On-line access to contract ordering information, terms and conditions accepted by the Government up to date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu driven database system. The internet address for GSA Advantage! is http://www.gsaadvantage.gov

INFORMATION TECHNOLOGY LARGE CATEGORY F

Multiple Award Schedule (MAS)

2191 Harithy Drive
Dunn Loring, VA 22027
Phone: 703-980-0064
Fax: 703-573-1380
www.issmgmt.com

CONTRACT NO. 47QTCA19D006H

For more information on ordering from Federal Supply Schedules, click on the FSS Schedule button at http://www.fss.gsa.gov

CONTRACT PERIOD: 2/26/2019 – 2/25/2024

Business Size: Service Disabled Veteran Owned Small Business (SDVOSB)

Pricelist current through Modification # PO-0010
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</tbody>
</table>
CUSTOMER INFORMATION

1a. Table of Awarded Special Item Numbers (SINs)
    SIN 54151S - Information Technology Professional Services

1b. Identification of Lowest Priced Model and Lowest Price:
    See Attachment A – Hourly Labor Rate

1c. Labor Category Descriptions:
    See Attachment B – Labor Category Descriptions

2. Maximum Order:
    $500,000

3. Minimum Order:
    $100

4. Geographic Coverage (delivery area):
    Domestic

5. Point(s) of Production (city, county and State or foreign country):
    Not Applicable

6. Discount from list price:
    All prices shown herein are net

7. Quantity Discounts:
    Not Applicable

8. Prompt Payment Discount:
    Net 30 Days

9a. Government purchase cards at or below the micro-purchase threshold:
    Purchase cards are accepted at or below the micro-purchase threshold

9b. Government purchase cards above the micro-purchase threshold:
    Purchase cards are not accepted at or below the micro-purchase threshold

10. Foreign Items:
    Not Applicable

11a. Time of Delivery:
    To be negotiated with the ordering agency on a task order basis

11b. Expedited Delivery:
    To be negotiated with the ordering agency on a task order basis

11c. Overnight and 2-day Delivery
    To be negotiated with the ordering agency on a task order basis
11d. **Urgent Requirements:**
To be negotiated with the ordering agency on a task order basis

When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact 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 agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12. **FOB Point(s):**
Destination

13a. **Ordering Address(s):**
Integrated Systems Solutions
2191 Harithy Drive
Dunn Loring, VA 22027

13b. **Ordering Procedures:**
Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. **Payment Address:**
Integrated Systems Solutions
2191 Harithy Drive
Dunn Loring, VA 22027

15. **Warranty Provision:**
Standard ISS commercial warranty

16. **Export packing charges, if applicable:**
Not Applicable

17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):**
Not Applicable

18. **Terms and conditions of rental, maintenance, and repair (if applicable):**
Not Applicable

19. **Terms and conditions of installation (if applicable):**
Not Applicable

20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):**
Not Applicable

21. **List of service and distribution points (if applicable):**
Not Applicable

22. **List of participating dealers (if applicable):**
Not Applicable
23. Preventive Maintenance (if applicable)
   Not Applicable

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficient, and/or reduced pollutants):
   Not Applicable

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g., contract’s website or other location). The EIT standards can be found at www.Section508.gov
   Not Applicable

25. Data Universal Number System (DUNS) Number:
   613429849

26. Notification regarding registration in System for Award Management (SAM) database:
   Registered:
   ISS is registered in SAM.
BRIEF COMPANY OVERVIEW

Integrated Systems Solutions (ISS), a Service Disabled Veteran Owned Small Business (SDVOSB) has been providing management consulting services since 2007 to both public and private sector organizations. The ISS team has a proven track record of success and substantial expertise working with client organizations to solve complex organization and management problems and offer mission oriented business solutions. The typical senior ISS team member has a MA/MS degree and 19 years of experience in the field. Our approach to both client and employee relationship is based on mutual respect and trust, where we are able to work as part of a team to address individual and organizational needs. ISS is dedicated to providing process expertise, project management and “best practice” experience. Through our program planning, audits, evaluations and approach to complex situations, we are able to transfer knowledge and capabilities as a natural by-product of our involvement with a client.

Our services span all aspects of the Mission Oriented Business Integrated Services (MOBIS) work areas with clients representing diverse industry and business functions. This broad range of experience makes us highly unique in the field of professional services. We work at all levels of an organization, from the executive office to the front line. Our staff includes highly experienced consultants, practitioners and instructors. We believe that training is best served just in time and focused on a real problem. As such we use training as another tool in creating new capabilities for our clients as we are working with them to address a specific need or challenge.

ISS expertise, process methodologies and templates for the various consulting activities are all built on personal practical experience working with a number of companies and government organizations. The privilege of working with numerous organizations has allowed us to develop a strong knowledge base of how to translate “theory” into practice and we have an extensive understanding of the critical success factors and bring an expansive set of viewpoints to the projects in the form of lessons learned or best practices.

