



**AUTHORIZED FEDERAL SUPPLY SERVICE  
INFORMATION TECHNOLOGY SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE AND SERVICES**

**Note:** Social Solutions Global, Inc. wishes to participate under the cooperative purchasing program. The following SINs are available to state and local: 132-32, 132-50, & 132-51.

**SIN 132-32 - TERM SOFTWARE LICENSES**

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

Large Scale Computers

Application Software

Ancillary Financial Systems Software

Microcomputers

Application Software

Ancillary Financial Systems Software

NOTE: Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interfaces 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>.

**SIN 132-50 - TRAINING COURSES FOR INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (FPDS Code U012)**

**SIN 132-51 - 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 D313 | Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) 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 (All other information services belong under Schedule 76) |
| 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.

<p><b>Social Solutions Global, Inc.</b>  <b>2400 Boston Street, Suite 360</b>  <b>Baltimore, MD 21224</b>  <b>Phone: (410) 732-3560</b>  <b>Fax: (410) 732-3561</b>  <a href="http://www.socialsolutions.com">www.socialsolutions.com</a></p>
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Contract Number: **GS-35F-0262U**

DUNS: **03-322-7211**

Period Covered by Contract: **February 20, 2008 to February 19, 2013**

General Services Administration

Federal Supply Service

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

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

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**INFORMATION FOR ORDERING ACTIVITIES  
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

**SPECIAL NOTICE TO AGENCIES: Small Business Participation**

SBA strongly supports the participation of small business concerns in the Federal 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 micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.fss.gsa.gov). 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, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase 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:

- The Geographic Scope of Contract will be domestic and overseas delivery.
- The Geographic Scope of Contract will be overseas delivery only.
- The Geographic Scope of Contract will be domestic delivery only.

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area:  
OUTSIDE OF SCOPE

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

**Social Solutions Global, Inc.  
2400 Boston Street, Suite 360  
Baltimore, MD 21224**

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 not 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: **(410) 732-3560**

**When Authorized Dealers are allowed by the Contractor to bill ordering activities and accept payment, the order and/or payment must be in the name of the Contractor, in care of the Authorized Dealer.**

**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: **03-322-7211**  
Block 30: Type of Contractor - **B. Other Small Business**  
Block 31: Woman-Owned Small Business - **No**  
Block 36: Contractor's Taxpayer Identification Number (TIN): **52-2277149**

4a. CAGE Code: **4DAA1**

4b. Contractor has registered with the Central Contractor 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:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
<b><u>132-32</u></b>	<b><u>7 Days</u></b>
<b><u>132-50</u></b>	<b><u>*</u></b>
<b><u>132-51</u></b>	<b><u>*</u></b>

*\* To be negotiated between Contractor and Ordering Activity*

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.

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
<b><u>132-32</u></b>	<b><u>*</u></b>
<b><u>132-50</u></b>	<b><u>*</u></b>
<b><u>132-51</u></b>	<b><u>*</u></b>

*\* To be negotiated between Contractor and Ordering Activity*

7. **DISCOUNTS:** Prices shown are NET Prices; Basic Discounts have been deducted.
- a. Prompt Payment: **0** % - **30** days from receipt of invoice or date of acceptance, whichever is later.
  - b. Quantity: **None**
  - c. Dollar Volume:

Dollar Volume	Additional Discount
over \$60,000	1%
over \$80,000	2%
over \$100,000	3%

- d. Government Educational Institutions: **Government Educational Institutions are 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 following Special Item Numbers (SINs) is **\$500,000**:  
 Special Item Number 132-32 - Term Software Licenses  
 Special Item Number 132-51 - Information Technology (IT) Professional Services
  - b. The Maximum Order value for the following Special Item Numbers (SINs) is **\$25,000**:  
 Special Item Number 132-50 - 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-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.
- 13.1 **FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):** Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be

obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

**13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):** Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal 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**

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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 received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

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

## **23. SECTION 508 COMPLIANCE.**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: [www.socialsolutions.com](http://www.socialsolutions.com)

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

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

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

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

(b) The following statement:

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

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

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

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

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

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

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

**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)

**TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES  
(SPECIAL ITEM NUMBER 132-32)**

**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.

**Warranty is for the term of the software license. The term of a software license and warranty period will be no less than twelve (12) months.**

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

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

**3. TECHNICAL SERVICES**

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number **(866) 732-3560** for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from **8am-8pm EST Monday –Thursday and 8am-6pm EST on Friday.**

**4. SOFTWARE MAINTENANCE**

a. Software maintenance service is included in the software price and shall include the following:

**Social Solutions' end-user support is unparalleled in the industry. Provided by industry professionals, our Team's experience in the field of human services and extensive knowledge of ETO Software® allows them to provide timely and relevant support to User-support is provided to all authorized users at no additional charge. Support is available via phone and email from 8am-8pm EST Monday –Thursday and 8am-6pm on Friday. Support calls and emails are extensively monitored. Over 90% of support issues are resolved on first contact in less than 5 minutes. Where necessary, and with the client's permission, Social Solutions' support team can log-in to the user's software and view their actual screen to provide immediate recognition and resolution of their issue.**

**In addition to this standard end-user support, Administrative support includes weekly follow-up calls for the first 60 days after the "go-live" date to review performance, ensure staff level utilization, and confirm or adjust accuracy and completeness of data parameters as defined in the Implementation phase. Additional executive-level services, ranging from full system administration and periodic system review and analysis to ad-hoc workshops and supplemental training, can be provided upon request.**

b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C.

3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

**5. PERIODS OF TERM LICENSES (132-32)**

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.
- d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

**6. UTILIZATION LIMITATIONS - (132-32)**

- 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.

