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

**Multiple Award Schedule**  
Code F – Information Technology  
F.04 – IT Software Subcategory  
F.03 – IT services Subcategory

Special Item Number 511210 – Software Licenses  
Special Item Number 54151 – Software Maintenance Services  
Special Item Number 54151S – IT Professional Services  
Special Item Number OLM – Order Level Materials

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**Acumen Solutions, Inc.**  
8280 Greensboro Drive, Suite 400  
McLean, VA 22102-3807  
703-600-4000 Phone  
703-600-4001 Fax  
www.acumen solutions.com  
GSASchedule@acumensolutions.com

Contract Number: GS-35F-0287P  
Period Covered by Contract: February 19, 2014 through February 18, 2024

Pricelist current through Modification #PS-A812, effective March 15, 2020

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.
# TABLE OF CONTENTS

Information for Ordering Activities............................................. 3

Terms and Conditions Applicable to Software Licenses (Special Item Number 511210) and Software Maintenance Services (Special Item Number 54151)...... 12

Terms and Conditions Applicable to Information Technology (IT) Professional Services (Special Item Number 54151S) ..................................................... 17

Corporate Overview Description of Services..................................... 21

Description of Information Technology Professional Labor Categories ........ 24

GSA Pricelist................................................................. 30

USA Commitment to Promote Small Business................................. 32

Best Value Blanket Purchase Agreement Federal Supply Schedule .............. 33

Blanket Purchase Agreement.................................................... 34

Basic Guidelines for using Contractor Team Arrangements...................... 35
INFORMATION FOR ORDERING ACTIVITIES

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). The catalogs/pricelists, GSA Advantage! and the Federal Acquisition Service Home Page (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.
[X] The Geographic Scope of Contract will be domestic delivery only.

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

Acumen Solutions, Inc.
8280 Greensboro Drive, Suite 400
McLean, VA 22102-3807
703-600-4000 Phone
703-600-4001 Fax
www.acumen solutions.com

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will
be shown on the invoice. The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: **Phone: 703-600-4000 Fax: 703-600-4001**

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. **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 (DUNS) Number: 06127836
   Block 30: Type of Contractor: C. Large Business
   Block 31: Woman-Owned Small Business - No
   Block 37: Contractor's Taxpayer Identification Number (TIN): 54-1923952
   Block 40: Veteran Owned Small Business (VOSB): No
   4a. CAGE Code: 3EB06
   4b. Contractor has registered with the System for Award Management (SAM) 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)
   --- | ---
   511210 | As mutually agreed between Acumen and Ordering Activity
   54151 | As mutually agreed between Acumen and Ordering Activity
   54151S | As mutually agreed between Acumen and Ordering Activity
   OLM | As mutually agreed between Acumen and Ordering Activity
   **Contact contractor for expedited delivery options**

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

7. **DISCOUNTS:** Prices shown are NET Prices; Basic Discounts have been deducted.
   a. Prompt Payment: 0% - 30 days from receipt of invoice or date of acceptance, whichever is later.
   b. Quantity: None
   c. Dollar Volume: None
   d. Other Special Discounts (i.e. Government Education Discounts, etc.) 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: N/A

10. MINIMUM ORDER: The minimum dollar 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 for the following Special Item Numbers (SINs) is $500,000
except for the OLM SIN, for which the Maximum Order is $250,000:
   Special Item Number 511210 – Software Licenses
   Special Item Number 54151 – Software Maintenance Services
   Special Item Number 54151S – IT Professional Services
   Special Item Number OLM – Order Level Materials

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. 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;
(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.

d. Contractor warrants Deliverables will be free from material defects in materials and workmanship under normal, proper and intended usage or corrected under warranty coverage for a period of thirty (30) days from delivery so long as the Deliverables have not been modified by ordering activity or a third party. Warranty does not apply to defects (i) not caused by Contractor (including but not limited to changes to the Deliverables by the ordering activity or its employees or agents or third parties after delivery, changes to technical environment), or (ii) that result from changes to the project assumptions, information provided by ordering activity, and/or existing business conditions during the period of Contractor’s performance and delivery.