ISS POINT OF CONTACT

For all questions regarding this GSA Schedule and to place an order or obtain more information, please contact:

Wallace “Tom” Bucher
2191 Harithy Drive
Dunn Loring, VA 22027
703-980-0064 (v)
703-573-1380 (f)
tom.bucher@issmgmt.com
www.issmgmt.com
<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category Title</th>
<th>GSA Price (including IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Analyst I</td>
<td>$ 55.95</td>
</tr>
<tr>
<td>54151S</td>
<td>Analyst II</td>
<td>$ 61.03</td>
</tr>
<tr>
<td>54151S</td>
<td>Analyst III</td>
<td>$ 65.48</td>
</tr>
<tr>
<td>54151S</td>
<td>Technical Analyst I</td>
<td>$ 83.93</td>
</tr>
<tr>
<td>54151S</td>
<td>Sr. Project Administrator</td>
<td>$ 76.67</td>
</tr>
<tr>
<td>54151S</td>
<td>Program Analyst</td>
<td>$ 88.62</td>
</tr>
<tr>
<td>54151S</td>
<td>Deputy Project Manager</td>
<td>$ 105.04</td>
</tr>
<tr>
<td>54151S</td>
<td>Project Manager</td>
<td>$ 112.91</td>
</tr>
<tr>
<td>54151S</td>
<td>Program Director</td>
<td>$ 123.44</td>
</tr>
<tr>
<td>54151S</td>
<td>Subject Matter Expert I</td>
<td>$ 172.94</td>
</tr>
<tr>
<td>54151S</td>
<td>Technical Manager I</td>
<td>$ 93.69</td>
</tr>
</tbody>
</table>
## ATTACHMENT B: LABOR CATEGORY DESCRIPTIONS