**7. SOFTWARE CONVERSIONS - (132-32)**

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

**8. 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.

**9. RIGHT-TO-COPY PRICING (NOT OFFERED COMMERCIALY)**

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

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

**1. SCOPE**

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

**2. ORDER**

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

**3. TIME OF DELIVERY**

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

**4. CANCELLATION AND RESCHEDULING**

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

## **5. FOLLOW-UP SUPPORT**

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

## **6. PRICE FOR TRAINING**

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

## **7. INVOICES AND PAYMENT**

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

## **8. FORMAT AND CONTENT OF TRAINING**

- a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.
- b. **\*\*If applicable\*\*** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.
- c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.
- d. The Contractor shall provide the following information for each training course offered:
  - (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
  - (2) The length of the course;
  - (3) Mandatory and desirable prerequisites for student enrollment;
  - (4) The minimum and maximum number of students per class;
  - (5) The locations where the course is offered;
  - (6) Class schedules; and
  - (7) Price (per student, per class (if applicable)).
- e. For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses (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.

**Social Solutions Global, Inc. provides various web-based and online training at no additional charge to the customer. The online training schedule can be found on our website at [www.socialsolutions.com](http://www.socialsolutions.com). The online no charge training consists of a 10 minute pre-recorded modules of intense focused instruction including screen shots and walk-throughs of functionality.**

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

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 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 shall be based on objectively measurable tasks.

**3. ORDER**

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

**4. PERFORMANCE OF SERVICES**

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

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

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

**6. INSPECTION OF SERVICES**

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 Number 132-51 and 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.

**See attached labor descriptions on page 41**

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact **(Insert Company Point of contact, phone number, e-mail address, fax number)**.



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

(CUSTOMER NAME)  
BLANKET PURCHASE AGREEMENT

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

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

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

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

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

(4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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

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

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

(g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

(h) Date of Shipment.

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

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

\*\*\*\*\*

BASIC GUIDELINES FOR USING  
“CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a 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 Solution” to meet the customer’s requirement.
- Customers make a best value selection.



**Social Solutions Global, Inc.**

**GS-35F-0262U**

## **SIN 132-50: Training Course Descriptions**

Training is hands on and can be offered through workshop, small group, one-on-one or online formats according to the needs of the organization and its users. Social Solutions also offers regular Advanced Administrator Training courses around the country. These courses are three part workshops focusing on review, reporting, and analysis of the organization's data, including extensive review of the powerful Query Wizard functionality. Contact us for our scheduled dates and locations today!

### **Basic Site Administration**

- 1) **Course Description:** Perhaps your organization has had the software for years, and some of the basic administration features have escaped you. Maybe you were hired since the initial implementation, and never received a formal training. Whatever the reason may be, this training is worth attending for a review of features such as Manage Staff Accounts, Manage Demographics, Manage Feeder Tables, as well as a general overview of which Wizard to use while building in ETO. Geared toward Site Administrators.
- 2) **Length and Type of Course:** This course is designed with the flexibility to meet any agency need for on site, on line and web conference training. The length will be dependent upon the specific requirements of the customer.
- 3) **Prerequisites:** None
- 4) **Minimum/Maximum Number of Students:** Hands on course limited to 25 participants per class
- 5) **Class Schedule and Location:** On site schedule and location is by customer request. Web conference offered on regular basis. Both offsite and onsite (at customer's location) training is available for the same price listed below.
- 6) **Materials Necessary:** Hands on training requires laptop/computer for each student. Hard and/or soft course materials will be provided.
- 7) **Price of Course:** Pricing is firm fixed. Final cost of course is based upon customer requirements. Full day on site training is \$977.28; half day on site training is \$488.64; online training is provided @ \$87.95 per hour and abbreviated online training is provided at no charge.

### **Simplify the User Experience**

- 1) **Course Description:** This session will focus on increasing the ease of use for staff through setting up My Favorites, editing Home Pages, and creating a Custom Navigation Bar. Attendees are encouraged to have a browser opened with their version of the software, and to work along side the hostess to practice skills reviewed during the session. Geared toward Site Administrators.
- 2) **Length and Type of Course:** This course is designed with the flexibility to meet any agency need for on site, on line and web conference training. The length will be dependent upon the specific requirements of the customer.
- 3) **Prerequisites:** None
- 4) **Minimum/Maximum Number of Students:** Hands on course limited to 25 participants per class
- 5) **Class Schedule and Location:** On site schedule and location is by customer request. Web conference offered on regular basis. Both offsite and onsite (at customer's location) training is available for the same price listed below.
- 6) **Materials Necessary:** Hands on training requires laptop/computer for each student. Hard and/or soft course materials will be provided.
- 7) **Price of Course:** Pricing is firm fixed. Final cost of course is based upon customer requirements. Full day on site training is \$977.28; half day on site training is \$488.64; online training is provided @ \$87.95 per hour and abbreviated online training is provided at no charge.

## Management Reports

- 1) **Course Description:** This session is geared toward managers who would like to utilize the Software to supervise their staff and track their performance.
- 2) **Length and Type of Course:** This course is designed with the flexibility to meet any agency need for on site, on line and web conference training. The length will be dependent upon the specific requirements of the customer.
- 3) **Prerequisites:** None
- 4) **Minimum/Maximum Number of Students:** Hands on course limited to 25 participants per class
- 5) **Class Schedule and Location:** On site schedule and location is by customer request. Web conference offered on regular basis. Both offsite and onsite (at customer's location) training is available for the same price listed below.
- 6) **Materials Necessary:** Hands on training requires laptop/computer for each student. Hard and/or soft course materials will be provided.
- 7) **Price of Course:** Pricing is firm fixed. Final cost of course is based upon customer requirements. Full day on site training is \$977.28; half day on site training is \$488.64; online training is provided @ \$87.95 per hour and abbreviated online training is provided at no charge.

