

**GENERAL SERVICES ADMINISTRATION (GSA)
FEDERAL SUPPLY SERVICE**

Authorized Federal Supply Schedule Price List
Prices Shown Herein are Net (discount deducted)

**SCHEDULE FOR LOGISTICS WORLDWIDE
(LOGWORLD)**

Federal Supply Group: 874V

Class: R499

Contract Number: GS-10F-0208M

Business Size: Woman-Owned Large Business

For more information on ordering from Federal Supply Schedules. Click on the FSS Schedules button at <http://www.fss.gsa.gov>

Contract Period:
22 March 2007 through 21 March 2012

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FEDERAL SUPPLY LOGISTICS SCHEDULE

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**LOGISTICS WORLDWIDE SERVICES
FEDERAL SUPPLY SCHEDULE PRICE LIST**

1.0 OVERVIEW OF LOGISTICS SERVICES

Research Analysis and Maintenance, Inc. (RAM) is offering Logistical services for Government clients under the General Services Administration (GSA) Federal Supply Schedule contract for Logistics Worldwide Services (LOGWORLD). This is an Indefinite Delivery/Indefinite Quantity (ID/IQ) Multiple Award Schedule contract that provides for task orders to be placed as Firm Fixed-Price or Labor-Hour task orders using the labor categories and ceiling rates defined in the contract. This contract is available for use by all Federal Government agencies as a source for logistics services for domestic and/or overseas use.

The RAM LOGWORLD contract offers Federal Government agencies worldwide logistics products and services to enable Government agencies to meet demands for acquisition logistics, supply and repair, logistics training services and logistics support products necessary to meet their mission in a timely, efficient, and cost effective manner. The contract may be used to provide all resources including personnel, management, supplies, services, materials, and equipment necessary to provide a wide range of products and services as specified in each task order.

The LOGWORLD objective is primarily one of increasing efficiency and cost-effectiveness in the acquisition of logistics management services. Moreover, the Government seeks to procure the latest concepts, methods, and technologies in order to achieve greater efficiencies in resource, distribution, and supply chain operations management. Under the scope of work described in the RFP, logistics services to be provided will be those specified in a range of task orders.

RAM, primarily through its experience working on Integrated Product Teams and on-site at customer sites, can easily bring to bear its capabilities to perform needs assessments that define and establish program objectives, strategies, plans and schedules. Providing such support has been a hallmark of RAM's relationship with Government agencies over the entire period of its existence and has enabled the company to remain abreast of changes in regulations, logistics doctrine, and approaches. This experience is directly translatable into operational efficiencies, to the advantage of the Government.

RAM can provide our clients a cost-effective, FAR-compliant procurement capability. We offer efficient processes to accomplish timely procurement, delivery, invoicing, and web-based status reporting. We have skilled, professional staff to execute the procurement processes, as well as the flexibility to accommodate changes in procurement volume. RAM has established business relationships with numerous vendors and has the fiscal ability to accommodate the size and volume of most anticipated procurement levels.

2.0 CUSTOMER INFORMATION FOR ORDERING OFFICES

1.a. Table of Awarded Special Item Numbers (SIN)

Special Item Numbers (SIN)	A description of each awarded SIN is located on the following pages.
874-501, 874-501RC Supply and Value Chain Management Services	See Page 5
874-505, 874-505RC Logistics Training Services	See Page 5
874-506, 874-506RC Support Products	See Page 6 (This SIN cannot be used as a standalone SIN.)
874-507, 874-507RC Operations and Maintenance Logistics Management and Support Services	See Page 7

1.b. Labor Rates - See page 8.

1.c. Labor Category Descriptions/Qualifications - See page 9.

2. Maximum order: \$1,000,000.00

3. Minimum order: \$100.00

4. Geographic coverage (delivery area): FOB Domestic and Overseas

4.a. Travel: Contractor travel will be in accordance with the Federal Travel Regulation 31.205-46, as applicable.

5. Point(s) of production (city, county, and state or foreign country): IAW Task Order requirements

6. Discount from list prices or statement of net price: Government net prices (discounts already deducted).

7. Quantity discounts: None Offered.

8. Prompt payment terms: Net 30 days.

9.a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: Accepted Not accepted

9.b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Accepted Not Accepted

10. Foreign items (list items by country of origin): None.

11. Delivery Options

11.a. Time of Delivery: Specified on the task order.

- 11.b. Expedited Delivery: Contact Contractor.
11.c. Overnight and 2-day delivery: Contact Contractor.
11.d. Urgent Requirements: Contact Contractor.
12. FOB Points/Scope: Destination/Domestic.
13. Ordering address(es):
- | | |
|---|---|
| Research Analysis and Maintenance, Inc. | Research Analysis and Maintenance, Inc. |
| ATTN: GSA Program Manager | ATTN: GSA Alternate Program Manager |
| 9440 Viscount Boulevard, Suite 200 | 9440 Viscount Boulevard, Suite 200 |
| El Paso, Texas 79925 | El Paso, Texas 79925 |
| Tel: (915) 592-7047 | Tel: (915) 592-7047 |
| Fax: (915) 595-0559 | Fax: (915) 595-0559 |
| Email: jonesr@ramincorp.com | Email: waldronb@ramincorp.com |
- 13b. Ordering Procedures. For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).
14. Payment address:
Research Analysis and Maintenance, Inc.
9440 Viscount Boulevard
Suite 200
El Paso, Texas 79925
15. Warranty provision: Contractor's standard commercial warranty.
16. Export packing charges: N/A.
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micropurchase level): Contact Contractor.
18. Terms and conditions of rental, maintenance, and repair: N/A.
19. Terms and conditions of installation: N/A.
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: N/A.
- 20a. Terms and conditions for any other services (if applicable): N/A.
21. List of service and distribution points: N/A.
22. List of participating dealers: N/A.
23. Preventive maintenance: N/A.

24. Year 2000 (Y2K) compliant: Year 2000 Warranty – Commercial Supply Items (Jan 1999) is tailored to add the following: This contract does not provide for Information Technology (IT) services. However, incidental Y2K Logistic capabilities may be required and provided as part of a larger logistics service being procured under this contract. In these instances, the specific Y2K issues will be identified and negotiated on a task order basis. This clause will apply only as specifically stated in individual orders under this contract for applicable commercial items.
25. Special attributes such as environmental attributes, (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A.
26. Data Universal Number System (DUNS) number: 07-265-3348
27. Notification regarding registration in Central Contractor Registration (CCR) database. Research Analysis and Maintenance, Inc. is registered in the CCR database. Contractor will accept labor hour and firm fixed-price.

