



**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

SIN 132-51 - Information Technology (IT) Professional Services
SIN 132-51 RC - Information Technology (IT) Professional Services For Disaster Recovery Purchasing
SIN 132-51 ST/LOC - Information Technology (IT) Professional Services For State & Local Cooperative Purchasing

SIN 132-52 - Electronic Commerce (EC) Services
SIN 132-52 RC - Electronic Commerce (EC) Services For Disaster Recovery Purchasing
SIN 132-52 ST/LOC - Electronic Commerce (EC) Services For State & Local Cooperative Purchasing

SIN 132-56 - Health Information Technology Services
SIN 132-56 RC - Health Information Technology Services For Disaster Recovery Purchasing
SIN 132-56 ST/LOC - Health Information Technology Services For State & Local Cooperative Purchasing

Palmetto GBA, LLC
17 Technology Circle
Columbia, SC 29203-9591
Phone: 803-763-1176 Fax: 803-935-1411
Contract Administrator: Ron Paige
Internet Address: www.palmettogba.com

Contract Number: GS-35F-0462V
Period Covered by Contract: 05/21/2009 through 05/20/2019
General Services Administration
Federal Acquisition Service
Pricelist current through Modification #PO-0017,
Pricelist current through 09/09/2016.

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 GSAAdvantage!®, a menu-driven database system. The INTERNET address for GSAAdvantage!® is: GSAAdvantage.gov.



TABLE OF CONTENTS

Special Notice to Agencies and Customer Information.....3

Terms and Conditions for SIN 132-51.....7

Labor Descriptions and Awarded GSA Rates for SIN 132-51.....11

Terms and Conditions for SIN 132-52.....17

Awarded GSA Prices for SIN 132-52.....20

Terms and Conditions for SIN 132-56.....21

Labor Descriptions and Awarded GSA Rates for SIN 132-56.....24

Suggested Format for BPAs under IT Schedule 70 PL.....27

Basic Guidelines for Contractor Teaming Arrangements.....30



SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage! on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage! and the Federal Acquisition Service Homepage (www.gsa.gov/fas) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

CUSTOMER INFORMATION

- 1a. Table of awarded special item numbers with appropriate cross-reference to item descriptions and awarded prices.
 - Special Item No. 132-51 Information Technology Professional Services*
 - Special Item No. 132-51RC Information Technology Professional Services for Disaster Recovery Purchasing*
 - Special Item No. 132-51STLOC Information Technology Professional Services for State & Local Cooperative Purchasing*
 - Special Item No. 132-52 Electronic Commerce Services*
 - Special Item No. 132-52RC Electronic Commerce Services for Disaster Recovery Purchasing*
 - Special Item No. 132-52STLOC Electronic Commerce Services for State & Local Cooperative Purchasing*
 - Special Item No. 132-56 Health Information Technology Services*
 - Special Item No. 132-56RC Health Information Technology Services for Disaster Recovery Purchasing*
 - Special Item No. 132-56STLOC Health Information Technology Services for State & Local Cooperative Purchasing*
- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting



price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

See Price Sheet

- 1c. If the Contractor is proposing hourly rates, 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. If hourly rates are not applicable, indicate "Not applicable" for this item.
Skill category descriptions begin on page 10
2. Maximum order.
The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:
Special Item Number 132-51 - Information Technology (IT) Professional Services
Special Item Number 132-52 - Electronic Commerce (EC) Services
Special Item Number 132-56 - Health Information Technology Services
3. Minimum order.
\$100
4. Geographic coverage.
The Geographic Scope of this GSA Contract will be domestic delivery only.
5. Points of production.
17 Technology Circle
Columbia, SC 29203-9591
6. Discount from list prices or statement of net price.
Prices shown are NET Prices; Basic Discounts have been deducted.
7. Quantity discounts.
None
8. Prompt payment terms.
1.5%-15 days from receipt of invoice or date of acceptance, whichever is later
- 9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.
Government purchase card will be accepted for payment on orders below the micro-purchase threshold.
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.
Government purchase card will be accepted for payment on orders above the micro-purchase threshold.
10. Foreign items (list items by country of origin).
None