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Minimum Education and Minimum Experience</th>
<th>Functional Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analyst I</td>
<td>Bachelor’s Degree and a minimum of 3 years IT experience</td>
<td>Applies fundamental concepts, processes, practices, and procedures of the specific professional or technical assignment or in specialty area. Performs tasks that are routine and learns to apply training in practice. Follows standard practices and written instructions to accomplish duties and works under direct supervision in support of assigned projects. Provides integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications.</td>
</tr>
<tr>
<td>Analyst II</td>
<td>Bachelor’s Degree and a minimum of 4 years IT experience</td>
<td>Applies fundamental concepts, processes, practices, and procedures of the specific professional or technical assignment or in specialty area. Performs tasks that are routine and learns to apply training in practice. Follows standard practices and written instructions to accomplish duties and works under direct supervision in support of assigned projects. Provides integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications.</td>
</tr>
<tr>
<td>Analyst III</td>
<td>Bachelor’s Degree and a minimum of 5 years IT experience</td>
<td>Applies fundamental concepts, processes, practices, and procedures of the specific professional or technical assignment or in specialty area. Performs tasks that are routine and learns to apply training in practice. Follows standard practices and written instructions to accomplish duties and works under direct supervision in support of assigned projects. Provides integral support in mission requirements determination, conceptualization, design, development, testing, verification and validation, documentation, and implementation of system applications.</td>
</tr>
<tr>
<td>Technical Analyst I</td>
<td>Bachelor’s Degree and a minimum of 3 years IT experience</td>
<td>Responsible for reviewing, analyzing and evaluating technical systems and user needs. Applies independent decision-making and requires less managing supervision. Performs work and analysis in one or more of the following IT areas: designing, coding, and testing software applications, provides network support, writes, modifies and maintains software documentation, installs configures and troubleshoots various hardware and software platforms, may design and develop computer based and/or multimedia courseware for customer training prepare reports on analyses, findings, quality control, and performs technical research on emerging technologies. Works on complex projects that are technically challenging and require more independent decision-making.</td>
</tr>
<tr>
<td>Role</td>
<td>Education and Experience</td>
<td>Responsibilities</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>--------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Sr. Project Administrator</td>
<td>Bachelor’s Degree and a minimum of 5 years IT experience</td>
<td>Day to day administrative oversight of projects through the entire project lifecycle, within budget and set timetable. Provides technology development and deployment, business analysis and process design, and business and contact center readiness. Plan and facilitate program steering committee meetings, ensuring strong focus on required executive decisions. Work with operations and partner(s) to develop project, risk management and communication plans around project changes. Manage risk around project timelines, budget, scope, and quality. Provide day-to-day support and troubleshooting of issues and drive to resolution. Communicate and coordinate fixes and deployments through appropriate technology and business teams. Provide on-going communication of status and risks to management teams internally as needed and garner support for changes in scope, schedule, or budget. Ensure Project documentation and support information is completed to a high standard throughout the Project lifecycle. Manage the project management information repository including presentations, requirements and design documents, the project schedule, budget, status reports, meeting minutes, issue logs and any other documentation related to the management and administration of the project.</td>
</tr>
<tr>
<td>Program Analyst</td>
<td>Bachelors of Science or Arts in Technical, Computer, Mathematics, or Science preferred. Must have certification in accordance with (IAW) DoD 8570. MS Certified Technology Specialist/IT Professional (MCTS/MCITP), MCSE or related certifications desired. 3 years of related experience, or an equivalent combination of education and experience.</td>
<td>The Program Analyst analyzes and critiques computer programs and systems, or develops new programs. The Program Analyst may review user's requests for new or modified computer programs to determine feasibility, cost and time required, compatibility with current system, and computer capabilities. Outline steps required to develop programs, using structured analysis and design Plan, develop, test, and document computer programs, applying knowledge of programming techniques and computer systems.</td>
</tr>
<tr>
<td>Deputy Project Manager</td>
<td>Bachelors of Science or Arts in Technical, Computer, Mathematics, or Science preferred. Must have certification in accordance with (IAW) DoD 8570. MS Certified Technology Specialist/IT Professional (MCTS/MCITP), MCSE or related certifications desired. 4 years of related experience, or an equivalent combination of education and experience.</td>
<td>Responsible for designing, developing and executing data, database and data warehouse architecture strategies, feasibility studies and integration analyses. Gathers and defines data architecture requirements and ensures that architectures are compatible for integration and in compliance with appropriate standards. Relies on experience and judgment to plan and accomplish goals. May direct the work of others. Typically reports to program manager or senior management.</td>
</tr>
<tr>
<td><strong>Project Manager</strong></td>
<td>Bachelors of Science or Arts in Technical, Computer, Mathematics, or Science preferred. Must have certification in accordance with (IAW) DoD 8570. MS Certified Technology Specialist/IT Professional (MCTS/MCITP), MCSE or related certifications desired. 4 years of related experience, or an equivalent combination of education and experience.</td>
<td>Manages IT project operations and ensures production schedules are met. Ensures system resources are used effectively. Directs completion of complex information technology tasks within estimated timeframe, while overseeing financial management and administrative activities, such as budgeting, manpower resource planning, and financial reporting. Uses IT project scheduling and management experience to perform complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues, which would require a report and recommend solutions. Provides competent technical leadership and is responsible for program direction through successful performance of a variety of detailed, diverse elements of information technology projects. Develops work breakdown structures, prepares charts, tables, graphs, and diagrams to assist in analyzing problems. Provides daily supervision and direction to staff.</td>
</tr>
<tr>
<td><strong>Program Director</strong></td>
<td>Bachelors of Science or Arts in Technical, Computer, Mathematics, or Science preferred. Must have certification in accordance with (IAW) DoD 8570. MS Certified Technology Specialist/IT Professional (MCTS/MCITP), MCSE or related certifications desired. 4 years of related experience, or an equivalent combination of education and experience.</td>
<td>Responsible for designing, developing and executing data, database and data warehouse architecture strategies, feasibility studies and integration analyses. Gathers and defines data architecture requirements and ensures that architectures are compatible for integration and in compliance with appropriate standards. Relies on experience and judgment to plan and accomplish goals. May direct the work of others. Typically reports to program manager or senior management.</td>
</tr>
<tr>
<td><strong>Subject Matter Expert I</strong></td>
<td>Bachelors of Science or Arts in Technical, Computer, Mathematics, or Science preferred. Must have certification in accordance with (IAW) DoD 8570. MS Certified Technology Specialist/IT Professional (MCTS/MCITP), MCSE or related certifications desired. 10 years of related experience, or an equivalent combination of education and experience.</td>
<td>The Subject Matter Expert 1 has industry experience in the relevant subject matter. This individual will use information technology expertise and/or industry focus expertise in fulfilling the interpreted customer specification. The Subject Matter Expert 1 is highly experienced in the industry with regard to information technology. The Subject Matter Expert 1 provides thought leadership related to current and future</td>
</tr>
<tr>
<td><strong>Technical Manager I</strong></td>
<td>Bachelors of Science or Arts in Technical, Computer, Mathematics, or Science preferred. Must have certification in accordance with (IAW) DoD 8570. MS Certified Technology Specialist/IT Professional (MCTS/MCITP), MCSE or related certifications desired. 7 years of related experience, or an equivalent combination of education and experience.</td>
<td>Technical Managers apply their broad management skills and specialized functional and technical expertise to guide project teams in delivering client solutions or to manage the day-to-day operations. The Technical Manager monitors quality across multiple projects. This individual establishes and maintains technical and financial reports to show progress of projects to management and customers, organizes and assigns responsibilities to subordinates, and oversees the assigned tasks.</td>
</tr>
</tbody>
</table>
ATTACHMENT C: SAMPLE BLANKET PURCHASE ORDER

BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

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) __________, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Activity):

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

<table>
<thead>
<tr>
<th>MODEL NUMBER/PART NUMBER</th>
<th>*SPECIAL BPA DISCOUNT/PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>-------------------------</td>
<td>-----------------------------</td>
</tr>
</tbody>
</table>

(2) Delivery:

<table>
<thead>
<tr>
<th>DESTINATION</th>
<th>DELIVERY SCHEDULES / DATES</th>
</tr>
</thead>
<tbody>
<tr>
<td>--------------</td>
<td>-----------------------------</td>
</tr>
</tbody>
</table>

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

(4) This BPA does not obligate any funds.

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

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

<table>
<thead>
<tr>
<th>OFFICE</th>
<th>POINT OF CONTACT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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

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

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor’s invoice, the provisions of this BPA will take precedence.