3.0 LOGISTICS SERVICES DESCRIPTIONS

The RAM LOGWORLD contract offers Ordering Agencies the full range of Logistics services to include: Supply and Value Chain Management, Logistics Training Services, Logistics Support Products, and Operations and Maintenance Logistics Management and Support Services, and other IT services, not elsewhere classified. These services will be provided through the use of labor classified within the labor categories of this Schedule. The Special Item Numbers (SIN) available under this contract provide for a wide range of logistics services. RAM is proposing to provide services under the following SINs: Supply and Value Chain Management Services, SIN 874-501; Logistics Training Services, SIN 874-505; Support Products, SIN 874-506, and Operations and Maintenance Logistics Management and Support Services, SIN 874-507.

3.1 Supply and Value Chain Management Services (874-501/874-501RC)

RAM's acquisition planning experience, which ranges from advanced weapon system development to large-scale system and component maintenance support operations, brings an additional capability to the Government's LOGWORLD objective of increased efficiency. Recognizing that sound planning acts as a positive multiplier in terms of meeting program objectives, RAM will bring its considerable knowledge related to milestone establishment and documentation, acquisition planning, materiel requirements definition, planning, acquisition, and management supporting the anticipated range of LOGWORLD task orders.

With specific regard to SIN 874-501, Supply and Value Chain Management Services, RAM will leverage the experience gained on prior and current projects and our wide range of logistics support efforts which are analogous to the tasks likely to be required under this procurement.

Supply and Value Chain Management Services available from RAM under this SIN include, but are not limited, to the provision of logistics expertise in all program phases (planning, design, development, test, production, fielding, sustainment, improvement, modification, disposal, etc.):

- Participation in or consultation to concept development or integrated process teams
- Perform needs assessments
- Define and establish program objectives, strategies, plans, and schedules
- Market research and acquisition planning
- Material requirements identification, planning, acquisition, and management
- Develop specifications or performance-based work statements and task estimates
- Develop, document, and support maintenance procedures and technical manuals
- Configuration and data management and related documentation
- Develop and monitor funding plans
- Support packaging, handling, storage, and transportation operations
- Vendor management
- Conduct field problem analysis and recommend corrective action

3.2 Logistics Training Services (874-505/874-505RC)

RAM will apply its almost two decades of experience to provide training in specialized system operations and customized training. RAM's training support encompasses the processes, procedures, techniques, training devices, and equipment used to train civilian and military personnel to operate and support numerous systems. RAM is experienced in the design, development, delivery, installation, integration, and implementation of embedded training and has provided traditional training support to several clients. RAM has routinely:

- Provided complete initial and/or follow-on training for operation and support of newly fielded systems and for sustained support of fielded systems.
- Conducted training evaluations to assess compatibility between field operations and training, doctrine, organizations, and fielded systems.
- Provided evaluation, feedback, and lessons learned to doctrine, training and combat developers, and other appropriate action elements.
- Prepared new equipment training plans (NETP) for planning and conducting initial operation and maintaining new and modified systems.

Customers requiring training in the multi-faceted acquisition arena will benefit from RAM's extensive experience in developing, testing and fielding instrumentation and providing training. We are proposing to provide clients with custom training focusing on system operations and automated tools necessary for the management and maintenance of equipment and facilities. RAM provides our Department of Defense clients Contractor Logistics Training Support (CLTS) utilizing Government-owned or controlled facilities, tools, systems, test equipment, spares and repair parts. By providing CLTS, clients maximize their cost-effectiveness and personnel skills available to operate and maintain materiel systems over their life cycle.

Life Cycle Contractor Support (LCCS) considerations typically are based upon readiness and availability requirements, support risks, design maturity, planned useful life, materiel system complexity, available manpower and personnel, and other acquisition and support issues. RAM's life cycle contractor training support is available for any of the following areas: instructor and key personnel training, sustainment training, Joint Service training, new equipment training team, resident training, and safe procedures training. Examples of our experience in providing customized training include the Air and Missile Defense Battle Laboratory, the Army Threat Support Activity (ATSA), the Air Mobility Warfare Center (AMWC) Battle Lab, and the U.S. Army Sergeants Major Academy.

Logistic Training Services available from RAM will include, but are not limited to, training in system operations and automated tools for supply and value chain management, property and inventory management, distribution and transportation management and maintenance of equipment and facilities supporting these activities. Customization of off-the-shelf training may include, but is not limited, to:

- Workbooks
- Training Manuals
- Computer-Based Training
- Overhead Transparencies
- Advanced Presentation Media
- Videotapes

3.3 Logistics Support Products (874-506/874-506RC)

This SIN cannot be used as a standalone SIN. The acquisition of commercial-off-the-shelf (COTS) hardware and software (other than in support of logistics-related services) under this SIN is not allowed. RAM routinely produces training support materials in support of our clients' requirements for life cycle logistical support. Products have included programs of instruction, training manuals, presentation briefings, overhead transparencies, audio and videotapes, and computer-based training. We routinely customize training requirements to suit the client's media format, and produce requisite copies of training materials.

RAM will provide support products that may include instructor materials, such as course manuals, workbooks, handouts, presentation media, completion certificates, and course critique forms; organization and conduct of training and educational programs for systems or user personnel. Personnel may be trained by conducting formal classroom courses, workshops, seminars, and/or computer-based/computer-aided training. Additionally, RAM will initiate and maintain records of training activities and student progress.

This SIN includes products delivered in direct support of services provided under the other SINs. These products could include, training manuals, CD-ROMs, overhead slides, etc., utilized in performing a task. The acquisition of commercial-off-the-shelf (COTS) hardware and software under this SIN is not allowed. Utilization of the RAM Federal Supply Schedule 70 for the acquisition of commercial hardware and software relevant to the performance of a task is strongly encouraged.

Support products can be workbooks, training manuals, slides, videotapes, overhead transparencies, software programs, etc. Any support products offered must be supplied in conjunction with services offered herein. No administrative supplies (i.e., binders, index cards, pencils, paper, pens, etc.) will be offered as support products.