Notwithstanding any other term in Contractor’s commercial price list or GSA Schedule, except as expressly stated in an End User License Agreement or specific Task Order, these terms constitute Contractor’s sole warranty for the performance of services, are in lieu of all warranties express or implied, including but not limited to, warranties of fitness for a particular purpose and warranties of merchantability, and any applicable warranties under FAR part 52.212-4, 52.246-4, and 52.246-6.

Contractor shall not be liable for any lost profits or consequential, exemplary, incidental or punitive damages under this Schedule (including, without limitation, in connection with (i) use and access of Contractor’s Services; (ii) use, performance or operation of Contractor’s deliverables hereunder; and (iii) loss of content), regardless of the form of action, whether in contract or in tort, including negligence, regardless of whether Contractor has been advised of the possibility of such damages in advance or whether such damages are reasonably foreseeable. No cause of action seeking punitive damages may be maintained by ordering activity in connection with any claim for liability arising under this Schedule.

The liability of Contractor for any reason and for any cause of action whatsoever in connection with this Schedule, the Contractor’s Services and any related deliverables, regardless of the form of action, whether in contract or in tort, including negligence, shall not exceed the total amount of money, exclusive of out-of-pocket costs, paid or payable by ordering activity to Contractor pursuant to this Schedule related to the Task Order giving rise to the claimed liability in the twelve (12) months prior to the claimed damage or injury.

To the extent that any functionality or performance of the Services and Deliverables are dependent on the availability or performance of third-party software or services, ordering activity agrees that such third-party software and services are subject to the terms and conditions of a separate license and services agreement solely between ordering activity and such third-party provider, and are outside the control of Contractor. Further, the ordering activity shall be solely responsible for complying with the terms and conditions of ordering activity’s license(s) and services agreement(s) with third-party software and service providers, including independently assessing whether any technology solution proposed by Contractor (including integration
between the ordering activity’s systems and any third-party software and systems), is permitted
under the terms and conditions of such license(s) and services agreement(s) with such providers. Contractor specifically disclaims any warranty or liability with respect to such third-party software and services; including, but not limited to, any claims made by such third party in our proposals or resulting Task Orders.

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:

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 or 132-9.
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 all IT hardware/software/services are 508 compliant:
The offeror is required to submit with its offer a designated area on its website that outlines the Voluntary Product Accessibility Template (VPAT) or equivalent qualification, which ultimately becomes the Government Product Accessibility Template (GPAT). Section 508 compliance information on the supplies and services in this contract are as follows:
For third party software and services, third party vendors shall be responsible for their respective products 508 and IPv6 compliance, Contractor shall be responsible for 508 compliance for any additional customization or configuration work that its personnel perform beyond the out of the box solution. 508 compliance of the customized and configured work shall not be required to exceed the original out of the box solution’s compliance.
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)
1. **INSPECTION/ACCEPTANCE**
The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. **ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)**
The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. **GUARANTEE/WARRANTY**
a. Unless specified otherwise in this contract, the Contractor’s standard commercial guarantee/warranty as stated in the contract’s commercial pricelist will apply to this contract. See 17 (3) d. in the Customer Information section of this pricelist for warranty details.
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. If no implied warranties are given, an express warranty of at least 60 days must be given in accordance with FAR 12.404(b)(2)
c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

4. **TECHNICAL SERVICES**
The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number **703-600-4000** for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from **8:30 AM to 5:30 PM (Monday through Friday – Excluding Holidays)** Eastern Standard Time. Assistance can also be obtained via email at helpdesk@acumensolutions.com

5. **SOFTWARE MAINTENANCE**
a. Software maintenance as it is defined: (select software maintenance type):
   (1) ____Software Maintenance as a Product
   Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that is included in the purchase price of the product in the commercial marketplace. No charge support includes items such as
user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions),
hosted chat rooms, and limited telephone, email and/or web-based general technical support for
user’s self-diagnoses. Software maintenance as a product does NOT include the creation,
design, implementation, integration, etc. of a software package. These examples are considered
software maintenance as a service. Software Maintenance as a product is billed at the time of
purchase.

