

# Precision Task Group (PTG) Inc.

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U.S. General Services Administration

## IT Schedule 70

### **AUTHORIZED INFORMATION TECHNOLOGY SCHEDULE PRICELIST GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES**

- Special Item No. 132-8 Purchase of New Equipment**
- Special Item No. 132-12 Equipment Maintenance**
- Special Item No. 132-32 Term Software Licenses**
- Special Item No. 132-33 Perpetual Software Licenses**
- Special Item No. 132-34 Maintenance of Software as a Service**
- Special Item No. 132-50 Training Courses**
- Special Item No. 132-51 Information Technology Professional Services**

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

#### **SPECIAL ITEM NUMBER 132-8 PURCHASE OF NEW EQUIPMENT**

FSC CLASS 5810 - COMMUNICATIONS SECURITY EQUIPMENT AND COMPONENTS

Communications Security Equipment

NOTE: Installation must be incidental to, in conjunction with and in direct support of the products sold under SIN 132-8 of this contract and cannot be purchased separately. If the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act apply. In applying the Davis-Bacon Act, ordering activities are required to incorporate wage rate determinations into orders, as applicable.

#### **SPECIAL ITEM NUMBER 132-12 - EQUIPMENT MAINTENANCE (FPDS Code J070 - Maintenance and Repair Service)(Repair Parts/Spare Parts - See FSC Class for basic equipment)**

- Maintenance
- Repair Service

#### **SPECIAL ITEM NUMBER 132-32 - TERM SOFTWARE LICENSES**

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.

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

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## Large Scale Computers

- Operating System Software
- Application Software
- Electronic Commerce (EC) Software
- Utility Software
- Communications Software
- Core Financial Management Software
- Ancillary Financial Systems Software
- Special Physical, Visual, Speech, and Hearing Aid Software

## Microcomputers

- Operating System Software
- Application Software
- Electronic Commerce (EC) Software
- Utility Software
- Communications Software
- Core Financial Management Software
- Ancillary Financial Systems Software
- Special Physical, Visual, Speech, and Hearing Aid Software

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

## **SPECIAL ITEM NUMBER 132-33 - PERPETUAL SOFTWARE LICENSES**

**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.**

## **FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE**

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Utility Software  
Communications Software  
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## **SPECIAL ITEM NUMBER 132-34 - MAINTENANCE OF SOFTWARE AS A SERVICE**

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.

## **SPECIAL ITEM NUMBER 132-50 - TRAINING COURSES FOR INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (FPDS Code U012)**

## **SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES**

FPDS Code D301 IT Facility Operation and Maintenance  
FPDS Code D302 IT Systems Development Services  
FPDS Code D306 IT Systems Analysis Services  
FPDS Code D307 Automated Information Systems Design and Integration Services  
FPDS Code D308 Programming Services  
FPDS Code D310 IT Backup and Security Services  
FPDS Code D311 IT Data Conversion Services  
FPDS Code D313 Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services  
FPDS Code D316 IT Network Management Services  
FPDS Code D317 Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)  
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

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

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

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

**Precision Task Group (PTG) Inc.  
9801 Westheimer, Suite 803, Houston, Texas 77042**

# Precision Task Group (PTG) Inc.

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Telephone Number: (713) 781-7481

Web Site: <http://www.ptg.com>

Contract Number: GS-35F-0552P

Period Covered by Contract: May 23, 2009 through May 24, 2014

General Services Administration  
Federal Acquisition Service

Pricelist current through Modification # POO8.

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsadvantage.gov>).

**PTG is an Authorized Reseller**

**Since March 04, 2010 for the following Manufacturer:**

- [Kronos](#)

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

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

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

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

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

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

### **1. PRECISION TASK GROUP (PTG) – CAPABILITIES OVERVIEW**

Precision Task Group (PTG) is a national organization which operates its corporate office in Houston, Texas and has been providing IT professional services to its clients for over 28 years. Its continued success is founded on the ability to provide precise technological business solutions on a cost effective basis. PTG's extensive range of experience with advanced technology solutions has contributed to the success of clients in the following industries: State/Local Government, Federal, Energy, Financial, Telecommunications, Healthcare, Aerospace and Education.

PTG is ISO 9001:2000 Certified. ISO Certification requires that all services provided by PTG are produced using a consistent high standard quality system. These standards assure uniformity in development and production of our services. This quality system is in place from the time an opportunity is identified until the customer's requirements have been met, resulting in a service that meets or exceeds the expectations of all our customers.

