MAS SCHEDULE

Note: Xa Systems, LLC is a participant under the Cooperative and Disaster Recovery Purchasing Program.

**SIN 511210 - SOFTWARE LICENSES**
FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE
Large Scale Computers
Application Software

**SIN 54151 – SOFTWARE MAINTENANCE SERVICES**

**SIN 611420 - INFORMATION TECHNOLOGY TRAINING**

**SIN 54151S - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**
FPDS Code D301 IT Facility Operation and Maintenance
FPDS Code D302 IT Systems Development Services
FPDS Code D306 IT Systems Analysis Services
FPDS Code D307 Automated Information Systems Design and Integration Services
FPDS Code D308 Programming Services
FPDS Code D310 IT Backup and Security Services
FPDS Code D311 IT Data Conversion Services FPDS Code D316 IT Network Management Services
FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

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**Contract Number: GS-35F-0181N**

**Period Covered by Contract: December 12, 2007 – December 11, 2022**

*Catalog effective through Modification #PS-A812, dated February 18, 2020.*

General Services Administration
Federal Supply Service

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service’s Home Page via the Internet at [http://www.fss.gsa.gov/](http://www.fss.gsa.gov/)
# TABLE OF CONTENTS

INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS ............................................. 3

TERMS AND CONDITIONS APPLICABLE TO SOFTWARE LICENSES (SPECIAL ITEM NUMBER 511210) AND MAINTENANCE OF SOFTWARE (SPECIAL ITEM NUMBER 54151) ................................................................. 9

TERMS AND CONDITIONS APPLICABLE TO TRAINING COURSES FOR INFORMATION TECHNOLOGY (IT) (SPECIAL ITEM NUMBER 611420) .................................................................................................................. 12

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S) .................................................................................................................. 14

XA SYSTEMS LLC’S TRAINING AND LABOR CATEGORY DESCRIPTIONS ............................................................................................................................ 20

XA SYSTEMS LLC’S GSA PRICELIST ...................................................................................................................................................... 30

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS ........................................................................................................... 37

BLANKET PURCHASE AGREEMENT (BPA) .............................................................................................................................................. 38

BPA FORMAT GUIDELINES ................................................................................................................................................................. 39

CONTRACTOR TEAM ARRANGEMENTS .................................................................................................................................................. 40
SPECIAL NOTICE TO AGENCIES: Small Business Participation
SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

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

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

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

1. GEOGRAPHIC SCOPE OF CONTRACT:
   Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

   Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

[X] The Geographic Scope of Contract will be overseas delivery only.
[ ] The Geographic Scope of Contract will be domestic delivery only.

2. CONTRACTOR’S ORDERING ADDRESS AND PAYMENT INFORMATION:
Xa Systems, LLC
19th Street North, STE 1200
Arlington, VA 22209

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

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: 703-766-5049

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

4. STATICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:
   Block 9: G. Order/Modification Under Federal Schedule
   Block 16: Data Universal Numbering System (DUNS) Number: 09-285-4194
   Block 30: Type of Contractor – B. Small Business
   Block 31: Woman-Owned Small Business - No
   Block 36: Contractor’s Taxpayer Identification Number (TIN): 54-2060579

4a. CAGE Code: 3AWS7
4b. Contractor has registered with System for Award Management (SAM) Registration Database.

5. FOB DESTINATION
6. DELIVERY SCHEDULE
   a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after
      receipt of order (ARO), as set forth below:

<table>
<thead>
<tr>
<th>SPECIAL ITEM NUMBER</th>
<th>DELIVERY TIME (Days ARO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>All SINs</td>
<td>*</td>
</tr>
</tbody>
</table>

*To be negotiated between the Contractor and the Ordering Agency

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

7. DISCOUNTS: Prices shown are NET Prices; Basic Discounts have been deducted.
   a. Prompt Payment: 0% - Net 30 days from receipt of invoice or date of acceptance, whichever is
      later.
   b. Quantity - NONE
   c. Dollar Volume - NONE
   d. Government Educational Institutions – offered the same discounts as all other Government
      customers
   e. Other – NONE

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

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:

10. Small Requirements: The minimum dollar value of orders to be issued is $100.

11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)
   a. The Maximum Order value for the ALL Special Item Numbers (SINs) is $500,000:
      Special Item Number 511210 - Software Licenses
      Special Item Number 54151 - Software Maintenance
      Special Item Number 54151S - (IT) Professional Services
   b. The Maximum Order value for the following Special Item Numbers (SINs) is $25,000:
      Special Item Number 611420 - Training Courses

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS
    Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an
    order or establishing a BPA for supplies or services. These procedures apply to all schedules.
    a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
    b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

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

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

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

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)
(a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

(b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub.L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges. NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

(c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

(d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

(e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

(f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor’s participation in such order may be restricted in accordance with FAR Part 9.5.

(g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency’s order.

(h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency’s order.

(i) Government-Furnished Property: As specified by the agency’s order, the Government may provide property, equipment, materials or resources as necessary.
(j) **Availability of Funds:** Many Government agencies’ operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government’s obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

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

16. **GSA ADVANTAGE!**

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

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

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

17. **PURCHASE OF OPEN MARKET ITEMS**

**NOTE:** Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

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

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

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

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

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

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

19. **OVERSEAS ACTIVITIES**

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

**NOT APPLICABLE**

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis and will only be provided to the Contractor's technical personnel whose services are exclusively...
required for the fulfillment of the terms and conditions of this contract.

20. **BLANKET PURCHASE AGREEMENTS (BPAs)**
The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

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

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

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

23. **SECTION 508 COMPLIANCE.**
If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: www.xasystems.com
The EIT standard can be found at: www.Section508.gov/.

24. **PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.**
Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –
   (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
   (b) The following statement:
      This order is placed under written authorization from_________ dated_________. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. **INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)**
   (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
   (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
      (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
      (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
   (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain
the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY.
Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item’s interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at http://www.core.gov.

27. ADVANCE PAYMENTS
A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)
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 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 software, unless the change is due to the defect in the software.

2. GUARANTEE/WARRANTY
   a. Unless specified otherwise in this contract, the Contractor’s standard commercial guarantee/warranty as stated in the contract’s commercial pricelist will apply to this contract.
   30 days money back guarantee and 90 days product and technical support
   b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
   c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

3. TECHNICAL SERVICES
The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number (443) 801-6662 or (703) 266-9557 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 9:00 AM to 9:00PM EST

4. SOFTWARE MAINTENANCE
   a. Software maintenance service shall include the following:
      Technical support, bug fixing, and mid-release updates when available.
   b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE

5. PERIODS OF MAINTENANCE (54151)
   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 maintenance, the period of the maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the maintenance orders citing the new appropriation shall be required, if the 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 maintenance is to be terminated at that time. Orders for the continuation of maintenance will be required if the maintenance is to be continued during the subsequent period.

6. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE – NOT APPLICABLE
   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
________________% of all term license payments during the period that the software was under a term license
within the ordering activity.

7. TERM LICENSE CESSATION – NOT APPLICABLE

a. After a software product has been on a continuous term license for a period of ( )* 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 132-34, if the licensee elects to order such
services. Title to the software shall remain with the Contractor.

8. UTILIZATION LIMITATIONS - (511210 AND 54151)

a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

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

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

9. SOFTWARE CONVERSIONS - (511210)
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, 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, 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.

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

11. RIGHT-TO-COPY PRICING
The Contractor shall insert the discounted pricing for right-to-copy licenses.
NONE
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 timeframe specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

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

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

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

8. **FORMAT AND CONTENT OF TRAINING**  
a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.
b. **If applicable**  For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.

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

d. The Contractor shall provide the following information for each training course offered:
   (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
   (2) The length of the course;
   (3) Mandatory and desirable prerequisites for student enrollment;
   (4) The minimum and maximum number of students per class;
   (5) The locations where the course is offered;
   (6) Class schedules; and
   (7) Price (per student, per class (if applicable)).

e. For those courses conducted at the ordering activity’s location, instructor travel charges (if applicable), including mileage and daily living expenses (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.

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.

Contractor does not offer any —No Charge Training
1. **SCOPE**
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT 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**
   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 in accordance with this clause.
   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 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
The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour 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 (Deviation – May 2003) 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 Services.

9. INDEPENDENT CONTRACTOR
All IT 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 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 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) 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 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) 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 SERVICES AND PRICING**

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 54151S. IT 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 Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

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, structure and management practices.