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

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

6. **PERIODS OF TERM LICENSES AND MAINTENANCE**
   a. 
      The Contractor shall honor orders for periods for the duration of the contract period
or a lessor 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.
7. **CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE**
   a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.
   b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.
   c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.
   d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to % of all term license payments during the period that the software was under a term license within the ordering activity.

8. **TERM LICENSE CESSATION**
   a. After a software product has been on a continuous term license for a period of months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.
   b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 132-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

9. **UTILIZATION LIMITATIONS**
   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 defined shall be subject to the following:
      (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
      (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the
acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

(3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

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

10. SOFTWARE CONVERSIONS

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license, the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license, conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.
11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY
The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

12. RIGHT-TO-COPY PRICING
The Contractor shall insert the discounted pricing for right-to-copy licenses.
1. **SCOPE**  
a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT 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.  

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. 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**

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

8. **RESPONSIBILITIES OF THE ORDERING ACTIVITY**
   Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.
9. INDEPENDENT CONTRACTOR
All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST
a. Definitions.
“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.
“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.
An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.
b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

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

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

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

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

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 54151S IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor’s customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

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

EXAMPLE: Commercial Job Title: System Engineer

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

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

Founders' Message

In January of 1999, we set out to create a different kind of management and technology consulting firm. In the midst of the dotcom craze, we concentrated on getting back to basic business fundamentals. We replicated only the positive aspects of our collective experience in our business plan, shaping Acumen Solutions around a focused corporate mission and seven core values, as well as placing the utmost importance on hiring and retaining the right people.

Our Mission

To provide fulfilling careers and professional satisfaction for our people; to partner with our clients and exceed expectations by delivering unmatched quality and service; and to adhere to our core values in everything that we do.

Our Core Values

Our People Matter
We believe in hiring and retaining the right people and helping them to excel in their work, careers and lives—we celebrate their success.

Honesty and Integrity
We believe in doing what is morally and ethically right, both personally and professionally.

Excellence
We strive for the highest level of excellence—mediocrity is not an option.

Teamwork
We believe that working together is essential for the success of our clients, our people and our business.

Investing In The Future
We strive to increase long-term shareholder value through continuous improvement, growth in profits and the expansion of our business.

Social Responsibility
We donate our time and resources to our community because we believe that it is the right thing to do.

 Anything Is Possible
We believe that no challenge is too great—we have the power to achieve anything.
Integration Services

In today's market, successful business initiatives require an enterprise-wide connection with back-end and front-end operations working in tandem. With real-time and ever-changing technology, it is critical that all areas of your organization are aligned to work efficiently and effectively to help our clients stay ahead of the competition. Acumen Solutions is committed to providing leading end-to-end integration services. We maximize our clients' investments by aligning their businesses and integrating disparate technologies. We effectively manage large-scale programs and projects, identify and reduce system errors to support ongoing development and deployment and maximize effective communication between systems and end users. As a result, our clients see an immediate return on their investment through improved enterprise operations, increased revenue and decreased costs.

Application Development & Integration

Developing and integrating successful applications in today's high-tech environment is more challenging than ever. Companies are faced with making quick, complex decisions that support business processes, increase efficiencies, achieve business objectives and increase revenue and decrease costs, while keeping the future in mind. Acumen Solutions has the knowledge and experience in Application Development and Integration to help our clients solve their most complex business challenges. We deliver end-to-end solutions that build and integrate technology for core enterprise business systems. We provide custom development, package implementation and application integration services that are focused on our clients' business needs, return on investment (ROI) and future. Our enterprise solutions allow our clients to meet current market demands and grow to meet customers' future needs.

