



(i) GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

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

Schedule Title: **General Purpose Commercial Information Technology Equipment, Software and Services**

FSC Group, Part, and Section or Standard Industrial Group (as applicable): **Not applicable.**

FSC Class/Product code and/or Service Codes: **7010** and D304

Contract number: **GS-35F-0440J**

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

Contract period - May 12, 2004 through May 11, 2019

Price List current through PS-0033, effective May 9, 2016

Highland Technology Services, Inc.

610 Professional Drive, Suite 205
Gaithersburg, MD 20879

240-683-8840 • 240-683-8847 Fax
www.htsi-global.com

Approved Amendments

Mod #:	Title:	Date of Action
A013	Schedule 70 Refresh 24	10/7/2009
A095	Schedule 70 Refresh 26	6/27/2010
A112	Authorized Negotiators	2/29/2012
A160	Schedule 70 Refresh 27	2/29/2012
A188	Schedule 70 Refresh 28	2/29/2012
A197	Schedule 70 Refresh 29	2/29/2012
A215	Schedule 70 Refresh 30	3/1/2012
A308	Schedule 70 Refresh 31	1/15/2013
A344	Removal of Clause I-FSS-125	12/11/2013
A345	Schedule 70 Refresh 32	9/30/2013
A377	Schedule 70 Refresh 33	5/28/2014
A403	Schedule 70 Refresh 34	1/05/2015
A454	Schedule 70 Refresh 35	6/10/2015
A491	Schedule 70 Refresh 36	2/08/2016
A518	Schedule 70 Refresh 37	4/15/2016

Business size. Other Small Business

- (ii) **CUSTOMER INFORMATION:** The following information should be placed under this heading in consecutively numbered paragraphs in the sequence set forth below. If this information is placed in another part of the Federal Supply Schedule Price List, a table of contents must be shown on the cover page that refers to the exact location of the information.

1a. **Special Item No's. 132-100 Ancillary Supplies and/or Services***

132-51 Information Technology Professional Services – see pages 5 to 23.

132-52 Electronic Commerce and Subscription Services – see 24 to 29.

* Ancillary supplies and/or services are support supplies and services which are not within the scope of any other SIN on this schedule. These supplies and/or services may only be ordered in conjunction with or in support of supplies and/or services purchased under another SIN(s) in this solicitation to provide a solution to a customer requirement. This SIN may be used for orders and blanket purchase agreements that involve work or a project that is solely associated with the supplies and/or services purchased under this schedule. This SIN EXCLUDES purchases that are exclusively for supplies and/or services already available under another schedule and is limited to information technology (IT) products and/or services.

The work performed under this SIN shall be associated with existing SINs that are part of this schedule. Ancillary supplies and/or services shall not be the primary purpose of the work ordered, but be an integral part of the total solution offered. Ancillary supplies and/or services may only be ordered in conjunction with or in support of supplies and/or services purchased under another SIN in this schedule. Offerors may be required to provide additional information to support a determination that their proposed ancillary supplies and/or services are commercially offered in support of one or more SINs under this schedule.

1b. **Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.**

132-100 - Video Teleconferencing (VTC) Support Engineer - \$62.51

132-51 - Jr. Groupware Developer - \$40.98

132-52 – Items C2a-20 and C2a-21 for \$1.86 each.

1c. **A description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided - see pages 9 to 18 and pages 21 to 22.**

2. **Maximum order** - \$150,000 for SIN 132-100 and \$500,000 for 132-51 and 132-52.

3. **Minimum order** - \$2,500.

4. **Geographic coverage** (delivery area): *Domestic delivery* is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

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

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

5. **Point of production** - Gaithersburg, Montgomery County, Maryland.

6. **Discount from list prices or statement of net price** - Prices are net prices.

7. **Quantity discounts** – Additional 1% discount for orders over \$500,000.

8. **Prompt payment terms** - 1/2% - 20 days from receipt of invoice or date of acceptance.

9a. **Notification that Government purchase cards are accepted at or below the micro-purchase threshold** – Yes.

9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold** – Yes.

10. **Foreign items** – Not applicable.

- 11a. **Time of delivery** - To be negotiated with each authorized ordering activity.
- 11b. **Expedited Delivery** – Not Applicable.
- 11c. **Overnight and 2-day delivery** – Not Applicable.
- 11d. **Urgent Requirements** – Not Applicable.
- 12. **F.O.B. point:** DEST.

- 13a. **Ordering address:**
- Highland Technology Services, Inc.
610 Professional Drive, Suite 205
Gaithersburg, MD 20879-3413
- 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:**
- Highland Technology Services, Inc
610 Professional Drive, Suite 205
Gaithersburg, MD 20879-3413.
15. **Warranty provision** – Workmanlike manner.
16. **Export packing charges** – Not Applicable.
17. **Terms and conditions of Government purchase card acceptance** (any thresholds above the micro-purchase level) – No restrictions.
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 indicating date of parts price lists and any discounts from list prices** – Not Applicable.
- 20a. **Terms and conditions for any other services** – see pages 5 to 9 and 24 to 29.
21. **List of service and distribution points** -- Not Applicable.
22. **List of participating dealers** – Not Applicable.
23. **Preventive maintenance** – Not Applicable.
- 24a. **Special attributes such as environmental attributes** (e.g., recycled content, energy efficiency, and/or reduced pollutants) - Not Applicable.
- 24b. **Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services -**
- The EIT standards can be found at: www.Section508.gov/ - Not Applicable.
25. **Data Universal Number System (DUNS) number** - 96-818-9746.
26. **Notification regarding registration in System for Award Management (SAM) database** – Yes.

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

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

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

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

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

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

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

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

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

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

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Services.

9. INDEPENDENT CONTRACTOR

All IT Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

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

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

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

Job Title: Program Manager

Minimum/General Experience: This position requires a minimum of fifteen years experience, of which at least ten years must be specialized. Specialized experience includes: project development from inception to deployment, expertise in the management and control of funds and resources, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.

Functional Responsibility: Serves as the contractor's contract manager, and is the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Is responsible for the overall contract performance.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With a Masters degree, twelve years general experience of which at least nine years must be specialized. With a Ph.D., ten years general experience of which at least seven years must be specialized.

Job Title: Group Manager

Minimum/General Experience: This position requires a minimum of ten years experience of which at least seven years must be specialized. Specialized experience includes: project development from inception to deployment, expertise in the management and control of resources, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.