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

Minimum Education: Bachelor’s Degree in Computer Science
Training Courses

ITIL Service Management Foundation
Course Length: 2 Days
Minimum Number of Participants: 1
Description: This workshop provides a detailed overview of ITIL (Information Technology Infrastructure Library) fundamentals. Learn why ITIL is rapidly gaining acceptance as the premier information resource of obtainable quality improvement techniques for management, operations and support of the IT Infrastructure. Gain current insights into the relationship of business and technology management; understand how ITIL improves the quality and reduces the risk of IT management and support; and discover how ITIL can be applied to your organization. At the end of the two days course, participants will be prepared to pass the IT Service Manager Foundation Examination and receive the industry recognized IT Service Management Certification.

ITIL v3 Foundation
Course Length: 3 Days
Max Students per Class: 20
Description: Introduction to the lifecycle of managing IT services to deliver to business expectations. The ITIL Version 3 best practice is composed of five core disciplines: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement. These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs.

ITIL v3 Service Strategy (SS)
Course Length: 3 days Max
Students per Class: 12
Description: Provides guidance on how to design, develop and implement a service not only as an organizational capability but as a strategic asset. Guidance is used to set expectations of performance towards serving customers and market spaces and to identify, select and prioritize opportunities.

ITIL v3 Service Design (SD)
Course Length: 3 days Max
Students per Class: 12
Description: Provides guidance on the design of new or changed services for their introduction into the live environment from the technical and business perspective.

ITIL v3 Service Transition (ST)
Course Length: 3 days Max
Students per Class: 12
Description: How to change the live production infrastructure to implementing the needed services while minimizing disruption.

ITIL v3 Service Operation (SO)
Course Length: 3 days Max
Students per Class: 12
Description: Executing and performing processes that optimize the cost and quality of services to meet business objectives and provide realized value to customers.

ITIL v3 Continual Service Improvement (CSI)
Course Length: 3 days Max
Students per Class: 12
Description: Continually align and re-align IT services to the changing business needs by identifying and implementing improvements to IT services that support business processes.
ITIL v3 Service Offerings and Agreements (SO&A)
Course Length: 5 days Max
Students per Class: 12

ITIL v3 Release, Control and Validation (RC&V)
Course Length: 5 days Max
Students per Class: 12

ITIL v3 Operational, Support and Analysis (OS&A)
Course Length: 5 days Max
Students per Class: 12
Description: Service Portfolio Management, Service Level Management, Service Catalogue Management, Demand Management, Supplier Management, Financial Management.

ITIL v3 Planning, Protection and Optimization (PP&O)
Course Length: 5 days Max
Students per Class: 12

ITIL v3 Managing Across the Lifecycle
Course Length: 5 days Max
Students per Class: 12
Topics of discussion include: Introduction to IT Service Management, Business & Managerial Issues, Managing the Planning and Implementation of IT Service Management, Management of Strategic Change, Risk Management, Managerial Functions, Understanding Organizational Challenges, Lifecycle Project Assessment, Understanding Complementary Industry Guidance.

ITIL v3 Service Manager Bridge
Course Length: 4 days Max
Students per Class: 12
Description: Differences between ITIL v2 and the newer ITIL v3 at the ITIL Manager level.

COBIT v4.1 Awareness
Course Length: 2 hours
Max Students per Class: 50
Description: An overview of IT Service Management is and its importance to an organization. Introduces the concept of adopting best practices relating to ITIL.

COBIT v4.1 Foundation
Course Length: 2.5 days
Max Students per Class: 20
Description: The ISACA COBIT Foundation course addresses the benefits of a sound IT governance framework and explains how to realize effective IT governance using the COBIT best practices framework.

COBIT: Sarbanes-Oxley IT Compliance
Course Length: 1 day
Max Students per Class: 30
Description: The Sarbanes-Oxley Act results in a requirement for effective control over IT systems and environments. To ensure effective internal control over financial reporting, controls are needed over IT systems and the environment. Includes the implications of compliance on the IT organization.
**COBIT: Implementing IT Governance**

Course Length: 2 days Max
Students per Class: 20

Prerequisites: COBIT Foundation recommended but not required

Description: This course provides guidance for implementing IT governance successfully using COBIT. All the components of the roadmap, including scope and planning, are discussed.

**ISO 20000: Requirements for Certification**

Course Length: 2 days Max
Students per Class: 20

Description: This course highlights the relevance of Service Quality Management for IT service-providing organizations and departments. The course is designed for professionals who require an overview of the standard and understand the scope and relevance of Service Quality Management. The course uses a case study to explain the principles of ISO/IEC 20000 in a simulated environment. This helps participants understand and relate to ISO/IEC 20000 in a real-world organization.

At the end of this course, you will be able to identify:

- The principles of Service Management.
- The benefits of applying ISO/IEC 20000 processes.
- The implementation route to achieve ISO/IEC 20000.
- The relationships among different Service Management processes.
- What ISO/IEC 20000 means in a practical, real-world perspective.

**ISO 20000: Achieving Certification**

Course Length: 2 days Max
Students per Class: 20

Description: This course is designed to explore the benefits of achieving ISO/IEC 20000 certification, how to plan for ISO/IEC 20000 certification and helps in defining pointers for making the business case for internal approval. The workshop examines approaches to implementation and potential issues that need to be managed to achieve ISO/IEC 20000.

**ISO 20000: Requirements for and Achieving Certification**

Course Length: 2 days Max
Students per Class: 20

Description: The Requirements course combined with the Achieving course works in perfect tandem for organizations looking to achieve ISO/IEC 20000 organizational certification. The Requirements course provides an overview and the Achieving course details the implementation path.

**ISO/IEC 20000 for Auditors**

Course Length: 2 days Max
Students per Class: 20

Description: This course is designed for those involved in the ISO/IEC 20000 Implementation process, and for those who would like to have a better understanding of what the implementation encompasses. This course provides a basic level of knowledge in the ISO/IEC 20000 IT Service Management standard and its application. It is aimed at practicing IT auditors who wish to conduct either internal ISO/IEC 20000 audits or external certification audits for accredited Registered Certified Bodies (RCBs).

**ISO/IEC 20000 for Consultants**

Course Length: 2 days Max
Students per Class: 20

Description: This course is designed for internal auditors and consultants who play a role in the ISO/IEC 20000 implementation or in providing support around ISO/IEC 20000 implementations. This course is also designed to provide a basic level of knowledge in the ISO/IEC 20000 IT Service Management standard and its application. It is aimed at practicing IT consultants who wish to assist organizations to prepare for certification under the itSMF’s ISO/IEC 20000 certification scheme. The course covers the interpretation and application of the ISO/IEC 20000 standard and enables consultants to develop the Service Management capability of an organization and assess its readiness for certification within the ISO/IEC 20000 certification scheme.
**Labor Category Descriptions**

This section presents descriptions of service offerings by labor categories. When determining the qualifications of an individual to fill one of the positions offered, substitutions for the education and experience requirements may be made as shown in Figure 1, Allowable Substitutions of Education and Experience.

**Figure 1. Allowable Substitutions of Education and Experience**

*The minimum education and experience will be met when the educational equivalencies in the tables below are considered.*

*Additional educational achievements in excess of requirements can be substituted for experience requirements:*

<table>
<thead>
<tr>
<th>Required Education</th>
<th>Actual Education Obtained</th>
<th>Additional Years of Experience Credited the Employee</th>
</tr>
</thead>
<tbody>
<tr>
<td>MA/MS</td>
<td>Ph.D.</td>
<td>4</td>
</tr>
<tr>
<td>BA/BS</td>
<td>Ph.D.</td>
<td>6</td>
</tr>
<tr>
<td>BA/BS</td>
<td>MA/MS</td>
<td>2</td>
</tr>
<tr>
<td>HS/GED</td>
<td>BA/BS</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Additional experience in excess of requirements can be substituted for educational requirements:*

<table>
<thead>
<tr>
<th>Actual Education</th>
<th>Required Education</th>
<th>Additional Years of Experience Needed for Educational Requirements Equivalency</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>HS/GED</td>
<td>2</td>
</tr>
<tr>
<td>HS/GED</td>
<td>Tech-Inst./Military Train.</td>
<td>2</td>
</tr>
<tr>
<td>HS/GED</td>
<td>BA/BS</td>
<td>4</td>
</tr>
<tr>
<td>HS/GED</td>
<td>MA/MS</td>
<td>6</td>
</tr>
<tr>
<td>HS/GED</td>
<td>Ph.D.</td>
<td>No equivalency</td>
</tr>
<tr>
<td>BA/BS</td>
<td>MA/MS</td>
<td>2</td>
</tr>
<tr>
<td>BA/BS</td>
<td>Ph.D.</td>
<td>6</td>
</tr>
<tr>
<td>MA/MS</td>
<td>Ph.D.</td>
<td>4</td>
</tr>
</tbody>
</table>

**Consultant I**

Functional Responsibility: Applies, as appropriate, activity and data modeling, transaction flow analyses, internal control and risk analyses, modern business methods and performance measurement techniques. Assists in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate information management guiding principles, cost savings, and open system architecture objectives. Provides daily supervision and direction to staff.

