



Computer Aid, Inc. GSA Schedule 70 Contract Pricelist Contract GS-35F-052BA

Contract term: October 31, 2013 through October 30, 2018



GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA

Advantage![®], a menu-driven database system. The Internet address for GSA *Advantage!*[®] is: GSAAvantage.gov.

Company Quick Facts

Established in 1981
4,000+ employees worldwide
\$450M+ annual revenue
Five domestic delivery centers plus offshore capabilities
Headquartered in Allentown, PA

SIN 132-51, IT Professional Services

In this schedule, we present our job titles, descriptions, and hourly NET pricing under this contract.

SIN 132-32, Term Software Licenses

In this schedule, we present a description and pricing for our Software as a Service (SaaS) product, APO/AMI.

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

Computer Aid, Inc.

Headquarters:

1390 Ridgeview Drive
Allentown, PA 18104
Phone: (610) 530-5000
FAX: (610) 530-5298

Federal Systems Regional Office:

470 Friendship Rd., Suite 300
Harrisburg, PA 17111
Phone: (717) 651-3000
FAX: (717) 651-3200

Web Address

<http://www.compaid.com>

DUNS

07 372 7919

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CUSTOMER INFORMATION

The following information is provided in compliance with I-FSS-600 Contract Price Lists (Jul 2004).

About Computer Aid, Inc. (CAI)

CAI is a well-established \$450 million full service Information Technology consulting firm. The company specializes in implementing technical and management disciplines to deliver custom solutions that leverage Information Services and Technology. CAI provides a broad spectrum of methodology-based IT service offerings, which focus on process and metrics. These methodologies enable CAI to meet each client's individual needs and deliver projects with the highest degree of productivity and client satisfaction.

CAI's unique services, including project based applications development and support offerings, provide clients with practical solutions, strategies, and techniques. Clients attest that their partnerships with CAI enable them to become increasingly more productive, effective, and successful.

The company's expertise lies in providing high quality consulting, application development, implementation, maintenance and management skills, complemented by ongoing education and support. CAI has developed proven practices that have been utilized by organizations of every size to increase their effectiveness and save time and money.

Each of CAI's offerings enables clients to increase stakeholder value, enhance processing efficiencies, and improve end-user satisfaction by focusing on strategic initiatives. Specifically, CAI enables IT executives to:

- Focus more time and resources on agency strategic and high-value activities
- Increase client satisfaction
- Improve quality of IT development and support effort
- Provide metrics to better manage the IT investment portfolio
- Maximize the effectiveness of the IT organization

The CAI Difference

CAI offers a variety of delivery options including on-site and off-site solutions from five delivery centers in the U.S. and one offshore. These options are offered on a fixed price or T&M basis.

CAI has successfully partnered with major government and commercial organizations because of our ability to provide results that are on time, in budget, and delivered for a fixed price. If you have questions about how to achieve high productivity through process management and defined metrics, talk first to the world leader in IT process and productivity – CAI.

1a. Awarded SIN's

CAI's Schedule 70 Contract was awarded for SIN 132-51, IT Professional Services.

CAI's Schedule 70 Contract was modified to add SIN 132-32, Term Software Licenses.

1b. Lowest Priced Model

Not applicable for SIN 132-51.

Pertaining to SIN 132-32:

PRODUCT #	PRODUCT	WITH .75% IFF NET GSA RATE
APO3001	APO/AMI First 10 Named Users and first 100 Projects	\$4,534.00
APO3002	APO/AMI Every 10 Named Users after APO3001	\$907.00
APO3003	APO/AMI Every 100 Projects after APO3001	\$907.00

1c. Job Title Descriptions

Please see **JOB TITLES, DESCRIPTIONS, FUNCTIONS, AND REQUIREMENTS** below, starting on page 24.

2. Maximum Order

Our maximum order amount is \$500,000.00.

3. Minimum Order

Our minimum order amount is \$100.00.

4. Geographic Coverage

CAI will provide solutions to CONUS (DC, 50 States, PR, U.S. Territories) and OCONUS (U.S. Overseas Military Community) locations.

5. Points of Production

APO/AMI is produced in Lehigh County, Allentown, Pennsylvania, United States of America.

6. NET Prices

All prices quoted under this contract are discounted from our commercial prices, and are stated as NET prices, including the GSA discount and IFF.

- **State and Local Government Agencies:** Offered the same discounts as all Federal Government customers
- **Government Educational Institutions:** Offered the same discounts as all Federal Government customers

7. Quantity Discounts

None.

8. Prompt Payment Terms

00.00% - Net 30 days

9a. Government Purchase Cards, At or Below Micro-purchase

CAI will accept the Government purchase card for all orders and amounts.

9b. Government Purchase Cards, Above Micro-purchase

CAI will accept the Government purchase card for all orders and amounts.

10. Foreign Items

Not applicable

11a. Time of Delivery – Normal

Within fourteen (14) days of order, or within agreed-upon purchaser's timeframe.

11b. Time of Delivery – Expedited

Within ten (10) days of order, or within agreed-upon purchaser's timeframe.

11c. Time of Delivery – Overnight/2-day

Not applicable to professional services.

11d. Time of Delivery – Urgent

Within agreed-upon purchaser's timeframe, but no less than five (5) working days.

12. F.O.B. Point(s)

Origin

13a. Ordering Address

Computer Aid, Inc.
Attn: Thomas J. Johnstin
470 Friendship Rd., Suite 300
Harrisburg, PA 17111

Phone: (717) 651-3101
FAX: (717) 651-3200

13b. Ordering Procedures

Orders may be placed by phone, email, or written Statement of Work.

14. Payment Address

Computer Aid, Inc.
P.O. Box 785526
Philadelphia, PA 19178-5526

15. Warranty Provision

Not applicable to SIN 132-51.

For SIN 132-32:

CAI COMMERCIAL GUARANTEE/WARRANTY CLAUSES

“LIMITED WARRANTIES AND REMEDIES”

1. **Limited Warranties.** CAI warrants that:
 - a. The Software, as delivered under this Agreement, will conform in all material respects to the Documentation for the current version of the Software, provided that Customer is using the Software in a proper manner and in compliance with all material operating instructions included in the Documentation.
 - b. CAI has the right to grant all subscriptions granted to Customer under this Agreement, and the grant of those subscriptions will not result in the material breach of any material agreement to which CAI is a party.
 - c. CAI has exercised prudent measures to ensure that the Software does not include any virus or other code typically described as a virus or by similar terms (such as a Trojan horse, worm or backdoor). The Software does not intentionally contain any functions that (a) would erase, destroy, corrupt or restrict the use of or modify any data of Customer without the consent of Customer, or (b) bypass any internal or external Software security measure in order to obtain access to the systems or data of Customer without the written consent of Customer. Software does contain a code disablement feature that prevents the Software from executing and which may be disabled or updated at the sole discretion of CAI. Prior to CAI disabling the Software, except for conditions as noted below in Section “1/c/i. Customer Responsibilities” of this Agreement, Customer shall be notified in writing and will be provided with a 10 day period to remedy the situation which would cause activation of the code disablement feature.
 - i. Customer Responsibilities:
 1. Customer is responsible for all activities that occur in User accounts and for Users' compliance with this Agreement. Customer shall: (i) have sole responsibility for the accuracy, quality, integrity, legality, reliability, and appropriateness of all Customer Data; (ii) use commercially reasonable efforts to prevent unauthorized access to, or use of, the Service, and notify CAI promptly of any such unauthorized access or use; and (iii) comply with all applicable local, state, federal and foreign laws in using the Service. (iii) comply with all local, state, federal or foreign law, treaty, regulation or convention applicable to the Customer in connection with the use of the Software, including without restriction, the CAN-SPAM Act of 2003 (U.S.A.), the Personal Information Protection and Electronic Documents Act (PIPEDA) (Canada), the EU Data Protection Directive and other laws applicable to the Customer related to privacy, publicity, data protection, electronic communications and anti-spamming laws. Customer is responsible for the collection, legality protection and use of Customer Data that is stored on the System or used in connection with the Software.
 2. Use Guidelines The Customer shall use the Software for its internal business purposes as contemplated by the Agreement and shall not: (i) willfully tamper with the security of the Systems or tamper with other customer accounts of CAI, (ii) access data on the Systems not intended for the Customer, (iii) log into a server or account on the Systems that the Customer is not authorized to access, (iv) attempt to probe, scan or test the vulnerability of any Systems or to breach the security or authentication measures without proper authorization; (v) willfully render any part of the Systems unusable; (vi) lease, distribute, license, sell or otherwise commercially exploit the Software or make the Software available to a third party other than as contemplated in this Agreement; (vii) use the Software for timesharing or service bureau purposes or otherwise for the benefit of a third party; or (viii) provide to third parties any evaluation version of the Software without CAI's prior written consent.

