

GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

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

Schedule Title: GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE, AND SERVICES

Contract Number **GS-35F-0172X**

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

Contract Period: January 7, 2011 through January 6, 2016

Contractor: Smart Assistive Technologies, LLC

16 Whitehall Road, Suite 2
Rochester, NH 03867

Telephone: 603-330-3533
Fax: 603-335-5282

Email: lori@smartATI.com

Web Address: <http://www.SmartATI.com>



Contract Administrator: Lori Smart, President

Business size: Small business, Woman Owned business, SBA Certified Small Disadvantaged business, SBA Certified 8(a) Firm

CUSTOMER INFORMATION:

- 1a. Table of awarded special item number(s) with appropriate cross- reference to item descriptions and awarded price(s):

132 8 *Purchase of New Equipment*
132 33 *Perpetual Software License*
132 34 *Maintenance of Software as a Service*
132 50 *Training Courses*
132-51 *Information Technology Professional Services*

- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

See Appendix A

- 1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

See Appendix B

2. Maximum order: ***SIN 132 8 \$500,000***
 SIN 132 33 \$500,000
 SIN 132 34 \$500,000
 SIN 132 50 \$25,000
 SIN 132-51 \$500,000

3. Minimum order: ***\$100***

4. Geographic coverage (delivery area): ***domestic delivery only***

5. Point(s) of production (*city, county, and State or foreign country*): ***Rochester, Strafford, New Hampshire***

6. Discount from list, prices or statement of net price: ***All prices are net.***

7. Quantity discounts: ***SIN 132-8: Will be evaluated per order based on product and quantity.***
 SIN 132-50: For Open Enrollment MS Office or Windows Training conducted at our facility in Rochester, NH, purchase of 5 seats = 32% discount off list; 10 seats = 36% off list; 20 seats = 40% off list; 30 seats = 44% off list; 40 seats = 48% off list; and 50+ seats = 52% off list.

Volume Discount (Applies to Training Seats in the Same Course/Date):

10 Seats: 9% total
20 Seats: 12% total
30 Seats: 15% total
40 Seats: 20% total
50 Seats: 25% total
75 Seats: 30% total
100+ Seats: 35% total

Dollar Volume discounts will be evaluated per order based on product and dollar volume.

8. Prompt payment terms: **1% NET 15 days**
- 9a. Government purchase cards **are** accepted at or below the micro-purchase threshold.
- 9b. Government purchase cards **are** accepted above the micro-purchase threshold.
10. Foreign items (*list items by country of origin*): **None.**
- 11a. Time of delivery: **132-8 14 Days ARO**
 132-33 14 Days ARO
 132-34 14 Days ARO
 132-50 14 Days ARO
 132-51 14 Days ARO
- NOTE: Most products are delivered within 7-10 days. Open enrollment, on-line, and remote classroom instruction can be delivered with little or no lead time. Custom courses may take longer depending on client needs.***
- 11b. Expedited Delivery: ***Determined with ordering office.***
- 11c. Overnight and 2-day delivery: ***Determined with ordering office.***
- 11d. Urgent Requirements: ***Determined with ordering office***
12. F.O.B. point(s): ***Destination.***
- 13a. Ordering address(es): ***Smart Assistive Technologies, LLC***
 16 Whitehall Road, Suite 2
 Rochester, NH 03867
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample EPA can be found at the GSA/FSS Schedule homepage (www.fss.gsa.gov/schedules).
14. Payment address(es): ***Smart Assistive Technologies, LLC***
 16 Whitehall Road, Suite 2
 Rochester, NH 03867
15. Warranty provision: ***Standard Commercial***
16. Export packing charges, if applicable. ***Not Applicable***
17. Terms and conditions of Government purchase card acceptance (*any thresholds above the micro-purchase level*): ***None***
18. Terms and conditions of rental, maintenance, and repair (*if applicable*): ***Not Applicable***
19. Terms and conditions of installation (*if applicable*): ***Not Applicable***
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (*if applicable*): ***Not Applicable***
- 20a. Terms and conditions for any other services (*if applicable*): ***See Appendix C***
21. List of service and distribution points (*if applicable*): ***Not Applicable***
22. List of participating dealers (*if applicable*): ***None***
23. Preventive maintenance (*if applicable*): ***Not Applicable***
- 24a. Special attributes such as environmental attributes (*e.g., recycled content, energy efficiency, and/or reduced pollutants*): ***See Appendix A***

- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (*e.g. contractor's website or other location*) The EIT standards can be found at www.Section508.gov/. **Not Applicable**
25. Data Universal Number System (DUNS) number. **079074477**
26. Notification regarding registration in Central Contractor Registration (CCR) database. **Registration is current.**

APPENDIX A

| 132 8 -- Purchase of New Equipment | | | | |
|------------------------------------|--|---|-----|-----------|
| Part Number | Product Name | Product Description | UOI | GSA Price |
| EGDF-202 | Dynaflly Clamp Monitor Arm | The Dynaflly Monitor Arm is a great option for today's office worker, looking to increase the viewing display of their computer or tablet device. The Dynaflly Monitor Arm offers a broad range of monitor adjustment, and includes seamless adjustments for height, focal distance, and tilt angle. The Dynaflly arm can accommodate screen weights ranging between 5.5 lbs. (2.5 kgs) and 33 lbs. (15 kgs). | EA | \$182.81 |
| EGDF-202D | Dynaflly Clamp Dual Monitor Arm | Dynaflly Clamp Dual Monitor Arm | EA | \$328.87 |
| EGDF-302 | Dynaflly Grommett Monitor Arm | Dynaflly Grommett Monitor Arm | EA | \$182.81 |
| EGDF-302D | Dynaflly Grommett Dual Monitor Arm | The Dynaflly Dual Monitor Arm allows today's computer, to easily mount their computer monitors for convenient comfortable viewing. The Dynaflly Monitor Arm offers a broad range of monitor adjustment, and includes seamless adjustments for height, focal distance, and tilt angle. The Dynaflly Dual arm can accommodate two monitor screens with weights ranging between 5.5 lbs. (2.5 kgs) and 33 lbs. (15 kgs). | EA | \$328.87 |
| EGL3-201 | EasyFly Clamp Monitor Arm | EasyFly Clamp Monitor Arm | EA | \$105.43 |
| EGL3-201D | EasyFly Clamp Dual Monitor Arm | EasyFly Clamp Dual Monitor Arm | EA | \$153.79 |
| EGL3-301 | EasyFly Grommet Monitor Arm | The Goldtouch Easy Fly Monitor Arm is a cost effective, ergonomic monitor arm system, allowing you to free up valuable desktop space. The Single Arm Easy Fly mounts standard VESA 75 mm and 100 mm brackets, and can accommodate monitor weights up to 26.45 lbs. | EA | \$105.43 |
| EGL3-301D | EasyFly Grommet Dual Monitor Arm | EasyFly Grommet Dual Monitor Arm | EA | \$153.79 |
| GT6-0003 | BLUE GEL FILLED MOUSE PAD | The unique design of the Goldtouch Mousing Platform allows users to mouse in greater comfort with less risk of contact stress on the nerves in the lower hand and wrist. When using ... | EA | \$21.28 |
| GT6-0017 | BLACK GEL FILLED MOUSE PAD | The unique design of the Goldtouch Mousing Platform allows users to mouse in greater comfort with less risk of contact stress on the nerves in the lower hand and wrist. When using ... | EA | \$21.28 |
| GT7-0003 | BLUE GEL FILLED PALM SUPPORTS | Not to be used as wrist rests, which place undue pressure on the nerves and tendons in the Carpal Tunnel Sheath, Goldtouch Palm Supports provide a safe respite for the hands when n... | EA | \$19.35 |
| GT7-0017 | BLACK GEL FILLED PALM SUPPORTS | Not to be used as wrist rests, which place undue pressure on the nerves and tendons in the Carpal Tunnel Sheath, Goldtouch Palm Supports provide a safe respite for the hands when n... | EA | \$19.35 |
| GT8-0017 | BLACK GEL FILLED SLIMLINE WRIST REST | Made from durable gel and smooth lycra, Goldtouch SlimLine Wrist Rest provides a cushion for typists using today's thinner full-sized and mini keyboards.(Black) | EA | \$21.28 |
| GT9-0017 | Black Right Handed Slim Lined Gel Filled Mouse Pad | With the unique design of the right-handed Goldtouch SlimLine Mouse Pad, you'll mouse in greater comfort — and style. Great for in the office or on the road use, this mouse pad was designed with ergonomics — and your health — in mind. | EA | \$21.28 |
| GT9-0017L | Black Left Handed Slim Lined Gel Filled Mouse Pad | The unique design of the left-handed Goldtouch SlimLine Mouse Pad allows users to mouse in greater comfort, combining a sleek look and unrivaled support for your wrists and joints. No longer will long hours at the office mean pain and a loss of productivity. | EA | \$21.28 |

132 8 -- Purchase of New Equipment

| Part Number | Product Name | Product Description | UOI | GSA Price |
|--------------------|---|--|------------|------------------|
| GTA-0033 | Bluetooth Wireless Mini Keyboard | Equipped with Bluetooth wireless technology and soft-touch keys, the ultra-portable Wireless Mini Keyboard is compatible with the full ecosystem of Mac and PC devices. From the office to the airplane, with the Mini Keyboard, you'll always have the technology you need to work efficiently and without pain. | EA | \$47.40 |
| GTC-0033 | GOLDTOUCH NUMERIC KEYPAD WHITE | The Goldtouch Numeric Keypad, with its USB hub, complements the Goldtouch keyboard and allows the convenience of remaining detached from the keyboard itself for optimal mouse and k... | EA | \$58.04 |
| GTC-0077 | GOLDTOUCH NUMERIC KEYPAD BLACK | The Goldtouch Numeric Keypad, with its USB hub, complements the Goldtouch keyboard and allows the convenience of remaining detached from the keyboard itself for optimal mouse and k... | EA | \$58.04 |
| GTF-KLH | GTU-0088 USB Keyboard / Goldtouch LH Mouse Bundle (PC/MAC) | The Goldtouch V2 Adjustable Keyboard & Comfort Mouse bundle combine two of our favorite things to help instantly upgrade your workstation's ergonomic comfort (and save a few dollars while you're at it). With this adjustable keyboard and mouse, you'll work comfortably and efficiently wherever you go without having to sacrifice comfort for convenience. | EA | \$144.12 |
| GTF-KRH | GTU-0088 USB Keyboard / Goldtouch RH Mouse Bundle (PC/MAC) | The Goldtouch V2 Adjustable Keyboard & Comfort Mouse bundle combine two of our favorite things to help instantly upgrade your workstation's ergonomic comfort (and save a few dollars while you're at it). With this adjustable keyboard and mouse, you'll work comfortably and efficiently wherever you go without having to sacrifice comfort for convenience. | EA | \$144.12 |
| GTF-KRH-B | GTU-0088 USB Keyboard / Goldtouch RH Bluetooth Mouse Bundle | Goldtouch GTU-0088 USB Keyboard / Goldtouch RH Bluetooth Mouse Bundle | EA | \$164.43 |
| GTF-KRH-BTD | GTU-0088 USB Keyboard / Goldtouch RH Bluetooth Mouse Bundle w/ Dongle | Goldtouch GTU-0088 USB Keyboard / Goldtouch RH Bluetooth Mouse Bundle w/ Dongle | EA | \$174.11 |
| GTLS-0077U | Notebook & Tablet Stand - Black Composite Resin (NEW - Made in USA) | Attention tablet users and laptop fans: It's time to find a new way of working. Stop hunching over your screens as you work at the desk or on the road. With the NEW Go! Travel Notebook and Tablet stand, you'll have the perfect on-the-go solution for ergonomic working, wherever you are. | EA | \$37.72 |
| GTLS-0077UB | Go!2 Mobile Keyboard/Composite Resin Notebook Stand Bundle - Black | Goldtouch Go!2 Mobile Keyboard/Composite Resin Notebook Stand Bundle - Black (NEW) | EA | \$123.81 |
| GTLS-0077UWB | Go!2 Bluetooth Wireless Mobile Keyboard/Composite Resin Notebook Stand Bundle- Black | Goldtouch Go!2 Bluetooth Wireless Mobile Keyboard/Composite Resin Notebook Stand Bundle- Black (NEW) | EA | \$143.15 |
| GTLS-0099W | Go!2 Bluetooth Wireless Mobile Keyboard and Notebook Stand Bundle - Graphite Aluminum | The Goldtouch Go!2 Bundle combines two of our favorite things: The Go!2 Wireless Mobile Keyboard and The Go! Travel Laptop & iPad Stand. With this power packed suite, you'll get the best of both worlds and a desktop that will the envy of the whole office. Your coworkers will be jealous — and your body will thank you. | EA | \$173.14 |