Minimum Education: BA/BS in Engineering, Computer Science, Information Science or other related discipline.

Minimum Experience: A minimum of two years of experience applying business process improvement practices to re-engineer methodologies/principles and business process modernization.

**Consultant II**

Functional Responsibility: Technology advisor, serves as project consultant. Applies, as appropriate, activity and data modeling, transaction flow analyses, internal control and risk analyses, modern business methods and performance measurement techniques. Assists in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate information management guiding principles, cost savings, and open system architecture objectives. Provides daily supervision and direction to staff.

Minimum Education: BA/BS in Engineering, Computer Science, Information Science or other related discipline.

Minimum Experience: A minimum of three years of experience applying business process improvement practices to re-engineer methodologies/principles and business process modernization.
Consultant III
Functional Responsibility: Technology advisor, serves as project consultant. Provides advice in design and implementation of specialized aspects of technical architecture. Integrates state of the art technology for specialized functions with functional requirements to optimize solution for the customer. Provides advice based on academic understanding and years of experience. Minimum Education: BA/BS in Engineering, Computer Science, Information Science or other related discipline. Minimum Experience: A minimum of five years of experience applying business process improvement practices to re-engineer methodologies/principles and business process modernization.

Data Warehouse Specialist (Database Management Specialist)

Database Administrator I
Functional Responsibility: General scripting knowledge of exporting and importing data. Works with application developers and architects to design physical data structures to support application requirements. Provide day-to-day development, administration and technical expertise for the deployment, integration and management of various Oracle, MS SQL, and Access databases. Supports logical and physical data modeling and design by ensuring that database definitions conform to naming standards. Communicate effectively any urgent issues with other members of the team, including management and non-database personnel. Minimum Education: A Bachelor’s Degree in Computer Science or Engineering or other related discipline. Minimum Experience: A minimum of two years of experience in Database Management System (DBMS) design and systems analysis, operating systems software internal architecture, high level and data manipulation languages.

Database Administrator II
Functional Responsibility: General scripting knowledge of exporting and importing data. Works with application developers and architects to design physical data structures to support application requirements. Provide day-to-day development, administration and technical expertise for the deployment, integration and management of various Oracle, MS SQL, and Access databases. Supports logical and physical data modeling and design by ensuring that database definitions conform to naming standards. Communicate effectively any urgent issues with other members of the team, including management and non-database personnel. Minimum Education: A Bachelor’s Degree in Computer Science, Engineering or other related discipline. Minimum Experience: A minimum of four years of experience in Database Management System (DBMS) design and systems analysis, operating systems software internal architecture, high level and data manipulation languages.

Database Administrator III
Functional Responsibility: Duties include but are not limited to providing highly technical expertise and guidance in the definition, control integrity, and uniformity of DBMS. Responsible for designing, developing, modifying, and evaluating programs for internal functional areas. Responsible for planning, coordinating, and administration of DBMS, including base definition, structures, documentation, upgrades, long-range requirements, operational guidelines, and protection. Ensures accuracy and completeness of data in master files and various support tools, such as base dictionaries. Establishes and maintains security integrity controls. Formulates and monitors policies, procedures, and standards relating to database management. Responsibilities may include the following: troubleshooting, recovery, tuning of the database, software installation, resolving errors and failures, auditing activities, and resource utilization. Works on problems of diverse scope where analysis of data requires evaluation of identifiable factors. Exercises judgment within generally defined practices and policies in selecting methods and techniques for obtaining solutions. Minimum Education: A Bachelor’s Degree in Computer Science, Engineering or other related discipline. Minimum Experience: A minimum of six years of experience of progressively more difficult experience in Database Management System (DBMS) design and systems analysis, operating systems software internal architecture, high level and data manipulation languages. Experience may also be in DBMS analysis on significant projects, including experience in designing and building databases.
Desktop Support Specialist (Help Desk Specialist)

Functional Responsibility: Serves as the initial point of contact for troubleshooting hardware/software, PC and printer problems. Provides phone and in-person support to users in the areas of email, directories, standard Windows desktop applications, and applications developed under this contract or its predecessors. Possesses a strong ability to interact with users. Analyzes and proposes ideas, suggestions, and improvements relating to customer support. Installs, configures, tests and maintains hardware and software. Performs security patches and upgrades. Performs data entry of tasks.

Minimum Education: Bachelor’s Degree, Industry Certifications.

Minimum/General Experience: minimum six years of experience.

Documentation Specialist

Functional Responsibility: Working under general direction, prepares and/or maintains systems, programming, and operations documentation, procedures, and methods (e.g., user and reference manuals). Maintains an up-to-date internal documentation library. Provides or coordinates special documentation services as required. May act as project leader for large documentation jobs.

Minimum Education: High School diploma, plus technical writing course work.

Minimum/General Experience: Three years of experience in preparing and maintaining technical documentation. Competent to work at a high level of all phases of documentation.

Hardware/Software Installation Technician (Hardware Installation Technician)

Functional Responsibility: Conducts site surveys and, as such, assesses and documents current site configuration and user requirements and installs new configurations. Troubleshoots hardware and software problems and performs security patches and upgrades. Analyzes existing requirements and prepares specifications for hardware/software acquisitions. Develops hardware/software installation schedules. Prepares drawings documenting configuration changes of each site. Prepares site installation and test reports. Configures and maintains systems, communications devices, and peripheral equipment. Trains on-site personnel, as well as off-site personnel when needed, in proper use of hardware/software. Builds specialized interconnecting cables; possesses working knowledge of Windows 2007 and Windows XP; provides technical support and customer service to users, administrators, and administration.

Possesses strong customer interaction skills, and performs data entry of tasks. Minimum Education: High School diploma or equivalent, Industry Certifications.

Minimum/General Experience: minimum two years of experience.

Hardware/Software Installation Specialist (Senior Hardware Installation Technician)

Functional Responsibility: Troubleshoots hardware and software problems and performs security patches and upgrades. Reviews computer systems in terms of machine capabilities and main-machine interface. Prepares reports and studies concerning hardware/software. Prepares functional requirements and specifications for hardware/software acquisitions. Ensures that problems have been properly identified and solutions will satisfy the user’s requirements. Expertise in installing, configuring, imaging, testing, and maintaining PCs and possess a working knowledge of Windows 2007, Windows XP, and System Center Configuration Manager (SCCM). Coordinates with users and administration and has supervisory and team lead experience. Performs data entry of tasks.

Minimum Education: Bachelor’s Degree, Industry Certifications.

Minimum/General Experience: minimum six years of general experience.

Helpdesk Engineer I

Functional Responsibility: Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Serves as the initial point of contact for troubleshooting hardware/software, PC and Printer problems. Provides phone and in-person support to end users in the areas of email, directories, standard Windows desktop and applications. Possesses a strong ability to interact with users. Analyzes and proposes ideas, suggestions, and improvements relating to customer support. Installs, configures, tests and maintains hardware and software. Performs security patches and upgrades.

Minimum Education: An Associate's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline.

Minimum Experience: A minimum of one year of general experience, of which one year must be specialized. Specialized experience includes: knowledge of providing support to end users on a variety of issues. Identifying, researching, and resolving technical problems. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.
Helpdesk Engineer II
Functional Responsibility: Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Serves as the initial point of contact for troubleshooting hardware/software, PC and Printer problems. Provides phone and in-person support to end users in the areas of email, directories, standard Windows desktop and applications. Possesses a strong ability to interact with users. Analyzes and proposes ideas, suggestions, and improvements relating to customer support. Installs, configures, tests and maintains hardware and software. Performs security patches, upgrades and the data entry of tasks.
Minimum Education: An Associate's degree in Computer Science, Information Systems, Engineering, Business or other related discipline.
Minimum Experience: A minimum of two years of experience, of which at least three years must be specialized. Specialized experience includes: knowledge of providing support to end users on a variety of issues. Identifying, researching, and resolving technical problems. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Helpdesk Engineer III
Functional Responsibility: Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution. Serves as the initial point of contact for troubleshooting hardware/software, PC and Printer problems. Provides phone and in-person support to end users in the areas of email, directories, standard Windows desktop and applications. Possesses a strong ability to interact with users. Analyzes and proposes ideas, suggestions, and improvements relating to customer support. Installs, configures, tests and maintains hardware and software. Performs security patches, upgrades and the data entry of tasks.
Minimum Education: An Associate's degree in Computer Science, Information Systems, Engineering, Business or other related discipline.
Minimum Experience: A minimum of four years’ experience, of which at least four years must be specialized. Specialized experience includes: knowledge of providing support to end users on a variety of issues. Identifying, researching, and resolving technical problems. Demonstrated ability to communicate orally and in writing and a positive customer service attitude.

