

**AUTHORIZED FEDERAL SUPPLY SERVICE**  
**Information Technology Schedule Pricelist**

**General Purpose Commercial Information Technology Equipment, Software  
and Services**

**Special Item No.**

<b>132-33</b>	<b>Perpetual Software License</b>
<b>132-34</b>	<b>Maintenance of Software</b>
<b>132-50</b>	<b>Training Courses</b>



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Chicago, IL 60606

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[www.ircsoft.com](http://www.ircsoft.com)  
[www.infrawise.com](http://www.infrawise.com)

Small Business

**CONTRACT NUMBER:** GS-35F-0095R

**PERIOD COVERED BY CONTRACT:** 11/09/2004 -- 11/08/2009

**General Services Administration**  
**Federal Supply Service**

Pricelist current through Modification #\_\_\_\_\_, dated \_\_\_\_\_.

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at <http://www.fss.gsa.gov/>

AUTHORIZED FEDERAL SUPPLY SERVICE  
**Information Technology Schedule Pricelist**

General Purpose Commercial Information Technology Equipment, Software and Services

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**INFORMATION APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

**SPECIAL NOTICE TO AGENCIES: SMALL BUSINESS PARTICIPATION**

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micro-purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service ([www.fss.gsa.gov](http://www.fss.gsa.gov)). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page ([www.fss.gsa.gov](http://www.fss.gsa.gov)) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micro-purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

**1. GEOGRAPHIC SCOPE OF CONTRACT**

The geographic scope of this contract is 48 contiguous states, the District of Columbia, Alaska, Hawaii, the Commonwealth of Puerto Rico.

**2. CONTRACTOR'S ADDRESS - ORDERING AND PAYMENT:**

**ORDERING:**

INFORMATION RETRIEVAL COMPANIES, INC. ("IRC")  
225 WEST WACKER DRIVE SUITE 2200  
CHICAGO, IL 60606

**PAYMENT:**

INFORMATION RETRIEVAL COMPANIES, INC. ("IRC")  
225 WEST WACKER DRIVE SUITE 2200  
Chicago, IL 60606

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: **PHONE: 312.726.7587 FAX: 312.726.1607**

**3. LIABILITY FOR INJURY OR DAMAGE**

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

**GSA SCHEDULE - INFORMATION FOR ORDERING ACTIVITIES**

**4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279**

BLOCK 9: G. Order/Modification Under Federal Schedule  
BLOCK 16: DATA UNIVERSAL NUMBERING SYSTEM: **113003636**  
BLOCK 30: B. **SMALL BUSINESS**  
BLOCK 31: WOMAN-OWNED SMALL BUSINESS - **NO**  
BLOCK 36: CONTRACTOR'S TAXPAYER IDENTIFICATION (TIN): **36-327-3749**  
4a. CAGE CODE: **0L1V2**  
4b. IRC, Inc. has registered with the CCR database.

**5. FOB**

DESTINATION

**6. DELIVERY SCHEDULE**

a. **Time of Delivery:** The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

Special Item Number	Delivery Time (Days ARO)
<u>132-33</u>	<u>5</u> Days
<u>132-34</u>	"To be negotiated between IRC, Inc. and ordering agency for each task order."
<u>132-50</u>	"To be negotiated between IRC, Inc. and ordering agency for each task order."

b. **Urgent Requirements:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

**7. DISCOUNTS:** Prices shown are NET prices; basic discounts have been deducted.

- a. **Prompt Payment:** **2%, net 10 days.**
- b. **Quantity:** **None.**
- c. **Dollar Volume:** **None.**
- d. **Government Educational Institutions:** Government Educational Institutions are offered the same discounts as all other Government customers
- e. **Government Credit Card Discount:** **None**

**8. TRADE AGREEMENTS ACT OF 1979, AS AMENDED:**

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

**9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING**

Not applicable. Overseas shipment will not be provided under this contract.

