

AUTHORIZED FEDERAL SUPPLY SERVICE  
INFORMATION TECHNOLOGY SCHEDULE PRICELIST

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SCHEDULE 70 - GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE AND SERVICES



**SPECIAL ITEM No. 132-50 TRAINING COURSES**

**SPECIAL ITEM No. 132-51 INFORMATION TECHNOLOGY 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
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	AUTOMATED NEWS SERVICES, DATA SERVICES, OR OTHER INFORMATION SERVICES
FPDS CODE D399	OTHER INFORMATION TECHNOLOGY SERVICES, NOT ELSEWHERE

**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:** OFFEROR'S AND AGENCIES ARE ADVISED THAT THE GROUP 70 – INFORMATION TECHNOLOGY SCHEDULE IS NOT TO BE USED AS A MEANS TO PROCURE SERVICES WHICH PROPERLY FALL UNDER THE BROOKS ACT. THESE SERVICES INCLUDE, BUT ARE NOT LIMITED TO, ARCHITECTURAL, ENGINEERING, MAPPING, CARTOGRAPHIC PRODUCTION, REMOTE SENSING, GEOGRAPHIC INFORMATION SYSTEMS, AND RELATED SERVICES. FAR 36.6 DISTINGUISHES BETWEEN MAPPING SERVICES OF AN A/E NATURE AND MAPPING SERVICES WHICH ARE NOT CONNECTED NOR INCIDENTAL TO THE TRADITIONALLY ACCEPTED A/E SERVICES.

**NOTE 3:** THIS SOLICITATION IS NOT INTENDED TO SOLICIT FOR THE RESELLING OF IT PROFESSIONAL SERVICES, EXCEPT FOR THE PROVISION OF IMPLEMENTATION, MAINTENANCE, INTEGRATION, OR TRAINING SERVICES IN DIRECT SUPPORT OF A PRODUCT. UNDER SUCH CIRCUMSTANCES, THE SERVICES MUST BE PERFORMED BY THE PUBLISHER OR MANUFACTURER OR ONE OF THEIR AUTHORIZED AGENTS.

**CONTRACTOR:** DESKTOP SERVICE CENTER, INC. D/B/A TECHEAD  
111 NORTH 17<sup>TH</sup> STREET  
RICHMOND, VA 23219  
T. 804.782.6971  
F. 804.782.2033  
WEB: [WWW.TECHEAD.COM](http://WWW.TECHEAD.COM)

**CONTRACT NUMBER:** GS-35F-0267M

**CONTRACT PERIOD:** FEBRUARY 14, 2007 THRU FEBRUARY 13, 2017

**BUSINESS SIZE:** WOMAN-OWNED, SMALL BUSINESS

**KEY CONTACT:** PHILISE CONEIN, CEO/COO, [PHILISE@TECHEAD.COM](mailto:PHILISE@TECHEAD.COM)

PRICELIST CURRENT THROUGH MODIFICATION **PS-0013**, DATED **APRIL 14, 2012**

PRODUCTS AND ORDERING INFORMATION IN THIS AUTHORIZED INFORMATION TECHNOLOGY SCHEDULE PRICELIST ARE ALSO AVAILABLE ON THE GSA ADVANTAGE! SYSTEM! ([HTTP://WWW.GSAADVANTAGE.GOV](http://WWW.GSAADVANTAGE.GOV))

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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.gsaadvantage.gov](http://www.gsaadvantage.gov)). The catalogs/pricelists, GSA Advantage! and the Federal Acquisition Service Home Page ([www.gsa.gov/fas](http://www.gsa.gov/fas)) 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.**

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

**ORDERING:** Desktop Service Center, Inc.  
DBA TECHEAD  
111 North 17th Street  
Richmond, VA 23219

**PAYMENT:** Desktop Service Center, Inc.  
DBA TECHEAD  
111 North 17th Street  
Richmond, VA 23219

Contractors are required to accept the government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders.

TECHEAD will accept government purchase cards for payment above the micro-purchase threshold. In addition, information to support wire transfer payments will be provided on invoices.

