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

Schedule Title: Multiple Award Schedule  
FSC Group: Information Technology- IT Services, IT Software  
PSC Group: Office Management- Document Services  
Contract Number: 47QTCA22D009T  
Contract Period: June 22, 2022 through June 21, 2027

For more information on ordering from Federal Supply Schedules click on the GSA Schedules link at www.gsa.gov

Contractor:  
5 Point Solutions, LLC  
204 CAUGHMAN FARM LN STE 201  
LEXINGTON, SC 29072-6925  
Phone Number: (803) 250-2415  
Fax Number: (800) 908-1705  
www.myfivepoint.com

Contractor’s Administration Source:  
Cicero Lucas, Chief Executive Officer  
Business Size: Small Business
CUSTOMER INFORMATION:

1. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)
   a. SIN DESCRIPTION
      - SIN 54151S: Information Technology Professional Services
      - SIN 511210: Software Licenses
      - SIN 518210DC: Document Conversion Services

   b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:
      - SIN 54151S: Software Tester - $151.13
      - SIN 511210: OPEDMS001 - $834.26
      - SIN 518210DC: Microfilm 16mm 200/300 dpi Bitonal - $0.0383

   c. HOURLY & SERVICE RATES: Please see pricing and service descriptions below for awarded services.

2. MAXIMUM ORDER*: SINs 54151S and 511210- $500,000; SIN 518210DC- $1,000,000
   *Ordering activities may request a price reduction at any time before placing an order, establishing a BPA, or in conjunction with the annual BPA review. However, the ordering activity shall seek a price reduction when the order or BPA exceeds the simplified acquisition threshold. Schedule contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order or BPA.

3. MINIMUM ORDER: $100

4. GEOGRAPHIC COVERAGE: 48 contiguous states, Alaska, Hawaii, Washington D.C., Puerto Rico, U.S. Territories, and to a port or consolidation point within the aforementioned locations for orders that are received from overseas activities.

5. POINT(S) OF PRODUCTION: Lexington, SC

6. DISCOUNT FROM LIST PRICES: Prices listed are net, discounts have been deducted and the industrial funding fee has been added

7. QUANTITY DISCOUNT(S): Additional 1% for a single task order of $250,000 to $500,000

8. PROMPT PAYMENT TERMS: Net 30 Days

9. FOREIGN ITEMS: None

10. TIME OF DELIVERY: As agreed upon between 5 Point Solutions and the ordering activity.
b. **EXPEDITED DELIVERY:** As agreed upon between 5 Point Solutions and the ordering activity.

c. **OVERNIGHT AND 2-DAY DELIVERY:** As agreed upon between 5 Point Solutions and the ordering activity.

d. **URGENT REQUIREMENTS:** Agencies can contact the Contractor’s representative to affect a faster delivery. Customers are encouraged to contact the contractor for the purpose of requesting accelerated delivery.

11. **FOB POINT:** Destination

12. 
   a. **ORDERING ADDRESS:**
      
      204 CAUGHMAN FARM LN STE 201
      LEXINGTON, SC 29072-6925

   b. **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

13. **PAYMENT ADDRESS:**

      204 CAUGHMAN FARM LN STE 201
      LEXINGTON, SC 29072-6925

14. **WARRANTY PROVISION:** One Year

15. **EXPORT PACKING CHARGES:** Not Applicable

16. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):** Not Applicable

17. **TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):** Not Applicable

18. 
   a. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):** N/A

   b. **TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):** N/A

19. **LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):** Not Applicable

20. **LIST OF PARTICIPATING DEALERS (IF APPLICABLE):** Not Applicable

21. **PREVENTIVE MAINTENANCE (IF APPLICABLE):** Not Applicable

22. 
   a. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants):** Not Applicable
b. **Section 508 Compliance for EIT:** 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. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/.