Functional Responsibility: Serves as the task manager for a large, complex task order (or a group of task orders). Assists the Program Manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), government management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With a Master's Degree, eight years of general experience of which at least five years must be specialized. With a Ph.D., six years of general experience of which at least three years must be specialized. With fifteen years general experience of which at least twelve years specialized experience, a degree is not required.

Job Title: Principal Groupware Consultant

Minimum/General Experience: This position requires a minimum of six years of general experience, of which at least three years must be groupware specific. Excellent presentation, writing and communication skills are required.

Functional Responsibility: Serves as a certified Principle System consultant on a project team for groupware development projects. May serve as a Team Leader. Works with project teams, and users to accomplish the objectives of projects that may include business process analysis and redesign, infrastructure design and deployment planning, application development, and legacy system integration. Leads Rapid Application Development tasks. Develops software using groupware development tools. Supervises groupware development staff.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With eight years experience, of which five is groupware specific, no degree is required. Holds certification at the principal level in a nationally recognized groupware product.

Job Title: Principal Groupware Developer

Minimum/General Experience: This position requires a minimum of five years of general experience of which four is groupware specific. Excellent presentation, writing and communication skills are required.

Functional Responsibility: Serves as the Principal Developer on a project team for groupware development projects. Works with project teams, and users on projects that may include business process analysis and redesign, infrastructure design and deployment planning, application development, and legacy system integration. Performs Rapid Application Development tasks including analysis, design, prototype, programming, testing, and configuration management. Develops software using groupware development tools.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With seven years experience, of which five is groupware specific, no degree is required. Holds certification at the principal level in a nationally recognized groupware product.

Job Title: Sr. Groupware Developer

Minimum/General Experience: This position requires a minimum of four years of generalized experience of which three is groupware specific. Experience includes systems integration, applications development, system architecture design, and business analysis. Good writing and communication skills are required.

Functional Responsibility: Works at the direction of the Principle Groupware Developer on groupware development projects. Performs Rapid Application Development tasks including analysis, design, prototype, programming, testing, and configuration management. Develops software groupware development tools.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With five years experience, of which four is groupware specific, no degree is required.

Job Title: Jr. Groupware Developer

Minimum/General Experience: This position requires a minimum of two years of generalized experience. Experience includes systems integration, applications development, system architecture design, and business analysis. Good writing and communication skills are required.

Functional Responsibility: Works at the direction of the Principle Groupware Developer on groupware development projects. Performs Rapid Application Development tasks including analysis, design, prototype, programming, testing, and configuration management. Develops software groupware development tools.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With three years experience, of which one is groupware specific, no degree is required.

Job Title: Groupware Analyst

Minimum/General Experience: This position requires a minimum of five years of general experience of which three is groupware specific. Experience includes systems integration, system architecture design, Notes deployment, network designs and business analysis, management of LAN/WAN/Telecommunication systems. Excellent presentation, writing and communications skills required.

Functional Responsibility: Serves as a customer liaison to provide planning, reviewing and scheduling for groupware development, deployment, technical approach and architecture/ infrastructure administration plans. Reviews system architecture and infrastructure designs for the deployment of groupware application systems to ensure functional and quality standards are met. Resolves software problems, identifies recommended software modifications, develops project plans, and deployment schedules.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With seven years experience, of which four is groupware specific, no degree is required.

Job Title: Application Training Specialist

Minimum/General Experience: this position requires three years of related experience applying comprehensive knowledge to develop and conduct technical training courses on system and software applications. Must be familiar with the principals of creating teaching outline in accordance with established guidelines. Functional Responsibilities: Under minimum supervision, performs technical training in field of expertise. Creates teaching outlines where established guidelines may not exist. Selects and/or develops instructional aids, such as handouts, reference materials, or audio/visual supports. Maintains records and statistical information on employee/customer training; monitors training program by reviewing and analyzing student course evaluations; and makes recommendations to management on course improvement and customer training needs. Understands and has implemented WEB technology.

Minimum Education: Bachelor's Degree in Science or Engineering or other related discipline. With five years experience no degree is required.

Job Title: Sr. Network Operations Engineer

Minimum/General Experience: This position requires a minimum of seven years experience in planning, configuring and maintaining LAN and WAN communication facilities, network administration, Internet services, building Web servers, using HTML and various tools to create and convert documents for publication on the WWW. Must also have experience writing Common Gateway Interface (CGI) scripts in C, Perl and Unix shell languages. Must have experience programming using C, Visual Basic and DOS batch languages as they relate to network administration.

Functional Responsibility: Develops system configuration and planning. Develops system configuration documentation. Performs telecommunication problem management and resolution, Coordinates system changes with other members of the systems group. Installs, configures and maintains routers, multiplexers, modems and other Local and Wide Area Network (WAN) hardware. Performs monitoring of communications systems to locate potential problems. Collects performance statistics to be used for load balancing and network optimization. Evaluates new hardware and software to determine impact on network and servers, configures and maintains software and hardware used to provide internet services. Works with other department components to configure and coordinate changes to the WAN system. Performs other communications related tasks.

Minimum Education: No Degree is required.

Job Title: Network Operations Engineer

Minimum/General Experience: This position requires a minimum of five years experience in planning, configuring and maintaining LAN and WAN communication facilities, network administration, Internet services, building Web servers, using HTML and various tools to create and convert documents for publication on the WWW. Must also have experience writing Common Gateway Interface (CGI) scripts in C, Perl and Unix shell languages. Must have experience programming using C, Visual Basic and DOS batch languages as they relate to network administration.

Functional Responsibility: Develops system configuration documentation. Performs telecommunication problem resolution and coordinates system changes. Installs, configures and maintains routers, multiplexers, modems and other Local and Wide Area Network (WAN) hardware. Performs monitoring of communications systems to locate potential problems. Collects performance statistics, and works with other departments to configure and coordinate changes to the network systems. Performs other communications related tasks.

Minimum Education: No Degree is required.

Job Title: Network Baseline Analyst

Minimum/General Experience: This position requires a minimum of four years experience designing, installing, upgrading and debugging local area network systems, hardware troubleshooting and repair, operating system installations and upgrades, and configuration management. Must have experience as a team member for triage troubleshooting both network servers and network nodes, including PCs, printers, and other peripherals. Must have experience in designing test environments for new applications against existing network environments and topologies.