132 8 -- Purchase of New Equipment

| Part Number | Product Name | Product Description | UOI | GSA Price |
|---------------|---|--|-----|-----------|
| GTMB-0044W | Go!2 Bluetooth Mobile Keyboard and Mouse Bundle | The newest Goldtouch Go!2 Bundle combines two of our favorite wireless products: The Go!2 Bluetooth Mobile Keyboard and the Bluetooth Comfort Mouse. This comprehensive package combines the best in Bluetooth technology with desktop ergonomics. And the best part about this bundle is you can conveniently use these two accessories in the office, and on-the-road. | EA | \$192.48 |
| GTMB-0099W | Go!2 Bluetooth Mobile Bundle - Go!2 Bluetooth Keyboard, Bluetooth Comfort Mouse, and Aluminum Stand | The newest Goldtouch Mobile Bundle combines three of our favorite travel accessories: The Go!2 Bluetooth Mobile Keyboard, The Bluetooth Comfort Mouse, and The Go! Travel Laptop & iPad Stand. This package combines the best in desktop ergonomics with the convenience of lightweight travel accessories. | EA | \$250.52 |
| GTN-0033 | SPLIT ERGONOMIC KEYBOARD WHITE PS2 | A proven design and years of longevity make the standard Goldtouch Adjustable Keyboard a leading recommendation among Risk Managers, Certified Professional Ergonomists, Physical Th... | EA | \$124.78 |
| GTN-0099 | SPLIT ERGONOMIC KEYBOARD BLACK PS2 | A proven design and years of longevity make the standard Goldtouch Adjustable Keyboard a leading recommendation among Risk Managers, Certified Professional Ergonomists, Physical Th... | EA | \$124.78 |
| GTP-0044W | Go!2 Mobile Bluetooth Wireless Keyboard - Black | Combine the portability and comfort of a fully ergonomic Goldtouch mobile keyboard with the best in Bluetooth technology, and what do you get? The elegant Go!2 Wireless Mobile Keyboard. With full-sized keys and all the benefits of Bluetooth technology, the Wireless Mobile Keyboard is truly the perfect companion for the on-the-go worker. | EA | \$134.45 |
| GTP-0055 | GO! TRAVEL KEYBOARD GRAPHITE | The Goldtouch Go! Travel Keyboard is the ONLY compact keyboard that reduces or eliminates risk factors that lead to injury. At a mere 1 lb., it allows road warriors and mobile prof... | EA | \$124.78 |
| GTS-0077 | ErgoSecure 2.0 Smart Card Reader Keyboard | Goldtouch ErgoSecure 2.0 Smart Card Reader Keyboard | | \$153.79 |
| GTU-0033 | SPLIT ERGONOMIC KEYBOARD WHITE USB | A proven design and years of longevity make the standard Goldtouch Adjustable Keyboard a leading recommendation among Risk Managers, Certified Professional Ergonomists, Physical Th... | EA | \$124.78 |
| GTU-0088 | Split Ergonomic Keyboard - Black USB | Goldtouch Standard USB Keyboard-Black | | \$124.78 |
| GTU-MACB | SPLIT ERGONOMIC KEYBOARD BLK USB MAC | Mac Users Rejoice! Now All Mac users can benefit from a keyboard specifically addressing their needs. The Goldtouch for MAC remains the only keyboard designed to properly straighte... | EA | \$124.78 |
| GTU-MACW | SPLIT ERGONOMIC KEYBOARD WHT USB MAC | Mac Users Rejoice! Now All Mac users can benefit from a keyboard specifically addressing their needs. The Goldtouch for MAC remains the only keyboard designed to properly straighte... | EA | \$124.78 |
| KOV-GTLS-0055 | Go! Travel Notebook Stand-Graphite | Road warriors and conference room executives now have a safer way to work with the new Goldtouch Go! Travel Notebook Stand! Made from aluminum for strength and high aesthetic appeal, the Go! Travel Notebook Stand offers proper notebook monitor height adjustment. For ease of use and portability, it also collapses compactly into its own neoprene cover. | EA | \$57.07 |
| KOV-GTM-100W | Wireless Mouse - Black Ambidextrous | The Goldtouch Wireless Ambidextrous mouse is designed for hours of computing comfort, allowing you to easily perform mousing tasks. The full size ambidextrous design cradles your hand naturally, providing support for both right- and left-handed mouse users. | EA | \$43.53 |

132 8 -- Purchase of New Equipment

| Part Number | Product Name | Product Description | UOI | GSA Price |
|--------------------|--|--|------------|------------------|
| KOV-GTM-99W | Wireless Ambidextrous Mouse | The Goldtouch Wireless Ambidextrous Mouse features a classic look and is designed to fit a wide variety of hand sizes and grips. Most importantly, the mouse sits comfortably in either the left or right hand, allowing for ambidextrous use. | EA | \$37.72 |
| KOV-GTM-BTD | Comfort-fit™ Mouse v2.0 Bluetooth Wireless (Right Handed)w/ Dongle | The Bluetooth Wireless Comfort Mouse combines cutting edge comfort with the convenience of wireless technology. Just pair this fully ergonomic mouse with your Mac and PC to experience a better way of mousing, wherever you are. | EA | \$95.76 |
| KOV-KB1 | Evoluent Mouse Friendly Keyboard | Unlike most keyboards, the Evoluent Mouse Friendly Keyboard places the numeric keypad on the left, making more room for mousing. This eliminates overreaching, allowing you to keep your arm in a natural position as you use your keyboard and mouse. | EA | \$67.71 |
| KOV-LM2UL | Hippus Hand Shoe Mouse Left Handed | Hippus Hand Shoe Mouse Left Handed | EA | \$134.45 |
| KOV-M2UB-LC | Hippus Hand Shoe Mouse Right Handed | Hippus Hand Shoe Mouse Right Handed | EA | \$134.45 |
| KOV-MTA | MouseTrapper Advanced+ USB Mouse | Make “mouse arm” and other repetitive stress injuries a thing of the past with the MouseTrapper Advance+. With a sturdy steering pad, precision sensors and an ergonomic shape designed with you in mind, you’ll never sacrifice comfort for functionality. | EA | \$240.85 |
| KOV-MTF | MouseTrapper Flexible Wireless Mouse | The MouseTrapper is sleek ergonomic mouse, strategically designed to relieve and prevent repetitive strain injuries in the shoulders, neck, wrists and arms. The MouseTrapper is small, lightweight, portable and now, wireless. | EA | \$269.86 |
| KOV-ORTHO-W | Ortho Mouse - Wireless | The fully customizable OrthoMouse - Wireless will gently guide your wrist and hand into an ideal position. This creates a better fit and is scientifically proven to reduce the risk of developing a repetitive strain injury like carpal tunnel syndrome. | EA | \$130.58 |
| KOV-S2WB-LC | Hippus Small Hand Shoe Mouse Right Handed | Hippus Small Hand Shoe Mouse Right Handed | EA | \$115.10 |
| KOV-VM4W | Evoluent Vertical Mouse 4 Wireless **Replaces KOV-VM3W-R | The Evoluent™ VerticalMouse™ 4 Wireless shares the same benefits as the wired version, including a comfortable, ergonomic design that helps many users relieve wrist and arm pain. And with the best in Bluetooth technology, the wireless version keeps your desk free of tangles. | EA | \$116.07 |
| KOV-VMSMALL | Evoluent Vertical Small Mouse | From ergonomists to medical doctors, physical therapists and everyday users, the verdict is unanimous. The Evoluent Small Vertical Mouse provides unparalleled comfort to relieve even the most persistent wrist pain. Even better: its small size means you can take it with you wherever you go, so you can use your mouse in comfort in the office or at home. | EA | \$96.73 |
| KOV-VMSMALLW | Evoluent Vertical Small Mouse Wireless | From ergonomists to medical doctors, physical therapists and everyday users, the verdict is unanimous. The Wireless Evoluent Small Vertical Mouse provides unparalleled comfort to relieve even the most persistent wrist pain. Even better: its small size means you can take it with you wherever you go, so you can use your mouse in comfort in the office or at home. | EA | \$116.07 |

132 33 -- Perpetual Software License

| Part Number | Product Name | Product Description | UOI | GSA Price |
|-------------|---------------------------------------|---|-----|-----------|
| RS-RRL-10S | REDSTART REPORT LICENSE 10 SEATS | Seat license for up to 10 people to use a Redstart Report and documentation. | EA | \$943.07 |
| RS-RRL-1S | REDSTART REPORT LICENSE 1 SEAT | Seat license for 1 person to use a Redstart Report and documentation. | EA | \$96.73 |
| RS-RRL-5S | REDSTART REPORT LICENSE 5 SEATS | Seat license for up to 5 people to use a Redstart Report and documentation. | EA | \$473.95 |
| RS-UC-CD | UTTER COMMAND 2.0DOWNLOAD, CD, MANUAL | Gain fast hands free computer control across all programs. Save steps by speaking command phrases. Utter Command works with the Dragon NaturallySpeaking Pro, Medical and Legal spee... | EA | \$382.07 |