23. **Unique Entity Identifier (UEI) Number:** UUJKW7BC9L78

24. **Contractor has an active registration in the SAM database.**

### Special Item Number (SIN) 54151S – Information Technology Professional Services

<table>
<thead>
<tr>
<th>Labor Category Title</th>
<th>Labor Category Description</th>
<th>Minimum Education</th>
<th>Minimum Years of Experience</th>
<th>Final GSA Price incl. IFF</th>
</tr>
</thead>
</table>
| Software Developer   | Develops new software and updates software doing the following:  
• Creates software in C# based on new requirements and upgrade schedules.  
• Modifying software to fix errors, adapt it to new hardware, improve its performance, or upgrade interfaces.  
• Directing system testing and validation procedures.  
• Directing software programming and documentation development.  
• Consulting with departments or customers on project status and proposals.  
• Working with customers or departments on technical issues including software system design and maintenance.  
• Analyzing information to recommend and plan the installation of new systems or modifications of an existing system.  
• Consulting with engineering staff to evaluate software-hardware interfaces and develop specifications and performance requirements.  
• Designing and developing software systems using scientific analysis and mathematical models to predict and measure outcomes and design consequences.  
• Preparing reports on programming project specifications, activities, or status.  
• Conferring with project managers to obtain information on limitations or capabilities. | Bachelors | 10 | $175.69 |
| IT Business Analyst  | Review, analyze and evaluate business systems and user needs. Document requirements, define scope and objectives, and formulate systems to parallel overall business strategies.  
• Determine operational objectives by studying business functions; gathering information; evaluating output requirements and formats  
• Construct workflow charts and diagrams; studying system capabilities; writing specifications  
• Improve systems by studying current practices; designing modifications | Bachelors | 10 | $175.69 |
• Recommend controls by identifying problems; writing improved procedures
• Maintain user confidence and protect operations by keeping information confidential
• Prepare technical reports by collecting, analyzing and summarizing information and trends
• Understand and communicate how the project will be impacted by any changes
• Suggest changes to senior management using analytics to support your recommendations. Actively participate in the implementation of approved changes
• Create informative, actionable and repeatable reporting that highlights relevant business trends and opportunities for improvement
• Conduct insightful, ad hoc analyses to investigate ongoing or one-time operational issues
• Assist with proposal responses

| IT Project Manager | Manages project from Initial project planning to project closeout using PMI methodology to include:
|                    | • Determine and define project scope and objectives
|                    | • Predict resources needed to reach objectives and manage resources in an effective and efficient manner
|                    | • Prepare budget based on scope of work and resource requirements
|                    | • Track project costs in order to meet budget
|                    | • Develop and manage a detailed project schedule and work plan
|                    | • Provide project updates on a consistent basis to various stakeholders about strategy, adjustments, and progress
|                    | • Manage contracts with vendors and suppliers by assigning tasks and communicating expected deliverables
|                    | • Utilize industry best practices, techniques, and standards throughout entire project execution
|                    | • Monitor progress and make adjustments as needed
|                    | • Measure project performance to identify areas for improvement
|                    | • Work with technical team (Software Developers, Business Analysts, Testers) to ensure requirements and final outcomes align as expected.

| Software Tester | Software Testers have a working knowledge of software and test design, the capability to run through tests, and the ability to analyze the results. Ultimately, the Software Tester is result-driven, have good communication skills, and up-to-date knowledge of software programming and software test design.
|                  | Software Tester Responsibilities:
|                  | • Reviewing software requirements and preparing test scenarios.
|                  | • Executing tests on software usability.
|                  | • Analyzing test results on database impacts, errors or bugs, and usability.
|                  | • Preparing reports on all aspects related to the software testing carried out and reporting to the design team.
|                  | • Interacting with clients to understand product requirements.

|            | Bachelors | 10 | $175.69 |
|            | Bachelors | 10 | $151.13 |
• Participating in design reviews and providing input on requirements, product design, and potential problems.
• Assist clients with User Acceptance Testing.
• Identify bugs and report them to the development team using JIRA ticket reporting system.
• Works with training team to ensure all functionality is represented in training materials.

Special Item Number (SIN) 518210DC – Document Conversion Services

<table>
<thead>
<tr>
<th>Service Title</th>
<th>Service Description</th>
<th>Final GSA Price incl. IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microfilm 16mm 200/300 dpi Bitonal</td>
<td>This level of scanning is intended for film that is in good to excellent condition. • Roll microfilm scanned at 200 dpi and 300 dpi • Film is scanned in a semi-attended mode based on optimal scanner settings • Images will be cropped to eliminate excess over-scan • 10% of the images will be quality assured. Image indexing and export cleanup are included.</td>
<td>$0.0383</td>
</tr>
<tr>
<td>Microfilm 35mm 200/300 dpi Bitonal</td>
<td>This level of scanning is intended for film that is in good to excellent condition. • Roll microfilm scanned at 200 dpi and 300 dpi • Film is scanned in a semi-attended mode based on optimal scanner settings • Images will be cropped to eliminate excess over-scan • 10% of the images will be quality assured. Image indexing and export cleanup are included.</td>
<td>$0.0574</td>
</tr>
<tr>
<td>Microfiche 200/300 dpi Bitonal</td>
<td>This level of scanning is intended for microfiche that is in good to excellent condition. • Microfiche scanned at a resolution up to 200 dpi and 300 dpi • Microfiche is scanned in an attended mode based on optimal scanner settings. • 10% of the images will be quality assured. Image indexing and export cleanup are included.</td>
<td>$0.0660</td>
</tr>
<tr>
<td>Aperture Card 200/300 dpi Bitonal</td>
<td>• Cards are scanned at 200 dpi and 300 dpi • Images will be de-skewed at the page level • Images will be cropped to eliminate excess over scan • Images will be inspected for proper rotation and rotated as needed • 100% of the images are quality assured • Hollerith Data from each card is captured during the scanning process and delivered as the index in a delimited ASCII format. Image indexing and export cleanup are included.</td>
<td>$0.6222</td>
</tr>
<tr>
<td>Paper Scanning - Bitonal up to 8.5” x 14”</td>
<td>• For pages up to 8.5”x14” in size • Pages will be scanned at 200/300 dpi • Blank backsides will be removed • Images are de-skewed at the page level • Images are cropped to eliminate excess over scan • 10% of the images are quality assured</td>
<td>$0.0785</td>
</tr>
<tr>
<td>Document Indexing</td>
<td>Title Block information to include: • Revision Number and Sheet Number • The index database is delivered in a delimited ASCII format • Index Quality Assurance of 99% at a minimum as measured at the batch level • For additional index fields from the Title Block refer to Item 011 - Additional Indexing and Key Stroking</td>
<td>$0.5743</td>
</tr>
</tbody>
</table>
## Special Item Number (SIN) 511210 – Software Licenses

