering, Information Systems, or a related discipline. Experience includes: support of program management, exposure to information systems design and implementation, and development of deliverables. A Systems Analyst performs technical and non-technical analyses on project issues, maintains a fundamental understanding of firm and client business practices, helps to ensure technical implementations follow quality assurance metrics, has programming experience in one or more languages, and is versed in system testing. Other experience includes data warehousing, information systems design, financial modeling, and business process improvement documentation. | Serves as a key information technology resource on engagement team. Analyzes data and systems architecture, creates designs, and implements information systems solutions. Identifies client issues and offers end- to-end solutions and approaches. Assists project team in meeting program objectives timely and effectively. Assumes responsibility for process documentation and technical soundness.                                   | Bachelor's degree (BS/BA) and relevant work experience             |
| Business Subject Matter Specialist      | This position requires a minimum of ten years of experience as an industry/functional consultant, of which at least seven years of specialized experience in determining information technology effects on the organizational structure and determining the ability that IT can support/meet organizational goals.   | Confers with client management to understand or develop the client's strategic information technology business goals, and assists in formulation of an appropriate information technology strategy. Analyzes client requirements and recommends development or acquisition strategies. Assists clients in developing strategic plans and concepts. Advises client on the impact of new legislation or new technologies that are relevant to | Bachelor's degree or Higher and ten years of functional experience |

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|                                 |   | their agency. Demonstrates exceptional oral and written communication skills. Recognized in the professional community as an "expert" in the technical/specialty area being addressed.  |   |
| Business Systems Analyst        | This position requires a completed undergraduate degree in Business Administration, Finance, Marketing, Accounting, Engineering, Economics, MIS or a related discipline. Experience includes: support of program management, process documentation, business process and IT modeling, exposure to information technologies, and development of deliverables. A Business Analyst implements consulting and technology tools to satisfy project requirements by performing benchmark analyses, financial, and statistical modeling, and interviewing clients. Other experience includes applying change management initiatives, reengineering business processes to support technology, and identifying strategic synergies within project scope. | Serves as a key analytical and technical resource on engagement team by helping to formulate and define systems scope and objectives through research and fact-finding combined with a basic understanding of business systems, industry requirements and technology implications. Assumes responsibility for analyzing and documenting data, conducting extensive research, and integrating technical solutions. Performs financial and data modeling, evaluates current processes, and prepares appropriate documentation for client. Maintains accountability for process deliverables and business presentations to client. | Bachelor's degree (BS/BA) and relevant work experience                                  |
| Client/Server Database Manager  | This position has a minimum of five years of database design, systems analysis or programming experience, including areas of developing data structures and database design specifications; two years of experience as task leader in development or implementation.  | Performs database administration, backups and recoveries, and works with users to resolve database questions or problems. Coordinates systems resource availability with database analysts, system and application programmers, and other users. Provides advice and assistance to users on equipment operations. Maintains and updates databases and data dictionaries.  | Bachelor's degree (BS/BA) or higher and at least one year experience                    |
| Client/Server Network Architect | This position has a minimum of five years of integration, systems analysis or programming experience, including areas of developing systems requirements and design specifications; two years of experience in project management/ task leader positions in development or implementation.  | Applies, as appropriate, activity and data modeling, transaction/workflow analysis, internal control and risk analysis and modern business methods, and performance measurement techniques. Provides technical direction to personnel performing systems analysis and system/subsystem development tasks. Coordinates and performs logical and physical systems design. Reviews and   | Bachelor's degree (BS/BA) or higher and at least five years of relevant work experience |

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|                                |   | prepares system documents and specifications. Prepares reports, studies, and documentation, delivers presentations, and participates in meetings   |  |
| Data Architect                 | This position requires a strong working knowledge of database design and systems storage and retrieval architecture theories.   | Designs and builds relational databases. Develops strategies for data acquisitions, archive recovery, and implementation of a database. Cleans and maintains the database by removing and deleting old data. Demonstrates expertise in a variety of the field's concepts, practices, and procedures.   | Requires a bachelor's degree in area of specialty and at least 8-10 years of experience in the field or in a related area. |
| Data Communication Manager     | This position requires a strong working knowledge of wired and wireless communication systems and architecture as well as cabling design and implementation theories. | Creates, implements and oversees communications programs that effectively describe and promote the organization and its products. May aid in the preparation of presentations and/or speeches geared toward employees. Provides supervision and direction to staff.  | Requires a bachelor's degree in a related field and at least 7 years of experience in the field.                           |
| Data Warehousing Administrator | This position requires a strong working knowledge of data and systems storage and retrieval architecture theories.  | Develops and implements information management strategies. Coordinates and manages information management solutions. Scopes, plan, and prioritizes multiple projects. Manages all aspects of the warehouses such as data sourcing, migration, quality, design, and implementation. Generally manages a team of exempt and nonexempt employees. | Requires a bachelor's degree with at least 7 years of experience in data warehouse design and development experience.      |
| Data Warehousing Analyst       | This position requires a working knowledge of data and systems storage and retrieval architecture theories.   | Designs, implements and supports data warehousing. Implements business rules via stored procedures, middleware, or other technologies. Defines user interfaces and functional specifications. Responsible for verifying accuracy of data, and the maintenance and support of the data warehouse.   | Requires a bachelor's degree with at least 2 years of experience in data warehousing design.                               |

