GENERAL SERVICES ADMINISTRATION
MULTIPLE AWARD SCHEDULE – LARGE
CATEGORY – INFORMATION
TECHNOLOGY CATEGORY (ITC)
AUTHORIZED GSA SCHEDULE
CATALOG/PROCUREMENT LIST

SIN 54151S - INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

FPDS Class D301 IT Facility Operation and Maintenance
FPDS Class D302 IT Systems Development Services
FPDS Class D306 IT Systems Analysis Services
FPDS Class D307 Automated Information Systems Design and Integration Services
FPDS Class D308 Programming Services
FPDS Class D310 IT Backup and Security Services
FPDS Class D311 IT Data Conversion Services
FRDS Class D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Class D316 IT Network Management Services

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.

Contract Number: 47QTCA20D00A1
Contract Period: May 19, 2020 – May 18, 2025

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

Vital Solutions, Inc.
45791 Mountain Pine Sq, Sterling, VA 20166
© 703.655.8513
@ vamsi.thalluri@vitalsolinc.com
https://www.vitalsolinc.com
Business Size: Small Business

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1. **Information for Ordering Offices**

1.1 **Special Notice to Agencies: Small Business Participation**

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals. For orders exceeding the micro purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage™ on-line shopping service ([www.fss.gsa.gov](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 micro purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1.2 **Geographic Scope of Contract**

Information Technology Services will be provided in all 50 states in the Union and the District of Columbia.

1.3 **Contractor’s Ordering Address and Payment Information**

<table>
<thead>
<tr>
<th>For Mailed Orders:</th>
<th>For Facsimile Orders:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vamsi Thalluri, Director of Contracts</td>
<td>Vamsi Thalluri, Director of Contracts</td>
</tr>
<tr>
<td>Vital Solutions Inc</td>
<td>Phone: (703) 655-8513</td>
</tr>
<tr>
<td>45791 Mountain Pine Sq</td>
<td>Cell: (703) 655-8513</td>
</tr>
<tr>
<td>Sterling, VA 20166</td>
<td>E-mail: <a href="mailto:vamsi.thalluri@vitalsolinc.com">vamsi.thalluri@vitalsolinc.com</a></td>
</tr>
</tbody>
</table>

Government Commercial Credit Cards acceptable for payment: VISA and Master Card. In addition, bank account information for wire transfer payments will be shown on the invoice.

**Technical and Ordering Assistance:**

Vamsi Thalluri, Director of Contracts
Phone: (703) 655-8513

2. **Liability for Injury or Damage**

The Contractor shall not be liable for any injury to Government personnel or damage to Government 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.

3. **Statistical Data for Government Ordering Office Completion of Standard Form 279**

<table>
<thead>
<tr>
<th>Block 9</th>
<th>G. Order/Modification Under Federal Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Block 16</td>
<td>Contractor Establishment Code (DUNS): 023212948</td>
</tr>
</tbody>
</table>
Block 30 | Type of Contractor – A. Small Disadvantage Business (SDB),
SBA 8(a) and MBE/DBE Certified for Virginia

Block 31 | Woman-Owned Small Business – NO

Block 36 | Contractor’s Taxpayer Identification Number (TIN): 20-2395562

4. **Cage Code and CCR Registration**

<table>
<thead>
<tr>
<th>4a. CAGE Code</th>
<th>8B4H8</th>
</tr>
</thead>
<tbody>
<tr>
<td>4b. CCR Registration</td>
<td>Vital Solutions has registered in System for Award Management (SAM) e-procurement system</td>
</tr>
</tbody>
</table>

5. **FOB Destination**

Not Applicable

6. **Delivery Schedule (Multiple Award Schedules)**

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.