PTG is chosen by its clients and strategic partners for its strong track record of delivering innovative business solutions. PTG offers a broad range of expertise in *Enterprise Resource Planning (ERP)/Customer Relationship Management (CRM)*, *Client Managed Services and Contract Services*, *Web Application Development*, *Solution Design and Application Delivery*.

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- Implementation, Maintenance & Upgrades
- Peoplesoft, SAP & Oracle
- Training & Support



**ENTERPRISE RESOURCE PLANNING (ERP) AND CUSTOMER RELATIONSHIP MANAGEMENT (CRM)**



**WEB-BASED SOLUTIONS**

- Web-Based Application Development
- Knowledge Management
- Self Service

- Enterprise Solution & Application Integration
- Application Architecture
- Business Process Re-Engineering



**SOLUTION DESIGN AND APPLICATION DELIVERY**

**CLIENT MANAGED SERVICES AND CONTRACT SERVICES**



- Managed Teams & Services
- IT Supplemental Resources
- Experienced & Certified

PTG is committed to establishing a partnership with its clients and providing them with experienced services that bring value, provide accountability and produce results.

## ***ENTERPRISE SOLUTIONS - ERP & CRM***

### **Enterprise Resource Planning (ERP)**

ERP is the practice of consolidating an organization's planning, financial, human resource, manufacturing, sales and marketing efforts into one management system. ERP systems are the mission-critical backbone through which most business transactions flow. Besides providing the core transaction processing that large, complex enterprises require ERP, systems are often the launchpad for strategic initiatives. PTG has implemented, upgraded and maintained ERP systems across a wide range of industry sectors and has developed core competencies with leading applications, such as PeopleSoft and SAP. Our experience includes working with clients such as the City of Corpus Christi, Houston Independent School District, SBC Communications, Texas Workforce Commission, Health and Human Services, City of San Antonio and the City of El Paso.

### **Customer Relationship Management (CRM)**

CRM is an area of ERP that is quickly becoming a critical part of an organization's business strategy. CRM integrates the marketing, sales and service functions into one application for the enterprise. In order to remain competitive, many organizations are integrating a CRM solution into their business operations.

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## ***WEB-BASED APPLICATION - DEVELOPMENT***

Custom applications bring your organization's intranet, extranet, and portal to life. PTG offers extensive expertise in Web-based application development, helping its clients create scalable, high-performance applications and components.

PTG creates technology systems that facilitate access to key information, share knowledge, and build collaboration across the organization. PTG will design, construct and implement systems that improve the efficiency of its clients' businesses by accelerating transactions, increasing accuracy and streamlining data operations.

## ***CONTRACT SERVICES & CLIENT MANAGED SERVICES***

### **CONTRACT SERVICES**

PTG provides you with experienced resources as a cost effective alternative to maintaining an in-house staff. Whether you need a systems administrator to manage day-to-day network operations or a CIO, you will get an experienced, qualified resource perfectly matched to your current and future technology environment. Each specialist also has direct access to the entire PTG team, allowing you to benefit from an extensive pool of technical resources, keeping up with your changing business requirements. PTG's Contract Services include Contract to Hire, Long-term & Direct Placement.

### **Client Managed Services**

PTG's Client Managed teams allow you to maximize your existing staff, processes and technology to help build reliable and scalable solutions to support your business needs. Our goal is to provide you with the flexibility of an on-site or remote team acting as an extension of your internal IT organization.

## ***PROJECT MANAGEMENT***

Precision Task Group (PTG) attained ISO9001 certification in 2005 and adheres to strict quality management guideline on all of our engagements. We have also developed our own Project Management Process which we use on all PTG managed projects. We recognize that successful projects tend to be those where the scope was clearly and fully defined, skills were appropriate for the tasks at hand, and the project direction, status, issues, and changes were communicated consistently and often. Our Project Management Process embraces these key success factors.

Additionally, we recruit the very best project managers and have Certified Project Management Professionals (PMPs) available when needed for client engagements.

In the area of Project Management Services, we can assist the client in two distinct ways:

- I. PTG Managed Project Team
- II. PTG Supplied Project Manager

### **Sample Case Studies:**

#### **Team for Texas – Resource Management**

Precision Task Group (PTG) was successful during an on-boarding period for IBM's \$800 Million State award. PTG managed the sourcing, interviewing and placement of over 60 employees for the IBM project in Austin Texas within

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a 60 day period. PTG was instrumental in a Project Management role to place, Websphere, Java Programmers and Developers, Unix Operators, Help Desk Specialists. PTG Implemented it's process of recruitment, security clearance and orientation for the April 1<sup>st</sup> go live date.