- 11a. Time of delivery. (Contractor inserts number of days.)
- | <i>SPECIAL ITEM NUMBER</i> | <i>DELIVERY TIME (Days ARO)</i> |
|----------------------------|---------------------------------|
| 132-51 | 30 days |
| 132-52 | 30 days |
| 132-56 | 30 days |
- 11b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery.
As negotiated on the task order level
- 11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery.
As negotiated on the task order level
- 11d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery.
As negotiated on the task order level
12. F.O.B. point.
FOB Destination
- 13a. Ordering address.
*17 Technology Circle
Columbia, SC 29203-9591*
- 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.
*17 Technology Circle
Columbia, SC 29203-9591*
15. Warranty provision.
Not Applicable
16. Export packing charges, if applicable.
Not Applicable
17. Terms and conditions of Government purchase card acceptance.
Government purchase card will be accepted for payment on orders above the micro-purchase threshold.
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.
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 such as environmental attributes .
None
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/.
Not Applicable
25. Data Universal Number System (DUNS) number.
00-681-1389
26. Notification regarding registration in SAM.gov (formerly the Central Contractor Registration) database. *Palmetto GBA, LLC is registered with the System for Award Management. CAGE Code: 3EYS4*



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

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

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.



d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

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

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

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

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

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

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

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (May 2015)(Alternate 1-May 2014)(Deviation I-February 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS –COMMERCIAL ITEMS (May 2015)(Alternate 1-



May 2014)(Deviation I-February 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT 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 (May 2015)(Alternate 1-May 2014)(Deviation I-February 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 (May 2015)(Alternate 1-May 2014)(Deviation I-February 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.



**Information Technology Labor Category Descriptions And Approved GSA Pricing
SIN 132-51**

Assistant, EDI Service II

OP121- \$54.46/hr

Functional Responsibility:

Ensure timely and accurate completion of requests about EDI products and services, utilizing a relational database for tracking purposes. Maintaining expedient and accurate service levels in filling requests for EDI products and services. Monitor prompt and accurate screening and distribution of all incoming mail. Serve as a liaison with the Medicare mailroom in resolving any EDI mail issues, including following all express mail guidelines

Analyze and respond to all written and electronic inquiries relating to requests for EDI products and services. This includes coordination with Government Finance on all adjustments/refunds and any research for adjustments or refunds. Also includes coordination with Provider Enrollment on electronic set ups of providers/suppliers.

Ensure that required productivity and accuracy measurement and auditing is performed and retained each month and included in monthly reporting.

Monitor the imaging of all EDI Enrollments, providing reports to management and CMS as needed.

Review recommendations for updates and modifications to EDI order forms.

Prepare print orders for all materials and maintain record keeping.

Provide telephone support and information via the INFO call tracking system.

Qualification Requirements

Minimum Education requirements: High school diploma

Minimum Years of Experience: 1

Analyst, Operations Support I

OP152- \$54.46/hr

Functional Responsibility:

Generate routine internal and external reports on a daily, monthly, quarterly and annual basis.

Verify accuracy and analyze reports for correct data.

Maintain tables and data.

Interview customers to obtain data collection requirements and specifications.

Maintain files for each client assigned.

Qualification Requirements

Minimum Education requirements: Associates

Minimum Years of Experience: 1

Technician, EDI Comm I

OP191- \$54.46/hr

Functional Responsibility:

Provide timely and quality customer technical support and service for an assigned Government Program contract.

Technical support is provided externally and internally. It encompasses, but is not limited to: set up of all electronic transactions, support of all communications interfaces, software support, support of all electronic transactions and functions as required by our Government Programs contracts; including, but not limited to support of electronic remittances, Claim Status Inquiry/DDI support, Beneficiary Eligibility support and Standard System Receipt Listings support; support of several versions of the CMS National Standard format, support of all ANSI 835 & 837 formats and transactions, vendor and supplier testing and certification.

Qualification Requirements

Minimum Education requirements: High School Diploma

Minimum Years of Experience: 1

Technician, EDI Comm II

OP192- \$54.46/hr

Functional Responsibility:

Provide timely and quality customer technical support and service for two or more CSSC Operations contract requirements. Technical support is provided externally and internally. It encompasses, but is not limited to: set up of



all submitters for electronic transactions, support of all communications interfaces, software support, support of all electronic transaction formats and functions as required by our Government Programs contracts; including, but not limited to support of electronic file submission (UB92, NSF and ANSI) formats, data and report analysis as well as system and submission status inquiries, beneficiary eligibility, support direct data entry, as well as front-end and submitter testing and clearly communicate the CMS requirements to the customers. Serve as a Project Team Member for various CMS mandates, system transitions, acquisition transitions, internal operational procedures' improvements and system and release testing.

