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

MULTIPLE AWARD SCHEDULE (MAS)
Category F, Information Technology (IT)

Subcategories:
F03. IT Services, FSC/PSC Code D399
F06. IT Training, FSC/PSC Code U012

Contract Number: GS-35F-0519W

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov

Period Covered by Contract: June 30, 2010 – June 29, 2025

Pricelist current through Modification PS-0047, effective December 1, 2021

Solutions³ LLC
637 Wyckoff Avenue, PMB 352
Wyckoff, NJ 07481

Telephone: 201-891-0477 | Fax: 201-891-5316

Website: http://www.solutions3llc.com

Contact for Contract Administration: Mike Battistella | Email: mike@solutions3llc.com

Business Size: Small Business, WOSB
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1. CUSTOMER INFORMATIONS

1. SPECIAL ITEM NUMBERS (SINS)
   a. Table of awarded Special Item Numbers (SINs)

<table>
<thead>
<tr>
<th>SIN</th>
<th>Service</th>
<th>FSC/PSC Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S, RC, STLOC</td>
<td>Information Technology Professional Services</td>
<td>D399, Other Computer Services</td>
</tr>
<tr>
<td>611420, RC, STLOC</td>
<td>Information Technology Training</td>
<td>U012, Education/Training – Information Technology/Telecommunications Training</td>
</tr>
<tr>
<td>OLM, RC, STLOC</td>
<td>Order-level Materials</td>
<td>0000</td>
</tr>
</tbody>
</table>

   b. Prices shown in the pricelist are net.
   c. Descriptions of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who are perform services are provided beginning on page 7.

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

<table>
<thead>
<tr>
<th>SPECIAL ITEM NUMBER</th>
<th>MAXIMUM ORDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S, RC, STLOC, Information Technology Professional Services</td>
<td>$500,000</td>
</tr>
<tr>
<td>611420, RC, STLOC, Information Technology Training</td>
<td>$250,000</td>
</tr>
<tr>
<td>OLM, RC, STLOC, Order Level Materials</td>
<td>$250,000</td>
</tr>
</tbody>
</table>

3. MINIMUM ORDER
   a. The minimum dollar of orders to be issued is $100.00

4. GEOGRAPHIC SCOPE OF CONTRACT

   The Geographic Scope of Contract is domestic delivery only. Domestic delivery is delivery within the 48 contiguous states and Washington, DC.

5. POINT(S) OF PRODUCTION

   Solutions3 LLC
   637 Wyckoff Avenue, PMB 352
   Wyckoff, NJ 07481

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

7. QUANTITY DISCOUNTS
   a. Quantity – None
   b. Dollar Volume – .5% for orders of $150,000 or more, which are on a single task or purchase order that have a defined delivery date specified.

8. PROMPT PAYMENT DISCOUNTS: 0% 30 days from receipt of invoice or date of acceptance, whichever is later. Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. FOREIGN ITEMS: None
10. **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.

<table>
<thead>
<tr>
<th>SPECIAL ITEM NUMBER</th>
<th>DELIVERY TIME (Days ARO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S, RC, STLOC, Information Technology Professional Services</td>
<td>As agreed between Contractor and Government Agency</td>
</tr>
<tr>
<td>611420, RC, STLOC, Information Technology Training</td>
<td>As agreed between Contractor and Government Agency</td>
</tr>
</tbody>
</table>

b. **EXPEDITED DELIVERY:** As negotiated between Solutions3 LLC and the Ordering Activity.

c. **OVERNIGHT AND 2-DAY DELIVERY:** As negotiated between Solutions3 and the Ordering Activity.

d. **URGENT REQUIREMENTS:** The contractor will note in its price list the “Urgent Requirements” clause of its contract and advise Agencies that they can also contact the Contractor’s representative to affect a faster delivery.

11. **FOB DESTINATION**

12. **CONTRACTOR’S ORDERING ADDRESS AND PAYMENT INFORMATION**

a. Agencies should address all orders to the following address.