**The following telephone number(s) can be used by ordering agencies to obtain technical and/or ordering assistance: (804) 782-6971 or Toll-Free (800) 644-5737**

3. **LIABILITY FOR INJURY OR DAMAGE**

The Contractor shall not be liable for any injury to Government personnel or damage to Government 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. **STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:**

- Block 9: G. Order/Modification Under Federal Schedule Contract
- Block 16: Data Universal Numbering System: 61-9306194
- Block 30: B. Other Small Business
- Block 31: Woman-Owned Business: Yes
- Block 37: Contractor's Taxpayer Identification (TIN): 54-1595687
- Block 40: Veteran Owned Small Business: No

4a. **CAGE CODE**

1UBY7

4b. **CONTRACTORS CENTRAL REGISTRATION (CCR) DATABASE**

TECHEAD. has registered with the CCR database.

5. **FOB**

Destination

6. **DELIVERY SCHEDULE**

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

**SPECIAL ITEM NUMBERS 132-50 AND 132-51**

TECHEAD will adhere to the delivery schedule stipulated in each delivery order and/or delivery order amendment.

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

**7. DISCOUNTS: PRICES SHOWN ARE NET PRICES; BASIC DISCOUNTS HAVE BEEN DEDUCTED.**

a. Prompt Payment: None.

b. Quantity:

SIN 132-50:

25% off first class (one-time offer)

10% off 2 classes booked at once (b.a.o.)

15% off 3 classes b.a.o.

20% off 4 or more classes b.a.o.

SIN 132-51:

40 hours for the price of 32 for new clients only (only first week)

Or 10% off on a certain client contracts, based on pre-determined personnel hiring quota. Reviewed on a case-by-case basis.

c. Dollar Volume:None.

d. Government Educational Institutions: Government Educational Institutions are offered the same discounts as all other Government customers.

**SIN 132-50: "TRY TECHEAD" DISCOUNT – 25% off for first time new accounts only.**

**No minimum signup quota required.**

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

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

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

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

**10. SMALL REQUIREMENTS**

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

**11. MAXIMUM ORDER**

The maximum dollar value of orders to be issued is \$25,000.00 under SIN 132-50 and \$500,000 under SIN 132-51.

**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 2003)

- (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. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.

- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

**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 52.212-4)

**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.gsaadvantage.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.

c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and / or services awarded.

**19. OVERSEAS ACTIVITIES:**

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

Not Applicable.

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

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

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

**21. CONTRACTOR TEAM ARRANGEMENTS:**

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

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

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall 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:**

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that IT hardware/software/services are 508 compliant.

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:

Not Applicable.

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

**1. SCOPE**

a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.

b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

**2. ORDER**

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

**3. TIME OF DELIVERY**

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

**4. CANCELLATION AND RESCHEDULING**

a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.

b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.

c. The ordering activity reserves the right to substitute one student for another up to the first day of class.

d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

**5. FOLLOW-UP SUPPORT**

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

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

**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.

Courses	5% B.A.O	10% B.A.O	15% B.A.O	20% B.A.O	25%
	PRICES INCLUDE IFF				
	1 Class	2 Classes	3 Classes	4 Classes	First Time
ADOBE FLASH: INTRODUCTION	\$1,457.78	\$1,381.05	\$1,304.33	\$1,227.60	\$1,150.88
ADOBE DREAMWEAVER: WEBSITE DEVELOPMENT	\$1,457.78	\$1,381.05	\$1,304.33	\$1,227.60	\$1,150.88
ADOBE FLEX: DEVELOPING RICH CLIENT APPLICATIONS	\$1,457.78	\$1,381.05	\$1,304.33	\$1,227.60	\$1,150.88
ADOBE FLEX: LIVECYCLE DATA SERVICES	\$1,457.78	\$1,381.05	\$1,304.33	\$1,227.60	\$1,150.88
ADOBE PHOTOSHOP: BASIC PRODUCTION	\$444.13	\$420.75	\$397.38	\$374.00	\$350.63
ADOBE PHOTOSHOP: ADVANCED DESIGN	\$444.13	\$420.75	\$397.38	\$374.00	\$350.63
ADOBE ILLUSTRATOR: BASIC PRODUCTION	\$444.13	\$420.75	\$397.38	\$374.00	\$350.63
ADOBE ILLUSTRATOR: ADVANCED DESIGN	\$444.13	\$420.75	\$397.38	\$374.00	\$350.63
ADOBE INDESIGN: BASIC PRODUCTION	\$935.25	\$886.05	\$836.83	\$787.60	\$738.38
ADOBE INDESIGN: DOWN & DIRTY BASICS	\$444.13	\$420.75	\$397.38	\$374.00	\$350.63
ADOBE INDESIGN: ADVANCED DESIGN	\$444.13	\$420.75	\$397.38	\$374.00	\$350.63
ADOBE ACROBAT: INTRODUCTION	\$444.13	\$420.75	\$397.38	\$374.00	\$350.63
ADOBE CAPTIVATE	\$850.25	\$805.50	\$760.75	\$716.00	\$671.25
WORKFLOW TRAINING: EMAIL MARKETING	\$444.13	\$420.75	\$397.38	\$374.00	\$350.63
WORKFLOW TRAINING: WEB DESIGN	\$444.13	\$420.75	\$397.38	\$374.00	\$350.63
WORKFLOW TRAINING: PRINT PRODUCTION DESIGN	\$444.13	\$420.75	\$397.38	\$374.00	\$350.63