3. Communications Responsibilities. The Customer shall be responsible for the content of all Customer customizable communications sent by the Software. The Customer agrees that it will not use the Software to communicate any message or material that (i) is libelous, harmful to minors, obscene or constitutes pornography; (ii) infringes the intellectual property rights of a third party or is otherwise unlawful; or (iii) would otherwise give rise to civil liability, or that constitutes or encourages conduct that could constitute a criminal offense, under any applicable law or regulation.
 4. Breaches to Section "1/c/i Customer Responsibilities." In the event of a material breach under this Section "1/c/i Customer Responsibilities", and in addition to any other rights and remedies under the Agreement and in law, CAI reserves the right to immediately suspend access to the Software until such breach, in CAI's opinion, is no longer a threat to the Systems or other customer accounts.
 5. Suspension of Service. If Customer's account is 30 days or more overdue (except with respect to charges then under reasonable and good faith dispute), in addition to any of its other rights or remedies, CAI reserves the right to suspend the Software provided to Customer, without liability to Customer, until such amounts are paid in full. Prior to exercising a suspension of service, Customer shall be notified in writing of amounts overdue and will be provided with a 10 day period to remedy the overdue situation.
- d. The subscription Software and Documentation complies with applicable federal, state, or local rules, regulations, or laws, such as the use of open source software and reselling it without rights to do so.
2. **Limited Warranties Not Applicable.** Customer will not have any rights with respect to warranties specified in this Section "LIMITED WARRANTIES AND REMEDIES", and the warranties will be deemed not to apply to Customer, to the extent that the failure of the Software to conform to the Documentation was caused by or results from any act or cause beyond the reasonable control of CAI.
 3. **Disclaimer of Additional Warranties. THE WARRANTIES SPECIFIED IN SECTION "LIMITED WARRANTIES AND REMEDIES" ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES. CAI EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CUSTOMER ASSUMES ALL RISKS ASSOCIATED WITH OPERATING THE SOFTWARE (EXCEPT AS SPECIFICALLY PROVIDED IN SECTION "LIMITED WARRANTIES AND REMEDIES" AND SECTION "A. INFRINGEMENT INDEMNITY" WITH RESPECT TO THE WARRANTIES AND THE INFRINGEMENT OF THIRD PARTY RIGHTS), AND CAI DOES NOT WARRANT THAT THE SOFTWARE WILL BE ERROR FREE OR WILL MEET CUSTOMER'S SPECIFIC NEEDS.**

A. INFRINGEMENT INDEMNITY

A.1 Indemnification. CAI will indemnify, defend and hold Customer and its respective officers, directors, consultants and employees harmless from any loss, damage or cost (including reasonable attorney's fees and court costs should CAI breach its obligation to defend) arising out of a third-party claim that the Software infringes any copyright, trade mark, trade secret or world-wide patent right of any third-party. CAI's obligation to indemnify Customer under this Article "A. INFRINGEMENT INDEMNITY" does not extend to any third-party software. CAI's obligation to indemnify Customer is contingent upon Customer promptly notifying CAI of any such claim, granting CAI the sole control over the defense and settlement of such claim and cooperating with CAI in the defense of the claim (at the expense of CAI).

A.2 Defense of Infringement Claims. CAI will have the sole right to defend or settle any claim subject to indemnification under this Article "A. INFRINGEMENT INDEMNITY". Customer will have the right to participate with CAI in the defense or appeal of any such

claim or judgment, at Customer's option and at Customer's own expense (such expense not being indemnified by CAI), but CAI will have sole control and authority with respect to any such defense, compromise, settlement, appeal or similar action.

A.3 Satisfaction of Obligations. Should any claim of infringement arise (or in CAI's reasonable opinion be likely to arise), CAI shall in addition to indemnifying Customer and to other rights Customer may have under this Agreement, at CAI's option, either: (a) modify or replace the Software within a reasonable amount of time so that it performs comparable functions without infringement; or (b) terminate Customer's use of the Software, within a reasonable amount of time and refund to Customer of any specifically invoiced subscription fees incurred from the date of the claim.

A.4 Exceptions. CAI will have no obligation to Customer under this Article "INFRINGEMENT INDEMNITY" to the extent that the alleged infringement or violation is based upon Customer's use of the Software other than as set forth in this Agreement and in the Documentation.

4. **Exclusive Remedies for Software.** If any of the warranties specified in Section "1. Limited Warranties" with respect to Software are breached then the following terms will apply:
- a. Customer will promptly notify CAI of the breach and any associated details reasonably requested by CAI in its attempt to remedy the problem. Customer will cooperate with CAI in re-creating the conditions that existed at the time the Software failed, if reasonably requested by CAI .
 - b. CAI will diligently and in good faith attempt to correct the reported defect by repairing or modifying the Software within a commercially reasonable period of time.
 - c. If any defective Software causes the entire Software to fail in its essential purpose, and if CAI determines that CAI is unable to cure that defect in a reasonable amount of time by repairing or modifying the Software as provided in Section 4b., then Customer may elect to terminate this Agreement and its right to use the Software and Documentation and destroy or return all such Documentation to CAI. In the case of any other Software defect that CAI is unable to correct in the manner described in Section 4b., Customer's exclusive remedy will be to terminate this Agreement. In the event that Customer terminates this Agreement under this clause, CAI shall issue to Customer a pro-rata refund representing any pre-paid Subscription Fees for the unused portion of the Subscription Fees.

THE FOREGOING REMEDIES ARE EXCLUSIVE AND WILL BE CUSTOMER'S SOLE REMEDIES WITH RESPECT TO ANY CLAIM ARISING OUT OF OR RELATING TO ANY BREACH OF WARRANTY OR OTHER FAILURE OF THE SOFTWARE TO OPERATE AS INTENDED, WHETHER BASED IN CONTRACT, BREACH OF WARRANTY, TORT OR OTHERWISE. WITH RESPECT TO THE FOREGOING WARRANTIES, CAI WILL NOT BE LIABLE TO CUSTOMER FOR DAMAGES OF ANY NATURE WHATSOEVER, EXCEPT TO THE EXTENT OF THE REMEDIES SPECIFIED IN THIS SECTION "LIMITED WARRANTIES AND REMEDIES."