3.4 Operations and Maintenance Logistics Management and Support Services (874-507/874-507RC)

This SIN will provide ordering agencies with best practices, technologies, and methodologies to plan, design, manage, operate, and maintain reliable and efficient systems, equipment, facilities, and logistics infrastructures. Ordering agency orders may include complete turnkey logistics operations, maintenance and support services, or components thereof, as needed to improve equipment and logistics performance and reduce life cycle costs.

RAM has a particularly strong background in operations and maintenance tasks and the associated logistics management and support services. Some of the principal sources of development of this expertise include:

- Management of the logistics systems and performing operational maintenance for the National Training Center at Fort Irwin, California
- Managing and operating a GOCO-like operations and maintenance facility for the Army Test and Experimentation Command (ATEC) Threat Support Activity (ATSA) at Fort Bliss Texas
- Managing and operating the logistics system and providing maintenance support to the Joint Readiness Training Center (JRTC) at Fort Polk, Louisiana.

Additional Services Available. Other GSA schedules awarded to RAM may be combined on task orders to provide a total solution to customer's requiring these additional services. The LOGWORLD schedule contract may be combined with the following RAM GSA Federal Supply Service schedule contracts:

- Engineering services, GSA Schedule 871, Professional Engineering Services (PES).
- IT related hardware, software, and support services, GSA Schedule 70, Information Technology (IT) Services.

4.0 LABOR RATES

RAM's Labor Rate Schedule for SINs 874-501, 874-505, 874-506, and 874-507 is included below. The rates listed are for the remaining base years of the contract period.

Job Categories	22 Mar - 30 Sep 07		FY08		FY09		FY10		1 Oct 11 - 21 Mar 12	
	Option Year 1		Option Year 2		Option Year 3		Option Year 4		Option Year 5	
	On-Site	Off-Site	On-Site	Off-Site	On-Site	Off-Site	On-Site	Off-Site	On-Site	Off-Site
Program Manager - Level I	69.33	74.07	71.41	76.29	73.55	78.58	75.76	80.94	78.03	83.36
Program Manager - Level II	86.11	92.04	88.69	94.80	91.35	97.65	94.09	100.58	96.92	103.59
Program Manager - Level III	102.84	109.95	105.92	113.25	109.10	116.65	112.37	120.15	115.74	123.75
Administrative Specialist - Level I	24.32	25.88	25.05	26.66	25.80	27.46	26.57	28.28	27.37	29.13
Administrative Specialist - Level II	31.03	33.06	31.96	34.05	32.92	35.08	33.91	36.13	34.93	37.21
Administrative Specialist - Level III	42.52	45.36	43.79	46.72	45.11	48.12	46.46	49.57	47.85	51.05
Logistics Specialist - Level I	29.12	31.02	29.99	31.95	30.89	32.91	31.82	33.90	32.77	34.92
Logistics Specialist - Level II	35.82	38.20	36.90	39.35	38.01	40.53	39.15	41.75	40.32	43.00
Logistics Specialist - Level III	43.49	46.40	44.79	47.79	46.13	49.23	47.52	50.70	48.94	52.23
Logistician - Level I	50.19	53.58	51.70	55.19	53.25	56.84	54.85	58.55	56.49	60.31
Logistician - Level II	60.72	64.85	62.54	66.79	64.42	68.80	66.35	70.86	68.34	72.99
Logistician - Level III	69.33	74.07	71.41	76.29	73.55	78.58	75.76	80.94	78.03	83.36
Logistics Consultant - Level I	78.90	84.33	81.26	86.86	83.70	89.46	86.21	92.15	88.80	94.91
Logistics Consultant - Level II	88.51	94.60	91.16	97.43	93.90	100.36	96.71	103.37	99.62	106.47
Logistics Consultant - Level III	107.64	115.07	110.86	118.52	114.19	122.08	117.62	125.74	121.14	129.51
Network Specialist - Level I	33.94	36.15	34.96	37.24	36.01	38.35	37.09	39.51	38.20	40.69
Network Specialist - Level II	42.52	45.36	43.79	46.72	45.11	48.12	46.46	49.57	47.85	51.05
Network Specialist - Level III	52.09	55.62	53.65	57.29	55.26	59.01	56.92	60.78	58.62	62.60
Software Engineer/Analyst - Level I	50.19	53.58	51.70	55.19	53.25	56.84	54.85	58.55	56.49	60.31
Software Engineer/Analyst - Level II	59.79	63.86	61.59	65.78	63.43	67.75	65.34	69.78	67.30	71.87
Software Engineer/Analyst - Level III	69.33	74.07	71.41	76.29	73.55	78.58	75.76	80.94	78.03	83.36
Information Engineer - Level I	62.18	66.40	64.05	68.40	65.97	70.45	67.95	72.56	69.99	74.74
Information Engineer - Level II	78.90	84.33	81.26	86.86	83.70	89.46	86.21	92.15	88.80	94.91
Information Engineer - Level III	92.06	98.41	94.82	101.36	97.67	104.40	100.60	107.53	103.62	110.76
Engineering Specialist - Level I	32.46	34.60	33.43	35.64	34.43	36.70	35.46	37.81	36.53	38.94
Engineering Specialist - Level II	38.22	40.76	39.37	41.98	40.55	43.24	41.77	44.54	43.02	45.87
Engineering Specialist - Level III	45.40	48.45	46.76	49.90	48.17	51.40	49.61	52.94	51.10	54.53
Engineer - Level I	47.34	50.53	48.76	52.05	50.22	53.61	51.73	55.22	53.28	56.87
Engineer - Level II	56.37	60.20	58.06	62.01	59.80	63.87	61.60	65.79	63.45	67.76
Engineer - Level III	64.54	68.94	66.48	71.01	68.47	73.14	70.52	75.33	72.64	77.59
Sr. Engineer - Level I	74.13	79.21	76.35	81.58	78.64	84.03	81.00	86.55	83.43	89.15
Sr. Engineer - Level II	83.72	89.47	86.23	92.15	88.82	94.91	91.48	97.76	94.23	100.69
Sr. Engineer - Level III	98.09	104.86	101.03	108.01	104.06	111.25	107.18	114.59	110.40	118.03
Quality Assurance Specialist - Level I	40.60	43.30	41.82	44.60	43.08	45.94	44.37	47.32	45.70	48.74
Quality Assurance Specialist - Level II	53.53	57.13	55.13	58.85	56.79	60.61	58.49	62.43	60.25	64.30
Quality Assurance Specialist - Level III	66.92	71.50	68.93	73.65	70.99	75.86	73.12	78.13	75.32	80.48
Information Systems Training Specialist - Level I	38.79	41.38	39.95	42.62	41.15	43.89	42.39	45.21	43.66	46.57
Information Systems Training Specialist - Level II	45.58	48.65	46.94	50.11	48.35	51.61	49.80	53.16	51.30	54.75
Information Systems Training Specialist - Level III	55.18	58.92	56.83	60.68	58.54	62.50	60.29	64.38	62.10	66.31
Training Facilitator - Level I	35.63	38.00	36.70	39.14	37.80	40.31	38.93	41.52	40.10	42.77
Training Facilitator - Level II	44.40	47.38	45.74	48.80	47.11	50.27	48.52	51.77	49.98	53.33
Training Facilitator - Level III	50.48	53.89	51.99	55.51	53.55	57.17	55.16	58.89	56.82	60.65
Editorial Specialist - Level I	35.82	38.20	36.90	39.35	38.01	40.53	39.15	41.75	40.32	43.00
Editorial Specialist - Level II	40.81	43.53	42.03	44.83	43.29	46.18	44.59	47.56	45.93	48.99
Engineering Aide - Level I	30.08	32.03	30.98	32.99	31.91	33.98	32.86	35.00	33.85	36.05
Engineering Aide - Level II	33.94	36.15	34.96	37.24	36.01	38.35	37.09	39.51	38.20	40.69