Functional Responsibility: Configures and installs LAN hardware and software. Optimizes performance. Conducts new products evaluations. Trains staff in systems use. Develops LAN systems documentation. Coordinates systems changes and upgrades. Writes systems applications and utilities. Troubleshoots problems on the network. Provides technical support for Wide Area Networks and connectivity standards. Performs other systems related tasks.

Minimum Education: No Degree is required.

Job Title: Principal Performance Measurement Analyst

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least eight years must be specialized. Specialized experience includes supervision of system architects, use of structured analysis, design methodologies and design tools, techniques, object-oriented principles, and experience with the logical and physical functional, operational, and technical architecture of information systems.

Functional Responsibility: Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures. Evaluates problems of workflow, organization, and planning, and develops appropriate corrective action. Provides daily supervision and direction to staff.

Minimum Education: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With a Master's Degree, eight years of general experience, of which at least six years must be specialized. With a Ph.D., six years of general experience, of which at least five years must be specialized. With thirteen years of general experience of which at least eleven years must be specialized experience, a degree is not required.

Job Title: Performance Measurement Analyst

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least eight years must be specialized. Specialized experience includes analysis and design of business applications on complex systems for large-scale computers, data base management, and use of programming languages. General experience includes increasing responsibilities in assignments of a technical nature.

Functional Responsibility: Performs as a Task Leader and provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Prepares status reports. Supervises staff.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With a Master's Degree, eight years general experience of which at least six years must be specialized. With a Ph.D., a minimum six years of general experience is required of which at least five years must be specialized. With thirteen years of general experience of which at least eleven years must be specialized experience, a degree is not required.

Job Title: IT Process Analyst

Minimum/General Experience: This position requires a minimum of five years experience, of which at least three years must be specialized. Specialized experience includes analysis and design of business applications, database management, and programming. General experience includes increasing responsibilities in information systems design and management.

Functional Responsibility: Assists in the analysis and development of computer software. Participates in the development of plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintains hardware and software performance tuning, analyzes workload and computer usage, maintains interfaces with outside systems, analyzes downtimes, analyzes proposed system modifications, upgrades and new COTS products. Works with programmers to ensure proper implementation of program and system specifications.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With a Master's Degree, three years general experience of which at least one year must be specialized. With seven years of general experience of which at least four years must be specialized experience, a degree is not required.

Job Title: Documentation Specialist

Minimum/General Experience: Requires a minimum of three years experience in developing technical documentation, for hardware and software installation and use, troubleshooting and repair, operating system installations and upgrades, configuration management design and development of test plans.

Functional Responsibility: Plans, develops and maintains technical documentation. Conducts system reviews (hardware and software) to validate associated documentation. Coordinates documentation changes with systems changes and upgrades. No Degree is required.

Job Title: Subject Matter Expert (IT Architecture and Security)

Minimum/General Experience: Twelve years general experience of which at least nine must be specialized. Specialized experience includes supervision of system architects, use of structured analysis, design methodologies and design tools, object oriented principles, and experience with the logical and physical, functional, operational, and technical architecture of large and complex information systems. General experience includes increasing responsibilities in systems engineering.

Functional Responsibility: Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with standards for open systems architectures; and for network and application security. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, or Engineering. With a Master's degree, ten years experience of which at least seven years must be specialized. With a Ph.D., eight years of general experience is required of which at least six years must be specialized.

Job Title: Principle Software Engineer

Minimum/General Experience: This position requires a minimum of 6 years experience, of which at least 4 years must be specialized. Provides daily technical supervision and direction to software engineers and other staff members including mentoring of junior members. Analyzes functional business requirements and lead software life cycle activities from requirement analysis using structured or object-oriented technique, through design, implementation, testing, and final acceptance. Translates requirements into detailed design specifications. Tests, debugs, and refines the computer software to produce the required product. Provides technical direction to software engineers to ensure products meet the technical baselines through the life cycle of software development.

Functional Responsibility: Specialized experience includes but is not limited to: experience as an applications programmer in languages such as C, C++, Java, VB, Basic or Fortran; database programmer using RDBMS such as Oracle, Informix, Sybase, DB2 or MS SQL server, and knowledge of computer systems and ability to develop complex software to satisfy design and user requirements. Demonstrated ability to work independently and provide technical leadership.

Minimum Education: A Bachelor's degree Computer Science, Information Systems, or Engineering, With 8 years of general experience of which at least 6 years must be specialized experience, a degree is not required.

Job Title: Software Engineer

Minimum/General Experience: This position requires a minimum of 3 years experience, of which at least 2 years must be specialized. Analyses functional business requirements and lead software life cycle activities from requirement analysis using structured or object-oriented technique, through design, implementation, testing and final acceptance. Translates requirements into detailed design specifications. Tests, debugs, and refines the computer software to produce the required product. Provides technical direction to software engineers to ensure products meet the technical baselines through the life cycle of software development.

Functional Responsibility: Specialized experience includes but is not limited to: experience as an applications programmer in languages such as C, C++, Java, VB, Basic or Fortran; database programmer using RDBMS such as Oracle, Informix, Sybase, DB2 or MS SQL server, and knowledge of computer systems and ability to develop complex software to satisfy design and user requirements. Demonstrated ability to work independently and meet deadlines.

Minimum Education: A Bachelor's degree Computer Science, Information Systems, or Engineering, With 6 years of general experience of which at least 4 years must be specialized experience, a degree is not required.

Job Title: Groupware Developer

Minimum/General Experience: This position requires a minimum of 3 years generalized experience of which one is groupware specific. Experience includes systems integration, applications development, system architecture design, and business analysis. Good writing and communications skills are required.

Functional Responsibility: Works at the direction of the Principle Groupware developer on groupware development projects. Performs Rapid Application Development tasks including design, prototype, programming and testing. Develops groupware software development tools and demonstrates ability to work independently.

Minimum Education: A Bachelor's degree Computer Science, Information Systems, or Engineering, or other related discipline. With 4 years of general experience of which 2 are groupware specific, a degree is not required.

Job Title: Principle Network Engineer

Minimum/General Experience:

This position requires a minimum of nine years experience in planning, configuring, and maintaining LAN and WAN communications facilities, networks administration, Internet services, building Web servers, using HTML and various tools to prepare documents for publication on the WWW. Requires experience writing Common Gateway Interface (CGI) scripts in C, Perl, and Unix shell languages. Must have experience programming using C, Visual Basic and DOS batch languages as they relate to network administration.