DEFINITIONS

"Documentation" means all operator and user manuals, training materials, guides, listings, specifications and other materials, including online information and materials, relating to the use of the Software delivered to Customer in connection with this Agreement.

"Knowledge Cartridge" means the components of the Software which provides for collection and dissemination of hard and soft data, analytics, and the dashboarding and/or reporting of such data.

"Party" means CAI or Customer, individually, and "Parties" means CAI and Customer, collectively.

"Service" means CAI grants to Customer, and Customer accepts from CAI, subject to the terms and conditions of this Agreement, a nonexclusive, nontransferable subscription to use the Software and Documentation, and to authorize and permit its employees, subcontractors and consultants to use the Software and Documentation.

"Software" means the online, web-based application provided by CAI via www.advancedmanagementinsight.com and/or other designated websites, any Knowledge Cartridges contracted for by Customer and any offline components, collectively referred to as a Licensed Solution. Licensed Solutions provided under this Agreement: Advanced Management Insight (AMI) base software and Automated Project Office (APO) Solution.

"Subscription Fees" (GSA refers "Subscription Fees" as "GSA Offer Price") means in consideration of the use of the Software and Documentation, Customer acknowledges various subscription fees apply. These fees are provided in the applicable CAI Schedule(s) that reference this Agreement, or in the alternative, via a separate schedule or Statement of Work (SOW). All user subscription fees are based on full month units and partial month usage shall be charged at a full month fee, a statement of work or other similar agreement between Customer and CAI.

"System" means collectively the Software and the SaaS hosted IT (information technology) environment in which the Software operates.

"Users" means individuals who are authorized by Customer to use the Software, and, in respect of users that are granted "logon" access to the Software, for whom subscriptions to the Software have been purchased, and who have been supplied user identifications and passwords by Customer (or by CAI at Customer's request.)

"Customer Data" means all electronic data or information submitted by Customer or on behalf of Customer (i.e. a "Person" who takes an assessment) to the Software.

16. Export Packing Charges

Not applicable

17. Terms and Conditions of Government Purchase Card

There are no additional terms and conditions if a Government Purchase Card is used.

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

Not applicable

19. Terms and Conditions of Installation

Not applicable

20. Terms and Conditions of Repair Parts, etc.

Not applicable

20a. Terms and Conditions for Any Other Services

Not applicable

21. Service and Distribution Points

Not applicable

22. Participating Dealers

We do not sell APO/AMI through dealers.

23. Preventive Maintenance

Not applicable

24a. Special Attributes

Not applicable

24b. Section 508 Compliance

Not applicable

25. DUNS Number

07 372 7919

26. Registration of Representations and Certifications

CAI's Representations and Certifications are registered in ORCA.

TERMS AND CONDITIONS – SIN 132-51

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

The phrase, "Information Technology (IT) Professional Services/Identity Access Management (IAM) Professional Services" in the following paragraphs may need to be revised in order to be consistent with the Offeror's proposal; e.g., if only IT Professional Services are offered, all references to IAM Services should be deleted.

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

1. SCOPE

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

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

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

3. ORDER

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

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

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

b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

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

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

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

(1) Cancel the stop-work order; or

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

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

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS --COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any

joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 132-51 IT/IAM Professional 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/IAM Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

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, system 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

TERMS AND CONDITIONS, SIN 132-32

TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-32), PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33) AND MAINTENANCE AS A SERVICE (SPECIAL ITEM NUMBER 132-34) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its postacceptance rights (1) within a

reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)

The Contractor shall provide all Enterprise User License Agreements in an editable Microsoft Office (Word) format.

3. GUARANTEE/WARRANTY

a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.

Contractor is to insert commercial guarantee/warranty clauses.

CAI COMMERCIAL GUARANTEE/WARRANTY CLAUSES

"LIMITED WARRANTIES AND REMEDIES"

1. Limited Warranties. CAI warrants that:

- a. The Software, as delivered under this Agreement, will conform in all material respects to the Documentation for the current version of the Software, provided that Customer is using the Software in a proper manner and in compliance with all material operating instructions included in the Documentation.
- b. CAI has the right to grant all subscriptions granted to Customer under this Agreement, and the grant of those subscriptions will not result in the material breach of any material agreement to which CAI is a party.
- c. CAI has exercised prudent measures to ensure that the Software does not include any virus or other code typically described as a virus or by similar terms (such as a Trojan horse, worm or backdoor). The Software does not intentionally contain any functions that (a) would erase, destroy, corrupt or restrict the use of or modify any data of Customer without the consent of Customer, or (b) bypass any internal or external Software security measure in order to obtain access to the systems or data of Customer without the written consent of Customer. Software does contain a code disablement feature that prevents the Software from executing and which may be disabled or updated at the sole discretion of CAI. Prior to CAI disabling the Software, except for conditions as noted below in Section "1/c/i. Customer Responsibilities" of this Agreement, Customer shall be notified in writing and will be provided with a 10 day period to remedy the situation which would cause activation of the code disablement feature.

i. Customer Responsibilities:

1. Customer is responsible for all activities that occur in User accounts and for Users' compliance with this Agreement. Customer shall: (i) have sole responsibility for the accuracy, quality, integrity, legality, reliability, and appropriateness of all Customer Data; (ii) use commercially reasonable efforts to prevent unauthorized access to, or use of, the Service, and notify CAI promptly of any such unauthorized access or use; and (iii) comply with all applicable local, state, federal and foreign laws in using the Service. (iii) comply with all local, state, federal or foreign law, treaty, regulation or convention applicable to the Customer in connection with the use of the Software, including without restriction, the CAN-SPAM Act of 2003 (U.S.A.), the Personal Information Protection and Electronic Documents Act (PIPEDA) (Canada), the EU Data Protection Directive and other laws applicable to the Customer related to privacy, publicity, data protection, electronic communications and anti-spamming laws. Customer is responsible for the collection, legality protection and use of Customer Data that is stored on the System or used in connection with the Software.

