



**SOLUTIONS<sup>3</sup>**



U.S. General Services Administration

**AUTHORIZED FEDERAL SUPPLY SERVICE  
INFORMATION TECHNOLOGY SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE AND SERVICES**

**Note:** Solutions<sup>3</sup> LLC wishes to participate under the Cooperative Purchasing and Recovery Purchasing programs. The following SINs are available to state and local governments: 132-50 and 132-51

**SIN 132-50 - TRAINING COURSES FOR INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (FPDS Code U012)**

**SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

FPDS Code D302 IT Systems Development Services  
FPDS Code D306 IT Systems Analysis Services  
FPDS Code D307 Automated Information Systems Design and Integration Services  
FPDS Code D308 Programming Services  
FPDS Code D310 IT Backup and Security Services  
FPDS Code D311 IT Data Conversion Services  
FPDS Code D316 IT Network Management Services  
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

**Note 1:** All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

**Note 2:** Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

**Note 3:** This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performed by the publisher or manufacturer or one of their authorized agents.

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Mahwah NJ, 07430**

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Contract Number: **GS-35F-0519W**

DUNS: **184445463**

Period Covered by Contract: **June, 30 2015 – June, 29 2020**

General Services Administration  
Federal Supply Service

Pricelist current through Modification #\_\_\_\_\_, dated \_\_\_\_\_.

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at <http://www.fss.gsa.gov/>

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**INFORMATION FOR ORDERING ACTIVITIES  
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

**SPECIAL NOTICE TO AGENCIES: Small Business Participation**

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

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

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

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

**1. GEOGRAPHIC SCOPE OF CONTRACT:**

*Domestic delivery* is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and US 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 US Territories.

Offerors are requested to check one of the following boxes:

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

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

**Solutions<sup>3</sup> LLC**  
**39 Ackerman Drive**  
**Mahwah NJ, 07430**  
**Phone: 845-365-0675**  
**Fax: 201-891-5316**

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards **will not be** acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

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

**Phone: 845-365-0675**

**3. LIABILITY FOR INJURY OR DAMAGE**

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

**4. STATICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:**

Block 9: G. Order/Modification Under Federal Schedule  
Block 16: Data Universal Numbering System (DUNS) Number: **184445463**  
Block 30: Type of Contractor: **Other Small Business**  
Block 31: Woman-Owned Small Business: **Yes**  
Block 36: Contractor's Taxpayer Identification Number (TIN): **75-3130155**

4a. CAGE Code: **35ZQ7**

4b. Contractor **has** registered with the System for Award Management (formerly Central Contractor Registration Database.)

**5. FOB DESTINATION**

**6. DELIVERY SCHEDULE**

a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
<u>132-50</u>	<u>  </u> * Days
<u>132-51</u>	<u>  </u> * Days

*\*Delivery to be negotiated between contractor and ordering activity.*

**Expedited and/or Overnight and 2-Day Delivery are offered under Clause F-FSS-202-G and pricing is to be negotiated between the contractor and ordering activity.**

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

**7. DISCOUNTS:** Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: **0%** - **30** days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: **None**
- c. Dollar Volume: **None**
- d. Government Educational Institutions: **Same as other Government customers**
- e. Other: **None**

**8. TRADE AGREEMENTS ACT OF 1979, as amended:**

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

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

**10. Small Requirements:** The minimum dollar value of orders to be issued is **\$100**.

**11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)**

a. The Maximum Order value for the following Special Item Numbers (SINs) is:

Special Item Number 132-50 Classroom Training: **\$25,000**

Special Item Number 132-51 - Information Technology (IT) Professional Services: **\$500,000**

## **12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

## **13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS**

**REQUIREMENTS:** ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

### **13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):**

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the US Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

**13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):** Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the US Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the US Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

## **14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)**

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.

- (c) **Certifications, Licenses and Accreditations:** As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) **Insurance:** As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) **Personnel:** The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) **Organizational Conflicts of Interest:** Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) **Documentation/Standards:** The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) **Data/Deliverable Requirements:** Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) **Government-Furnished Property:** As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) **Availability of Funds:** Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) **Overtime:** For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

**15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:** Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

**16. GSA ADVANTAGE!**

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex: NetScape). The Internet address is <http://www.gsaadvantage.gov/>.

## 17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

## 18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

## 19. OVERSEAS ACTIVITIES

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

### **Not Applicable**

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

## 20. BLANKET PURCHASE AGREEMENTS (BPAs)

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

## 21. CONTRACTOR TEAM ARRANGEMENTS

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

## **22. INSTALLATION, DEINSTALLATION, REINSTALLATION**

The Davis-Bacon Act (40 USC. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

## **23. SECTION 508 COMPLIANCE.**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: [www.solutions3llc.com](http://www.solutions3llc.com)

The EIT standard can be found at: [www.Section508.gov/](http://www.Section508.gov/).

## **24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.**

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement:

This order is placed under written authorization from \_\_\_\_\_ dated \_\_\_\_\_. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

## **25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)**

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
  - (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
  - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain

the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

**26. SOFTWARE INTEROPERABILITY.**

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

**27. ADVANCE PAYMENTS**

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 USC. 3324)

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

**1. SCOPE**

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
- b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

**2. ORDER**

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

**3. TIME OF DELIVERY**

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

**4. CANCELLATION AND RESCHEDULING**

- a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.
- b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
- c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
- d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

**5. FOLLOW-UP SUPPORT**

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

## 6. PRICE FOR TRAINING

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

## 7. INVOICES AND PAYMENT

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

## 8. FORMAT AND CONTENT OF TRAINING

- a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.
- b. **\*\*If applicable\*\*** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.
- c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.
- d. The Contractor shall provide the following information for each training course offered:
  - (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
  - (2) The length of the course;
  - (3) Mandatory and desirable prerequisites for student enrollment;
  - (4) The minimum and maximum number of students per class;
  - (5) The locations where the course is offered;
  - (6) Class schedules; and
  - (7) Price (per student, per class (if applicable)).
- e. For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