Federal Supply Service Logistics Schedule Price List

5.0 LABOR CATEGORIES AND QUALIFICATIONS

RAM offers the following labor categories and associated qualification for logistics services in support of SIN 874-501, SIN 874-505, SIN 874-506, and SIN 874-507. Resumes will be provided to the GSA Contracting Officer or the user agency upon request. A listing of the labor categories is provided below.

- Program Manager
- Administrative Specialist
- Logistics Specialist
- Logistician
- Logistics Consultant
- Network Specialist
- Software Engineer/Analyst
- Information Engineer
- Engineering Specialist
- Engineer
- Senior Engineer
- Quality Assurance Specialist
- Information Systems Training Specialist
- Training Facilitator
- Editorial Specialist
- Engineering Aide

5.1 Labor Category Descriptions

Experiential Substitutions for Formal Education Requirements. For those labor categories that require either a Bachelor's or a Master's degree, experience and education may be substituted as follows:

A Master's degree may be substituted for two (2) years of general and specialized experience for those labor categories requiring a Bachelor's degree plus additional experience.

If the labor category description provides a minimum degree requirement, two years of experience may be substituted for each year of formal education.

Examples:

- High School plus eight (8) years experience = Bachelor's Degree.
- Bachelor's Degree plus four (4) years experience = Master's Degree.
- Technical certifications by recognized institutions, such as the Microsoft Certified Systems Engineer (MCSE) certification, may also be substituted for formal education requirements with the agreement of the requiring organization.

Job Qualifications and Duties: Job qualifications and examples of duties are offered with each Job category description that follows.

PROGRAM MANAGER

Job Qualifications

- Program Manager I requires a Bachelor degree plus 2 years of experience or 10 years of equivalent experience.
- Program Manager II requires a Bachelor degree plus 6 years of experience or 14 years of equivalent experience.
- Program Manager III requires a Bachelor degree plus 10 years of experience or 18 years of equivalent experience.

Job Duties

The Program Manager manages project operations and ensures project schedules are met and the system resources are used effectively, and may advise or consult on organizational, procedural, and workflow plans, methods, and procedure analysis. Directs and coordinates personally, or through subordinate managerial personnel, activities to ensure progress is being accomplished toward specified program objective and modifies or changes methodology as required to redirect activities and attain objectives. Confers with staff to explain program and individual responsibilities for functions and phases of program. Prepares program reports for superiors. Controls expenditures in accordance with budget allocations.

ADMINISTRATIVE SPECIALIST

Job Qualifications

- Administrative Specialist I requires a high school diploma or equivalent and 1 year of equivalent experience.
- Administrative Specialist II requires a high school diploma or equivalent and 2 years of equivalent experience.
- Administrative Specialist III requires a high school diploma or equivalent and 4 years of equivalent experience.

Job Duties

An Administrative Specialist provides administrative support to technical and management-level personnel. Aids executive in staff capacity by coordinating office services, such as personnel, budget preparation and control, documentation planning and support, project administration, program management support, mail services, records, and data input. Coordinates collection and preparation of operating reports, such as time-and-attendance records, terminations, new hires, transfers, budget expenditures, and statistical records of performance data. Analyzes unit operating practices, such as record keeping systems, forms control, office layout, suggestion systems, personnel and budgetary requirements, and performance standards to create new systems or revise established procedures, improve workflow, simplify reporting procedures, or implement cost reductions.

LOGISTICS SPECIALIST

Job Qualifications

- Logistics Specialist I requires a high school diploma or equivalent and 2 years of equivalent experience.
- Logistics Specialist II requires a high school diploma or equivalent and 4 years of equivalent experience.
- Logistics Specialist III requires a high school diploma or equivalent and 6 years of equivalent experience.

Job Duties

The Logistics Specialist performs a variety of logistics functions which are broad in nature in support of acquisition logistics or integrated logistics support associated with the design, development, test, production, fielding, sustainment, improvement of, and disposal of cost effective systems, including the eventual disposal or salvage of these systems.

LOGISTICIAN

Job Qualifications

- Logistician I requires a Bachelor degree plus 2 years of experience or 10 years of equivalent experience.
- Logistician II requires a Bachelor degree plus 4 years of experience or 12 years of equivalent experience.
- Logistician III requires a Bachelor degree plus 6 years of experience or 14 years of equivalent experience.

Job Duties

The Logistician provides logistics expertise in the pre-production or design phase of systems to ensure that the system can be supported through its life cycle and that the infrastructure elements necessary for operational support are identified and acquired. Services may continue through the life cycle of the system or product and include guidance, assistance, and/or operational support. Solves complex issues associated with the development, test, and delivery of configuration and logistic management systems designed to provide clients with logistics technology that ensures effective and economical support.