2. Use Guidelines The Customer shall use the Software for its internal business purposes as contemplated by the Agreement and shall not: (i) wilfully tamper with the security of the Systems or tamper with other customer accounts of CAI, (ii) access data on the Systems not intended for the Customer, (iii) log into a server or account on the Systems that the Customer is not authorized to access, (iv) attempt to probe, scan or test the vulnerability of any Systems or to breach the security or authentication measures without proper authorization; (v) wilfully render any part of the Systems unusable; (vi) lease, distribute, license, sell or otherwise commercially exploit the Software or make the Software available to a third party other than as contemplated in this Agreement; (vii) use the Software for timesharing or service bureau purposes or otherwise for the benefit of a third party; or (viii) provide to third parties any evaluation version of the Software without CAI's prior written consent.
 3. Communications Responsibilities. The Customer shall be responsible for the content of all Customer customizable communications sent by the Software. The Customer agrees that it will not use the Software to communicate any message or material that (i) is libellous, harmful to minors, obscene or constitutes pornography; (ii) infringes the intellectual property rights of a third party or is otherwise unlawful; or (iii) would otherwise give rise to civil liability, or that constitutes or encourages conduct that could constitute a criminal offense, under any applicable law or regulation.
 4. Breaches to Section "1/c/i Customer Responsibilities". In the event of a material breach under this Section "1/c/i Customer Responsibilities", and in addition to any other rights and remedies under the Agreement and in law, CAI reserves the right to immediately suspend access to the Software until such breach, in CAI's opinion, is no longer a threat to the Systems or other customer accounts.
 5. Suspension of Service. If Customer's account is 30 days or more overdue (except with respect to charges then under reasonable and good faith dispute), in addition to any of its other rights or remedies, CAI reserves the right to suspend the Software provided to Customer, without liability to Customer, until such amounts are paid in full. Prior to exercising a suspension of service, Customer shall be notified in writing of amounts overdue and will be provided with a 10 day period to remedy the overdue situation.
- d. The subscription Software and Documentation complies with applicable federal, state or local rules, regulations or laws, such as the use of open source software and reselling it without rights to do so.
2. Limited Warranties Not Applicable. Customer will not have any rights with respect to warranties specified in this Section "LIMITED WARRANTIES AND REMEDIES", and the warranties will be deemed not to apply to Customer, to the extent that the failure of the Software to conform to the Documentation was caused by or results from any act or cause beyond the reasonable control of CAI.
 3. Disclaimer of Additional Warranties. THE WARRANTIES SPECIFIED IN SECTION "LIMITED WARRANTIES AND REMEDIES" ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES. CAI EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CUSTOMER ASSUMES ALL RISKS ASSOCIATED WITH OPERATING THE SOFTWARE (EXCEPT AS SPECIFICALLY PROVIDED IN SECTION "LIMITED WARRANTIES AND REMEDIES" AND SECTION "A. INFRINGEMENT INDEMNITY" WITH RESPECT TO THE WARRANTIES AND THE INFRINGEMENT OF THIRD PARTY RIGHTS), AND CAI DOES NOT WARRANT THAT THE SOFTWARE WILL BE ERROR FREE OR WILL MEET CUSTOMER'S SPECIFIC NEEDS.

A. INFRINGEMENT INDEMNITY

A.1 Indemnification. CAI will indemnify, defend and hold Customer and its respective officers, directors, consultants and employees harmless from any loss, damage or cost (including reasonable attorneys fees and court costs should CAI breach its obligation to defend) arising out of a third-party claim that the Software infringes any copyright, trade mark, trade secret or world-wide patent right of any third-party. CAI's obligation to indemnify Customer under this Article "A. INFRINGEMENT INDEMNITY" does not extend to any third-party software. CAI's obligation to indemnify Customer is contingent upon Customer promptly notifying CAI of any such claim, granting CAI the sole control over the defense and settlement of such claim and cooperating with CAI in the defense of the claim (at the expense of CAI).

A.2 Defense of Infringement Claims. CAI will have the sole right to defend or settle any claim subject to indemnification under this Article "A. INFRINGEMENT INDEMNITY". Customer will have the right to participate with CAI in the defense or appeal of any such claim or judgment, at Customer's option and at Customer's own expense (such expense not being indemnified by CAI), but CAI will have sole control and authority with respect to any such defense, compromise, settlement, appeal or similar action.

A.3 Satisfaction of Obligations. Should any claim of infringement arise (or in CAI's reasonable opinion be likely to arise), CAI shall in addition to indemnifying Customer and to other rights Customer may have under this Agreement, at CAI's option, either: (a) modify or replace the Software within a reasonable amount of time so that it performs comparable functions without infringement; or (b) terminate Customer's use of the Software, within a reasonable amount of time and refund to Customer of any specifically invoiced subscription fees incurred from the date of the claim.

A.4 Exceptions. CAI will have no obligation to Customer under this Article "INFRINGEMENT INDEMNITY" to the extent that the alleged infringement or violation is based upon Customer's use of the Software other than as set forth in this Agreement and in the Documentation.

4. Exclusive Remedies for Software. If any of the warranties specified in Section "1. Limited Warranties" with respect to Software are breached then the following terms will apply:
- a. Customer will promptly notify CAI of the breach and any associated details reasonably requested by CAI in its attempt to remedy the problem. Customer will cooperate with CAI in re-creating the conditions that existed at the time the Software failed, if reasonably requested by CAI .
 - b. CAI will diligently and in good faith attempt to correct the reported defect by repairing or modifying the Software within a commercially reasonable period of time.
 - c. If any defective Software causes the entire Software to fail in its essential purpose, and if CAI determines that CAI is unable to cure that defect in a reasonable amount of time by repairing or modifying the Software as provided in Section 4b., then Customer may elect to terminate this Agreement and its right to use the Software and Documentation and destroy or return all such Documentation to CAI. In the case of any other Software defect that CAI is unable to correct in the manner described in Section 4b., Customer's exclusive remedy will be to terminate this Agreement. In the event that Customer terminates this Agreement under this clause, CAI shall issue to Customer a pro-rata refund representing any pre-paid Subscription Fees for the unused portion of the Subscription Fees.

THE FOREGOING REMEDIES ARE EXCLUSIVE AND WILL BE CUSTOMER'S SOLE REMEDIES WITH RESPECT TO ANY CLAIM ARISING OUT OF OR RELATING TO ANY BREACH OF WARRANTY OR OTHER FAILURE OF THE SOFTWARE TO OPERATE AS INTENDED, WHETHER BASED IN CONTRACT, BREACH OF WARRANTY, TORT OR OTHERWISE. WITH RESPECT TO THE FOREGOING WARRANTIES, CAI WILL NOT BE LIABLE TO CUSTOMER FOR DAMAGES OF ANY NATURE WHATSOEVER, EXCEPT TO THE EXTENT OF THE REMEDIES SPECIFIED IN THIS SECTION "LIMITED WARRANTIES AND REMEDIES".

DEFINITIONS

"Documentation" means all operator and user manuals, training materials, guides, listings, specifications and other materials, including online information and materials, relating to the use of the Software delivered to Customer in connection with this Agreement.

"Knowledge Cartridge" means the components of the Software which provides for collection and dissemination of hard and soft data, analytics and the dashboarding and/or reporting of such data.

"Party" means CAI or Customer, individually, and "Parties" means CAI and Customer, collectively.

"Service" means CAI grants to Customer, and Customer accepts from CAI, subject to the terms and conditions of this Agreement, a nonexclusive, nontransferable subscription to use the Software and Documentation, and to authorize and permit its employees, subcontractors and consultants to use the Software and Documentation.

"Software" means the online, web-based application provided by CAI via www.advancedmanagementinsight.com and/or other designated websites, any Knowledge Cartridges contracted for by Customer and any offline components, collectively referred to as a Licensed Solution. Licensed Solutions provided under this Agreement: Advanced Management Insight (AMI) base software and Automated Project Office (APO) Solution.

"Subscription Fees" (GSA refers "Subscription Fees" as "GSA Offer Price") means in consideration of the use of the Software and Documentation, Customer acknowledges various subscription fees apply. These fees are provided in the applicable CAI Schedule(s) that reference this Agreement, or in the alternative, via a separate schedule or Statement of Work (SOW). All user subscription fees are based on full month units and partial month usage shall be charged at a full month fee, a statement of work or other similar agreement between Customer and CAI.

"System" means collectively the Software and the SaaS hosted IT (information technology) environment in which the Software operates.

"Users" means individuals who are authorized by Customer to use the Software, and, in respect of users that are granted "logon" access to the Software, for whom subscriptions to the Software have been purchased, and who have been supplied user identifications and passwords by Customer (or by CAI at Customer's request.)

