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

**SCHEDULE TITLE:** MULTIPLE AWARD SCHEDULE

**FEDERAL SUPPLY GROUP:** PROFESSIONAL SERVICES

**CONTRACT NUMBER:** GS-00F-0003V

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov

**CONTRACT PERIOD:** January 30, 2019 – January 29, 2024

Price list current as of Modification #PS-A812 effective 3/12/2020

**CONTRACTOR:** VIRTUAL CORPORATION, INC.

7 WAYMAN LANE

BAR HARBOR, ME 04609-1624

**Point of Contact:** Scott Ream

- e-mail: sream@virtual-corp.com
- Tel: 973-804-0676
- Fax: 973-426-1014
- Web: www.virtual-corp.net

**Business Size:** Small Business
**CUSTOMER INFORMATION**

1a  **Awarded SIN(s):**

<table>
<thead>
<tr>
<th>SIN</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>511210</td>
<td>Software Publishers</td>
</tr>
<tr>
<td>54151</td>
<td>Software Maintenance Services</td>
</tr>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>541611</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support and Business Program and Project Management Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials</td>
</tr>
</tbody>
</table>

1b  **Lowest Priced Item:**

N/A

1c  **Hourly Rates & Labor Category Descriptions:**

See Below

2  **Maximum Order:**

SINs 511210, 54151, and 54151S - $500,000; SIN 541611 - $1,000,000; SIN OLM - $250,000

3  **Minimum Order:**

$100

4  **Geographic Coverage:**

48 Contiguous States, Alaska, Hawaii and Puerto Rico

5  **Point of Production:**

N/A

6  **Discount:**

Prices shown are net of discount.

7  **Volume Discounts:**

Labor Rates: additional 3% for order commitments of $500,000 over 2 years
10% discount for order commitments of $1,000,000 over 2 years
15% discount for order commitments of $1,500,000 over 2 years

Software: Additional 2% provided at $250,000

8  **Prompt Payment Terms:**

2%, 10 Days; Net 30

Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9  **Foreign Items:**

None

10 **Time of Delivery:**

a. Normal: As Agreed Upon with Ordering Activity
b. Expedited: Contact Vendor
c. Overnight & 2-day delivery: Contact Vendor
### FEDERAL SUPPLY SCHEDULE: GS-00F-0003V

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>d. Urgent Requirements</td>
<td>Contact Vendor</td>
</tr>
<tr>
<td>11 <strong>FOB Point(s):</strong></td>
<td>Destination</td>
</tr>
<tr>
<td>12a <strong>Ordering Address:</strong></td>
<td>Same as Contractor address</td>
</tr>
<tr>
<td>12b <strong>Ordering procedures:</strong></td>
<td>For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), are found in Federal Acquisition Regulation (FAR) 8.405-3.</td>
</tr>
<tr>
<td>13 <strong>Payment Address:</strong></td>
<td>Same as Contractor address</td>
</tr>
<tr>
<td>14 <strong>Warranty Provision:</strong></td>
<td>Standard Commercial Warranty</td>
</tr>
<tr>
<td>15 <strong>Export packing charges, if applicable:</strong></td>
<td>N/A</td>
</tr>
<tr>
<td>16 <strong>Terms and conditions of rental, maintenance, and repair (if applicable):</strong></td>
<td>N/A</td>
</tr>
<tr>
<td>17 <strong>Terms and conditions of installation (if applicable):</strong></td>
<td>N/A</td>
</tr>
<tr>
<td>18a <strong>Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):</strong></td>
<td>N/A</td>
</tr>
<tr>
<td>18b <strong>Terms and conditions for any other services (if applicable):</strong></td>
<td>N/A</td>
</tr>
<tr>
<td>19 <strong>List of service and distribution points (if applicable):</strong></td>
<td>N/A</td>
</tr>
<tr>
<td>20 <strong>List of participating dealers (if applicable):</strong></td>
<td>N/A</td>
</tr>
<tr>
<td>21 <strong>Preventive maintenance (if applicable):</strong></td>
<td>N/A</td>
</tr>
<tr>
<td>22a <strong>Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants):</strong></td>
<td>N/A</td>
</tr>
<tr>
<td>22b <strong>Section 508 Compliance for EIT:</strong></td>
<td>N/A</td>
</tr>
<tr>
<td>23 <strong>DUNS Number:</strong></td>
<td>937711562</td>
</tr>
<tr>
<td>24 <strong>Notification regarding registration in SAM database:</strong></td>
<td>Contractor has current registration (Cage: 1TQ19)</td>
</tr>
</tbody>
</table>