## 9. "NO CHARGE" TRAINING

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

**Solutions<sup>3</sup> does not offer no charge training commercially, and therefore is not offering it to the Government.**

**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.

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

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 and 132-52. IT Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

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

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

EXAMPLE: Commercial Job Title: System Engineer

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

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

Minimum Education: Bachelor's Degree in Computer Science

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

PREAMBLE

**Solutions<sup>3</sup> LLC** provides commercial products and services to ordering activities and is an economically disadvantaged woman-owned small business. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

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

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

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

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact **Dianne McKim (P) 845-365-0675, [dianne.mckim@Solutions3LLC.com](mailto:dianne.mckim@Solutions3LLC.com), (F) 201-891-5316.**



BPA NUMBER \_\_\_\_\_

(CUSTOMER NAME)  
BLANKET PURCHASE AGREEMENT

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

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

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

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

(4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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

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

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);
- (e) Purchase Order Number;
- (f) Date of Purchase;

(g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and

(h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

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BASIC GUIDELINES FOR USING  
“CONTRACTOR TEAM ARRANGEMENTS”

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

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

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

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

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

Here is a general outline on how it works:

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

Solutions<sup>3</sup> LLC

GS-35F-XXXXU

SIN 132-50: Training Course Descriptions

**Course Title: ITIL® Awareness Seminar**

**Course Description:** Full day ITIL / ITSM seminar. Attendees will learn how applying best practices as defined by ITIL® will improve IT service quality while improving cost effectiveness. Target audience includes IT and business staff, managers, and leaders. Classroom or Virtual; InstructorLed; full-day\_session. ITIL, ITSM, V3, 2011

**Length and Type of Course:** Classroom or Virtual, One day, Introductory

**Prerequisites** (if applicable): General IT knowledge and experience

**Minimum/Maximum Number of Students:** 6/25

**Class Schedule and Location:** Dedicated onsite training at Government customer site or Virtual; Class schedule to be negotiated

**Materials Necessary:** All materials will be provided and are included

**Price of Course:** At Government site or virtual, price per course: \$3,349.94

**Course Title: ITIL® Executive Overview**

**Course Description:** Half day ITIL / ITSM seminar. Attendees will learn how applying best practices as defined by ITIL® will improve IT service quality while improving cost effectiveness. Target audience includes IT and business executive management, directors, and other leaders. Classroom or Virtual; InstructorLed; half-day session. ITIL, ITSM, V3, 2011

**Length and Type of Course:** Classroom or Virtual, Half day, Introductory

**Prerequisites** (if applicable): General IT knowledge and experience

**Minimum/Maximum Number of Students:** 6/25

**Class Schedule and Location:** Dedicated onsite training at Government customer site or Virtual; Class schedule to be negotiated

**Materials Necessary:** All materials will be provided and are included

**Price of Course:** At Government site or Virtual, price per course: \$2,392.81

**Course Title: ITIL® Foundation Course**

**Course Description:** ITIL® Foundation Course - pre-recorded with student materials and references provided electronically. Course offers a foundational level of knowledge of how applying best practices as defined by ITIL® will improve IT service quality while improving cost effectiveness. Focus of the course is on ITIL® processes, the ITIL® Service Lifecycle, terminology, and metrics. ITIL, ITSM, V3, 2011

**Length and Type of Course:** Online, Class License lasts for 90 days

**Prerequisites:** General IT knowledge

**Minimum/Maximum Number of Students:** N/A

**Class Schedule and Location:** Online, Class License lasts for 90 days

**Materials Necessary:** All materials are included

**Price of Course:** Price Per Student; Without Exam: \$244.07; With Exam: \$626.92

**Course Title: ITIL® Lifecycle - Service Transition**

**Course Description:** ITIL® Lifecycle - Service Transition Course - pre-recorded with student materials and references provided electronically. Course offers a management level understanding of how to apply ITIL® best practices to transition IT services from design activities into an operational environment. ITIL, ITSM, V3, 2011

**Length and Type of Course:** Online, Class License lasts for 90 days

**Prerequisites:** ITIL V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

**Minimum/Maximum Number of Students:** N/A

**Class Schedule and Location:** Online, Class License lasts for 90 days

**Materials Necessary:** All materials are included

**Price of Course:** Price Per Student; Without Exam: \$497.71; With Exam: \$1,019.34

**Course Title: ITIL® Lifecycle - Service Operation**

**Course Description:** ITIL® Lifecycle - Service Operation Course - pre-recorded with student materials and references provided electronically. Course offers a management level understanding of how to apply ITIL® best practices to the delivery, support and management of IT services in an operational environment. ITIL, ITSM, V3, 2011

**Length and Type of Course:** Online, Class License lasts for 90 days

**Prerequisites:** ITIL V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

**Minimum/Maximum Number of Students:** N/A

**Class Schedule and Location:** Online, Class License lasts for 90 days

**Materials Necessary:** All materials are included

**Price of Course:** Price Per Student; Without Exam: \$497.71; With Exam: \$1,019.34

**Course Title:- ITIL® Lifecycle - Service Design**

**Course Description:** ITIL® Lifecycle - Service Design Course - pre-recorded with student materials and references provided electronically. Course offers a management level understanding of how to apply ITIL® best practices to design IT services that satisfy the organization's service strategy, while meeting business objectives. ITIL, ITSM, V3, 2011