"Customer Data" means all electronic data or information submitted by Customer or on behalf of Customer (i.e. a "Person" who takes an assessment) to the Software.

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

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

4. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number/e-mail: 877-234-4357/helpdesk@compaid.com_ for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from _8:00 a.m. ET_ to _5:00 p.m. ET on regular U.S. business days, holidays excepted. (technical support access shall be provided primarily through we-based facilities or email (generally accessible on a 24x7 basis excepting downtime and secondarily through telephone support as provided during CAI Technical Support's normal Business hours in North America indicated above.)_____.

Provide telephone number and hours of operation for technical support hot line; indicate applicable time zone for the hours of operation—i.e., Eastern time, Central time, Mountain time or Pacific time.

5. SOFTWARE MAINTENANCE

a. Software maintenance as it is defined: (select software maintenance type) :

X

_____ 1. Software Maintenance as a Product (SIN 132-32 or SIN 132-33)

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

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

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

_____ 2. Software Maintenance as a Service (SIN 132-34)

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

Software maintenance as a service is billed in arrears in accordance with 31 U.S.C. 3324.

b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). **PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.**

6. PERIODS OF TERM LICENSES (SIN 132-32) AND MAINTENANCE (SIN 132-34)

a. The Contractor shall honor orders for periods for the duration of the contract period or a lessor period of time.

b. Term licenses may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.

c. Annual Funding. When annually appropriated funds are cited on an order for term licenses, the period of the term licenses shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses orders citing the new appropriation shall be required, if the term licenses is to be continued during any remainder of the contract period.

d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place

an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses is to be terminated at that time. Orders for the continuation of term licenses will be required if the term licenses is to be continued during the subsequent period.

The phrase, "Term Licenses and/or Maintenance" in the preceding paragraphs may need to be revised in order to be consistent with the Offeror's proposal; e.g., if only software maintenance is offered, all references to "term licenses" should be deleted from the preceding paragraphs.

(Because this is Software as a Service - "MAINTENANCE (SIN 132-34)" – does not apply because it is included at no cost, therefore, we have removed "and/or Maintenance".

7. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.

b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.

c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.

d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to N/A % of all term license payments during the period that the software was under a term license within the ordering activity.

*** (A Perpetual License does not apply because this is Software as a Service.) ***

8. TERM LICENSE CESSATION

a. After a software product has been on a continuous term license for a period of N/A * months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.

Each separately priced software product shall be individually enumerated, if different accrual periods apply for the purpose of perpetual license attainment.

*** (A Perpetual License does not apply because this is Software as a Service.) ***

b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 132-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

9. UTILIZATION LIMITATIONS - (SIN 132-32, SIN 132-33, AND SIN 132-34)

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
 - (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
 - (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.
 - (3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.
 - (4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.
 - (5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

10. SOFTWARE CONVERSIONS - (SIN 132-32 AND SIN 132-33)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system , or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced

by the amount that was paid to purchase the earlier version. Under a term license (132-32), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

*** (A Perpetual License does not apply because this is Software as a Service.) ***

11. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

12. RIGHT-TO-COPY PRICING

The Contractor shall insert the discounted pricing for right-to-copy licenses.

*** (Right-to-copy licenses do not apply because this is Software as a Service.) ***

JOB TITLES, DESCRIPTIONS, FUNCTIONS, AND REQUIREMENTS

JOB TITLE	FUNCTIONAL DESCRIPTION	LEVEL	MINIMUM EXPERIENCE	EDUCATION REQUIREMENTS
CONSULTING				
Advisory Consultant	Highly skilled and experienced in management consulting, process improvement, process re-engineering, project management, change management, facilitation. The Advisory Consultant is a senior level technology leader who provides technical advisory services to key decision makers, and provides design services for the technical development and integration of solutions for enterprise customers. The Advisory Consultant serves as the ultimate technical authority during a project, from scoping to customer sign-off. The Advisory Consultant will show high standards of leadership – provide subject-matter-expertise for new products to the rest of the organization and actively develop junior staff within the the organization through training and one-on-one mentorship.		<ul style="list-style-type: none"> 10 years' experience in consulting, professional services and/or other customer-facing role focused on delivering technical products or services. 4 years' experience with applicable technologies 	Bachelor's degree in Computer Science, Computer Engineering, Electrical Engineering, or a related field degree or 8 years commensurate experience. Advanced degree in Computer Science, Computer Engineering, Electrical Engineering preferred.
Consultant	<p>Skilled and experienced in management consulting, process improvement, process re-engineering, project management, change management, facilitation. A Consultant performs these tasks:</p> <p>Develop functional and technical information system designs.</p> <ul style="list-style-type: none"> Supervise business integration analysts in the development of software designs, computer programming, system testing or training curricula Lead business process redesign teams in the development of new business process architectures. Design training programs for information 	I	At least 5 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance	Bachelor's Degree or 3 years additional related experience.
		II	At least 8 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance	Bachelor's Degree or 3 years additional related experience.

JOB TITLE	FUNCTIONAL DESCRIPTION	LEVEL	MINIMUM EXPERIENCE	EDUCATION REQUIREMENTS
	<p>systems users</p> <ul style="list-style-type: none"> ▪ Participate in quality reviews to ensure work complies with specified standards ▪ Develop team work plans ▪ Perform workflow analyses ▪ Design and manage databases ▪ Define information systems requirements ▪ Assist in project budget preparation. 			
FUNCTIONAL/BUSINESS ANALYSIS				
<p>Senior Business Analyst/ Subject Matter Expert</p>	<p>Technical consultant with strong analytic and communications skills to interface with technical and non-technical staff members. The Senior Business Analyst/SME performs these tasks:</p> <ul style="list-style-type: none"> ▪ Document an organization's current business process flows ▪ Design, code and test functional components of information systems according to project specifications ▪ Identify and document technical and functional requirements for information systems ▪ Provides functional, business, or technical subject matter expertise related to the client ▪ Develop project documentation and user training materials according to program specifications ▪ Develops training materials, plans, and programs ▪ Conduct user training sessions ▪ Prepare communications plans ▪ Produce database extracts ▪ Provide functional support to software development teams ▪ Perform program management support tasks, such as status reporting and work plan maintenance 		<p>At least 8 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance.</p>	<p>Bachelor's Degree or 3 years additional related experience.</p>

JOB TITLE	FUNCTIONAL DESCRIPTION	LEVEL	MINIMUM EXPERIENCE	EDUCATION REQUIREMENTS
Business Analyst	<p>Technical consultant with strong analytic and communications skills to interface with technical and non-technical staff members. The Business Analyst performs these tasks:</p> <ul style="list-style-type: none"> ▪ Document an organization's current business process flows ▪ Test functional components of information systems according to project specifications ▪ Identify and document functional requirements for information systems ▪ Develop project documentation and user training materials according to program specifications ▪ Conduct user training sessions ▪ Prepare communications plans ▪ Produce database extracts ▪ Provide functional support to software development teams 		<p>At least 4 years of experience in information systems implementation, change management efforts or business process redesign and may possess a security clearance.</p>	<p>Bachelor's Degree or 3 years additional related experience.</p>
LEADERSHIP				
Project Manager	<p>Significant experience with supervising large projects with multiple task orders, managed all phases of a project lifecycle, proficient with automated project tracking and management tools. The Project Manager coordinates resources and work to deliver solutions to customers on time and within budget. The Project Manager is assigned responsibility and accountability for overseeing the successful completion of all work assigned to the Application Team.</p> <p>The Project Manager is responsible for personnel management. The Project Manager fosters a positive work environment by mentoring, supporting, and committing to the professional development of</p>	I	<p>At least 8 years of experience in managing information systems projects, change management efforts or business process redesign</p>	<p>Bachelor's Degree or 3 years additional related experience.</p>