LOGISTICS CONSULTANT

Job Qualifications

- Logistics Consultant I requires a Bachelor degree plus 6 years of experience or 14 years of equivalent experience.
- Logistics Consultant II requires a Bachelor degree plus 10 years of experience or 18 years of equivalent experience.
- Logistics Consultant III requires a Master degree plus 10 years of experience or 22 years of equivalent experience.

Job Duties

The Logistics Consultant provides expert functional and technical support to top-level management to integrate the best industry practices and reduce risk in implementing new technologies, methods, and processes. This includes expertise in one or more of the following: logistics systems, implementation and change strategies, and life cycle impact analyses.

NETWORK SPECIALIST

Job Qualifications

- Network Specialist I requires a high school diploma or equivalent and 2 years of equivalent experience.
- Network Specialist II requires a high school diploma or equivalent and 4 years of equivalent experience.
- Network Specialist III requires a high school diploma or equivalent and 6 years of equivalent experience.

Job Duties

The Network Specialist supports the installation and maintenance of computer and communications or network systems to include computer operating systems, network and application software, and computer/network hardware. Provides helpdesk support to customers.

SOFTWARE ENGINEER/ANALYST

Job Qualifications

- Software Engineer/Analyst I requires a Bachelor degree plus 2 years of experience or 10 years of equivalent experience.
- Software Engineer/Analyst II requires a Bachelor degree plus 4 years of experience or 12 years of equivalent experience.
- Software Engineer/Analyst III requires a Bachelor degree plus 6 years of experience or 14 years of equivalent experience.

Job Duties

The Software Engineer/Analyst performs analysis, design or maintenance of complex software systems including computer simulation, client/server architectures, networking techniques and protocols, databases, programming languages, and/or operating systems.

INFORMATION ENGINEER

Job Qualifications

- Information Engineer I requires a Bachelor degree plus 2 years of experience or 10 years of equivalent experience.
- Information Engineer II requires a Bachelor degree plus 4 years of experience or 12 years of equivalent experience.
- Information Engineer III requires a Bachelor degree plus 6 years of experience or 14 years of equivalent experience.

Job Duties

The Information Engineer performs information systems development, functional and data requirement analysis, systems analysis and design, programming, program design, and documentation preparation. Implements information engineering projects and performs systems analysis design and programming using CASE and IE tools and methods, systems planning, business information planning, and business analysis.

ENGINEERING SPECIALIST

Job Qualifications

- Engineering Specialist I requires a high school diploma or equivalent and 2 years of equivalent experience.
- Engineering Specialist II requires a high school diploma or equivalent and 4 years of equivalent experience.
- Engineering Specialist III requires a high school diploma or equivalent and 6 years of equivalent experience.

Job Duties

The Engineering Specialist provides technical support across several functional areas and technologies. Supports complete engineering project development from inception to deployment and sustainment.

ENGINEER

Job Qualifications

- Engineer I requires a Bachelor degree plus 2 years of experience or 10 years of equivalent experience.
- Engineer II requires a Bachelor degree plus 4 years of experience or 12 years of equivalent experience.
- Engineer III requires a Bachelor degree plus 6 years of experience or 14 years of equivalent experience.

Job Duties

The Engineer performs analysis, design, installation, and maintenance of computer-based systems, local area networks, communication systems, or other systems. Applies knowledge of hardware, software, industry standards, methodologies and practices common to an information technology, electrical, electronic, mechanical, or other environment.

SENIOR ENGINEER

Job Qualifications

- Senior Engineer I requires a Bachelor degree plus 6 years of experience or 14 years of equivalent experience.
- Senior Engineer II requires a Bachelor degree plus 10 years of experience or 18 years of equivalent experience.
- Senior Engineer III requires a Master degree plus 10 years of experience or 22 years of equivalent experience.

Job Duties

The Senior Engineer develops and/or maintains systems including design, requirements and system analysis, and programming. Uses current technologies, structured analysis, design methodologies and tools, and other design techniques, object-oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information, electronic or mechanical systems.

QUALITY ASSURANCE SPECIALIST

Job Qualifications

- Quality Assurance Specialist I requires a high school diploma or equivalent and 4 years of equivalent experience.
- Quality Assurance Specialist II requires a high school diploma or equivalent and 6 years of equivalent experience.
- Quality Assurance Specialist III requires a high school diploma or equivalent and 8 years of equivalent experience.

Job Duties

The Quality Assurance Specialist performs quality assurance including maintaining quality records, performing quality audits, and maintaining quality assurance standards to meet evolving industry and Government quality requirements.

INFORMATION SYSTEMS TRAINING SPECIALIST

Job Qualifications

- Information Systems Training Specialist I requires a Bachelor degree plus 2 years of experience or 10 years of equivalent experience.
- Information Systems Training Specialist II requires a Bachelor degree plus 4 years of experience or 12 years of equivalent experience.
- Information Systems Training Specialist III requires a Bachelor degree plus 6 years of experience or 14 years of equivalent experience.

Job Duties

The Information Systems Training Specialist is responsible for education program development for personnel within the information systems functions or for user personnel. Conducts research, then develops and revises training courses, prepares student material, and coordinates activities of the instructors engaged in training employees or customers. May oversee the program, acts as the point of contact between the staff and customer and assigns personnel to the various training tasks, directs their activities, reviews and evaluates their work, prepares performance reports, and monitored program effectiveness. Ensures student documentation is maintained and ensures customer satisfaction occurs.

TRAINING FACILITATOR

Job Qualifications

- Training Facilitator I requires a Bachelor degree plus 2 years of experience or 10 years of equivalent experience.
- Training Facilitator II requires a Bachelor degree plus 4 years of experience or 12 years of equivalent experience.
- Training Facilitator III requires a Bachelor degree plus 6 years of experience or 14 years of equivalent experience.

Job Duties

The Training Facilitator's responsibilities may include research to develop instructor materials, such as course manuals, workbooks, handouts, presentation media, completion certificates, and course critique forms. Organizes and conducts training and educational programs for systems or user personnel. Trains personnel by conducting formal classroom courses, workshops, seminars, and/or computer-based/computer-aided training. Initiates and maintains records of training activities and student progress.