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| ERP Analyst                                | <p>This position has a minimum of six years in information technology with at least five of those years involved in packaged software implementations. The Senior ERP technology specialist also possesses the business and functional knowledge necessary to fully embrace the power of an ERP tool. As a result, Senior ERP Specialists possess strong, well-rounded backgrounds, enabling them to fully understand clients' business issues. Experience includes: technical experience with skills in design and configuration specifications, implementation planning, technology integration and execution and business knowledge with functional skills in finance, procurement, human resources, payroll, materials and facilities management, sales and distribution, and project management.</p> | <p>Assists the client with functional and technical requirements definition and selection and implementation of packaged enterprise-wide resource planning application. This position will serve as a project advisor and/or project manager in the areas of ERP implementation planning and execution activities for ERP technology including: detailed implementation plans, assumptions, staffing, identification and selection of third- party assistance, methodology, and support tools.</p> | <p>Bachelor's degree (BS/BA) or higher and at least six years of relevant work experience</p>   |
| ERP Business/Architectural Expert          | <p>Develops, plans, and implements the Enterprise Resource Planning (ERP) system. Sets deadlines, assigns responsibilities, and monitors progress for the ERP system. Evaluates and recommends changes to current and future ERP system requirements to meet organizational needs.</p>  |  | <p>Requires a bachelor's degree in area of specialty and at least 8 years of experience in the field or in a related area.</p>                                    |
| Information Assurance Development Engineer | <p>Primary responsibility is to Design processes and procedures for the collection, analysis and dissemination of scientific and technological information relating to the IA practice. 2) Plan, organize, and control the IA Program, 3) Participate in government and industry conferences, interact with industry, academia, federal government and Dept. of Defense (DoD) communities.</p>  | <ul style="list-style-type: none"> <li>• Gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in computer security.</li> <li>• Support the integration of information assurance solutions and technologies into networks with particular attention to protocols, interfaces, and system design.</li> <li>• Analyze and define security requirements for local and wide area networks.</li> </ul>            | <p>Requires a Bachelor's Degree (BS or BA) or higher and a minimum of five years experience in the IA field (cyber security, IA and/or information security).</p> |

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|                                       | <p>Experience supporting DoD and federal government customers, including specific experience as a government PM and work with government contracts.</p>   | <ul style="list-style-type: none"> <li>• Design, develop, engineer, and implement solutions that meet network security requirements.</li> </ul>  |  |
| <p>Information Assurance Engineer</p> | <p>Primary responsibility is to collect, process, analyze and disseminate scientific and technological information relating to the IA practice. • Security+/Network Manager Security Course (Technical Level 2) completed. • Must have strong customer service skills; excellent planning, organizational, analytical, problem- solving and project management skills. • Excellent communication skills including the ability to solicit input and assistance from team members and counterparts, as well as provide clear responses and direction to team members.</p> <ul style="list-style-type: none"> <li>• Expertise in risk management/risk assessment/risk mitigation</li> <li>• Experience supporting DoD and federal government customers, including specific experience as a government PM and work with government contracts.</li> <li>• CISSP and/or other Information Security certifications that establish both credibility and capability in the Information Security market.</li> <li>• Experience leading a diverse technical and administrative staff.</li> </ul> | <ul style="list-style-type: none"> <li>• Provide customer support in solving phases of complex Information assurance-related technical problems. • Analyze general information assurance-related technical problems and provides basic engineering and technical support in solving these problems.</li> </ul> | <p>Requires a Bachelor's Degree (BS or BA) or higher and a minimum of five years experience in the IA field (cyber security, IA and/or information security)..</p> |

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|  | <ul style="list-style-type: none"> <li>• Knowledge of information security tools including NIST 800 series security reports and DoD 8500 Series IA documents</li> </ul>  |  |  |
| Information Assurance Network Specialist | <ul style="list-style-type: none"> <li>• Expertise in identification, password, and authentication; virus protection; physical security and access control.</li> <li>• Expertise in secure communications; internet security; email; automatic account and session lockout; access controls, secure remote access; network security monitoring; network connectivity; encryption (PKI).</li> <li>• Expertise in wireless devices; workstations; portable electronic devices; labeling, storage, and media use and protection</li> <li>• Knowledge of computing, data communication network architectures, components, protocols, software and problem diagnostic applications and hardware to conduct problem resolution activities.</li> <li>• Experience supporting DoD and federal government customers, including specific experience as a government PM and work with government contracts</li> </ul> | <ul style="list-style-type: none"> <li>• Responsible for integration and implementation of the network security solution.</li> <li>• Perform vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle.</li> <li>• Analyze and define security requirement for computer systems which may include mainframes and workstations.</li> <li>• Perform risk analysis of computer systems and applications during all phases of the system development life cycle.</li> <li>• Test developed systems at each point of entry for ease of unregulated entry; systems resources denial; system information interruption; unlawful use of system resources; vulnerability to electronic disruption.</li> </ul> | Requires a Bachelor's Degree (BS or BA) or higher and a minimum of three years experience in the IA field (cyber security, IA and/or information security).. |
| Web Content Analyst                      | <p>This position requires at professional experience, specializing in communicating information in an Internet environment. Strong working knowledge if language and content structure as well as the ability to understand client needs</p>   | <p>Develops and designs interface, front pages, and the tools to navigate on the web site. Performs unit testing at the page level. Sets code standards, and leads code reviews. Reviews specifications and provides time estimates on the development of projects and features. Prioritizes projects and deliverables. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require</p>   | <p>Bachelor's degree (BS/BA) or two years of relevant work experience</p>  |