JOB TITLE	FUNCTIONAL DESCRIPTION	LEVEL	MINIMUM EXPERIENCE	EDUCATION REQUIREMENTS
	<p>Application Team members.</p> <p>Typical tasks performed by a Project Manager are:</p> <ul style="list-style-type: none"> ▪ Ultimately responsible for the success of the project or project team ▪ Client relationship management ▪ Technical consulting ▪ Plan and manage the work of information systems project teams ▪ Design and implement new organization structures ▪ Conceptual design and development of training curricula ▪ Assist an organization translate its vision and strategy into core human resource and business processes ▪ Lead clients through streamlining, reengineering and transforming business processes ▪ Develop and execute project budgets ▪ Reporting status ▪ Issue resolution 	<p>II</p>	<p>At least 12 years of experience in managing information systems projects, change management efforts or business process redesign</p>	<p>Bachelor's Degree or 3 years additional related experience. PMP Certification preferred.</p>
<p>Technical Project Leader</p>	<p>Proficient at application design and development in client server, browser server, midrange, and mainframe environments. Possesses coding skills such as COBOL, Assembler, HTML, Java Script, VB, C++, .NET etc. The Technical Project Leader manages an Application Team to deliver services according to defined service level commitments owned by the Application Team. The Team Lead is a process expert within the Application Team, understanding the software development / maintenance processes and verifying process conformance. The Team Lead will monitor stability of production applications owned by the Application Team.</p> <p>The Technical Project Leader assists Application Team members in development activities and reviews tasks as required. The Technical Project Leader manages and updates progress towards Application Team objectives,</p>		<p>6 years in full development life cycle plus 2 years project leadership experience</p>	<p>Bachelor's Degree or 3 years additional related experience.</p>

JOB TITLE	FUNCTIONAL DESCRIPTION	LEVEL	MINIMUM EXPERIENCE	EDUCATION REQUIREMENTS
	assists Application Team members in resolving problems, and provides guidance to Application Team members.			
SPECIALISTS				
Database Administrator	<p>Expertise in database design, maintenance, and data architecture. Responsible for data analysis and database management. Experienced in maintenance, enhancement, designing of data dictionaries, physical and logical database models, and performance tuning. Range of skills and knowledge of the utilities and production tools used for data storage management to support an Application Team. Tasks include:</p> <ul style="list-style-type: none"> ▪ Skilled data dictionary analysis and design and data model analysis design ▪ Maintain central data repository ▪ Experience and knowledge in supporting application system development life cycle ▪ Responsible for data dictionary backup and recovery 	I	Four years' experience in database administration	Bachelor's Degree or 3 years additional related experience.
	<ul style="list-style-type: none"> ▪ Responsible for definition of standards of data dictionaries ▪ May program dictionary analysis and maintenance software ▪ Perform performance tuning ▪ Monitor database performance and space requirements ▪ Schedule and monitor end of day data warehousing jobs ▪ Assist in coordinating software releases. ▪ Communicate accurate and useful status updates ▪ Follow quality standards ▪ Strong communication skills; both written and spoken 	II	Eight years' experience in database administration	Bachelor's Degree or 3 years additional related experience. Certification preferred.
Infrastructure Specialist	The Infrastructure Specialist supports the Project/Program Manager or client manager in the design	I	<ul style="list-style-type: none"> ▪ Five years' experience in infrastructure 	<ul style="list-style-type: none"> ▪ Bachelor's Degree or 3 years

JOB TITLE	FUNCTIONAL DESCRIPTION	LEVEL	MINIMUM EXPERIENCE	EDUCATION REQUIREMENTS
	<p>and implementation of IT the infrastructure (hardware and operating systems) of an enterprise. Supports the operation of the servers, workstations, and computer networks within the enterprise by performing capacity planning, network design, and problem analysis at an advisory level.</p> <p>Tasks of the Infrastructure Specialist include:</p> <ul style="list-style-type: none"> ▪ Manage and maintain Windows and Linux servers, including application, monitoring, e-mail, print and backup servers and their associated operating systems software and hardware ▪ Support security solutions, such as anti-virus and Information Assurance ▪ Review and deploy new servers, workstations, network equipment service packs, hot fixes, system updates, and patches according to best practices and established procedures ▪ Implement and maintain network hardware and equipment ▪ Interact with organics, vendors, and other contractors to implement, maintain, and secure server, workstation and network products and services ▪ Act as team lead providing mentoring, knowledge, and training to junior level technicians ▪ Accurately document and track equipment inventory ▪ Install and maintain various software products including custom applications ▪ Take part in identifying and implementing products and solutions that deliver the most value to the client 		<p>support</p> <ul style="list-style-type: none"> ▪ In-depth knowledge of network hardware and server operating systems 	<p>additional related experience.</p> <ul style="list-style-type: none"> ▪ Certifications may be required.
	<p>IT Information</p>	<p>II</p>	<ul style="list-style-type: none"> ▪ At least nine years' experience in infrastructure support ▪ In-depth knowledge of network hardware and server operating systems 	<ul style="list-style-type: none"> ▪ Bachelor's Degree or 3 years additional related experience. ▪ Certifications required.
	<p>Skilled at application design and development, coding in</p>		<p>Six years' technical</p>	<p>Bachelor's Degree or 3</p>

JOB TITLE	FUNCTIONAL DESCRIPTION	LEVEL	MINIMUM EXPERIENCE	EDUCATION REQUIREMENTS
Specialist	<p>multiple languages, building interfaces, file and data base transactions, and development of transaction based systems. Provides support to existing production applications and perform complex technical analysis, design, development, documentation, testing, deployment, and implementation of new applications using existing and emerging platforms.</p> <p>Reviews and understands the Application Team's workplan. The IT Information Specialist:</p> <ul style="list-style-type: none"> ▪ Engages in ongoing process improvement ▪ Detailed functional and process knowledge ▪ Utilizes deep modeling, design, and coding skills ▪ Provides expertise in one or more database environments ▪ Supports team in modification of enhancements and changes to applications ▪ Leverages excellent written and verbal communication skills ▪ May coordinate activities of other application developers ▪ Supports business process, problem analysis and consultation ▪ Processes open defect/maintenance tickets and correct technical errors ▪ Proven track record of hands-on technical design and code work within large complex systems ▪ Proven hands-on technical work with a variety of technologies ▪ Able to make best practice recommendations based on past work ▪ Proven ability to present complex technical constructs to business and non-technical users. ▪ Proven ability to collaborate with business users, project managers, and technical architects 		<p>experience in all phases of application development</p>	<p>years additional related experience.</p> <p>May require certification(s).</p>