<table>
<thead>
<tr>
<th>US Mail/Federal Express</th>
<th>E-Mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solutions3 LLC</td>
<td>Email: <a href="mailto:mike@solutions3llc.com">mike@solutions3llc.com</a></td>
</tr>
<tr>
<td>637 Wyckoff Avenue, PMB 352 Wyckoff, NJ 07481</td>
<td></td>
</tr>
</tbody>
</table>

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

13. **PAYMENT INFORMATION**

a. Agencies should address all orders to the following address.

<table>
<thead>
<tr>
<th>US Mail/Federal Express</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solutions3 LLC</td>
</tr>
<tr>
<td>637 Wyckoff Avenue, PMB 352 Wyckoff, NJ 07481</td>
</tr>
</tbody>
</table>

b. The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: 845-365-0675

14. **WARRANTY PROVISION & 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.

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 that 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.

15. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING: Not Applicable
16. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR: Not applicable
17. TERMS AND CONDITIONS OF INSTALLATION: Not applicable.
18a. TERMS AND CONDITIONS FOR ANY REPAIR PARTS: Not applicable.
18b. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: Not applicable
19. LIST OF SERVICE AND DISTRIBUTION POINTS: Not applicable.
20. LIST OF PARTICIPATING DEALERS: Not applicable.
21. PREVENTATIVE MAINTENANCE: Not applicable.
22. ENVIRONMENTAL ATTRIBUTES:
   a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). None
   b. Section 508 Compliance information, where applicable is available on the following website: www.solutions3llc.com
      The EIT standard can be found at: www.section508.gov.
23. UNIQUE ENTITY IDENTIFIER (UEI) NUMBER: 184445463
24. Contractor HAS registered with the System for Award Management (SAM).
2. TERMS AND CONDITIONS FOR ALL IT CONTRACTORS

1. 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.

2. SERVICES PERFORMED
   a. All 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.
   b. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
   c. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

4. TRAVEL
   Any Contractor travel required in the performance of services must comply with the Pub. L. 99-234 and FAR Part 31.205-46, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel.

5. WARRANTY
   a. Unless otherwise specified in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.
   b. The Contractor's commercial guarantee/warranty shall be included in the Commercial Supplier Agreement to include Enterprise User License Agreements or Terms of Service (TOS) agreements, if applicable.
   c. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.
3. INFORMATION TECHNOLOGY CATEGORY
   IT Services Subcategory
   SIN 54151S, DESCRIPTION OF IT PROFESSIONAL SERVICES

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.

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**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 is 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 is 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:** Associate’s Degree in Business Administration or Communications. In lieu of an Associate’s Degree, five (5) years of relevant experience is required.
## 4. INFORMATION TECHNOLOGY CATEGORY

**IT Services Subcategory**

**SIN 54151S, IT PROFESSIONAL SERVICES PRICING**

<table>
<thead>
<tr>
<th>SIN</th>
<th>Labor Category</th>
<th>GSA Rate w/IFF</th>
<th>Part #</th>
</tr>
</thead>
<tbody>
<tr>
<td>54151S</td>
<td>Project Administrator</td>
<td>$112.08</td>
<td>PA</td>
</tr>
<tr>
<td>54151S</td>
<td>Sr. Project Manager</td>
<td>$177.33</td>
<td>SRPM</td>
</tr>
<tr>
<td>54151S</td>
<td>Project Manager</td>
<td>$173.34</td>
<td>PM</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Service Management (ITSM) Consultant</td>
<td>$172.28</td>
<td>ITSMC</td>
</tr>
<tr>
<td>54151S</td>
<td>Sr. IT Service Management (SITSM) Consultant</td>
<td>$215.35</td>
<td>SRITSMC</td>
</tr>
<tr>
<td>54151S</td>
<td>Enterprise Management Consultant</td>
<td>$177.07</td>
<td>EMC</td>
</tr>
<tr>
<td>54151S</td>
<td>Sr. Enterprise Management Consultant</td>
<td>$208.35</td>
<td>SREMC</td>
</tr>
<tr>
<td>54151S</td>
<td>Enterprise Management Instructor</td>
<td>$172.28</td>
<td>EMI</td>
</tr>
<tr>
<td>54151S</td>
<td>IT Service Management Instructor</td>
<td>$210.82</td>
<td>ITSMI</td>
</tr>
<tr>
<td>54151S</td>
<td>Training Coordinator</td>
<td>$110.83</td>
<td>TC</td>
</tr>
</tbody>
</table>
5. TERMS AND CONDITIONS FOR SIN 611420, INFORMATION TECHNOLOGY TRAINING

Prepaid training tokens, credits, etc., shall not be permitted on this SIN.