**Length and Type of Course:** Online, Class License lasts for 90 days

**Prerequisites:** ITIL V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

**Minimum/Maximum Number of Students:** N/A

**Class Schedule and Location:** Online, Class License lasts for 90 days

**Materials Necessary:** All materials are included

**Price of Course:** Price Per Student; Without Exam: \$497.71; With Exam: \$1,019.34

**Course Title: ITIL® Lifecycle - Service Strategy**

**Course Description:** ITIL® Lifecycle - Service Strategy Course - pre-recorded with student materials and references provided electronically. Course offers a management level understanding of how to apply ITIL® best practices to define the organization's service strategy, identify which services should be provided, and how to ensure those services meet business objectives. ITIL, ITSM, V3, 2011

**Length and Type of Course:** Online, Class License lasts for 90 days

**Prerequisites:** ITIL V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience

**Minimum/Maximum Number of Students:** N/A

**Class Schedule and Location:** Online, Class License lasts for 90 days

**Materials Necessary:** All materials are included

**Price of Course:** Price Per Student; Without Exam: \$497.71; With Exam: \$1,019.34

**Course Title: ITIL® Lifecycle - CSI**

**Course Description:** ITIL® Lifecycle - Continual Service Improvement (CSI) Course - pre-recorded with student materials and references provided electronically. Course offers a management level understanding of how to apply ITIL® best practices to keeping IT services aligned to business needs, including measuring, implementing, and improving IT services. ITIL, ITSM, V3, 2011

**Length and Type of Course:** Online, Class License lasts for 90 days

**Prerequisites:** ITIL V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

**Minimum/Maximum Number of Students:** N/A

**Class Schedule and Location:** Online, Class License lasts for 90 days

**Materials Necessary:** All materials are included

**Price of Course:** Price Per Student; Without Exam: \$497.71; With Exam: \$1,019.34

**Course Title: ITIL® Capability - RCV**

**Course Description:** ITIL® Capability - Release, Control and Validation (RCV) Course - pre-recorded with student materials and references provided electronically. Course offers an operational level understanding of how to apply ITIL® best practices to transition IT services into operation, including the process, technology considerations, and implementation considerations. ITIL, ITSM, V3, 2011

**Length and Type of Course:** Online, Class License lasts for 90 days

**Prerequisites:** ITIL V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

**Minimum/Maximum Number of Students:** N/A

**Class Schedule and Location:** Online, Class License lasts for 90 days

**Materials Necessary:** All materials are included-

**Price of Course:** Price Per Student; Without Exam: \$684.34; With Exam: \$1,205.98

**Course Title: ITIL® Capability - OSA**

**Course Description:** ITIL® Capability - Operational Support and Analysis (OSA) Course - pre-recorded with student materials and references provided electronically. Course offers an operational level understanding of how to apply ITIL® best practices to deliver, support and manage IT services and IT technology in operations. ITIL, ITSM, V3, 2011

**Length and Type of Course:** Online, Class License lasts for 90 days

**Prerequisites:** ITIL V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

**Minimum/Maximum Number of Students:** N/A

**Class Schedule and Location:** Online, Class License lasts for 90 days

**Materials Necessary:** All materials are included

**Price of Course:** Price Per Student; Without Exam: \$684.34; With Exam: \$1,205.98

**Course Title: ITIL® Capability - SOA**

**Course Description:** ITIL® Capability - Service Offerings and Agreements (SOA) Course - pre-recorded with student materials and references provided electronically. Course offers an operational level understanding of how to apply ITIL® best practices to define IT services and develop appropriate agreements (e.g. SLAs) to support business requirements. ITIL, ITSM, V3, 2011

**Length and Type of Course:** Online, Class License lasts for 90 days

**Prerequisites:** ITIL V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

**Minimum/Maximum Number of Students:** N/A

**Class Schedule and Location:** Online, Class License lasts for 90 days

**Materials Necessary:** All materials are included

**Price of Course:** Price Per Student; Without Exam: \$684.34; With Exam: \$1,205.98

**Course Title: ITIL® Capability - PPO**

**Course Description:** ITIL® Capability - Planning, Protection and Optimization (PPO) Course - pre-recorded with student materials and references provided electronically. Course offers an operational level understanding of how to apply ITIL® best practices to ensure IT service requirements are correctly identified and designed to support required business outcomes. ITIL, ITSM, V3, 2011

**Length and Type of Course:** Online, Class License lasts for 90 days

**Prerequisites:** ITIL V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

**Minimum/Maximum Number of Students:** N/A

**Class Schedule and Location:** Online, Class License lasts for 90 days

**Materials Necessary:** All materials are included

**Price of Course:** Price Per Student; Without Exam: \$684.34; With Exam: \$1,205.98

**Course Title: ITIL® MALC**

**Course Description:** ITIL® Managing Across the Lifecycle (MALC) Course - pre-recorded with student materials and references provided electronically. This capstone course offers an understanding of how to apply the ITIL® Lifecycle stages together in a cohesive, holistic approach. ITIL, ITSM, V3, 2011

**Length and Type of Course:** Online, Class License lasts for 90 days

**Prerequisites:** 17 ITIL V3 credits attained by attending and certifying Intermediate Lifecycle or Capability courses/exams

**Minimum/Maximum Number of Students:** N/A

**Class Schedule and Location:** Online, Class License lasts for 90 days

**Materials Necessary:** All materials are included

**Price of Course:** Price Per Student; Without Exam: \$684.34; With Exam: \$1,205.98

**COURSE TITLE: ITIL® Foundation Course - Live**

**Course Description:** ITIL® Foundation Course - live instructor led class (Classroom or Virtual) with student materials and references provided. Course offers a foundational level of knowledge of how applying best practices as defined by ITIL® will improve IT service quality while improving cost effectiveness. Focus of the course is on ITIL® processes, the ITIL® Service Lifecycle, terminology, and metrics. ITIL, ITSM, V3, 2011. Contact us for pricing for large groups.