JOB TITLE	FUNCTIONAL DESCRIPTION	LEVEL	MINIMUM EXPERIENCE	EDUCATION REQUIREMENTS
IT Administrative Assistant	<p>IT Administrative Assistants (AA s) support project personnel in the administrative and financial management of client engagements. An IT AA is qualified to perform such tasks as:</p> <ul style="list-style-type: none"> Assist in maintaining and reconciling an engagement’s work management records Assist in financial tracking and reporting Assist in an engagement’s human resources management activities, such as performance evaluation tracking and team member scheduling Assist in facilities management for an engagement. 		More than two years’ experience as an Administrative Assistant with exposure to IT services, IT projects, and/or coordination of client accounts	High School Diploma plus administrative training, Associate’s Degree, or training in the use of desktop software tools
DEVELOPMENT				
Programmer Analyst	<p>Skilled at analyzing and coding server, mainframe and PC-based information systems including GUI, object-oriented and high level languages. Understands database management systems, statistical packages, and standard utilities. Responsible for analysis, design, coding, component and assembly testing of all application code. May be involved in maintenance (including production support), enhancement, and development work. Possesses a range of skills and knowledge of the technologies.</p> <ul style="list-style-type: none"> Analyzes and designs enhancements, development programs, and/or required fixes to production problems. Designs applications to functional and technical programming standards. Develops system specifications and interfaces. Moderates functional and process knowledge. Develops application designs in support of the systems specifications and interfaces, perhaps in 	I	Two years’ experience analyzing requirements and developing information systems	<p>Bachelor’s Degree or 1 years additional related experience.</p> <p>Or Associate’s Degree plus 3 additional year experience.</p>
		II	Five years’ experience analyzing requirements and developing information systems	<p>Bachelor’s Degree or 3 years additional related experience.</p> <p>Certification may be required.</p>

JOB TITLE	FUNCTIONAL DESCRIPTION	LEVEL	MINIMUM EXPERIENCE	EDUCATION REQUIREMENTS
	<p>conjunction with application or technical architects.</p> <ul style="list-style-type: none"> ▪ Operating System expertise sufficient to perform performance and tuning diagnostics. ▪ Works with users to ensure that solutions meet business requirements. ▪ Generally aware of new developments in industry and process and has ability to apply them to work as appropriate. ▪ Identifies and tracks issues, risks and action items. 	III	Eight years' experience analyzing requirements and developing information systems	<p>Bachelor's Degree or 3 years additional related experience.</p> <p>Certifications may be required.</p>
Web Developer	<p>Skilled at web design and development, web coding languages such as HTML, Java Script, and CGI. Responsible for the design, layout and coding of a website or web-based application. The Web Developer performs these tasks:</p> <ul style="list-style-type: none"> ▪ Write the programming code, either from scratch or by adapting existing website software and graphics packages to meet business requirements ▪ Test the website and identify any technical problems ▪ Upload the site onto a server and register it with different search engines <p>Develop backend programs that execute with data and input from web pages</p>		Four years' experience in website or web-based application development	Bachelor's Degree or 3 years additional related experience.

JOB TITLE	FUNCTIONAL DESCRIPTION	LEVEL	MINIMUM EXPERIENCE	EDUCATION REQUIREMENTS
IT Quality Assurance Analyst (ITQAA)	<p>The ITQAA is responsible for the design, pilot, and implementation of the software quality assurance review processes. For each phase end review/testing the ITQAA is responsible for planning, scheduling, executing, and documenting findings of the review and test. ITQAA's must have a detailed understanding of processes which support the software development lifecycle. The ITQAA may be responsible for communicating with the client regarding the progress of QA activities.</p> <p>Activities/tasks performed by ITQAA's include:</p> <ul style="list-style-type: none"> ▪ Plans, constructs, and executes product tests, system tests, unit tests, load tests, volume tests, network tests as well as works with others for release control processes ▪ Verifies that established measurement procedures are used and all required metrics are collected ▪ Collects, reviews, and evaluates the project's required work products against standard work product templates and/or requirements ▪ Creates test models for product test and release control (plans, data, and scripts). ▪ Conducts structured walk-throughs ▪ Develops understanding of system business requirements supported by the project team ▪ Assists Application Teams to plan and execute component and assembly tests ▪ Identifies and tracks issues, risks and action items ▪ Researches problems and suggests solutions to developers and/or team lead <p>Monitors and reports on progress of action item resolution and possible risk areas</p>	I	Three years' experience in software development testing	Bachelor's Degree or 3 years additional related experience.
		II	Six years' experience in software development quality assurance	Bachelor's Degree or 3 years additional related experience.
SYSTEMS				

JOB TITLE	FUNCTIONAL DESCRIPTION	LEVEL	MINIMUM EXPERIENCE	EDUCATION REQUIREMENTS
Systems Administrator	<p>The System Administrator (SA) is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. The SA participates in technical research and development to enable continuing innovation within the infrastructure. The SA is responsible for ensuring that system hardware, operating systems, software systems, and related procedures adhere to organizational values, enabling staff, volunteers, and Partners.</p> <p>The SA will assist project teams with technical issues in the Initiation and Planning phases of a project. These activities include the definition of needs, benefits, and technical strategy; research & development within the project life-cycle; technical analysis and design; and support of operations staff in executing, testing and rolling-out the solutions. Participation on projects is focused on smoothing the transition of projects from development staff to production staff by performing operations activities within the project life-cycle.</p> <p>This individual is accountable for a combination of the following systems:</p> <ul style="list-style-type: none"> ▪ Linux and Windows systems that support an organization's infrastructure ▪ Linux, Windows and Application systems that support applications <p>Responsibilities on these systems include SA engineering and provisioning, operations and support, maintenance and research and development to ensure continual innovation.</p> <p>Other tasks performed by SA's include:</p> <ul style="list-style-type: none"> ▪ server back up and security ▪ performance tuning ▪ maintenance of file and print infrastructure ▪ write scripts to aid in system administration 	I	<p>Four years' experience in system administration</p>	<p>Bachelor's Degree, equivalent technical study, or 3 years additional related experience.</p>
		II	<p>At least 8 years' experience in system administration in complex or enterprise-wide environments</p>	<p>Bachelor's Degree, equivalent technical study, or 3 years additional related experience.</p>

JOB TITLE	FUNCTIONAL DESCRIPTION	LEVEL	MINIMUM EXPERIENCE	EDUCATION REQUIREMENTS
<p>Systems Support Analyst</p>	<p>The Systems Support Analyst (SSA) is experienced in the use/support of a collection of development platforms or technical architectures, and products that run on those platforms. The primary responsibility of a SSA is to ensure the availability and facilitate the productive use of computer systems. The SSA may support one or several instances of a platform/environment, applying their skills directly to a platform/environment and/or leveraging their skills across multiple platforms/environment.</p> <p>The SSA requires experience and skills in the computing environment supported and in the operations and common usage of products in the environment. The SSA is responsible for collaborating with technical and functional specialists, developers, and vendors to coordinate and enhance the use of the platform and facilitate migration to new versions of the platform.</p> <p>SSA's perform a wide range of tasks, for example:</p> <ul style="list-style-type: none"> ▪ Assist in coordination of testing changes, upgrades and new products, ensuring systems will operate correctly in current and future environment ▪ Participate in performance and volume analysis and design ▪ Provide effective on-site hardware and software support as needed ▪ Asset tracking ▪ Assists with Information Assurance activities and documentation ▪ Assist in coordination of testing changes, upgrades and new products, ensuring systems will operate correctly in current and future environment ▪ Oversee installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices 		<p>Three years' experience in supporting a wide range of hardware and software environments</p>	<p>Four year degree, equivalent technical study, or additional 3 years' experience</p>