**10. SMALL REQUIREMENTS**

The minimum dollar value of orders to be issued is \$ **100.00**

**11. MAXIMUM ORDER**

a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000.00:

Special Item Number 132-33 – Perpetual Software Licenses

b. The Maximum Order value for the following Special Item Numbers (SINs) is \$25,000.00:

Special Item Number 132-50 – Training Courses

Note: Maximum Orders do not apply to Special Item Numbers 132-34 Maintenance of Software.

**12. USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS**

In accordance with FAR 8.404:

**[NOTE: Special ordering procedures have been established for Special Item Numbers (SINs) 132-51 IT Professional Services.]**

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering activities need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering activity has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the ordering activity's needs.

a. Orders placed at or below the micro-purchase threshold. Ordering activities can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.

b. Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering activities should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the ordering activity's needs. In selecting the supply or service representing the best value, the ordering activity may consider--

(1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;

## GSA SCHEDULE - INFORMATION FOR ORDERING ACTIVITIES

- (2) Trade-in considerations;
- (3) Probable life of the item selected as compared with that of a comparable item;
- (4) Warranty considerations;
- (5) Maintenance availability;
- (6) Past performance; and
- (7) Environmental and energy efficiency considerations.

c. Orders exceeding the maximum order threshold. Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering activities to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering activities shall--

Review additional Schedule Contractors'

- (1) Catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;
- (2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
- (3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering activity determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the Contractor may:

- (1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
- (2) Offer the lowest price available under the contract; or
- (3) Decline the order (orders must be returned in accordance with FAR 52.216-19).

d. Blanket purchase agreements (BPAs). The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering activities may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

e. Price reductions. In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering activities will find it advantageous to request a price reduction. For example, when the ordering activity finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering activity the opportunity to secure greater discounts. 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.

f. Small business. For orders exceeding the micro-purchase threshold, ordering activities should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.

g. Documentation. Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an ordering activity requirement, in excess of the micro-purchase threshold, is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering activity shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the ordering activity's needs

**13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:**

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

**13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):**

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

**13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):**

Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202) 619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301) 975-2833.

**14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001).**

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234

and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.

- (c) **Certifications, Licenses and Accreditations:** As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) **Insurance:** As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) **Personnel:** The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) **Organizational Conflicts of Interest:** Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) **Documentation/Standards:** The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) **Data/Deliverable Requirements:** Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) **Government-Furnished Property:** As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) **Availability of Funds:** Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

**15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES.**

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

**16. GSA ADVANTAGE!**

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.fss.gsa.gov/>.

**17. PURCHASE OF OPEN MARKET ITEMS.**

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

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

**18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS.**

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

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

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

**19. OVERSEAS ACTIVITIES.**

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

**Not Applicable**

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to

the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract

**20. BLANKET PURCHASE AGREEMENTS (BPAs).**

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.303-2(c)(3), which reads, in part, as follows:

"BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contract."

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up "accounts" with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

**21. CONTRACTOR TEAM ARRANGEMENTS.**

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Contractor's Reports of Sales and 552.238-76, Industrial Funding Fee, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

**22. INSTALLATION, DEINSTALLATION, REINSTALLATION.**

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a

request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

**23. SECTION 508 COMPLIANCE.**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

[www.ircsoft.com](http://www.ircsoft.com)

[www.infrawise.com](http://www.infrawise.com)

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/)

**24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.**

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

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

**25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5).**

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

**TERMS AND CONDITIONS APPLICABLE TO  
TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-32),  
PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33) AND  
MAINTENANCE (SPECIAL ITEM NUMBER 132-34) OF GENERAL PURPOSE  
COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE**

**1. INSPECTION/ACCEPTANCE**

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity 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 software, unless the change is due to the defect in the software.

**2. GUARANTEE/WARRANTY**

a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.