<table>
<thead>
<tr>
<th>MFR Part Number</th>
<th>Product Name</th>
<th>Products Description</th>
<th>UOI</th>
<th>Final GSA Price incl. IFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>CWS001</td>
<td>CaseWorX System</td>
<td>CaseWorX is a browser-based Court Case Management System. This system is used for managing court programs such as, DUI, Drug, Veterans, Mental Health and other Specialty Courts. CaseWorX is a tool to monitor court-ordered programs from assessment to graduation. This system includes custom phase movement workflows, drug lab results integration, key monitoring and reporting.</td>
<td>Per License</td>
<td>$9,269.52</td>
</tr>
<tr>
<td>FPH001</td>
<td>FocalPoint Hub</td>
<td>The FocalPoint Hub is the Integration Exchange Platform used to integrate with multiple entities (i.e. Records Management System (RMS), Jail Management System (JMS), State and Local Agencies) in one system. The FocalPoint Hub is the backend engine for the FocalPoint Dashboard. This system is used for law enforcement agencies, probation, and our School Safety Solution.</td>
<td>Per License</td>
<td>$37,078.09</td>
</tr>
<tr>
<td>FPD001</td>
<td>FocalPoint Dashboard</td>
<td>The FocalPoint Dashboard is a browser-based user interface for the FocalPoint Hub. The FocalPoint Dashboard is used to display results processed by the FocalPoint Hub from multiple entities (i.e. RMS, JMS, State and Local Agencies) in a user friendly fashion. The system will alert users based on results and overall results can be compared and reviewed on one dashboard. This system is used for law enforcement agencies, probation, and our School Safety Solution.</td>
<td>Per License</td>
<td>$104,282.12</td>
</tr>
<tr>
<td>OPEDMS001</td>
<td>OnPoint EDMS</td>
<td>OnPoint is a browser-based Electronic Document Management System (EDMS). The OnPoint EDMS system is a Browser-based system that allows users to upload and manage their document libraries.</td>
<td>Per License</td>
<td>$834.26</td>
</tr>
<tr>
<td>Amsupport</td>
<td>Annual Maintenance</td>
<td>5 Point Solutions will maintain 98% total availability for 5 Point Solutions Systems (CaseWorX, FocalPoint, or OnPoint), including Support to Customer measured on a monthly basis, excluding scheduled maintenance of 4 hours per month or less (“Scheduled Maintenance”). 5 Point Solutions will provide Customer with a minimum of forty-eight (48) hour notice of any Scheduled Maintenance to those person(s) specified by Customer in writing as the primary contact(s). Scheduled Maintenance will be performed outside of normal business hours, as defined Monday through Friday (except holidays) from 8AM ET to 5PM EST (“Normal Business Hours”). Emergency repairs will be performed as</td>
<td>Yearly</td>
<td>16.69%</td>
</tr>
</tbody>
</table>
required and 5 Point Solutions will promptly notify Customer of such action.

Service Level Definitions
LEVEL 1 – Support provides the following services:
• Forgotten ID’s and passwords
• Account expiry issues (ID and password changes)
• Day-to-day use of the Solution
• Connectivity issues including LAN, wireless access from Customer vehicles and Internet access
• Initial triage of the support request to determine the next level of support, if required
• Logging the call and tracking its progress through to resolution

LEVEL 2 – Support provides the following services which includes a more detailed understanding of the inner workings of the application. Additional contact with the customer to continue to triage the support request and resolve items such as:
• Data issues including integrity and accuracy
• Problem with data interfaces
• Problems with included third-party components
• Server imbalance
• Performance issue
• Interface with Level 3 support team to help identify a resolution

LEVEL 3 – Support services provide code-level changes to the application
Identification and resolution of a software failure that requires a patch or fixes
Assist with Level 2 support to identify problems and provide solutions that can be applied without code changes.