Program & Project Management

Acumen Solutions understands that there is no such thing as "one size fits all" in business, which is why we develop a tailored strategy for each of our clients' programs and projects. We believe in effectively managing projects by gaining a comprehensive understanding of our clients' overall objectives. We include a thorough analysis as part of every engagement in order to accurately gauge anticipated results. Program and Project Management is an integral part of our clients' success. We work with our clients to craft solutions to fit the needs of their business. We combine our subject-matter expertise with our project management methodology to ensure that our clients' goals are met.
Quality Assurance

More and more, businesses are recognizing that Quality Assurance is a valuable way to save time, capitalize on efficiencies and reduce overall operating expenses. By choosing to implement Quality Assurance best practices in all phases of the program life cycle, our clients are guaranteed reliability, performance and consistency. At Acumen Solutions, we use our own proven combination of technical, testing and industry expertise to increase our clients' return on investment. Our comprehensive Quality Assurance strategy identifies the issues in order to isolate errors, reduce error resolution and sustain continual communication to support ongoing development and deployment. Our team then executes a successful implementation that targets functionality, performance, scalability and integration and monitors and reports results to improve and capitalize on visible trends.

User Experience

An ineffective User Experience is costing you money. Every minute counts in today's business world. Effective marketing depends on presenting a clear and consistent message at every point of customer interaction. User Experience must enable quick, effective communication for both employees and customers in a seamless, satisfying and informative manner. What good is an incredible state-of-the-art back-end system if users can't communicate with it? Why go through the trouble of driving people to the system if you aren't going to capitalize on the opportunity to reinforce your value? Quality User Experience development should address several key factors:

- Overall organizational structure and navigation
- Visual presentation and graphic design
- Technological engineering
- Overall efficiency of interaction and usability

Our approach to User Experience breaks these key factors into parallel but interdependent services. This time and resource-efficient solution maximizes effective communication between your systems and your users.
LABOR CATEGORY DESCRIPTIONS

Substitutions and Equivalencies
Acumen Solutions, Inc. recognizes that successful performance depends on having personnel with the right skills and experience. These skills are acquired through a proper mix of education and professional experience. We have found that skills required to support today’s problems and tomorrow’s challenges are not always supported by the traditional formal education and work experience combination. Therefore, we have incorporated substitution allowances between equivalent education, certifications, and experience in order to provide the services required by the customer at the most reasonable price.

Equivalencies:
The following equivalencies apply, unless otherwise explicitly stated:
Bachelor’s Degree is equivalent to two (2) years of relevant experience (and vice versa)
Master’s Degree, a Bachelor’s Degree + two (2) years of relevant experience, and four (4) years of relevant experience are all considered equivalent
One or more certifications is equivalent to one (1) year of relevant experience (and vice versa)

Applications Analyst
Functional Responsibility: Supports COTS systems analysis, testing, and training. Uses industry recognized methods to deliver work products in analysis, design, system testing, implementation or support and maintenance in a system lifecycle. Assists with analysis of business needs and processes for configuration or programming within COTS applications, gathers and organizes data to configure COTS standard reports, analyzes data to identify trends and patterns and investigates issues, produces clear reports of results, process definitions and workflow diagrams, performs systems analysis or testing, creates or maintains databases, develops and implements plans. Develops training strategies, training plans, training manuals/guides, and performs training for end users of COTS applications.
Minimum Experience: A minimum of two (2) years of experience providing general consulting services including, but not limited to, business analysis, process improvement, systems analysis and process redesign. Formal training in a Commercial of-the-shelf (COTS) business software application, including but not limited to customer relationship management, supplier relationship management, business process management, and demonstrated, hands-on experience in the areas of requirements analysis, configuration or programming, testing, and training of the COTS business software application on a client project.
Minimum Education: Bachelor’s degree