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|                        |  | exercising independent judgment. Typically reports to a manager.   |   |
| Web Designer           | This position requires at working knowledge of web design and development. An understanding of major web and graphic technologies.   | Designs and constructs web pages/sites including incorporating graphic user interface (GUI) features and other techniques. Maintains and provides ongoing design of the website, promos and ad banners, seasonal content specials and custom chat launcher design for partners.  | Bachelor's degree (BS/BA) and two years of relevant work experience                             |
| Web Architect          | This position requires at least two years of professional experience, specializing in an Internet environment. This position leads web design and development teams charged with providing clients with an online presence. Experience includes: team management responsibility, understanding and application of major web technologies, and overall online quality control methods.  | Serves as a web design and development team leader, coordinating the efforts of web designers and architects, to construct and deploy an online presence for clients. Works with overall engagement manager and client management to define scope of work and web requirements.  | Bachelor's degree (BS/BA) and at least ten years of relevant work experience.                   |
| Web Security Analyst   | This position requires the necessary skills to evaluate and enhance operational systems. The goal is to ensure key issues including information security, disaster recovery and network analysis are accounted for and addressed from a technology standpoint. This position requires a very broad technical background and the able to have very technical conversations with areas ranging from web application / architecture to security specialist. | Candidate must know enough to discuss the architecture behind it in order to identify security vulnerabilities found in applications. CISSP or CISA security certification a plus . Must have some development experience (in web apps like MS VB/.net) and has now moved into a strategic, security focused position. Requires a solid understanding of information security and identifying vulnerabilities. | Bachelor's degree (BS/BA) and at least three years of relevant work experience.                 |
| Web Software Developer | This position requires a working knowledge of web design, web programming languages, graphics design and implementation'.  | Designs, develops, and implements software packages for web sites. Troubleshoots, debugs and implements software code. Has knowledge of standard concepts, practices, and procedures within a particular field (i.e., SQL, C++, HTML, CGI and JavaScript).   | Bachelor's degree (BS/BA) and at least 2 years of experience in the field or in a related area. |



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| Senior ECM Consultant Analyst Level II Program Manager | <p>This position requires a minimum of seven years Electronic Content Management (ECM) experience. Experience includes: senior-level ECM consulting experience on client engagements, extensive experience in all aspects of a ECM system development implementation life cycle, experience in formulating project system requirements definition, experience with COTS evaluation and selection as well as isolating key success factors, and aligning technical objectives with client needs. Experience with leading ECM and electronic publishing such as EMC/Documentum, OpenText/Hummingbird, IBM/FileNet is important. The Sr. ECM consultant will also often act as a Project Manager or Task lead depending on the size and scope of the ECM implementation. This may thus include management of technical and analyst resources, administration of project work plans and processes, and demonstration of core capabilities in information systems design and technical solutions.</p> | <p>Serves as one of the primary ECM experts on a project team. Along with the Project Manager assumes responsibility for managing ECM engagement issues and outlining project work plans and deliverables. Reviews engagement scope for consistency with overall firm and client objectives. Maintains a constant flow of communication with the Project Manager, client and project team and provides ECM analytic and technical direction and experience.</p>  | <p>Bachelor's degree (BS/BA) or higher and at least seven years of professional work experience.</p> |
| ECM Senior Engineer                                    | <p>This position requires a minimum of five years of general development experience in Object Oriented programming with technologies such as J2EE and .NET. The position requires at least three years of experience with one of the leading COTS ECM products such as EMC/Documentum, OpenText/Hummingbird, or IBM/FileNet. In lieu of experience the ECM Engineer may also demonstrate expertise through a COTS certification program. The Sr. ECM Engineer will also support the ECM program</p>  | <p>Serves as a senior-level ECM technical resource analytical within an engagement team. Assumes responsibility for contributing to work plan development, reaching engagement milestones, and often leading specific technical project tasks. Applies data modeling, process modeling, and software design techniques. This developer will get to work in a lead role with business analysts and direct client contact as requirements evolve. Proven communications skills with clients and customers is a very important requirement. Technical skills may include but are not limited to: Advanced Java/JSP/Beans. Advanced XML/XSL,</p> | <p>Bachelor's degree (BS/BA) or higher and at least 5 years of professional work experience</p>      |