**Length and Type of Course:** Classroom, 3 days, Introductory

**Prerequisites** (if applicable): General IT knowledge

**Minimum/Maximum Number of Students:** 8/20

**Class Schedule and Location:** Dedicated onsite training at Government customer site; Class schedule to be negotiated

**Materials Necessary:** All materials will be provided and are included

**Price of Course:** Price Per Student at Government site; Without Exam: \$1,507.47; With Exam: \$1,770.68

**Course Title: ITIL® Lifecycle-Service Transition**

**Course Description:** ITIL® Lifecycle - Service Transition Course - live instructor led class (Classroom or Virtual) with student materials and references provided. Course offers a management level understanding of how to apply ITIL® best practices to transition IT services from design activities into an operational environment. ITIL, ITSM, V3, 2011. Contact us for pricing for large groups.

**Length and Type of Course:** Classroom, 3 days

**Prerequisites:** ITIL V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

**Minimum/Maximum Number of Students:** 8/16

**Class Schedule and Location:** Dedicated onsite training at Government customer site; Class schedule to be negotiated

**Materials Necessary:** All materials are included

**Price of Course:** Price Per Student; Without Exam: \$1,674.97; With Exam: \$2,033.89

**Course Title: ITIL® Lifecycle - Service Operation**

**Course Description:** ITIL® Lifecycle - Service Operation Course - live instructor led class (Classroom or Virtual) with student materials and references provided. Course offers a management level understanding of how to apply ITIL® best practices to the delivery, support and management of IT services in an operational environment. ITIL, ITSM, V3, 2011. Contact us for pricing for large groups.

**Length and Type of Course:** Classroom, 3 days

**Prerequisites:** ITIL V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

**Minimum/Maximum Number of Students:** 8/16

**Class Schedule and Location:** Dedicated onsite training at Government customer site; Class schedule to be negotiated

**Materials Necessary:** All materials are included

**Price of Course:** Price Per Student; Without Exam: \$1,674.97; With Exam: \$2,033.89

**Course Title: ITIL® Lifecycle - Service Design**

**Course Description:** ITIL® Lifecycle - Service Design Course - live instructor led class (Classroom or Virtual) with student materials and references provided. Course offers a management level understanding of how to apply ITIL® best practices to design IT services that satisfy the organization's service strategy, while meeting business objectives. ITIL, ITSM, V3, 2011. Contact us for pricing for large groups.

**Length and Type of Course:** Classroom, 3 days

**Prerequisites:** ITIL V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience

**Minimum/Maximum Number of Students:** 8/20

**Class Schedule and Location:** Dedicated onsite training at Government customer site; Class schedule to be negotiated

**Materials Necessary:** All materials are included

**Price of Course:** Price Per Student; Without Exam: \$1,674.97; With Exam: \$2,033.89

**Course Title: ITIL® Lifecycle - Service Strategy**

**Course Description:** ITIL® Lifecycle - Service Strategy Course - live instructor led class (Classroom or Virtual) with student materials and references provided. Course offers a management level understanding of how to apply ITIL® best practices to define the organization's service strategy, identify which services should be provided, and how to ensure those services meet business objectives. ITIL, ITSM, V3, 2011. Contact us for pricing for large groups.

**Length and Type of Course:** Classroom, 3 days

**Prerequisites:** ITIL V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

**Minimum/Maximum Number of Students:** 8/16

**Class Schedule and Location:** Dedicated onsite training at Government customer site; Class schedule to be negotiated

**Materials Necessary:** All materials are included

**Price of Course:** Price Per Student; Without Exam: \$1,674.97; With Exam: \$2,033.89

**Course Title: ITIL® Lifecycle – CSI - Live**

**Course Description:** ITIL® Lifecycle - Continual Service Improvement Course - live instructor led class (Classroom or Virtual) with student materials and references provided. Course offers a management level understanding of how to apply ITIL® best practices to keeping IT services aligned to business needs, including measuring, implementing, and improving IT services. ITIL, ITSM, V3, 2011. Contact us for pricing for large groups.

**Length and Type of Course:** Classroom, 3 days

**Prerequisites:** ITIL V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

**Minimum/Maximum Number of Students:** 8/20

**Class Schedule and Location:** Dedicated onsite training at Government customer site; Class schedule to be negotiated

**Materials Necessary:** All materials are included

**Price of Course:** Price Per Student; Without Exam: \$1,674.97; With Exam: \$2,033.89

**Course Title: ITIL® Capability – RCV - Live**

**Course Description:** ITIL® Capability - Release, Control and Validation (RCV) Course - live instructor led class (Classroom or Virtual) with student materials and references provided. Course offers an operational level understanding of how to apply ITIL® best practices to transition IT services into operation, including the process, technology considerations, and implementation considerations. ITIL, ITSM, V3, 2011. Contact us for pricing for large groups.

**Length and Type of Course:** Classroom, 5 days

**Prerequisites:** ITIL V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

**Minimum/Maximum Number of Students:** 8/16

**Class Schedule and Location:** Dedicated onsite training at Government customer site; Class schedule to be negotiated

**Materials Necessary:** All materials are included

**Price of Course:** Price Per Student; Without Exam: \$2,392.81; With Exam: \$2,751.73

**Course Title: ITIL® Capability – OSA - Live**

**Course Description:** ITIL® Capability - Operational Support and Analysis (OSA) Course - live instructor led class (Classroom or Virtual) with student materials and references provided. Course offers an operational level understanding of how to apply ITIL® best practices to deliver, support and manage IT services and IT technology in operations. ITIL, ITSM, V3, 2011. Contact us for pricing for large groups.