Junior Project Manager
Functional Responsibility: Directs the efforts of team(s) to meet project deliverables in a timely, professional and cost-effective manner. Sometimes required to manage multiple-projects across various technologies while engaging staff members, external consultants and vendors. Organizes, directs, and coordinates the planning and production of all activities associated with assigned delivery order projects. Demonstrates writing and oral communication skills. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a manager.
Minimum Education: A Bachelor’s Degree in Computer Science, Engineering or other related discipline.
Minimum Experience: A minimum of four years’ experience analyzing and negotiating project scope, managing budget and schedules, and overseeing project implementation.

Network Engineer I
Functional Responsibility: Give support to other network support staff. Performs day to day network operations duties and provide customer support.
Minimum Education: A Bachelor’s Degree in Computer Science, Engineering or other related discipline.
Minimum Experience: A minimum of one year of experience in electronics, data communications or telecommunications positions is preferred with progressive experience with in a networking environment.

Network Engineer II
Functional Responsibility: Responsible for acquisition, installation, maintenance, and usage of Microsoft systems. Determines best products to meet needs and presents results. Manages system performance and maintains system security. Installs network hardware and software. Evaluates, develops, and maintains telecommunications systems. Troubleshoots system problems. Establishes and implements system policies, procedures, and standards, and ensures their conformance with information systems objectives. Trains users on system operation. May perform network planning and engineering functions. May be responsible for both local and remote administration of networks. Have access to highly technical and specialized OEM support, technical data, and software specific to the area of certification. Minimum Education: Associate’s Degree in Computer Science with MCSE Certification is desired.
Minimum/General Experience: Two years of technical experience installing, maintaining, and managing Local Area
Networks (LANs). Holds a current certification in LAN administration or engineering appropriate to the network environment being supported (e.g., Microsoft Certified System Engineer (MCSE)).

Network Engineer III
Functional Responsibility: Design, engineer and plan overall site activities, including inside and outside plant specifications, equipment room layouts, and hardware configuration. Oversee all technical phases of systems. Formulate logical designs of system problems and devise procedures for solutions to the problems. Give support to other network support staff. Assist the Project Manager in the determination of labor hours and categories needed to perform site surveys resulting from a network design Task Order. Oversee all technical documentation activities and determine documentation specification methods and technical support manuals.
Minimum Education: A Bachelor’s Degree in Computer Science, Engineering or other related discipline.
Minimum Experience: A minimum of five years of experience in electronics, data communications or telecommunications positions is preferred with progressive experience designing and/or installing LAN.

PMO Administrator/ Meeting Scheduler
Functional Responsibility: General administrative assistance in planning organizing and conducting meeting and events, maintains responsibility for scheduling, notification and communications to attendees, compose and manage verbal, written and electronic correspondence between business units, prepares meeting materials and hand outs as required, serves as single POC for venue selection and escalation for issues and change, assists the PMO and Program Manager as directed to coordinate all administrative tasks.
Minimum Education: Bachelor’s degree
Minimum/General Experience: minimum of one year experience.

Principal Methodologist
Functional Responsibility: Responsible for determining enterprise information security standards. Develops and implements information security standards and procedures. Ensures that all information systems are functional and secure.
Minimum Education: Bachelor’s degree, Industry Certifications
Minimum/General Experience: minimum of seven years of experience.

Program Manager
Functional Responsibility: Serves as the contractor’s single contract manager and shall be the contractor’s authorized interface with the Government Contracting Officer, Government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards for customer implementations, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. The Program Manager is responsible for overall contract performance.
Minimum Education: Bachelor’s degree, Industry Certifications.
Minimum/General Experience: minimum of 10 years of experience.

Programmer I
Functional Responsibility: Participates as a member of development team, completes development of units with designs prepared by more senior developers, participates in code reviews, prepares and executes unit tests, applies growing technical knowledge to maintain a technology area (e.g. Web-site Development), may perform unit design, applies XA and 3rd party technologies to software solutions of moderate complexity, configures end-user or enterprise systems designed by more senior technologists, participates in solution design, and may design solution components, develops unit-tests, configure solutions designed by others.
Minimum Education: Industry Certifications.
Minimum/General Experience: minimum of three years of experience.

Programmer II
Functional Responsibility: Participates as a member of development team, completes development of units with designs prepared by more senior developers, participates in code reviews, prepares and executes unit tests, applies growing technical knowledge to maintain a technology area (e.g. Web-site Development), may perform unit design, applies XA and 3rd party technologies to software solutions of moderate complexity, configures end-user or enterprise systems designed by more senior technologists, participates in solution design, and may design solution components, develops unit-tests, configure solutions designed by others.
Minimum Education: Industry Certifications.
Minimum/General Experience: minimum of five years of experience.

**Project Manager**
Functional Responsibility: Provides competent technical leadership and is responsible for program direction through successful performance of a variety of detailed, diverse elements of information technology projects. Assists the Program Manager in working with the Government Contracting Representative to ensure work standards and schedules are being met. Assists in managing a group on functional activities and subordinate groups of technical and administrative personnel.
Minimum Education: Bachelor’s Degree in Computer Science or equivalent.
Minimum/General Experience: Eight years of progressive Information Resources Management experience that includes 6 years of systems software management experience. Directs completion of complex information technology tasks within estimated timeframe and budget constraints. Schedules and assigns duties to subordinates and subcontractors and ensures assignments are completed as directed. Enforces work standards and reviews/resolves work discrepancies to ensure compliance with contract requirements. Interfaces with the Contractor's Program Manager as well as Government management personnel including, but not limited to, the Contracting Officer and the Contracting Officer's Technical Representative. Reports in writing and orally to contractor management and Government representative.

**Quality Assurance Specialist**
Functional Responsibility: The Quality Assurance Specialist (QAS) establishes and maintains a process for evaluating hardware, software, and associated documentation for customer implementations. The QAS determines the resources required for quality control (QC) and maintains the level of quality throughout the life cycle. The QAS conducts formal and informal reviews at predetermined times throughout the development or production life cycle. The QAS will have experience in QC verification and validation and in product testing, validation, and integration.
Minimum Education: Bachelor’s Degree, Industry Certifications.
Minimum/General Experience: minimum five years of experience.

**Security Analyst (Computer Security Systems Specialist)**
Functional Responsibility: Assignment and coordination of measures to provide information assurance, event detection and rapid response across various system environments. Designing, developing, implementing and supporting integration of information security solutions including security architectures, firewall administration, integrating security products and developing and supporting security implementation. Securing electronic data traffic, network security, platform and data security and privacy as well as support of security architecture, design, benchmarking, technical framework and gap analysis.
Minimum Education: Industry Certifications.
Minimum/General Experience: minimum five years of experience.

**Senior Database Engineer**
Functional Responsibility: The Senior Database Engineer (SDE) assists in the development, implementation, and maintaining multiple development, test, and production database servers and instances on multiple platforms. Duties involve assisting product teams with database configuration and issues, installations of new software, updates to existing software, monitoring database activity for space or hardware issues, and providing performance tuning assistance. Other duties include implementing and utilizing backup and recovery procedures for multiple databases, export and hot backup strategies; assisting developers/system engineers in designing more efficient databases, tables, code and procedures; and documenting database information in a configuration management package.
Minimum Education: Industry certifications.
Minimum/General Experience: minimum of ten years of experience.

**Senior Information Engineer**
Functional Responsibility: Analyzes information requirements. Evaluates, analytically and systematically, problems of workflow, organization, and planning and develops appropriate corrective action. Plans project coordination and management. Provides comprehensive definition of all aspects of development from analysis of mission needs to verification of system performance.
Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Science or other technically related discipline.
Minimum/General Experience: Ten years overall Information Systems support experience that includes 5 years of direct related experience with technologies applicable to the current project requirements. Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate,
activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assists in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement models consistent with the configuration information management guiding principles, cost savings, and open architecture objectives.

Senior Principal Engineer
Functional Responsibility: Provides comprehensive technical support and/or leadership for elements such as: complex processes, structural elements, electric/electronic components, equipment, applications, systems, software, networks, satellites, telecommunications, facilities, or machinery. Performs and/or leads project planning, scope, control, management, tracking, or review activities. Support includes, but is not limited to, elements such as: research, studies, requirements/specifications definition, analysis, assessments, planning, acquisition, design, development, integration, overseeing, manufacture, construction, testing, installation, performance tuning, operation, deployment, or maintenance. Interfaces with users at all levels during the support process. Performs and/or leads technical document development/preparation. Uses applicable methodologies, modeling/estimating techniques, tools, applications, systems, software, or databases at advanced levels to perform assigned tasks. Ensures compliance with, and/or may develop, the standards and organization requirements relative to specific assignments. May supervise or manage tasks/projects.
Minimum Education: Master’s degree in Computer Science, Information Systems, Math, Physics, or other engineering discipline.
Minimum/General Experience: Ten years of experience related to a specific architectural, engineering, or physical science discipline such as: aeronautical engineering, civil engineering, electrical engineering, electronics engineer, human factors, industrial engineering, measurement/calibration engineering, mechanical engineering, or telecommunications. Experience with Government or industry processes, procedures, standards, methodologies, or tools as relative to the assignment.