*Note: Class prices shown are TECHEAD's regularly scheduled classes at their Richmond Virginia Training Center as offered. Current class offerings can be seen at [www.TECHEAD.com](http://www.TECHEAD.com).*

*Classes at TECHEAD Richmond Training Center from published schedule dates.  
IFF is absorbed by TECHEAD.*

**7. INVOICES AND PAYMENT**

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

**8. FORMAT AND CONTENT OF TRAINING**

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

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

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

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

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

(2) The length of the course;

(3) Mandatory and desirable prerequisites for student enrollment;

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

(5) The locations where the course is offered;

(6) Class schedules; and

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

e. For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

f. For Online Training Courses, a copy of all training material must be available for electronic download by the students.

**9. "NO CHARGE" TRAINING**

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

None  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**TECHEAD'S FIXED PRICE TRAINING 132-50**

*Note: Class prices shown are TECHEAD's regularly scheduled classes at their Richmond Virginia Training Center as offered. Current class offerings can be seen at [www.TECHEAD.com](http://www.TECHEAD.com).*

ADOBE FLASH-- INTRODUCTION			
<b>Length</b>	2 days	<b>Maximum Number of Students:</b>	8
<p>This is an introductory class that provides designers and developers new to the Flash environment the knowledge and hands-on practice they need to create rich Flash content. Students will produce an engaging interface using text, graphics, animations, video, and sound. Simple user interactions are added using built in ActionScript behaviors and Script Assist. In addition to teaching essentials, the course focuses on teaching best practices for creating Flash content.</p>			
ADOBE DREAMWEAVER: WEBSITE DEVELOPMENT			
<b>Length</b>	3 Days	<b>Maximum Number of Students</b>	8
<p>This class provides web designers with the knowledge and hands-on practice they need to build and manage professional web sites using Dreamweaver .</p> <p>This course is for people new to web design and development and want to use Dreamweaver to build intuitive, attractive and accessible web sites</p>			
ADOBE FLEX: DEVELOPING RICH CLIENT APPLICATIONS			
<b>Length</b>	2 days	<b>Maximum Number of Students:</b>	8
<p>Developing Rich Internet Client Applications provides experienced application developers with hands-on, practical experience using Flex. This three day course introduces developers to all the primary features of Flex they'll need to know in order to build a fully functional, well architected front end for a Rich Internet Application (RIA).</p>			
ADOBE LIVECYCLE DATA SERVICES:			
<b>Length</b>	2 days	<b>Maximum Number of Students:</b>	8
<p>Integrating with Data and Messaging provides experienced application developers with hands-on, practical experience connecting their Flex client applications to remote, dynamic data using LiveCycle Data Services. This two day course instructs developers how to connect with remote data using web services and LiveCycle Data Services' features allowing communication with a Javabased server environment.</p> <p>This course is designed for application developers who want to connect their Flex client applications to dynamic data using Java-based server environments and web services. Have attended the Flex 3: Developing Rich Client Applications course.</p> <p>To gain the most from this class, you should:</p> <ul style="list-style-type: none"> <li>• Have attended the Flex 3: Developing Rich Client Applications course.</li> <li>• Have equivalent knowledge of the topics covered in F3RCA./p&gt;</li> </ul>			
ADOBE PHOTOSHOP: BASIC PRODUCTION			
<b>Length</b>	2 days	<b>Maximum Number of Students:</b>	8
<p>This course offers improved access to its unrivaled power with the new more intuitive Adjustments and Masks panels, which put image-editing tools at your fingertips. Accelerated graphics handling delivers incredibly smooth painting, panning, zooming, and canvas rotation. More powerful compositing, enhanced color correction, and many more improvements help you work more efficiently than ever before.</p> <p>Photoshop Basic Production is designed for the student who has little or no experience using Adobe Photoshop, and who needs to learn the basic skills that are necessary in order to begin to use this program effectively. In this course, you'll work with some of the new tools and features to edit images as well as new CS4 tools for painting, retouching, and enhancing images. In addition, you will work with layers and layer selections.</p> <p>Before taking this course, you should have a basic understanding of your computer's operating system. For example, you</p>			