Functional Responsibility: Performs general LAN and WAN administration, and provides technical leadership in the integration and testing of complex computer-integrated networks. Schedules computer system conversions and cut-overs, and performs telecommunications problem management and resolution. Collects network performance statistics for load balancing and network optimization. Supervises maintenance of systems and coordinates with other department components to configure changes to the network infrastructure. Supervises network support staff.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, or Engineering. With 12 years experience no degree is required.

Job Title: Senior Applications Training Specialist

Minimum/General Experience: This position requires five years of related experience applying comprehensive knowledge to develop and conduct technical training courses on system and software applications. Must have experience creating teaching outlines and course material in accordance with established guidelines.

Functional Responsibility: Creates and performs technical training courses in field of expertise. Creates teaching outlines, elects or develops instructional aids, such as handouts, reference materials, or audio/visual aids. Evaluates computer-based training (CBT) and videotape training materials. Maintains and evaluates records and statistical information on customer training; Maintains and evaluates records and statistical information on customer training; monitors training program by reviewing and analyzing student course evaluations; and makes recommendations to management on course improvement and customer training needs. Understands and provides training for web-based applications.

Minimum Education: Bachelor's Degree in Science, Engineering or Computer Science. With seven years experience no degree is required.

Job Title: Program Consultant I

Minimum/General Experience: Nine years general experience of which at least six must be specialized. Specialized experience includes specific client organization/program knowledge, including management organization, process workflows, and IT infrastructure requirements. General experience includes increasing responsibilities in IT consulting and IT systems development.

Functional Responsibility: Provides overall IT management and software development support to include providing online access to federally mandated information, federal records management, cyber security operation and training, and development of web-based solutions for organizational information dissemination. Works with multiple client organizations/staff to determine web-based information requirements and to design appropriate internal and external IT solutions.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, or Engineering. With a Master's degree, seven years experience of which at least five years must be specialized.

Job Title: Program Consultant II

Minimum/General Experience: Twelve years general experience of which at least nine must be specialized. Specialized experience includes specific client organization/program knowledge, including management organization, process workflows, and IT infrastructure requirements. General experience includes increasing responsibilities in management consulting and IT systems integration.

Functional Responsibility: Provides overall IT management and consulting support to include new technology assessment, federal records management, cyber security planning and implementation and training, and coordination of these IT functions in multiple locations. Works with multiple client organizations/staff and other designated contractor staff to insure continuity of IT operations and timely problem resolution. Evaluates analytically and systematically client requirements and develops appropriate technical solutions.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, or Engineering. With a Master's degree, ten years experience of which at least seven years must be specialized. With a Ph.D., eight years of general experience is required of which at least six years must be specialized.

Job Title: Business Applications Analyst

Minimum General Experience: Five years experience providing business analysis services to client organizations for business applications, including information technology (IT) requirements and interfaces.

Functional Responsibility: Prepares financial and business related analysis and research in such areas as financial and expense performance, rate of return, depreciation, working capital, and investments. Assists in the development of business policies, application requirements, and performs analysis and documentation of IT services costs and return on investment. May provide customized training to customer organization on business application utilization.

Minimum Education: Bachelor's degree or applicable training certificates with five years experience of increasing complexity in the last five years.

Job Title: Enterprise Architect I

Minimum General Experience: Five years experience providing business or IT consulting support to customer management.

Functional Responsibility: Acts independently to provide business and/or technical IT consulting support to strategic units and customer enterprises. Works with managers in the customer organization to formulate enterprise-wide business and/or technical IT product and/or service strategies. Develops and applies consulting methodologies, business models and organizational behavior models to conceptualize methods to apply business and/or technical IT products and services as strategic assets.

Minimum Education: Bachelor's degree. With a Master's degree, three years general experience of which at least two must be specialized.

Job Title: Enterprise Architect II

Minimum General Experience: Seven years experience providing business or technical IT consulting support to customer management.

Functional Responsibility: Acts independently to provide business and/or technical IT consulting support to strategic units and customer enterprises. Works with executives in the customer organization to formulate enterprise-wide business and/or technical IT product and/or service strategies. Develops and applies consulting methodologies, business models and organizational behavior models to conceptualize methods to apply business and/or technical IT products and services as strategic assets. Supports and participates in the conceptualization and development of technology policy, methodologies, models, techniques and strategies.

Minimum Education: Bachelor's degree. With a Master's degree, seven years of general experience of which at least four must be specialized.

Job Title: Senior Software Engineer

Minimum General Experience: This position requires a minimum of 4 years experience, of which at least 3 years must be specialized IT experience. Provides technical supervision and direction to software developers, or providing software system design. Analyzes functional business requirements and leads software life cycle activities from requirement analysis using structured or object-oriented technique, through design, implementation, testing and final acceptance. Translates requirements into detailed design specifications. Tests, debugs, and refines the computer software to produce the required product. Provides technical direction to software engineers to ensure products meet the technical baselines through the life cycle of software development.

Functional Responsibility: Specialized experience includes but is not limited to: experience as an applications programmer in languages such as C, C++, Java, VB, Basic; database programmer using RDBMS such as Oracle, Informix, Sybase, DB2 or MS SQL server, and knowledge of computer systems and ability to develop complex software to satisfy design and user requirements. Demonstrated ability to work independently, meet deadlines and provide technical supervision.

Minimum Education: Bachelor's degree. With 7 years of general experience of which at least 5 years must be specialized IT experience, a degree is not required.

Job Title: Program Consultant III

Minimum General Experience: Fourteen years general experience of which at least ten must be specialized. Specialized experience includes specific client organization/program knowledge, including management organization, process workflows, and IT infrastructure requirements including cyber security and records management compliance. General experience includes increasing responsibilities in management consulting and IT systems integration in large federal organizations.

Functional Responsibility: Provides overall IT management and consulting support to include new technology assessment, federal records management, cyber security planning and implementation and training; and coordination of these IT functions in multiple locations. Works with multiple client organizations/staff and other designated contractor staff to insure continuity of IT operations and timely problem resolution. Evaluates analytically and systematically client requirements and develops appropriate technical solutions.

Minimum Education: Bachelor's degree. With a Master's degree, ten years experience of which at least seven years must be specialized. With a Ph-D., eight years of general experience is required of which at least six years must be specialized.