JOB TITLE	FUNCTIONAL DESCRIPTION	LEVEL	MINIMUM EXPERIENCE	EDUCATION REQUIREMENTS
ERP				
ERP Program Manager	<p>The ERP Program Manager manages the governance, functional, and operational (as opposed to the technical) aspects and processes associated with an ERP system, to include but not limited to vendor management, governance board(s), change management, upgrade processes, and communication with client stakeholders.</p> <p>Duties include:</p> <ul style="list-style-type: none"> ▪ Ensuring that the ERP systems meet business requirements and goals ▪ Fulfills user requirements, and identifies and resolves systems issues ▪ Works with client stakeholders to review project priorities and plans ▪ Utilizing and/o building on the ERP change management process ▪ Implementing business practices that support troubleshooting, streamlined workflow, and efficient use of the ERP systems ▪ Managing the issues list ▪ Managing service levels ▪ Leading the evaluation, installation, configuration, and deployment of post-implementation ERP upgrades to existing applications ▪ Ensuring that ongoing ERP upgrades and system roadmaps align with enterprise infrastructure lifecycle planning ▪ Making recommendations to client stakeholders or governance committees for additional hardware, technology, and/or upgrades to maintain the client's ERP roadmap 		<p>Ten years progressively responsible professional experience in ERP systems administration and/or ERP workflow and configuration, which includes direct experience managing large teams through upgrades, implementations, and the post-implementation administration ERP applications</p>	<p>Bachelor's Degree or 3 years additional related experience.</p> <p>Certification may be required.</p>

JOB TITLE	FUNCTIONAL DESCRIPTION	LEVEL	MINIMUM EXPERIENCE	EDUCATION REQUIREMENTS
<p>ERP Architect</p>	<p>Improves business processes and efficiency by developing ERP strategies; engineering, re-engineering, and implementing business, operations, and ERP systems; validating system performance.</p> <p>Develops ERP strategy by identifying key business and operations drivers regarding growth, profitability, and product and service development; diagnosing and mapping current work processes; establishing integrated core business and operations objectives for marketing, sales, customer service, order fulfillment, manufacturing, supply chain, finance, and human resources functions; determining project scope; uniting senior management behind goals; conducting and analyzing cost vs. benefits and risk analyses; re-engineering work processes; recommending project approaches; planning full project life cycle.</p> <p>Establishes global ERP architecture by integrating ERP solutions across functional lines; determining functional layers; establishing partner collaborations; translating ERP needs into ERP solutions including computer platform, database, networking, systems integration, failsafe, disaster recovery, and security; recommending best-fit and best-breed architectures.</p> <p>Deploys ERP architecture by recommending hardware and software solutions (programming, configuring, uploading, downloading, monitoring, controlling, diagnosing, and documenting), tools, and utilities; preparing workflow and business rules including triggers, alerts, procedures, and integration standards; preparing development guidelines; planning and building a data warehouse; building components and custom designs; designing and testing simulations; completing data migration; planning upgradeability; documenting system; resolving problems.</p>		<ul style="list-style-type: none"> ▪ At least seven years' experience in three ERP modules ▪ Significant responsibilities on two ERP upgrades and two ERP implementations ▪ Experience managing processes, performance tuning ERPs, and requirements analysis 	<p>Bachelor's Degree or 3 years additional related experience.</p> <p>Certification may be required.</p>

JOB TITLE	FUNCTIONAL DESCRIPTION	LEVEL	MINIMUM EXPERIENCE	EDUCATION REQUIREMENTS
<p>ERP Developer</p>	<p>As part of an ERP team, develops procedures for the solution of a variety of well-defined ERP business problems, ERP requirements, or for segments of complex and difficult problems or systems.</p> <p>Provides support to existing production ERP applications and performs complex technical analysis, design, development, documentation, testing, deployment, and implementation of new ERP applications. Plans the computations or processes necessary for ERP solutions.</p> <p>In performance of this role, tasks include:</p> <ul style="list-style-type: none"> ▪ Independent programming of segments of complex ERP problems ▪ Create program, system and operational documentation ▪ Develop common operations which can be reused ▪ Devise data verification methods and standard systems procedures ▪ Develop analysis and design of segments of ERP systems, modules, and/or programs. ▪ Generate and document program code. ▪ Participate in user consulting, systems analysis, general systems design, vendor contracts and detail systems design 		<p>At least 4 years' experience supporting and programming on ERP systems</p>	<p>BS or BA degree in computer science, business administration, or related field or an additional 3 years' experience. Certification a plus.</p>

LABOR CATEGORIES AND RATES, SIN 132-51

The following information gives the hourly pricing and descriptions of our labor categories. The rates shown here are NET, inclusive of discounts offered to the GSA and IFF fee.

SIN	LABOR CATEGORY	WITH .75% IFF NET GSA RATE
132-51	Advisory Consultant	171.02
132-51	Consultant	
	I	120.82
	II	137.44
132-51	Senior Business Analyst	114.34
132-51	Business Analyst	88.93
132-51	Project Manager	
	I	127.26
	II	136.82
132-51	Technical Project Leader	104.11
132-51	Database Administrator	
	I	88.77
	II	111.37
132-51	Infrastructure Specialist	
	I	87.81
	II	102.03
132-51	IT Information Specialist	98.02
132-51	IT Administrative Assistant	34.38
132-51	Programmer Analyst	
	I	79.65
	II	87.81
	III	98.02
132-51	Web Developer	97.73
132-51	IT Quality Assurance Analyst	
	I	66.45
	II	78.63
132-51	Systems Administrator	
	I	73.52
	II	87.21
132-51	Systems Support Analyst	78.18
132-51	ERP Program Manager	127.63
132-51	ERP Architect	112.39
132-51	ERP Developer	97.00

AMI /APO PRODUCT DESCRIPTION AND PRICING

Automated Project Office / Advanced Management Insight (APO/AMI)

“Imagine having an automated control room for all your IT Projects!”

Automated Project Office is a SaaS solution that combines traditional operational data with qualitative assessment data from multiple stakeholders to provide otherwise unavailable insight into the health and status of in-flight projects. Because APO is a SaaS solution, it is available via the Internet with a web browser.

APO’s phase-by-phase Project Office reviews provide:

COST SAVINGS - through early identification of off-track projects

VISIBILITY - management of project risk

ORGANIZATION LEARNING - consistent enforcement of best practices

GOVERNANCE - fewer surprises via enhanced team communication

APO dashboards highlight areas needing attention, resulting in fewer surprises and cost overruns. Simultaneously, a comprehensive repository of operational data may be stored for benchmarking and future trending.

APO helps you answer:

- Are my projects on budget?
- Are my projects on schedule?
- Are my customers satisfied with the delivered functionality?
- What is the impact of team morale on my project?
- Is project quality affected because processes are not being followed?

APO Website:

www.AutomatedProjectOffice.com

www.caibuzz.com/DeliveryModules/AutomatedProjectOffice.aspx

PRODUCT #	DESCRIPTION	LIST PRICE	GOVERNMENT PRICE (NO IFF)	GSA PRICE WITH IFF
APO3001	APO/AMI SaaS solution that combines operational data with qualitative assessment data from multiple stakeholders to provide otherwise unavailable insight into the health and status of in-flight projects. (Up to 10 Named Users and Up to 100 Projects)	\$5000 per month	\$4,500.00	\$4,534.00
APO3002	APO/AMI Additional 10 Named Users License	\$1000/month	\$900.00	\$907.00
APO3003	APO/AMI Additional 100 Projects License	\$1000/month	\$900.00	\$907.00

(NOTE: People receiving surveys and reports are not counted as users; you can send an unlimited number. Only a central team of Named Users needs to be counted.)