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

should know how to launch an application, create and save files, and copy files from CDs and other media.

**ADOBE PHOTOSHOP: ADVANCED DESIGN**

<b>Length</b>	2 days	<b>Maximum Number of Students:</b>	8
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Our Level 2 class for Photoshop is where everything really gets fun. If you've taken the CS4 Basic Production, or if you work with Photoshop on a regular basis, this is definitely your class for learning the "wow" features of Photoshop.

Photoshop CS4: Advanced Design will enhance your ability to create accurate masks, image effects, and retouch images. When you've completed the course, you'll have a firm grasp on Photoshop concepts that are applicable to almost every facet of using the application, including Web design, preparing photographic images for printing, and illustration.

To ensure your success, we recommend you first take Photoshop CS3: Basic Production or Photoshop CS2: Level 1.

**ADOBE ILLUSTRATOR: BASIC PRODUCTION**

<b>Length</b>	2 days	<b>Maximum Number of Students:</b>	8
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Adobe Illustrator CS4 software, available for both Mac and Windows®, is a comprehensive vector graphics environment that is tightly integrated with other Adobe Creative Suite® 4 software. Discover the power of editing appearances, work efficiently with new guides and panels, and deliver to developers, to printers, and across applications more easily than ever. Stay ahead of the pace of change with precisely the tools you need for mastering print, web, interactive, motion, and mobile content design.

Before taking this course, you should have a basic understanding of your computer's operating system. For example, you should know how to launch an application, create and save files, and copy files from CD and other media.

**ADOBE ILLUSTRATOR: ADVANCED DESIGN**

<b>Length</b>	2 days	<b>Maximum Number of Students:</b>	8
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Advanced Design is our Level 2 Illustrator class, and this is where you really get to see the best tricks of the program. Whether you've been using Illustrator for years, or you're trying to stretch your wings from Illustrator CS4: Basic Production, this is the class that will really make you master of Illustrator's creative tools.

In this course, you will create complex, robust illustrations that go beyond those you could create using Illustrator's basic tools. This class focuses on creating complex illustrations, managing color across a range of devices, and control how illustrations print and appear on the web.

Before taking this class, you should complete the following TECHEAD class, or have equivalent knowledge: Illustrator® CS3: Basic Production

**ADOBE INDESIGN: BASIC PRODUCTION**

<b>Length</b>	2 days	<b>Maximum Number of Students:</b>	8
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comprehensive vector graphics environment that is tightly integrated with other Adobe Creative Suite® 4 software. Discover the power of editing appearances, work efficiently with new guides and panels, and deliver to developers, to printers, and across applications more easily than ever. Stay ahead of the pace of change with precisely the tools you need for mastering print, web, interactive, motion, and mobile content design.

Before taking this course, you should have a basic understanding of your computer's operating system. For example, you should know how to launch an application, create and save files, and copy files from CD and other media.