Junior Business Analyst
Functional Responsibility: Supports systems analysis and testing. Uses industry recognized methods to deliver work products in analysis, design, system testing, implementation or support and maintenance in a system lifecycle, and has understanding of database administration. Assists with analysis of business needs and processes, gathers and organizes data from standard reports, analyzes data to identify trends and patterns and investigates issues, produces clear reports of results, process definitions and workflow diagrams, performs systems analysis or testing, creates or maintains databases, develops and implements plans.
Minimum Experience: Entry level position with one (1) year of experience providing general consulting services including, but not limited to, process improvement, systems analysis and process redesign.
Minimum Education: Bachelor’s degree

**Business Analyst II**
Functional Responsibility: Conducts systems analysis and testing. Identifies causes for deviations and recommends corrective action. Uses industry recognized methods to deliver work products in analysis, design, system testing, implementation or support and maintenance in a system lifecycle comprehensive knowledge of information systems and operations and has understanding of database administration. Analyzes business needs, gathers and organizes data from standard reports, analyzes data to identify trends and patterns and investigates issues, produces clear reports of results, process definitions and workflow diagrams, performs systems analysis or testing, develops appropriate corrective actions, creates or maintains databases, develops and implements plans.
Minimum Experience: Three (3) years of professional experience providing process improvement, systems analysis and process redesign.
Minimum Education: Bachelor’s degree

**Business Analyst III**
Functional Responsibility: Conducts systems analysis and testing. Identifies causes for deviations and recommends corrective action. Uses industry recognized methods to deliver work products in analysis, design, system testing, implementation or support and maintenance in a system lifecycle comprehensive knowledge of information systems and operations and has understanding of database administration. Analyzes business needs, gathers and organizes data from standard reports, analyzes data to identify trends and patterns and investigates issues, produces clear reports of results, process definitions and workflow diagrams, performs systems analysis or testing, develops appropriate corrective actions, creates or maintains databases, develops and implements plans.
Minimum Experience: Five (5) years of professional experience providing process improvement, systems analysis and process redesign.
Minimum Education: Bachelor’s degree

**Business Analyst IV**
Functional Responsibility: Uses industry recognized methods to deliver work products in analysis, design, system testing, implementation or support and maintenance in a system lifecycle. Experienced in all stages of the Systems Development Life Cycle. Provides appropriate solutions to business problems. Assesses all issues surrounding people, process and technology. Conducts studies, analyzes and develops appropriate solutions, creates or maintains databases, develops and implements plans, reviews reports/work papers for accuracy and completeness, develops and presents alternative plans, defends analysis, assists project manager with changes to the scope of the project, and assists in managing client expectations.
Minimum Experience: Seven (7) years of experience performing difficult and complex or highly specialized analysis. Provides technical knowledge and assistance to the team.
Minimum Education: Bachelor’s degree
Data Architect

Functional Responsibility: Provides database design and implementation for online applications and decision support systems using specific database design tools and common database development languages. Designs normalized database structures based on functional requirements. Applies expertise in structured database development procedures to create or optimize databases that support overlying applications.

Minimum Experience: Five (5) years of experience providing database design, database development, database administration and consulting for application support using standard relational database technologies (Oracle, Sybase, SQL Server, etc.) and client specific technical environments.

Minimum Education: Master’s degree

Developer I

Functional Responsibility: Provide computer systems programming, technical support and consulting for applications support using specific tools relative to the application and technical environment being utilized. Apply expertise in programming procedures to analyze, design, create or modify programs based on and related to system design specifications or operating systems.

Minimum Experience: One (1) year of experience providing computer system programming, technical support and consulting for application support using specific tools relative to the application and client specific technical environments.