TRAINING COURSES

Offerors shall provide training courses normally available to commercial customers, which permits 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 the IT Category.

CANCELLATION AND RESCHEDULING

i) 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.

ii) In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified 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.

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

iv) 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.

FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support or online 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.

FORMAT AND CONTENT OF TRAINING

i) Offerors shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings, printed and copied two-sided on paper containing 30% postconsumer materials (fiber). Such documentation will become the property of the student upon completion of the training class.

ii) If applicable, for hands-on training courses, there must be a one-to-one assignment of IT equipment to students.

iii) Offerors shall provide each student with a Certificate of Training at the completion of each training course.

iv) Offerors shall provide the following information for each training course offered:
   A) course title,
   B) a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
   C) length of the course;
   D) mandatory and desirable prerequisites for student enrollment;
   E) minimum and maximum number of students per class;
   F) locations where the course is offered;
G) class schedules; and
H) price (per student, per class (if applicable)).

COURSES CONDUCTED AT THE ORDERING ACTIVITY LOCATION
For courses conducted at the ordering activity 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. The Industrial Funding Fee does NOT apply to travel and per diem charges.

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

“NO CHARGE” TRAINING
None
## 1.1 NCSP® Awareness Training

<table>
<thead>
<tr>
<th>COURSE TITLE</th>
<th>NCSP® Awareness Online Training</th>
<th>COURSE NUMBER</th>
<th>COURSE MODE</th>
<th>GSA w/IFF per person</th>
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<tr>
<td>COURSE NUMBER</td>
<td>COURSE MODE</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>NCSP-SP1A</td>
<td>Online/Self-Paced License</td>
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<td>$98.75</td>
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</table>

### Course Description:

The NIST Cybersecurity Framework Awareness video training course introduces students to the fundamentals associated with Digital Transformation, Cybersecurity Risk Management and the NIST Cybersecurity Framework.

### Major topic areas:

- Digital Transformation
- Basics of Digital Transformation
- Becoming Digital
- Cybersecurity & Digital Transformation
- Digital Transformation & the NIST Cybersecurity Framework (CSF)

- Understanding Cybersecurity Risks
- The Cyber Risk Equation
- Cybersecurity Risk Components: Threats, Vulnerabilities, Asset Value, & Controls
- Basics of the Cybersecurity Risk Assessment

- NIST Cybersecurity Framework Fundamentals
- NIST-CSF Overview
- NIST Cybersecurity Framework Components
- NIST-CSF Framework Tiers & Profiles
- NIST-CSF Framework Core Functions

### Length and Type of Course:

The course is a self-paced, online introductory course

### Prerequisites:

General IT/Cybersecurity knowledge

### Min/Max Student Count:

Not applicable

### Class Schedule & Location:

The course is a self-paced and online

### Materials Necessary:

Computer and internet access
1.2 NCSP® Foundation Certification

<table>
<thead>
<tr>
<th>COURSE TITLE:</th>
<th>NCSP® Foundation Training w/Certification</th>
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</thead>
<tbody>
<tr>
<td>COURSE NUMBER</td>
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<td>NCSP-SP1D</td>
<td>Online/Self-Paced License</td>
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<tr>
<td>NCSP-VILT1D</td>
<td>Virtual Instructor Led Online Training</td>
</tr>
</tbody>
</table>

Course Description:

This APMG and NCSC/GCHQ accredited one-day (VILT) or 4-hour self-paced video course is targeted at IT Cybersecurity and Auditing professionals looking to learn the fundamentals of Digital Transformation, Cybersecurity Risk Management, NIST Cybersecurity Framework and NIST-CSF Management Systems.

