Multiple Award Schedule (MAS)

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

**Contract Number**

GS-35F-0384X

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

**Period Covered by Contract**

May 16, 2011 – May 15, 2026

Pricelist current through Modification PO-0020 with effective date May 16, 2021

**DEFENSE SOFTWARE CORPORATION**

12587 Fair Lakes Cir. STE 335
Fairfax, VA 22033
Attn: Travis Close

*Phone:* (888) 999-5522  
*Fax:* (888) 999-5515  
http://www.DefenseSoftware.com

Business Size: SMALL

**SPECIAL ITEM NUMBER 511210:** SOFTWARE LICENSES  
**SPECIAL ITEM NUMBER 54151:** SOFTWARE MAINTENANCE SERVICES  
**SPECIAL ITEM NUMBER 54151S:** INFORMATION TECHNOLOGY PROFESSIONAL SERVICES  
**SPECIAL ITEM NUMBER 611420:** INFORMATION TECHNOLOGY TRAINING  
**SPECIAL ITEM NUMBER OLM:** ORDER-LEVEL MATERIALS (OLM)
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1a. Awarded Special Item Number(s)

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<tr>
<th>SIN</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>511210</td>
<td>Software Licenses</td>
</tr>
<tr>
<td>54151</td>
<td>Software Maintenance Services</td>
</tr>
<tr>
<td>54151S</td>
<td>Information Technology Professional Services</td>
</tr>
<tr>
<td>611420</td>
<td>Information Technology Training</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials (OLM)</td>
</tr>
</tbody>
</table>

1b. Identification of Lowest Priced Item for Each SIN

<table>
<thead>
<tr>
<th>SIN</th>
<th>Item #</th>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>511210</td>
<td>DSC-99-1026-NUA1-MTNCE</td>
<td>ArrisFederal Class NU-A1 Module - 1 Year Software Maintenance</td>
<td>$69.34/user</td>
</tr>
<tr>
<td>54151</td>
<td>DSC-99-1026-SRV-12MO</td>
<td>ArrisFederal Customization, Support, and Software Maintenance as a Service - 1 Year</td>
<td>$197.59/hr</td>
</tr>
<tr>
<td>611420</td>
<td>All Training Courses</td>
<td>All training courses</td>
<td>$928.46 per student per day</td>
</tr>
<tr>
<td>54151S</td>
<td>Technical Writer</td>
<td>Technical Writer</td>
<td>$115.44 /hr</td>
</tr>
</tbody>
</table>

1c. Description of Hourly Rate Labor Categories

A description of all job titles, experience, functional responsibility and education for all hourly-rate labor categories awarded under this contract can be found under SIN 54151S Section 16 (page 43 of this document).

2. Maximum Order Threshold (MOT)

The maximum order threshold under a GSA Schedule contract is the dollar value threshold at which the ordering activity must seek additional price reductions for its requirement. In response to the ordering activity's request for a price reduction, the contractor may offer a lower price, offer the current Schedule contract price, or decline the order. If further price reductions are not offered, the order may still be placed if the ordering activity determines that it is appropriate, since GSA has already determined the contract prices to be fair and reasonable.

<table>
<thead>
<tr>
<th>SIN</th>
<th>Maximum Order Threshold (MOT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>511210</td>
<td>$500,000</td>
</tr>
<tr>
<td>54151</td>
<td>$500,000</td>
</tr>
<tr>
<td>54151S</td>
<td>$500,000</td>
</tr>
<tr>
<td>611420</td>
<td>$250,000</td>
</tr>
<tr>
<td>OLM</td>
<td>$250,000</td>
</tr>
</tbody>
</table>
3. **Minimum Order**

   The minimum dollar value of orders to be issued is: $100

4. **Geographic Coverage (Delivery Area)**

   The Geographic Scope of Coverage is Domestic Delivery. This 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.

5. **Point(s) of Production**

   No products are manufactured under this contract. Not applicable.

6. **Discount from List Prices**

   Discounts from commercial list prices vary by SIN and labor category. All prices shown within this GSA pricelist include the discounts from commercial prices.

7. **Quantity Discount**

   None

8. **Prompt Payment Terms**

   | Prompt Payment Discounts: | 1% discount if payment is received 10 days from invoice acceptance. |

   Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9a. **Government Purchase Cards at or below Micro-Purchase**

   Government Purchase Cards will be accepted at or below the micro-purchase threshold, however no additional discounts will apply under the contract.

9b. **Government Purchase Cards above Micro-Purchase**

   Government Purchase Cards will be accepted above the micro-purchase threshold.

10. **Foreign Items**

    No foreign items are awarded under this contract.

11. **Normal Delivery Terms**

    Normal delivery terms are as negotiated between Defense Software Corporation and the Ordering Activity.

11b. **Expedited Delivery Terms**

    Expedited delivery terms are as negotiated between Defense Software Corporation and the Ordering Activity.
11c. Overnight/2-Day Delivery Terms

Overnight/2-Day delivery terms are as negotiated between Defense Software Corporation and the Ordering Activity.

11d. 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.

12. FOB Point

Destination

13a. Ordering Address

Defense Software Corporation
12587 Fair Lakes Cir STE 335
Fairfax, VA 22033

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

(888) 999 - 5522

13b Ordering Procedures

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment Address

Defense Software Corporation
12587 Fair Lakes Cir STE 335
Fairfax, VA 22033


All services performed under this contract will be guaranteed to be completed in a satisfactory workmanlike manner as delineated with this Authorized FSS IT Schedule Pricelist.

16. Export Packing Charges

Export Packing is not offered under this contract.
16. **List of Participating Dealers**

Defense Software Corporation does not authorize any participating dealers under this contract.

17. **Terms and Conditions of Government Purchase Card Acceptance**

No additional terms and conditions are applicable.

18. **Terms and Conditions of Rental, Maintenance, and Repair**

Not applicable.

19. **Terms and Conditions of Installation**

Not applicable.

20. **Terms and Conditions of Repair Parts**

Not applicable.

20a. **Terms and Conditions of Other Services**

Not applicable.

21. **List of Service and Distribution Points**

Not applicable.

22. **List of Participating Dealers.**

Not applicable.

23. **Preventive Maintenance**

Not applicable.

24a. **Special Attributes**

(e.g., recycled content, energy efficiency, and/or reduced pollutants): Not Applicable

24b. **Section 508 Compliance**


25. **Data Universal Numbering System (DUNS) Number**

| DUNS Number: | 79-114-7536 |

Defense Software Corporation  GS-35F-0384X  Page 7 of 64
26. SAM Registration (formerly CCR)

Defense Software Corporation is currently registered within the System for Award Management (SAM) database (formerly CCR).

<table>
<thead>
<tr>
<th>CAGE Code:</th>
<th>4NL03</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Size:</td>
<td>Small Business Concern (Service-Disabled Veteran-Owned Small Business)</td>
</tr>
</tbody>
</table>

TERMS AND CONDITIONS APPLICABLE TO SOFTWARE LICENSES (SIN 511210) AND SOFTWARE MAINTENANCE SERVICES (SIN 54151)

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its postacceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. ENTERPRISE USER LICENSE AGREEMENTS (EULA) / TERMS OF SERVICE (TOS) AGREEMENT REQUIREMENTS

The End User License Agreements (EULA) can be found in Appendix A of this document. A majority of modules are governed the included Defense Software Corp commercial software end user license agreements. Exceptions include the ArrisFederal Process Manager (Eclipse Stardust) and ArrisFederal Business Intelligence (BI) and Reporting (Eclipse BIRT) which are unmodified distributions of free open source software managed under the Eclipse Public License Version 1.0. These components run on the unmodified bundled Apache Tomcat open source software managed under the Apache License Version 2.0.

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.

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

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

4. Technical Services

The Contractor shall provide technical support through email (support@defensesoftware.com) for the purpose of providing user assistance and guidance in the implementation of the software. Specific information regarding technical support
services for each product can be found in the “Product Descriptions” under SIN 511210.

Other technical support services (on-site, phone, etc) are provided in conjunction with the purchase of software maintenance as a service (SIN 54151); contact information will vary per manufacturer and per product.

5. SOFTWARE MAINTENANCE

a. Software maintenance is defined as:

1. Software Maintenance as a Product (SIN 511210 – “Software Licenses”)

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

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

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

2. Software Maintenance as a Service (SIN 54151 – “Software Maintenance Services”)

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

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.

c. Unless otherwise specified in the description of each software product (see the section titled “Product Descriptions” below), software maintenance shall include the following:

Year 1: Customer receives all upgrades, fixes, and enhancements released by Defense Software Corp at no additional cost.

Year 2 and beyond: Customer may elect to continue annual software maintenance to include upgrades, fixes, and enhancements per one of the Software Maintenance as a Product (SIN 511210) line items of this contract.

7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

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.

8. TERM LICENSE CESSATION

Not applicable.
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 legend shall be subject to the following:

(1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.

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

(3) 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 ArrisFederal Enterprise Software Suite Runtime Engine is compatible with 64 bit Microsoft Windows Server environments running Microsoft.Net Version 4 and IIS 7.5. A description of each module is included in the products section below.
12. RIGHT-TO-COPY PRICING
The Contractor does not offer any right-to-copy software products.