**ADOBE INDESIGN DOWN AND DIRTY BASICS**

<b>Length</b>	2 days	<b>Maximum Number of Students:</b>	8
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Explore more creative possibilities and experience new levels of productivity using Adobe® InDesign® CS4 page layout software. Built for demanding workflows, InDesign integrates smoothly with Adobe Photoshop®, Illustrator®, Acrobat®, InCopy®, and Dreamweaver® software; offers powerful features for creating richer, more complex documents; and reliably outputs pages to multiple media. With its sophisticated design features and enhanced productivity tools for streamlining repetitive tasks, InDesign CS4 lets you work faster and better than ever. In this course you will learn the basics of creating documents with InDesign.

In order to be successful with this course, a basic understanding of the operating system and of using applications in general is

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

needed.			
<b>ADOBE INDESIGN: ADVANCED DESIGN</b>			
<b>Length</b>	2 days	<b>Maximum Number of Students:</b>	8
<p>In this course, you will use the advanced features in InDesign to create documents that are attractive and have the highest degree of perfection.</p> <p>To ensure your success, we recommend you first take the following InDesign CS3 or CS4: Basic Production or InDesign CS3 or CS4: Level 1.</p>			
<b>ADOBE ACROBAT: INTRODUCTION</b>			
<b>Length</b>	2 days	<b>Maximum Number of Students:</b>	8
<p>Adobe® Acrobat® 9 Professional software enables business professionals to reliably create, combine, and control Adobe PDF documents for easy, more secure distribution, collaboration, and data collection. Combine files from multiple applications, collaborate on documents via e-mail or server, and collect information with electronic forms. Protect sensitive information with passwords and permissions. Enable Adobe Reader® users to participate in document reviews, fill and save forms, and digitally sign documents.</p> <p>This course acquaints you with all of Acrobat 9.0's new features for creating, reviewing, editing, commenting on, restructuring, and preflighting PDF files, including the newest: improved security, new tools for repairing errors in print preflight, structured bookmarks, portfolios include all the files you want- and tells the user how to navigate them easily ,easier multimedia, the review and compare are tops for business use the enhanced output options and more. Professional tips and techniques are scattered throughout!</p>			
<b>ADOBE CAPTIVATE</b>			
<b>Length</b>	2 days	<b>Maximum Number of Students:</b>	8
<p>Adobe® Captivate® 4 software is packed with new features that help you work faster, collaborate more effectively, and create more realistic and engaging eLearning content with advanced interactivity, software and scenario simulations, quizzes, tables of contents, widgets, and more — all without programming or multimedia skills. Adobe Captivate 4 is designed to take participants through the development process of building software demonstrations and interactive simulations. The class is task-based, with participants learning by recording and updating projects. Along with covering the key features of Captivate 4, the class focuses on best practices to record Captivate projects.</p> <p>The audience for this course is beginning and intermediate Captivate users who want to create software demonstrations and interactive simulations. Captivate appeals to a wide variety of audiences, typically grouped in training and education, sales and marketing, or technical support and documentation.</p> <p>Familiarity with the Microsoft Windows operating system, an internet browser and using basic computer terminology.</p>			
<b>WORKFLOW TRAINING: EMAIL MARKETING</b>			
<b>Length</b>	2 days	<b>Maximum Number of Students:</b>	8
<p>TECHEAD introduces our newest type of training, specialized Workflow Training. Our 1 day Email Marketing class will help you streamline your workflow to create web blasts for email campaigns, events, announcements, etc. We'll also review tips on using web marketing applications for your web blast creations.</p> <p>Intermediate knowledge of Photoshop and Dreamweaver. Ability to open documents in these programs, general familiarity with tools, palettes, HTML, and use of the web</p>			
<b>WORKFLOW TRAINING WEB DESIGN</b>			
<b>Length</b>	2 days	<b>Maximum Number of Students:</b>	8
<p>TECHEAD introduces our newest type of training, specialized Workflow Training. Our 1 day Web Design class will help you streamline your workflow for basic web design. We'll help you design in Photoshop and then implement your project in Dreamweaver.</p> <p>Intermediate knowledge of Photoshop and Dreamweaver. Ability to open documents in these programs, general familiarity tools, palettes, HTML, and use of the web</p>			