<table>
<thead>
<tr>
<th>Items or Groups of Items (SIN or Nomenclature)</th>
<th>Delivery Time (Days ARO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>30 Days</td>
</tr>
</tbody>
</table>

b. **Urgent Requirements:** When the Federal Supply Schedule contract delivery period does not meet 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 three workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers and 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: None

b. Quantity: None

c. Dollar Volume: None

d. Government Educational Institutions: None

e. Discount for use of Government Commercial Credit Card: None

f. Other: None

8. **Trade Agreement 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**
Not Applicable

10. **Small Requirements**

The minimum dollar value of orders to be issued is $1,00.00

11. **Maximum Order**

All dollar amounts are exclusive of any discount for prompt payment. The maximum dollar value per order is $500,000 for Special Item 54151S Information Technology Professional Services.

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 ADP/Telecommunications Standards Requirements**

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

13.1 **Federal Information Processing Standards Publications (FIPS PUBS)**

ADP products under this Schedule that do not conform to 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, NIST, pursuant to National Security Act. Information concerning their availability and applicability should be obtained from 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 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, NIST, pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA Specification Sales Office, Room 6654, 7th & D Streets, SW, Washington, DC 20407, telephone number (202) 708-9205. 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 Task/Special Order Requirements (C-FSS-370) (NOV 2001)**
### Source of Solutions

CaaS | Agile Project Management | Cyber Security | Health IT | Datacenter Migration | Cloud Migration

<table>
<thead>
<tr>
<th>(a) Security Clearances</th>
<th>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. Security clearances should be factored into the price offered under the Multiple Award Schedule.</th>
</tr>
</thead>
<tbody>
<tr>
<td>(b) Travel</td>
<td>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.</td>
</tr>
<tr>
<td>(c) Certifications, Licenses, and Accreditations</td>
<td>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.</td>
</tr>
<tr>
<td>(d) Insurance</td>
<td>As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/services code classification offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule Program.</td>
</tr>
<tr>
<td>(e) Personnel</td>
<td>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 of personnel.</td>
</tr>
<tr>
<td>(f) Organizational Conflicts of Interest</td>
<td>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.</td>
</tr>
<tr>
<td>(g) Documentation/Standards</td>
<td>The Contractor may be requested to provide products or services in accordance to the rules, regulations, OMB orders, standards and documentation as specified by the agency’s order.</td>
</tr>
<tr>
<td>(h) Data/Deliverable Requirements</td>
<td>Any required data/deliverables at the ordering level will be as specified or negotiated in the agency’s order.</td>
</tr>
<tr>
<td>(i) Government-Furnished</td>
<td>As specified in the agency’s order, the Government may provide property, equipment, materials or resources as necessary.</td>
</tr>
<tr>
<td>(j) Availability of Funds</td>
<td>May 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 the 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.</td>
</tr>
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15. **Contract Administration for Ordering Offices**

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

16. **GSA Advantage!™**

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
(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 Incidental, Non-Schedule Items**

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

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 that 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 that 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:

---

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 Contractor’s Reports of Sales and 552.238-76, Industrial Funding Fee, i.e. each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. **Installation, Deinstallation, Reinstallation**

The Davis-Bacon Act (40 U.S.C. 276a-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 on the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds $2,000, then the requirements of the Davis-Bacon Act apply.

The ordering activity issuing the task order against this contract will be responsible for the 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 of a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 54151S.

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: [https://vitalsolinc.com/508.htm](https://vitalsolinc.com/508.htm). 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 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
- The following statement:

  This order is placed under written authorization from _____________________ dated __________. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.


- 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.
- 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 the paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and 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](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).

28. **Terms and Conditions Applicable to Information Technology Professional Services (SIN 54151S)**

28.1 **Scope**

(a) The prices, terms and conditions stated under Special Item Number 54151S 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 Government location, as agreed to by the Contractor and the ordering activity.

28.2 **Performance Incentives**

(a) Performance incentives may be agreed upon between the Contractor and the ordering office on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.

(b) The ordering office must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

(c) Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering offices shall consider establishing incentives where performance is critical to the agency’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

28.3 **Ordering Procedures for Services (Requiring a Statement of Work) (G-FCI-920) (Mar 2003)**

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

When ordering services over $100,000, Department of Defense (DOD) ordering offices and non-DOD agencies placing orders on behalf of the DOD must follow the policies and procedures in the Defense Acquisition Regulation Supplement (DFARS) 208.404-70 – Additional ordering procedures for services. When DFARS 208.404-70 is applicable...
and there is a conflict between the ordering procedures contained in this clause and the additional ordering procedures for services in DFARS 208.494-70, the DFARS procedure takes precedence.