13. Product Descriptions

13.1 ArrisFederal Enterprise Software Suite

<table>
<thead>
<tr>
<th>[Perpetual] ArrisFederal Base Platform (DSC-96-1026-BASE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The ArrisFederal Base Platform is a set of software artifacts and runtime engine that is the required foundation for all ArrisFederal products. It is not typically sold individually, but is purchased together with offered modules. <strong>It is not required to be purchased more than once within an organization;</strong> once purchased for one module, the base platform can be re-used across all additional purchased modules. If your organization only desires support and Maintenance as a Service for the constituent components listed below, then this item may be purchased individually without another module. This product is a &quot;commercial item&quot;, as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of &quot;commercial computer software&quot; and &quot;commercial computer software documentation&quot;, as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.</td>
</tr>
</tbody>
</table>

**Applicable License:** DSC-GENERAL-EULA v1.1

Additionally, the following items are no-cost components of the ArrisFederal Base Platform installation:

- **ArrisFederal Business Process Manager**
  (DSC-96-1026-BPM)

- **ArrisFederal Business Intelligence (BI) and Reporting**
  (DSC-96-1026-BIRT)

- **ArrisFederal Enterprise Search**
  (DSC-96-1026-SEARCH)

- **ArrisFederal Geospatial**
  (DSC-96-1026-GEO)

- **ArrisFederal Big Data**
  (DSC-96-1026-BIGDATA)
<table>
<thead>
<tr>
<th>[Perpetual] <strong>ArrisFederal NISP Manager (DSC-96-1026-NISP)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>ArrisFederal NISP Manager is a web-based enterprise application used to track and manage NISPOM requirements and activities. This product is a &quot;commercial item&quot;, as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of &quot;commercial computer software&quot; and &quot;commercial computer software documentation&quot;, as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.</td>
</tr>
<tr>
<td><strong>Software Maintenance</strong>: Upgrades, updates, fixes, and enhancements are included, at no additional cost, during the first year from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to receive maintenance.</td>
</tr>
<tr>
<td><strong>Support</strong>: A block of 48 off-site hours is allocated for the customer, at no additional cost, for the first year of support from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to maintain support.</td>
</tr>
<tr>
<td><strong>Applicable License</strong>: DSC-GENERAL-EULA v1.1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>[Perpetual] <strong>ArrisFederal C&amp;A Manager Lite (DSC-96-1026-CA-L)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>ArrisFederal C&amp;A Manager Lite is a web-based enterprise application used to manage and coordinate C&amp;A activities within an organization. This product is a &quot;commercial item&quot;, as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of &quot;commercial computer software&quot; and &quot;commercial computer software documentation&quot;, as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.</td>
</tr>
<tr>
<td><strong>Software Maintenance</strong>: Upgrades, updates, fixes, and enhancements are included, at no additional cost, during the first year from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to receive maintenance.</td>
</tr>
<tr>
<td><strong>Support</strong>: A block of 12 off-site hours is allocated for the customer, at no additional cost, for the first year of support from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to maintain support.</td>
</tr>
<tr>
<td><strong>Applicable License</strong>: DSC-GENERAL-EULA v1.1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ArrisFederal Project Life Cycle is a web-based enterprise application used to manage the life cycle of organizational projects. This product is a &quot;commercial item&quot;, as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of &quot;commercial computer software&quot; and &quot;commercial computer software documentation&quot;, as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.</td>
</tr>
<tr>
<td><strong>Software Maintenance</strong>: Upgrades, updates, fixes, and enhancements are included, at no additional cost, during the first year from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to receive maintenance.</td>
</tr>
</tbody>
</table>
**Support**: A block of 12 off-site hours is allocated for the customer, at no additional cost, for the first year of support from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to maintain support.

**Applicable License**: DSC-GENERAL-EULA v1.1

<table>
<thead>
<tr>
<th>[Perpetual] ArrisFederal OSDBU/OSBP (DSC-96-1026-OSDBU)</th>
</tr>
</thead>
</table>

ArrisFederal OSDBU/OSBP is a web-based enterprise application used to manage and coordinate the activities within an OSDBU or OSBP office. This product is a "commercial item", as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of "commercial computer software" and "commercial computer software documentation", as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.

**Software Maintenance**: Upgrades, updates, fixes, and enhancements are included, at no additional cost, during the first year from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to receive maintenance.

**Support**: A block of 12 off-site hours is allocated for the customer, at no additional cost, for the first year of support from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to maintain support.

**Applicable License**: DSC-GENERAL-EULA v1.1

<table>
<thead>
<tr>
<th>[Perpetual] ArrisFederal Credential Manager (DSC-96-1026-CRED)</th>
</tr>
</thead>
</table>

ArrisFederal Credential Manager is a web-based enterprise application used to manage credentials for organizational resources. This product is a "commercial item", as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of "commercial computer software" and "commercial computer software documentation", as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.

**Software Maintenance**: Upgrades, updates, fixes, and enhancements are included, at no additional cost, during the first year from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to receive maintenance.

**Support**: A block of 12 off-site hours is allocated for the customer, at no additional cost, for the first year of support from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to maintain support.

**Applicable License**: DSC-GENERAL-EULA v1.1

An Enterprise-Wide perpetual licensed Class BS-A1 ArrisFederal Module. This product is a "commercial item", as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of "commercial computer software" and "commercial computer software documentation", as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.

**Software Maintenance**: Upgrades, updates, fixes, and enhancements are included, at no additional cost, during the first year from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to receive maintenance.

**Support**: A block of 6 off-site hours is allocated for the customer, at no additional cost, for the first year of support from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to maintain support.

**Applicable License**: DSC-GENERAL-EULA v1.1

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An Enterprise-Wide perpetual licensed Class BS-B1 ArrisFederal Module. This product is a "commercial item", as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of "commercial computer software" and "commercial computer software documentation", as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.

**Software Maintenance**: Upgrades, updates, fixes, and enhancements are included, at no additional cost, during the first year from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to receive maintenance.

**Support**: A block of 12 off-site hours is allocated for the customer, at no additional cost, for the first year of support from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to maintain support.

**Applicable License**: DSC-GENERAL-EULA v1.1

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**[Perpetual] ArrisFederal Class EW-C1 Module (DSC-99-1026-EWC1)**

An Enterprise-Wide perpetual licensed Class BS-C1 ArrisFederal Module. This product is a "commercial item", as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of "commercial computer software" and "commercial computer software documentation", as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.

**Software Maintenance**: Upgrades, updates, fixes, and enhancements are included, at no additional cost, during the first year from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to receive maintenance.

**Support**: A block of 24 off-site hours is allocated for the customer, at no additional cost, for the first year of support from the time of purchase. Thereafter, organizations must purchase an annual
Maintenance and Support package to maintain support.

**Applicable License:** DSC-GENERAL-EULA v1.1

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An Enterprise-Wide perpetual licensed Class BS-D1 ArrisFederal Module. This is a commercial item that is billed at the time of purchase.

*Software Maintenance:* Upgrades, updates, fixes, and enhancements are included, at no additional cost, during the first year from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to receive maintenance.

*Support:* A block of 48 off-site hours is allocated for the customer, at no additional cost, for the first year of support from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to maintain support.

**Applicable License:** DSC-GENERAL-EULA v1.1

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A Named-User perpetual licensed Class BS-A1 ArrisFederal Module. This product is a "commercial item", as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of "commercial computer software" and "commercial computer software documentation", as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.

*Software Maintenance:* Upgrades, updates, fixes, and enhancements are included, at no additional cost, during the first year from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to receive maintenance.

*Support:* A block of 6 off-site hours for each $25,000 of purchases is allocated for the customer, at no additional cost, for the first year of support from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to maintain support.

**Applicable License:** DSC-GENERAL-EULA v1.1

A Named-User perpetual licensed Class BS-B1 ArrisFederal Module. This product is a "commercial item", as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of "commercial computer software" and "commercial computer software documentation", as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.

**Software Maintenance**: Upgrades, updates, fixes, and enhancements are included, at no additional cost, during the first year from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to receive maintenance.

**Support**: A block of 6 off-site hours for each $25,000 of purchases is allocated for the customer, at no additional cost, for the first year of support from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to maintain support.

**Applicable License**: DSC-GENERAL-EULA v1.1

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### [Perpetual] ArrisFederal Class NU-C1 Module (DSC-99-1026-NUC1)

A Named-User perpetual licensed Class BS-C1 ArrisFederal Module. This product is a "commercial item", as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of "commercial computer software" and "commercial computer software documentation", as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.

**Software Maintenance**: Upgrades, updates, fixes, and enhancements are included, at no additional cost, during the first year from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to receive maintenance.

**Support**: A block of 6 off-site hours for each $25,000 of purchases is allocated for the customer, at no additional cost, for the first year of support from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to maintain support.

**Applicable License**: DSC-GENERAL-EULA v1.1

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### [Perpetual] ArrisFederal Class NU-D1 Module (DSC-99-1026-NUD1)

A Named-User perpetual licensed Class BS-D1 ArrisFederal Module. This product is a "commercial item", as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of "commercial computer software" and "commercial computer software documentation", as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.

**Software Maintenance**: Upgrades, updates, fixes, and enhancements are included, at no additional cost, during the first year from the time of purchase. Thereafter, organizations must purchase an
annual Maintenance and Support package to receive maintenance.

*Support*: A block of 6 off-site hours for each $25,000 of purchases is allocated for the customer, at no additional cost, for the first year of support from the time of purchase. Thereafter, organizations must purchase an annual Maintenance and Support package to maintain support.

*Applicable License*: DSC-GENERAL-EULA v1.1

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An Enterprise-Wide 1 Year Term licensed Class A1 ArrisFederal Module. This product is a "commercial item", as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of "commercial computer software" and "commercial computer software documentation", as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.