Attend Technical Advisory Groups and conference workgroups and conference calls in support of the CSSC Operations contract.

Perform special projects as assigned including travel.

Qualification Requirements

Minimum Education requirements: High School Diploma

Minimum Years of Experience: 2

Web Developer I

IT100- \$73.95/hr

Functional Responsibility:

Work closely with analysts, testers, and team members to understand business requirements that drive the analysis and design of quality technical solutions.

Analyze production system problems and recommend workable solutions.

Makes recommendations toward the development of new code or reuse of existing code.

Participate in component and data architecture design, and performance monitoring.

Qualification Requirements

Minimum Education requirements: Associates

Minimum Years of Experience: 1

Technician, EDI Comm III

OP194- \$73.95/hr

Functional Responsibility:

Provide expert, timely and quality customer technical support and service for a variety of Medicare contracts as assigned. Technical support is provided externally and internally. It encompasses, but is not limited to: set up of all electronic transactions, support of all communications interfaces, software support, support of all electronic transactions and functions as required by our Government Programs contracts; including, but not limited to support of electronic remittances, Claim Status Inquiry/DDI support, Beneficiary Eligibility support and Standard System Receipt Listings support; support of several versions of the CMS National Standard format, support of all ANSI 835 & 837 formats and transactions, vendor and supplier testing and certification.

Serve as Project Manager for various CMS mandates, system transitions, acquisition transitions, internal operational procedures' improvements and standard system and release testing.

Serve as EDI Operations' representative on Technical Advisory Groups and conference workgroups supporting the Government Programs contracts we support.

Qualification Requirements

Minimum Education requirements: High School Diploma

Minimum Years of Experience: 2

Developer/Analyst, Web I

IT104- \$99.57/hr

Functional Responsibility:

Develop design and technical specifications.

Design and develop browser-based systems.

Provide post-implementation support, including creation of system enhancements.

Ensure team members understand the business requirements that drive the analysis and design of quality technical solutions.

Develop and implement software wireframes, prototypes, stylesheets, and presentation components.

Develop presentation screens for web and mobile solutions.



PALMETTO GBA®
A CELERIAN GROUP COMPANY

Utilize open source components or technologies or reuse corporate software assets where appropriate.
Perform design, development, and testing duties within an Agile development methodology and team environment.
Ensure compliance with accessibility and usability standards.

Qualification Requirements

Minimum Education requirements: High School Diploma
Minimum Years of Experience: 2

Analyst, Sys App. Dev. I

IT125- \$99.57/hr

Functional Responsibility:

Produce deliverables related to the assigned project.
Develop and implement working software prototypes including front-end and back-end software.
Develop final front-end and back-end software for web and mobile solutions.
Utilize open source components or technologies or reuse corporate software assets where appropriate.
Perform design, development, and testing duties within an Agile development methodology and team environment.
Ensure compliance with accessibility, usability, and security standards.
Assist in post-implementation support and system enhancements.
Design and develop IT systems.
Develop design and functional specifications.

Qualification Requirements

Minimum Education requirements: High School Diploma
Minimum Years of Experience: 3

Analyst, Sys App. Dev. II

IT126- \$99.57/hr

Functional Responsibility:

Design and develop IT systems.
Develop design and functional specifications.
Produce deliverables related to the assigned project.
Assist in post-implementation support and system enhancements.
Lead development and implementation of working software prototypes including front-end and back-end software and data access software.
Develop all aspects of software for web and mobile solutions.
Utilize open source components or technologies or reuse corporate software assets where appropriate.
Perform design, development, and testing duties within an Agile development methodology and team environment.
Ensure compliance with accessibility, usability, security, and quality management system standards.