GSA SCHEDULE ----- INFORMATION FOR ORDERING ACTIVITIES

WORKFLOW TRAINING: PRINT PRODUCTION DESIGN			
Length	2 days	Maximum Number of Students:	8
<p>TECHEAD introduces our newest type of training, specialized Workflow Training. Our 1 day Print Production Design class will help you streamline your workflow for print projects - newsletters, flyers, brochures, etc. Basic knowledge of Photoshop, Illustrator, and InDesign. Ability to open documents in these programs, general familiarity with tools and palettes</p>			

**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/IAM Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

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

**3. ORDER**

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

**4. PERFORMANCE OF SERVICES**

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

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

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence

of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

**6. INSPECTION OF SERVICES**

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

**7. RESPONSIBILITIES OF THE CONTRACTOR**

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

**8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT 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 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

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

#### **13. RESUMES**

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

#### **14. INCIDENTAL SUPPORT COSTS**

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

#### **15. APPROVAL OF SUBCONTRACTS**

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

**16. DESCRIPTION OF IT SERVICES AND PRICING**

TECHEAD provides creative solutions, multi-media training, web development (design, creation, database, integration, programming, and multimedia authoring). TECHEAD specializes in LMAP (Linux, Apache, MySQL, PHP) with the experience in PERL, Flash MX, ColdFusion MX, Java, Oracle, UNIX, WinNT, Win2K, and Mac OSX.

In 1995, TECHEAD was one of the first companies in Richmond to recognize the internet as a revolution in corporate communications. In 1997, TECHEAD began to offer web services, site design, development, and database integrations and deployment to the web. In 1998, TECHEAD recognized that the open source language, Linux, was becoming a standard for web development and shifted our development research towards LAMP.

In 1998, 1999, and 2000 TECHEAD was honored as one of the top "rising 25", hosted by KMPG. TECHEAD was also recognized as one of the "Fabulous Fifty" fastest growing companies in the state of Virginia for 1999 and 2000.

**LABOR CATEGORY DESCRIPTIONS****CONTENTS SPECIALIST - WEB**

**Education:** Bachelor's Degree in Computer Science or related technical discipline (i.e., information systems, computer science or engineering).

**Experience:** 0-2 years experience in web development and implementation

**Duties/Responsibilities:** Assists in the development and implementation of web sites. Creates matrix between one or more websites.

**SENIOR WEB CONTENT SPECIALIST**

**Education:** Bachelor's Degree in Computer Science or related technical discipline (i.e., information systems, computer science or engineering).

**Experience:** Three or more years experience in web development and implementation

**Duties/Responsibilities:** Assists in the development and implementation of web sites. Creates matrix between one or more websites. Mentors and supervises less senior web content specialists.

**CLIENT/SERVER PROGRAMMER**

**Education:** Bachelor's Degree in Computer Science or related technical discipline (i.e., information systems, computer science or engineering).

**Experience:** 0-3 years experience in programming

**Duties/Responsibilities:**

Reviews, analyzes, and modifies programming systems (ie-encoding, testing, debugging and installing to support an organization's client/server software applications).

**DATABASE ADMINISTRATOR**

**Education:** Bachelor's Degree in Computer Science or related technical discipline (i.e., information systems, computer science or engineering).

**Experience:** 2-4 years experience in Db Administration

**Duties/Responsibilities:** Administers, maintains, develops, and implements policies/procedures for ensuring the security and integrity of the company or agency database. Implements data models and database designs, data access and table maintenance codes, resolves database performance issues, database capacity issues, replication, and other distributed data issues.

DESIGNER 1 -- WEB

**Education:** Bachelor's Degree in Computer Science or related technical discipline (i.e., information systems, computer science or engineering).

**Experience:** 2+ years experience in design

**Duties/Responsibilities:**

Produces graphic sketches, designs, and copy layouts for online content. Determines size and arrangement of illustrative material and copy, selects style and size of type and arranges layout based upon available space, knowledge of layout principles, and aesthetic design concepts.

GRAPHICAL USER INTERFACE (GUI) PROGRAMMER I

**Education:** Bachelor's Degree in Computer Science or related technical discipline (i.e., information systems, computer science or engineering).