Job Title: Information Technology Support Analyst II

Minimum General Experience: This position requires a minimum of five years' experience in operational support and maintenance of LAN and WAN communication facilities, network administration support, Internet services, standalone PC installation, maintenance and support including preparation for system certification and general end-user support.

Functional Responsibility: Prepares system certification and accreditation documents for classified and unclassified information processing systems and maintains all documentation for these systems and tracks all dates to comply with continuous monitoring requirements, password changes and reaccreditations. Performs system problem resolution and coordinates system changes with both internal and external IT Teams. Installs, configures and maintains hardware and peripheral equipment. Collects performance statistics, and works with other departments to configure and coordinate changes to the systems for which they are responsible. Performs other information processing systems related tasks such as, retirement of obsolete or no-longer required systems; storage and tracking of information system media; and relocation of hardware to support office installation requirements.

Minimum Education: A Bachelor's degree. With a Master's Degree, three additional years of related experience, of which at least one year must be specialized. With seven years of related experience, of which at least four years must be specialized experience, a degree is not required.

Job Title: Information Technology Support Analyst

Minimum General Experience: This position requires a minimum of three years' experience in operational support and maintenance of LAN and WAN communication facilities, network administration support, Internet services, standalone PC installation, maintenance and support including preparation for system certification and general end-user support.

Functional Responsibility: Assists in the development of system certification and accreditation documents for classified and unclassified information processing systems and maintains all documentation for these systems and tracks all dates to comply with continuous monitoring requirements, password changes and reaccreditations. Assists with system problem resolution and coordinates system changes with both internal and external IT Teams. Installs, configures and maintains hardware and peripheral equipment. Collects performance statistics, and works with other departments to configure and coordinate changes to the systems for which they are responsible. Performs other information processing systems related tasks such as, retirement of obsolete or no-longer required systems; storage and tracking of information system media; and relocation of hardware to support office installation requirements.

Minimum Education: An Associate's degree. With five years of related experience, of which at least three years must be specialized experience, a degree is not required.

SIN	Labor Category Title	GSA Rate
132-51	Application Training Specialist	\$58.50
132-51	Business Applications Analyst	\$83.35
132-51	Documentation Specialist	\$52.74
132-51	Enterprise Architect I	\$133.31
132-51	Enterprise Architect II	\$151.22
132-51	Group Manager	\$100.32
132-51	Groupware Analyst	\$76.90
132-51	Groupware Developer	\$48.44
132-51	IT Process Analyst	\$42.56
132-51	Software Developer	\$40.99
132-51	Jr. Groupware Developer	\$40.98
132-51	Network Baseline Analyst	\$52.74
132-51	Network Operations Engineer	\$70.19
132-51	Performance Measurement Analyst	\$68.68
132-51	Principal Groupware Consultant	\$107.32
132-51	Principal Groupware Developer	\$78.47
132-51	Principal Network Engineer	\$99.96
132-51	Principal Performance Measurement Analyst	\$99.16

SIN	Labor Category Title	GSA Rate
132-51	Principal Software Engineer	\$115.08
132-51	Program Consultant I	\$118.73
132-51	Program Consultant II	\$133.43
132-51	Program Consultant III	\$189.50
132-51	Program Manager	\$119.13
132-51	Senior Application Training Specialist	\$65.79
132-51	Senior Software Engineer	\$102.34
132-51	Software Engineer	\$94.12
132-51	Sr. Groupware Developer	\$74.70
132-51	Sr. Network Operations Engineer	\$76.14
132-51	Subject Matter Expert (IT Architecture and Security)	\$167.36
132-51	Information Technology Support Analyst	\$65.48
132-51	Information Technology Support Analyst II	\$95.35

SIN 132-100

1a. Special Item No's. 132-100 Ancillary Supplies and/or Services* and 132-51 Information Technology Professional Services.

* Ancillary supplies and/or services are support supplies and services which are not within the scope of any other SIN on this schedule. These supplies and/or services may only be ordered in conjunction with or in support of supplies and/or services purchased under another SIN(s) in this solicitation to provide a solution to a customer requirement. This SIN may be used for orders and blanket purchase agreements that involve work or a project that is solely associated with the supplies and/or services purchased under this schedule. This SIN EXCLUDES purchases that are exclusively for supplies and/or services already available under another schedule and is limited to information technology (IT) products and/or services.

The work performed under this SIN shall be associated with existing SINs that are part of this schedule. Ancillary supplies and/or services shall not be the primary purpose of the work ordered, but be an integral part of the total solution offered. Ancillary supplies and/or services may only be ordered in conjunction with or in support of supplies and/or services purchased under another SIN in this schedule. Offerors may be required to provide additional information to support a determination that their proposed ancillary supplies and/or services are commercially offered in support of one or more SINs under this schedule.

SIN	Labor Category Title	GSA Rate
132-100	Video Teleconferencing (VTC) Support Engineer	\$62.51
132-100	Video Teleconferencing (VTC) Support Engineer II	\$91.02
132-100	Video Teleconferencing (VTC) Administrator	\$72.96

Job Title: Video Teleconferencing (VTC) Support Engineer

Minimum/General Experience: This position requires a minimum of three years 'engineering experience in operational support and maintenance of Video Teleconferencing communication networks, facilities, hardware, and software including end-user support.

Functional Responsibility: Develops video teleconferencing system configuration documentation. Performs video telecommunication problem management and resolution. Installs, configures and maintains video teleconferencing hardware. Performs monitoring of video teleconferencing systems to locate potential problems. Collects performance statistics to be used for load balancing and video teleconferencing network optimization. Configures and maintains video teleconferencing software and hardware and works with other department components to coordinate changes to the video teleconferencing system. Performs other video teleconferencing related tasks. Minimum Education: An Associate's degree. With five years of related experience, of which at least three years must be specialized experience, a degree is not required.

Job Title: Video Teleconferencing (VTC) Support Engineer II

Minimum/General Experience: This position requires a minimum of five years ' engineering experience in operational support and maintenance of Video Teleconferencing communication networks, facilities, hardware, and software including end-user support.