**About the Company:** Virtual Corporation, Inc. is a Business Continuity consulting company that assists organizations with all aspects of their business continuity (BC) programs. In business since 1994, Virtual has helped numerous geographically disperse enterprises ensure that they can recover from business disruptions by designing and implementing sustainable business continuity programs.

*See pricing on following page.*
SIN 54151 – Software Maintenance Fee

Per year starting year 2 if purchased annually – 20% of GSA Price
Per Year if pre-purchased in minimum 3-year increments – 15% of GSA Price

Labor:

SIN 54151S – IT Professional Services

<table>
<thead>
<tr>
<th>Labor Categories</th>
<th>Government Price:</th>
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<tbody>
<tr>
<td>Relationship Manager</td>
<td>$241.80</td>
</tr>
<tr>
<td>Project Executive</td>
<td>$203.11</td>
</tr>
<tr>
<td>Senior SME</td>
<td>$183.77</td>
</tr>
<tr>
<td>Staff SME</td>
<td>$164.42</td>
</tr>
<tr>
<td>BC Software Analyst</td>
<td>$140.25</td>
</tr>
<tr>
<td>Project Analyst</td>
<td>$116.06</td>
</tr>
</tbody>
</table>

SIN 541611: Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

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<thead>
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<th>Labor Categories</th>
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<tr>
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<td>$116.06</td>
</tr>
</tbody>
</table>

The Service Contract Labor Standards (SCLS) is applicable to this contract as it applies to the entire Multiple Award Schedule and all services provided. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and / or when the contractor adds SCLS labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

Labor Category Descriptions

**Relationship Manager**

**Functional Responsibilities:** Virtual Corporation executive responsible for all aspects of ensuring customer expectations are properly managed including issues resolution management.

**Minimum Experience:** 15 years minimum business management experience preferably in consulting and software product delivery. Must be a Director or Vice President of Virtual Corporation.
Education: Bachelor’s degree in Information Sciences, Management or related.

**Project Executive**

**Functional Responsibilities:** Virtual Corporation senior consultant responsible for all aspects of a specific client engagement including staff management, deliverables ownership, quality management, and project P&L. All Project Executives have apprenticed under existing Project Executive for at least 6 months prior to leading their first engagement as Project Executive.

**Minimum Experience:** 15 years minimum business experience, 5 years business continuity / IT-disaster recovery planning and/or program implementation experience and 5 years project management experience.

Education: Bachelor’s degree in Information Sciences, Management or related.

**Senior Subject Matter Experts (SME)**

**Functional Responsibilities:** Virtual Corporation consultant responsible for assigned project duties including deliverables, task management and project administration. All Senior SMEs have at least five years verified BCM consulting experience, not necessarily at Virtual Corporation, with exceptional written and verbal communications, executive facilitation and project management skills. Virtual has subject matter SMEs in every business continuity discipline including a wide variety of IT recovery planning & technology specialists.

**Minimum Experience:** 10 years minimum business experience and 5 years of experience where work was ‘heavily focused’ on their area of expertise.

Education: Bachelor’s degree in Information Sciences, Management or related.

**Staff SME**

**Functional Responsibilities:** Virtual Corporation consultant responsible for assigned project duties in their subject matter area including deliverables, task management and project administration. All Staff SME’s have at least one year verified BCM consulting experience or apprentice under a Senior SME, not necessarily at Virtual Corporation, with strong written and verbal communications and project administrative skills.

**Minimum Experience:** 5 years minimum business experience and 3 years of experience where work was ‘heavily focused’ on their area of expertise.

Education: Bachelor’s degree in Information Sciences, Management or related.