## Entities

- 1) **Course Description:** This training is meant to assist those users who are currently using Entities in their system, as well as those who are curious about this underused feature set. Please join us in learning how to organize Entities, construct Entity/Participant relationships, track Entity Outcomes, and more. All user roles are welcome, although some topics covered may be geared toward Site Administrators.
- 2) **Length and Type of Course:** This course is designed with the flexibility to meet any agency need for on site, on line and web conference training. The length will be dependent upon the specific requirements of the customer.
- 3) **Prerequisites:** None
- 4) **Minimum/Maximum Number of Students:** Hands on course limited to 25 participants per class
- 5) **Class Schedule and Location:** On site schedule and location is by customer request. Web conference offered on regular basis. Both offsite and onsite (at customer's location) training is available for the same price listed below.
- 6) **Materials Necessary:** Hands on training requires laptop/computer for each student. Hard and/or soft course materials will be provided.
- 7) **Price of Course:** Pricing is firm fixed. Final cost of course is based upon customer requirements. Full day on site training is \$977.28; half day on site training is \$488.64; online training is provided @ \$87.95 per hour and abbreviated online training is provided at no charge.

## Intermediate Query Wizard

- 1) **Course Description:** This is a more comprehensive refresher course for Administrators who have used the Query Wizard tool in ETO Software or who have experience querying databases. This session is focuses on more advanced features, filters, and focus areas that are available through the Query Wizard. This session is intended to be more interactive, allowing attendees to ask questions about querying specific data or managing and improving queries that they have already built. Department Heads and Site Administrators are welcome to attend

- 2) **Length and Type of Course:** This course is designed with the flexibility to meet any agency need for on site,

on line and web conference training. The length will be dependent upon the specific requirements of the customer.

- 3) **Prerequisites:** None
- 4) **Minimum/Maximum Number of Students:** Hands on course limited to 25 participants per class
- 5) **Class Schedule and Location:** On site schedule and location is by customer request. Web conference offered on regular basis. Both offsite and onsite (at customer's location) training is available for the same price listed below.
- 6) **Materials Necessary:** Hands on training requires laptop/computer for each student. Hard and/or soft course materials will be provided.
- 7) **Price of Course:** Pricing is firm fixed. Final cost of course is based upon customer requirements. Full day on site training is \$977.28; half day on site training is \$488.64; online training is provided @ \$87.95 per hour and abbreviated online training is provided at no charge.

### **Fresh Tracks**

- 1) **Course Description:** This training will review different options for setting up your ETO Software, from the most basic to the most comprehensive. The demonstration will highlight the advantages and disadvantages of four different "implementations" of ETO Software® to meet the same program's needs. It is intended to show new customers and customers who have been using ETO Software® for some time how to structure data collection so that the needs of both the funder and perhaps more importantly, the staff and organization are being met. It is also intended to show the various levels of complexity that can be wrought from fairly straightforward data needs. This session is open to Site Administrators and Executive Directors of ETO Software® organizations only
- 2) **Length and Type of Course:** This course is designed with the flexibility to meet any agency need for on site, on line and web conference training. The length will be dependent upon the specific requirements of the customer.
- 3) **Prerequisites:** None
- 4) **Minimum/Maximum Number of Students:** Hands on course limited to 25 participants per class
- 5) **Class Schedule and Location:** On site schedule and location is by customer request. Web conference offered on regular basis. Both offsite and onsite (at customer's location) training is available for the same price listed below.
- 6) **Materials Necessary:** Hands on training requires laptop/computer for each student. Hard and/or soft course materials will be provided.
- 7) **Price of Course:** Pricing is firm fixed. Final cost of course is based upon customer requirements. Full day on site training is \$977.28; half day on site training is \$488.64; online training is provided @ \$87.95 per hour and abbreviated online training is provided at no charge.

### **Reports**

- 1) **Course Description:** This session will review the myriad of reports available to users including: ETO Reports, Standard Reports, Demographic Reports, and Assessment Reports. Other reports not found through the **Reports** component on the Navigation Bar will also be discussed. Site Administrators will learn how to manage Standard Reports. Attendees are urged to contact the hostess prior to the session if they have a specific reporting question they would like covered during the session. All user roles are welcome, although some topics covered may be geared toward Site Administrators.
- 2) **Length and Type of Course:** This course is designed with the flexibility to meet any agency need for on site, on line and web conference training. The length will be dependent upon the specific requirements of the customer.
- 3) **Prerequisites:** None
- 4) **Minimum/Maximum Number of Students:** Hands on course limited to 25 participants per class
- 5) **Class Schedule and Location:** On site schedule and location is by customer request. Web conference offered on regular basis. Both offsite and onsite (at customer's location) training is available for the same price listed below.
- 6) **Materials Necessary:** Hands on training requires laptop/computer for each student. Hard and/or soft course

materials will be provided.

- 7) **Price of Course:** Pricing is firm fixed. Final cost of course is based upon customer requirements. Full day on site training is \$977.28; half day on site training is \$488.64; online training is provided @ \$87.95 per hour and abbreviated online training is provided at no charge.