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|                          | <p>management and have a familiarity with client issues. He will also develop or contribute to the development of Functional Requirement Documents, Technical Design Documents, Test Plans, Training documents and similar ECM implementation documents that are part of any standard SDLC.</p>  | <p>Intermediate Jakarta Struts, Basic HTML/CSS.</p>  |   |
| <p>Lead ECM Engineer</p> | <p>This position requires a minimum of seven years of general development experience in Object Oriented programming with technologies such as J2EE and .NET. The position requires at least three years of experience with one of the leading COTS ECM products such as EMC/Documentum, OpenText/Hummingbird, or IBM/FileNet. In lieu of experience, the ECM Engineer may also demonstrate expertise through a COTS certification program. The Lead ECM Engineer will provide the primary technical ECM leaderships on the project in direct support of the Project Manager and where appropriate directly with the client. He will develop or contribute to the development of Functional Requirement Documents and will be the primary author and editor of any project Technical documents. He will be the primary ECM architect and may act as a Technical Team Lead depending on the scope and size of the project. This position will direct and QA the work of ECM related technical resources. He will also be the primary driver in applying the appropriate SDLC for the ECM project or project component.</p> | <p>Serves as a the most Senior ECM technical resource analytical within an engagement team. Assumes responsibility for contributing to all Technical work plan development, reaching engagement milestones, and leading specific technical project tasks. Applies system architecture, data modeling, and software design techniques. Proven communications skills with managers, peers subordinates and clients is a very important requirement. Technical skills may include but are not limited to: Advanced Java/JSP/Beans. Advanced XML/XSL, Intermediate Jakarta Struts, Basic HTML/CSS.</p> | <p>Bachelor's degree (BS/BA) or higher and at least seven years of professional work experience</p> |

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| Project Lead                   | This position requires the ability to quickly understand a overall goals and objectives of a task and to be able to communicate these to a group of personnel as well as the ability to effectively communicate these goals to the customer.  | Designs, modifies, develops, writes and implements software programming applications/operating systems. Also, coordinates work teams. Provides technical support to project team members. Demonstrates expertise in a variety of the field's concepts, practices, and procedures. Relies on extensive experience and judgment to plan and accomplish goals. May provide consultation on complex projects and is considered to be the top level contributor/specialist. | Bachelor's degree (BS/BA) or higher and at least seven to ten years of professional work experience |
| Senior Web Analyst             | This position requires experience of user interface development, Working knowledge of XML (with XSLT a definite plus), Knowledge of OO, including knowledge of UML, OOAD and Design Patterns, Good working knowledge of Oracle and SQL. Good communication and interpersonal skills required. Able to meet deadlines and work to existing procedures and development practices. Accurate and with an attention to detail. | Responsibilities: Perform product development activities, Participate in review meetings, Documentation, Unit testing, Research into new technologies, Software maintenance and Support  | Bachelor's degree (BS/BA) or higher and at least 5 years of professional work experience            |
| Systems Analyst                | This position requires the ability to quickly analyze a systems or program task and scope, design and implement a correct and cost effective solution in a close environment.   | Reviews, analyzes, and evaluates business systems and user needs. Formulates systems to parallel overall business strategies. Writes detailed description of user needs, program functions, and steps required to develop or modify computer programs. Familiar with general IT systems and client- server concepts  | Bachelor's degree (BS/BA) or higher and at least 5 years of professional work experience            |
| <i>Sr. Cloud Administrator</i> | Provides a full range of cloud administration, configuration and maintenance support at an expert level.  | Key Responsibilities include: Oversees the processes and implementation for the creation and management of cloud accounts, manages the modification of existing accounts based on evolving customer requirements, serves as the primary point of contact for the customer for cloud issues and reporting requirements, provides oversight of all Cloud Administration teams working on a client project from a high level position within the group.                   | Bachelor's degree (BS/BA) or higher and at least 9 years of professional work experience            |