The GSA has determined that the rates for IT professional services contained in this pricelist are fair and reasonable. However, the ordering office using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

(a) When ordering IT professional services, ordering offices shall--

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

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

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

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

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

(b) Transmit the Request for quotation to Contractors:

Based upon an initial evaluation of catalogs and pricelists, the ordering office should identify the contractors that appear to offer the best value (considering the scope of services offered, hourly rates and other factors such as contractors' locations, as appropriate) and transmit the request as follows:

NOTE: When buying IT Professional Services under SIN 54151S ONLY, the ordering office, at its discretion, may limit consideration to those schedule holders that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINs as well as SIN 54151S. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.

The request should be provided to at least three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold.

For proposed orders exceeding the maximum order threshold, the request for quotation should be provided to additional contractors that offer services that will meet the agency's needs.
In addition, the request shall be provided to any contractor who specifically requests a copy of the proposed order.

28.4 Order

a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders or task orders for ordering services under this contract. Blanket Purchase Agreements (BPAs) 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 that extend beyond the fiscal year for which funds are available shall include FAR 52.232-19, Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

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

28.5 Performance of Services

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering office.

b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering office.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

28.6 Inspection of Services

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

28.7 Responsibilities of the Contractor

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

28.8 Responsibilities of the Ordering Activity

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

28.9 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 Government.

28.10 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 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 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 offices 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.

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

28.12 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 I (APR 1984) 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 (DEC 2002)) applies to labor-hour orders placed under this contract.

28.13 Resumes
Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

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

28.15 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 the Task Order.

28.16 Description of IT Services and Pricing
To enable you to take advantage of the professional services that best meet your organization’s needs, Vital Solutions provides comprehensive services in each of the following areas:

28.16.1 Program/Project Management Services
IT Program and Project Management Services involve all tasks related to planning, developing, implementing, and monitoring IT initiatives to ensure delivery. Vital Solutions has experience managing large complex information systems projects and major change programs for both commercial and government organizations, Vital Solutions is uniquely qualified to provide government agencies IT Program/Project Management Services.

Our specific Program/Project Management services include:

- Development of the overall program plan
- Implementing process improvements
- Developing project management and quality management plans
- Monitoring progress against the project plan
- Documenting and reporting progress
- Management of the program execution, including adherence to the quality management plan
- Documenting standards and procedures
- Addressing schedule variances
- Identifying risks and managing changes

28.16.2 Strategic Planning Services
IT strategic planning enables an organization to define the use of IT to implement business strategy, achieve competitive advantage, and improve process efficiency.
The Vital Solutions approach to developing an IT strategy involves the following four steps:
- Assess Current Environment
- Develop Vision
- Formulate Strategy
- Develop Migration Plan

28.16.3 Systems Analysis and Design Services
IT Systems Analysis and Design Services consists of formulating the business requirements, formalizing the systems requirements, and designing business systems to support the organizations business needs.
Vital Solutions IT Systems Analysis and Design Services are as follows:
- Business Case Development
- Requirements Definition and Analysis
- System Design

28.16.4 Systems Development and Deployment Services
IT Systems Development and Deployment Services involve the development, testing, and implementation of information systems.
Vital solutions IT Systems Development and Deployment Services are as follows:
- Custom Systems Development
- COTS Software Integration
- Electronic Commerce/Electronic Data Interchange (EDI) Development
- Data Warehouse Development
- Internet/Intranet Development
- System Assurance
- Configuration Management
- Training Development and Delivery
- Implementation Planning
Systems Deployment

28.16.5 Operations and Management Services

IT Operations and Maintenance involves designing the IT organization's structure, processes, and maintaining application programs.

The goal of these services is to implement the most effective method for supporting the IT organization's operations and maintenance needs.