Senior Software Engineer
Functional Responsibility: Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Experienced in developing standards-compliant software utilizing industry-leading operating systems, languages, protocols and relational databases: DOS/WINDOWS, DEC VAX/VMS, UNIX (e.g., Solaris, IRIX, HP-UX, and AIX), C, TCP/IP, and Oracle. Has in-depth knowledge of the design, operational use, and functional characteristics of standards-compliant (e.g., CALS or GOSIP) systems, such as scanning, user interface, optical storage, and index subsystems of digital imaging systems; or the input processing, network transmission, security, network management, and control subsystems of digital communications systems.
Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Science or other technically related discipline.
Minimum/General Experience: Five years of software engineering hands-on experience that includes two years in a supervisory capacity. Oversees the management of software development in an Ada, SQL or related environment. Uses accepted industry and government standards in the development of software and accomplishes documentation, testing and integration of all products. Oversees software configuration management and uses Computer Aided Software Engineering (CASE) Tools to improve productivity. Manages overall software development process.

Senior Subject Matter Expert
Functional Responsibility: As an expert in the subject matter field, may augment or direct project teams. Provides high level functional and FIP systems analysis, design, integration, documentation, and implementation advice on exceptionally complex studies which require an expert knowledge of the subject matter for effective problem solution. Participates in all phases of study development with emphasis on the planning, analysis, documentation, and presentation phases. Applies higher level mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other physical sciences to arrive at automated solutions. Reviews and approves the design and preparation of technical documentation and reports. Prepares and delivers senior management presentations and briefings as required by the task order. May serve as a Task Leader, responsible for ensuring the quality and timeliness of services delivered.
Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Science or other technically related discipline.
Minimum/General Experience: Ten years of experience of intensive and progressive experience in the individual's field of study and specialization. This experience is expected to include a broad spectrum of expertise in a variety of aspects of the field of expertise (i.e., a Principal Logistics Specialist should have experience in support analysis, supply, distribution, maintenance, and transportation, or a Principal Information Engineer should have experience in systems analysis, design
and programming using manual and automated tools and methods, such as I-CASE tools.) Five (5) years of specialized in functional and Information Technology analysis/programming of subject matter closely related to the work to be automated.

**Senior Systems Engineer**

Functional Responsibility: Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Evaluates analytical and systemmetrical problems of work flows, organization, and planning and develops appropriate corrective action. Provides daily supervision and direction to staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Science or other technically related discipline.

Minimum/General Experience: Eight years of experience of which at least five years must be specialized. Specialized experience includes: supervision of system engineers, familiar with a network topologies and configurations, X.25, TCP/IP, IPX, Frame Relay, ATM, bridges, routers, hubs and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. Requires at least 2 certifications in network operating systems. General experience includes increasing responsibilities in systems engineering.

**Software Developer (Junior Application Programmer)**

Functional Responsibility: Designing, developing, and managing corporate and/or Government web based applications.

Minimum Education: Bachelor’s Degree in a computer science or engineering discipline preferred. In addition, a Master’s Degree would be highly desirable, Industry certifications.

Minimum/General Experience: minimum of three years experience designing, developing, and managing corporate and/or Government web based applications.

For those individuals performing work under the Software Development task, knowledge and/or experience in the following shall be required.

- Familiarity with Visual studio.net and Source Safe version control in a team environment
- Used documentation standards in development and configuration management activities
- Established, configured and maintained a SharePoint site
- Knowledge of Oracle and SQL Server 2005/2008 data structures and queries
- Developed applications using C# and Visual Basic
- Created interactive forms using Microsoft.Net technologies
- Created C# objects and calling their methods
- Extended C# classes for reusability
- Structured data with the Microsoft.Net API
- Created portable GUIs with the Microsoft.Net Framework
- Added event handling to GUIs
- Built XML Web services with the Microsoft.Net Framework
- Used Microsoft ASP.Net AJAX technology
- Experience in Visual Basic.Net programming language

**Storage Architect I**

Functional Responsibility: Designs enterprise level storage architectures. Works on critical storage related projects and issues. Actively participates in storage capacity management activities such as forecasting, analysis, and problem solving. Leverages industry publications and knowledge bases to provide technical leadership and best practices for the data center design and management, capacity planning, and future infrastructure solutions and products.

Minimum Education: Industry Certifications.

Minimum/General Experience: Minimum five years of experience.

**Subject Matter Expert**

Functional Responsibility: As an expert in the subject matter field, may augment or direct project teams. Provides high level functional and FIP systems analysis, design, integration, documentation, and implementation advice on exceptionally complex studies which require an expert knowledge of the subject matter for effective problem solution. Participates in all phases of study development with emphasis on the planning, analysis, documentation, and presentation phases. Applies higher level mathematical principles and methods to exceptionally difficult and narrowly defined technical problems in engineering and other physical sciences to arrive at automated solutions. Reviews and approves the design and preparation of technical documentation and reports. Prepares and delivers senior management presentations and briefings as required by
the task order. May serve as a Task Leader, responsible for ensuring the quality and timeliness of services delivered.
Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, Science or other technically related discipline.
Minimum/General Experience: Eight years of experience of intensive and progressive experience in the individual's field of study and specialization. This experience is expected to include a broad spectrum of expertise in a variety of aspects of the field of expertise (i.e., a Principal Logistics Specialist should have experience in support analysis, supply, distribution, maintenance, and transportation, or a Principal Information Engineer should have experience in systems analysis, design and programming using manual and automated tools and methods, such as I-CASE tools.)

System Administrator I
Functional Responsibility: Manages configuration and operation of business systems including mini or client/server based. Installs, investigates and resolves routine and complex matters of significance with collaborative applications and servers, including, but not limited to Blackberry, Spam/Firewalls, Oracle, SQL Server, and Microsoft Windows servers 2003 and 2008 on VM Ware virtual infrastructure and ESX servers on EMC Clarion and Celera Fiber Channel and SATA SAN and NAS platform). Utilizes in-depth knowledge of, and experience supporting, these technical areas. Responsible for system optimization and utilization of resources and performs HSPD-12 system capacity analysis and planning. Assists users in accessing and utilizing business systems. Coordinates testing, upgrades and configuration of collaborative system files and services. Ensures changes are in accordance with the appropriate operating procedures and recommends revisions based upon results. Prepares for and prescribes approaches to possible downstream implications. Utilizes standard corporate tools to record change and problem activities for tracking purposes. Analyzes, logs, tracks and resolves complex matters of significance pertaining to collaborative applications and servers to meet business needs. Possesses an in-depth knowledge of, and experience supporting, technical areas such as Blackberry, Spam/Firewalls, Oracle, SQL Server, and Microsoft Windows servers 2003 and 2008 on VM Ware virtual infrastructure and ESX servers on EMC Clarion and Celera Fiber Channel and SATA SAN and NAS platform.
Minimum Education: Industry Certifications
Minimum/General Experience: Minimum of three years of experience.

System Administrator II
Functional Responsibility: System backup/recovery, basic software management, security management, library management, operating computer systems, sizing, performance, tuning, hardware/software troubleshooting, and resource allocation. Individual shall have a thorough knowledge of capabilities of the applicable hardware/software configurations.
Minimum Education: A Bachelor’s Degree in Computer Science, Engineering or other related discipline.
Minimum Experience: A minimum of four years of experience in system administration, one year of which is on the particular system identified in the task order.

System Administrator III
Functional Responsibility: Provide work direction to lower-level staff. Should have a thorough understanding of capabilities of the client’s applicable hardware/software configurations. This includes system backup/recovery, basic software management, security management, and library management, operating computer systems in different operating environments, sizing, performance, tuning, hardware/software trouble shooting and resource allocation.
Minimum Education: A Bachelor’s Degree in Computer Science, Engineering or other related discipline.
Minimum Experience: A minimum of five years of experience on technical experience with computer systems and data communications.

Technical Architect
Functional Responsibility: Responsible for developing cross-domain, technology and engineering solutions for IT Service Management, Enterprise Infrastructure, Data Management and Operational Services to include Customer Service and Systems Operations, Enterprise Architecture, virtualization and cloud computing.
Minimum Education: A Bachelor’s Degree in Computer Science, Engineering, Information Systems or related field.
Minimum Experience: A minimum of five years of demonstrable experience in a Technical Leadership role with a successful track record supporting IT organizations developing and leading large-scale technology engagements.