**Length and Type of Course:** Classroom, 5 days

**Prerequisites:** ITIL V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

**Minimum/Maximum Number of Students:** 8/16

**Class Schedule and Location:** Dedicated onsite training at Government customer site; Class schedule to be negotiated

**Materials Necessary:** All materials are included

**Price of Course:** Price Per Student; Without Exam: \$2,392.81; With Exam: \$2,751.73

**Course Title: ITIL® Capability – SOA - Live**

**Course Description:** ITIL® Capability - Service Offerings and Agreements (SOA) Course - live instructor led class (Classroom or Virtual) with student materials and references provided. Course offers an operational level understanding of how to apply ITIL® best practices to define IT services and develop appropriate agreements (e.g. SLAs) to support business requirements. ITIL, ITSM, V3, 2011. Contact us for pricing for large groups.

**Length and Type of Course:** Classroom, 5 days

**Prerequisites:** ITIL V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

**Minimum/Maximum Number of Students:** 8/16

**Class Schedule and Location:** Dedicated onsite training at Government customer site; Class schedule to be negotiated

**Materials Necessary:** All materials are included

**Price of Course:** Price Per Student; Without Exam: \$2,392.81; With Exam: \$2,751.73

**Course Title: ITIL® Capability – PPO - Live**

**Course Description:** ITIL® Capability - Planning, Protection and Optimization (PPO) Course - live instructor led class (Classroom or Virtual) with student materials and references provided. Course offers an operational level understanding of how to apply ITIL® best practices to ensure IT service requirements are correctly identified and designed to support required business outcomes. ITIL, ITSM, V3, 2011. Contact us for pricing for large groups.

**Length and Type of Course:** Classroom, 5 days

**Prerequisites:** ITIL V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

**Minimum/Maximum Number of Students:** 8/16

**Class Schedule and Location:** Dedicated onsite training at Government customer site; Class schedule to be negotiated

**Materials Necessary:** All materials are included

**Price of Course:** Price Per Student; Without Exam: \$2,392.81; With Exam: \$2,751.73

**Course Title: ITIL® MALC - Live**

**Course Description:** ITIL® Managing Across the Lifecycle (MALC) Course - live instructor led class (Classroom or Virtual) with student materials and references provided. This capstone course offers an understanding of how to apply the ITIL® Lifecycle stages together in a cohesive, holistic approach. ITIL, ITSM, V3, 2011. Contact us for pricing for large groups.

**Length and Type of Course:** Classroom, 5 days

**Prerequisites:** 17 ITIL V3 credits attained by attending and certifying Intermediate Lifecycle or Capability courses/exams

**Minimum/Maximum Number of Students:** 8/16

**Class Schedule and Location:** Dedicated onsite training at Government customer site; Class schedule to be negotiated

**Materials Necessary:** All materials are included

**Price of Course:** Price Per Student; Without Exam: \$2,392.81; With Exam: \$2,751.73

### **Course Title: Own Your Room™ (Presentation Skills)**

**Course Description:** This hands-on workshop is designed to teach you to: Grab your audience's interest from your first sentence; Project poise, confidence and credibility through rock-solid delivery skills; Handle tough questions with ease; Drive home your message when using multimedia content; Keep your cool even when you lose your train of thought.

**Length and Type of Course:** ½ day

**Minimum/Maximum Number of Students:** 5/10

**Class Schedule and Location:** Dedicated onsite training at Government customer site; Class schedule to be negotiated; travel and lodging separate

**Materials Necessary:** All materials are included

**Price of Course:** \$4,594.20

### **Course Title: Interactive Communication Strategies**

**Course Description:** This Interactive Communication Strategies (Facilitation Skills) workshop is designed to help you: Generate interest and engagement through interactive presentation skills; Assess and define your audience's expectations and interests; Evaluate audience understanding and elevate message retention; Listen effectively and completely; Appear upflappable during the most wilting of Q&A sessions; Use conversational prompts to gather important information.

**Length and Type of Course:** ½ day

**Minimum/Maximum Number of Students:** 5/10

**Class Schedule and Location:** Dedicated onsite training at Government customer site; Class schedule to be negotiated; travel and lodging separate

**Materials Necessary:** All materials are included

**Price of Course:** \$4,594.20

### **Course Title: How to Develop a Compelling Message**

**Course Description:** This hands-on workshop is designed to teach you: A powerful, easy-to-use content management process that works every time; the single most powerful skill for driving home your point: How to determine the key messages for your presentation; How to balance the amount of discussion with the number of slides; How to give your presentation a highly memorable closing.

**Length and Type of Course:** ½ day

**Minimum/Maximum Number of Students:** 5/10

**Class Schedule and Location:** Dedicated onsite training at Government customer site; Class schedule to be negotiated; travel and lodging separate.

**Materials Necessary:** All materials are included

**Price of Course:** \$4,594.20

**Course Title: Core Technical Slide Review**

**Course Description:** Learn how to take technical information from slides or other visual media and present in a clear, concise and actionable manner. Utilize three content filters to help your audience pay attention and remember key messages.

**Length and Type of Course:** ½ day

**Minimum/Maximum Number of Students:** 5/10

**Class Schedule and Location:** Dedicated onsite training at Government customer site; Class schedule to be negotiated; travel and lodging separate

**Materials Necessary:** All materials are included

**Price of Course:** \$4,594.20

**Course Title: Mastering the Finer Points**

**Course Description:** This individualized, intensive coaching experience is designed to teach you to: Sharpen your professional speaking skills through an individualized, hand-on coaching experience; Overcome nervousness and project confidence; Organize your presentation for maximum effectiveness; Work effectively with slides, content and notes; Conduct Q&A sessions; Manage interruptions and hostile audiences.

**Length and Type of Course:** ½ day

**Minimum/Maximum Number of Students:** 1/1

**Class Schedule and Location:** Dedicated onsite training at Government customer site; Class schedule to be negotiated; travel and lodging separate

**Materials Necessary:** All materials are included

**Price of Course:** \$2,624.00

**Course Title: Own Your Room**

**Course Description:** This individualized, intensive coaching experience is designed to teach you to: Sharpen your professional speaking skills through an individualized, hand-on coaching experience; Overcome nervousness and project confidence; Organize your presentation for maximum effectiveness; Work effectively with slides, content and notes; Conduct Q&A sessions; Manage interruptions and hostile audiences.