Qualification Requirements

Minimum Education requirements: High School Diploma
Minimum Years of Experience: 4

Analyst, Sys Sr. App. Dev. I

IT127- \$99.57/hr

Functional Responsibility:

Provide expertise regarding the integration of applications across the business.
Act as an internal consultant, advocate, mentor, and change agent.
Provide design recommendations based on long-term IT organization strategy.
Develop enterprise-level applications and custom integration solutions.
Act as technical architect for IT solutions.
Lead development and implementation of working software prototypes including front-end and back-end software and data access software.
Design and develop complex systems integration solutions.
Develop all aspects of software for enterprise-class web and mobile solutions.
Utilize open source components or technologies or reuse corporate software assets where appropriate.
Perform design, development, and testing duties within an Agile development methodology and team environment.



Ensure compliance with accessibility, usability, security, and quality management system standards.
Ensure that solutions meet or exceed performance requirements or SLAs.
Develop programming and development standards.

Qualification Requirements

Minimum Education requirements: High School Diploma
Minimum Years of Experience: 6

Customer Service Representative I

CSR 1- \$34.14/hr

Functional Responsibility:

Ensure effective customer relations by responding accurately, timely, and courteously to telephone, written or walk in inquiries. Accurately documents inquiries.
Initiate or processes adjustments or performs other research as needed to resolve inquiries. Coordinate with other departments to resolve problems. Responsible to researches and/or assist with priority inquiries and special projects as required by management.
Provide feedback to management regarding customer problems, questions and needs. Maintain accurate records on complaints and/or other customer comments, and makes recommendations for changes to management. Follow through on complaints until resolved or reports to management as needed.
Maintain basic knowledge of quality work instructions and company policies. Assist with process improvements through the recommendation of changes in procedures and techniques discovered during daily operations. Maintain all departmental productivity, quality, and timeliness standards.
Identify and promptly reports and/or refers suspected fraudulent activities and system errors to the appropriate departments.
Perform other duties as assigned.

Qualification Requirements

Minimum Education requirements: High School Diploma
Minimum Years of Experience: 1

Frontend Web Developer

IT491- \$ \$97.78 /hr

Functional Responsibility:

Experience using modern, frontend web development tools, techniques, and methods for the creation and deployment of user-facing interfaces. Is comfortable working in an agile and lean environment to routinely deploy changes.
Frontend web development using modern techniques and frameworks (e.g., HTML5, CSS3, CSS frameworks like LESS and SASS, Responsive Design, Bourbon, Twitter Bootstrap).
JavaScript development using modern standards, including strict mode compliance, modularization techniques and tools, and frameworks and libraries (e.g., jQuery, MV* frameworks such as Backbone.js and Ember.js, D3)
Consuming RESTful APIs.
Using and working in team environments that use agile methodologies (e.g., Scrum, Lean).
Use of version control systems, specifically Git and GitHub.
Ensuring Section 508 Compliance.
Quickly researching and learning new programming tools and techniques.
Using and working with open source solutions and community.
Creating web layouts from static images.
Creating views and templates in full-stack frameworks like Rails, Express, or Django.

Qualification Requirements

Minimum Education requirements: Bachelors
Minimum Years of Experience: 5

Backend Web Developer

IT492- \$ \$97.78 /hr

Functional Responsibility:

Experience using modern, open source software to prototype and deploy backend web applications, including all aspects of server-side processing, data storage, and integration with frontend development.



PALMETTO GBA®
A CELERIAN GROUP COMPANY

Developing and consuming web-based, RESTful APIs.
Using and working in team environments that use agile methodologies (e.g., Scrum, Lean).
Authoring developer-friendly documentation (e.g., API documentation, deployment operations).
Test-driven development.
Use of version control systems, specifically Git and GitHub.
Quickly researching and learning new programming tools and techniques.
Relational and non-relational database systems.
Scalable search technology (e.g. ElasticSearch, Solr).
Handling large data sets and scaling their handling and storage.
Using and working with open source solutions and community.
Communicating technical concepts to a non-technical audience.

Qualification Requirements

Minimum Education requirements: Bachelors
Minimum Years of Experience: 7

Business Analyst

IT491- \$62.64 /hr

Functional Responsibility:

Familiar with a range of digital/web services and solutions, ideally where open source and cloud technologies and agile development methodologies have been applied. An eye for detail, excellent communication skills, ability to rationalize complex information to make it understandable for others to work, and ability to interrogate reported information and challenge sources where inconsistencies are found.