Minimum Education: Bachelor’s degree

Developer II

Functional Responsibility: Provide computer systems programming, technical support and consulting for applications support using specific tools relative to the application and technical environment being utilized. Apply expertise in programming procedures to analyze, design, create or modify programs based on and related to system design specifications or operating systems.

Minimum Experience: Three (3) years of experience providing computer system programming, technical support and consulting for application support using specific tools relative to the application and client specific technical environments.

Minimum Education: Bachelor’s degree

Developer III

Functional Responsibility: Provide computer systems programming, technical support and consulting for applications support using specific tools relative to the application and technical environment being utilized. Apply expertise in programming procedures to analyze, design, create or modify programs based on and related to system design specifications or operating systems.

Minimum Experience: Five (5) years of experience providing computer system programming, technical support and consulting for application support using specific tools relative to the application and client specific technical environments.

Minimum Education: Bachelor’s degree
Developer IV
**Functional Responsibility:** Provides computer systems programming, technical support and consulting for applications support using specific tools relative to the application and technical environment being utilized. Apply expertise in programming procedures to analyze, design, create or modify programs based on and related to system design specifications or operating systems.
**Minimum Experience:** Seven (7) years of experience providing computer system programming, technical support and consulting for application support using specific tools relative to the application and client specific technical environments.
**Minimum Education:** Bachelor’s degree

Program Manager
**Functional Responsibility:** Responsible for managing all aspects of programs of moderate risk and complexity and/or may have deputy responsibility for a larger program. May frequently be involved in several programs simultaneously. Oversees the program budget, schedule, and compliance with contractual requirements. Has supervisory responsibility for hiring and firing, as well as salary and performance management. Serves as the primary customer contact.
**Minimum Experience:** Seven (7) years of program related experience or prior management experience. Must possess excellent oral and written communication skills and the ability to conduct business briefings and presentations.
**Minimum Education:** Master’s degree

Project Manager
**Functional Responsibility:** Manages cost, schedule and performance of projects. Organizes and directs personnel, contracts and materials for the performance of assigned professional services. Provides primary interface and leadership for the successful implementation of contracted projects to achieve customer and business objectives.
**Minimum Experience:** Five (5) years professional experience with at least two (2) years providing project management and consulting for the quality and delivery of products and services for a project or subtask within a larger program.
**Minimum Education:** Bachelor’s degree

Quality Assurance I
**Functional Responsibility:** Provides daily supervision and direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and user standards. Coordinates with the program/project manager to ensure project deadlines are met.
**Minimum Experience:** One (1) year of experience with analysis and design of business applications or complex systems for large-scale computers, data base management. Proven ability to work independently and lead a team. Experience with complex application problems involving all phases of systems analysis.
**Minimum Education:** Bachelor’s degree

Quality Assurance II
**Functional Responsibility:** Provides daily supervision and direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and user standards. Coordinates with the program/project manager to ensure project deadlines are met.
Minimum Experience: Three (3) years of experience with analysis and design of business applications or complex systems for large-scale computers, data base management. Proven ability to work independently and lead a team. Experience with complex application problems involving all phases of systems analysis.
Minimum Education: Bachelor’s degree

Quality Assurance Lead
Functional Responsibility: Provides daily supervision and direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and user standards. Coordinates with the program/project manager to ensure project deadlines are met.
Minimum Experience: Five (5) years of experience with analysis and design of business applications or complex systems for large-scale computers, data base management. Proven ability to work independently and lead a team. Experience with complex application problems involving all phases of systems analysis.
Minimum Education: Master’s degree

Quality Assurance Manager
Functional Responsibility: Establishes and maintains a process for evaluating software and associated documentation. Determines the resources required for software testing. Maintains the level of quality throughout the software life cycle.
Minimum Experience: Seven (7) years of professional experience with at least five (5) years in project management and at least three years of experience in software testing and integration, software metrics and their application to software quality assessment.
Minimum Education: Master’s degree