**Length and Type of Course:** 1 day

**Minimum/Maximum Number of Students:** 6/10

**Class Schedule and Location:** Dedicated onsite training at Government customer site; Class schedule to be negotiated; travel and lodging separate

**Materials Necessary:** All materials are included

**Price of Course:** \$6,508.93

**Course Title: How to Develop a Compelling Message**

**Course Description:** This individualized, intensive coaching experience is designed to teach you to: Sharpen your professional speaking skills through an individualized, hand-on coaching experience; Overcome nervousness and project confidence; Organize your presentation for maximum effectiveness; Work effectively with slides, content and notes; Conduct Q&A sessions; Manage interruptions and hostile audiences .

**Length and Type of Course:** 1 day

**Minimum/Maximum Number of Students:** 6/10

**Class Schedule and Location:** Dedicated onsite training at Government customer site; Class schedule to be negotiated; travel and lodging separate

**Materials Necessary:** All materials are included

**Price of Course:** \$6,508.93

**Course Title: Communicating as a Legal Professional**

**Course Description:** This intensive and hands-on workshop is designed to teach you to: Communicate appropriately in a variety of situations; Engage your audience; Project confidence and credibility; Maintain poise and composure in difficult situations; Use visual aids effectively; Listen effectively for greater comprehension and accuracy; Use body language strategically.

**Length and Type of Course:** 1 day

**Minimum/Maximum Number of Students:** 6/10

**Class Schedule and Location:** Dedicated onsite training at Government customer site; Class schedule to be negotiated; travel and lodging separate

**Materials Necessary:** All materials are included

**Price of Course:** \$6,508.93

**Course Title: Communicating with Confidence**

**Course Description:** This workshop is designed to help you: Communicate more honestly and openly in a manner that leads to positive results; Learn to say 'no' with confidence; Identify barriers to being assertive; Gain an appreciation for different behavioral and communication styles; Listen effectively and productively.

**Length and Type of Course:** 1 day

**Minimum/Maximum Number of Students:** 6/10

**Class Schedule and Location:** Dedicated onsite training at Government customer site; Class schedule to be negotiated; travel and lodging separate

**Materials Necessary:** All materials are included

**Price of Course:** \$6,508.93



**SOLUTIONS<sup>3</sup> LLC**  
**LABOR CATEGORY DESCRIPTIONS - SIN 132-51**

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**JOB TITLE: Project Administrator (PA)**

**Minimum/General Experience:** Two (2) years of technical and/or Project Administration & Facilitation experience as it applies to IT projects or related project initiatives. The resource must have strong communication and documentation skills as well as a strong foundation with project documentation tools including Microsoft Project.

**Functional Responsibility:** Responsible for IT project administration. Including project time tracking, burn rate, status reports, action item tracking, issue tracking, resource calendars, and updates to the project plan. This resource is also responsible for scheduling status meetings, coordinating client workshops and training, and resource scheduling.

**Minimum Education:** Bachelor's Degree in IT Management, Information Technology, Computer Science or related degree. In lieu of a Bachelor's Degree, two (2) years of relevant experience is required.

**JOB TITLE: Senior Project Manager (SRPM)**

**Minimum/General Experience:** Five (5) years of relevant experience is required.

**Functional Responsibility:** The resource must have strong communication and documentation skills as well as a strong foundation with project documentation tools including Microsoft Project. A Project Management Professional (PMP) certification is highly desired and an in-depth understanding with Project Management tools such as Microsoft Project is a must. Familiarity with other Project Management tools such as Visio and MS PowerPoint or equivalent is important. An understanding of applications assisting with Project & Portfolio Management is also desired.

The resource is responsible for project time tracking, burn rate, status reports, action item tracking, issue tracking, resource calendars, and updates to the project plan. This resource is also responsible for scheduling status meetings, coordinating client workshops and training, and resource scheduling.

Additional responsibilities include, but are not limited to:

- Create and execute project work plans and make revisions as appropriate
- Address schedule changes to meet changing needs and requirements
- Identify resources needed and assign individual responsibilities Manage day-to-day operational aspects of a project and scope
- Review deliverables prepared by team before passing to client
- Effectively apply a Project Management methodology and enforce project standards
- Prepare for engagement reviews and quality assurance procedures

- Minimize exposure and risk on project:
- Ensure project documents are complete, current, and stored appropriately
- Effectively manage the project to complete on time and within budget
- Manage key areas of a project including change, issues, action items, risk, and budget

**Minimum Education:** Bachelor's Degree in IT Management. In lieu of a Bachelor's Degree, five years of technical and/or Project Administration and facilitation experience as it applies to IT projects or related project initiatives.

**JOB TITLE: Project Manager (PM)**

**Minimum/General Experience:** Three (3) years of technical and/or Project Administration & Facilitation experience as it applies to IT projects or related project initiatives. The resource must have strong communication and documentation skills as well as a strong foundation with project documentation tools including Microsoft Project. A Project Management Professional (PMP) certification is highly desired and an in-depth understanding with Project Management tools such as Microsoft Project is a must. Familiarity with other Project Management tools such as Visio and MS Powerpoint or equivalent are important. An understanding of applications assisting with Project & Portfolio Management is also desired.