EDITORIAL SPECIALIST

Job Qualifications

- Editorial Specialist I requires a Bachelor degree plus 2 years of experience or 10 years of equivalent experience.
- Editorial Specialist II requires a Bachelor degree plus 4 years of experience or 12 years of equivalent experience.

Job Duties

The Editorial Specialist completes documentation from concept to the completed bound document. Performs studies of the task topics to be taught and from concept, develops outlines, writes, edits, maintains, and revises documentation to support task orders. Documentation may include lesson plans, training briefings, reports, proposals, catalogs, user and technical manuals, bulletins, newsletters, and other memoranda and related technical and administrative publications. Decides which photographs, drawings, sketches, diagrams, and charts are to be used to transmit data to the user or student. Reviews and critiques other writers' material for suitability of inclusion into the end product. Maintains records of documentation.

ENGINEERING AIDE

Job Qualifications

- Engineering Aide I requires a Bachelor degree plus 2 years of experience or 10 years of equivalent experience.
- Engineering Aide II requires a Bachelor degree plus 4 years of experience or 12 years of equivalent experience.

Job Duties

The Engineering Aide provides graphics design and use, operation and setup of computer graphic systems to assist in providing required training materials or support of the task order. Assists in determining style, technique, and medium best suited to produce desired results. Operates computer graphics equipment, data plotting, or other media material to achieve desired presentation effects. Formulates concept and illustrations from models, sketches, memory, and imagination. Coordinates with the user for schedule and use. Ensures documentation records are maintained.

6.0 CONTRACT ADMINISTRATION FOR ORDERING AND PAYMENT OFFICES

6.1 Ordering Procedures

GSA has determined that the rates for services contained in the RAM Price List applicable to this schedule 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 specific tasks being ordered and for making a determination that the total firm fixed-price or ceiling price is fair and reasonable.

Documentation. Orders should be documented, at a minimum, by identifying the contractor from which the item was purchased, the item purchased, and the amount paid.

Purchase of Incidental, Non-Schedule Items. 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. For administrative convenience, open market (non-contract) items may be added to a Federal Supply Schedule BPA or an individual order, provided that the items are clearly labeled as such on the order, all applicable regulations have been followed, and price reasonableness has been determined by the ordering activity for the open market (non-contract) items.

When tasking under the LOGWORLD schedule, agencies are not to use this vehicle for the acquisition of supplies other than that integral to the task and incidental to its central role of Logistic Services. Typical examples of services that are not appropriate for purchase under a schedule task include, but are not limited to: financial or freight rate audits, engineering services, IT systems integration, network services, volume purchase of IT hardware, software or software development, database planning, marketing/media services, household goods moving and storage, and passenger airline service.

The following ordering procedures were developed to assist our customer agencies in the purchase of services that are priced at hourly rates.

When ordering services, ordering offices should:

1 Prepare a Request for Quotes:

A Request for Quotes should be prepared which includes the performance-based statement of work. The performance-based statement of work should outline, at a minimum, the work to be performed, location of work, period performance, deliverable schedule, applicable standards, acceptable criteria and any special requirements (i.e., security clearances, travel, special knowledge, etc.) A firm fixed-price order will 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 work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour quote may be requested.

The firm fixed-price will be based on the hourly rates in the schedule contract and will 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 will also include any other incidental costs

related to performance of the services ordered. The order may provide for reimbursement of travel costs at the rates provided in the Federal Travel Regulations or Joint Travel Regulations, or as a fixed-price incidental item. A ceiling price must be established for labor hour orders.

The Request for Quotes may request RAM, if necessary or appropriate, to submit a project plan for performing the task and information regarding experience and/or past performance performing similar tasks.

The Request for Quotes should define the basis for selecting the contractor to receive the order. The notice should include the best value selection criteria including the intended use of past performance factors.

2. Transmit the Request for Quotes

Based upon an initial evaluation of catalogs and price lists, 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).

6.2 Submission of Order

Orders may be placed through Electronic Data Interchange (EDI) or mailed in paper form. EDI orders will be placed using the American National Standards Institute (ANSI) X12 Standard for Electronic Data Interchange (EDI) format.

RAM will be responsible for providing its own hardware and software necessary to transmit and receive data electronically. Additionally, each party to the Trading Partner Agreements (TPA) will be responsible for the costs associated with its use of third party provider services. Nothing in the TPA will invalidate any part of this contract between RAM and GSA. All terms and conditions of this contract that otherwise would be applicable to a mailed order will apply to the electronic order.

The basic content and format of the TPA will be provided by:

General Services Administration
Acquisition Operations and Electronic Commerce Center (FCS)
Washington, DC 20406
Telephone: (703) 305-7741
Fax: (703) 305-7720

Placement of all orders issued under this contract will be in accordance with FAR 8.4 and the ordering procedures provided within.

6.3 Blanket Purchase Agreements

All Federal Supply Schedule contracts contain BPA provisions. A BPA is a simplified method of filling anticipated repetitive needs for services and supplies. They are "accounts" established with Schedule contractors by customers. Ordering offices may use BPAs to establish accounts with RAM to fill recurring requirements. Buying members and RAM can agree to administrative protocols within the scope of the contract to expedite ordering, payment, and delivery. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

Benefits of Using a BPA. BPAs can reduce costs and save time because individual purchase orders and invoices are not required for each procurement but can instead be documented on a consolidated basis. Examples of the savings are listed below.

- Eliminate contracting and open market costs (the need for solicitations and synopsis requirements).
- BPAs may be established to obtain the maximum discount (lowest net price) available in those schedule contracts containing volume or quantity discount arrangements.
- Have shorter lead-times.
- Reduce inventories.
- Satisfy recurring requirements.
- Reduce the number of transactions (number of individual invoices, monthly billing work in accounts payable).

Setting Up a BPA. It's easy to establish a BPA directly with RAM. As the buying member, you need to define your agency's requirement, estimate your quantities and delivery requirements, and follow the FAR 8.4 ordering procedures. Generally, a single BPA should be established when you can easily define requirements (services and products) ordered under the BPA and a firm fixed-price or ceiling price can be established. RAM agrees to enter into BPAs with ordering activities provided that:

- The period of time covered by such agreements will not exceed the period of the contract including option year period(s).
- Orders placed under such agreements will be issued in accordance with all applicable regulations and the terms and conditions of the contract.
- Contractual terms and conditions are the same as those contained in the Schedule contract.