Senior Program Manager
Functional Responsibility: Responsible for managing all aspects of a relatively complex program. May manage fixed price contracts. May be involved in several programs simultaneously. Has responsibility for program growth, marketing, and follow-on business. Oversees the program budget, schedule, and compliance with contractual requirements. Has supervisory responsibility for hiring and firing, as well as salary and performance management. Serves as the primary contact with the customer.
Minimum Experience: Nine (9) years of program related experience, with at least five (5) years functional or prior program management experience. Must possess excellent oral and written communication skills and the ability to conduct business briefings and presentations.
Minimum Education: Master’s degree

Senior Project Manager
Functional Responsibility: Manages significant work planning and resource allocation, process design and contract development including cost, schedule and performance of projects. Organizes and directs personnel, contracts and materials for the performance of assigned professional services. Provides primary interface and leadership for the successful implementation of contracted projects to achieve customer and business objectives.
Minimum Experience: Seven (7) years of professional experience with at least three (3) years in project management and implementation. Must possess excellent oral and written communication skills and the ability to conduct business briefings and presentations.
Minimum Education: Master’s degree
Senior Security Engineer
Minimum Experience: Eight (8) years of experience in systems/network administration, three (3) of which should include information technology security experience. Relevant experience working in a mission critical production environment, development experience is a plus and previous consulting experience is helpful.
Minimum Education: Bachelor's degree

Senior Systems Engineer
Functional Responsibility: Conducts security audits, risk assessments, disaster recovery planning and documents results in technical reports. Responsible for advising others on hardware, operating systems, network design and deployment tools. Works with desktop support organization to ensure consistent implementations of hardware and software.
Minimum Experience: Six (6) years of experience working on multiple complex information technology projects, which include security and vulnerability assessments
Minimum Education: Bachelor's degree

Subject Matter Expert I
Functional Responsibility: Provides technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Is responsible for working with customers and stakeholders to provide analysis and present system implementation or operational options.
Minimum Experience: Ten (10) years of experience working on multiple complex information technology projects, performing difficult and complex or highly specialized analysis. Provides technical knowledge and assistance to the team.
Minimum Education: Master’s degree

Subject Matter Expert II
Functional Responsibility: Provides technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Is responsible for working with customers and stakeholders to provide analysis and present system implementation or operational options.
Minimum Experience: Fifteen (15) years of experience working on multiple complex information technology projects, performing difficult and complex or highly specialized analysis. Provides technical knowledge and assistance to the team.
Minimum Education: Master’s degree

Subject Matter Expert III
Functional Responsibility: Provides technical knowledge and analysis of highly specialized applications and operational environment, high-level functional systems analysis, design, integration, documentation and implementation advice on moderately complex problems that require an appropriate level of knowledge of the subject matter for effective implementation. Is
responsible for working with customers and stakeholders to provide analysis and present system implementation or operational options.

**Minimum Experience:** Twenty (20) years of experience working on multiple complex information technology projects, performing difficult and complex or highly specialized analysis. Provides technical knowledge and assistance to the team.

**Minimum Education:** Master’s degree

**Systems Engineer**

**Functional Responsibility:** Conducts security audits, risk assessments, disaster recovery planning and documents results in technical reports. Designs, tests and deploys production networks, systems and security architectures for clients.

**Minimum Experience:** Five (5) years of experience in systems/network administration, two of which are information technology security experience.

**Minimum Education:** Bachelor's degree, Cisco networking or other systems certifications are desired, CISSP or GIAC certifications a plus.