*Software Maintenance*: Upgrades, updates, fixes, and enhancements are included, at no additional cost for the term of the license.

*Support*: A block of 6 off-site hours for each $25,000 of purchases is allocated for the customer, at no additional cost, for the term of the license.

*Applicable License*: DSC-GENERAL-EULA v1.1 - Termed to 1 Year.

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An Enterprise-Wide 1 Year Term licensed Class B1 ArrisFederal Module. This product is a "commercial item", as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of "commercial computer software" and "commercial computer software documentation", as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.

*Software Maintenance*: Upgrades, updates, fixes, and enhancements are included, at no additional cost for the term of the license.

*Support*: A block of 6 off-site hours for each $25,000 of purchases is allocated for the customer, at no additional cost, for the term of the license.

*Applicable License*: DSC-GENERAL-EULA v1.1 - Termed to 1 Year.
**[Term] ArrisFederal Class EW-C1 Module - 1 Yr Term**  
*(DSC-99-1026-EWC1-TRM)*

An Enterprise-Wide 1 Year Term licensed Class C1 ArrisFederal Module. This product is a "commercial item", as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of "commercial computer software" and "commercial computer software documentation", as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.

*Software Maintenance*: Upgrades, updates, fixes, and enhancements are included, at no additional cost for the term of the license.

*Support*: A block of 6 off-site hours for each $25,000 of purchases is allocated for the customer, at no additional cost, for the term of the license.

*Applicable License*: DSC-GENERAL-EULA v1.1 - Termed to 1 Year.

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**[Term] ArrisFederal Class EW-D1 Module - 1 Yr Term**  
*(DSC-99-1026-EWD1-TRM)*

An Enterprise-Wide 1 Year Term licensed Class D1 ArrisFederal Module. This product is a "commercial item", as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of "commercial computer software" and "commercial computer software documentation", as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.

*Software Maintenance*: Upgrades, updates, fixes, and enhancements are included, at no additional cost for the term of the license.

*Support*: A block of 6 off-site hours for each $25,000 of purchases is allocated for the customer, at no additional cost, for the term of the license.

*Applicable License*: DSC-GENERAL-EULA v1.1 - Termed to 1 Year.
### [Term] **ArrisFederal Class NU-A1 Module - 1 Yr Term**  
**(DSC-99-1026-NUA1-TRM)**

A Named-User 1 Year Term licensed Class A1 ArrisFederal Module. This product is a "commercial item", as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of "commercial computer software" and "commercial computer software documentation", as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.

*Software Maintenance:* Upgrades, updates, fixes, and enhancements are included, at no additional cost for the term of the license.

*Support:* A block of 6 off-site hours for each $25,000 of purchases is allocated for the customer, at no additional cost, for the term of the license.

*Applicable License:* DSC-GENERAL-EULA v1.1 - Termed to 1 Year.

### [Term] **ArrisFederal Class NU-B1 Module - 1 Yr Term**  
**(DSC-99-1026-NUB1-TRM)**

A Named-User 1 Year Term licensed Class B1 ArrisFederal Module. This product is a "commercial item", as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of "commercial computer software" and "commercial computer software documentation", as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.

*Software Maintenance:* Upgrades, updates, fixes, and enhancements are included, at no additional cost for the term of the license.

*Support:* A block of 6 off-site hours for each $25,000 of purchases is allocated for the customer, at no additional cost, for the term of the license.

*Applicable License:* DSC-GENERAL-EULA v1.1 - Termed to 1 Year.
[Term] **ArrisFederal Class NU-C1 Module - 1 Yr Term (DSC-99-1026-NUC1-TRM)**

A Named-User 1 Year Term licensed Class C1 ArrisFederal Module. This product is a "commercial item", as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of "commercial computer software" and "commercial computer software documentation", as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.

**Software Maintenance:** Upgrades, updates, fixes, and enhancements are included, at no additional cost for the term of the license.

**Support:** A block of 6 off-site hours for each $25,000 of purchases is allocated for the customer, at no additional cost, for the term of the license.

**Applicable License:** DSC-GENERAL-EULA v1.1 - Termed to 1 Year.

[Term] **ArrisFederal Class NU-D1 Module - 1 Yr Term (DSC-99-1026-NUD1-TRM)**

A Named-User 1 Year Term licensed Class D1 ArrisFederal Module. This product is a "commercial item", as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of "commercial computer software" and "commercial computer software documentation", as such terms are used in 48 C.F.R. 12.212 (September 1995). This product is billed at the time of purchase.

**Software Maintenance:** Upgrades, updates, fixes, and enhancements are included, at no additional cost for the term of the license.

**Support:** A block of 6 off-site hours for each $25,000 of purchases is allocated for the customer, at no additional cost, for the term of the license.

**Applicable License:** DSC-GENERAL-EULA v1.1 - Termed to 1 Year.
**[Perpetual] ArrisFederal Business Process Manager**  
***(DSC-96-1026-BPM)***

This item is a component of the ArrisFederal Base Platform (DSC-96-1026-BASE).

The ArrisFederal Business Process Manager provides comprehensive Business Process Management (BPM) capabilities to organizations. It allows you to model business processes, integrate them with your application services and UI components, run them in the Process Engine and access workflow functionality and document management capabilities in the Browser Portal.

ArrisFederal Business Process Manager is distributed with ArrisFederal Base Platform at no additional cost.

Core ArrisFederal “Business Data” is stored separately from process execution data (“audit trail” data). The ArrisFederal BPM Connector (to be released in an upcoming release) will allow activities and processes executing on the Process Engine to directly read and write Business Data stored in the core ArrisFederal database. Likewise, events occurring within the core ArrisFederal application can fire-off processes in the Process Engine.

ArrisFederal Business Process Manager is an unmodified distribution of the Eclipse open source Eclipse Process Manager (Stardust). It is licensed separately from other portions of ArrisFederal and is managed under the Eclipse Public License v1.0. Stardust 1.0 became available to the public on eclipse.org in June 2013 and is fully open source software that can be obtained without purchasing ArrisFederal. Within the ArrisFederal installation, Stardust runs on Apache Tomcat Version 6.0 which is managed under the Apache License, Version 2.0. The VPAT provided for ArrisFederal does not cover Stardust.

*Software Maintenance:* Upgrades, updates, fixes, and enhancements are included, at no additional cost.

*Support:* This product is distributed as part of the ArrisFederal Base Platform, and is not supported individually.

*Applicable License:* Eclipse Public License v1.0

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**[Perpetual] ArrisFederal Business Intelligence (BI) and Reporting**  
***(DSC-96-1026-BIRT)***

This item is a component of the ArrisFederal Base Platform (DSC-96-1026-BASE).

ArrisFederal Business Intelligence (BI) and Reporting is a reporting system that consists of a report designer and a runtime component. ArrisFederal Business Intelligence (BI) and Reporting is distributed with ArrisFederal Base Platform at no additional cost.

ArrisFederal Business Intelligence (BI) and Reporting is an unmodified distribution of the Eclipse open source Business Intelligence and Reporting Tools (BIRT). It is licensed separately from other portions of ArrisFederal and is managed under the Eclipse Public License v1.0. BIRT 4.3 became available to the public on eclipse.org in June 2013 and is fully open source software that can be obtained without purchasing ArrisFederal. Within the ArrisFederal installation, BIRT runs on Apache Tomcat Version 6.0 which is managed under the Apache License, Version 2.0. The VPAT provided for ArrisFederal does not cover BIRT.
Software Maintenance: Upgrades, updates, fixes, and enhancements are included, at no additional cost.

Support: This product is distributed as part of the ArrisFederal Base Platform, and is not supported individually.

Applicable License: Eclipse Public License v1.0

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[Perpetual] **ArrisFederal Enterprise Search**  
(DSC-96-1026-SEARCH)

This item is a component of the ArrisFederal Base Platform (DSC-96-1026-BASE).

ArrisFederal Enterprise Search is an enterprise search server featuring powerful full-text search, hit highlighting, faceted search, near real-time indexing, dynamic clustering, database integration, rich document (e.g., Word, PDF) handling, and geospatial search (see ArrisFederal Geospatial). It's highly reliable, scalable and fault tolerant, providing distributed indexing, replication and load-balanced querying, automated failover and recovery, centralized configuration and more.

ArrisFederal Enterprise Search is an unmodified distribution of the Apache Solr. It is licensed separately from other portions of ArrisFederal and is managed under the Apache License Version 2.0. The VPAT provided for ArrisFederal does not cover Apache Solr.

Software Maintenance: Upgrades, updates, fixes, and enhancements are included, at no additional cost.

Support: This product is distributed as part of the ArrisFederal Base Platform, and is not supported individually.

Applicable Licenses: Apache License Version 2.0

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[Perpetual] **ArrisFederal Geospatial**  
(DSC-96-1026-GEO)

This item is a component of the ArrisFederal Base Platform (DSC-96-1026-BASE).

ArrisFederal Geospatial is an amalgamation of components that support geospatial features within ArrisFederal. Separately licensed 3rd party products may be required (depending upon your environment) that are not distributed with ArrisFederal (such as Oracle Spatial or ESRI ArcGIS).

ArrisFederal distributes and uses unmodified versions of the Open Source PostgreSQL database, PostGIS spatial database extender, GeoServer, and other open source geospatial tools. These components are open source software that can be downloaded separate from ArrisFederal at no cost and are managed under their respective licenses. PostgreSQL is managed under the PostgreSQL License while PostGIS and GeoServer are managed under the GNU v2 license (included in the appendix).