**Functional Responsibility:** Responsible for project time tracking, burn rate, status reports, action item tracking, issue tracking, resource calendars, and updates to the project plan. This resource is also responsible for scheduling status meetings, coordinating client workshops and training, and resource scheduling. Additional responsibilities include, but are not limited to:

- Create and execute project work plans and make revisions as appropriate
- Address schedule changes to meet changing needs and requirements
- Identify resources needed and assign individual responsibilities
- Manage day-to-day operational aspects of a project and scope
- Review deliverables prepared by team before passing to client
- Effectively apply a Project Management methodology and enforce project standards
- Prepare for engagement reviews and quality assurance procedures
- Minimize exposure and risk on project
- Ensure project documents are complete, current, and stored appropriately
- Effectively manage the project to complete on time and within budget
- Manage key areas of a project including change, issues, action items, risk, and budget

**Minimum Education:** Bachelor's Degree in IT Management, Information Technology, Computer Science or related degree. In lieu of a Bachelor's Degree, five (5) years of relevant experience is required.

**JOB TITLE: IT Service Management (ITSM) Consultant**

**Minimum/General Experience:** Three (3) or more years of technical experience in planning, designing, developing and instrumenting IT Best Practices using standards such as the IT Infrastructure Library (ITIL®), Control Objectives for Information and related Technology (CobIT), Microsoft's Operation Framework (MOF), and ISO/IEC 2000. The primary focus of

this resource is process design and process to tool mapping/instrumentation. Functional areas would include the functional Service Desk, the Configuration Management Database (CMDB), Asset Management, and the Service Catalog and Service Portfolio.

This resource may also be well versed in defining, designing, and implementing IT Service Management solutions based on one or more software solutions from vendors such as Hewlett-Packard, Marval, newScale, BMC, and Computer Associates. This resource will also be Foundation certified in the IT Infrastructure Library (ITIL©) or equivalent certification in CobiT/MOF and preferably carry advanced certification such as the ITIL v3 Expert or equivalent.

**Functional Responsibility:** This resource would be responsible for leading information gathering workshops, requirements definition, IT-based process audits, IT process design in areas including, but not limited to:

- Request, Incident, and Problem Management
- Change and Configuration Management
- CMDB Architecture and Implementation
- Release Management
- Service Level Management
- Service Catalog and Service Portfolio
- Availability and Capacity Management
- IT Service Continuity Management
- Financial Management for IT

This position may also be responsible for carrying out the above duties and process areas in software solutions from vendors such as Hewlett-Packard, Marval, newScale, BMC, and Computer Associates. The primary focus for this resource is tool implementation.

**Minimum Education:** Bachelor's Degree in Computer Science or equivalent IT based degree. In lieu of a Bachelor's Degree, five (5) years of relevant experience is required.

**JOB TITLE: Sr. IT Service Management (SITSM) Consultant**

**Minimum/General Experience:** Five (5) or more years of technical experience in planning, designing, developing and instrumenting IT Best Practices using standards such as the IT Infrastructure Library (ITIL©), Control Objectives for Information and related Technology (CobiT), Microsoft's Operation Framework (MOF), and ISO/IEC 2000. The primary focus of this resource is process design and process to tool mapping/instrumentation. Functional areas would include the functional Service Desk, the Configuration Management Database (CMDB), Asset Management, and the Service Catalog and Service Portfolio.

This resource may also be well versed in defining, designing, and implementing IT Service Management solutions based on one or more software solutions from vendors such as Hewlett-Packard, Marval, newScale, BMC, and Computer Associates. This resource will also be Foundation certified in the IT Infrastructure Library (ITIL©) or equivalent certification in CobiT/MOF and preferably carry advanced certification such as the ITIL v3 Expert or equivalent.

**Functional Responsibility:** This resource would be responsible for leading information gathering workshops, requirements definition, IT-based process audits, IT process design in areas including, but not limited to:

- Request, Incident, and Problem Management
- Change and Configuration Management
- CMDB Architecture and Implementation
- Release Management
- Service Level Management
- Service Catalog and Service Portfolio
- Availability and Capacity Management
- IT Service Continuity Management
- Financial Management for IT

This position may also be responsible for carrying out the above duties and process areas in software solutions from vendors such as Hewlett-Packard, Marval, newScale, BMC, and Computer Associates. The primary focus for this resource is design and architecture and the secondary focus is tool implementation.

The SITSM Consultant is also responsible for various supervisory and project oversight responsibilities. These would include, but are not limited to, project budget management, instruction of personnel, task delegation and senior level decision making.

**Minimum Education:** Bachelor's Degree in Computer Science or equivalent IT based degree. In lieu of a Bachelor's Degree, six (6) years of relevant experience is required.

**JOB TITLE: Enterprise Management (EM) Consultant**

**Minimum/General Experience:** Two (2) to Three (3) or more years of technical experience in planning, developing and implementing cross-product, integrated Enterprise Management solutions. This resource is well versed in defining and implementing Enterprise Management solutions based on software from vendors such as Hewlett-Packard, BMC, IBM Tivoli, and/or Computer Associates. This individual also has a working familiarity with many other complimentary application vendors such as AlarmPoint, inConIT, VEEAM, Westbury, and eView, etc. This resource also has a strong understanding of the IT Infrastructure Library (ITIL©) and how ITIL best practices are supported by a strong Enterprise Management solution.

**Functional Responsibility:** This resource would be responsible for leading information gathering workshops, requirements definition, EM application assessments and audits, integration definitions, EM architectures, developing Functional Designs, and Implementation Plans. The Enterprise Management areas would include, but not limited to:

- Network & Systems Management
- Network & Systems Automation
- Application & Database Management
- Storage Management
- Performance Management
- Enterprise Reporting
- Executive Dashboard
- Service View Definition

- Alert Management

This position may also be responsible for the implementation of the above Enterprise Management areas in software solutions from vendors such as Hewlett-Packard, BMC, IBM Tivoli, and/or Computer Associates, and others as listed above. The primary focus for this resource is tool implementation.

**Minimum Education:** Bachelor's Degree in Computer Science or equivalent IT based degree. In lieu of a Bachelor's Degree, five (5) years of relevant experience is required.