Support agencies by analyzing propositions and assessing decision-making factors such as strategic alignment, cost/benefit, and risk.

Work closely with the Product Manager to define a product approach to meet the specified user need.

Define skill requirements and map internal, agency, and external (partners/specialist contractors) resources.

Work with the owning agency to ensure they have the budget to cover the proposed approach and resource requirements during delivery and analyze what provision they have for on going running costs.

Analyze and map the risks of this product approach and propose mitigation solutions.

Define how the predicted user and financial benefit can be realized, and how channel shift will be measured.

Make a recommendation for action against the analysis done.

Qualification Requirements

Minimum Education requirements: Bachelors
Minimum Years of Experience: 5

Digital Performance Analyst

IT492- \$62.64 /hr

Functional Responsibility:

Experience specifying, collecting, and presenting key performance data and analysis for a given digital service.

Supports Product Managers by generating new and useful information and translating it into actions that will allow them to iteratively improve their service for users. Possesses analytical and problem-solving skills necessary for quickly developing recommendations based on the quantitative and qualitative evidence gathered via web analytics, financial data, and user feedback. Confident in explaining technical concepts to senior officials with limited technological background. And comfortable working with data, from gathering and analysis through to design and presentation.

Support the Product Manager to make sure their service meets performance requirements.

Communicate service performance against key indicators to internal and external stakeholders.

Ensure high-quality analysis of agency transaction data.

Support the procurement of the necessary digital platforms to support automated and real-time collection and presentation of data.

Share examples of best practice in digital performance management across government.



Identify delivery obstacles to improving transactional performance in agencies and working with teams to overcome those obstacles.

Qualification Requirements

Minimum Education requirements: Bachelors

Minimum Years of Experience: 7



**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 Customer Information, paras 11(a) thru 11(d) regarding the scheduling for delivery.

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.



5. 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.

6. PERFORMANCE OF ELECTRONIC SERVICES

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

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.

8. 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.

9. 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.

10. 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:

N/A

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.

11. 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.

12. 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:

None

13. MONTHLY REPORTS

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

15. ELECTRONIC COMMERCE SERVICE PLAN

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

None

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

None

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

None



Palmetto GBA, LLC's Authorized GSA Pricing for SIN 132-52

SIN	Product Number	Product Description	GSA Price	COO
132-52	RIADJ	Risk Adjustment*	\$ 0.001193	USA
132-52	PDE	PDE*	\$ 0.001193	USA

Note: * Price is Per Transaction



**TERMS AND CONDITIONS APPLICABLE TO HEALTH INFORMATION TECHNOLOGY
(IT) SERVICES (SPECIAL ITEM NUMBER 132-56)**

Vendor suitability for offering services through the new Health IT SIN must be in accordance with the following laws and standards when applicable to the specific task orders, including but not limited to:

- Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH)
- The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- National Institute of Standards and Technology (NIST) Federal Information Processing Standards (FIPS) and Special Publications
- Federal Information Security Management Act (FISMA) of 2002

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

*****NOTE: All labor categories under the Special Item Number 132-51 Information Technology Professional Services may remain under SIN 132-51 unless the labor categories are specific to the Health IT SIN.*

1. SCOPE

- a. The labor categories, prices, terms and conditions stated under Special Item Number 132-56 Health Information Technology Services apply exclusively to Health IT Services within the scope of this Information Technology Schedule.
- b. This SIN is limited to Health IT Services only. Software and hardware products are out of scope. Hardware and software can be acquired through different Special Item Numbers on IT Schedule 70 (e.g. 132-32, 132-33, 132-8).
- c. This SIN provides ordering activities with access to Health IT services.
- d. Health IT Services provided under this SIN shall comply with all Healthcare certifications and industry standards as applicable at the task order level.
- e. 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. ORDER

- a. Agencies may use written orders, Electronic Data Interchange (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.



3. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity. All Contracts will be fully funded.
- 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 Health 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. All travel will be agreed upon with the client prior to the Contractor's travel.

4. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS- COMMERCIAL ITEMS (May 2015)(Alternate 1-May 2014)(Deviation I-February 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS- COMMERCIAL ITEMS (May 2015)(Alternate 1-May 2014)(Deviation I-February 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

5. RESPONSIBILITIES OF THE CONTRACTOR

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

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

7. INDEPENDENT CONTRACTOR

All Health 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.