**Warranty**

Licensor warrants that at the time of delivery of a copy of System and for a period of one (1) year thereafter, such copy of System shall perform substantially in accordance with the specifications contained in the user manual. The extent of Licensor's liability under this warranty shall be limited to the correction or replacement as soon as possible of any defective item(s) in such copy of System (or any subsequent releases of System) which Licensor determines to be necessary, at Licensor's own cost and expense, provided written notice of such defective item(s) is given to Licensor during the warranty period. This warranty shall not apply if: (i) an item of System shall not be used in accordance with Licensor's instructions; (ii) an item of System shall have been altered, modified or converted by Licensee without the prior written approval of Licensor; (iii) Licensee's operating system shall have been altered, modified or converted without the prior written approval of Licensor; (iv) any of Licensee's equipment shall malfunction; or (v) any other cause within the control of Licensee shall result in an item of System becoming inoperative. THE FOREGOING WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

**3. TECHNICAL SERVICES**

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number **(866) 854-9473** for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from

## GSA SCHEDULE - INFORMATION FOR ORDERING ACTIVITIES

**8:00AM to 5:30 PM EST. A Pager Number is provided for 24 Hours technical Support at (866)-490-5075.**

### **4. SOFTWARE MAINTENANCE**

a. Software maintenance service shall include the following:

Software Maintenance is 20% of net GSA software price.

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#### **Software Maintenance**

a) It is understood that Licensor is continually modifying and enhancing System which results in new releases of System. Under the Maintenance and Enhancement Plan of Licensor (hereinafter referred to as the "Plan"), to the extent Licensor shall produce any such releases, Licensor shall provide to Licensee one (1) copy of every new release of System for each one (1) copy of System licensed to Licensee, including all modifications, enhancements and corresponding technical documentation.

b) Licensor shall provide Licensee with reasonable technical telephone support concerning use of System through the IRC Helpdesk.

c) Licensor shall provide maintenance services for the then current release and at least the immediately preceding release of System. However, Licensor reserves the right to cancel maintenance services for the immediately preceding release of the System upon providing the Licensee with sixty (60) days written notice.

b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

### **5. PERIODS OF TERM LICENSES (132-32) AND MAINTENANCE (132-34)**

a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.

b. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.

c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.

d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the maintenance is to be continued during the subsequent period.

**6. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE  
NOT APPLICABLE**

**7. TERM LICENSE CESSATION  
NOT APPLICABLE**

**8. UTILIZATION LIMITATIONS - (132-33, AND 132-34)**

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
  - (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
  - (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.
  - (3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.
  - (4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of disaster recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it

with other software, provided that the unmodified portions shall remain subject to these restrictions.

(5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

**9. SOFTWARE CONVERSIONS - (132-33)**

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system , or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version.

**10. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY**

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

**iWise**

,our infrastructure management solution, is designed to help you automate and standardize processes and procedures throughout your company. The result is more efficient control over your entire systems environment. In addition, iWise helps you respond to your needs for improving the quality of service and meeting the ever-increasing information demands of your business.

## GSA SCHEDULE - INFORMATION FOR ORDERING ACTIVITIES

### Suites:

The following iWise Suites are designed for specific infrastructure management areas, and include several of the individual iWise applications below:

<b>iWise Enterprise Management Application Suite</b>	
iWise applications integrate seamlessly to manage nearly every contingency of your day-to-day enterprise operations.	
iWise Request For Service	RFS is the starting point for system, configuration, and support software. RFS provides an easy to use methodology to manage the important area of service support. RFS provides a variety of functions to manage pre-change processes (quality reviews, authorizations, cost allocations, etc.) prior to scheduling changes.
iWise Asset & Liability Management (ALM)	ALM is used to define and maintain assets with their associates financial data; this would include planning, installation, cost analysis, and asset utilization.
iWise Problem Management Extended (PMX)	PMX is an integrated solution to tracking and managing problems associated with data processing systems, applications, communication links, and other related products and services. PMX is distinguished from other processes, its automation, and the knowledge base it builds and uses. PMX accesses data that is managed by the AISM applications, for verification, automatic processing, impact assessment, and analysis.
iWise Change Management Extended (CMX)	CMX is used to record, track, and schedule changes associated with data processing equipment, software, communication services, networks, and procedures, while it provides the historical trail required to reduce problems, identify exposures in quality assurance and procedures, and ensure a current and accurate configuration.
iWise Integrated Call Enterprise Assistance (ICE)	ICE application provides an easy and efficient method of recording and managing calls associated with enterprise management. It records the first contact the Help Desk has with a customer. ICE uses a simple approach toward call management by automating many call management tasks. It defines relationships between call management and its related disciplines, such as problem and asset management.
iWise Reports	Reports are provided in each iWise application and reside in their default data set. These reports may be used immediately without modification, or if the user desires, may be copied and altered to meet specific requirements.