The course is based on the Framework for Improving Critical Infrastructure Cybersecurity and qualifies for PMI, CompTIA and ISACA Professional Development Credits.

Major topic areas:
- Digital Transformation
- Understanding Cybersecurity Risks
- NIST Cybersecurity Framework Fundamentals
- Core Functions Categories & Subcategories
- Implementation Tiers & Profiles
- Cybersecurity Improvement

Prerequisites: General IT/Cybersecurity knowledge

Min/Max Student Count for VILT: Min: 6 / Max: 16

VILT Class Schedule: Class schedule is posted on-line

Materials Necessary: Computer and internet access
1.3 NCSP® Practitioner Certification

<table>
<thead>
<tr>
<th>COURSE TITLE:</th>
<th>NCSP® Practitioner Training w/Certification</th>
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</thead>
<tbody>
<tr>
<td>COURSE NUMBER</td>
<td>COURSE MODE</td>
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<tr>
<td>NCSP-SP4D</td>
<td>Online/Self-Paced License</td>
</tr>
<tr>
<td>NCSP-VILT4D</td>
<td>Virtual Instructor Lead Online Training</td>
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</table>

Course Description:

This APMG and NCSC/GCHQ accredited four-day or 12-hour self-paced video course teaches students how to apply a best practice approach to designing an enterprise risk management cybersecurity program based on the NIST Cybersecurity Framework Informative references and management systems.

The course is based on the Framework for Improving Critical Infrastructure Cybersecurity and qualifies for PMI, CompTIA and ISACA Professional Development Credits.

This course looks at the impact of digital transformation on cybersecurity risks, an understanding of the threat landscape, and an approach to the application of cybersecurity controls. It provides guidance for students on the best approach to design and build a comprehensive cybersecurity program. Executives are keenly aware of the risks but have limited knowledge on the best way to mitigate these risks. This course also enables our executives to answer the critical question – Are we secure?

The class includes lectures, informative supplemental reference materials, quizzes, exercises, and formal examination. The exercises are a critical aspect of the course; do not skip them. Outcomes and benefits from this class is a practical approach that students can use to build and maintain comprehensive cybersecurity and cyber-risk management programs.

Major topic areas include:
- Digital Transformation in the Context of Cybersecurity
- The Threat Landscape
- The Framework Controls
- Framework Controls Adoption
- Framework Controls Adaptation
- The Cybersecurity Maturity Model (CMMC)

Prerequisites: NCSP® Foundation Training or equivalent knowledge

Min/Max Student Count for VILT: Min:6 / Max:16

VILT Class Schedule: Class schedule is posted on-line

Materials Necessary: Computer and internet access
## 1.4 NCSP® Bootcamp Certification

<table>
<thead>
<tr>
<th>COURSE TITLE:</th>
<th>NCSP® Bootcamp Training w/Certification</th>
</tr>
</thead>
<tbody>
<tr>
<td>COURSE NUMBER</td>
<td>COURSE MODE</td>
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<tr>
<td>NCSP-SP5D</td>
<td>Online/Self-Paced License</td>
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<tr>
<td>NCSP-VILT5D</td>
<td>Virtual Instructor Lead Online Training</td>
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</table>

### Course Description:

This APMG and NCSC/GCHQ accredited five-day (VILT) or 16-hour self-paced video course is targeted at IT Cybersecurity and Auditing professionals looking to learn the fundamentals of Digital Transformation, Cybersecurity Risk Management, NIST Cybersecurity Framework and NIST-CSF Management Systems. This course combines the Foundation and Practitioner training into one program and one exam.

This course looks at the impact of digital transformation on cybersecurity risks, an understanding of the threat landscape, and an approach to the application of cybersecurity controls. It provides guidance for students on the best approach to design and build a comprehensive cybersecurity program. Executives are keenly aware of the risks but have limited knowledge on the best way to mitigate these risks. This course also enables our executives to answer the critical question – Are we secure?