Technical Writer
Functional Responsibility: Researching, writing, editing, and proofreading technical data for use in documents or sections of documents such as manuals, procedures and specifications to provide clients with information regarding technical areas in a less technical way. Interviewing programmers, engineers, developers, and other technical
personnel. Writing, organizing, entering and compiling online help files to support end users and creating, compiling, and delivering system/software developmental documentation packages including, but not limited, to narratives, logic diagrams, input and output samples, input preparation instructions, job setup information, etc., from technical project team inputs, system requirements analysis, system design specifications, technical system design, technical procedure development, configuration control requirements, test and training specifications, and programming notes.

Minimum Education: Bachelor’s Degree.
Minimum/General Experience: Minimum 5 years of experience.

Training Specialist
Functional Responsibility: Assists in conducting the research necessary to develop and revise training courses. Assists in developing and revising training courses and prepares appropriate training catalogs. Prepares instructor materials (course outline, background material, and training aids). Prepares student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops and seminars.
Minimum Education: Bachelor Degree in Liberal Arts.
Minimum/General Experience: Four years of experience that includes two years in a specialized area. Specialized experience includes: experience in developing and providing technical and end-user training on computer hardware and application software (such as MS Office Suite). General experience includes information systems development, training, or related fields. Demonstrated ability to communicate orally and in writing.
## GSA IT Services Schedule Price List
### Software License and Maintenance