8. 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.

9. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for Health 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.

10. RESUMES

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

11. INCIDENTAL SUPPORT COSTS

Incidental support costs are not considered part of 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.

12. 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.

13. DESCRIPTION OF HEALTH IT SERVICES AND PRICING

Please refer to the labor category descriptions and pricing incorporated into this GSA Pricelist.



Palmetto GBA, LLC's Health IT Labor Category Descriptions And Pricing
SIN 132-56

Assistant, Health IT EDI Service II

OP121- \$54.46/hr

Functional Responsibility:

Ensure timely and accurate completion of requests about Health IT EDI products and services, utilizing a relational database for tracking purposes. Maintaining expedient and accurate service levels in filling requests for EDI products and services.

Monitor prompt and accurate screening and distribution of all incoming mail. Serve as a liaison with the Medicare mailroom in resolving any Health IT EDI mail issues, including following all express mail guidelines.

Analyze and respond to all written and electronic inquiries relating to requests for Health IT EDI products and services. This includes coordination with Government Finance on all adjustments/refunds and any research for adjustments or refunds. Also includes coordination with Provider Enrollment on electronic set ups of providers/suppliers.

Ensure that required productivity and accuracy measurement and auditing is performed and retained each month and included in monthly reporting for Health IT contracts.

Monitor the imaging of all EDI Enrollments, providing reports to management and CMS as needed.

Review recommendations for updates and modifications to EDI order forms.

Prepare print orders for all materials and maintain record keeping.

Provide telephone support and information via the INFO call tracking system.

Qualification Requirements:

Minimum Education requirements: High School Diploma

Minimum Years of Experience: 1

Technician, Health IT EDI Comm I

OP191- \$54.46/hr

Functional Responsibility:

Provide timely and quality customer technical support and service for an assigned Health IT Government Program contract. Technical support is provided externally and internally. It encompasses, but is not limited to: set up of all Health IT electronic transactions, support of all communications interfaces, software support, support of all electronic transactions and functions as required by our Government Programs contracts; including, but not limited to support of electronic remittances, Claim Status Inquiry/DDI support, Beneficiary Eligibility support and Standard System Receipt Listings support; support of several versions of the CMS National Standard format, support of all ANSI 835 & 837 formats and transactions, vendor and supplier testing and certification for Health IT contracts.

Qualification Requirements:

Minimum Education requirements: High School Diploma

Minimum Years of Experience: 1

Technician, Health IT EDI Comm II

OP192- \$54.46/hr

Functional Responsibility:

Provide timely and quality customer technical support and service for two or more Health IT contract requirements. Health IT Technical support is provided externally and internally. It encompasses, but is not limited to: set up of all submitters for electronic transactions, support of all communications interfaces, software support, support of all electronic transaction formats and functions as required by our Health IT Government Programs contracts; including, but not limited to support of electronic file submission (UB92, NSF and ANSI) formats, data and report analysis as well as system and submission status inquiries, beneficiary eligibility, support direct data entry, as well as front-end and submitter testing and clearly communicate the CMS requirements to the customers. Serve as a Project Team Member for various CMS HealthIT mandates, system transitions, acquisition transitions, internal operational procedures' improvements and system and release testing.

Attend Technical Advisory Groups and conference workgroups and conference calls in support of the CSSC



Operations contract.
Perform special projects as assigned including travel.

Qualification Requirements:

Minimum Education requirements: High School Diploma
Minimum Years of Experience: 2

Technician, Health IT EDI Comm III

OP194- \$73.95/hr

Functional Responsibility:

Work closely with analysts, testers, and team members to understand Health IT business requirements that drive the analysis and design of quality technical solutions.

Analyze production system problems and recommend workable solutions.

Makes recommendations toward the development of new code or reuse of existing code for Health IT contracts and projects.

Participate in component and data architecture design, and performance monitoring of Health IT contracts and projects.

Qualification Requirements:

Minimum Education requirements: Associates
Minimum Years of Experience: 2

Health IT Customer Service Rep. I

CSR 1- \$34.14/hr

Functional Responsibility:

Ensure effective customer relations by responding accurately, timely, and courteously to telephone, written or walk in inquiries related to Health IT contracts or projects. Accurately documents inquiries.