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| <i>Cloud Administrator</i>       | Provides a full range of cloud administration, configuration and maintenance support.  | Key Responsibilities include: reports to the client on project status to ensure compliance with client standards in the cloud, creates and manages cloud accounts, modifies existing accounts based on evolving customer requirements, keeps clients informed of project status on a regular basis, provides oversight of Cloud Administration teams.   | Bachelor's degree (BS/BA) or higher and at least 7 years of professional work experience |
| <i>Cloud Architect</i>           | Develops and implements cloud service architectures. Integrates technologies, defines the architectures, cloud management tools, processes and standards and drive the establishment of cloud services.  | Works with and integrates technologies including IaaS, SaaS, PaaS, Public/Hybrid/Community Cloud Service Provider offerings, cloud management tools, and converged infrastructure, participates in the establishment of project objectives, plans, schedules, and budgets and for managing the technical, operational, and financial performance of projects.   | Bachelor's degree (BS/BA) or higher and at least 5 years of professional work experience |
| <i>Sr. Cloud Architect</i>       | Leads the development and implementation of cloud service architectures. Integrates technologies to enable cross-organizational capabilities and services implementations, defines the architectures, cloud management tools, processes and standards and drive the establishment of cloud services. | Works with and integrates technologies including IaaS, SaaS, PaaS, Public/Hybrid/Community Cloud Service Provider offerings, leads the establishment of project objectives, schedules, and budgets and for managing the technical, operational, and financial performance of projects, manages other Cloud Architects and Cloud Administrators.   | Bachelor's degree (BS/BA) or higher and at least 7 years of professional work experience |
| <i>Cloud SME/Program Manager</i> | Serves as a subject matter expert and oversees the development and implementation of cloud service architectures that leverage the capabilities of selected cloud providers and cloud based solutions.   | Key Responsibilities include: Leads the integration of technologies to enable cross-organizational capabilities and services implementations, defines the architectures, cloud management tools, processes and standards and drive the establishment of cloud services, manages technologies including IaaS, SaaS, PaaS, Public/Hybrid/Community Cloud Service Provider offerings, cloud management tools, and converged infrastructure, oversees the establishment of project objectives, plans, schedules, and budgets and for managing the technical, operational, and financial performance of projects, manages other Cloud Architects and Cloud Administrators. | Master's degree or higher and at least 10 years of professional work experience          |

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| <p><i>Information Assurance Analyst</i></p>        | <p>Designs, develops or recommends integrated security system and I control solutions that will ensure proprietary/confidential data and systems are protected across various technology hardware, software, databases, and mobile application systems.</p>                        | <p>Key Responsibilities include: Provides technical engineering services for the support of integrated security systems and solutions to manage information-related risks, designs and develops IA or IA enabled products, interface specifications, and approaches to secure the environment, ensures that the implementation of security designs properly mitigate identified threats, documents system security design features and provides input to implementation plans and standard operating procedures, configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness, works on problems of complex scope where analysis of data requires an evaluation of various factors, manages other IA Analysts and coordinates directly to senior leadership and program managers, utilizes experience and judgment to plan and accomplish goals.</p> | <p>Bachelor's degree (BS/BA) or higher and at least 6 years of professional work experience</p> |
| <p><i>Senior Information Assurance Analyst</i></p> | <p>Manages the design, development and recommendations of integrated security system and I control solutions that will ensure proprietary/confidential data and systems are protected across various technology hardware, software, databases, and mobile application systems.</p> | <p>Key Responsibilities include: Manages integrated security systems and solutions to manage information-related risks, designs and develops IA or IA enabled products, interface specifications, and approaches to secure the environment, ensures that the implementation of security designs properly mitigate identified threats, manages the documentation of system security design features and provides input to implementation plans and standard operating procedures, configures and validates secure systems and physical controls, and tests security products and systems to detect security weakness, works on problems of complex scope where analysis of data requires an evaluation of various factors, manages other IA Analysts and coordinates directly to senior leadership and program managers. Utilizes experience and judgment to plan and accomplish goals.</p>                                 | <p>Bachelor's degree (BS/BA) or higher and at least 8 years of professional work experience</p> |

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| <i>Multi-media Design</i>       | Utilizes current technology and computer software to develop high-level graphics and miscellaneous media files, | Develops wireframes, line drawings, digital images, flow charts, slide presentations, animations, video stills/clips, and simulations, exercises creative judgment and originality by translating needs into graphics capabilities, makes final decisions related to matters of design, compositions and methods of presenting technical data.  | Bachelor's degree (BS/BA) or higher and at least 5 years of professional work experience |
| <i>Senior Network Architect</i> | Oversees the analysis and design of local and wide area networks and analyzes communication systems.            | Key Responsibilities include: oversees the assessment and documentation of current site network configurations and user requirements, designs and optimizes network topologies, directs and prepares engineering plans and site installation, and Technical Design Packages, leads schedules, works with network installation team, leads the preparation of drawing documentation for configuration changes at each site, leads preparation of site test reports, coordinates post-installation operations and maintenance support, familiar with engineering documentation network configurations, topologies, frame relays, bridges, and routers, responsible for managing other Network engineers and staff, performs these duties for highly complex, integrated networks. | Bachelor's degree (BS/BA) or higher and at least 8 years of professional work experience |