Functional Responsibility: Develops system configuration and planning. Develops video teleconferencing system configuration documentation. Performs video telecommunication problem management and resolution. Coordinates system changes with other members of the systems group. Installs, configures and maintains video teleconferencing hardware. Performs monitoring of video teleconferencing systems to locate potential problems. Collects performance statistics to be used for load balancing and video teleconferencing network optimization. Evaluates new hardware and software to determine impact on video teleconferencing networks, configures and maintains video teleconferencing software and hardware. Works with other department components to configure and coordinate changes to the video teleconferencing system. Performs other video teleconferencing related tasks.

Minimum Education: A Bachelor's degree. With seven years of related experience, of which at least four years must be specialized experience, a degree is not required.

Job Title: Video Teleconferencing (VTC) Administrator

Minimum/General Experience: This position requires a minimum of three years' experience in managing and administrating Video Teleconferencing communication networks, facilities, and software.

Functional Responsibility: Develops video teleconferencing system operations and configuration documentation. Manages the day-to-day operations of video telecommunication networks and systems including problem resolution management. Performs monitoring of video teleconferencing systems to locate potential problems. Collects performance statistics to be used for load balancing and video teleconferencing network optimization by support engineers. Operates video teleconferencing software and hardware and supports end users. Performs other video teleconferencing related tasks.

Minimum Education: An Associate's degree. With five years of related experience, of which at least three years must be specialized experience, a degree is not required.

* Proposed annual Economic Adjustment of 1.9% columns will be added upon approval of our schedule for the next five-year extension period.

**TERMS AND CONDITIONS APPLICABLE TO
ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES
(SPECIAL IDENTIFICATION NUMBER 132-52)**

1. SCOPE

The prices, terms and conditions stated under Special Item Number 132-52 Electronic Commerce (EC) Services apply exclusively to EC Services within the scope of this Information Technology Schedule.

2. ELECTRONIC COMMERCE CAPACITY AND COVERAGE

The Ordering Activity shall specify the capacity and coverage required as part of the initial requirement.

3. INFORMATION ASSURANCE

- a. The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA)
- b. The Ordering Activity shall assign an impact level (per Federal Information Processing Standards Publication 199 & 200 (FIPS 199, “*Standards for Security Categorization of Federal Information and Information Systems*”) (FIPS 200, “*Minimum Security Requirements for Federal Information and Information Systems*”) prior to issuing the initial statement of work. Evaluations shall consider the extent to which each proposed service accommodates the necessary security controls based upon the assigned impact level. The Contractor awarded SIN 132-52 is capable of meeting at least the minimum security requirements assigned against a low-impact information system (per FIPS 200).
- c. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Electronic Commerce services. All FISMA certification, accreditation, and evaluation activities are the responsibility of the ordering activity.

4. DELIVERY SCHEDULE.

The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in *Information for Ordering Activities Applicable to All Special Item Numbers*, paragraph 6. *Delivery Schedule.*

5. INTEROPERABILITY.

When an Ordering Activity requires interoperability, this requirement shall be included as part of the initial requirement. Interfaces may be identified as interoperable on the basis of participation in a sponsored program acceptable to the Ordering Activity. Any such access or interoperability with teleports/gateways and provisioning of enterprise service access will be defined in the individual requirement.

6. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering electronic services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all electronic 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.

7. PERFORMANCE OF ELECTRONIC SERVICES

The Contractor shall provide electronic services on the date agreed to by the Contractor and the ordering activity.

8. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

9. RIGHTS IN DATA

The Contractor shall comply FAR 52.227-14 RIGHTS IN DATA – GENERAL and with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

10. ACCEPTANCE TESTING

If requested by the ordering activity the Contractor shall provide acceptance test plans and procedures for ordering activity approval. The Contractor shall perform acceptance testing of the systems for ordering activity approval in accordance with the approved test procedures.

11. WARRANTY

The Contractor shall provide a warranty covering each Contractor-provided electronic commerce service. The minimum duration of the warranty shall be the duration of the manufacturer’s commercial warranty for the item listed below:

Limited Managed Wired and Wireless Service Warranty:

Highland Technology Services, Inc. (“Highland”) warrants that for the term of the task order or contract from the Start Date, Highland Wired and Wireless Lifecycle Managed Services (“W²LMS”) purchased by customer shall be free of defects in material and workmanship under normal authorized use consistent with normal operating instructions. This service warranty extends only to the original purchaser. In the event that Highland receives notice during the warranty period that any MMS does not conform to its warranty, Customer’s sole and exclusive remedy, and Highland’s sole and exclusive liability, shall be for at its sole option, to either repair or replace the non-conforming service in accordance with this limited warranty.

The warranty shall commence upon the later of the following:

- a. Activation of the user’s service
- b. Installation/delivery of the equipment

The Contractor, by repair or replacement of the defective item, shall complete all warranty services within five working days of notification of the defect. Warranty service shall be deemed complete when the user has possession of the repaired or replaced item. If the Contractor renders warranty service by replacement, the user shall return the defective item(s) to the Contractor as soon as possible but not later than ten (10) working days after notification.

12. MANAGEMENT AND OPERATIONS PRICING

The Contractor shall provide management and operations pricing on a uniform basis. All management and operations requirements for which pricing elements are not specified shall be provided as part of the basic service.

13. TRAINING

The Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. If there is a separate charge, indicate below:

There is no additional charge for training.

14. MONTHLY REPORTS

In accordance with commercial practices, the Contractor may furnish the ordering activity/user with a monthly summary ordering activity report.

14. ELECTRONIC COMMERCE SERVICE PLAN

(a) Describe the electronic service plan and eligibility requirements.

There are no specific service plans and/or eligibility requirements offered.

(b) Describe charges, if any, for additional usage guidelines.

There are no additional usage guidelines.

(c) Describe corporate volume discounts and eligibility requirements, if any.

There are no corporate volume discounts and/or eligibility requirements.

15. Mobile Lifecycle and Expense Management Services

(a) Describe the electronic service plan and eligibility requirements.

There are no specific service plans and/or eligibility requirements offered.

(b) Describe charges, if any, for additional usage guidelines.

There are no additional usage guidelines.

(c) Describe corporate volume discounts and eligibility requirements, if any.