The class includes lectures, informative supplemental reference materials, quizzes, exercises, and formal examination. The exercises are a critical aspect of the course; do not skip them. Outcomes and benefits from this class is a practical approach that students can use to build and maintain comprehensive cybersecurity and cyber-risk management programs.

**Major topic areas include:**
- Digital Transformation in the Context of Cybersecurity
- The Threat Landscape
- The Framework Controls
- Framework Controls Adoption
- Framework Controls Adaptation
- The Cybersecurity Maturity Model (CMMC)

### Prerequisites:

General IT/Cybersecurity knowledge

### Min/Max Student Count for VILT:

Min: 6 / Max: 16

### VILT Class Schedule:

Class schedule is posted on-line

### Materials Necessary:

Computer and internet access
1.5 NCSP® 800-53 Specialist Certification

<table>
<thead>
<tr>
<th>COURSE TITLE:</th>
<th>NCSP® 800-53 Training w/Certification</th>
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<td>COURSE NUMBER</td>
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<tr>
<td>COURSE MODE</td>
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<td>DURATION</td>
<td>5-Day</td>
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<tr>
<td>GSA w/IFF per person</td>
<td>$3,984.94</td>
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Course Description:
This APMG and NCSC/GCHQ accredited five-day (VILT) course is targeted at IT Cybersecurity and Auditing professionals looking to learn the fundamentals of Digital Transformation, Cybersecurity Risk Management, NIST Cybersecurity Framework and NIST-CSF Management Systems.

This course looks at the impact of adapting a principled approach to the enterprise risk management (ERM) framework to better support cybersecurity decisions, establishing the context for the selected informative reference (IR). It guides students on the best approach to adapting, implementing, and operating (AIO) a comprehensive cybersecurity program that can be integrated into the existing organizational capabilities and incorporates the selected IR.

The course includes lectures, informative supplemental reference materials, workshops, and a formal examination. The workshops are a critical aspect of the course and develop examinable material; do not skip them. Outcomes and benefits include a practical approach that students can use to build and maintain cybersecurity and cyber risk management programs to support the selected IR.

Major topic areas include:
- Managing Risks in the Digital Age
- The Enterprise Risk Management Framework
- The Committee of Sponsoring Organizations (COSO) Overview
- Applying the Risk Management Framework
- Cybersecurity within a System
- Governance and Culture
- The Z-X Model Capabilities: Plan → Design → Build & Deploy → Operate → Improve
- Overview of Adapting, Implementing, & Operating (AIO)
- Goal, Questions, & Metrics (GQM)
- The Cybersecurity Maturity Model (CMMC)

Prerequisites: General IT/Cybersecurity knowledge

Min/Max Student Count for VILT: Min: 6 / Max: 16

VILT Class Schedule: Class schedule is posted on-line

Materials Necessary: Computer and internet access
1.6 NCSP® 800-171 Specialist Certification

<table>
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<tr>
<th>COURSE TITLE:</th>
<th>NCSP® 800-171 Training w/Certification</th>
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<td>COURSE NUMBER</td>
<td>COURSE MODE</td>
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<td>NCSP-800171</td>
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</table>

**Course Description:**

This APMG and NCSC/GCHQ accredited five-day (VILT) course is targeted at IT Cybersecurity and Auditing professionals looking to learn the fundamentals of Digital Transformation, Cybersecurity Risk Management, NIST Cybersecurity Framework and NIST-CSF Management Systems.

This course looks at the impact of adapting a principled approach to the enterprise risk management (ERM) framework to better support cybersecurity decisions, establishing the context for the selected informative reference (IR). It guides students on the best approach to adapting, implementing, and operating (AIO) a comprehensive cybersecurity program that can be integrated into the existing organizational capabilities and incorporates the selected IR.

The course includes lectures, informative supplemental reference materials, workshops, and a formal examination. The workshops are a critical aspect of the course and develop examinable material; do not skip them. Outcomes and benefits include a practical approach that students can use to build and maintain cybersecurity and cyber risk management programs to support the selected IR.