**Experience:** 0-3 years experience in programming

**Duties/Responsibilities:**

Designs and develops web applications using a number of visual components such as Java AWT or Swing. May participate in testing Java GUI components and testing improvements of Java GUI components..

HELP DESK SUPPORT

**Education:** Associates Degree in related area.

**Experience:** 0-2 years experience in support functions

**Duties/Responsibilities:**

Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Tracks and monitors the problem to insure a timely resolution.

HTML PRODUCTION ARTIST

**Education:** Associates Degree or equivalent experience in Communication Arts, Computer Science, or Information Systems.

**Experience:** 0-1 years experience in HTML design

**Duties/Responsibilities:**

Produces basic graphic sketches, designs, and copy layouts for online content. Relies on instructions and pre-established guidelines to perform the functions of the job.

INTERFACE DESIGNER - WEB

**Education:** Associates Degree in Computer Science or related technical discipline (i.e., information systems, computer science or engineering).

**Experience:** 0-2 years experience in interface design

**Duties/Responsibilities:**

Designs html prototypes, visual interfaces and interaction of web-based applications. Designs and evaluates visual human interfaces utilizing user-centered principles. Implements the user interface design. Works with the product development team to design online user experiences.

NETWORK ADMINISTRATOR

**Education:** Bachelor's Degree in Computer Science or related technical discipline (i.e., information systems, computer science or engineering).

**Experience:** 0-2 years experience in Network Administration

**Duties/Responsibilities:**

Installs, configures and maintains organization's network. Builds networks and maintains external and internal web presence, administers the networks. Performs system backdrops on its internal web network servers. Designs and supports server systems and supporting software.

PC MAINTENANCE TECHNICIAN I

**Education:** Associates Degree in Computer Science or related technical discipline (i.e., information systems, computer science or engineering).

**Experience:** 0-3 years experience in PC maintenance

**Duties/Responsibilities:**

Maintains, analyzes, trouble shoots, and repairs computer systems, hardware and computer peripherals. Documents, maintains, upgrades or replaces hardware and software systems. Supports and maintains user account information including rights, security and systems groups.

PROGRAMMER I

**Education:** Associates Degree in Computer Science or related technical discipline (i.e., information systems, computer science or engineering).

**Experience:** 0-3 years experience in programming

**Duties/Responsibilities:**

Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and documenting programs.

PROGRAMMER II

**Education:** Possesses a BA/BS degree in Information Systems, Computer Science, Engineering, Business, or related field.

**Experience:** Three or more years of project related experience. Requires competence in computer programming languages and the ability to develop computer systems from written design specifications.

**Duties/Responsibilities:** Provides software development services to include the development of user interface screens, develop reports, and to write source code, as part of a development team. Develops, tests, debugs, and modifies computer application software based on detailed specifications in order to produce a required product. Produces documentation for application code as well as system functionality. Modifies application software to improve performance and/or functionality. Mentors and supervises less senior programmers.

SYSTEMS ADMINISTRATION

**Education:** Associates Degree in Computer Science or related technical discipline (i.e., information systems, computer science or engineering).

**Experience:** 2-5 years experience in programming

**Duties/Responsibilities:** Reviews, analyzes, and modifies programming systems including encoding, testing, debugging and documenting programs.

UNIX ADMINISTRATION

**Education:** Bachelor's Degree in Computer Science or related technical discipline (i.e., information systems, computer science or engineering).

**Experience:** 0-2 years experience in UNIX

**Duties/Responsibilities:**

Installs, configures and maintains an organization's operating systems. Analyzes and resolves problems associates with server hardware UNIX application software. Detects, diagnoses, and reports UNIX related problems on servers.

JUNIX ADMINISTRATOR II

**Education:** Bachelor's Degree in Computer Science or related technical discipline (i.e., information systems, computer science or engineering).

**Experience:** Three or more years experience in UNIX

**Duties/Responsibilities:** Installs, configures and maintains an organization's operating systems. Analyzes and resolves problems associates with server hardware UNIX application software. Detects, diagnoses, and reports UNIX related problems on servers.