6.4 Delivery Terms

Time of Delivery

RAM will deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

<u>Special Item Number</u>	<u>Delivery Time (Days ARO)</u>
874-501 Supply and Value Chain Management Services	The establishment of a commencement date for delivery of services will be by mutual agreement between the ordering activity and RAM.
874-505 Logistics Training Services	
874-506 Support Products	
574-507 Operations and Maintenance Logistics Management and Support Services	

Expedited Delivery. 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 RAM to obtain accelerated delivery. RAM will reply to the inquiry within three (3) work days after receipt. (Telephonic replies will be confirmed by RAM in writing.) If RAM offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame will be delivered

within this shorter delivery time and in accordance with all other terms and conditions of the contract.

6.5 Procedures for Payment

Payments upon Invoice. For firm fixed-price orders, the Government will pay RAM, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments will be made only when authorized by the order. For time and materials orders, the Payments under Time and Materials and Labor-Hour Contracts (Alternate I (APR 1984)) at FAR 52.232-7 applies. For labor hour orders, the Payment under Time and Materials and Labor-Hour Contracts (FEB 1997) (Alternate II (JAN 1986)) at FAR 52.232-7 applies.

Payment by Purchase Card. “Government purchase card” means the uniquely numbered credit card issued to named individual Government employees or entities to pay for official Government purchases. “Oral delivery order” means an order placed orally either in person or by telephone, which is paid for by Government purchase card.

- RAM will accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery/task orders. RAM may also accept the Government purchase card for all order dollar amounts in excess of the threshold if otherwise agreeable between RAM and the customer. For purchases that exceed the micro-purchase threshold, RAM will process a transaction for payment through the credit card clearing house for the price of services performed and accepted on a monthly basis.
- RAM will provide the customer with a credit card receipt for all transactions for payment.

7.0 TERMS AND CONDITIONS APPLICABLE TO THIS CONTRACT

Responsibilities of RAM. RAM will comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

Responsibilities of the Government. Subject to security regulations, the ordering office will permit RAM access to all facilities necessary to perform the requisite Logistic Services.

Independent Contractor. All Logistic Services performed by RAM under the terms of this contract will be as an Independent Contractor and not as an agent or employee of the Government.

Performance of Services. RAM will commence performance of services on the date agreed to by RAM and the ordering office. We will render services only during normal working hours, unless otherwise agreed to by RAM and the ordering office. Ordering agencies should include the criteria for satisfactory completion for each task in the statement of work or delivery order. Services will be completed in a good and workmanlike manner.

Travel. Any RAM travel required in the performance of Logistic 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 RAM travel.

Inspection of Services. RAM will only tender for acceptance those items that conform to the requirements of this contract. The Government reserves the right to inspect or test any supplies or services that have been tendered for acceptance. The Government may require repair or replacement of nonconforming supplies or re-performance of nonconforming services at no increase in contract price. The Government must exercise its post-acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item. 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.

Security Requirements. In the event of security requirements, ordering activities may incorporate in their delivery orders a security clause in accordance with current laws, regulations, and individual agency policy; however, the burden of administering the security requirements will be with the ordering agency. If any costs are incurred as a result of the inclusion of security requirements, such costs will not exceed 10 percent or \$100,000, of the total dollar value of the order, whichever is less.

Definitions. The clause at FAR 52.202-1, Definitions, is incorporated herein by reference. "Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract. The following definitions are included for clarification.

Assignment. RAM or its assignee's rights to be paid amounts due as a result of performance of this contract may be assigned to a bank, trust company, or other financing institution, including any Federal lending agency in accordance with the Assignment of Claims Act (31 U.S.C. 3727).

Changes. Changes in the terms and conditions of this contract may be made only by written agreement of the parties. 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.

Disputes. This contract is subject to the Contract Disputes Act of 1978, as amended (41 U.S.C. 601-613). Failure of the parties to this contract to reach agreement on any request for equitable adjustment, claim, appeal, or action arising under or relating to this contract will be a dispute to be resolved in accordance with the clause at FAR 52.233-1, Disputes, which is incorporated herein by reference. RAM will proceed diligently with performance of this contract, pending final resolution of any dispute arising under the contract.

Excusable Delays. RAM will be liable for default unless nonperformance is caused by an occurrence beyond the reasonable control of RAM and without its fault or negligence such as, acts of God or the public enemy, acts of the Government in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, unusually severe weather, and

delays of common carriers. RAM will notify the Contracting Officer in writing as soon as it is reasonably possible after the commencement of any excusable delay, setting forth the full particulars in connection therewith, will remedy such occurrence with all reasonable dispatch, and will promptly give written notice to the Contracting Officer of the cessation of such occurrence. RAM will also notify the Ordering Officer in writing as set forth above when service is expected to be delayed.

Invoice. RAM, upon completion of the work ordered, will submit invoices for Logistics services. Progress payments may be authorized by the ordering office on individual orders if appropriate. Progress payments will be based upon completion of defined milestones or interim products. Invoices will be submitted monthly for recurring services performed during the preceding month. RAM will submit an original invoice and three copies (or electronic invoice, if authorized,) to the address designated in the contract to receive invoices. All invoices will include:

- Name and address of the contractor
- Invoice date
- Contract number, contract line item number, and, if applicable, the order number
- Description, quantity, unit of measure, unit price, and extended price of the items delivered
- Shipping number and date of shipment, including the bill of lading number and weight of shipment if shipped on Government bill of lading
- Terms of any prompt payment discount offered
- Name and address of official to whom payment is to be sent
- Name, title, and phone number of person to be notified in event of defective invoice

Invoices will be handled in accordance with the Prompt Payment Act (31 U.S.C. 3903) and Office of Management and Budget (OMB) Circular A-125, Prompt Payment.

Patent Indemnity. RAM will indemnify the Government and its officers, employees, and agents against liability, including costs for actual or alleged direct or contributory infringement of, or inducement to infringe any United States or foreign patent, trademark, or copyright arising out of the performance of this contract, provided RAM is reasonably notified of such claims and proceedings.