Software Maintenance: Upgrades, updates, fixes, and enhancements are included, at no additional cost.
Support: This product is distributed as part of the ArrisFederal Base Platform, and is not supported individually.

Applicable Licenses: PostgreSQL License for PostgreSQL Database Management System.

[Perpetual] ArrisFederal Big Data
(DSC-96-1026-BIGDATA)

This item is a component of the ArrisFederal Base Platform (DSC-96-1026-BASE).

ArrisFederal Big Data supports data-intensive distributed applications implementing distributed SQL Queries along with a computational paradigm named MapReduce, where the application is divided into many small fragments of work, each of which may be executed or re-executed on any node in the cluster. In addition, it provides a distributed file system that stores data on the compute nodes, providing very high aggregate bandwidth across the cluster. Both map/reduce and the distributed file system are designed so that node failures are automatically handled by the framework. It enables applications to work with thousands of computation-independent computers and petabytes of data.

ArrisFederal Big Data includes unmodified distributions of the Presto Distributed SQL Query Engine (Apache License v2), Apache Hadoop, Apache Hadoop YARN, Apache Hadoop Distributed File System, Apache Hive, Apache HBase, Apache HCatalog, Apache ZooKeeper, Apache Pig, Apache Sqoop, Apache Flume, Apache Oozie, Apache Ambari, Apache Mahout, Apache Storm, and various other open source projects. These items are open source software licensed separately from other portions of ArrisFederal and are generally managed under the Apache License Version 2.0. The VPAT provided for ArrisFederal does not cover Apache Hadoop.

Software Maintenance: Upgrades, updates, fixes, and enhancements are included, at no additional cost.

Support: This product is distributed as part of the ArrisFederal Base Platform, and is not supported individually.

Applicable Licenses: Apache License Version 2.0
13.2 Software Maintenance as a Product (Maintenance and Support)

For the purchase of all ArrisFederal module Maintenance as Product, the licensee must purchase maintenance for the base platform (DSC-96-1026-BASE-MTNCE).

<table>
<thead>
<tr>
<th>Term</th>
<th>ArrisFederal Base Platform - 1 Year Software Maintenance (DSC-96-1026-BASE-MTNCE)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 Year of maintenance and support for the ArrisFederal Base Platform. All upgrades, updates, fixes, and enhancements are included. This item must be purchased by an organization that wishes to purchase maintenance for any ArrisFederal module, but must only be purchased once per year regardless of how many modules the organization maintains. Additional Software Maintenance as a Product support hours can be purchased (DSC-99-1026-SUP_5HRS, DSC-99-1026-SUP_10HRS, DSC-99-1026-SUP_20HRS) at any time. Maintenance and Support renewal must be continuous from time of original product purchase, however, maintenance can be brought up-to-date by purchasing missed maintenance years. This item is “Software Maintenance as a Product” as defined in the Terms and Conditions and is billed at the time of purchase.</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Term</th>
<th>ArrisFederal NISP Manager - 1 Year Software Maintenance (DSC-96-1026-NISP-MTNCE)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 Year of maintenance and support for the ArrisFederal NISP Manager module. All upgrades, updates, fixes, and enhancements are included. A block of 48 off-site support hours is allocated for the customer during this period. Support is tracked in ½ hr. increments. Additional Software Maintenance as a Product support hours can be purchased (DSC-99-1026-SUP_5HRS, DSC-99-1026-SUP_10HRS, DSC-99-1026-SUP_20HRS) at any time. Maintenance and Support renewal must be continuous from time of original product purchase, however, maintenance can be brought up-to-date by purchasing missed maintenance years. This item is “Software Maintenance as a Product” as defined in the Terms and Conditions and is billed at the time of purchase.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Term</th>
<th>ArrisFederal C&amp;A Manager Lite - 1 Year Software Maintenance (DSC-96-1026-CA-MTNCE)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 Year of maintenance and support for the ArrisFederal C&amp;A Manager Lite module. All upgrades, updates, fixes, and enhancements are included. A block of 12 off-site support hours is allocated for the customer during this period. Support is tracked in ½ hr. increments. Additional Software Maintenance as a Product support hours can be purchased (DSC-99-1026-SUP_5HRS, DSC-99-1026-SUP_10HRS, DSC-99-1026-SUP_20HRS) at any time. Maintenance and Support renewal must be continuous from time of original product purchase, however, maintenance can be brought up-to-date by purchasing missed maintenance years. This item is “Software Maintenance as a Product” as defined in the Terms and Conditions and is billed at the time of purchase.</td>
</tr>
</tbody>
</table>

1 Year of maintenance and support for the ArrisFederal Project Life Cycle module. All upgrades, updates, fixes, and enhancements are included. A block of 12 off-site support hours is allocated for the customer during this period. Support is tracked in ½ hr. increments.

Additional Software Maintenance as a Product support hours can be purchased (DSC-99-1026-SUP_5HRS, DSC-99-1026-SUP_10HRS, DSC-99-1026-SUP_20HRS) at anytime. Maintenance and Support renewal must be continuous from time of original product purchase, however, maintenance can be brought up-to-date by purchasing missed maintenance years. This item is "Software Maintenance as a Product" as defined in the Terms and Conditions and is billed at the time of purchase.

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**[Term] ArrisFederal OSDBU/OSBP - 1 Year Software Maintenance (DSC-96-1026-OSDBU-MTNCE)**

1 Year of maintenance and support for the ArrisFederal OSDBU/OSBP module. All upgrades, updates, fixes, and enhancements are included. A block of 12 off-site support hours is allocated for the customer during this period. Support is tracked in ½ hr. increments.

Additional Software Maintenance as a Product support hours can be purchased (DSC-99-1026-SUP_5HRS, DSC-99-1026-SUP_10HRS, DSC-99-1026-SUP_20HRS) at anytime. Maintenance and Support renewal must be continuous from time of original product purchase, however, maintenance can be brought up-to-date by purchasing missed maintenance years. This item is "Software Maintenance as a Product" as defined in the Terms and Conditions and is billed at the time of purchase.

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1 Year of maintenance and support for an ArrisFederal Class EW-A1 module. All upgrades, updates, fixes, and enhancements are included. A block of 6 off-site support hours is allocated for the customer during this period. Support is tracked in ½ hr. increments.

Additional Software Maintenance as a Product support hours can be purchased (DSC-99-1026-SUP_5HRS, DSC-99-1026-SUP_10HRS, DSC-99-1026-SUP_20HRS) at anytime. Maintenance and Support renewal must be continuous from time of original product purchase, however, maintenance can be brought up-to-date by purchasing missed maintenance years. This item is "Software Maintenance as a Product" as defined in the Terms and Conditions and is billed at the time of purchase.

1 Year of maintenance and support for an ArrisFederal Class EW-B1 module. All upgrades, updates, fixes, and enhancements are included. A block of 12 off-site support hours is allocated for the customer during this period. Support is tracked in ½ hr. increments.

Additional Software Maintenance as a Product support hours can be purchased (DSC-99-1026-SUP_5HRS, DSC-99-1026-SUP_10HRS, DSC-99-1026-SUP_20HRS) at anytime. Maintenance and Support renewal must be continuous from time of original product purchase, however, maintenance can be brought up-to-date by purchasing missed maintenance years. This item is "Software Maintenance as a Product" as defined in the Terms and Conditions and is billed at the time of purchase.

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**[Term] ArrisFederal Class EW-C1 Module - 1 Year Software Maintenance (DSC-99-1026-EWC1-MTNCE)**

1 Year of maintenance and support for an ArrisFederal Class EW-C1 module. All upgrades, updates, fixes, and enhancements are included. A block of 24 off-site support hours is allocated for the customer during this period. Support is tracked in ½ hr. increments.

Additional Software Maintenance as a Product support hours can be purchased (DSC-99-1026-SUP_5HRS, DSC-99-1026-SUP_10HRS, DSC-99-1026-SUP_20HRS) at anytime. Maintenance and Support renewal must be continuous from time of original product purchase, however, maintenance can be brought up-to-date by purchasing missed maintenance years. This item is "Software Maintenance as a Product" as defined in the Terms and Conditions and is billed at the time of purchase.

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1 Year of maintenance and support for an ArrisFederal Class EW-D1 module. All upgrades, updates, fixes, and enhancements are included. A block of 48 off-site support hours is allocated for the customer during this period. Support is tracked in ½ hr. increments.

Additional Software Maintenance as a Product support hours can be purchased (DSC-99-1026-SUP_5HRS, DSC-99-1026-SUP_10HRS, DSC-99-1026-SUP_20HRS) at any time. Maintenance and Support renewal must be continuous from time of original product purchase; however, maintenance can be brought up-to-date by purchasing missed maintenance years. This item is "Software Maintenance as a Product" as defined in the Terms and Conditions and is billed at the time of purchase.

1 Year of maintenance and support for an ArrisFederal Class NU-A1 module. All upgrades, updates, fixes, and enhancements are included. A block of 6 off-site hours for each $25,000 of original purchases is allocated for the customer during this period. Support is tracked in ½ hr. increments.

Additional Software Maintenance as a Product support hours can be purchased (DSC-99-1026-SUP_5HRS, DSC-99-1026-SUP_10HRS, DSC-99-1026-SUP_20HRS) at anytime. Maintenance and Support renewal must be continuous from time of original product purchase, however, maintenance can be brought up-to-date by purchasing missed maintenance years. This item is "Software Maintenance as a Product" as defined in the Terms and Conditions and is billed at the time of purchase.