132 34 -- Maintenance of Software as a Service

| Part Number | Product Name | Product Description | UOI | GSA Price |
|--------------|---------------------------------------|---|-----|-------------|
| RS-RRC-1HR | REDSTART REPORTS CUSTOMIZATION 1 HOUR | Custom Redstart Report w/ Training hourly rate. | EA | \$193.45 |
| RS-RRC-TIER1 | REDSTART REPORTS CUSTOMIZATION TIER 1 | Custom Redstart Report w/ Training. Up to 15 hours of Customization. Dramatically reduce the time needed to dictate intake forms including EMR reports within your organization. Red... | EA | \$2,863.07 |
| RS-RRC-TIER2 | REDSTART REPORTS CUSTOMIZATION TIER 2 | Custom Redstart Report w/ Training. Up to 25 hours of Customization. Dramatically reduce the time needed to dictate intake forms including EMR reports within your organization. The... | EA | \$4,710.53 |
| RS-RRC-TIER3 | REDSTART REPORTS CUSTOMIZATION TIER 3 | Custom Redstart Report w/ Training. Up to 100 hours of Customization. Dramatically reduce the time needed to dictate intake forms including EMR reports within your organization. Th... | EA | \$18,643.83 |
| RS-UCC-1HR | UTTER COMMAND CUSTOMIZATION 1 HOUR | 1 Hour Customization of Utter Command w/ Training. | EA | \$144.12 |
| RS-UCC-TIER1 | UTTER COMMAND CUSTOMIZATION TIER 1 | Customization of Utter Command w/ Training hourly rate. Up to 8 hours of Customization. Speed up hands free use of any program. Includes easy to follow custom documentation and tra... | EA | \$1,537.93 |
| RS-UCC-TIER2 | UTTER COMMAND CUSTOMIZATION TIER 2 | Customization of Utter Command w/ Training hourly rate. Up to 15 hours of Customization. Speed up hands free use of any program. Includes easy to follow custom documentation and tr... | EA | \$2,863.07 |
| RS-UCC-TIER3 | UTTER COMMAND CUSTOMIZATION TIER 3 | Customization of Utter Command w/ Training hourly rate. Up to 25 hours of Customization. Speed up hands free use of any program. Includes easy to follow custom documentation and tr... | EA | \$4,710.53 |

132 50 -- Training Courses

| Part Number | Product Name | Product Description | UOI | GSA Price |
|---------------------------|-------------------------------|---|-----|-----------|
| RCI-AD-ACR10.0-11.0-ADV | Adobe Acrobat Advanced | As a business professional, you have some experience in using Adobe® Acrobat®. Now, you are ready to further develop your PDF documents. In this course, you will use Adobe® Acrobat® 10.0 or 11.0 Pro to convert technical documents to PDF files, enhance and control PDF content accessibility, customize PDF documents for interactive use online, and prepare PDFs for commercial printing. (1-day course) | EA | \$362.72 |
| RCI-AD-ACR10.0-11.0-INTRO | Adobe Acrobat Introduction | You may have used different applications to create documents for your own reference. However, you may now be required to share your files electronically by email, over a network, or on the web, so that recipients can view, print, and offer feedback. In this course, you will use Adobe Acrobat 10.0 or 11.0 to make your information more portable, accessible, and useful to meet the needs of your target audience. (1-day course) | EA | \$362.72 |
| RCI-AD-ILLCS5-CS6-LVL1 | Adobe Illustrator Level 1 | Adobe® Illustrator® CS5 or CS6 is a sophisticated graphics application that helps you to create complex and attractive designs with type effects. You can create logos, advertisements, and other illustrations with ease using this software. However, creating complex designs can be overwhelming if you are not familiar with the tools present in Adobe Illustrator and their features. In this course, you will learn to use Adobe Illustrator CS5 or CS6 by drawing and manipulating simple shapes to create logos. You will also combine text and graphics to create advertisements. (2-day course) | EA | \$725.44 |
| RCI-AD-ILLCS5-CS6-LVL2 | Adobe Illustrator Level 2 | You probably used Adobe® Illustrator® to create simple illustrations and logos. However, you may need to create complex illustrations, print documents without any errors or color mismatches, or prepare illustrations for the web. In this course, you will create complex, robust illustrations that go beyond those you could create using Illustrator's basic tools. (2-day course) | EA | \$725.44 |
| RCI-AD-INDESCS5-LVL1 | Adobe In-Design CS5-Level 1 | You are starting to familiarize yourself with print layout and design using InDesign. You would like to learn about the tools and features available to you in InDesign CS5. In this course, you'll work with some of the tools and features to create eye-catching printed documents using InDesign CS5. (2-day course) | EA | \$725.44 |
| RCI-AD-INDESCS5-LVL2 | Adobe In-Design CS5 -Level 2 | Using Adobe® InDesign®, you have created simple documents. Now, you may need to create huge documents that are attractive as well as can be accessed globally. In this course, you will deploy the advanced InDesign techniques to enhance the look and functionality of your documents. (2-day course) | EA | \$725.44 |
| RCI-AD-INDESCS6-LVL1 | Adobe In-Design CS6 - Level 1 | You are starting to familiarize yourself with print layouts and designs using Adobe InDesign. You want to learn about the tools and features available to you in Adobe InDesign CS6. In this course, you will work with some of the tools and features to create eye-catching printed documents using InDesign CS6. (2-day course) | EA | \$725.44 |
| RCI-AD-INDESCS6-LVL2 | Adobe In-Design CS6 - Level 2 | Using Adobe® InDesign® you created simple documents. Now, you need to create large documents that are attractive and that which can be accessed globally. In this course, you will deploy the advanced InDesign techniques to enhance the look and functionality of documents. (2-day course) | EA | \$725.44 |

132 50 -- Training Courses

| Part Number | Product Name | Product Description | UOI | GSA Price |
|------------------|--|--|-----|------------|
| RCI-PHOCS5-INTRO | Photoshop CS5 Introduction | The 2-day Photoshop CS5 Introduction course provides instruction on how to use Photoshop CS5 to create professional-looking images for both print and the Web. In this course, students will identify the components of the Photoshop environment, learn about the differences between raster and vector graphics, and learn how to use Adobe Bridge. Students will explore various methods of selecting image areas and will learn how to modify and manipulate selections. In addition, students will learn how to work with text, layers, and layer effects; how to adjust, retouch, and resize images; and how to prepare images for printing and the Web. | EA | \$725.44 |
| RCI-PHOCS6-INTRO | Photoshop CS6 Introduction | Adobe® Photoshop® has been an indispensable image editing software application for many years. As an aspiring graphic designer, you would like to familiarize yourself with image creation and editing using this software. Understanding the different tools and features available in Photoshop CS6 will help you to maximize your creative potential. In this course, you'll use the several tools and features of Photoshop CS6 to work with images. You will also work with the advanced tools and features available in Photoshop CS6. (2-day course) | EA | \$725.44 |
| IT-A+-CERT | CompTIA A+ Exam Objectives Prep | A+ Technicians have a broad base of knowledge and competency in core hardware and operating system technologies in areas such as installation, preventative maintenance, networking, security, and troubleshooting. 40 clock hours (5 Class Days) | EA | \$2,413.30 |
| IT-N+-CERT | CompTIA N+ Certification Prep | N+ Technicians have a broad base of knowledge and competency in core hardware and operating system technologies in areas such as installation, preventative maintenance, networking, security, and troubleshooting. 40 clock hours (5 Class Days) | EA | \$2,413.30 |
| RCI-10135 | Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010 | This 5-day, instructor-led course will provide you with the knowledge and skills to configure and manage a Microsoft Exchange Server 2010 messaging environment. This course does not require previous Exchange Server experience, but does require that students have significant experience in managing Windows Server and Active Directory directory services or Active Directory Domain Services (AD DS). This course will teach you how to configure Exchange Server 2010, as well as provide guidelines, best practices, and considerations that will help you optimize your Exchange server deployment. | EA | \$2,896.93 |
| RCI-10262 | DEVELOPING WINDOWS APPLICATIONS WITH MIC | In this 5day course, experienced developers who know the basics of Windows Forms development gain more advanced Windows Client design and development skills. WinForms and WPF prog... | EA | \$2,510.03 |
| RCI-10263 | DEVELOPING WINDOWS COMMUNICATION FOUNDAT | This three-day instructor led course provides participants with the knowledge and skills to develop distributed applications using WCF 4 and Microsoft Visual Studio 2010. This cour... | EA | \$1,542.77 |
| RCI-10264 | Developing Web Applications with Microsoft Visual Studio 2010 | In this 5-day course, students will learn to develop advanced ASP.NET MVC and Web Forms applications using .NET Framework 4 tools and technologies. The focus will be on coding activities that enhance the performance and scalability of the Web site application. ASP.NET MVC will be introduced and compared with Web Forms so that students know when each should/could be used. This will also prepare the student for exam 70-515. | | \$2,510.03 |
| RCI-10265 | DEVELOPING DATA ACCESS SOLUTIONS WITH MI | In this 5day course, experienced developers who know the basics of data access (CRUD) in Windows client and Web application environments will learn to optimize their designs and d... | EA | \$2,510.03 |

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| Part Number | Product Name | Product Description | UOI | GSA Price |
|-------------|--|--|-----|------------|
| RCI-10267 | Introduction to Web Development with Microsoft Visual Studio 2010 | This 5-day instructor-led course provides knowledge and skills on developing Web applications by using Microsoft Visual Studio 2010. | EA | \$2,510.03 |
| RCI-10774 | Querying Using SQL Server 2012 | This 5-day course is designed to provide Database Developers working in enterprise environments using Microsoft SQL Server 2012 the knowledge and skills to evaluate and improve queries and query response times. The workshop focuses on systematic identification and optimization of database factors that impact query performance. | EA | \$2,896.93 |
| RCI-20410 | Installing and Configuring Windows Server 2012 | This 5-day course is intended for information technology (IT) Professionals who have some knowledge and experience working with Windows operating systems and who want to acquire the skills and knowledge necessary to install and perform the initial configuration of a Windows Server 2012 or Windows Server 2012 R2 server in an existing Windows server environment. | EA | \$2,703.48 |
| RCI-20411 | Administering Windows Server 2012 | This 5 day course is intended for Information Technology (IT) Professionals with hands on experience working in a Windows server 2008 or Windows Server 2012 environment who wish to acquire the skills and knowledge necessary to be able to manage and maintain the core infrastructure required for a Windows Server 2012 and Windows Server 2012 R2 environment. The key focus for students is to broaden the initial deployment of Windows Server 2012 services and infrastructure and provide the skills necessary to Manage and Maintain a domain based Windows Server 2012 environment, providing skills in areas such as User and Group management, Network Access and Data Security. | EA | \$2,703.48 |
| RCI-20417 | Upgrading Your Skills to MCSA Windows Server 2012 | This 5-day course provides students with the knowledge and skills to work with Network Infrastructure and Active Directory technologies in Windows Server 2012. This course is intended for individuals who already have experience with Network Infrastructure and Active Directory technologies in Windows Server 2008 to upgrade their skills to Windows Server 2012. | EA | \$2,703.48 |
| RCI-20465 | Designing Database Solutions with Microsoft SQL Server 2012 | This 5-day course is intended for individuals who design database solutions for organizations and have experience with database development and administering SQL Server databases. These individuals design databases as their primary area of responsibility. They are responsible to plan and design database structure, storage, objects, and servers. They also create the plan for the environment in which the database solution runs. | EA | \$2,703.48 |
| RCI-20467 | Designing Business Intelligence Solutions with Microsoft SQL Server 2012 | This 5-day course is intended for BI professionals such as BI Architects or database professionals who need to design BI solutions. BI Architects are responsible for the overall design of the BI infrastructure, including how it relates to other data systems in use. In addition, their responsibilities include Online Analytical Processing (OLAP) cube design and integration with Microsoft SharePoint or line-of-business applications. Finally, they may apply those skills in a Windows Azure SQL Server database environment. | EA | \$2,703.48 |
| RCI-2310 | DEVELOPING WEB APPLICATIONS USING MICROS | This 5day instructor led course will teach introductory level Web developers the fundamentals of Web application development and best practices for Microsoft Web development techn... | EA | \$2,510.03 |
| RCI-2667 | INTRODUCTION TO PROGRAMMING | This 3day, instructor led course introduces students to computer programming. Students will learn the fundamental concepts and terminology of software application development and ... | EA | \$1,542.77 |