WEB SECURITY ADMINISTRATOR

**Education:** Bachelor's Degree in Computer Science or related technical discipline (i.e., information systems, computer science or engineering).

**Experience:** 2-4 years experience in computer security

**Duties/Responsibilities:**

Develops, implements, and maintains firewall technologies that secure an organization's website. Defines network security issues, develops plans and procedures, and ensures safety and privacy of their newly developed internet and intranet sites. Creates, modifies and deletes user profiles and other access controls. Reviews security logs and violation reports.

TECHNICAL TRAINER

**Education:** Bachelor's Degree in Computer Science or related technical discipline (i.e., information systems, computer science or engineering).

**Experience:** 2-4 years experience in training

**Duties/Responsibilities:**

Participates in and conducts technical training programs. Determines training objectives. Writes training programs, including outline, text, handouts, and tests, and designed laboratory exercises. Lectures class on safety, installation, programming, maintenance, and repair of machinery and equipment, following outline, handouts and texts. Administers written and practical exams and writes performance reports to evaluate trainees' performance.

WEBMASTER

**Education:** Bachelor's Degree in Computer Science or related technical discipline (i.e., information systems, computer science or engineering).

**Experience:** 2-4 years experience in web management

**Duties/Responsibilities:**

Develops and maintains the company's portal. Performs backups and ensure user accessibility to the site. Monitors site traffic performance. Improves the company's efficiency and designs the look and feel for the site. Must have a working knowledge of HTML, JavaScript, and SQL.

IT PROJECT MANAGER

**Education:** Possesses a BA/BS degree in Information Systems, Computer Science, Engineering, Business, or related field.

**Experience:** Over eight (8) years general experience and six (4) years direct experience managing information technology (IT) projects. Demonstrated ability to provide guidance and direction for multiple IT projects.

**Duties/Responsibilities:** Acts as manager and overall point of contact for a specific project within an overall enterprise-wide IT solution program. Directs project-specific IT staff and reviews work products for completeness and adherence to customer requirements. Provides communication to management to review project plans, status reports, and deliverables. Develops overall project milestones and monitors the execution of the project against planned timelines.

## LABOR PRICING

TITLE	UNIT	NET GSA RATE
CONTENT SPECIALIST – WEB	HOUR	\$84.65
SENIOR WEB CONTENT SPECIALIST	HOUR	\$95.59
CLIENT/SERVER PROGRAMMER	HOUR	\$84.65
DATABASE ADMINISTRATOR	HOUR	\$84.65
DESIGNER I – WEB	HOUR	\$84.65
GRAPHIC USER INTERFACE (GUI) PROGRAMMER I	HOUR	\$84.65
HELP DESK SUPPORT	HOUR	\$84.65
HTML – PRODUCTION ARTIST	HOUR	\$84.65
INTERFACE DESIGNER – WEB	HOUR	\$84.65
NETWORK ADMINISTRATOR	HOUR	\$84.65
PC MAINTENANCE TECHNICIAN I	HOUR	\$84.65
PROGRAMMER I	HOUR	\$84.65
PROGRAMMER II	HOUR	\$117.51
SYSTEMS ADMINISTRATOR	HOUR	\$84.65
UNIX ADMINISTRATOR	HOUR	\$84.65
UNIX ADMINISTRATOR II	HOUR	\$94.61
WEB SECURITY ADMINISTRATOR	HOUR	\$84.65
TECHNICAL TRAINER	HOUR	\$84.65
WEBMASTER	HOUR	\$84.65
IT PROJECT MANAGER	HOUR	\$109.54

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

**Preamble**

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

**COMMITMENT**

To actively seek and partner with small businesses.

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

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

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

To 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 Federal Government contracts. To accelerate potential opportunities please contact **Philise R. Conein, CEO/COO, (804) 782-6971, philise@TECHEAD.com, Fax: (804) 782-2033.**

BEST VALUE  
BLANKET PURCHASE AGREEMENT  
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

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

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

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

Signatures

\_\_\_\_\_

Ordering Activity

Date

\_\_\_\_\_

Contractor

Date

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.

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**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 of the Federal Supply Schedule Contract.

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

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

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the 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.