1 Year of maintenance and support for an ArrisFederal Class NU-B1 module. All upgrades, updates, fixes, and enhancements are included. A block of 6 off-site hours for each $25,000 of original purchases is allocated for the customer during this period. Support is tracked in ½ hr. increments.

Additional Software Maintenance as a Product support hours can be purchased (DSC-99-1026-SUP_5HRS, DSC-99-1026-SUP_10HRS, DSC-99-1026-SUP_20HRS) at anytime. Maintenance and Support renewal must be continuous from time of original product purchase, however, maintenance can be brought up-to-date by purchasing missed maintenance years. This item is "Software Maintenance as a Product" as defined in the Terms and Conditions and is billed at the time of purchase.

[Term] ArrisFederal Class NU-C1 Module - 1 Year Software Maintenance (DSC-99-1026-NUC1-MTNCE)

1 Year of maintenance and support for an ArrisFederal Class NU-C1 module. All upgrades, updates, fixes, and enhancements are included. A block of 6 off-site hours for each $25,000 of original purchases is allocated for the customer during this period. Support is tracked in ½ hr. increments.

Additional Software Maintenance as a Product support hours can be purchased (DSC-99-1026-SUP_5HRS, DSC-99-1026-SUP_10HRS, DSC-99-1026-SUP_20HRS) at anytime. Maintenance and Support renewal must be continuous from time of original product purchase, however, maintenance can be brought up-to-date by purchasing missed maintenance years. This item is "Software Maintenance as a Product" as defined in the Terms and Conditions and is billed at the time of purchase.
[Term] ArrisFederal Class NU-D1 Module - 1 Year Software Maintenance (DSC-99-1026-NUD1-MTNCE)

1 Year of maintenance and support for an ArrisFederal Class NU-D1 module. All upgrades, updates, fixes, and enhancements are included. A block of 6 off-site hours for each $25,000 of original purchases is allocated for the customer during this period. Support is tracked in ½ hr. increments.

Additional Software Maintenance as a Product support hours can be purchased (DSC-99-1026-SUP_5HRS, DSC-99-1026-SUP_10HRS, DSC-99-1026-SUP_20HRS) at anytime. Maintenance and Support renewal must be continuous from time of original product purchase, however, maintenance can be brought up-to-date by purchasing missed maintenance years. This item is "Software Maintenance as a Product" as defined in the Terms and Conditions and is billed at the time of purchase.


A prepaid block of 5 offsite support hours that can be utilized for support of any ArrisFederal product or module, valid for 1 year from time of purchase. Support is tracked in ½ hr. increments. This item is "Software Maintenance as a Product" as defined in the Terms and Conditions and is billed at the time of purchase.


A prepaid block of 10 offsite support hours that can be utilized for support of any ArrisFederal product or module, valid for 1 year from time of purchase. Support is tracked in ½ hr. increments. This item is "Software Maintenance as a Product" as defined in the Terms and Conditions and is billed at the time of purchase.


A prepaid block of 20 offsite support hours that can be utilized for support of any ArrisFederal product or module, valid for 1 year from time of purchase. Support is tracked in ½ hr. increments. This item is "Software Maintenance as a Product" as defined in the Terms and Conditions and is billed at the time of purchase.
**[Term] ArrisFederal Support - Additional 40 Offsite Support Hours**  
(DSC-99-1026-SUP_40HRS)

A prepaid block of 40 offsite support hours that can be utilized for support of any ArrisFederal product or module, valid for 1 year from time of purchase. Support is tracked in ½ hr. increments. This item is “Software Maintenance as a Product” as defined in the Terms and Conditions and is billed at the time of purchase.

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**13.3 Software Maintenance as a Service**

**ArrisFederal Customization, Support, and Software Maintenance as a Service - 1 Year (DSC-99-1026-SRV-12MO)**

1880 Hrs or more of full-time on-site and/or off-site Support and Software Maintenance as a Service of any ArrisFederal software product, module, or integration thereof. This item is “Software Maintenance as a Service” as defined in the Terms and Conditions and is billed monthly in arrears. This item cannot be purchased by a third party, but must be purchased by the Licensee of the software.

This service may be purchased by an agency if that agency has licensed ArrisFederal or has licensed any of the open source products distributed with ArrisFederal as listed in the components included with the ArrisFederal Base Platform.

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 in arrears in accordance with 31 U.S.C. 3324. 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.

Note 1: The price of this item is negotiable dependent upon the level of expertise required to perform the desired customized changes.

Note 2: Defense Software Corporation does not accredit or certify third party integrators to perform customization or integration activities with ArrisFederal Software. Defense Software Corp recommends against third party integrators customizing the ArrisFederal software and this practice is not permitted under the license agreement.
### ArrisFederal Customization, Support, and Software Maintenance as a Service - 6 Months (DSC-99-1026-SRV-6MO)

940 Hrs or more of full-time on-site and/or off-site Support and Software Maintenance as a Service of any ArrisFederal software product, module, or integration thereof. This item is "Software Maintenance as a Service" as defined in the Terms and Conditions and is billed monthly in arrears. This item cannot be purchased by a third party, but must be purchased by the Licensee of the software. Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324. 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.

Note 1: The price of this item is negotiable dependent upon the level of expertise required to perform the desired customized changes.

Note 2: Defense Software Corporation does not accredit or certify third party integrators to perform customization or integration activities with ArrisFederal Software. Defense Software Corp recommends against third party integrators customizing the ArrisFederal software and this practice is not permitted under the license agreement.

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### ArrisFederal Customization, Support, and Software Maintenance as a Service - 3 Months (DSC-99-1026-SRV-3MO)

470 Hrs or more of full-time on-site and/or off-site Support and Software Maintenance as a Service of any ArrisFederal software product, module, or integration thereof. This item is "Software Maintenance as a Service" as defined in the Terms and Conditions and is billed monthly in arrears. This item cannot be purchased by a third party, but must be purchased by the Licensee of the software. Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324. 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.

Note 1: The price of this item is negotiable dependent upon the level of expertise required to perform the desired customized changes.

Note 2: Defense Software Corporation does not accredit or certify third party integrators to perform customization or integration activities with ArrisFederal Software. Defense Software Corp recommends against third party integrators customizing the ArrisFederal software and this practice is not permitted under the license agreement.
ArrisFederal Customization, Support, and Software Maintenance as a Service
- 1 Month (DSC-99-1026-SRV-1MO)

156 Hrs or more of full-time on-site and/or off-site Support and Software Maintenance as a Service of any ArrisFederal software product, module, or integration thereof. This item is “Software Maintenance as a Service” as defined in the Terms and Conditions and is billed monthly in arrears. This item cannot be purchased by a third party, but must be purchased by the Licensee of the software. Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance as a service is billed arrears in accordance with 31 U.S.C. 3324. 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.

Note 1: The price of this item is negotiable dependent upon the level of expertise required to perform the desired customized changes.

Note 2: Defense Software Corporation does not accredit or certify third party integrators to perform customization or integration activities with ArrisFederal Software. Defense Software Corp recommends against third party integrators customizing the ArrisFederal software and this practice is not permitted under the license agreement.

14. Pricing of Products and Services

14.1 Term Software Licenses (SIN 511210)

<table>
<thead>
<tr>
<th>ArrisFederal Class</th>
<th>Provider</th>
<th>SIN</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>EW-A1 Module (1 Yr Term)</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-EWA1-TRM</td>
<td>$11,556.93</td>
</tr>
<tr>
<td>EW-B1 Module (1 Yr Term)</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-EWB1-TRM</td>
<td>$24,164.48</td>
</tr>
<tr>
<td>EW-C1 Module (1 Yr Term)</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-EWC1-TRM</td>
<td>$47,278.34</td>
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<tr>
<td>EW-D1 Module (1 Yr Term)</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-EWD1-TRM</td>
<td>$94,556.68</td>
</tr>
<tr>
<td>NU-A1 Module (1 Yr Term)</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-NUA1-TRM</td>
<td>$141.84/user</td>
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<tr>
<td>NU-B1 Module (1 Yr Term)</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-NUB1-TRM</td>
<td>$283.67/user</td>
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<tr>
<td>NU-C1 Module (1 Yr Term)</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-NUC1-TRM</td>
<td>$567.34/user</td>
</tr>
<tr>
<td>NU-D1 Module (1 Yr Term)</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-NUD1-TRM</td>
<td>$1,134.68/user</td>
</tr>
</tbody>
</table>
### 14.2 Perpetual Software Licenses (SIN 511210)