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| Part Number | Product Name | Product Description | UOI | GSA Price |
|-------------|--|--|-----|------------|
| RCI-2778 | WRITING QUERIES USING MICROSOFT SQL SERV | This 3day instructor led course provides students with the technical skills required to write basic TransactSQL queries for Microsoft SQL Server 2008. | EA | \$1,542.77 |
| RCI-50292 | Maintaining and Administering Windows 7 in the Enterprise | This 5-day instructor-led course provides students with the knowledge and skills to successfully install, maintain, and troubleshoot Windows 7 computers. Through practical labs, you'll get invaluable experience with installation and upgrades, remote access, and the new desktop environment. You will learn how Windows 7 allows for vast improvements to security, overall system performance, and deployment-a robust combination unparalleled in the market. In this Windows 7 training course, you'll focus on successful configuration of the IT Pro tools and applications that ship with Windows 7. You will learn to identify technical problems that can occur on your organization's client computers, and you'll discover the Windows 7 tools used to monitor and maintain those computers. By the end of this course, you will have installed and configured a Windows 7 desktop that is secure and on the network, while focusing on five main troubleshooting areas: operating system, hardware, networking, security, and applications. | EA | \$2,510.03 |
| RCI-6234 | Implementing and Maintaining Microsoft SQL Server 2008 Analysis Services | This 3-day instructor-led course teaches students how to implement an Analysis Services solution in an organization. The course discusses how to use the Analysis Services development tools to create an Analysis Services database and an OLAP cube, and how to use the Analysis Services management and administrative tools to manage an Analysis Services solution. | EA | \$1,542.77 |
| RCI-6293 | Troubleshooting and Supporting Windows 7 in the Enterprise | "This 3-day course is designed for Information Technology (IT) professionals who have experience with Windows XP and Windows Vista who work as Windows 7 Enterprise Desktop Support Technicians (EDSTs) in Tier 2 support environments. The goal of this training is to enable these individuals to support the Windows 7 operating system and solve technical troubleshooting problems in a Windows 7 and Windows Server 2008 R2 networking environment. | EA | \$1,736.22 |
| RCI-6367 | INTRODUCTION TO OBJECT ORIENTED PROGRAMM | This 3day instructor led course will enable attendees to start designing and developing object-oriented applications using Visual Studio 2008. Attendees will learn object-oriented... | EA | \$1,542.77 |
| RCI-6368 | PROGRAMMING WITH THE MICROSOFT .NET FRAM | This 5day instructor led course provides students with an introduction to developing ntier applications for the Microsoft .NET 3.5 environment using Microsoft Visual Studio 2008 ... | EA | \$2,510.03 |
| RCI-6419 | CONFIGURING, MANAGING, AND MAINTAINING W | This 5day instructor led course combines 5days worth of instructor led training content from the Network Infrastructure Technology Specialist, Active Directory Technology Special... | EA | \$2,510.03 |
| RCI-6420 | FUNDAMENTALS OF WINDOWS SERVER 2008 NETW | This 5day instructor led course introduces students to network infrastructure and application platform concepts and configurations provided by Window Server 2008. Students will be... | EA | \$2,510.03 |
| RCI-6421 | CONFIGURING AND TROUBLESHOOTING A WINDOW | This 5day instructor led course provides students with the knowledge and skills to configure and troubleshoot a Windows Sever 2008 network infrastructure. Students will learn to i... | EA | \$2,510.03 |

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| Part Number | Product Name | Product Description | UOI | GSA Price |
|--------------|--|---|-----|------------|
| RCI-80224 | Introduction to Microsoft Dynamics GP | This 1-day Microsoft Dynamics GP 2010 or 2013 course explores the basic elements of Microsoft Dynamics GP. Topics covered during this session include: system and company setup procedures, how to use reports and inquiries, how to use SmartList to expand inquiry and analysis capabilities, business alerts, process server and tips for the user to personalize shortcuts and checklists to streamline business practices. | EA | \$575.52 |
| RCI-80225 | General Ledger I in Microsoft Dynamics GP | The 1-day Microsoft Dynamics GP General Ledger I course provides a general overview of the features and benefits of using the General Ledger module in an integrated environment and focuses on how this module integrates with other modules in the Microsoft Dynamics GP application. This course also focuses on the setup procedures for the General Ledger module. The course examines the different types of accounts in General Ledger, and how to define budgets for accounts using Microsoft Dynamics GP or Microsoft Excel. There is a section that also focuses on Quick Journals which increase efficiency and accuracy for posting transactions that occur on a regular basis but have varying amounts posted to each account. Entering beginning balances and the options available for this are also examined. | EA | \$575.52 |
| RCI-80227 | Payables Management I in Microsoft Dynamics GP | The 1-day Microsoft Dynamics GP Payables Management course examines the accounting cycle and the processes required to enter vendor invoices and process checks. This course also shows how to perform additional functions such as adjustments, prepayments, month-end closing, and cash flow control. A thorough understanding of these topics allows for capitalizing on vendor discount dates to reduce payable liabilities and easily select the right vouchers for payment by date, vendor, number, or custom query to control cash outlay. This course teaches how to use comprehensive reporting features that present data in different ways, including many standard reports and inquiry windows. This course also provides guidance on how to define default values that automatically populate data fields and how to gather the information needed to make better business decisions by exploring powerful inquiry and lookup functions. | EA | \$575.52 |
| RCI-80228 | Receivables Management I in Microsoft Dynamics GP 10.0 | The 1-day Microsoft Dynamics GP Receivables Management course examines the accounting cycle and the processes required to enter customer invoices and process payments. This course also shows how to perform additional functions such as receivables reports, customer summaries, refund checks, and beginning balances. | EA | \$575.52 |
| RCI-EXC-4 | Excel Programming with VBA | Excel VBA is a powerful tool which enables you to manipulate data, sheets even workbooks and pivot tables programmatically. Using the skills and knowledge gained on this Excel VBA training course you will be able to harness what VBA excel contains. You will be able to build automated reports and tools that will help you integrate and share your corporate data more efficiently. (3-day course) | EA | \$1,155.87 |
| RCI-JP | Introduction to Java | Intensive and hands-on, this 3-day course emphasizes becoming productive quickly in the Java™ language. | EA | \$1,523.43 |
| RCI-MS-ACC-1 | Access Introduction | Most organizations maintain and manage large amounts of information. One of the most efficient and powerful ways of managing data is by using relational databases. Information can be stored, linked, and managed using a single relational database application and its associated tools. In this course, you will examine the basic database concepts, and create and modify databases and their various objects using the Microsoft® Office Access™ most current version(s) relational database application. (2-day course) | EA | \$672.24 |

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| Part Number | Product Name | Product Description | UOI | GSA Price |
|--------------|-------------------------------|--|-----|------------|
| RCI-MS-ACC-2 | Access Advanced | You have the basic skills needed to work with Microsoft® Office Access™ databases, including creating and working with Access tables, relationships, queries, forms, and reports. But so far, you have been focusing only on essential database user skills. In this course, you will consider how to maintain data consistency, how to customize database components, and how to share Access data with other applications. (2-day course) | EA | \$672.24 |
| RCI-MS-ACC-3 | Access Programming with VBA | This 3-day course provides you with the tools and techniques you'll need in order to build more sophisticated solutions. After walking through the features of Microsoft Office Access VBA, you'll learn all about object-oriented programming and ADO. You'll then progress to advanced VBA concepts such as working with external DLLs and using automation to control external programs. | EA | \$1,155.87 |
| RCI-MS-EXC-1 | Excel Introduction | You have basic computer skills such as using a mouse, navigating through windows, and surfing the Internet. You have also used paper-based systems to store data that you run calculations on. You now want to migrate that data to an electronic format. In this course, you will use the most current version(s) of Microsoft® Office Excel® to manage, edit, and print data. (1-day course) | EA | \$285.34 |
| RCI-MS-EXC-2 | Excel Intermediate | In Excel® Introduction, you created, edited, formatted, and printed basic spreadsheets. You now have a need to streamline repetitive tasks and display spreadsheet data in more visually effective ways. In this course, you will use the most current version(s) of Microsoft® Office Excel® to streamline and enhance your spreadsheets with templates, charts, graphics, and formulas. (1 day class) | EA | \$285.34 |
| RCI-MS-EXC-3 | Excel Advanced | Your training in and use of Microsoft® Office Excel's most current version(s) has provided you with a solid foundation in the basic and intermediate skills for working in Excel. You have used Excel to perform tasks such as running calculations on data and sorting and filtering numeric data. In this course, you will extend your knowledge into some of the more specialized and advanced capabilities of Excel by automating some common tasks, applying advanced analysis techniques to more complex data sets, collaborating on worksheets with others, and sharing Excel data with other applications. (1 day class) | EA | \$285.34 |
| RCI-MS-MOFC | Moving to Office 2010 or 2013 | This 1-day course will introduce you to the components of the Office 2010 or 2013 user interface as well as the new features in Word, Excel, PowerPoint, and Outlook. | EA | \$285.34 |
| RCI-MS-OUT-1 | Outlook Introduction | This 1-day course will provide you with the skills you need to start sending and responding to email in Microsoft® Office Outlook's most current version(s), as well as maintaining your Calendar, scheduling meetings, and working with tasks and notes. In this course, you will compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes. | EA | \$285.34 |
| RCI-MS-OUT-2 | Outlook Intermediate | If you have been using Microsoft® Office Outlook's® most current version(s) as a communications tool, then you know how to send a mail message; schedule appointments and meetings; and create contacts, tasks, and notes. This 1-day course is the second in a series of three Microsoft Outlook courses. It provides you with the necessary skills to customize your Outlook environment, your calendar, and your mail messages so that they meet your specific needs. You will also learn how to track, share, assign, and quickly locate various Outlook items. | EA | \$285.34 |