PTG was given job requirements and asked to recruit the team members within a short time frame, screen the potential candidates, and set up interviews. If approved, the candidates were cleared through a security clearance process and then prepared with an orientation and placed for work. PTG's Quality Management System provides the PTG team with processes and procedures by which a project of this nature is managed. PTG was successful in providing IBM with a well managed, executed and implemented project within 60 days.

## **Team for Texas – Asset Inventory**

Precision Task Group (PTG) managed the Asset Inventory Project for the State of Texas. The project was to conduct a physical inventory of all server hardware at all agency locations across the State of Texas. PTG staffed a team of 25 resources for this project and was responsible for scheduling their activities, progress reporting and oversight to collect all required data and tag the equipment at each site. A total of 10K pieces of hardware. PTG successfully managed, cleared, and staffed this project.

## **Team for Texas – Tape Back-Up**

Precision Task Group (PTG) is currently managing a Tape Back-up project for IBM. Our Project Manager is overseeing a project of 25 sites throughout the State of Texas. Resources that were sourced, interviewed, cleared and placed on assignment are placed throughout the State of Texas and are scheduled weekly for tape back up's for the TXDOT state agency. Managing this project consists of scheduling; successfully backing up tapes for the state agencies and reporting any malfunctions at the sites. The resources on this project report directly to the PTG project manager and are scheduled through a weekly managed process. Approximately 1000K tapes are backed up each week.

## **QUALITY MANAGEMENT SYSTEM**

PTG maintains a documented quality management system as a means to ensure that products and services conform to specified requirements. The following four levels of documentation are utilized and maintained to meet the requirements of ISO 9001 and, where it is necessary, to ensure adequate control.

a. **Level 1: Quality Manual**

The quality manual includes PTG's quality policy, quality objectives and the general company-wide structure, scope and methods for maintaining the quality management system, including application of requirements (see Section 1.2). The quality manual references the related quality management system procedures, which are followed to meet the specified policies and approaches.

b. **Level 2: Quality Management System Procedures**

Documented procedures are used to specify who does what, when it is performed, and what documentation is used to verify that the quality activity was executed as required.

c. **Level 3: Work Instructions**

Work instructions are used by PTG to detail how particular tasks are to be performed where the absence of such instructions would adversely affect quality.

d. **External Documents**

Service (Contract)-related instructions. These include specifications, statement of work, drawings, contract data requirements lists, Federal Acquisition clauses, material lists and any other document that translate the specific requirements of a contract into working documents.

e. **Level 4: Records (Objective Evidence)**

Records are used by PTG to provide assurance and evidence that the required product or service

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quality was achieved, and that the company's quality management system has been implemented correctly.

At PTG, the quality manual is the cornerstone of our quality management system. In our quality manual, we describe the scope of the quality management system (see Section 1.0) and reference-documented procedures necessary to meet the specified policies and approaches utilized by PTG. Our quality manual is a controlled document, which is reviewed and approved by top management.

## **Control of Documents**

PTG identifies and controls documents and data in any media that relate to the requirements of ISO 9001. These documents are established, documented, implemented and maintained according to Document Control and Instructions for Developing Quality System Documentation. Tracking and controlling distribution of applicable documents to ensure those relevant versions are available at points of use. PTG Quality System Documentation including the Master List of Quality System

Documents and Forms are retained and maintained in electronic form. Printed and electronically saved copies of QMS documentation and forms are uncontrolled and must be verified prior to use. All outside parties who do not have access to PTG's Local Area Network will receive the controlled QMS documentation via email and is maintained on the Document Control Distribution Log.

## **Control of Records**

Records at PTG are controlled according to Record Control to ensure they remain legible, readily identifiable and retrievable. This procedure defines the controls needed for the proper identification, storage, protection, retrieval, retention time and disposition of records.

**The commitment to the development, implementation and improvement of the Quality Management System by PTG's top management is reflected in our company's mission statement, and in our quality policy and objectives.**

PTG's mission is to provide our clients with the ability to meet their goals and achieve technological excellence by providing systems solutions using knowledgeable, technologically-diverse information system specialists.

PTG will constantly improve and advance our services; we will continue to attract customers who value performance, reliability, and support.