Vital Solutions IT Operations and Maintenance Services are as follows:
- IT Organization Design and Training
- IT Operations
- Application Management

28.17 Vital Solutions SIN 54151S GSA Labor Rates

<table>
<thead>
<tr>
<th>Item</th>
<th>SIN</th>
<th>GSA Labor Category</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>54151S</td>
<td>Subject Matter Expert</td>
<td>$134.01</td>
<td>$137.09</td>
<td>$140.24</td>
<td>$143.47</td>
<td>$146.77</td>
</tr>
<tr>
<td>2</td>
<td>54151S</td>
<td>Oracle eBS Functional Consultant</td>
<td>$119.19</td>
<td>$121.94</td>
<td>$124.74</td>
<td>$127.61</td>
<td>$130.54</td>
</tr>
<tr>
<td>3</td>
<td>54151S</td>
<td>Oracle eBS Technical Consultant</td>
<td>$119.19</td>
<td>$121.94</td>
<td>$124.74</td>
<td>$127.61</td>
<td>$130.54</td>
</tr>
<tr>
<td>4</td>
<td>54151S</td>
<td>Oracle APPS Database Administrator</td>
<td>$134.01</td>
<td>$137.09</td>
<td>$140.24</td>
<td>$143.47</td>
<td>$146.77</td>
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<tr>
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<td>54151S</td>
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<td>$130.54</td>
</tr>
</tbody>
</table>
Vital Solutions SIN 54151S GSA Labor Category Descriptions

28.18.1 Subject Matter Expert

<table>
<thead>
<tr>
<th>Subject Matter Expert</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minimum/General Experience</strong></td>
</tr>
<tr>
<td>✓ Requires a minimum of ten (10) years overall experience implementing enterprise-wide ERP solutions.</td>
</tr>
<tr>
<td>✓ With minimal direction, provides expert support, analysis and research into exceptionally complex problems, and processes relating to the subject matter.</td>
</tr>
<tr>
<td>✓ Serves as technical expert on executive-level project teams providing technical direction, interpretation and alternatives.</td>
</tr>
<tr>
<td>✓ Thinks independently and demonstrates exceptional written and oral communications skills.</td>
</tr>
<tr>
<td>✓ Applies extensive technical expertise, and has full knowledge of other related disciplines</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Functional Responsibilities</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Top-level expert of most phases of systems analysis, business implications and application of technology to the current and future environment for federal financial management requirements.</td>
</tr>
<tr>
<td>✓ Experience supporting Financial Improvement and Audit Readiness/ Federal Information System Controls Audit Manual (FIAR)/FISCAM compliant ERP solutions for the DoD preferred.</td>
</tr>
<tr>
<td>✓ Knowledge and experience include federal financial management requirements, oversight of agile methodologies.</td>
</tr>
<tr>
<td>✓ supporting FIAR and IT audit compliance activities, and implementing Oracle eBS solutions.</td>
</tr>
<tr>
<td>✓ Expert analysis, oral and written communication skills. Develop white papers, remediation and corrective action plans, reports, presentations, and other materials as necessary.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Education</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Bachelor’s degree in computer, business, accounting or similar. Or equivalent and ten to fifteen years of general experience.</td>
</tr>
</tbody>
</table>
# 28.18.2 Oracle eBS Functional Consultant

| **Minimum/General Experience** | At least ten (10) years of demonstrated experience supporting functional projects including research, analysis and the use of desktop software and technical applications.  
| | Provides specialized support services in a functional area, or coordination of single or multiple functional activities.  
| | Strong working skills in the use of desktop software and technical applications as it applies to project specific work.  
| | Documented experience working on research or similar industry specific projects. Strong writing and editing skills.  
| | Ability to provide oversight to a small team.  
| **Functional Responsibilities** | Experience designing and implementing Oracle E-Business Suite R12 solutions.  
| | Responsible for facilitating the process to collect and define client requirements.  
| | Provides advice and recommendations on process best practices.  
| | Performs analysis on business or systems processes to identify improvements.  
| | Works with clients to understand and define needs and develop and recommend solutions.  
| | Interacts and communicates with end-users, management, vendors, and IT personnel.  
| | Produces functional design specifications based on user requirements. Maintains deep knowledge of Oracle eBS.  
| | Performs configuration and designs functional solutions (e.g., reports, interfaces, workflows, and extensions) for specific application and third-party systems.  
| **Education** | Bachelor’s degree in computer, business, accounting or similar. Or equivalent and ten to fifteen years of general experience.  