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| Part Number | Product Name | Product Description | UOI | GSA Price |
|---------------------|--|---|-----|------------|
| RCI-MS-OUT-3 | Outlook Advanced | This 1-day course is the third in a series of Microsoft® Office Outlook's® most current version(s) courses. It builds on the email and calendaring skills you've already obtained and will provide you with the skills needed to communicate in real time with other users, personalize mail, organize items, share and link contacts, create forms, and work offline and remotely. | EA | \$285.34 |
| RCI-MS-PPT-1 | PowerPoint Introduction | In today's work environment, presentations have moved far beyond flip charts and overhead projectors. Audiences not only expect that your presentations are in an electronic format, but they also demand that your presentations be unique and sophisticated in their use of such formats. In this course, you will work with Microsoft® Office PowerPoint® to create electronic presentations. (1 day class) | EA | \$285.34 |
| RCI-MS-PPT-BTB | PowerPoint Beyond the Basics | As a PowerPoint user, you are familiar with the basics of creating a presentation and you are able to convey information effectively in a simple way. Static content in presentation, however, will not keep your audience interested. In this course, you will enhance presentations with feature that will transform basic presentations into a powerful means of communication. (1 day class) | EA | \$285.34 |
| RCI-MS-PROJ-1 | Microsoft Project Introduction | You need to gather information about the various tasks involved, resources required to accomplish the tasks, and the overall cost in order to plan a project. Microsoft® Office Project Professional acts as a tool that assists you in managing your projects. On day one of this course, you will create and modify a project plan. On day two, you will build upon the knowledge gained, and give you the opportunity to work with a project plan once it reaches the project implementation phase. (2-day course) | EA | \$672.24 |
| RCI-MS-PROJ10-1 | Microsoft Project 2010 Introduction | You will create and manage a project schedule using Microsoft Project 2010. You will exchange project plan data with other applications, update project plans, create visual reports, and reuse project plan information. | EA | \$672.24 |
| RCI-MS-PROJSRV-PM | Microsoft Project Server for Project Managers | This 3-day course is for individuals working in an Enterprise Project Management (EPM) environment. Students will learn how to use MS Project Professional and the PWA interface to manage projects and resources in the EPM environment. | EA | \$1,446.05 |
| RCI-MS-PROJSRV-RBTA | Microsoft Project Server - Role Based Training: Administrators | This 3-day course is for individuals administering the Project Server environment. Students will learn how to install, configure and maintain a Microsoft Project Server environment working with the most current version(s) of Microsoft® Office Project. | EA | \$1,929.67 |
| RCI-MS-PUB-1 | Publisher Introduction | You're starting Microsoft® Office Publisher which is an easy-to-use, flexible program for creating newsletters, brochures, business cards, postcards, flyers, among others for print, email, and the web. In this 1-day course, you will look at how to create a publication from scratch or use one of the hundreds of business and personal designs available in Publisher's most current version(s). | EA | \$285.34 |
| RCI-MS-W7-INTRO | Windows 7 Introduction | You will log on to Windows 7, explore its interface, identify the different components in the interface, customize the Windows 7 desktop, manage files and folders, use the common tools and programs available in Windows 7, and browse the Internet. (1 day class) | EA | \$285.34 |
| RCI-MS-WRD-1 | Word Introduction | Word processing is the use of computers to create, revise, and save documents for printing and future retrieval. This 1-day course is the first in a series of three Microsoft® Office Word courses. It will provide you with the basic concepts required to produce basic business documents. | EA | \$285.34 |

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| Part Number | Product Name | Product Description | UOI | GSA Price |
|----------------|--|---|-----|------------|
| RCI-MS-WRD-2 | Word Intermediate | In the first course in this series, Microsoft® Word Introduction, you gained all the basic skills that you need to create a wide range of standardized business documents. If you use Microsoft® Word on a regular basis, then once you have mastered the basic skills, the next step is to improve your proficiency. To do so, you can customize and automate the way Microsoft® Word works for you. You can also improve the quality of your work by enhancing your documents with customized Microsoft® Word elements. In this course, you will create complex documents with the most current version(s) of Microsoft® Word by adding components such as, customized lists, tables, charts, and graphics. You will also create personalized Microsoft® Word efficiency tools. (1-day class) | EA | \$285.34 |
| RCI-MS-WRD-3 | Word Advanced | You know to use Microsoft® Office Word to create and format typical business documents. Now, you may need to work on more complex documents. In this course, you will use Word to create, manage, revise, and distribute long documents and forms. (1 day class) | EA | \$285.34 |
| RCI-MTBA | Modeling Techniques for the Business Analyst | The business analyst has become a pivotal role for information technology projects, responsible for bridging the gap between IT and the key business participants of any project. The business needs must be communicated in a way that supports business user validation as well as providing the foundation for the technical staff to design and build a successful solution. This 4-day class focuses on the many types of modeling techniques that are used by the business analyst in system development and provide hands-on experience for attendees to learn how to develop and interpret the models. Techniques taught are IIBA compliant. | EA | \$2,316.57 |
| RCI-SPDES-LVL1 | SharePoint Designer Level 1 | You've created intranet sites using Microsoft® Windows® SharePoint® Services. There will be times when you would want to build sites that lay emphasis on your company's unique requirements and sites that align themselves with the company's unique brand identity. In this 2-day course, you will use the most current version(s) of Microsoft® SharePoint® Designer to customize your SharePoint sites and build a new sub site on the SharePoint services platform. | EA | \$962.42 |
| RCI-SP-FUND | SharePoint Fundamentals | This 1-day course is intended as a basic introduction to the "essential survival skills" needed for users to be productive in SharePoint's most recent version(s). | EA | \$478.79 |
| RCI-SP-PWREU | SharePoint Power End User | This 4-day class combines Mindsharp's 'Site Member' and 'Site Owner' courses, to provide comprehensive training that will present students with a ground-up understanding for how to use, operate and build sites in a Microsoft Office SharePoint Server environment. Students first learn about site navigation, data storage and retrieval through instructor-led modules covering navigation, search and effective use of lists and libraries. Building on this information, students then take a deeper dive into site administration, learning how to create and manage sites, lists, libraries, views and workflows. Security and rights administration are also covered. Functional concepts and best practices are interwoven into the material, providing a framework for the topics discussed. | EA | \$2,316.57 |

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| Part Number | Product Name | Product Description | UOI | GSA Price |
|-------------------|--|--|-----|------------|
| RCI-VIS-INT | Visio Intermediate | Microsoft® Office Visio® Intermediate is the second 1-day course in the Microsoft Visio series. In Microsoft® Office Visio® Introduction, you used the various templates to design and manage workflows and flowcharts. This course will build upon the knowledge gained, and enable you to work with many advanced features, including using the drawing tools, creating and working with custom stencils and templates, and sharing your Visio drawings with other applications by using your most current version(s) of Microsoft® Office Visio®. | EA | \$362.72 |
| RCI-VIS-INTRO | Visio Introduction | In this 1-day course, you will learn the essentials of Visio. Diagrams and charts play a pivotal role in knowledge dissemination, making complex data easy to understand. Microsoft® Office Visio® Professional has a host of features that are instrumental in creating pictorial representations of information. | EA | \$362.72 |
| RCI-VMW-VSP51DO | VMware vSphere 5.1 Datacenter Operations | Our Virtual Desktop Deployment and Administration 4-day class offers participants the opportunity to explore in depth the advantages of VMware View. Each participant will work hands-on with real VMware HCL servers to build and administrate a complete environment including Linked Clones and Automated Desktop Pools. This class is ideally suited for IT professionals with an immediate need for knowledge and skills with VMware View. | EA | \$2,896.93 |
| RCI-VMW-VSPH-ADME | VMware - Vsphere Administration and Enhancement | Our VMware vSphere Administration and Enhancement 5-day class offers an in-depth exploration of advanced vSphere operations and administration. Ideally suited for experienced VMware admin's, this class emphasizes "best practice" techniques for maintaining a production VMware vSphere environment. This 5-day class will begin with a pre-configured vCenter server including available Virtual Machine Templates. Each student will then perform a scripted ESX Server installation and deploy and iSCSI SAN. Students will complete the class with an enhanced knowledge of VMware vSphere administration, security and performance monitoring. All students will have hands-on experience with real servers which will translate directly to their professional environment. (Because this course is not offered directly from VMware, we cannot accept VMware vouchers as payment. In addition, VMware requires that you take training directly through them to count toward their certification program. If you want VMware certification, you will need to take training through VMware directly.) | EA | \$2,896.93 |
| RCI-PMPCEP | Project Management Professional Certification Exam Preparation | This 5-day workshop provides the latest insight into preparing for the Project Management Institute's (PMI) Project Management Professional (PMP) certification examination. PMI is the world's Project Management organization and the PMP certification is the highest level of recognition attainable. To earn this certification a student must complete the required long-term commitment to project management and pass a comprehensive 200-question examination. The exam covers the PMI's Project Management Body of Knowledge's (PMBOK's) five process groups (project life cycle phases), nine key knowledge areas and all of the processes therein. | EA | \$2,896.93 |
| RCI-PMPITP | Project Management Principles for IT Professionals | With your IT experience, you want to successfully manage and deploy an IT project. In this 3-day course, you will acquire the necessary skills to plan and implement IT projects that will positively impact your organization. | EA | \$1,446.05 |
| SA-UC-CT | UTTER COMMAND CUSTOM TRAINING | 1 hour online training. Remote training in using Utter Command/Dragon NaturallySpeaking efficiently for your programs and tasks. Includes custom cheat sheet of commands covered in ... | EA | \$144.12 |

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| Part Number | Product Name | Product Description | UOI | GSA Price |
|------------------|---|---|-----|------------|
| SA-UC-TIER1 | UTTER COMMAND TIER 1 CUSTOM TRAINING | 4 hours online training (basics) and assessment. Remote training in using Utter Command/Dragon NaturallySpeaking efficiently for your programs and tasks. This 4hour training packa... | EA | \$540.70 |
| SA-UC-TIER2 | UTTER COMMAND TIER 2 CUSTOM TRAINING | 8 hours online training (basics, strategies for specific programs) and assessment. Remote training in using Utter Command/Dragon NaturallySpeaking efficiently for your programs and... | EA | \$1,063.01 |
| SA-UC-TIER3 | UTTER COMMAND TIER 3 CUSTOM TRAINING | 12 hours training (basics, strategies for specific programs) and assessment. Remote training in using Utter Command/Dragon NaturallySpeaking efficiently for your programs and tasks... | EA | \$1,546.64 |
| RCI-CR11.0-ADV | Crystal Reports 11.0 Advanced | Now that you have completed the first course, or are familiar with the basics of building and modifying reports, you're ready to move ahead to create complex reports and data sources using Crystal Reports' tools. In this course, you'll not only learn how to create more sophisticated reports including sub reports and cross-tabs, but you'll also learn how to increase the speed and efficiency of your reports by using SQL queries. (2-day course) | EA | \$865.69 |
| RCI-CR11.0-INTRO | Crystal Reports 11.0 Introduction | Crystal Reports XI: Level 1 is the primary recommended course you should take if your job responsibilities require you to obtain output from databases. It is also the first course in the Crystal Reports XI series. In this course, you will build basic list and group reports that work with almost any database. (2-day course) | EA | \$865.69 |
| RCI-CR2008-ADV | Crystal Reports 2008 Advanced | Until now, you have used Crystal Reports to build and modify reports. You want to use the advanced functionality of Crystal Reports to generate reports in the format you desire. In this course, you will create complex reports and data sources using Crystal Reports' tools. You will not only create more sophisticated reports including sub reports and cross-tabs, but you will also increase the speed and efficiency of your reports by using SQL queries. (2-day course) | EA | \$865.69 |
| RCI-CR2008-INTRO | Crystal Reports 2008 Introduction | Organizations use reporting tools to access data sources and generate customized reports. Crystal Reports® 2008 enhances report building and report processing techniques with a slew of features that add value to your presentation. In this course, you will create a basic report by connecting to a database and modifying its presentation. (2-day course) | EA | \$865.69 |
| AA-MSOFC-101 | INTRO TO MICROSOFT OFFICE BASICS | Learn Microsoft Office 2007 Basics. This course leads to Microsoft Office Specialist certification (MOS) in PowerPoint 2007. If you need new or updated computer skills, this course... | EA | \$2,510.03 |
| AA-MSOFC-CT | MICROSOFT OFFICE CERTIFICATION TRACK | This course leads to Microsoft Office Specialist (MOS) Certification in Word and PowerPoint 2007. Participants will learn the most popular office software programs: Windows 7; Offi... | EA | \$3,477.28 |
| MS-MOS-EXC | MICROSOFT OFC SPECIALIST (MOS) EXCEL 07 | Highly concentrated training in Microsoft Excel 2007, focusing on the skill sets required for the MOS certification exam. SmartPrep Exam Cram, practice tests, and 1 test voucher in... | EA | \$962.42 |
| MS-MOS-OUT | MICROSOFT OFC SPECIALISTMOS OUTLOOK 07 | Highly concentrated training in Microsoft Outlook 2007, focusing on the skill sets required for the MOS certification exam. SmartPrep Exam Cram, practice tests, and 1 test voucher ... | EA | \$962.42 |
| MS-MOS-PPT | MS OFC SPECIALISTMOS POWERPOINT 07 | Highly concentrated training in Microsoft PowerPoint 2007, focusing on the skill sets required for the MOS certification exam. SmartPrep Exam Cram, practice tests, and 1 test vouch... | EA | \$672.24 |
| MS-MOS-WRD | MICROSOFT OFFICE SPECIALISTMOS WORD 07 | Highly concentrated training in Microsoft Word, focusing on the skill sets required for the MOS certification exam. SmartPrep Exam Cram, practice tests, and 1 test voucher included... | EA | \$962.42 |