<table>
<thead>
<tr>
<th>Product/Module Name</th>
<th>Manufacturer / Supplier</th>
<th>Part #</th>
<th>GSA Price (with IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ArrisFederal Base Platform</strong></td>
<td>Defense Software Corp</td>
<td>DSC-96-1026-BASE</td>
<td>$92,172.61</td>
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<tr>
<td>also distributes (at no cost):</td>
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<tr>
<td>• ArrisFederal Business Process Manager (DSC-96-1026-BPM)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• ArrisFederal Business Intelligence (BI) and Reporting (DSC-96-1026-BIRT)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• ArrisFederal Enterprise Search (DSC-96-1026-SEARCH)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• ArrisFederal Geospatial (DSC-96-1026-GEO)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• ArrisFederal Big Data (DSC-96-1026-BIGDATA)</td>
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<tr>
<td>ArrisFederal NISP Manager</td>
<td>Defense Software Corp</td>
<td>DSC-96-1026-NISP</td>
<td>$113,402.45</td>
</tr>
<tr>
<td>ArrisFederal C&amp;A Manager Lite</td>
<td>Defense Software Corp</td>
<td>DSC-96-1026-CA-L</td>
<td>$52,531.49</td>
</tr>
<tr>
<td>ArrisFederal Project Life Cycle</td>
<td>Defense Software Corp</td>
<td>DSC-96-1026-PLC</td>
<td>$52,531.49</td>
</tr>
<tr>
<td>ArrisFederal OSDBU/OSBP</td>
<td>Defense Software Corp</td>
<td>DSC-96-1026-OSDBU</td>
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<tr>
<td>ArrisFederal Class EW-A1 Module</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-EWA1</td>
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<tr>
<td>ArrisFederal Class EW-B1 Module</td>
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<td>ArrisFederal Class EW-C1 Module</td>
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<td>DSC-99-1026-EWC1</td>
<td>$105,062.97</td>
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<tr>
<td>ArrisFederal Class EW-D1 Module</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-EWD1</td>
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<td>ArrisFederal Class NU-A1 Module</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-NUA1</td>
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<tr>
<td>ArrisFederal Class NU-B1 Module</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-NUB1</td>
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<tr>
<td>ArrisFederal Class NU-C1 Module</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-NUC1</td>
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<tr>
<td>ArrisFederal Class NU-D1 Module</td>
<td>Defense Software Corp</td>
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<td>$2,521.51/user</td>
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</table>

(Software Maintenance as a Product pricing is on the next page)
### 14.3 Software Maintenance as a Product (Term) (SIN 511210)

<table>
<thead>
<tr>
<th>Product/Module Name</th>
<th>Manufacturer/Supplier</th>
<th>Part #</th>
<th>GSA Price (with IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ArrisFederal Base Platform - 1 Year</td>
<td>Defense Software Corp</td>
<td>DSC-96-1026-BASE-MTNCE</td>
<td>$20,277.97</td>
</tr>
<tr>
<td>ArrisFederal NISP Manager - 1 Year</td>
<td>Defense Software Corp</td>
<td>DSC-96-1026-NISP-MTNCE</td>
<td>$24,948.54</td>
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<tr>
<td>ArrisFederal C&amp;A Manager Lite - 1 Year</td>
<td>Defense Software Corp</td>
<td>DSC-96-1026-CA-MTNCE</td>
<td>$11,556.93</td>
</tr>
<tr>
<td>ArrisFederal Project Life Cycle - 1 Year</td>
<td>Defense Software Corp</td>
<td>DSC-96-1026-PLC-MTNCE</td>
<td>$11,556.93</td>
</tr>
<tr>
<td>ArrisFederal OSDBU/OSBP - 1 Year</td>
<td>Defense Software Corp</td>
<td>DSC-96-1026-OSDBU-MTNCE</td>
<td>$11,556.93</td>
</tr>
<tr>
<td>ArrisFederal Class EW-A1 Module - 1 Year</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-EWA1-MTNCE</td>
<td>$5,778.46</td>
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<tr>
<td>ArrisFederal Class EW-B1 Module - 1 Year</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-EWB1-MTNCE</td>
<td>$11,556.93</td>
</tr>
<tr>
<td>ArrisFederal Class EW-C1 Module - 1 Year</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-EWC1-MTNCE</td>
<td>$23,113.85</td>
</tr>
<tr>
<td>ArrisFederal Class EW-D1 Module - 1 Year</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-EWD1-MTNCE</td>
<td>$46,227.71</td>
</tr>
<tr>
<td>ArrisFederal Class NU-A1 Module - 1 Year</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-NUA1-MTNCE</td>
<td>$69.34/user</td>
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<tr>
<td>ArrisFederal Class NU-B1 Module - 1 Year</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-NUB1-MTNCE</td>
<td>$138.68/user</td>
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<tr>
<td>ArrisFederal Class NU-C1 Module - 1 Year</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-NUC1-MTNCE</td>
<td>$277.37/user</td>
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<tr>
<td>ArrisFederal Class NU-D1 Module - 1 Year</td>
<td>Defense Software Corp</td>
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<td>$554.73/user</td>
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<tr>
<td>ArrisFederal Support - Additional 5 Offsite Support Hours</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-SUP_5HRS</td>
<td>$366.50</td>
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<tr>
<td>ArrisFederal Support - Additional 10 Offsite Support Hours</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-SUP_10HRS</td>
<td>$733.00</td>
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### 14.4 Software Maintenance as a Service (SIN 54151)

<table>
<thead>
<tr>
<th>Product/Module Name</th>
<th>Manufacturer / Supplier</th>
<th>Part #</th>
<th>GSA Price (with IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ArrisFederal Customization, Support, and Software Maintenance as a Service - 1 Year</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-SRV-12MO</td>
<td>$197.59/hr</td>
</tr>
<tr>
<td><strong>Note: Price Negotiable for Level of Expertise Required</strong></td>
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</tr>
<tr>
<td>ArrisFederal Customization, Support, and Software Maintenance as a Service - 6 Months</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-SRV-6MO</td>
<td>$218.37/hr</td>
</tr>
<tr>
<td><strong>Note: Price Negotiable for Level of Expertise Required</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>ArrisFederal Customization, Support, and Software Maintenance as a Service - 3 Months</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-SRV-3MO</td>
<td>$233.98/hr</td>
</tr>
<tr>
<td><strong>Note: Price Negotiable for Level of Expertise Required</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>ArrisFederal Customization, Support, and Software Maintenance as a Service - 1 Month</td>
<td>Defense Software Corp</td>
<td>DSC-99-1026-SRV-1MO</td>
<td>$254.78/hr</td>
</tr>
<tr>
<td><strong>Note: Price Negotiable for Level of Expertise Required</strong></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY TRAINING (SPECIAL ITEM NUMBER 611420)

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 contract.

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

2. ORDER

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

3. TIME OF DELIVERY

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

4. CANCELLATION AND RESCHEDULING

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

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

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

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

5. FOLLOW-UP SUPPORT

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

6. PRICE FOR TRAINING

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

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

8. FORMAT AND CONTENT OF TRAINING

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

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

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

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

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

   (2) The length of the course;

   (3) Mandatory and desirable prerequisites for student enrollment;

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

   (5) The locations where the course is offered;

   (6) Class schedules; and

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

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

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

9. “NO CHARGE” TRAINING

No training is provided free of charge under this contract.

10. Description of Training Courses

<table>
<thead>
<tr>
<th>10.1 ArrisFederal NISP Manager 1 Day On-Site Training (DSC-96-1026-NISP-TRNG)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A one day training course covering aspects of the ArrisFederal NISP Manager module. Cost is per student per day and is invoiced upon completion of the training course. Payment is made in arrears in compliance with 31 USC 3324.</td>
</tr>
</tbody>
</table>
### 10.2 ArrisFederal C&A Manager 1 Day On-Site Training (DSC-96-1026-CA-TRNG)

A one day training course covering aspects of the ArrisFederal C&A Manager Lite module. Cost is per student per day and is invoiced upon completion of the training course. Payment is made in arrears in compliance with 31 USC 3324.

### 10.3 ArrisFederal Project Life Cycle 1 Day On-Site Training (DSC-96-1026-PLC-TRNG)

A one day training course covering aspects of the ArrisFederal Project Life Cycle module. Cost is per student per day and is invoiced upon completion of the training course. Payment is made in arrears in compliance with 31 USC 3324.

### 10.4 ArrisFederal OSDBU/OSBP 1 Day On-Site Training (DSC-96-1026-OSDBU-TRNG)

A one day training course covering aspects of the ArrisFederal OSDBU/OSBP module. Cost is per student per day and is invoiced upon completion of the training course. Payment is made in arrears in compliance with 31 USC 3324.

### 10.5 ArrisFederal Business Process Management 2 Day On-Site Training (DSC-96-1026-BPM-TRNG)

A one day training course covering aspects of the ArrisFederal Business Process Management module. Cost is per student per day and is invoiced upon completion of the training course. Payment is made in arrears in compliance with 31 USC 3324.

### 10.6 ArrisFederal Business Intelligence (BI) and Reporting 2 Day On-Site Training (DSC-96-1026-BIRT-TRNG)

A one day training course covering aspects of the ArrisFederal Business Intelligence (BI) and Reporting module. Cost is per student per day and is invoiced upon completion of the training course. Payment is made in arrears in compliance with 31 USC 3324.
<table>
<thead>
<tr>
<th>10.7 ArrisFederal Enterprise Search 1 Day On-Site Training (DSC-96-1026-SEARCH-TRNG)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A one day training course covering aspects of the ArrisFederal Enterprise Search module. Cost is per student per day and is invoiced upon completion of the training course. Payment is made in arrears in compliance with 31 USC 3324.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>10.8 ArrisFederal Geospatial 1 Day On-Site Training (DSC-96-1026-GEO-TRNG)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A one day training course covering aspects of the ArrisFederal Geospatial module. Cost is per student per day and is invoiced upon completion of the training course. Payment is made in arrears in compliance with 31 USC 3324.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>10.9 ArrisFederal Big Data 1 Day On-Site Training (DSC-96-1026-BIGDATA-TRNG)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A one day training course covering aspects of the ArrisFederal Big Data module. Cost is per student per day and is invoiced upon completion of the training course. Payment is made in arrears in compliance with 31 USC 3324.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>10.10 ArrisFederal On-Site Training (DSC-96-1026-AF-TRNG)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A customizable training course covering the ArrisFederal Enterprise Software Suite. Cost is per student per day and is invoiced upon completion of the training course. Payment is made in arrears in compliance with 31 USC 3324.</td>
</tr>
</tbody>
</table>
11. Pricing of Training Courses (SIN 611420)

Minimum of 5 students required per class.