### **Outcome Wizard**

- 1) **Course Description:** Have you ever gone to set up an Outcome, but were unsure which type would best meet your need? Perhaps you don't feel confident that you understand what tracking an increase, or summarizing values really means? This training will help to bolster your outcome building knowledge. A review of ETO reports based on how outcomes are built will be a large part of this session. Program Managers, Department Heads, and Site Administrators are welcome to attend
- 2) **Length and Type of Course:** This course is designed with the flexibility to meet any agency need for on site, on line and web conference training. The length will be dependent upon the specific requirements of the customer.
- 3) **Prerequisites:** None
- 4) **Minimum/Maximum Number of Students:** Hands on course limited to 25 participants per class
- 5) **Class Schedule and Location:** On site schedule and location is by customer request. Web conference offered on regular basis. Both offsite and onsite (at customer's location) training is available for the same price listed below.
- 6) **Materials Necessary:** Hands on training requires laptop/computer for each student. Hard and/or soft course materials will be provided.
- 7) **Price of Course:** Pricing is firm fixed. Final cost of course is based upon customer requirements. Full day on site training is \$977.28; half day on site training is \$488.64; online training is provided @ \$87.95 per hour and abbreviated online training is provided at no charge.

### **Service Plans**

- 1) **Course Description:** This session will focus on how to build, manage, and enter data into Service Plans, as well as related reporting options. All user roles are welcome!
- 2) **Length and Type of Course:** This course is designed with the flexibility to meet any agency need for on site, on line and web conference training. The length will be dependent upon the specific requirements of the customer.
- 3) **Prerequisites:** None
- 4) **Minimum/Maximum Number of Students:** Hands on course limited to 25 participants per class
- 5) **Class Schedule and Location:** On site schedule and location is by customer request. Web conference offered on regular basis. Both offsite and onsite (at customer's location) training is available for the same price listed below.
- 6) **Materials Necessary:** Hands on training requires laptop/computer for each student. Hard and/or soft course materials will be provided.
- 7) **Price of Course:** Pricing is firm fixed. Final cost of course is based upon customer requirements. Full day on site training is \$977.28; half day on site training is \$488.64; online training is provided @ \$87.95 per hour and abbreviated online training is provided at no charge.

### **Beginner Query Wizard**

- 1) **Course Description:** This Introduction to the Query Wizard is for Administrators who have never used the tool or who need a basic refresher. The focus of this session is on tools used to create cross-table queries of Participant demographic, enrollment, outcome and assessment data. Individual questions may be asked, but time allotted may not permit each attendee's questions from being answered. Department Heads and Site Administrators are welcome to attend.
- 2) **Length and Type of Course:** This course is designed with the flexibility to meet any agency need for on site, on line and web conference training. The length will be dependent upon the specific requirements of the customer.
- 3) **Prerequisites:** None
- 4) **Minimum/Maximum Number of Students:** Hands on course limited to 25 participants per class
- 5) **Class Schedule and Location:** On site schedule and location is by customer request. Web conference offered on regular basis. Both offsite and onsite (at customer's location) training is available for the same price listed below.
- 6) **Materials Necessary:** Hands on training requires laptop/computer for each student. Hard and/or soft course materials will be provided.
- 7) **Price of Course:** Pricing is firm fixed. Final cost of course is based upon customer requirements. Full day on site training is \$977.28; half day on site training is \$488.64; online training is provided @ \$87.95 per hour and abbreviated online training is provided at no charge.

#### **Batch Upload**

- 1) **Course Description:** This training session walks the ETO Software® Site Administrator through the process of using the Batch Upload feature, which allows for the uploading of participant, standard, and custom demographic information from other databases. Other upload features such as the Assessment Upload and Entity Upload may also be covered upon request. Geared toward Site Administrators.
- 2) **Length and Type of Course:** This course is designed with the flexibility to meet any agency need for on site, on line and web conference training. The length will be dependent upon the specific requirements of the customer.
- 3) **Prerequisites:** None
- 4) **Minimum/Maximum Number of Students:** Hands on course limited to 25 participants per class
- 5) **Class Schedule and Location:** On site schedule and location is by customer request. Web conference offered on regular basis. Both offsite and onsite (at customer's location) training is available for the same price listed below.
- 6) **Materials Necessary:** Hands on training requires laptop/computer for each student. Hard and/or soft course materials will be provided.
- 7) **Price of Course:** Pricing is firm fixed. Final cost of course is based upon customer requirements. Full day on site training is \$977.28; half day on site training is \$488.64; online training is provided @ \$87.95 per hour and abbreviated online training is provided at no charge.

#### **Tracking Employment in ETO Software**

- 1) **Course Description:** This session will cover Site Administrator functions for developing the Add Employment Record screen, as well as a review of how to enter data on both the Add New and Update Employment Record screens. Reports related to Employment will then be covered. Attendees are urged to come with questions.
- 2) **Length and Type of Course:** This course is designed with the flexibility to meet any agency need for on site, on line and web conference training. The length will be dependent upon the specific requirements of the customer.
- 3) **Prerequisites:** None
- 4) **Minimum/Maximum Number of Students:** Hands on course limited to 25 participants per class
- 5) **Class Schedule and Location:** On site schedule and location is by customer request. Web conference offered on regular basis. Both offsite and onsite (at customer's location) training is available for the same price listed

below.

- 6) **Materials Necessary:** Hands on training requires laptop/computer for each student. Hard and/or soft course materials will be provided.
- 7) **Price of Course:** Pricing is firm fixed. Final cost of course is based upon customer requirements. Full day on site training is \$977.28; half day on site training is \$488.64; online training is provided @ \$87.95 per hour and abbreviated online training is provided at no charge.