**Asset & Liability Management**

With iWise Asset & Liability Management, companies can manage asset financial data and track the location of inventory.

**iWise Service Center**

For calls that require support, iWise accumulates information and acts as a reference library. This ensures that personnel can provide fixes, minimize outage time, and identify permanent solutions.

**iWise Request For Service**

RFS is the starting point for system, configuration, and support software. RFS provides an easy to use methodology to manage the important area of service support. RFS provides a variety of functions to manage pre-change processes (quality reviews, authorizations, cost allocations, etc.) prior to scheduling changes.

**iWise Communication Bridge**

Communication Services provides the interface and bridging between a mainframe environment (such as OS/390 & z/OS) and iWise distributed services executing on a Windows based server (such as Windows Server 2000/2003).

iWise is the technology structure that integrates the applications and presents them in a standard, user-friendly, Windows Client interface as well as a Web Browser interface.

**Platforms:**

infraWise products are available for multiple platforms, including:

- MVS, z/OS
- OS/2\*
- Windows NT/2000/XP\*
- Windows NT/Server 2000/2003\*
- Web Browsers on multiple platforms

\* For Non-Mainframe platforms, please visit [www.infrawise.com](http://www.infrawise.com).

**Environment :**

The IRC iWise product suite is designed to run with the Information Management or Tivoli Service Desk for OS/390 database. For products that work with other, ODBC-compliant, relational databases, please visit our sister site, [www.infrawise.com](http://www.infrawise.com).

IRC provides utilities to convert existing Information Management or TSD/390 applications to the Windows format; our sister company, infraWise, can provide utilities to convert an Information Management or TSD/390 database into a relational database such as Oracle, Sybase, DB2/UDB, or MS SQL Server.

### **The IRC Product Advantage:**

IRC can provide customers enhanced database performance, file consistency, database standardization, and integrated programs to manage a variety of information.

IRC products are highly flexible and are designed to work together or separately, depending on customer requirements. For a brief description of each IRC software product, please see the product information section of the Web site. For a detailed, closer look at each application, follow the links to the individual product pages.

### **Hardware Requirements for the iWise Transaction Server:**

The minimum required hardware for the iWise Transaction Server is:

- Pentium III-class or better processor with 256 MB RAM
- 10 gigabytes hard drive space, formatted to support long file names (NTFS is required)
- LAN hardware connectivity
- VGA or better video resolution

**NOTE:** Multiple Transaction Servers may be used to provide better performance for installations that are geographically distributed.

### **Software Requirements for the iWise Transaction Server:**

A Windows iWise Transaction Server requires the following software:

- Windows NT Server 4 with Service Pack 5 or Windows 2000/2003 Server.

You will need the following for host connectivity:

- Windows NT: Microsoft SNA Server or Host Integration Server or IBM Communication Server.
- Windows 2000: Microsoft Host Integration Server or IBM Communication Server.
- Any ODBC compliant database such as Oracle, Sybase, DB2/UDB, or MS SQL Server.

### **Hardware Requirements for iWise Clients:**

The *minimum* required hardware for iWise clients is:

- Pentium or equivalent CPU with 128 MB RAM.
- VGA or better video resolution (800 x 600 or greater resolution is recommended).
- LAN hardware connectivity.

### **Software Requirements for iWise Clients:**

All Windows systems require the following software:

- WinSock version 2.0 or greater for TCP/IP access to the iWise Server (check [www.microsoft.com](http://www.microsoft.com) if you do not have this version).
- Web Browser (Microsoft Internet Explorer version 4.0 or greater or Netscape Navigator version 6.0 or greater) to access the HTML Help.

A Windows NT iWise Client requires Windows NT Workstation Version 4 or higher.