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| Part Number | Product Name | Product Description | UOI | GSA Price |
|------------------|--|--|-----|-------------|
| RCI-AP08 | Active Directory for Support Professionals | This 3-day class course was created specifically for support staff and backup administrators who need to know how to maintain an existing Active Directory infrastructure. Additional background information is also presented for individuals with less technical experience. | EA | \$1,542.77 |
| RCI-BAITP | Business Analysis for the IT Professional | The business analyst role has evolved from that of a business procedures analyst to that of a business liaison between the non-technical user community and the technical solution providers. This 4-day course provides proactive, introductory coverage of the knowledge and skills essential to business analysts today and the foreseeable future. | EA | \$2,123.12 |
| RCI-COMP-S+ | Security + Certification Prep | CompTIA Security+® Prep 5-day course is the primary course you will need to take if your job responsibilities include securing network services, network devices, and network traffic. It is also the main course you will take to prepare for the CompTIA Security+ Certification examination (exam number SY0-301). In this course, you will build on your knowledge and professional experience with computer hardware, operating systems, and networks as you acquire the specific skills required to implement basic security services on any type of computer network. | EA | \$2,413.30 |
| SA-508-ATT-2D | SECTION 508 2DAY ADVANCED TECHNICAL TRA | This course is geared toward federal & state government employees, software and web application developers, program and procurement managers. It is designed to provide in-depth, ha... | EA | \$14,025.19 |
| SA-508-AW-LEC | INTRODUCTION TO SECTION 508 LECTURE | This agency wide lecture is designed for federal & state government sales representatives, software or web application developers, executives, federal and state government employee... | EA | \$7,012.59 |
| SA-508-CAD-MSOFC | CREATING ACCESSIBLE MS OFFICE DOCUMENTS | In this 1day course, participants will learn to create accessible files using Microsoft Office, ensuring that files created in Word, Excel, or PowerPoint are fully accessible for ... | EA | \$3,385.39 |
| SA-508-CAD-PDF | CREATING ACCESSIBLE PDF DOCUMENTS | This 1day PDF accessibility training course teaches content authors to create portable documents that are accessible to people with disabilities. The training focuses on using Wor... | EA | \$3,385.39 |
| SA-508-EM101-WEB | INTRO TO SECT 508 WEBINAR FOR EXEC MGMNT | Delivered in two 2hour sessions, this live webinar series designed for senior level executives provides a high level overview of Section 508 of the Rehabilitation Act of 1973 and ... | EA | \$918.89 |
| SA-508-JWS-TSTNG | TESTING WITH JAWS & OTHER ASSISTIVE TECH | This 1day course is designed to teach developers and QA engineers to use JAWS screen reading software, the most popular software used by people who are blind or have low vision. P... | EA | \$3,385.39 |
| SA-508-MFE | SECTION 508 MANAGEMENT FOR EXECUTIVES | Delivered in three 2hour sessions, this live webinar series designed for senior level executives provides a high level overview of Section 508 of the Rehabilitation Act of 1973 an... | EA | \$1,160.71 |
| SA-508-WAT | WEB ACCESSIBILITY TRAINING | This 1day course delivers professional Web Accessibility Training to enable web developers, designers, and QA engineers to create accessible websites and to maintain compliance wi... | EA | \$5,803.53 |
| SA-AT-EVAL | ASSISTIVE TECHNOLOGY EVALUATION | Assistive Technology assessment to identify appropriate workplace accommodations for people with disabilities as required by the Americans with Disabilities Act (ADA). Assistive Te... | EA | \$1,160.71 |
| SA-ATF-1BAS | INTRO TO ADAPTIVE TECHNOLOGIES | Essential for those who support employees or students with disabilities. This course provides hands-on practical knowledge and understanding of assistive technology available to as... | EA | \$21,037.78 |

132 50 -- Training Courses

| Part Number | Product Name | Product Description | UOI | GSA Price |
|---------------------|--|--|-----|-------------|
| SA-ATF-3ADV | ADVANCED ADAPTIVE TECHNOLOGIES | This course is designed for those who support employees or students with disabilities. Your team will learn how to install, configure, and conduct advanced troubleshooting of an ar... | EA | \$15,355.16 |
| SA-ATF-5DAY | ADAPTIVE TECHNOLOGY CERTIFICATE COURSE | This course combines the Introduction to Adaptive Technologies and Advanced Adaptive Technologies into one 5 consecutive day course. This class is essential to provide knowledge of... | EA | \$33,515.37 |
| SA-ATG-1 Day Course | 1 DAY TRAINING ON AT DEVICE OR PROGRAM | This course delivers a full day of training on one adaptive technology application or device to support people with disabilities. Choose one of the following: Kurzweil 3000, Kurzwe... | EA | \$338.54 |
| SA-AT-TA | CUSTOMIZED ASSISTIVE TECHNOLOGY TRAINING | Customized training for 1 person to increase functional capacity for those who are blind, low vision, mobility or learning impaired. Assistive Technology Specialist delivers traini... | EA | \$1,160.71 |
| SA-DNS-1DAY | INTRO TO DRAGON NATURALLY SPEAKING | Learn how to create documents up to 3 times faster than typing! Perfect for people with limited or no use of hands and for professionals who want to understand how to use voice com... | EA | \$338.54 |
| SA-DNS-OSA | DNS ONSITE ADVANCED TRAINING | Customized, onsite, one-on-one training on Dragon Naturally Speaking. This training is geared toward users with experience in using Dragon seeking to increase workflow through use... | EA | \$2,418.14 |
| SA-DNS-OSB | DNS ONSITE BASIC TRAINING | Customized, onsite, one-on-one training on Dragon Naturally Speaking. This training is geared toward new users or those with basic skills seeking to improve workflow. Includes bas... | EA | \$1,160.71 |
| SA-DNS-TIER1 | DNS ONLINE TRAINING TIER 1 | One hour of one-on-one customized training or support on Dragon Naturally Speaking or Dragon Medical software as well as other business workflow processes. Offered online, live ins... | EA | \$144.12 |
| SA-DNS-TIER1-PRO | DNS ONLINE TRAINING TIER 1 W/ SOFTWARE | One hour of one-on-one customized training or support on Dragon Naturally Speaking as well as other business workflow processes. Offered online, live instruction. Includes DNS 11.0... | EA | \$734.14 |
| SA-DNS-TIER2 | DNS ONLINE TRAINING TIER 2 | Four hours of one-on-one customized training or support on Dragon Naturally Speaking or Dragon Medical software as well as other business workflow processes including installation ... | EA | \$579.39 |
| SA-DNS-TIER2-PRO | DNS ONLINE TRAINING TIER 2 W/ SOFTWARE | Four hours of one-on-one customized training or support on Dragon Naturally Speaking software as well as other business workflow processes including installation and integration of... | EA | \$1,169.40 |
| SA-DNS-TIER3 | DNS ONLINE TRAINING TIER 3 | Eight hours of one-on-one customized training or support on Dragon Naturally Speaking or Dragon Medical software as well as other business workflow processes including installation... | EA | \$1,063.01 |
| SA-DNS-TIER3-PRO | DNS Online Training - Tier 3 w/ Software | Eight-hours of one-on-one customized training or support on Dragon Naturally Speaking or Dragon Medical software as well as other business workflow processes including installation and integration of professional Olympus and Philips dictation and transcription equipment. Offered online, live instruction. Includes DNS 11.0 Professional Software. (Includes shipping) | EA | \$1,653.03 |
| SA-DST-04HRS | 4 HRS BLIND/ LV TECH DISTANCE TRAINING | \$55 Savings with this bundle Distance training for computer users who are blind or visually impaired. Drastically cut training costs while delivering training directly to users i... | EA | \$411.08 |
| SA-DST-10HRS | 10 HRS BLIND/ LV TECH DISTANCE TRAINING | Over \$200 Savings with this bundle Distance training for computer users who are blind or visually impaired. Drastically cut training costs while delivering training directly to u... | EA | \$966.29 |

132 50 -- Training Courses

| Part Number | Product Name | Product Description | UOI | GSA Price |
|--------------|---|---|-----|------------|
| SA-DST-20HRS | 20 HRS BLIND/ LV TECH DISTANCE TRAINING | Over \$500.00 Savings with this bundle Distance training for computer users who are blind or visually impaired. Drastically cut training costs while delivering training directly t... | EA | \$1,837.78 |
| SA-ENL-1DAY | MAGIC / ZOOMTEXT 1 DAY TRAINING | In this class participants will learn true mouseless navigation of Windows XP, Vista, 7. Using Magic or ZoomText screen enlargement software with speech, participants will learn to... | EA | \$435.26 |
| SA-ENL-3DAY | MAGIC / ZOOMTEXT 3 DAY TRAINING | This course is designed for the beginner ZoomText and Magic user. Participants receive 3 days of concentrated training in Magic or ZoomText with Windows, MS Office, email and Inte... | EA | \$1,837.78 |
| SA-ERGO-TA | ERGONOMIC ASSESSMENT | Ergonomic assessment to optimize worksite performance and identify assistive technology to increase functional capacity for those with dexterity or mobility disabilities. Ergonomic... | EA | \$1,160.71 |
| SA-JWS-1DAY | INTRO JAWS FOR WINDOWS | This course is designed for the beginner JAWS user. Participants learn to use JAWS to access Windows, MS Office, email and Internet. Participants learn true mouseless navigation ... | EA | \$435.26 |
| SA-JWS-3DAY | JAWS FOR WINDOWS 3 DAY | This course is perfect for the beginner JAWS user. Participants receive 3 days of concentrated training in JAWS with Windows, MS Office, email and Internet. Lodging, meals, and tr... | EA | \$1,837.78 |
| SA-JWS-5DAY | JAWS FOR WINDOWS 5 DAY | This course is designed for the beginner intermediate JAWS user. Participants receive 5 days of concentrated training in JAWS with Windows, MS Office, email and Internet. Lodgin... | EA | \$2,900.80 |
| SA-KN-AOE-2D | ACCESSIBILITY OPEN ENROLLMENT COURSE2 D | This 2day open enrollment course covers essential accessibility topics to enable participants to keep current with accessibility regulations, new technologies, and techniques that... | EA | \$478.79 |
| SA-KN-AOE-3D | ACCESSIBILITY OPEN ENROLLMENT COURSE3 D | This 3day open enrollment course covers essential accessibility topics to enable participants to keep current with accessibility regulations, new technologies, and techniques that... | EA | \$696.42 |
| SV-10PK | SMARTVOUCHERS 10 PACK | 10 SmartVouchers for Remote Classroom Instruction Microsoft Office training courses. Save time by purchasing training courses in bulk and assigning vouchers as need for individuals... | EA | \$2,896.93 |