Initiate or processes adjustments or performs other research as needed to resolve inquiries. Coordinate with other departments to resolve problems. Responsible to researches and/or assist with priority inquiries and special projects as required by management.

Provide feedback to management regarding customer problems, questions and needs. Maintain accurate records on complaints and/or other customer comments, and makes recommendations for changes to management. Follow through on complaints until resolved or reports to management as needed.

Maintain basic knowledge of quality work instructions and company policies. Assist with process improvements through the recommendation of changes in procedures and techniques discovered during daily operations. Maintain all Health IT related departmental productivity, quality, and timeliness standards.

Identify and promptly reports and/or refers suspected fraudulent activities and system errors on Health IT contracts or projects to the appropriate departments.

Perform other duties as assigned.

Qualification Requirements:

Minimum Education requirements: High School Diploma
Minimum Years of Experience: 1

Health IT Web Developer I

IT100- \$73.95/hr

Functional Responsibility:

Work closely with analysts, testers, and team members to understand business requirements that drive the analysis and design of quality technical solutions on Health IT contracts and projects.

Analyze production system problems and recommend workable solutions.

Makes recommendations toward the development of new code or reuse of existing code for Health IT contracts and projects.

Participate in component and data architecture design, and performance monitoring on Health IT contracts and projects.

Qualification Requirements:

Minimum Education requirements: Associates
Minimum Years of Experience: 1



Developer/Analyst, Health IT Web I

IT104- \$99.57/hr

Functional Responsibility:

On Health IT contracts and project; Develop design and technical specifications; Design and develop browser-based systems.

Provide post-implementation support, including creation of system enhancements.

Ensure team members understand the business requirements that drive the analysis and design of quality technical solutions.

Qualification Requirements:

Minimum Education requirements: High School Diploma

Minimum Years of Experience: 2

Analyst, Health IT Sys App. Dev. I

IT125- \$99.57/hr

Functional Responsibility:

Produce deliverables related to the assigned project.

Assist in post-implementation support and system enhancements.

On Health IT contracts and projects; Design and develop IT systems; Develop design and functional specifications.

Qualification Requirements:

Minimum Education requirements: High School Diploma

Minimum Years of Experience: 3

Analyst, Health IT Sys App. Dev. II

IT126- \$99.57/hr

Functional Responsibility:

Design and develop IT systems.

Develop design and functional specifications.

Produce deliverables related to the assigned project.

Assist in post-implementation support and system enhancements.

Qualification Requirements:

Minimum Education requirements: High School Diploma

Minimum Years of Experience: 4

Analyst, Health IT Sys Sr. App. Dev. I

IT127- \$99.57/hr

Functional Responsibility:

Provide expertise regarding the integration of Health IT applications across the business.

Act as an internal Health IT consultant, advocate, mentor, and change agent.

Provide design recommendations based on long-term Health IT organization strategy.

On Health IT contracts and projects; Develop enterprise-level applications and custom integration solutions; Develop programming and development standards.

Qualification Requirements:

Minimum Education requirements: High School Diploma

Minimum Years of Experience: 1

Analyst, Health IT Operations Support I

OP152- \$54.46/hr

Functional Responsibility:

Generate Health IT routine internal and external reports on a daily, monthly, quarterly and annual basis.

Verify accuracy and analyze reports for correct data.

Maintain tables and data.

Interview customers to obtain data collection requirements and specifications for Health IT contracts and projects.

Maintain files for each client assigned.

Qualification Requirements:

Minimum Education requirements: Associates

Minimum Years of Experience: 1



**BEST VALUE
Blanket Purchase Agreement Federal Supply Schedule**

(Insert Customer Name)

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

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

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

Signatures

_____	_____	_____	_____
Ordering Activity	Date	Contractor	Date



BPA NUMBER _____

(CUSTOMER NAME)

BLANKET PURCHASE AGREEMENT

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

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

MODEL NUMBER/PART NUMBER	SPECIAL BPA DISCOUNT/PRICE

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES/DATES

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

(4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT

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



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

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);



BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

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

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

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or—
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.

Customers make a best value selection.