<table>
<thead>
<tr>
<th>Product/Module Name</th>
<th>Manufacturer / Supplier</th>
<th>Part #</th>
<th>GSA Price (with IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ArrisFederal NISP Manager 1 Day On-Site Training</td>
<td>Defense Software Corp</td>
<td>DSC-96-1026-NISP-TRNG</td>
<td>$928.46 per student per day</td>
</tr>
<tr>
<td>ArrisFederal C&amp;A Manager 1 Day On-Site Training</td>
<td>Defense Software Corp</td>
<td>DSC-96-1026-CA-TRNG</td>
<td>$928.46 per student per day</td>
</tr>
<tr>
<td>ArrisFederal Project Life Cycle 1 Day On-Site Training</td>
<td>Defense Software Corp</td>
<td>DSC-96-1026-PLC-TRNG</td>
<td>$928.46 per student per day</td>
</tr>
<tr>
<td>ArrisFederal OSDBU/OSBP 1 Day On-Site Training</td>
<td>Defense Software Corp</td>
<td>DSC-96-1026-OSDBU-TRNG</td>
<td>$928.46 per student per day</td>
</tr>
<tr>
<td>ArrisFederal Business Process Management 2 Day On-Site Training</td>
<td>Defense Software Corp</td>
<td>DSC-96-1026-BPM-TRNG</td>
<td>$928.46 per student per day</td>
</tr>
<tr>
<td>ArrisFederal Business Intelligence (BI) and Reporting 2 Day On-Site Training</td>
<td>Defense Software Corp</td>
<td>DSC-96-1026-BIRT-TRNG</td>
<td>$928.46 per student per day</td>
</tr>
<tr>
<td>ArrisFederal Enterprise Search 1 Day On-Site Training</td>
<td>Defense Software Corp</td>
<td>DSC-96-1026-SEARCH-TRNG</td>
<td>$928.46 per student per day</td>
</tr>
<tr>
<td>ArrisFederal Geospatial 1 Day On-Site Training</td>
<td>Defense Software Corp</td>
<td>DSC-96-1026-GEO-TRNG</td>
<td>$928.46 per student per day</td>
</tr>
<tr>
<td>ArrisFederal Big Data 1 Day On-Site Training</td>
<td>Defense Software Corp</td>
<td>DSC-96-1026-BIGDATA-TRNG</td>
<td>$928.46 per student per day</td>
</tr>
<tr>
<td>ArrisFederal On-Site Training</td>
<td>Defense Software Corp</td>
<td>DSC-96-1026-AF-TRNG</td>
<td>$928.46 per student per day</td>
</tr>
</tbody>
</table>
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)

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

1. Scope
   a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT within the scope of this Multiple Award 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 Professional 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**


7. **Responsibilities of Defense Software Corporation**

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 (Labor Categories)

<table>
<thead>
<tr>
<th>16.1 Business Process Engineer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applies process improvement and reengineering methodologies and principles to conduct process modernization projects. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Responsible for facilitating process innovation, and other initiatives. Analyzes, presents alternatives, makes recommendations and provides assistance for resolving business issues in the areas of planning, performance, and business process reengineering and/or improvement. Knowledgeable in the areas of process notation such as UML Activity Diagrams and Business Process Modeling Notation (BPMN).</td>
</tr>
<tr>
<td>Minimum Experience: 4 - 8 years of experience in Business Process Engineering.</td>
</tr>
<tr>
<td>Recommended Education: Bachelor's degree OR equivalent experience and training.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>16.2 Business Requirements Analyst</th>
</tr>
</thead>
<tbody>
<tr>
<td>Produces formal specifications documenting stakeholder requirements. Unambiguously defines project scope. Elicits needs from stakeholders and customers; transforms customer needs into unique and verifiable requirements. Establishes operational concepts and scenarios. Identifies interface requirements. Coordinates the formal approval and acceptance of requirement specifications. Baselines requirement documents by placing them under Configuration Management. Manages and tracks changes to requirement documents. May coordinate with technical implementation staff to resolve conflicts and provide clarification to documented requirements.</td>
</tr>
<tr>
<td>Minimum Experience: 4 - 8 years of experience in Requirements Analysis.</td>
</tr>
<tr>
<td>Recommended Education: Bachelor's degree OR equivalent experience and training.</td>
</tr>
</tbody>
</table>
16.3 Database Engineer

Analyzes and studies complex software system requirements. Designs database schemas, tables, views, triggers, procedures, and other database artifacts. Works collaboratively with software engineers to provide an overall software solution. Provides documentation and traceability from database artifacts to approved requirements. Configures and optimizes database configurations for efficient performance.

Minimum Experience: 4 - 8 years of experience in Software Engineering.

Recommended Education: Bachelor's degree OR equivalent experience and training.

16.4 Information Technology (IT) Strategic Planning Analyst

Provides support to strategic planning efforts that are focused on information technology (IT). Analyzes and defines sources of information to consult during the strategic planning effort. Performs technology trend analysis. Identifies information technology that is needed by the organization and how it can improve efficiency. Defines organizational goals and objectives in regards to information technology. Assists in defining an action plan to attain the IT goals and objectives.

Minimum Experience: 2 - 5 years of experience in IT Strategic Planning.

Recommended Education: Bachelor's degree OR equivalent experience and training.

16.5 IV&V Engineer

Works independently to validate and verify technical work products. Performs validation on selected products within an established validation/verification environment. Executes approved validation procedures and criteria. Prepares for and conducts IV&V peer reviews. Analyzes and reports validation and verification results.

Minimum Experience: 2 - 5 years of experience in IV&V

Recommended Education: Bachelor's degree OR equivalent experience and training.
16.6 SAP Business Objects Universe and Report Engineer

Designs and implements Business Objects Universes using the suite of tools provided by SAP Business Objects. Creates Business Objects reports based on user requirements. Aids in the refinement of report requirements to be in alignment with the capabilities of Business Objects. Works under general supervision. A certain degree of creativity and latitude is required. Typically reports to a supervisor or manager.

*Minimum Experience*: 3 - 6 years of experience with Business Objects.

*Recommended Education*: Bachelor's degree OR equivalent experience and training.

16.7 Software Engineer

Analyzes and studies complex software system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development through the Software Development Life Cycle using formal specifications, data flow diagrams, other accepted design techniques and UML class models. Estimates software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time and improving current techniques. Supervises software configuration management. Researches, collects, and reports information on the ability and capacity of company products and competing equipment. Aids in the design and development of systems, and redesign of existing systems to fulfill the needs of customers. Familiar with standard concepts, practices, and procedures within a particular field. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complex tasks. Works under general supervision. A certain degree of creativity and latitude is required. Provides documentation and traceability from software engineering artifacts to approved requirements.

*Minimum Experience*: 4 - 8 years of experience in Software Engineering.

*Recommended Education*: Bachelor's degree OR equivalent experience and training.

16.8 Software Quality Assurance and Testing Engineer

Creates and executes test plans for software projects. Analyzes and studies software system requirements to determine required test case coverage. Confirms, through the execution of test cases, that the developed software system meets the approved requirements. Develops and implements quality assurance standards, processes, and controls. Develops methods for inspection, testing, sampling, and training. Evaluates capabilities and recommends improvements. May assist in developing quality assurance policies and procedures.


*Recommended Education*: Bachelor's degree OR equivalent experience and training.
16.9  **Technical Analyst**

Analyzes and evaluates complex technical problems, issues, risks, decisions, or other technical items. Defines technical objectives and prepares formal specifications. Analyzes alternatives to determine technical, schedule, and economic feasibility. May provide task direction to team members. Produces technical reports and whitepapers.

*Minimum Experience:* 2 - 5 years of experience as a Technical Analyst

*Recommended Education:* Bachelor's degree OR equivalent experience and training.

16.10  **Technical Writer**

Researches, writes, edits, and proofreads technical data for use in documents or sections of documents such as manuals, procedures, and specifications. Ensures technical documentation is accurate, complete, meets editorial and government specifications and adheres to standards for quality, graphics, coverage, format, and style. Assists in establishing style guidelines and standards for text and graphics.

*Minimum Experience:* 2 - 5 years of experience as a Technical Writer

*Recommended Education:* Bachelor's degree OR equivalent experience and training.

16.11  **Tier-III Support Engineer**

Responsible for handling difficult and advanced technical support problems for software systems. Assists both Tier I and Tier II personnel in resolving issues. Research and develop solutions to new or unknown issues. Reviews, assesses, and prioritizes problem reports. May work directly with customers and other technical resources to effectively resolve issues. Assists in the root cause analysis of issues and makes recommendations for corrective and preventive actions.

*Minimum Experience:* 2 - 5 years of experience as a Tier III Support Engineer

*Recommended Education:* Bachelor's degree OR equivalent experience and training.
16.12 Diplomatic Security Systems Subject Matter Expert (SME)

Exhibits the highest level of expertise in one or more information technology systems in the domain of Diplomatic Security. Applies engineering and architectural methodologies toward the design and development of new Diplomatic Security information technology systems. Coordinates with Diplomatic Security business teams and technical teams to produce high quality system artifacts.