132 51 -- Information Technology Professional Services

| Part Number | Product Name | Product Description | UOI | GSA Price |
|-------------|--|---|-----|-----------|
| LAB-AAS-2 | ADMINISTRATIVE ASSISTANT/ SUPPORT | Provides administrative support to a department and/or Manager. Duties include general clerical, receptionist and project based work. Projects a professional company image through ... | HR | \$48.36 |
| LAB-ATUT-J1 | JUNIOR ASSISTIVE TECHNOLOGY USER TESTER | Junior Assistive Technology User Tester I's provide clients with access to dedicated assistive technology and compliance testers. They are focused on IT accessibility testing and S... | HR | \$116.07 |
| LAB-ATUT-S2 | SENIOR ASSISTIVE TECHNOLOGY USER TESTER | Senior Assistive Technology User Tester II's provide clients with access to dedicated assistive technology and compliance testers. They are focused on IT accessibility testing and ... | HR | \$123.81 |
| LAB-CT-S1 | JUNIOR COMPLIANCE TESTER I | Provides accessibility, Section 508 and W3C testing of all types of electronic and information technology products. Responsible for accessibility analysis, design, and development ... | HR | \$106.40 |
| LAB-CT-S2 | SENIOR COMPLIANCE TESTER II | Provides leadership to accessibility compliance test team, supervises and coordinates activities of testing team members, and verifies completeness and accuracy of their work. Prov... | HR | \$123.81 |
| LAB-DEO-1 | DATA ENTRY OPERATOR/ DOCUMENTATION SPECI | The Data Entry Operator/ Documentation Specialist prepares documents and spreadsheets including status reports, trip reports, meeting minutes, briefing slides, etc. and is experien... | HR | \$33.85 |
| LAB-DRS | DOCUMENT REMEDIATION SPECIALIST | A Document Remediation Specialist tests, evaluates, and if necessary remediates documentation against accessibility requirements such as Section 508 and other legislative standards... | HR | \$106.40 |
| LAB-PC-1 | PRINCIPAL CONSULTANT | This individual defines project scopes, budgets, and estimates for a large and/or complex project; Create, plan, manage, and effectively monitor a project plan, budget, and change ... | HR | \$217.63 |
| LAB-PD-1 | PROGRAM DIRECTOR | The Program Director plans, organizes, and controls the overall activities of the program or contract. Responsible for program management, contract management, configuration manage... | HR | \$178.94 |
| LAB-PM-J1 | JUNIOR PROJECT MANAGER I | The Junior Project Manager I provides administrative and technical leadership to projects; sets strategic direction of projects; develops project plans that identify key issues, pr... | HR | \$96.73 |
| LAB-PM-S2 | SENIOR PROJECT MANAGER II | The Senior Project Manager II maintains project resources including schedule, staffing, and expenses; plans, directs, and coordinates activities of projects to ensure that goals or... | HR | \$130.58 |
| LAB-PP-J1 | JUNIOR PROJECT PLANNER I | The Junior Project Planner I provides financial, planning and scheduling support for contracts of substantial size and complexity and or high-level management attention. Implements... | HR | \$48.36 |
| LAB-PP-S2 | SENIOR PROJECT PLANNER II | The Senior Project Planner II inputs, edits, stores, and maintains data using project planning tools; sets up and maintains project work breakdown structures based on templates and... | HR | \$62.87 |
| LAB-SAP-J1 | JUNIOR SYSTEMS ANALYST/ PROGRAMMER I | The Junior Systems Analyst/ Programmer I designs, codes, and documents portions of applications programs for large scale electronic computers and associated equipment appropriate t... | HR | \$67.71 |
| LAB-SAP-S2 | SENIOR SYSTEMS ANALYST/ PROGRAMMER II | The Senior Systems Analyst/ Programmer II supervises software development projects; develops logic flow charts and pseudocode; translates software specifications into software app... | HR | \$101.56 |
| LAB-SME-1 | SUBJECT MATTER EXPERT | Commonly recognized in the industry as a leading expert in the accessibility and/or disability field directly related to that required area of expertise. Provides technical, manage... | HR | \$203.12 |

132 51 -- Information Technology Professional Services

| Part Number | Product Name | Product Description | UOI | GSA Price |
|-------------|-----------------------------------|---|-----|-----------|
| LAB-TRN-J1 | JUNIOR TRAINER I | The Junior Trainer I provides customer training; prepares training materials such as training guides, presentations, audio video media, and computer based course material; and prep... | HR | \$116.07 |
| LAB-TRN-S2 | SENIOR TRAINER II | The Senior Trainer II must have ten (10) or more years of experience in leading the development, delivery, and maintenance of information systems (IS) or information technology (IT... | HR | \$183.78 |
| LAB-TW-1 | TECHNICAL WRITER | Develops documentation for customer engagements. Proposals, user guides, administrator guides, technical guides, as built documentation, specifications, functional and technical re... | HR | \$88.87 |
| LAB-WEB-S1 | JUNIOR WEB DESIGNER/ DEVELOPER I | The Junior Web Designer/ Developer I performs design and development of front end websites including HTML, CSS and JavaScript coding. Must be proficient with Flash and JavaScript J... | HR | \$102.91 |
| LAB-WEB-S2 | SENIOR WEB DESIGNER/ DEVELOPER II | Provide support in developing the site concept, interface design, and architecture of the website. Provide support for the implementation of interfaces to applications. Working kn... | HR | \$145.01 |

APPENDIX B

1. Title: Principal Consultant

Minimum Education: Bachelor's degree and certification from at least one popularly known project management institute, OR an equivalent degree of experience for the position assigned.

Functional Responsibilities: This individual defines project scopes, budgets, and estimates for a large and/or complex project; Create, plan, manage, and effectively monitor a project plan, budget, and change control process for a large and/or complex project. This type of project may include multiple vendors, large teams of people, multiple platforms, and/or varying skill sets of client and team personnel; Supervise and/or coordinate multiple teams of people for multiple ongoing projects or phases of projects; Provide leadership and conduct a broad range of services including procurement activities, feasibility studies, overall project management for the full system development lifecycle, client executive guidance, organizational change management, etc.

2. Title: Subject Matter Expert

Minimum Education: Bachelor's degree

Minimum Years' Experience: Nine (9) years' experience

Functional Responsibilities: Commonly recognized in the industry as a leading expert in the accessibility and/or disability field directly related to that required area of expertise. Provides technical, managerial and administrative perspectives to problem definition and analysis. As the lead technical authority on a design team, this individual has the highest level of expertise with specific equipment and technical applications. The SME will review, improve and approve technical design and implementation. Possesses expertise in one or several areas to include but not limited to: accessibility and disability legislation, policy and best practices. Interfaces with company senior executives as well as senior government technical management and executive level personnel.

3. Title: Technical Writer

Minimum Education: Bachelor's degree

Minimum Years' Experience: Two (2) years relevant experience

Functional Responsibilities: Develops documentation for customer engagements. proposals, user guides, administrator guides, technical guides, as-built documentation, specifications, functional and technical requirement documents. Demonstrates superior writing skills and knowledge of grammar and word processing tools.

4. Title: Senior Trainer II

Minimum Education: Bachelor's degree and certification from at least one popularly known project management institute, OR an equivalent degree of experience for the position assigned.

Minimum Years' Experience: Ten (10) or more years of experience in leading the development, delivery, and maintenance of information systems (IS) or information technology (IT) education and learning solutions.

Functional Responsibilities: The Senior Trainer II ensures all content areas are technically accurate and will achieve pre-defined training goals and objectives. The Senior IT Trainer reviews all assigned training materials and designs program improvements on a continuous basis, as well as modifies and revises training programs and materials in accordance with product version control process. Additionally, the senior Trainer II delivers integrated, high quality solutions, product, and soft skills training using classroom and/or electronic environments, as required.

5. Title: Junior Trainer I

Minimum Education: Bachelor's degree

Minimum Years' Experience: Two (2) years' relevant experience

Functional Responsibilities: The Junior Trainer I provides customer training; prepares training materials such as training guides, presentations, audio video media, and computer based course material; and prepares course syllabus and agenda.

6. Title: Program Director

Minimum Education: Master's Degree

Minimum Years' Experience: Twelve (12) years' experience in managing and administering consultative, facilitation, survey and training services contracts, programs, and projects with demonstrated success in simultaneously managing multiple projects and supervising all levels of project personnel.

Functional Responsibilities: The Program Director plans, organizes, and controls the overall activities of the program or contract. Responsible for program management, contract management, configuration management, technical work, quality of work, scheduling, and costs associated with all task orders issued under the contract. Performs the investigative activity in compliance with the plans and strategies presented by the client. Primary client interface conferring with client/ agency management on strategic issues and to minimize costs and maximize efficiency in achieving contract requirements. Ensures that all activities conform to the terms and conditions of the contract and task ordering procedures and requirements, including cost, schedule and quality parameters. Provides guidance, direction and ultimate management for all projects, and reviews all services and products for conformance to client requirements.

7. Title: Senior Project Manager II

Minimum Education: Bachelor's Degree in Computer Science or equivalent work experience.

Minimum Years' Experience: Fifteen (15) years' information technology experience including five (5) years project management experience.

Functional Responsibilities: The Senior Project Manager II maintains project resources including schedule, staffing, and expenses; plans, directs, and coordinates activities of projects to ensure that goals or objectives of projects are accomplished within prescribed time frame and funding parameters; and manages projects of significant value or strategic importance.

8. Title: Junior Project Manager I

Minimum Education: Bachelor's degree in computer science, information systems, or business.

Minimum Years' Experience: Eight (8) years general related experience, four (4) of which must be as a project manager. Experience includes increasing responsibilities in program and project management and information systems design.

Functional Responsibilities: The Junior Project Manager I provides administrative and technical leadership to projects; sets strategic direction of projects; develops project plans that identify key issues, problems, approaches, performance metrics and resources required; designs processes to address identified problems; establishes team membership; negotiates time commitments and resource allocation; motivates team members; facilitates team meetings; acts as liaison, problem solver, and facilitator; and provides guidance to team on performance and productivity issues.

9. Title: Senior Web Designer/ Developer II

Minimum Education: Bachelor's degree (or equivalent).

Minimum Years' Experience: Seven (7) or more years' related work experience developing web-based applications with multi-disciplinary projects including coding and design.