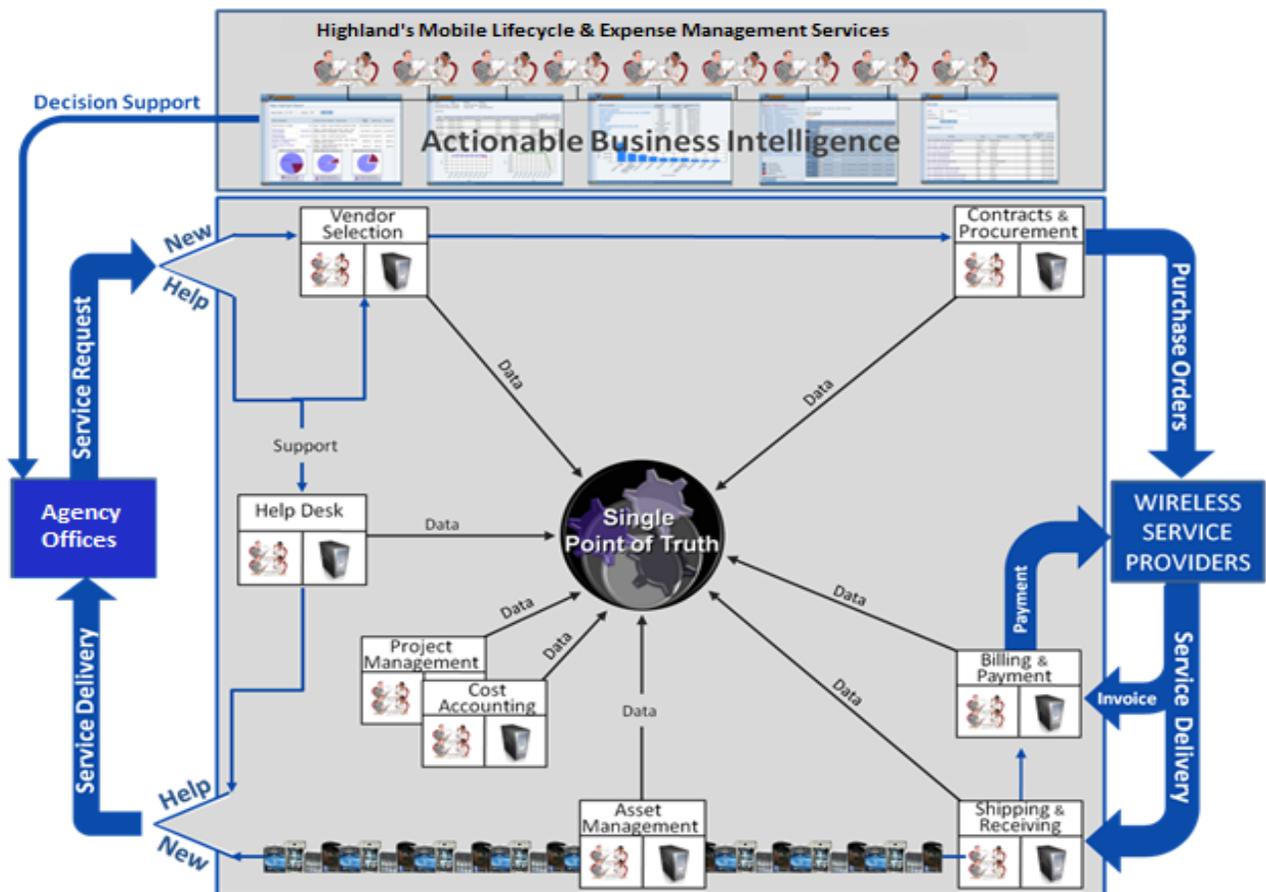
There are no corporate volume discounts and/or eligibility requirements.

Highland Technology Services Inc. (Highland) optimizes the full life cycle management of mobile services with exceptional people, a proven workflow process, and an advanced governance and business intelligence framework.

We are capable of implementing the integration necessary for high quality Wired and Wireless Lifecycle & Expense Management (W²L&EM) services and delivery of vital information, while maintaining a low cost, highly-efficient, and indirect support structure. Our approach to W²L&EM is centered on our web based Mobile Lifecycle Management System (MLMS) portal that serves as a single access control point for the complete management of the service. To accomplish this, the portal is composed of several modules to include Inventory (Asset) Management, Knowledge Management, Service Catalog and Management Reporting. Together, these modules are a complete mobile lifecycle management framework. Leveraging Cloud technology as the basis of the portal and our solution is Section 508 compliant and has received a FISMA Moderate Authority to Operate (ATO) from the General Services Administration (GSA). Based upon a modular architecture, our solution is extremely configurable and customizable to suit the various needs of the customer.

Key Features to our W²L&EM Approach

Our Cloud based W²L&EM service techniques reduce operator processing time while streamlining transfer and integration times. Our experience allows for rapid transition with low risk for Agencies. W²L&EM services benefits provide the advantages that Government agencies will realize from allowing Highland to partner with them.



Our framework integrates the deployment of Highland’s wireless supply chain expertise, proven functional process methodologies, and proprietary tools to develop optimal end-to-end delivery of W²L&EM services and decision support for Federal Government Agencies.