A Windows 2000 iWise Client requires Windows 2000.

A Windows XP iWise Client requires Windows XP Professional.

**Hardware Requirements for the iWise Web Application Server:**

The minimum required hardware for the iWise Web Application Server is:

- Pentium III-class or better processor with 256 MB RAM.
- 40 megabytes hard drive space.
- LAN hardware connectivity.

**NOTE:** The iWise Web Application Server can be run on the same computer as the iWise Transaction Server, depending on load and machine specifications.

**Software Requirements for the iWise Web Application Server:**

A Windows iWise Web Application Server requires the following software:

- Windows NT Server 4 with Service Pack 5 or Windows 2000/2003 Server.
- Web server software (e.g., Apache, Microsoft Internet Information Server, or IBM HTTP Server).

**Requirements for iWise Help:**

- Microsoft Internet Explorer version 4.0 or greater or Netscape Navigator version 6.0 or greater for the end-user documentation in HTML format. Both are available through their manufacturers' websites.
- Adobe Acrobat Reader for the administrator documents in PDF format. If you do not have this program, check [www.adobe.com](http://www.adobe.com).

11. Right-To-Copy Pricing

The Contractor shall insert the discounted pricing for right-to-copy licenses.

**Right -to-Copy Pricing does not apply to IRC Products.**

## GSA SCHEDULE - INFORMATION FOR ORDERING ACTIVITIES

### 12. SOFTWARE PRICING

<b>GSA Net Prices</b>						
Software (including discounts and IFF)	Items	Level 1 (1-50)	Level 2 (51-150)	Level 3 (151-300)	Level 4 (301-450)	Level 5 (451 & up)
iWise Application Suite	IWISE-AS	\$124,930	\$190,418	\$327,438	\$457,405	\$541,028
iWise Asset & Liability	IWISE-AL	\$60,450	\$91,683	\$159,185	\$221,650	\$261,950
iWise Service Center	IWISE-SC	\$48,360	\$92,690	\$159,689	\$224,169	\$263,965
iWise Request for Service	IWISE-RS	\$36,270	\$54,405	\$94,705	\$131,983	\$156,163
iWise Communication Bridge	IWISE-CB	\$ 20,150 all price levels				
Interfaces: Lotus Notes and Telephony	LN-T	\$ 20,150 all price levels				

#### SOFTWARE MAINTENANCE PRICING: (Item #: IWISE-MAINT)

Software Maintenance	Item #	Price
Maintenance	IWISE_MAINT	Software Maintenance is included for the first year in the purchase price. Subsequent years are available for purchase at 20% of GSA purchase price, on the one year anniversary.

#### Example of Software Pricing:

GSA Proposed Pricing
GSA offered iWise Application Suite level 1 -- 124,930
GSA Software Maintenance -- 20%
GSA Maintenance -- 24,986

Software Support	Item #	Price
Implementation	IMPLMT	\$1,209 per day
Description:		
<ol style="list-style-type: none"> <li><u>Process Evaluation</u> - Assist customers with review and identification of business requirements for implementing a systems management environment. Consultants work with customers to review their current business processes that are being replaced or revised with IRC solutions. Documentation is provided, usually with recommendations, on how to proceed with an implementation.</li> </ol>		