**BC Software Analyst**

**Functional Responsibilities:** Virtual Corporation consultant responsible for design, implementation and support of business continuity software applications using industry-standard software tools (e.g., Strohl Systems, SunGard, COOP Systems, Office Shadow, etc.) and Virtual Corporation’s software tool, Sustainable Planner™. All BC Software Analysts have a minimum of one year of hands-on experience with BC software tools and can serve, if requested, as the client interface to the 3rd party software vendor.
Minimum Experience: 5 years minimum business experience and 1 year of experience where work was ‘heavily focused’ on at least one BC planning software tool.

Education: Bachelor’s degree in Information Sciences, Management or related.

**Project Analyst**

**Functional Responsibilities:** Virtual Corporation consultant responsible for project administrative support including, but not limited to time tracking (wkly consolidation), quantitative project status reporting, document preparation and distribution, document management, meeting scheduling & confirmation, project task assignments, policies & procedures maintenance. All Project Analysts have strong MS Office and document management skills, with strong written and verbal communications and project administrative skills.

Minimum Experience: 2 years minimum business experience and 2 years of experience in project administration or similar role requiring strong organizational skills and document management/use of MS Office and similar tools.

Education: Bachelor’s degree in Information Sciences, Management or related.

**Consulting Services:**

*Knowledge, Experience, Talent & Tools*

Business Continuity consulting services tailored to fit your business, utilizing proven, scalable and sustainable methods and tools.

*Virtual Corporation’s consulting philosophy is centered on knowledge transfer leaving our client well trained, knowledgeable and self-sufficient. We begin each engagement planning how to achieve this objective.*

Virtual Corporation is a privately held consulting services and software product company focused exclusively on Business Continuity / Disaster Recovery. Virtual has a highly flexible, modular approach that easily scales to meet your organization’s requirements. Virtual’s consulting team is staffed with nationally and internationally recognized experts in all Business Continuity disciplines e.g., business continuity, disaster recovery, crisis management, exercise development & facilitation, etc.

*What makes us unique?*

Virtual Corporation recognizes that BC planning cannot be implemented by BC professionals alone. The responsibility for creating and maintaining relevant BC plans must be shared with operations’ stakeholders – people without extensive BC knowledge. Virtual Corporation specializes in helping organizations of any size develop and sustain prudent, practical business continuity capabilities. Our methods and templates are highly scalable. We have helped Fortune 500 companies, mid-sized companies, not-for-profit organizations, universities, government agencies and military operations. Our consultants utilize proven methods to assist our clients in any or all of the following business continuity practice areas:

**HVAdvantage™ for Healthcare**

New Offering! Virtual takes the Hazard Vulnerability Analysis to the next level, designed to optimize your investment in annual hazard vulnerability assessments. Mitigate impact of damage to your
facilities by expanding your HVA to provide you with a more complete risk profile and ability to target specific risks and gaps.

**Business Impact Analysis (BIA)**

Whether you are engaging senior leaders in BC for the first time or looking to update rigorously detailed BIA findings generated each planning cycle, Virtual Corporation tailors each BIA project to the client’s needs and desired scope.

**BC Program Design**

You have been tasked to start a BC program ‘from scratch’ and are looking for the latest ‘best practices’ to kick-start your program. Virtual has the expertise, methods and tools to ensure program granularity will be properly balanced to meet management objectives, cost and resource constraints, while achieving repeatable, sustained BC capability across the in-scope organization.

**BC Planning**

Business Continuity planning is not a project. It must be treated as a repeatable process involving the appropriate stakeholders across the organization. Virtual’s consultants are highly trained in the leading industry planning methods and software tools. We can assist you in defining an appropriate level of detail in populating your plan components utilizing Sustainable Planner® or your existing planning tool.

**Business Continuity Maturity Model® Assessments**

How does our program compare to our competitor’s? Are we under or over-invested in Business Continuity? Virtual’s Business Continuity Maturity Model® has been recognized worldwide as a comprehensive framework within which BC programs can be efficiently assessed. Virtual consultants can teach you how to conduct self-assessments on your own or with our help.

**Testing and Exercises**

Virtual consultants have the experience and tools to help your organization plan and conduct tests and exercises of any type and scale. We assist clients with a variety of testing initiatives, including senior level management pandemic events and building libraries of self-directed drills.