Functional Responsibilities: Provide support in developing the site concept, interface design, and architecture of the web-site. Provide support for the implementation of interfaces to applications. Working knowledge and experience coding in Java is required. Knowledge of several of the following areas is desirable: Active Server Pages (ASP), JavaScript, and SQL Server, Visual Basic, JavaScript, MS Access, HTML, DBMS's (ex. - Oracle, Sybase, etc.). Applies this leadership in any phase of the system development life cycle support as task requirements dictate and may have a high level of expertise in one area. Plans, recommends, and performs changes. Utilizes an accomplished knowledge of multiple technical disciplines, unique applications, and business management practices to develop technical and/or business.

10. Title: Junior Web Designer/ Developer I

Minimum Education/ Experience: Bachelor's degree OR a minimum of 4+ years related work experience developing web based applications with multi-disciplinary projects including coding and design.

Functional Responsibilities: The Junior Web Designer/ Developer I performs design and development of front end websites including HTML, CSS and JavaScript coding. Must be proficient with Flash and JavaScript JQuery animation for interactive website components. Must be flexible to learn new emerging web technologies.

11. Title: Senior Systems Analyst/ Programmer II

Minimum Education: Bachelor's degree

Minimum Years' Experience: Six (6) years' experience. General experience includes knowledge of Internet working, client/server environments, and supervising software development projects.

Functional Responsibilities: The Senior Systems Analyst/ Programmer II supervises software development projects; develops logic flow charts and pseudo-code; translates software specifications into software applications; and tests, debugs, and refines software to produce the required product. Experienced with third and fourth generation programming languages, experience with object-oriented programming, ability to develop complex software to satisfy design objectives, and experience developing software for data base management systems. Demonstrates deep understanding of technologies such as SharePoint, FileNet, Oracle, and J2EE and is well versed in Design Patterns and latest development methods.

12. Title: Junior Systems Analyst/ Programmer I

Minimum Education: Bachelor's degree and certification from at least one popularly known project management institute, OR an equivalent degree of experience for the position assigned.

Minimum Years' Experience: Minimum of two (2) - four (4) years of experience depending on formal education.

Functional Responsibilities: The Junior Systems Analyst/ Programmer I designs, codes, and documents portions of applications programs for large scale electronic computers and associated equipment appropriate to specific projects. Individual holding this position works under close supervision and direction. May provide work direction to one or more lower level employees on a project. Detailed problem specifications are presented to him/her; however, individual is expected to show judgment and initiative in performing assigned tasks. Individual normally receives assignments requiring a limited amount of experience and must keep supervisor and other personnel related to his/her work advised of progress on assignments.

13. Title: Senior Compliance Tester II

Minimum Education: Bachelor's degree or equivalent.

Minimum Years' Experience: Eight (8) years' experience.

Functional Responsibilities: Provides leadership to accessibility compliance test team, supervises and coordinates activities of testing team members, and verifies completeness and accuracy of their work. Provides accessibility, Section 508, and W3C testing of all types of electronic and information technology products and services. Also responsible for accessibility analysis, design, and development experience on large, highly dynamic sites and application. He or she maintains a strong understanding of accessible user interface design practices and principles. Provides clients with access to dedicated assistive technology and compliance testers. Senior Compliance Tester II's build teams comprised of individuals with and without disabilities and has expertise in specific assistive technologies. Extensive knowledge of accessibility barriers to the Web is also maintained.

14. Title: Junior Compliance Tester I

Minimum Education: Bachelor's degree or equivalent.

Minimum Years' Experience: Minimum requirement of 5 years' experience

Functional Responsibilities: Provides accessibility, Section 508 and W3C testing of all types of electronic and information technology products. Responsible for accessibility analysis, design, and development experience on large, highly dynamic sites and application. Possesses a strong understanding of accessible user interface design practices and principles. Compliance Testers focus heavily on IT accessibility testing and Section 508 compliance. Junior Compliance Tester I's are individuals with expertise in specific assistive technologies.

15. Title: Document Remediation Specialist

Minimum Education: Bachelor's degree

Minimum Years' Experience: Minimum 5 years' experience

Functional Responsibilities: A Document Remediation Specialist tests, evaluates, and if necessary remediates documentation against accessibility requirements such as Section 508 and other legislative standards. Documentation may consist of PDF, Word, Excel and PowerPoint formats. Document Remediation Specialist ensures documents are fully accessible to individuals using assistive technologies.

16. Title: Senior Assistive Technology User Tester II

Minimum Years' Experience: Minimum of seven (7) years of experience in accessibility.

Functional Responsibilities: Senior Assistive Technology User Tester II's provide clients with access to dedicated assistive technology and compliance testers. They are focused on IT accessibility testing and Section 508 compliance and are generally individuals with disabilities and expertise in a specific assistive technology relevant to their disability. This ensures that clients receive testing by real users rather than individuals simply trained in a specific assistive technology.

17. Title: Junior Assistive Technology User Tester I

Minimum Years' Experience: Minimum of three (3) years of experience in accessibility

Functional Responsibilities: Junior Assistive Technology User Tester I's provide clients with access to dedicated assistive technology and compliance testers. They are focused on IT accessibility testing and Section 508 compliance and are generally individuals with disabilities and expertise in a specific assistive technology relevant to their disability. This ensures that clients receive testing by real users rather than individuals simply trained in a specific assistive technology.

18. Title: Senior Project Planner II

Minimum Education: Bachelor's degree in Computer Science or related field. Experience may be substituted for education.

Minimum Years' Experience: Ten (10) years' experience.

Functional Responsibilities: The Senior Project Planner II inputs, edits, stores, and maintains data using project planning tools; sets up and maintains project work breakdown structures based on templates and information provided by the Project Manager; and provides knowledge transfer, as needed, to designated personnel.

19. Title: Junior Project Planner I

Minimum Education: Bachelor's degree in Computer Science or related field.

Minimum Years' Experience: Five (5) years' experience

Functional Responsibilities: The Junior Project Planner I provides financial, planning and scheduling support for contracts of substantial size and complexity and/or high-level management attention. Implements management systems, performs analysis, reports on contract performance, performs database management for a specific project, plans and uses appropriate software and hardware for technical support to customers in a responsive & cost effective manner, maintains a variety of databases.

20. Title: Administrative Assistant/ Support

Minimum Years' Experience: 3 years' experience

Functional Responsibilities: Provides administrative support to a department and/or Manager. Duties include general clerical, receptionist and project-based work. Projects a professional company image through in-person and phone interaction.

21. Title: Data Entry Operator/ Documentation Specialist

Minimum Years' Experience: One (1) year experience in clerk/assistant type work. Relevant education beyond high school may be substituted on a one for one basis for experience.

Functional Responsibilities: The Data Entry Operator/ Documentation Specialist prepares documents and spreadsheets including status reports, trip reports, meeting minutes, briefing slides, etc. and is experienced in using a computer for a variety of documents/spread sheets including status reports, trip reports, meeting minutes, briefing slides, etc. Knowledgeable of file setup and maintenance, classified material handling and storage procedures, and reproduction/publishing techniques.

APPENDIX C

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY NEW EQUIPMENT(SPECIAL ITEM NUMBER 132-8)

1. MATERIAL AND WORKMANSHIP

All equipment furnished hereunder must satisfactorily perform the function for which it is intended.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPA) agreements shall be the basis for purchase in accordance with the provisions of this contract. If time of delivery extends beyond the expiration date of the contract, the Contractor will be obligated to meet the delivery and installation date specified in the original order.

For credit card orders and BPAs, telephone orders are permissible.

3. TRANSPORTATION OF EQUIPMENT

FOB DESTINATION. Prices cover equipment delivery to destination, for any location within the geographic scope of this contract.

4. INSTALLATION AND TECHNICAL SERVICES

- a. INSTALLATION. When the equipment provided under this contract is not normally self-installable, the Contractor's technical personnel shall be available to the ordering activity, at the ordering activity's location, to install the equipment and to train ordering activity personnel in the use and maintenance of the equipment. The charges, if any, for such services are listed below, or in the price schedule:

All products offered are considered self-installable.

- b. 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 or SIN 132-9.

- c. OPERATING AND MAINTENANCE MANUALS. The Contractor shall furnish the ordering activity with one (1) copy of all operating and maintenance manuals which are normally provided with the equipment being purchased.

5. 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 equipment that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming equipment at no increase in contract price. The ordering activity must exercise its postacceptance 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.

6. WARRANTY

- a. Unless specified otherwise in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.
- 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.
- d. If inspection and repair of defective equipment under this warranty will be performed at the Contractor's plant, the address is as follows: ***Inspection and/or repair of defective equipment under this warranty will be performed at the manufacturer's facility.***

7. PURCHASE PRICE FOR ORDERED EQUIPMENT

The purchase price that the ordering activity will be charged will be the ordering activity purchase price in effect at the time of order placement, or the ordering activity purchase price in effect on the installation date (or delivery date when installation is not applicable), whichever is less.

8. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City or otherwise) covering work of this character, and shall include all costs, if any, of such compliance in the prices quoted in this offer.

9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT

When an ordering activity determines that Information Technology equipment will be replaced, the ordering activity shall follow the contracting policies and procedures in the Federal Acquisition Regulation (FAR), the policies and procedures regarding disposition of information technology excess personal property in the Federal Property Management Regulations (FPMR) (41 CFR 101-43.6), and the policies and procedures on exchange/sale contained in the FPMR (41 CFR part 101-46).

**TERMS AND CONDITIONS APPLICABLE TO PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33)
AND MAINTENANCE AS A SERVICE (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. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. 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.

Manufacturer's standard warranty applies and all technical service is handled by the manufacturer.

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.

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number **1-603-330-3533** for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from **9am to 5pm Eastern time.**

5. SOFTWARE MAINTENANCE

a. Software maintenance as it is defined: (select software maintenance type) :

 X

1. Software Maintenance as a Product (SIN 132-33)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self-diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

Software Maintenance as a product is billed at the time of purchase.

_____ 2. **Software Maintenance as a Service (SIN 132-34)**

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324.

Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

- 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.

6. PERIODS OF MAINTENANCE (SIN 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 term licenses and/or 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 term licenses and/or 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 term licenses and/or maintenance is to be continued during the subsequent period.

7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

- a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.
- b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.
- c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.
- d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount

equal to ***not applicable*** of all term license payments during the period that the software was under a term license within the ordering activity.

8. TERM LICENSE CESSATION

- a. After a software product has been on a continuous term license for a period of ***not applicable*** * months, a fully paid up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.
- b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number I32 34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

9. UTILIZATION LIMITATIONS (SIN 132 32, SIN 132 33, AND SIN 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.

10. SOFTWARE CONVERSIONS (SIN 132 32 AND SIN 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. Under a term license (132 32), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

11. 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.

12. RIGHT TO COPY PRICING

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

**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 or online 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 (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- f. For Online Training Courses, a copy of all training material must be available for electronic download by the students.

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

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
- (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I OCT 2008) (DEVIATION I - FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data - General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and *“Contractor or its affiliates”* refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An *“Organizational conflict of interest”* exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

- ### b.
- To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time and materials orders, the Payments under Time and Materials and Labor Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time and materials orders placed under this contract. For labor hour orders, the Payment under Time and Materials and Labor Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e) (3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (1) The offeror;

- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

- a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.
- b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, and structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, and conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science