**GOVDELIVERY****Email and Digital Subscription Management Products & Services**

| SIN    | Manufacturer | Product Description - Number of Potential Users  | GSA Pricing w/IFF |
|--------|--------------|--|-------------------|
| 132-33 | GovDelivery  | Email and Digital Subscription Management - 50,000 to 99,999 potential users<br>Setup charge   | \$10,158.75       |
| 132-33 | GovDelivery  | Email and Digital Subscription Management- 50,000 to 99,999 potential users<br>Monthly charge  | \$1,144.25        |
| 132-34 | GovDelivery  | Email and Digital Subscription Management - Monthly 24x7 Customer Support via<br>pager 2 hour response time - 50,000 to 99,999 potential users       | \$57.21           |
| 132-33 | GovDelivery  | Email and Digital Subscription Management - 100,000 to 249,999 potential users<br>Setup charge   | \$14,939.34       |
| 132-33 | GovDelivery  | Email and Digital Subscription Management - 100,000 to 249,999 potential users<br>Monthly charge   | \$1,682.72        |
| 132-34 | GovDelivery  | Email and Digital Subscription Management - Monthly 24x7 Customer Support via<br>pager 2 hour response time -- 100,000 to 249,999 potential users    | \$84.14           |
| 132-33 | GovDelivery  | Email and Digital Subscription Management - 250,000 to 499,999 potential users<br>Setup charge   | \$21,929.62       |
| 132-33 | GovDelivery  | Email and Digital Subscription Management - 250,000 to 499,999 potential users<br>Monthly charge   | \$2,474.58        |
| 132-34 | GovDelivery  | Email and Digital Subscription Management - Monthly 24x7 Customer Support via<br>pager 2 hour response time -- 250,000 to 499,999 potential users    | \$123.73          |
| 132-33 | GovDelivery  | Email and Digital Subscription Management - 500,000 to 999,999 potential users<br>Setup charge   | \$32,308.26       |
| 132-33 | GovDelivery  | Email and Digital Subscription Management - 500,000 to 999,999 potential users<br>Monthly charge   | \$3,639.09        |
| 132-34 | GovDelivery  | Email and Digital Subscription Management - Monthly 24x7 Customer Support via<br>pager 2 hour response time -- 500,000 to 999,999 potential users    | \$181.95          |
| 132-33 | GovDelivery  | Email and Digital Subscription Management - 1,000,000 - 1,999,999 potential users<br>Setup charge  | \$47,370.38       |
| 132-33 | GovDelivery  | Email and Digital Subscription Management - 1,000,000 - 1,999,999 potential users<br>Monthly charge  | \$5,331.69        |
| 132-34 | GovDelivery  | Email and Digital Subscription Management - Monthly 24x7 Customer Support via<br>pager 2 hour response time -- 1,000,000 - 1,999,999 potential users | \$266.58          |

| SIN            | Manufacturer | Product Description - Number of Potential Users  | GSA Pricing w/IFF |
|----------------|--------------|--|-------------------|
| 132-33         | GovDelivery  | Email and Digital Subscription Management - 2,000,000 - 2,999,999 potential users<br>Setup charge  | \$62,432.51       |
| 132-33         | GovDelivery  | Email and Digital Subscription Management - 2,000,000 - 2,999,999 potential users<br>Monthly charge  | \$7,024.29        |
| 132-34         | GovDelivery  | Email and Digital Subscription Management - Monthly 24x7 Customer Support via<br>pager 2 hour response time -- 2,000,000 - 2,999,999 potential users | \$351.21          |
| 132-33         | GovDelivery  | Email and Digital Subscription Management - 3,000,000 - 3,999,999 potential users<br>Setup charge  | \$77,494.63       |
| 132-33         | GovDelivery  | Email and Digital Subscription Management - 3,000,000 - 3,999,999 potential users<br>Monthly charge  | \$8,716.89        |
| 132-34         | GovDelivery  | Email and Digital Subscription Management - Monthly 24x7 Customer Support via<br>pager 2 hour response time -- 3,000,000 - 3,999,999 potential users | \$435.84          |
| 132-33         | GovDelivery  | Email and Digital Subscription Management - 4,000,000 - 4,999,999 potential users<br>Setup charge  | \$92,556.76       |
| 132-33         | GovDelivery  | Email and Digital Subscription Management - 4,000,000 - 4,999,999 potential users<br>Monthly charge  | \$10,409.49       |
| 132-34         | GovDelivery  | Email and Digital Subscription Management - Monthly 24x7 Customer Support via<br>pager 2 hour response time -- 4,000,000 - 4,999,999 potential users | \$520.47          |
| 132-33         | GovDelivery  | Email and Digital Subscription Management - 5,000,000 -6,000,000 potential users<br>Setup charge *   | \$107,618.88      |
| 132-33         | GovDelivery  | Email and Digital Subscription Management - 5,000,000 - 6,000,000 potential users<br>Monthly charge **   | \$12,102.09       |
| 132-34         | GovDelivery  | Email and Digital Subscription Management - Monthly 24x7 Customer Support via<br>pager 2 hour response time -- 5,000,000 - 6,000,000 potential users | \$605.10          |
| <b>SUPPORT</b> |              |  |                   |
| 132-34         | GovDelivery  | Email and Digital Subscription Management - 24x7 Customer Support via pager 2<br>hour response time  |                   |

**Note:**

\* Additional \$2,000 setup fee for every additional 100,000 potential users after 6,000,000

\*\* Additional \$200 monthly fee for every additional 100,000 potential users after 6,000,000

\*\*\*Purchase of EDSM and CSM in combination; additional discounts up to 50% on purchase of second service will be granted.