- a. PTG's commitment to meeting customer needs and statutory and regulatory requirements is clearly embodied in our mission statement, business model and objectives for quality.
- b. The mission statement, business model, quality policy, and objectives for quality are displayed openly as a sign of our pride and commitment, and as a clear reminder of our vision and direction. This information is also presented to new personnel in our quality awareness orientation training, and is continuously reinforced by management to ensure understanding and commitment at appropriate levels within our company.

## ***CUSTOMER FOCUS***

Top management at PTG ensures that customer needs and expectations are determined, converted to requirements, and met with the aim of enhancing customer satisfaction according to the following policies: Determination of Requirements Related to the Product, Review of Requirements Related to the Product, Customer Satisfaction, and Monitoring and Measurement of Product:.

PTG's Project/Program Managers ensure, through Management Reviews, site visits, and communication with our personnel, that customer satisfaction is a continuous focus of our efforts.

## ***QUALITY POLICY***

**PTG is committed to implementing a quality management program that all PTG personnel provide services to the satisfaction of our clients. PTG commits to:**

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- Providing our clients technically competent resources based on our clients unique and particular needs. Our primary objective is to ensure that our client's needs and expectations and objectives have been clearly defined.
- Providing effective solutions to our clients at an agreed price. We will deliver just in time resources that will complete the assigned tasks within the client's schedule and budget.
- Placing the customer's satisfaction as the number one priority.
- Continuing to improve the effectiveness of the Quality Management System
- Comply with: Customer, ISO Standard, Quality Management System, Statutory and Regulatory requirements.

## 2. DESCRIPTION OF INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES CATEGORIES

### FPDS D301 IT Facility Operation and Maintenance Services:

- Assess facility, system, and equipment requirements; prepare Base Electronic Systems Engineering Plans (BESEP)
- Inspect/validate facilities, systems, and equipment
- Analyze facilities, systems, and equipment maintenance requirements
- Provide operational and maintenance support of facilities, systems, and equipment
- Perform facilities, systems, and equipment cost estimation and budget analysis
- Coordinate facility relocation and systems and equipment removal/relocation
- Determine facility, system, and equipment specifications
- Provide facilities, systems, and equipment operational logical and non-logical configuration
- Manage facilities, systems, and equipment life cycle operational and maintenance costing programs

### FPDS D302 IT Systems Development Services:

- Assess systems development criteria based on requirements
- Analyze systems development design and provide recommendations
- Provide systems development for multi services and programs
- Integrate systems to develop complete solutions

### FPDS D306 IT Systems Analysis Services:

- Provide analysis of both Commercial off the Shelf (COTS) Programs and Government off the Shelf (GOTS) Programs
- Perform systems analysis for multiple hardware and software platforms

### FPDS D307 IT System Design and Integration Services:

- Analyze database and data warehousing/structure requirements
- Determine and evaluate database engine alternatives
- Design database systems/structures
- Provide information/technical engineering/reengineering support
- Design integration solution for single or multiple hardware platforms
- Provide broadband and baseband integration solution for multiple sites
- Integrate current COTS solutions with Legacy Program of Record systems

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- Develop preliminary and/or detailed design specifications
- Design and demonstrate system prototype
- Provide configuration management
- Recommend internet/intranet interface

## **FPDS D308 Programming Services:**

- Provide software maintenance of dates, items, and time duration in computer based applications
- Modify six-digit coding in administrative information systems including planning/scheduling, human resources, and other application systems that use the convention of two-digit years, months, and days
- Analyze software to determine where problems may exist, e.g., two-digit year coding, six-digit date coding, and leap year calculations
- Perform installs, upgrade, and provide on-going maintenance of Sequel Server (SQL) applications
- Administer and implement Microsoft SQL 7.0 Server (i.e. create databases and indexes, store procedures, triggers, T-SQL scripting, backups, and replications)
- Design and create relational databases and run SQL queries

## **FPDS D311 IT Data Conversion Services:**

- Conduct implementation planning
- Provide configuration change management utilizing the ECP process
- Perform media format conversion
- Perform system rehosting
- Provide operations and maintenance support
- Perform hardware and software upgrade services to increase performance
- Implement upgrade cycle (refresh) for all hardware and software