### **Family Functionality**

- 1) **Course Description:** This training will review different options within the software for tracking families. Other features that will receive attention include recording efforts with a family, family assessments, and reporting/querying family data. All user roles are welcome!
- 2) **Length and Type of Course:** This course is designed with the flexibility to meet any agency need for on site, on line and web conference training. The length will be dependent upon the specific requirements of the customer.
- 3) **Prerequisites:** None
- 4) **Minimum/Maximum Number of Students:** Hands on course limited to 25 participants per class
- 5) **Class Schedule and Location:** On site schedule and location is by customer request. Web conference offered on regular basis. Both offsite and onsite (at customer's location) training is available for the same price listed below.
- 6) **Materials Necessary:** Hands on training requires laptop/computer for each student. Hard and/or soft course materials will be provided.
- 7) **Price of Course:** Pricing is firm fixed. Final cost of course is based upon customer requirements. Full day on site training is \$977.28; half day on site training is \$488.64; online training is provided @ \$87.95 per hour and abbreviated online training is provided at no charge.

### **Assessment Wizard**

- 1) **Course Description:** This session will focus on recently added options in the Assessment Wizard, such as Demographic Beta, Crosstab beta, and Calculations and Submission Reports. Each session will vary slightly depending on attendee needs. An overview of Assessment Reports, and avenues available for Querying Assessment data will also be included. Geared toward Site Administrators.
- 2) **Length and Type of Course:** This course is designed with the flexibility to meet any agency need for on site, on line and web conference training. The length will be dependent upon the specific requirements of the customer.
- 3) **Prerequisites:** None
- 4) **Minimum/Maximum Number of Students:** Hands on course limited to 25 participants per class
- 5) **Class Schedule and Location:** On site schedule and location is by customer request. Web conference offered on regular basis. Both offsite and onsite (at customer's location) training is available for the same price listed below.
- 6) **Materials Necessary:** Hands on training requires laptop/computer for each student. Hard and/or soft course materials will be provided.
- 7) **Price of Course:** Pricing is firm fixed. Final cost of course is based upon customer requirements. Full day on site training is \$977.28; half day on site training is \$488.64; online training is provided @ \$87.95 per hour and abbreviated online training is provided at no charge.

### **Enterprise Management**

- 1) **Course Description:** This session will focus on how to build and manage an enterprise version of the software. Topics covered included working with the repository, program groups, and recently released features that improve the ease of working in an enterprise. Enterprise Managers are welcome to attend.
- 2) **Length and Type of Course:** This course is designed with the flexibility to meet any agency need for on site, on line and web conference training. The length will be dependent upon the specific requirements of the customer.
- 3) **Prerequisites:** None
- 4) **Minimum/Maximum Number of Students:** Hands on course limited to 25 participants per class
- 5) **Class Schedule and Location:** On site schedule and location is by customer request. Web conference offered on regular basis. Both offsite and onsite (at customer's location) training is available for the same price listed below.
- 6) **Materials Necessary:** Hands on training requires laptop/computer for each student. Hard and/or soft course materials will be provided.
- 7) **Price of Course:** Pricing is firm fixed. Final cost of course is based upon customer requirements. Full day on site training is \$977.28; half day on site training is \$488.64; online training is provided @ \$87.95 per hour and abbreviated online training is provided at no charge.

### **Taking Attendance**

- 1) **Course Description:** This training will review different options within the software for tracking attendance, in addition, the attendance related "Manage Groups" feature will be covered. Reporting/querying attendance data will also be reviewed. All user roles are welcome, although some topics covered may be geared toward Site Administrators.
- 2) **Length and Type of Course:** This course is designed with the flexibility to meet any agency need for on site, on line and web conference training. The length will be dependent upon the specific requirements of the customer.
- 3) **Prerequisites:** None
- 4) **Minimum/Maximum Number of Students:** Hands on course limited to 25 participants per class
- 5) **Class Schedule and Location:** On site schedule and location is by customer request. Web conference offered on regular basis. Both offsite and onsite (at customer's location) training is available for the same price listed below.
- 6) **Materials Necessary:** Hands on training requires laptop/computer for each student. Hard and/or soft course materials will be provided.
- 7) **Price of Course:** Pricing is firm fixed. Final cost of course is based upon customer requirements. Full day on site training is \$977.28; half day on site training is \$488.64; online training is provided @ \$87.95 per hour and abbreviated online training is provided at no charge.

### **Composite Query Wizard**

- 1) **Course Description:** This session will review how to build composite queries. Composite queries allow the user to create reports with a "spinning" date range, meaning that you can pull monthly data across a year, rather than having to build the same query and run it 12 separate times. Composite queries are best for basic demographic, assessments, and enrollment data. Site Administrators are welcome to attend. .
- 2) **Length and Type of Course:** This course is designed with the flexibility to meet any agency need for on site,

on line and web conference training. The length will be dependent upon the specific requirements of the customer.

- 3) **Prerequisites:** None
- 4) **Minimum/Maximum Number of Students:** Hands on course limited to 25 participants per class
- 5) **Class Schedule and Location:** On site schedule and location is by customer request. Web conference offered on regular basis. Both offsite and onsite (at customer's location) training is available for the same price listed below.
- 6) **Materials Necessary:** Hands on training requires laptop/computer for each student. Hard and/or soft course materials will be provided.
- 7) **Price of Course:** Pricing is firm fixed. Final cost of course is based upon customer requirements. Full day on site training is \$977.28; half day on site training is \$488.64; online training is provided @ \$87.95 per hour and abbreviated online training is provided at no charge.