<table>
<thead>
<tr>
<th>SIN</th>
<th>Manufacturer</th>
<th>Product Name</th>
<th>Product Description</th>
<th>UOI</th>
<th>Frequency</th>
<th>Proposed GSA Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>511210</td>
<td>Real Data Technologies, Inc.</td>
<td>ServeOptics Quick Start-On Premise</td>
<td>Supports Single Organization or Single Contract • Supports 1 Central Service Desk • Supports 1 IT Service Management ticketing system connection • Limited functionality includes Incident, Service Request, Service Compliance and Customer Sat. Surveys • 5 ServeOptics Users</td>
<td>Each</td>
<td>Annual</td>
<td>$18,136.02</td>
</tr>
<tr>
<td>54151</td>
<td>Real Data Technologies, Inc.</td>
<td>ServeOptics Quick Start-On Premise</td>
<td>Maintenance includes upgrades to current versions.</td>
<td>Each</td>
<td>Annual</td>
<td>12% of annual Maintenance</td>
</tr>
<tr>
<td>54151</td>
<td>Real Data Technologies, Inc.</td>
<td>ServeOptics Quick Start-On Premise</td>
<td>Product initial set up and configuration. One-time fee.</td>
<td>Each</td>
<td>One Time</td>
<td>$3,627.20</td>
</tr>
<tr>
<td>511210</td>
<td>Real Data Technologies, Inc.</td>
<td>ServeOptics Cloud Subscription</td>
<td>Supports Single Organization or Single Contract • Supports 1 Central Service Desk • Supports 1 IT Service Management ticketing system connection • Limited functionality includes Incident, Service Request, Service Compliance and Customer Sat. Surveys • 5 ServeOptics Users</td>
<td>Each</td>
<td>Annual</td>
<td>$13,602.02</td>
</tr>
<tr>
<td>54151</td>
<td>Real Data Technologies, Inc.</td>
<td>ServeOptics Cloud Set Up</td>
<td>Product initial set up and configuration. One-time fee.</td>
<td>Each</td>
<td>One Time</td>
<td>$3,627.20</td>
</tr>
<tr>
<td>511210</td>
<td>Real Data Technologies, Inc.</td>
<td>ServeOptics Base-On Premise Subscription</td>
<td>Maintenance includes upgrades to current versions - Service Desk Contact Support Hours 8:00 am - 5:00 pm (M-F) - 4 hours of Advisory Technical Assistance. Premium Support and Consulting Services are available upon request.</td>
<td>Each</td>
<td>Annual</td>
<td>$45,340.05</td>
</tr>
<tr>
<td>54151</td>
<td>Real Data Technologies, Inc.</td>
<td>ServeOptics Base-On Premise Maintenance</td>
<td>Product initial set up and configuration. One-time fee.</td>
<td>Each</td>
<td>One Time</td>
<td>$5,440.81</td>
</tr>
<tr>
<td>54151</td>
<td>Real Data Technologies, Inc.</td>
<td>ServeOptics Base-Cloud Subscription</td>
<td>Supports Single Organization or Single Contract • Multiple Service Desks • 1 IT Service Management ticketing system connection and 1 Automated Call Distributor (ACD) Connection • Unlimited Users</td>
<td>Each</td>
<td>Annual</td>
<td>$31,738.04</td>
</tr>
<tr>
<td>54151</td>
<td>Real Data Technologies, Inc.</td>
<td>ServeOptics Base-Cloud Set Up</td>
<td>Product initial set up and configuration. One-time fee.</td>
<td>Each</td>
<td>One Time</td>
<td>$5,440.81</td>
</tr>
<tr>
<td>SIN</td>
<td>Manufacturer</td>
<td>Product Name</td>
<td>Product Description</td>
<td>UOI</td>
<td>Frequency</td>
<td>Proposed GSA Price</td>
</tr>
<tr>
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</tbody>
</table>
| 511210| Real Data Technologies, Inc.        | ServeOptics for the Enterprise-On Premise Subscription | • Supports Single Organization or Single Contract  
• Multiple Service Desks  
• 1 IT Service Management ticketing system connection and 1 Automated Call Distributor (ACD) Connection  
• Unlimited Users                                                                                                                                 | Each | Annual    | $131,486.15           |
| 54151 | Real Data Technologies, Inc.        | ServeOptics for the Enterprise-On Premise Maintenance | Maintenance includes upgrades to current versions - Service Desk Contact Support Hours 7:00 am - 7:00 pm (M-F) - 12 hours of Advisory Technical Assistance. Premium Support and Consulting Services are available upon request. | Each | Annual    | 12% of annual Maintenance |
| 54151 | Real Data Technologies, Inc.        | ServeOptics for the Enterprise-On Premise Set Up | Product initial set up and configuration. One-time fee.                                                                                                                                                           | Each | One Time  | $5,440.81              |
| 511210| Real Data Technologies, Inc.        | ServeOptics for the Enterprise-Cloud Subscription | • Supports Single Organization or Single Contract  
• Multiple Service Desks  
• 1 IT Service Management ticketing system connection and 1 Automated Call Distributor (ACD) Connection  
• Unlimited Users                                                                                                                                 | Each | Annual    | $92,040.30            |
| 54151 | Real Data Technologies, Inc.        | ServeOptics for the Enterprise-Cloud Set Up | Product initial set up and configuration. One-time fee.                                                                                                                                                           | Each | One Time  | $5,440.81              |
| 511210| Real Data Technologies, Inc.        | ServeOptics for the Program - On Premise Subscription | • Supports Multiple Organizations or Multiple Contracts  
• Multiple Service Desks  
• Multiple IT Service Management ticketing systems connections and Multiple Automated Call Distributor (ACD) Connections  
• Unlimited Users                                                                                                                                 | Each | Annual    | $249,370.28           |
<p>| 54151 | Real Data Technologies, Inc.        | ServeOptics for the Program - On Premise Maintenance | Maintenance includes upgrades to current versions. - Service Desk Contact Support Hours 24x7x365 - 40 hours of Advisory Technical Assistance. Premium Support and Consulting Services are available upon request. | Each | Annual    | 12% of annual Maintenance |
| 54151 | Real Data Technologies, Inc.        | ServeOptics for the Program - On Premise Set Up | Product initial set up and configuration. One-time fee.                                                                                                                                                           | Each | One Time  | $5,440.81              |</p>
<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course Description</th>
<th>Prerequisites</th>
<th>Length</th>
<th>Unit</th>
<th># of students/class</th>
<th>Class Schedules</th>
<th>Class Location</th>
<th>GSA Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITIL Service Management Foundation</td>
<td>This workshop provides a detailed overview of ITIL (Information Technology Infrastructure Library) fundamentals. Learn why ITIL is rapidly gaining acceptance as the premier information resource of obtainable quality improvement techniques for management, operations and support of the IT Infrastructure. Gain current insights into the relationship of business and technology management; understand how ITIL improves the quality and reduces the risk of IT management and support; and discover how ITIL can be applied to your organization. At the end of the two days course, participants will be prepared to pass the IT Service Manager Foundation Examination and receive the industry recognized IT Service Management Certification.</td>
<td>None</td>
<td>2 days</td>
<td>ea</td>
<td>up to 20</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Classroom</td>
<td>$1,035.00</td>
</tr>
<tr>
<td>ITIL v3 Foundation</td>
<td>Introduction to the lifecycle of managing IT services to deliver to business expectations. The ITIL Version 3 best practice is composed of five core disciplines: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement. These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs.</td>
<td>None</td>
<td>3 days</td>
<td>ea</td>
<td>up to 20</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Self-paced eLearning</td>
<td>$430.71</td>
</tr>
<tr>
<td>ITIL v3 Foundation</td>
<td>Introduction to the lifecycle of managing IT services to deliver to business expectations. The ITIL Version 3 best practice is composed of five core disciplines: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement. These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs.</td>
<td>ITIL Foundation Certificate</td>
<td>3 days</td>
<td>ea</td>
<td>up to 20</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Virtual Distance Learning</td>
<td>$1,051.83</td>
</tr>
<tr>
<td>ITIL v3 Foundation</td>
<td>Introduction to the lifecycle of managing IT services to deliver to business expectations. The ITIL Version 3 best practice is composed of five core disciplines: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement. These disciplines represent a service life cycle framework that further enhances alignment to the business while demonstrating business value, ROI and enabling IT to solve specific operational needs.</td>
<td>ITIL Foundation Certificate</td>
<td>3 days</td>
<td>ea</td>
<td>up to 20</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Classroom</td>
<td>$1,133.44</td>
</tr>
<tr>
<td>ITIL v3 Service Strategy (SS)</td>
<td>Provides guidance on how to design, develop and implement a service not only as an organizational capability but as a strategic asset. Guidance is used to set expectations of performance towards serving customers and market spaces and to identify, select and prioritize opportunities.</td>
<td>ITIL Foundation Certificate</td>
<td>3 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Virtual Distance Learning</td>
<td>$1,595.88</td>
</tr>
<tr>
<td>ITIL v3 Service Strategy (SS)</td>
<td>Provides guidance on how to design, develop and implement a service not only as an organizational capability but as a strategic asset. Guidance is used to set expectations of performance towards serving customers and market spaces and to identify, select and prioritize opportunities.</td>
<td>ITIL Foundation Certificate</td>
<td>3 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Classroom</td>
<td>$1,994.85</td>
</tr>
<tr>
<td>ITIL v3 Service Design (SD)</td>
<td>Provides guidance on the design of new or changed services for their introduction into the live environment from the technical and business perspective.</td>
<td>ITIL Foundation Certificate</td>
<td>3 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Virtual Distance Learning</td>
<td>$1,595.88</td>
</tr>
<tr>
<td>ITIL v3 Service Design (SD)</td>
<td>Provides guidance on the design of new or changed services for their introduction into the live environment from the technical and business perspective.</td>
<td>ITIL Foundation Certificate</td>
<td>3 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Classroom</td>
<td>$1,994.85</td>
</tr>
<tr>
<td>ITIL v3 Service Transition (ST)</td>
<td>How to change the live production infrastructure to implementing the needed services while minimizing disruption.</td>
<td>ITIL Foundation Certificate</td>
<td>3 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Virtual Distance Learning</td>
<td>$1,595.88</td>
</tr>
<tr>
<td>ITIL v3 Service Transition (ST)</td>
<td>How to change the live production infrastructure to implementing the needed services while minimizing disruption.</td>
<td>ITIL Foundation Certificate</td>
<td>3 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Classroom</td>
<td>$1,994.85</td>
</tr>
<tr>
<td>Course Name</td>
<td>Course Description</td>
<td>Prerequisites</td>
<td>Length</td>
<td>Unit</td>
<td># of students/class</td>
<td>Class Schedules</td>
<td>Class Location</td>
<td>GSA Price</td>
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<tr>
<td>ITIL v3 Service Operation (SO)</td>
<td>Executing and performing processes that optimize the cost and quality of services to meet business objectives and provide realized value to customers</td>
<td>ITIL Foundation Certificate</td>
<td>3 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Virtual Distance Learning</td>
<td>$1,595.88</td>
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<td>ITIL Foundation Certificate</td>
<td>3 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Classroom</td>
<td>$1,994.85</td>
</tr>
<tr>
<td>ITIL v3 Continual Service Improvement (CSI)</td>
<td>Continually align and re-align IT services to the changing business needs by identifying and implementing improvements to IT services that support business processes</td>
<td>ITIL Foundation Certificate</td>
<td>3 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Virtual Distance Learning</td>
<td>$1,595.88</td>
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<td>ITIL Foundation Certificate</td>
<td>3 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Classroom</td>
<td>$1,994.85</td>
</tr>
<tr>
<td>ITIL v3 Service Offerings and Agreements (SO&amp;A)</td>
<td>Event Management, Incident Management, Request Fulfillment, Problem Management, Access Management, Service Desk, Technical Management, IT Operations Management, Application Management</td>
<td>ITIL Foundation Certificate</td>
<td>5 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Virtual Distance Learning</td>
<td>$2,031.12</td>
</tr>
<tr>
<td>ITIL v3 Service Offerings and Agreements (SO&amp;A)</td>
<td>Event Management, Incident Management, Request Fulfillment, Problem Management, Access Management, Service Desk, Technical Management, IT Operations Management, Application Management</td>
<td>ITIL Foundation Certificate</td>
<td>5 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Classroom</td>
<td>$2,538.90</td>
</tr>
<tr>
<td>ITIL v3 Release, Control and Validation (RC&amp;V)</td>
<td>Change Management, Service Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Knowledge Management, Request Fulfillment, Service Evaluation</td>
<td>ITIL Foundation Certificate</td>
<td>5 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Virtual Distance Learning</td>
<td>$2,031.12</td>
</tr>
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<td>ITIL v3 Release, Control and Validation (RC&amp;V)</td>
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<td>ITIL Foundation Certificate</td>
<td>5 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Classroom</td>
<td>$2,538.90</td>
</tr>
<tr>
<td>ITIL v3 Operational, Support and Analysis (OS&amp;A)</td>
<td>Service Portfolio Management, Service Level Management, Service Catalogue Management, Demand Management, Supplier Management, Financial Management</td>
<td>ITIL Foundation Certificate</td>
<td>5 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Virtual Distance Learning</td>
<td>$2,031.12</td>
</tr>
<tr>
<td>ITIL v3 Operational, Support and Analysis (OS&amp;A)</td>
<td>Service Portfolio Management, Service Level Management, Service Catalogue Management, Demand Management, Supplier Management, Financial Management</td>
<td>ITIL Foundation Certificate</td>
<td>5 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Classroom</td>
<td>$2,538.90</td>
</tr>
<tr>
<td>ITIL Planning, Protection and Optimization (PP&amp;O)</td>
<td>Availability Management, Capacity Management, IT Service Continuity Management, Demand Management, Risk Management, Information Security Management</td>
<td>ITIL Foundation Certificate</td>
<td>5 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Virtual Distance Learning</td>
<td>$2,031.12</td>
</tr>
<tr>
<td>ITIL Planning, Protection and Optimization (PP&amp;O)</td>
<td>Availability Management, Capacity Management, IT Service Continuity Management, Demand Management, Risk Management, Information Security Management</td>
<td>ITIL Foundation Certificate</td>
<td>5 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Classroom</td>
<td>$2,538.90</td>
</tr>
<tr>
<td>ITIL v3 Managing Across the Lifecycle</td>
<td>Introduction to IT Service Management, Business &amp; Managerial Issues, Managing the Planning and Implementation of IT Service Management, Management of Strategic Change, Risk Management, Managerial Functions, Understanding Organizational Challenges, Lifecycle Project Assessment, Understanding Complementary Industry Guidance</td>
<td>17 ITIL Credits</td>
<td>5 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Classroom</td>
<td>$2,538.90</td>
</tr>
<tr>
<td>ITIL v3 Service Manager Bridge</td>
<td>Differences between ITIL v2 and the newer ITIL v3 at the ITIL Manager level</td>
<td>Managing Across the Lifecycle</td>
<td>4 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Virtual Distance Learning</td>
<td>$525.92</td>
</tr>
<tr>
<td>ITIL v3 Service Manager Bridge</td>
<td>Differences between ITIL v2 and the newer ITIL v3 at the ITIL Manager level</td>
<td>Managing Across the Lifecycle</td>
<td>4 days</td>
<td>ea</td>
<td>up to 12</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Classroom</td>
<td>$657.39</td>
</tr>
<tr>
<td>Course Name</td>
<td>Course Description</td>
<td>Prerequisites</td>
<td>Length</td>
<td>Unit</td>
<td># of students/class</td>
<td>Class Schedules</td>
<td>Class Location</td>
<td>GSA Price</td>
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<tr>
<td>COBIT v4.1 Awareness</td>
<td>An overview of IT Service Management and its importance to an organization. Introduces the concept of adopting best practices relating to ITIL.</td>
<td>None</td>
<td>2 hours ea</td>
<td>up to 50</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Self-paced eLearning</td>
<td>Virtual Distance Learning</td>
<td>$135.11</td>
</tr>
<tr>
<td>COBIT v4.1 Foundation</td>
<td>The ISACA COBIT Foundation course addresses the benefits of a sound IT governance framework and explains how to realize effective IT governance using the COBIT best practices framework.</td>
<td>None</td>
<td>2.5 days ea</td>
<td>up to 20</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Self-paced eLearning</td>
<td>Virtual Distance Learning</td>
<td>$452.47</td>
</tr>
<tr>
<td>COBIT v4.1 Foundation</td>
<td>The ISACA COBIT Foundation course addresses the benefits of a sound IT governance framework and explains how to realize effective IT governance using the COBIT best practices framework.</td>
<td>None</td>
<td>2.5 days ea</td>
<td>up to 20</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Virtual Distance Learning</td>
<td>$952.09</td>
<td></td>
</tr>
<tr>
<td>COBIT v4.1 Foundation</td>
<td>The ISACA COBIT Foundation course addresses the benefits of a sound IT governance framework and explains how to realize effective IT governance using the COBIT best practices framework.</td>
<td>None</td>
<td>2.5 days ea</td>
<td>up to 20</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Classroom</td>
<td>$1,174.24</td>
<td></td>
</tr>
<tr>
<td>COBIT: Sarbanes-Oxley IT Compliance</td>
<td>The Sarbanes-Oxley Act results in a requirement for effective control over IT systems and environments. To ensure effective internal control over financial reporting, controls are needed over IT systems and the environment. Includes the implications of compliance on the IT organization.</td>
<td>None</td>
<td>1 day ea</td>
<td>up to 30</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Self-paced eLearning</td>
<td>Virtual Distance Learning</td>
<td>$452.47</td>
</tr>
<tr>
<td>COBIT: Implementing IT Governance</td>
<td>This course provides guidance for implementing IT governance successfully using COBIT. All the components of the roadmap, including scope and planning, are discussed.</td>
<td>COBIT Foundation recommended but not required</td>
<td>2 days ea</td>
<td>up to 20</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Classroom</td>
<td>$861.41</td>
<td></td>
</tr>
<tr>
<td>ISO 20000: Requirements for Certification</td>
<td>This course highlights the relevance of Service Quality Management for IT service-providing organizations and departments. The course is designed for professionals who require an overview of the standard and understand the scope and relevance of Service Quality Management. The course uses a case study to explain the principles of ISO/IEC 20000 in a simulated environment. This helps participants understand and relate to ISO/IEC 20000 in a real-world organization.</td>
<td>None</td>
<td>2 days ea</td>
<td>up to 20</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Self-paced eLearning</td>
<td>Virtual Distance Learning</td>
<td>$452.47</td>
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<td>None</td>
<td>2 days ea</td>
<td>up to 20</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Virtual Distance Learning</td>
<td>Classroom</td>
<td>$861.41</td>
</tr>
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<td>ISO 20000: Requirements for Certification</td>
<td>This course highlights the relevance of Service Quality Management for IT service-providing organizations and departments. The course is designed for professionals who require an overview of the standard and understand the scope and relevance of Service Quality Management. The course uses a case study to explain the principles of ISO/IEC 20000 in a simulated environment. This helps participants understand and relate to ISO/IEC 20000 in a real-world organization.</td>
<td>None</td>
<td>2 days ea</td>
<td>up to 20</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Classroom</td>
<td>$952.09</td>
<td></td>
</tr>
<tr>
<td>ISO 20000: Achieving Certification</td>
<td>This course is designed to explore the benefits of achieving ISO/IEC 20000 certification and helps in defining pointers for making the business case for internal approval. The workshop examines approaches to implementation and potential issues that need to be managed to achieve ISO/IEC 20000.</td>
<td>None</td>
<td>2 days ea</td>
<td>up to 20</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Virtual Distance Learning</td>
<td>$1,341.99</td>
<td></td>
</tr>
<tr>
<td>ISO 20000: Achieving Certification</td>
<td>This course is designed to explore the benefits of achieving ISO/IEC 20000 certification, how to plan for ISO/IEC 20000 certification and helps in defining pointers for making the business case for internal approval. The workshop examines approaches to implementation and potential issues that need to be managed to achieve ISO/IEC 20000.</td>
<td>None</td>
<td>2 days ea</td>
<td>up to 20</td>
<td>As agreed to b/w ordering agency and XA Systems</td>
<td>Classroom</td>
<td>$1,432.67</td>
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</tr>
<tr>
<td>Course Name</td>
<td>Course Description</td>
<td>Prerequisites</td>
<td>Length</td>
<td>Unit</td>
<td># of students/class</td>
<td>Class Schedules</td>
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<tr>
<td>ISO 20000: Requirements for and Achieving</td>
<td>The Requirements course combined with the Achieving course works in perfect tandem</td>
<td>None</td>
<td>2 days</td>
<td>ea</td>
<td>up to 20</td>
<td>As agreed to b/w ordering agency</td>
<td>Virtual Distance</td>
<td>$1,523.34</td>
</tr>
<tr>
<td>Certification</td>
<td>for organizations looking to achieve ISO/IEC 20000 organizational certification.</td>
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<td>and XA Systems</td>
<td>Learning</td>
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<td>The Requirements course provides an overview and the Achieving course details the</td>
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<td>implementation path.</td>
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<tr>
<td>ISO 20000: Requirements for and Achieving</td>
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<td>None</td>
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<td>ea</td>
<td>up to 20</td>
<td>As agreed to b/w ordering agency</td>
<td>Classroom</td>
<td>$1,904.18</td>
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<tr>
<td>Certification</td>
<td>for organizations looking to achieve ISO/IEC 20000 organizational certification.</td>
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<td>and XA Systems</td>
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<td>implementation path.</td>
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<tr>
<td>ISO/IEC 20000 for Auditors</td>
<td>This course is designed for those involved in the ISO/IEC 20000 Implementation</td>
<td>None</td>
<td>2 days</td>
<td>ea</td>
<td>up to 20</td>
<td>As agreed to b/w ordering agency</td>
<td>Virtual Distance</td>
<td>$997.43</td>
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<td></td>
<td>process, and for those who would like to have a better understanding of what the</td>
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<td>and XA Systems</td>
<td>Learning</td>
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<td>implementation encompasses. This course provides a basic level of knowledge in the</td>
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<td>ISO/IEC 20000 IT Service Management standard and its application. It is aimed at</td>
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<td>practicing IT auditors who wish to conduct either internal ISO/IEC 20000 audits or</td>
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<td>external certification audits for accredited Registered Certified Bodies (RCBs).</td>
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<td>implementation encompasses. This course provides a basic level of knowledge in the</td>
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<tr>
<td>ISO/IEC 20000 for Consultants</td>
<td>This course is designed for internal auditors and consultants who play a role in</td>
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USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION
PROCUREMENT PROGRAMS