Highland Technology Services, Inc 132-52 Offerings

SIN	Part #	Description	GSA
132-52	C2a-1	Light Portal Ordering Portal 2a-1-Unit Quantities 100 to 600	\$2.01
132-52	C2a-10	Light Portal Ordering Portal 2a-10-Unit Quantities 5,401 to 6,000	\$1.94
132-52	C2a-11	Light Portal Ordering Portal 2a-11-Unit Quantities 6,001 to 6,600	\$1.94
132-52	C2a-12	Light Portal Ordering Portal 2a-12-Unit Quantities 6,601 to 7,200	\$1.94
132-52	C2a-13	Light Portal Ordering Portal 2a-13-Unit Quantities 7,201 to 7,800	\$1.90
132-52	C2a-14	Light Portal Ordering Portal 2a-14-Unit Quantities 7,801 to 8,400	\$1.90
132-52	C2a-15	Light Portal Ordering Portal 2a-15-Unit Quantities 8,401 to 9,000	\$1.90
132-52	C2a-16	Light Portal Ordering Portal 2a-16-Unit Quantities 9,001 to 9,600	\$1.90
132-52	C2a-17	Light Portal Ordering Portal 2a-17-Unit Quantities 9,601 to 10,600	\$1.88
132-52	C2a-18	Light Portal Ordering Portal 2a-18-Unit Quantities 10,601 to 11,200	\$1.88
132-52	C2a-19	Light Portal Ordering Portal 2a-19-Unit Quantities 11,201 to 11,800	\$1.88
132-52	C2a-2	Light Portal Ordering Portal 2a-2-Unit Quantities 601 to 1,200	\$2.01
132-52	C2a-20	Light Portal Ordering Portal 2a-20-Unit Quantities 11,801 to 12,400	\$1.86
132-52	C2a-21	Light Portal Ordering Portal 2a-21-Unit Quantities 12,401 and Over	\$1.86
132-52	C2a-3	Light Portal Ordering Portal 2a-3-Unit Quantities 1,201 to 1,800	\$2.01
132-52	C2a-4	Light Portal Ordering Portal 2a-4-Unit Quantities 1,801 to 2,400	\$2.01
132-52	C2a-5	Light Portal Ordering Portal 2a-5-Unit Quantities 2,401 to 3,000	\$1.95
132-52	C2a-6	Light Portal Ordering Portal 2a-6-Unit Quantities 3,001 to 3,600	\$1.95
132-52	C2a-7	Light Portal Ordering Portal 2a-7-Unit Quantities 3,601 to 4,200	\$1.95
132-52	C2a-8	Light Portal Ordering Portal 2a-8-Unit Quantities 4,201 to 4,800	\$1.95
132-52	C2a-9	Light Portal Ordering Portal 2a-9-Unit Quantities 4,801 to 5,400	\$1.94
132-52	C2b-1	ServiceNow Ordering Portal 2b-1-Unit Quantities 100 to 600	\$2.78
132-52	C2b-10	ServiceNow Ordering Portal 2b-10-Unit Quantities 5,401 to 6,000	\$2.74
132-52	C2b-11	ServiceNow Ordering Portal 2b-11-Unit Quantities 6,001 to 6,600	\$2.74
132-52	C2b-12	ServiceNow Ordering Portal 2b-12-Unit Quantities 6,601 to 7,200	\$2.74
132-52	C2b-13	ServiceNow Ordering Portal 2b-13-Unit Quantities 7,201 to 7,800	\$2.70
132-52	C2b-14	ServiceNow Ordering Portal 2b-14-Unit Quantities 7,801 to 8,400	\$2.70
132-52	C2b-15	ServiceNow Ordering Portal 2b-15-Unit Quantities 8,401 to 9,000	\$2.70
132-52	C2b-16	ServiceNow Ordering Portal 2b-16-Unit Quantities 9,001 to 9,600	\$2.70
132-52	C2b-17	ServiceNow Ordering Portal 2b-17-Unit Quantities 9,601 to 10,600	\$2.70
132-52	C2b-18	ServiceNow Ordering Portal 2b-18-Unit Quantities 10,601 to 11,200	\$2.66
132-52	C2b-19	ServiceNow Ordering Portal 2b-19-Unit Quantities 11,201 to 11,800	\$2.66
132-52	C2b-2	ServiceNow Ordering Portal 2b-2-Unit Quantities 601 to 1,200	\$2.78
132-52	C2b-20	ServiceNow Ordering Portal 2b-20-Unit Quantities 11,801 to 12,400	\$2.66
132-52	C2b-21	ServiceNow Ordering Portal 2b-21-Unit Quantities 12,401 and Over	\$2.63
132-52	C2b-3	ServiceNow Ordering Portal 2b-3-Unit Quantities 1,201 to 1,800	\$2.78
132-52	C2b-4	ServiceNow Ordering Portal 2b-4-Unit Quantities 1,801 to 2,400	\$2.78
132-52	C2b-5	ServiceNow Ordering Portal 2b-5-Unit Quantities 2,401 to 3,000	\$2.78
132-52	C2b-6	ServiceNow Ordering Portal 2b-6-Unit Quantities 3,001 to 3,600	\$2.78
132-52	C2b-7	ServiceNow Ordering Portal 2b-7-Unit Quantities 3,601 to 4,200	\$2.78
132-52	C2b-8	ServiceNow Ordering Portal 2b-8-Unit Quantities 4,201 to 4,800	\$2.78
132-52	C2b-9	ServiceNow Ordering Portal 2b-9-Unit Quantities 4,801 to 5,400	\$2.74

SIN	Part #	Description	GSA
132-52	C3-1	Expense Management Services C3-1-Unit Quantities 100 to 600	\$3.63
132-52	C3-10	Expense Management Services C3-10-Unit Quantities 5,401 to 6,000	\$3.59
132-52	C3-11	Expense Management Services C3-11-Unit Quantities 6,001 to 6,600	\$3.59
132-52	C3-12	Expense Management Services C3-12-Unit Quantities 6,601 to 7,200	\$3.59
132-52	C3-13	Expense Management Services C3-13-Unit Quantities 7,201 to 7,800	\$3.59
132-52	C3-14	Expense Management Services C3-14-Unit Quantities 7,801 to 8,400	\$3.55
132-52	C3-15	Expense Management Services C3-15-Unit Quantities 8,401 to 9,000	\$3.55
132-52	C3-16	Expense Management Services C3-16-Unit Quantities 9,001 to 9,600	\$3.54
132-52	C3-17	Expense Management Services C3-17-Unit Quantities 9,601 to 10,600	\$3.54
132-52	C3-18	Expense Management Services C3-18-Unit Quantities 10,601 to 11,200	\$3.52
132-52	C3-19	Expense Management Services C3-19-Unit Quantities 11,201 to 11,800	\$3.52
132-52	C3-2	Expense Management Services C3-2-Unit Quantities 601 to 1,200	\$3.63
132-52	C3-20	Expense Management Services C3-20-Unit Quantities 11,801 to 12,400	\$3.50
132-52	C3-21	Expense Management Services C3-21-Unit Quantities 12,401 and Over	\$3.50
132-52	C3-3	Expense Management Services C3-3-Unit Quantities 1,201 to 1,800	\$3.63
132-52	C3-4	Expense Management Services C3-4-Unit Quantities 1,801 to 2,400	\$3.63
132-52	C3-5	Expense Management Services C3-5-Unit Quantities 2,400 to 3,000	\$3.63
132-52	C3-6	Expense Management Services C3-6-Unit Quantities 3,001 to 3,600	\$3.62
132-52	C3-7	Expense Management Services C3-7-Unit Quantities 3,601 to 4,200	\$3.62
132-52	C3-8	Expense Management Services C3-8-Unit Quantities 4,201 to 4,800	\$3.62
132-52	C3-9	Expense Management Services C3-9-Unit Quantities 4,801 to 5,400	\$3.62