### **Composite Query Building**

- 1) **Course Description:** This session will review how to build composite queries. Composite queries allow the user to create reports with a "spinning" date range, meaning that you can pull monthly data across a year, rather than having to build the same query and run it 12 separate times. Composite queries are best for basic demographic, assessments, and enrollment data. Site Administrators are welcome to attend. .
- 2) **Length and Type of Course:** This course is designed with the flexibility to meet any agency need for on site, on line and web conference training. The length will be dependent upon the specific requirements of the customer.
- 3) **Prerequisites:** None
- 4) **Minimum/Maximum Number of Students:** Hands on course limited to 25 participants per class
- 5) **Class Schedule and Location:** On site schedule and location is by customer request. Web conference offered on regular basis. Both offsite and onsite (at customer's location) training is available for the same price listed below.
- 6) **Materials Necessary:** Hands on training requires laptop/computer for each student. Hard and/or soft course materials will be provided.
- 7) **Price of Course:** Pricing is firm fixed. Final cost of course is based upon customer requirements. Full day on site training is \$977.28; half day on site training is \$488.64; online training is provided @ \$87.95 per hour and abbreviated online training is provided at no charge.

### **Basic Site Administrator Review**

- 1) **Course Description:** Perhaps your organization has had the software for years, and some of the basic administration features have escaped you. Maybe you were hired since the initial implementation, and never received a formal training. Whatever the reason may be, this training is worth attending for a review of features such as Manage Staff Accounts, Manage Demographics, Manage Feeder Tables, as well as a general overview of which Wizard to use while building in ETO. Geared toward Site Administrators. .
- 2) **Length and Type of Course:** This course is designed with the flexibility to meet any agency need for on site, on line and web conference training. The length will be dependent upon the specific requirements of the customer.
- 3) **Prerequisites:** None

- 4) **Minimum/Maximum Number of Students:** Hands on course limited to 25 participants per class
- 5) **Class Schedule and Location:** On site schedule and location is by customer request. Web conference offered on regular basis. Both offsite and onsite (at customer's location) training is available for the same price listed below.
- 6) **Materials Necessary:** Hands on training requires laptop/computer for each student. Hard and/or soft course materials will be provided.
- 7) **Price of Course:** Pricing is firm fixed. Final cost of course is based upon customer requirements. Full day on site training is \$977.28; half day on site training is \$488.64; online training is provided @ \$87.95 per hour and abbreviated online training is provided at no charge.

### **ETO Reports 102**

- 1) **Course Description:** ETO Reports are the cornerstone of our software. Take this opportunity to learn how to utilize ETO Reports to truly realize the impact your services are having on your community. This session will include a review of the differences between Crystal ETO Reports and Standard ETO Reports, a full examination of how different outcome choices (numeric, value-driven, yes/no) will affect ETO Reports and introduction to more advanced ETO-type reports available in ETO Software® (Net Impact, ETO: Assessment Reports, etc...). This session is open to all user roles.
- 2) **Length and Type of Course:** This course is designed with the flexibility to meet any agency need for on site, on line and web conference training. The length will be dependent upon the specific requirements of the customer.
- 3) **Prerequisites:** None
- 4) **Minimum/Maximum Number of Students:** Hands on course limited to 25 participants per class
- 5) **Class Schedule and Location:** On site schedule and location is by customer request. Web conference offered on regular basis. Both offsite and onsite (at customer's location) training is available for the same price listed below.
- 6) **Materials Necessary:** Hands on training requires laptop/computer for each student. Hard and/or soft course materials will be provided.
- 7) **Price of Course:** Pricing is firm fixed. Final cost of course is based upon customer requirements. Full day on site training is \$977.28; half day on site training is \$488.64; online training is provided @ \$87.95 per hour and abbreviated online training is provided at no charge.

**JOB TITLE: *Lead Programmer***

**Minimum/General Experience:** A minimum of five (5) years previous experience working on medium- to large-scale, mission critical production systems that directly support essential business or technical functions. The lead developer will be able to demonstrate solid experience managing the creation of browser-based user interfaces that support critical business workflows. The candidate will be fluent in standard browser technologies such as JavaScript, DHTML, and CSS as well as server side Java and J2EE. The candidate should be very familiar with SOA and will have practical experience with the Web 2.0 development paradigm.

**Functional Responsibility:** The Lead Programmer is responsible for programming, data modeling, and product enhancement. Programming responsibilities include planning, building, testing, debugging and performing related activities within prescribed timelines and with the required software and hardware technology. Data modeling experience includes all activities related to the analysis of system requirements, development of accurate models and graphical representations of system needs and business processes and implementing or adjusting that model in the given database system according to client needs and/or recommendations resulting from internal process review. Product enhancement responsibilities include the research, planning, building, testing, and debugging which is intended to change or improve the functionality, performance, usability or other quality of Social Solutions' systems, software, databases, data, or other system component.

**Minimum Education:** Bachelor's Degree in a related field. In lieu of a Bachelor's Degree, six (6) years of relevant experience is required.

**JOB TITLE: *Implementation Specialist***

**Minimum/General Experience:** A general background of applied technical experience dealing with systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, and structure and management practices.

**Functional Responsibility:** Analyzes and studies complex system requirements and prepares recommendations for change. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Modifies existing programs by integrating the necessary tracking elements and establishes a solution that maximizes client satisfaction and long-term usage by assisting in making refinements, reducing operating time, and improving current techniques.

**Minimum Education:** Bachelor's Degree in a related field and two (2) years of experience. In lieu of a Bachelor's Degree, six (6) years of relevant experience is required.

**JOB TITLE: *Implementation and Training Specialist***

**Minimum/General Experience:** A general background of applied technical experience dealing with systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, and structure and management practices.