**Citizen Service Management Products & Services**

| <b>SIN</b> | <b>Manufacturer</b> | <b>Product Description - Number of Potential Users</b>   | <b>GSA Pricing w/IFF</b> |
|------------|---------------------|--|--------------------------|
| 132-33     | GovDelivery         | Citizen Service Management - 50,000 to 99,999 potential users Setup charge   | \$10,158.75              |
| 132-33     | GovDelivery         | Citizen Service Management - 50,000 to 99,999 potential users Monthly charge   | \$1,144.25               |
| 132-34     | GovDelivery         | Citizen Service Management - Monthly 24x7 Customer Support via pager 2 hour response time - 50,000 to 99,999 potential users       | \$57.21                  |
| 132-33     | GovDelivery         | Citizen Service Management - 100,000 to 249,999 potential users Setup charge   | \$14,939.34              |
| 132-33     | GovDelivery         | Citizen Service Management - 100,000 to 249,999 potential users Monthly charge   | \$1,682.72               |
| 132-34     | GovDelivery         | Citizen Service Management - Monthly 24x7 Customer Support via pager 2 hour response time -- 100,000 to 249,999 potential users    | \$84.14                  |
| 132-33     | GovDelivery         | Citizen Service Management - 250,000 to 499,999 potential users Setup charge   | \$21,929.62              |
| 132-33     | GovDelivery         | Citizen Service Management - 250,000 to 499,999 potential users Monthly charge   | \$2,474.58               |
| 132-34     | GovDelivery         | Citizen Service Management - Monthly 24x7 Customer Support via pager 2 hour response time -- 250,000 to 499,999 potential users    | \$123.73                 |
| 132-33     | GovDelivery         | Citizen Service Management - 500,000 to 999,999 potential users Setup charge   | \$32,308.26              |
| 132-33     | GovDelivery         | Citizen Service Management - 500,000 to 999,999 potential users Monthly charge   | \$3,639.09               |
| 132-34     | GovDelivery         | Citizen Service Management - Monthly 24x7 Customer Support via pager 2 hour response time -- 500,000 to 999,999 potential users    | \$181.95                 |
| 132-33     | GovDelivery         | Citizen Service Management - 1,000,000 - 1,999,999 potential users Setup charge  | \$47,370.38              |
| 132-33     | GovDelivery         | Citizen Service Management - 1,000,000 - 1,999,999 potential users Monthly charge  | \$5,331.69               |
| 132-34     | GovDelivery         | Citizen Service Management - Monthly 24x7 Customer Support via pager 2 hour response time -- 1,000,000 - 1,999,999 potential users | \$266.58                 |
| 132-33     | GovDelivery         | Citizen Service Management - 2,000,000 - 2,999,999 potential users Setup charge  | \$62,432.51              |
| 132-33     | GovDelivery         | Citizen Service Management - 2,000,000 - 2,999,999 potential users Monthly charge  | \$7,024.29               |
| 132-34     | GovDelivery         | Citizen Service Management - Monthly 24x7 Customer Support via pager 2 hour response time -- 2,000,000 - 2,999,999 potential users | \$351.21                 |
| 132-33     | GovDelivery         | Citizen Service Management - 3,000,000 - 3,999,999 potential users Setup charge  | \$77,494.63              |
| 132-33     | GovDelivery         | Citizen Service Management - 3,000,000 - 3,999,999 potential users Monthly charge  | \$8,716.89               |

| SIN    | Manufacturer | Product Description - Number of Potential Users  | GSA Pricing w/IFF |
|--------|--------------|--|-------------------|
| 132-34 | GovDelivery  | Citizen Service Management - Monthly 24x7 Customer Support via pager 2 hour response time -- 3,000,000 - 3,999,999 potential users | \$435.84          |
| 132-33 | GovDelivery  | Citizen Service Management - 4,000,000 - 4,999,999 potential users Setup charge  | \$92,556.76       |
| 132-33 | GovDelivery  | Citizen Service Management - 4,000,000 - 4,999,999 potential users Monthly charge  | \$10,409.49       |
| 132-34 | GovDelivery  | Citizen Service Management - Monthly 24x7 Customer Support via pager 2 hour response time -- 4,000,000 - 4,999,999 potential users | \$520.47          |
| 132-33 | GovDelivery  | Citizen Service Management - 5,000,000 -6,000,000 potential users Setup charge *   | \$107,618.88      |
| 132-33 | GovDelivery  | Citizen Service Management - 5,000,000 - 6,000,000 potential users Monthly charge **   | \$12,102.09       |
| 132-34 | GovDelivery  | Citizen Service Management - Monthly 24x7 Customer Support via pager 2 hour response time -- 5,000,000 - 6,000,000 potential users | \$605.10          |

**Note:**

\* Additional \$2,000 setup fee for every additional 100,000 potential users after 6,000,000

\*\* Additional \$200 monthly fee for every additional 100,000 potential users after 6,000,000

\*\*\*Purchase of EDSM and CSM in combination; additional discounts up to 50% on purchase of second service will be granted.