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**Source of Solutions**

CaaS | Agile Project Management | Cyber Security | Health IT | Datacenter Migration | Cloud Migration
### 28.18.3 Oracle eBS Technical Consultant

| **Minimum/General Experience** | ✓ At least ten (10) years of information technology experience.  
| | ✓ Experience designing, developing, and configuring technical solutions.  
| | ✓ Experience with leading development tasks / staff to completion with successful results. |

| **Functional Responsibilities** | ✓ Responsible for facilitating the process to collect and define client requirements. Provides advice and recommendations on process best practices.  
| | ✓ Performs analysis on business or systems processes to identify improvements.  
| | ✓ Works with clients to understand and define needs and develop and recommend solutions. Interacts and communicates with end-users, management, vendors, and IT personnel.  
| | ✓ Produces functional design specifications based on user requirements.  
| | ✓ Maintains deep knowledge of Oracle eBS.  
| | ✓ Performs configuration and designs functional solutions (e.g., reports, interfaces, workflows, and extensions) for specific application and third-party systems. |

| **Education** | ✓ Bachelor's degree in computer, business, accounting or similar. Or equivalent and ten to fifteen years of general experience. |

### 28.18.4 Oracle APPS Database Administrator

| **Minimum/General Experience** | ✓ At least ten (10) years’ Oracle database administration experience with 7 years of Oracle E-Business Suite experience required.  
| | ✓ Plans and responds to service outages including backup and restore.  
| | ✓ Monitors system performance diagnosing software and hardware failures to resolution.  
| | ✓ Assists developers of data exposure services with engagement of the various databases. |

Source of Solutions

CaaS | Agile Project Management | Cyber Security | Health IT | Datacenter Migration | Cloud Migration
### Functional Responsibilities

- Experience using WebLogic for Oracle eBS R12.2 web tier and Oracle OEM12c to manage and monitor environments.
- Provides patch management and distribution capabilities to prevent new threats with minimized physical infrastructure impacts.
- Creates and tests data backups.
- Provides data cleansing services, verifies data integrity, and implements access controls.
- Database configuration, monitoring, and tuning.
- Routine maintenance including problem defect analysis and resolution, space, storage, object management, physical database layout, rollback segment management, and temporary space management.
- Supports logs and alerts, access rights and roles, database instance version control. New IDs, roles, authorizations, audits, locked/unlocked status, revocation.
- Memory usage monitoring, database parameter configuration, database resources, I/O distribution.
- Ensures system health, maintenance, technical security, recovery, and basic application technical tuning.
- Maintains Oracle Critical Upgrades and patch management schedules. Supports testing and fielding efforts as needed.
- Supports Systems Sustainment efforts as needed. Supports Systems Development, Migration,

### Minimum Education

- Bachelor’s degree in computer, business, accounting or similar. Or equivalent and ten to fifteen years of general experience.

### 28.18.5 Oracle Database Administrator

<table>
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<tr>
<th>Oracle Database Administrator</th>
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</table>

| Minimum/General Experience | At least ten (10) years of information technology experience.  
Administration experience with relational and other complex databases and complex technical solutions utilizing databases for core functionality. |

| Functional Responsibilities | Designs, implements and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods.  
Competent to work at the highest level of all phases of database management.  
Performs maintenance of database dictionaries, overall monitoring of standards and procedures, and integration of systems through database design.  
Performs configuration, administration, and monitoring of databases.  
Provides guidance and general administration for the database servers and the configuration of the database server operating system.  
Develops and adapts vendor installation, configuration and processes to meet stakeholder requirements. |

| Minimum Education | Bachelor’s degree in computer, business, accounting or similar. Or equivalent and ten to fifteen years of general experience. |