**Functional Responsibility:** Utilizes online implementation and training techniques to analyze the complex system requirements and prepare recommendations for change. Modifies existing programs by integrating the necessary tracking elements and establishes a solution that maximizes client satisfaction and long-term usage by assisting in making refinements, reducing operating time, and improving current techniques.

**Minimum Education:** Bachelor's Degree in a related field. In lieu of a Bachelor's Degree, six (6) years of relevant experience is required.

SIN	MANUFACTURER	PART NUMBER	PRODUCT	PRODUCT DESCRIPTION	GSA PRICE	WARRANTY	COO
132-32	Social Solutions Global, Inc.	ETO-SI	ETO Software™ Site Edition	<ul style="list-style-type: none"> <li>For use by a single government grantee with not more than 10 programs. To manage its own service delivery.</li> <li>Includes 1 Site (first 5 users) and 20 additional users.</li> <li>No back-end access</li> <li>No third-party software/system integration</li> <li>No additional Site Licenses can be linked</li> <li>Maintenance is included</li> </ul>	\$14,659.13	Term of Software License	US
132-32	Social Solutions Global, Inc.	ETO-SI-AS	ETO Software™ Site Edition : Additional Site	Additional Site fee which includes the first 5 user accounts (minimum) per year/per site	\$972.39	N/A	US
132-32	Social Solutions Global, Inc.	ETO-SI-AU	ETO Software™ Site Edition : Additional User	Additional user accounts, beyond the first five, per year/per user	\$117.27	N/A	US
132-51	Social Solutions Global, Inc.	ETO-SI-IMP	ETO Software™ Site Edition : Recommended Implementation	Implementation rate per hour: minimum 4 days (8 hour day)	\$122.16	Term of Software License	US
132-51	Social Solutions Global, Inc.	ETO-SI-IMP-1	ETO Software™ Site Edition : Additional Implementation	Additional hourly Implementation rate: must be purchased in 4 hour increments	\$122.16	Term of Software License	US
132-32	Social Solutions Global, Inc.	ETO-SIMS	ETO Software™ Multi-Site Edition	<ul style="list-style-type: none"> <li>For use by a single organization with multiple programs</li> <li>Includes 10 Sites (first 5 users per site) and an additional 25 users.</li> <li>Allows back-end data access</li> <li>Allows third-party system integration</li> <li>Additional site licenses can be deployed for use within the Organization</li> <li>INCLUDES : 8 hours Custom Software Development/Custom Report Development (Where applicable, this can be used to accomplish Integration Planning)</li> <li>Maintenance is included</li> </ul>	\$43,977.38	Term of Software License	US
132-32	Social Solutions Global, Inc.	ETO-SIMS-AS	ETO Software™ Multi-Site Edition : Additional Site	Additional Site fee which includes the first 5 user accounts (minimum), per year/per site	\$972.39	N/A	US
132-32	Social Solutions Global, Inc.	ETO-SIMS-AU	ETO Software™ Multi-Site Edition : Additional User	Additional user accounts, beyond the first five, per year/per user	\$117.27	N/A	US
132-51	Social Solutions Global, Inc.	ETO-SIMS-IMP	ETO Software™ Multi-Site Edition : Recommended Implementation	Implementation rate per hour: minimum 8 days (8 hour day)	\$122.16	Term of Software License	US
132-51	Social Solutions Global, Inc.	ETO-SIMS-IMP-1	ETO Software™ Multi-Site Edition : Additional Implementation	Additional hourly Implementation rate: must be purchased in 4 hour increments	\$122.16	Term of Software License	US
132-32	Social Solutions Global, Inc.	ETO-IE	ETO Software™ Initiative Edition	<ul style="list-style-type: none"> <li>For use within a single departmental initiative with up to 100 sites</li> <li>Includes 5 Sites (first 5 users per site) and an additional 15 users.</li> <li>Allows back-end data access;</li> <li>Allows third-party system integration;</li> <li>Additional site licenses can be deployed for use within the Organization</li> <li>INCLUDES : 8 hours Custom Software Development/Custom Report Development (Where applicable, this can be used to accomplish Integration Planning)</li> <li>Maintenance is included</li> </ul>	\$24,683.75	Term of Software License	US
132-32	Social Solutions Global, Inc.	ETO-IE-AS	ETO Software™ Initiative Edition : Additional Site	Additional Site fee which includes the first 5 user accounts (minimum), per year/per site	\$972.39	N/A	US