### GSA Training Pricelist

| SIN    | Manufacturer | Product Description - Number of Potential Users | GSA Pricing w/IFF |
|--------|--------------|---|-------------------|
| 132-50 | GovDelivery  | 3 day training course at Gov Delivery facility  | \$18,026.69       |
| 132-50 | GovDelivery  | 3 day training course at Customer Location      | \$27,040.04       |

## Efia Consulting, LLC Labor Categories and Services

**GOVDELIVERY LABOR**

| SIN    | Manufacturer | Product Description - Number of Potential Users | GSA Pricing w/IFF (Year 5) |
|--------|--------------|---|----------------------------|
| 132-51 | GovDelivery  | Quick Start package: 3 days                     | \$10,343.03                |
| 132-51 | GovDelivery  | Quick Start package: 5 days                     | \$15,514.54                |
| 132-51 | GovDelivery  | TAM services: 5 days                            | \$10,343.03                |
| 132-51 | GovDelivery  | TAM services:15 days                            | \$25,857.56                |

**Efia Labor Categories**

| Labor Category                                  | GSA Hourly Rate (without IFF) |
|---|-------------------------------|
| EC Consultant/Advisory Engineer                 | \$214.57                      |
| EDI Consultant Analyst Level II Program Manager | \$142.43                      |
| EDI Consultant/Analyst Level II Senior Engineer | \$120.17                      |
| IRM Analyst II Engineer                         | \$95.78                       |
| E-Business Manager                              | \$118.11                      |
| Data Security Analyst                           | \$119.31                      |
| Chief Information Security Officer              | \$144.28                      |
| Disaster Recovery Administrator                 | \$100.80                      |
| Disaster Recovery Analyst                       | \$86.73                       |
| IT Manager                                      | \$241.12                      |
| IT Senior Manager                               | \$268.27                      |
| IT Specialist                                   | \$219.67                      |
| IT Subject Matter Expert                        | \$293.16                      |
| IT Senior Subject Matter Expert                 | \$312.13                      |
| Senior IT Consultant                            | \$219.67                      |
| Programmer                                      | \$100.80                      |
| Applications Systems Analyst/Programmer         | \$100.80                      |

|  |           |
|--|-----------|
| Business Subject Matter Specialist                     | \$158.73  |
| Business Systems Analyst                               | \$100.80  |
| Client/Server Database Manager                         | \$118.11  |
| Client/Server Network Architect                        | \$118.11  |
| Data Architect   | \$168.07  |
| Data Communication Manager                             | \$118.11  |
| Data Warehousing Administrator                         | \$74.93   |
| Data Warehousing Analyst                               | \$86.73   |
| ERP Analyst  | \$119.31  |
| ERP Business/Architectural Expert                      | \$100.80  |
| Information Assurance Development Engineer             | \$100.80  |
| Information Assurance Engineer                         | \$168.07  |
| Information Assurance Network Specialist               | \$72.15   |
| Web Content Analyst                                    | \$78.49   |
| Web Designer   | \$142.95  |
| Web Architect  | \$219.67  |
| Web Security Analyst                                   | \$86.73   |
| Web Software Developer                                 | \$118.11  |
| Senior ECM Consultant Analyst Level II Program Manager | \$161.86  |
| ECM Senior Engineer                                    | \$166.49  |
| Lead ECM Engineer                                      | \$221.98  |
| Project Lead   | \$184.98  |
| Senior Web Analyst                                     | \$150.29  |
| Systems Analyst  | \$138.73  |
| Sr. Cloud Administrator                                | \$179.49  |
| Cloud Administrator                                    | \$142.22  |
| Cloud Architect  | \$192.58  |
| Sr. Cloud Architect                                    | \$ 212.36 |
| Cloud SME/Program Manager                              | \$241.56  |
| Information Assurance Analyst                          | \$139.19  |
| Senior Information Assurance Analyst                   | \$179.47  |
| Multi-media Design                                     | \$119.01  |
| Senior Network Architect                               | \$169.01  |

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

**PREAMBLE**

Efia Consulting, LLC provides commercial products and services to ordering activities. 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-protége 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 ordering activity contracts.

To accelerate potential opportunities please contact Mr. Chris Gorman, President, Efia Consulting, LLC at 703-625-3283 or by e-mail at [chris.gorman@efia.com](mailto:chris.gorman@efia.com).

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

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

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6. This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

**Signatures**

Ordering Activity  
Date

Contractor  
Date

**BPA NUMBER****(CUSTOMER NAME)****BLANKET PURCHASE AGREEMENT**

Pursuant to GSA Federal Supply Schedule Contract Number(s)\_,

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:
  - a. MODEL NUMBER/PART NUMBER \*SPECIAL BPA DISCOUNT/PRICE
- (2) Delivery:  
DESTINATION DELIVERY SCHEDULES / 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
- (6) The following office(s) is hereby authorized to place orders under this BPA:
  - b. 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:
  - c. Name of Contractor;
  - d. Contract Number;
  - e. BPA Number;
  - f. Model Number or National Stock Number (NSN);
  - g. Purchase Order Number;
  - h. Date of Purchase;
- (9) 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 Date of Shipment.
- (10) 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.
- (11) 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 a 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:

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