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.
To identify, qualify, mentor and develop small, small disadvantaged, and women-owned small businesses by purchasing from these businesses whenever practical.
To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.
To undertake significant efforts to determine the potential of small, small disadvantaged, and women-owned small business to supply products and services to our company.
To ensure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.
To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.
To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged, and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact Bill Jones, phone number 703-766-5049, Bill.Jones@xasystems.com, 703-766-5048.
BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

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

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6. This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

___________________________________  __________________________  __________________________
Ordering Activity  Date  Contractor  Date

Xa Systems, LLC  GS-35F-0181N  Page 38
(P) 703-766-5049
(CUSTOMER NAME) BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) ____________, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

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

<table>
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<tr>
<th>MODEL NUMBER/PART NUMBER</th>
<th>*SPECIAL BPA DISCOUNT/PRICE</th>
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(2) Delivery:

<table>
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<th>DELIVERY SCHEDULES / DATES</th>
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(3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be ________________.

(4) This BPA does not obligate any funds.

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

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

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<th>OFFICE POINT OF CONTACT</th>
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(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

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

(a) Name of Contractor;
(b) Contract Number;
(c) BPA Number;
(d) Model Number or National Stock Number (NSN);
(e) Purchase Order Number;
(f) Date of Purchase;
(g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
(h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor’s invoice, the provisions of this BPA will take precedence.

*******************************************************************************************
BASIC GUIDELINES FOR USING CONTRACTOR TEAM ARRANGEMENTS

Federal Supply Schedule Contractors may use — Contractor Team Arrangementsl (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

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

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

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

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

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules — Team Solutionl to meet the customer’s requirement.
- Customers make a best value selection.