## GSA SCHEDULE - INFORMATION FOR ORDERING ACTIVITIES

2. Requirements Evaluation - Assist customers with requirements gathering to implement a systems management project to include IRC solutions but could also encompass interfacing to other Vendor's solutions. Consultants meet with the appropriate individuals at the customer site to gather requirements according to identified processes being replaced or revised. A Requirements document is produced and distributed to the customer. A project plan for implementation may also be provided.
3. Installation Support - Assist customers with setting up and preparing for installation activities by the customer personnel or other IRC Technical Consultants. Answer questions and/or coordinate discussions with other Technical IRC personnel before, during or after an installation to ensure consulting services can be completed.
4. Data Conversion - Coordinate with the customer to identify sources for conversion processing. Map input sources to ASIM objects and attributes and identify missing elements and data manipulation requirements. Produce and review with the customer mapping documentation identifying source data to be used for conversions and default data and values to be used.
5. Project Management - Coordinate activities with the customer to produce, follow, report statuses and modify project plans and activities for implementation of IRC solutions. Perform various roles for carrying out project management activities depending on the customers needs. Roles could include Project Manager, Project Team member or Project Consultant. Produce appropriate project related documentation utilizing IRC tools and/or customer supplied tools.
6. Implementation Support - Assist the customer with identification and set-up of table validations, rules, etc. as decided through a project management effort to meet the customers desired implementation objective. Provide guidance and documentation to assist with this function.
7. Application Development/Customization - Provide services to a customer to gather requirements and identify high level approach to modification or customization to existing processes and functions or develop new processes, functions, panels or objects as the customer requires. Be able to perform basic modifications in this area. Coordinate with other technical consultants to complete all levels of modifications.
8. Interface Related Work - Design and develop interfaces from IRC products to other third party products.
9. Documentation Writing - Provide specific user guides for the use of the IRC products as well as guides to any third party interfaces, etc.

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF  
TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL  
INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE  
(SPECIAL ITEM NUMBER 132-50)**

**1. SCOPE**

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
- b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

**2. ORDER**

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

**3. TIME OF DELIVERY**

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

**4. CANCELLATION AND RESCHEDULING**

- a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.
- b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
- c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
- d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

**5. FOLLOW-UP SUPPORT**

The Contractor agrees to provide each student with unlimited telephone support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

**6. PRICE FOR TRAINING**

The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.

**7. INVOICES AND PAYMENT**

Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

**8. FORMAT AND CONTENT OF TRAINING**

a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.

b. **\*\*If applicable\*\*** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.

c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.

d. The Contractor shall provide the following information for each training course offered:

(1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);

(2) The length of the course;

(3) Mandatory and desirable prerequisites for student enrollment;

(4) The minimum and maximum number of students per class;

(5) The locations where the course is offered;

(6) Class schedules; and

(7) Price (per student, per class (if applicable)).

e. For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses, must be indicated below. Rates paid as a result of travel must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts.

IRC is pleased to present its program of quality education for the complete range of its products and extended classes related to the IBM/Tivoli Information/Management family of products. This online catalog describes course objectives, content, prerequisites, and dates. Classes are held at our education center in Cary, North Carolina, from 8:30 am to 5:00 pm, unless otherwise noted.

Our classes are available on a request basis, at our facilities in Cary, North Carolina, or a customer's site. For information about on-site classes at your company, or to register for a class, contact one of our education coordinators at 919-460-7447, Option 6, or at [SERVICES@IRCSOFT.COM](mailto:SERVICES@IRCSOFT.COM) OR [SERVICES@INFRAWISE.COM](mailto:SERVICES@INFRAWISE.COM).

## GSA SCHEDULE - INFORMATION FOR ORDERING ACTIVITIES

Training is provided at either a government site (on-site) or at our Cary, NC (off-site) facility. Each student will receive a Certificate of Training at the completion of each training course.

<b>iWise for Users</b>	
Objective	This class is essential for users who interact with iWise. It provides an overview of the iWise capabilities with specific emphasis on using the iWise applications.
Prerequisites	Familiarity with Windows
Comments	Class material is comprehensive and is designed for iWise application administrators or personnel responsible for defining and supporting the iWise Knowledge Base.
Length	2 days, classroom with computer lab
<b><u>iWise Overview:</u></b> This topic will teach the student how to interact with iWise. The menu options and personal tailoring facilities will be covered, so that students can customize their sessions to meet their specific preferences. Common ways of navigating the various applications will be covered.	
<b><u>Using the iWise Applications:</u></b> This topic will address the specific iWise applications. The students will be taught how to use their job related applications to assist in performing their work duties. Interactions and common features across all applications will be addressed.	
<b><u>Efficiency Techniques:</u></b> This topic will teach the students techniques to increase efficiency and achieve a higher degree of productivity when using the iWise tool. Advanced interaction options will be taught to provide the student alternatives to simple point and click interactions.	