SIN	MANUFACTURER	PART NUMBER	PRODUCT	PRODUCT DESCRIPTION	GSA PRICE	WARRANTY	COO
132-32	Social Solutions Global, Inc.	ETO-IE-AU	ETO Software™ Initiative Edition : Additional User	Additional user accounts, beyond the first five, per year/per user	\$117.27	N/A	US
132-51	Social Solutions Global, Inc.	ETO-IE-IMP	ETO Software™ Initiative Edition : Recommended Implementation	Implementation rate per hour: minimum 7.5 days (8 hour day)	\$122.16	Term of Software License	US
132-51	Social Solutions Global, Inc.	ETO-IE-IMP-1	ETO Software™ Initiative Edition : Additional Implementation	Additional hourly Implementation rate: must be purchased in 4 hour increments	\$122.16	Term of Software License	US
132-32	Social Solutions Global, Inc.	ETO-DE	ETO Software™ Distribution Edition	<ul style="list-style-type: none"> <li>Includes 15 Site Licenses (first 5 users per site) and an additional 25 users per Distribution Edition – each full Site may be available for distribution internally or externally</li> <li>Allows back-end data access</li> <li>Allows third-party system integration</li> <li>Additional Site Licenses can be purchased for distribution to other agencies programs or initiatives</li> <li>INCLUDES : 16 hours Custom Software Development/Custom Report Development</li> <li>Maintenance is included</li> </ul>	\$58,636.50	Term of Software License	US
132-32	Social Solutions Global, Inc.	ETO-DE-AS	ETO Software™ Distribution Edition : Additional Site	Additional Site fee which includes the first 5 user accounts (minimum), per year/per site	\$972.39	N/A	US
132-32	Social Solutions Global, Inc.	ETO-DE-AU	ETO Software™ Distribution Edition : Additional User	Additional user accounts, beyond the first five, per year/per user	\$117.27	N/A	US
132-51	Social Solutions Global, Inc.	ETO-DE-IMP	ETO Software™ Distribution Edition : Recommended Implementation	Implementation rate per hour: minimum 8 days (8 hour day)	\$122.16	Term of Software License	US
132-51	Social Solutions Global, Inc.	ETO-DE-IMP-1	ETO Software™ Distribution Edition : Additional Implementation	Additional hourly Implementation rate: must be purchased in 4 hour increments	\$122.16	Term of Software License	US
132-32	Social Solutions Global, Inc.	ETO-DE-SLAR	Additional Distribution Edition Sub-License Annual Renewal	This offers the Distribution Edition Licensee the right to provide a full-feature or modified Site License to programs and initiatives within the Agency for collection of common data elements, aggregated reporting and Site determined tracking needs, as necessary.	\$972.39	N/A	US
132-32	Social Solutions Global, Inc.	ETO-IR	ETO Software™ I&R Module	With this service a single call can enable an individual or family in need to be connected and referred electronically to one or multiple area service providers based on distance from the their location and other key factors	\$11,727.30	N/A	US
132-51	Social Solutions Global, Inc.	ETO-IR-IMP	ETO Software™ I&R Module : Recommended Implementation	Implementation rate per hour: minimum 3 days (8 hour day)	\$122.16	Term of Software License	US
132-51	Social Solutions Global, Inc.	ETO-IR-IMP-1	ETO Software™ I&R Module : Additional Implementation	Additional hourly Implementation rate: must be purchased in 4 hour increments	\$122.16	Term of Software License	US

Volume	Dollar Volume	Additional Discount
	over \$60,000	1%
	over \$80,000	2%
	over \$100,000	3%

**Social Solutions Global, Inc.**  
**Awarded GSA Pricelist**  
**SIN 132-50: Training Courses**



SIN	Course Title	Min/Max No. of Students	Duration	GSA Price
132-50	Basic Site Administration	1-25	4 hours	\$488.64
132-50	Basic Site Administration	1-25	8 hours	\$977.28
132-50	Simplify the User Experience	1-25	4 hours	\$488.64
132-50	Simplify the User Experience	1-25	8 hours	\$977.28
132-50	Management Reports	1-25	4 hours	\$488.64
132-50	Management Reports	1-25	8 hours	\$977.28
132-50	Entities	1-25	4 hours	\$488.64
132-50	Entities	1-25	8 hours	\$977.28
132-50	Intermediate Query Wizard	1-25	4 hours	\$488.64
132-50	Intermediate Query Wizard	1-25	8 hours	\$977.28
132-50	Fresh Tracks	1-25	4 hours	\$488.64
132-50	Fresh Tracks	1-25	8 hours	\$977.28
132-50	Reports	1-25	4 hours	\$488.64
132-50	Reports	1-25	8 hours	\$977.28
132-50	Outcome Wizard	1-25	4 hours	\$488.64
132-50	Outcome Wizard	1-25	8 hours	\$977.28
132-50	Service Plans	1-25	4 hours	\$488.64
132-50	Service Plans	1-25	8 hours	\$977.28
132-50	Beginner Query Wizard	1-25	4 hours	\$488.64
132-50	Beginner Query Wizard	1-25	8 hours	\$977.28
132-50	Batch Upload	1-25	4 hours	\$488.64
132-50	Batch Upload	1-25	8 hours	\$977.28
132-50	Tracking Employment in ETO Software	1-25	4 hours	\$488.64
132-50	Tracking Employment in ETO Software	1-25	8 hours	\$977.28
132-50	Family Functionality	1-25	4 hours	\$488.64
132-50	Family Functionality	1-25	8 hours	\$977.28
132-50	Assessment Wizard	1-25	4 hours	\$488.64
132-50	Assessment Wizard	1-25	8 hours	\$977.28
132-50	Enterprise Management	1-25	4 hours	\$488.64
132-50	Enterprise Management	1-25	8 hours	\$977.28
132-50	Taking Attendance	1-25	4 hours	\$488.64
132-50	Taking Attendance	1-25	8 hours	\$977.28
132-50	Composite Query Wizard	1-25	4 hours	\$488.64
132-50	Composite Query Wizard	1-25	8 hours	\$977.28
132-50	Composite Query Building	1-25	4 hours	\$488.64
132-50	Composite Query Building	1-25	8 hours	\$977.28
132-50	Basic Site Administrator Review	1-25	4 hours	\$488.64
132-50	Basic Site Administrator Review	1-25	8 hours	\$977.28
132-50	ETO Reports 102	1-25	4 hours	\$488.64
132-50	ETO Reports 103	1-25	8 hours	\$977.28

*Note: Please see attached Training Course Descriptions*

Social Solutions Global, Inc.  
Awarded GSA Pricelist



**SIN 132-51: Information Technology Professional Services**

SIN	Labor Category	GSA Hourly Rate
132-51	Lead Programmer	\$141.70
132-51	Implementation Specialist	\$122.16
132-51	Implementation and Training Specialist	\$87.95