**JOB TITLE: Sr. Enterprise Management (SEM) Consultant**

**Minimum/General Experience:** Five (5) or more years of technical experience in planning, architecting, developing and implementing cross-product, integrated Enterprise Management solutions. This resource is well versed in defining, designing, and implementing Enterprise Management solutions based on software from vendors such as Hewlett-Packard, BMC, IBM Tivoli, and/or Computer Associates. This individual also has a working familiarity with many other complimentary application vendors such as AlarmPoint, inConIT, VEEAM, Westbury, and eView, etc. This resource also has a strong understanding of the IT Infrastructure Library (ITIL©) and how ITIL best practices are supported by a strong Enterprise Management solution.

**Functional Responsibility:** This resource would be responsible for leading information gathering workshops, requirements definition, EM application assessments and audits, integration definitions, EM architectures, developing Functional Designs, and Implementation Plans. The Enterprise Management areas would include, but not limited to:

- Network & Systems Management
- Network & Systems Automation
- Application & Database Management
- Storage Management
- Performance Management
- Enterprise Reporting
- Executive Dashboard
- Service View Definition
- Alert Management

This position may also be responsible for the implementation of the above Enterprise Management areas in software solutions from vendors such as Hewlett-Packard, BMC, IBM Tivoli, and/or Computer Associates, and others as listed above. The primary focus for this resource is design and architecture and the secondary focus is tool implementation.

Supervisory duties and project oversight are additional responsibilities for this position. These would include, but are not limited to, project budget management, instruction of personnel, task delegation and senior level decision making.

The SEM Consultant position is also responsible for various supervisory and project oversight responsibilities. These include, but are not limited to, project budget management, instruction of personnel, task delegation and senior level decision making.

**Minimum Education:** Bachelor's Degree in Computer Science or equivalent IT based degree. In lieu of a Bachelor's Degree, six (6) years of relevant experience is required.

**JOB TITLE:** Enterprise Management (EMI) Instructor

**Minimum/General Experience:** Five (5) or more years of technical experience in planning, designing, developing and delivering technical course materials around Enterprise Management solutions. This resource has strong communication skills both written and oral. This resource also has a good understanding of course development techniques and the science of learning. The Instructor's areas of expertise include, but not limited to:

- Network & Systems Management
- Network & Systems Automation
- Application & Database Management
- Storage Management
- Performance Management
- Enterprise Reporting
- Executive Dashboard
- Service View Definition
- Alert Management

**Functional Responsibility:** This resource would be responsible for the full life cycle of course development and delivery of training classes, both instructor lead and remote/web-based training. Additional responsibilities would include, but not limited to:

- Course Planning
- Course Design
- Course Material Development
- Lab/Exercise Development (if applicable)
- Course Material and Lab Testing
- Course Delivery

**Minimum Education:** Bachelor's Degree in Computer Science or equivalent IT based degree. In lieu of a Bachelor's Degree, six (6) years of relevant experience is required.

**JOB TITLE:** IT Service Management (ITSMI) Instructor

**Minimum/General Experience:** Five (5) or more years of technical experience in planning, designing, developing and delivering technical course materials around IT Service Management solutions. This resource has strong communication skills both written and oral. This resource also has a good understanding of course development techniques and the science of learning. The Instructor's areas of expertise include, but not limited to:

- Request, Incident, and Problem Management
- Change and Configuration Management
- CMDB Architecture and Implementation
- Release Management

- Service Level Management
- Service Catalog and Service Portfolio
- Availability and Capacity Management
- IT Service Continuity Management
- Financial Management for IT

**Functional Responsibility:** This resource would be responsible for the full life cycle of course development and delivery of training classes, both instructor lead and remote/web-based training. Additional responsibilities would include, but not limited to:

- Course Planning
- Course Design
- Course Material Development
- Lab/Exercise Development (if applicable)
- Course Material and Lab Testing
- Course Delivery

**Minimum Education:** Bachelor's Degree in Computer Science or equivalent IT based degree. In lieu of a Bachelor's Degree, six (6) years of relevant experience is required.

**JOB TITLE:** Training Coordinator (TC)

**Minimum/General Experience:** Two (2) years of administrative and/or operational experience as it applies to running or coordinating projects, or as it applies to training facilitation. This position requires competence in all aspects of training coordination including scheduling, working with various groups or departments, interfacing with and communicating with training attendees, and reporting back to management on class delivery and success. This resource is well versed in applications such as MS Office, MS Project, MS Outlook, and Visio. This resource has strong communication skills both written and spoken. This resource also has a good understanding of course delivery and working with and coordinating with classroom instructors.

**Functional Responsibility:** The Training Coordinator provides all the coordination for both internal and external training needs. From working with project and training management, to scheduling dates, to getting all course materials and tracking training attendance. The training coordinator will work through the details keeping each training initiative on track, on schedule and on time.

**Minimum Education:** Associates Degree in Business Administration or Communications. In lieu of an Associate's Degree, five (5) years of relevant experience is required.

## **Solutions<sup>3</sup> LLC**

### **Awarded GSA Price List - Services**

**GS-35F-0519W**

SIN	Labor Category	GSA Hourly Rate	Part #
132-51	Project Administrator	\$112.08	PA
132-51	Sr. Project Manager	\$176.00	SRPM
132-51	Project Manager	\$173.34	PM
132-51	IT Service Management (ITSM) Consultant	\$172.28	ITSMC
132-51	Sr. IT Service Management (SITSM) Consultant	\$215.35	SRITSMC
132-51	Enterprise Management Consultant	\$177.07	EMC
132-51	Sr. Enterprise Management Consultant	\$208.35	SREMC
132-51	Enterprise Management Instructor	\$172.28	EMI
132-51	IT Service Management Instructor	\$210.82	ITSMI
132-51	Training Coordinator	\$110.83	TC