Payment. Payment will be made for items accepted by the Government that have been delivered to the delivery destinations set forth in this contract. The Government will make payment in accordance with Prompt Payment Act (31 U.S.C. 3903) and Office of Management and Budget (OMB) Circular A-125, Prompt Payment. If the Government makes payment by Electronic Funds Transfer (EFT), see 52.212-5(b) for the appropriate EFT clause. Individual orders may contain appropriate provisions for Fast Payment Procedures (FAR Subpart 13.4) and FAR clause 52.213-1 as determined to be appropriate and negotiated between the Ordering Agencies and RAM.

Risk of Loss. Unless the contract specifically provides otherwise, risk of loss or damage to the supplies provided under this contract will remain with RAM until, and will transfer to the Government upon:

- Delivery of the supplies to a carrier, if transportation is FOB origin; or
- Delivery of the supplies to the Government at the destination specified in the contract, if transportation is FOB. destination.

Taxes. The contract price excludes all applicable Federal, State, and local taxes and duties levied on or measured by the contract or sales price of the services or completed supplies furnished under this contract. RAM will state separately on its invoices taxes excluded from the contract price, and the Government agrees either to pay the amount of the taxes to RAM or provide evidence necessary to sustain an exemption. See FAR clauses 52.229-1, State and Local Taxes; 52.229-3, Federal, State, and Local Taxes; and 52.229-5, Taxes-Contracts Performed in U.S. Possessions or Puerto Rico. For contracts covering overseas locations, see I-FSS-314, Foreign Taxes and Duties.

Termination for the Government's Convenience. The Government reserves the right to terminate this contract, or any part hereof, for its sole convenience. In the event of such termination, RAM will immediately stop all work hereunder and will immediately cause any and all of its suppliers and subcontractors to cease work subject to the terms of this contract. RAM will be paid a percentage of the contract price reflecting the percentage of the work performed prior to the notice of termination, plus reasonable charges RAM can demonstrate to the satisfaction of the Government using its standard recordkeeping system, that have resulted from the termination. RAM will not be required to comply with the cost accounting standards or contract cost principles for this purpose. This paragraph does not give the Government any right to audit RAM's records. RAM will not be paid for any work performed or costs incurred which reasonably could have been avoided.

Termination for Cause. The Government may terminate this contract, or any part hereof, for cause in the event of any default by RAM, or if RAM fails to comply with any contract terms and conditions, or fails to provide the Government, upon request, with adequate assurances of future performance. In the event of termination for cause, the Government will not be liable to RAM for any amount for supplies or services not accepted, and RAM will be liable to the Government for any and all rights and remedies provided by law. If it is determined that the Government improperly terminated this contract for default, such termination will be deemed a termination for convenience.

Organizational Conflicts of Interest. 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 RAM, its chief executives, subsidiaries, affiliates, subcontractors at any tier, consultants, and any joint venture involving RAM, any entity into or with which RAM subsequently merges or affiliates, or any other successor or assignee of RAM.

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed Government contract, without some restriction on activities by RAM and its

affiliates, may either result in an unfair competitive advantage to RAM or its affiliates, or impair RAM and its affiliates' objectivity in performing contract work.

To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the Government, ordering offices may place restrictions on RAM, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions will be consistent with FAR 9.505 and will 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.

8.0 CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

- Time of delivery/installation quotations for individual orders.
- Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.
- Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by RAM.

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

RAM will not be liable for any injury to Government personnel or damage to Government property arising from the use of equipment maintained by RAM, unless such injury or damage is due to the fault or negligence of RAM.

Year 2000 Warranty - Commercial Supply Items. "Year 2000 compliant," as used in this part, means, with respect to IT that the information technology accurately processes date/time data, (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000 and leap year calculations, to the extent that other IT, used in the combination with the IT being acquired, properly exchanges date/time data with it. Any contract modifications adding new items under clause 552.243-72, Modifications (Multiple Award Schedule), must meet the warranty requirement below.

RAM warrants that each hardware, software, and firmware product delivered under this contract will be able to accurately process date data. This includes, but is not limited to, calculating, comparing, and sequencing from, into, and between the twentieth and twenty-first centuries, including leap year calculations. We assume the product will be used in accordance with the product documentation provided by RAM, provided that all listed or unlisted products (e.g., hardware, software, firmware) used in combination with such listed product properly exchange date data with it. If the contract requires that specific listed products must perform as a system in

accordance with the foregoing warranty, then that warranty will apply to those listed products as a system.

The duration of this warranty and the remedies available to the Government for breach of this warranty will be as defined in, and subject to, the terms and limitations of RAM's standard commercial warranty or warranties contained in this contract, provided that notwithstanding any provision to the contrary in such commercial warranty or warranties, the remedies available to the Government under this warranty will include repair or replacement of any listed product whose non-compliance is discovered and made known to RAM in writing within ninety (90) days after acceptance. RAM may offer an extended warranty to the Government to include repair or replacement of any product whose non-compliance is discovered and made known to RAM within a period of six (6) months following acceptance (installation is considered acceptance) whichever is later. Nothing in this warranty will be construed to limit any rights or remedies the Government may otherwise have under this contract with respect to defects other than Year 2000 performance.

9.0 SUBCONTRACTING TO SMALL BUSINESSES

The Small Business Administration (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/price lists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!TM on-line shopping service (www.fss.gsa.gov). The catalogs/price lists, GSA Advantage!TM and the Federal Supply Service Home Page (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 price lists 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.

Approval of Subcontracts. The ordering activity may require that RAM receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

Contractor Team Arrangements. Federal Supply Schedule Contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to a customer agency

requirements. The policy and procedures outlined in this part will provide more flexibility and allow innovative acquisition methods when using the Federal Supply Schedules.

9.1 RAM's Commitment to Promote Small Business Participation Procurement Programs Preamble

RAM provides commercial products and services to the Federal Government. We are committed to promoting participation of small, small disadvantaged, and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

Commitment

To actively seek and partner with small businesses.

To identify, qualify, mentor, and develop small, small disadvantaged, and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged, and women-owned small business to supply products and services to our company.

To ensure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in Federal Government contracts. To accelerate potential opportunities please contact:

GSA Program Manager

Richard Jones, PM, GSA Contract
Tel: (915) 592-7047
Fax: (915) 595-0559
Email: jonesr@ramincorp.com

GSA Alternate Program Manager

Bob Waldron, Alternate PM, GSA Contract
Tel: (915) 592-7047
Fax: (915) 595-0559
Email: waldronb@ramincorp.com

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