<b>iWise for Administrators</b>	
Objective	This class is essential for administrators who support iWise. It provides an in-depth look at iWise processes, including automation, monitor agents, table maintenance, support records, availability definitions and measurements, and how to ensure proper integration between iWise products.
Prerequisites	iWise for Users and Windows Server experience
Comments	Class material is comprehensive and is designed for iWise application administrators or personnel responsible for defining and supporting the iWise Knowledge Base.
Length	5 days, classroom with computer lab
<b><u>iWise Record Relationships</u></b> The students will be taught record relationships and the value of sharing data across records that may appear to be unrelated. The automatic loading of data from related records and how this improves the efficiency of the organization will be covered.	
<b><u>iWise Applications</u></b> This topic will address the specific iWise applications. The students will be taught how	

## GSA SCHEDULE - INFORMATION FOR ORDERING ACTIVITIES

the various Policy and Product records support the applications and how the applications themselves interact and integrate with each other.

Support Functions and Security  
The students will learn how to setup and maintain the authority groups that control and limit access to various record functions by UserID. The various Support and Availability rules that can be defined will be addressed to ensure that the administrator can enforce policies through the automation capabilities of the product.

Measurements and Analysis  
The students will be taught the various methods of analyzing the application records in the database and how to have the product automatically calculate activity totals. This topic will include how to setup and maintain the quick snapshot view of various application record summaries.

Table Relationships and Processing  
The students will be taught how to setup and maintain all administration tables that control iWise operations.

Policy Functions and Summaries  
Tables that are used to define and automate application functionality will be addressed. The setup and maintenance of business rules and the techniques for relating them to each other will be covered.

iWise Monitor Agents  
The tables and functions that provide automation capabilities in iWise will be taught, along with guidelines on how to maintain and introduce these capabilities into the applications.

**On-Site Training: No student minimum, 15 maximum**

Course Title	Item Number	On-Site GSA price (net w/IFF)
iWise for Users	USERS-ON	\$806/day/student
iWise for Administrators	ADMIN-ON	\$806/day/student
* IRC Consultants / Teachers travel cost and per diem for training courses conducted at Governments locations will be in accordance with Federal Travel Regulations and Joint Travel Regulations, and are in addition to the base rate.		

## **GSA SCHEDULE - INFORMATION FOR ORDERING ACTIVITIES**

### **Off-Site Training: 5 student minimum, 15 maximum**

<b>Course Title</b>	<b>Item Number</b>	<b>Off-Site GSA price (net w/ IFF)</b>
iWise for Users	USERS-OFF	\$1,511/day/class
iWise for Administrators	ADMIN-OFF	\$1,511/day/class
* IRC Consultants / Teachers travel cost and per diem for training courses conducted at Governments locations will be in accordance with Federal Travel Regulations and Joint Travel Regulations, and are in addition to the base rate.		

### **9. “NO CHARGE” TRAINING**

The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below.

**NOT APPLICABLE**

**USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS**

**PREAMBLE**

Information Retrieval Companies, Inc. provides commercial products and services to ordering activities. 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 demonstrates 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 insure 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 ordering activity contracts. To accelerate potential opportunities please contact David Collins, Vice President of Sales, Phone: 312.726.7587, [www.infrawise.com](http://www.infrawise.com) and [www.ircsoft.com](http://www.ircsoft.com), Fax: 312.726.1607.

**BEST VALUE  
BLANKET PURCHASE AGREEMENT  
FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s)

\_\_\_\_\_.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

\_\_\_\_\_  
Ordering Activity                      Date

\_\_\_\_\_  
Contractor                                      Date

**GSA SCHEDULE ----- BLANKET PURCHASE AGREEMENT**

BPA NUMBER \_\_\_\_\_

(CUSTOMER NAME)  
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) \_\_\_\_\_, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (Ordering Activity):

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

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

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

(4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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

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

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;

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- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
  - (h) Date of Shipment.
- (9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.
- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

**BASIC GUIDELINES FOR USING  
“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.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customer's needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer's requirement.
- Customers make a best value selection.