### GSA PRICELIST

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<tr>
<th>Labor Category</th>
<th>GSA Rates (2/19/20 - 2/18/21)</th>
<th>GSA Rates (2/19/21 - 2/18/22)</th>
<th>GSA Rates (2/19/22 - 2/18/23)</th>
<th>GSA Rates (2/19/23 - 2/18/24)</th>
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<td>Developer I</td>
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<td>Program Manager</td>
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<tr>
<td>Subject Matter Expert II</td>
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### SIN 511210 and SIN 54151

<table>
<thead>
<tr>
<th>PRODUCT NAME</th>
<th>PRODUCT DESCRIPTION</th>
<th># of Licenses</th>
<th>TERM</th>
<th>GSA PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCT-1 Code Coverage Tool</td>
<td>The Code Coverage tool is a way to increase the efficiency and monitoring of the Salesforce ecosystem. Since Apex Unit Test Coverage is required by Salesforce and also hard to track, this tool can be used to more efficiently identify and report on that data. By scheduling two (2) apex jobs, a customer can verify that all unit tests are running every evening and that the results are captured in a way that is reportable using Salesforce's out of the box reporting tools. It can do this not only in a production environment, but in development and testing environments, becoming a key component in the DevOps process. Additionally, this tool tracks code coverage by Apex class over time and will indicate the user that last modified that class for any given data point. This can provide value by increasing the ability to monitor current level of Apex coverage, reducing the discovery of unknown technical debt at a later date, allow a client to monitor and help enforce the use of best practices by developers in its Salesforce ecosystem, and providing documentation to resolve conflicts over when and why code coverage dropped for a given class. Note: Price includes a one-month license for the tool. The Code Coverage Tool license may only be purchased concurrently with and used in support of other Acumen Solutions services (54151 or 54151S).</td>
<td>1 - 100 Licenses</td>
<td>Monthly</td>
<td>$543.07</td>
</tr>
<tr>
<td>CCTM-1 Code Coverage Tool Maintenance</td>
<td>Coverage Tool Maintenance - Acumen Solutions will provide up to 2 hours per month of remote support within the US to the ordering agency's Salesforce Administrator in the form of answering questions related to the usage of the Code Coverage Tool and facilitating code coverage reports. Note: Code Coverage Maintenance can only be procured following the procurement of the Code Coverage Tool Setup and Training and concurrently with a Code Coverage License procured through Acumen Solutions GSA Schedule SIN 511210.</td>
<td>1 - 100 Licenses</td>
<td>Monthly</td>
<td>$246.85</td>
</tr>
<tr>
<td>CCTST-1 Code Coverage Tool Setup and Training</td>
<td>Code Coverage Tool Setup and Training - Acumen Solutions will integrate the Code Coverage Tool into the Ordering Agency's Salesforce platform and provide the Ordering Agency's Salesforce Administrator with initial basic user training. Note: Code Coverage Setup and Training can only be procured concurrently with a Code Coverage License procured through Acumen Solutions GSA Schedule SIN 511210 and an Annual Software Maintenance and Support Contract is required in the first contract year.</td>
<td>One-Time Fixed Fee</td>
<td>N/A</td>
<td>$987.41</td>
</tr>
</tbody>
</table>
USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

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

COMMITMENT
To actively seek and partner with small businesses.
To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.
To develop and promote company policy initiatives that 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:

Jay Tansing
Managing Director, Public Sector Practice
Acumen Solutions, Inc.
8280 Greensboro Drive, Suite 400
McLean, VA 22102-3807
Office: 703-600-4075
Mobile: 703-304-1246
BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)
In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and Acumen Solutions, Inc. 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:

<table>
<thead>
<tr>
<th>MODEL NUMBER/PART NUMBER</th>
<th>*SPECIAL BPA DISCOUNT/PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>_______________</td>
<td>__________________________</td>
</tr>
</tbody>
</table>

(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:

<table>
<thead>
<tr>
<th>OFFICE POINT OF CONTACT</th>
</tr>
</thead>
<tbody>
<tr>
<td>_______________________</td>
</tr>
</tbody>
</table>

(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 customer’s needs, or -
• Federal Supply Schedule Contractors may individually submit a Schedules —Team Solution— to meet the customer’s requirement.
• Customers make a best value selection.