*Minimum Experience:* 4-8 years of expert-level experience in Diplomatic Security IT Systems.

*Recommended Education:* Bachelor’s degree OR equivalent experience and training.

16.13 Oracle Siebel Consultant Certified Expert Subject Matter Expert (SME)


*Required Certification:* Oracle "Siebel Consultant Certified Expert" or equivalent.

*Recommended Education:* Bachelor’s degree OR equivalent experience and training.

16.14 Project Manager

Leads team on projects or significant segment of complex projects. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Develops and implements projects and serves as a single point of contact for managing all tasks / subtasks. Guides projects from the original concept through final implementation. Defines project scope and objectives including developing detailed work plans, day-to-day management direction, schedules, project estimates, resource plans, status reports, and project tracking and analysis. Conducts project meetings and ensures quality standards. Provides advanced technical and strategic guidance to multiple project teams and oversees project deliverables.

*Required Certification:* Project Management Professional (PMP) or 5+ years of Project Management Experience.

*Recommended Education:* Bachelor’s degree OR equivalent experience and training.
17. Pricing of IT Professional Services

The table below indicates the hourly rate for each labor category. The rates apply to work performed at a government site. Prices displayed include a .75% Industrial Funding Fee (IFF) which Defense Software Corporation will pay to GSA.

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Hourly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Process Engineer</td>
<td>$150.84</td>
</tr>
<tr>
<td>Business Requirements Analyst</td>
<td>$119.92</td>
</tr>
<tr>
<td>Database Engineer</td>
<td>$150.84</td>
</tr>
<tr>
<td>IT Strategic Planning Analyst</td>
<td>$138.52</td>
</tr>
<tr>
<td>IV&amp;V Engineer</td>
<td>$150.84</td>
</tr>
<tr>
<td>SAP Business Objects Universe and Report Engineer</td>
<td>$150.84</td>
</tr>
<tr>
<td>Software Engineer</td>
<td>$150.84</td>
</tr>
<tr>
<td>Software Quality Assurance and Testing Engineer</td>
<td>$150.84</td>
</tr>
<tr>
<td>Technical Analyst</td>
<td>$138.52</td>
</tr>
<tr>
<td>Technical Writer</td>
<td>$115.44</td>
</tr>
<tr>
<td>Tier-III Support Engineer</td>
<td>$150.84</td>
</tr>
<tr>
<td>Diplomatic Security Systems Subject Matter Expert (SME)</td>
<td>$240.01</td>
</tr>
<tr>
<td>Oracle Siebel Consultant Certified Expert Subject Matter Expert (SME)</td>
<td>$240.01</td>
</tr>
<tr>
<td>Project Manager</td>
<td>$179.56</td>
</tr>
</tbody>
</table>

*Hourly Rate for Labor Categories*
**ORDER LEVEL MATERIALS (SIN OLM)**

OLMs are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs. OLMs are procured under a special ordering procedure that simplifies the process for acquiring supplies and services necessary to support individual task or delivery orders placed against a Schedule contract or BPA. Using this new procedure, ancillary supplies and services not known at the time of the Schedule award may be included and priced at the order level.

**OLM SIN-Level Requirements/Ordering Instructions:**

**OLMs are:**
- Purchased under the authority of the FSS Program
- Unknown until an order is placed
- Defined and priced at the ordering activity level in accordance with GSAR clause 552.238-115 Special Ordering Procedures for the Acquisition of Order-Level Materials. (Price analysis for OLMs is not conducted when awarding the FSS contract or FSS BPA; therefore, GSAR 538.270 and 538.271 do not apply to OLMs)
- Only authorized for use in direct support of another awarded SIN.
- Only authorized for inclusion at the order level under a Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN)
- Subject to a Not To Exceed (NTE) ceiling price

**OLMs are not:**
- "Open Market Items."
- Items awarded under ancillary supplies/services or other direct cost (ODC) SINs (these items are defined, priced, and awarded at the FSS contract level)

**OLM Pricing:**
- Prices for items provided under the Order-Level Materials SIN must be inclusive of the Industrial Funding Fee (IFF).
- The value of OLMs in a task or delivery order, or the cumulative value of OLMs in orders against an FSS BPA awarded under an FSS contract, cannot exceed 33.33%.

NOTE: When used in conjunction with a Cooperative Purchasing eligible SIN, this SIN is Cooperative Purchasing Eligible.
APPENDIX A – END USER LICENSE AGREEMENTS

Defense Software Corporation General Commercial Software End User License Agreement

(DSC-GENERAL-EULA v1.1)

1. Preamble: This Agreement governs the relationship between Licensee and Defense Software Corporation, a duly registered C Corporation in VA, United States whose principal business address is 12587 Fairlakes Cir STE 335, Fairfax, VA 22033, United States (Hereinafter: Licensor). This Agreement sets the terms, rights, restrictions and obligations on using software products (hereinafter: The Software) created and owned by Licensor, as detailed herein.

United States Government End Users

The Software product is a "commercial item", as that term is defined in 48 C.F.R. 2.101 (October 1995), consisting of "commercial computer software" and "commercial computer software documentation", as such terms are used in 48 C.F.R. 12.212 (September 1995). Consistent with 48 C.F.R. 12.212 and 48 C.F.R. 227.7202-1 through 227.7202-4 (June 1995), any use, modification, reproduction, release, performance, display or disclosure of the Software and accompanying Documentation by the United States Government shall be governed solely by the terms of this Agreement and shall be prohibited except to the extent expressly permitted by the terms of this Agreement.

2. License Grant: Licensor hereby grants Licensee a non-assignable & non-transferable, non-commercial, without the rights to create derivative works, non-exclusive license, all with accordance with the terms set forth and other legal restrictions set forth in 3rd party software used while running Software.

2.1 Limited: Licensee may use Software for the purpose of:

2.1.1 Running Software on Licensee's internal intranet Website[s] and Server[s] (running the Software on a publicly available website is not permitted);

2.1.3 Publishing Software's output to Licensee and 3rd Parties;

2.1.4 Database Table Integration: Licensee is granted permission to directly interact with and integrate with the Software database tables for purposes of software integration, analysis, and reporting of information managed by the Software.

2.1.4.1 Licensor is not responsible for the accuracy of analysis or reports generated by directly reading the Software's database tables.

2.1.4.2 Licensor is not responsible for any bug, error, or invalid software behavior that may arise from data that is directly inserted into or updated in the database tables used by The Software. Inserting and/or updating the Software's database tables is done at the Licensee's own risk.

2.2 Sublicense: Licensee may not sublicense Software.

2.3 Non Assignable & Non-Transferable: Licensee may not assign or transfer his rights and duties under this license.

2.4 Non-Commercial: Licensee may not use Software for commercial purposes. For the purpose of this license, commercial purposes means that a 3rd party has to pay in order to access Software or that the Website that runs Software is behind a paywall.

3. Term & Termination: The Term of this license shall be until terminated. Licensor may terminate this Agreement, including Licensee's license in the case where Licensee:

3.1 became insolvent or otherwise entered into any liquidation process; or

3.2 exported The Software to any jurisdiction where licensor may not enforce his rights under this agreements in; or
3.3 Licensee was in breach of any of this license's terms and conditions and such breach was not cured, immediately upon notification; or

3.4 Licensee in breach of any of the terms of clause 2 to this license; or

3.5 Licensee otherwise entered into any arrangement which caused Licensor to be unable to enforce his rights under this License.

4. Payment: In consideration of the License granted under clause 2, Licensee shall pay Licensor a fee. Failure to perform payment shall construe as material breach of this Agreement. Payment may not be made by a 3rd party, and Licensee and/or 3rd parties may not sell or accept payments for licenses to The Software.

5. Upgrades, Updates and Fixes: Licensor may provide Licensee, from time to time, with Upgrades, Updates or Fixes, as detailed herein and according to an established support and maintenance agreement. Licensee hereby warrants to keep The Software up-to-date and install all relevant updates and fixes, and may, at his sole discretion, purchase upgrades, according to the rates set by Licensor. Licensor shall provide upgrades, updates, and fixes per the support and maintenance agreement established between the Licensor and Licensee.

5.1 Upgrades: for the purpose of this license, an Upgrade shall be a material amendment in The Software, which contains new features and or major performance improvements and shall be marked as a new version number. For example, should Licensee purchase The Software under version 1.X.X, an upgrade shall commence under number 2.0.0.

5.2 Updates: for the purpose of this license, an update shall be a minor amendment in The Software, which may contain new features or minor improvements and shall be marked as a new sub-version number. For example, should Licensee purchase The Software under version 1.1.X, an update shall commence under number 1.2.0.

5.3 Fix: for the purpose of this license, a fix shall be a minor amendment in The Software, intended to remove bugs or alter minor features which impair the The Software's functionality. A fix shall be marked as a new sub-sub-version number. For example, should Licensee purchase Software under version 1.1.1, a fix shall commence under number 1.1.2.

6. Support: Software is provided under an AS-IS basis. Maintenance and Support may be included for the first year; see the product description for details. Pre-paid annual maintenance and support may be purchased separately as "Software Maintenance as a Product". Software maintenance as a service may also be purchased; software maintenance as a service is invoiced and paid in arrears. All support is provided to a limited number of registered named users within Licensee's organization. Cost of support may be based on the number of desired registered support users. Support is tracked in ½ hr increments.

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