**Major topic areas include:**
- Managing Risks in the Digital Age
- The Enterprise Risk Management Framework
- The Committee of Sponsoring Organizations (COSO) Overview
- Applying the Risk Management Framework
- Cybersecurity within a System
- Governance and Culture
- The Z-X Model Capabilities: Plan → Design → Build & Deploy → Operate → Improve
- Overview of Adapting, Implementing, & Operating (AIO)
- Goal, Questions, & Metrics (GQM)
- The Cybersecurity Maturity Model (CMMC)

**Prerequisites:** General IT/Cybersecurity knowledge

**Min/Max Student Count for VILT:** Min: 6 / Max: 16

**VILT Class Schedule:** Class schedule is posted on-line

**Materials Necessary:** Computer and internet access
### 1.7 NCSP® ISO 27001 Specialist Certification

<table>
<thead>
<tr>
<th>COURSE NUMBER</th>
<th>COURSE TITLE</th>
<th>COURSE MODE</th>
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<td>NCSP® ISO 27001 Training w/Certification</td>
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<td>5-Day</td>
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</table>

**Course Description:**

This APMG and NCSC/GCHQ accredited five-day (VILT) course is targeted at IT Cybersecurity and Auditing professionals looking to learn the fundamentals of Digital Transformation, Cybersecurity Risk Management, NIST Cybersecurity Framework and NIST-CSF Management Systems.

This course looks at the impact of adapting a principled approach to the enterprise risk management (ERM) framework to better support cybersecurity decisions, establishing the context for the selected informative reference (IR). It guides students on the best approach to adapting, implementing, and operating (AIO) a comprehensive cybersecurity program that can be integrated into the existing organizational capabilities and incorporates the selected IR.

The course includes lectures, informative supplemental reference materials, workshops, and a formal examination. The workshops are a critical aspect of the course and develop examinable material; do not skip them. Outcomes and benefits include a practical approach that students can use to build and maintain cybersecurity and cyber risk management programs to support the selected IR.

**Major topic areas include:**
- Managing Risks in the Digital Age
- The Enterprise Risk Management Framework
- The Committee of Sponsoring Organizations (COSO) Overview
- Applying the Risk Management Framework
- Cybersecurity within a System
- Governance and Culture
- The Z-X Model Capabilities: Plan → Design → Build & Deploy → Operate → Improve
- Overview of Adapting, Implementing, & Operating (AIO)
- Goal, Questions, & Metrics (GQM)
- Operating & Improving COSO Principals
- Delivering Value & Ongoing Improvement

**Prerequisites:** General IT/Cybersecurity knowledge

**Min/Max Student Count for VILT:** Min: 6 / Max: 16

**VILT Class Schedule:** Class schedule is posted on-line

**Materials Necessary:** Computer and internet access
## 1.8 ITIL® Executive Overview

<table>
<thead>
<tr>
<th>COURSE TITLE:</th>
<th>ITIL® Executive Overview</th>
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</thead>
<tbody>
<tr>
<td>COURSE NUMBER</td>
<td>COURSE MODE</td>
</tr>
<tr>
<td>ITIL® Executive Overview</td>
<td>Virtual Instructor Lead Online Training</td>
</tr>
</tbody>
</table>

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

**Prerequisites:**
General IT knowledge and experience

**Min/Max Student Count for VILT:**
Min: 6 / Max: 26

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

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

## 1.9 ITIL® Awareness Seminar

<table>
<thead>
<tr>
<th>COURSE TITLE:</th>
<th>ITIL® Awareness Seminar</th>
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</thead>
<tbody>
<tr>
<td>COURSE NUMBER</td>
<td>COURSE MODE</td>
</tr>
<tr>
<td>ITIL® Awareness Seminar</td>
<td>Classroom or Virtual, One day, Introductory</td>
</tr>
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</table>

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

**Prerequisites:**
General IT knowledge and experience

**Min/Max Student Count for VILT:**
Min: 6 / Max: 26

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

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