## **FPDS D316 Telecommunications Network Management Services:**

- Perform network analysis and capacity planning
- Prepare network design
- Analyze network reliability, availability, and scalability
- Design network architecture for LANS/ WANS/ MANS/ CANS
- Provide telecommunications analysis
- Perform network engineering/management/administration
- Design and develop electronic commerce/internet/intranet interface
- Utilize existing commercial CRM and NMS applications to provide a “real-time” Network Management Solution
- Provide initial setup, training, and support for NMS

## **FPDS D317 Automated News Services, Data Services, or Other Information Services:**

- Manage, supervise, and direct active programs
- Develop required program plans
- Develop and deliver program deliverables
- Execute program plans for implementation
- Perform data modeling
- Determine data standardization

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- Develop metrics for cost and operational risks
- Provide data management
- Perform data warehousing
- Perform database design and implementation
- Archival storage of images and data in an easy retrieval mode
- Create reference libraries for correlative studies and analyses

## FPDS D399 Other IT and Telecommunication Services:

### IT Logistics Planning and Management

- Provide life-cycle logistics planning and implementation
- Provide maintenance, training, configuration, documentation, security, and implementation for projects
- Provide life-cycle management and support for refresh cycles
- Develop IT POA&M

### Project Management for Information

- Develop program, project, and/or task management plans
- Define task requirement specifications
- Perform control and scheduling
- Prepare status reports and progress reports
- Participate in technical and management meetings
- Develop and administer quality management programs
- Develop and administer configuration management programs
- Determine level of effort on IT implementation, design, and support

## 3. GEOGRAPHIC SCOPE OF CONTRACT

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

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

Offerors are requested to check one of the following boxes:

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

## 4. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION

*For all Orders and Remittance:*

**Precision Task Group (PTG) Inc.  
9801 Westheimer, Suite 803  
Houston, TX 77042**

# Precision Task Group (PTG) Inc.

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Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. Precision Task Group and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

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

**Telephone: (713) 781-7581**  
**Fax: (713) 781-8912**  
**Email: [PTGContracts@ptg.com](mailto:PTGContracts@ptg.com)**  
**Website: <http://www.ptg.com>**

**When Authorized Dealers are allowed by Precision Task Group to bill ordering activities and accept payment, the order and/or payment must be in the name of Precision Task Group, in care of the Authorized Dealer.**

## 5. LIABILITY FOR INJURY OR DAMAGE

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

## 6. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: 784558702

Block 30: Type of Contractor - A. Small Disadvantaged Business

Block 31: Woman-Owned Small Business - NO

Block 36: Contractor's Taxpayer Identification Number (TIN): 74-2131973

6a. CAGE Code: 046V0

6b. Contractor has registered with the Central Contractor Registration Database.

## 7. FOB DESTINATION

## 8. DELIVERY SCHEDULE

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

SPECIAL ITEM NUMBER

DELIVERY TIME (Days ARO)

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<u>SIN 132-8</u>	<u>30</u> Days
<u>SIN 132-32</u>	<u>30</u> Days
<u>SIN 132-33</u>	<u>30</u> Days

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

## 9. DISCOUNTS:

Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: **NONE**.
- b. Quantity: **SEE ATTACHED PRICELIST**
- c. Dollar Volume: **SEE ATTACHED PRICELIST**
- d. Government Educational Institutions are offered the same discounts as all other Government customers.
- e. Other: **NONE**.

## 10. TRADE AGREEMENTS ACT OF 1979, AS AMENDED:

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

## 11. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:

Export Packing is not available on this contract.

## 12. SMALL REQUIREMENTS:

The minimum dollar value of orders to be issued is \$100 for all vendors.

## 13. MAXIMUM ORDER CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION

# Precision Task Group (PTG) Inc.

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

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:
  - Special Item Number 132-8 - Purchase of Equipment
  - Special Item Number 132-12 - Equipment Maintenance
  - Special Item Number 132-32 – Term Software Licenses
  - Special Item Number 132-33 - Perpetual Software Licenses
  - Special Item Number 132-34 - Maintenance of Software as a Service
  - Special Item Number 132-51 - Information Technology Professional Services
- b. The Maximum Order value for the following Special Item Numbers (SINs) is \$25,000:
  - Special Item Number 132-50 - Training Courses

## **14. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS:**

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

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

## **15. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATIONS STANDARDS REQUIREMENTS:**

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

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

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

# Precision Task Group (PTG) Inc.

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## 15.2 FEDERAL TELECOMMUNICATIONS STANDARDS (FED-STDS):

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

## 16. CONTRACTOR TASKS/SPECIAL REQUIREMENTS (C-FSS-370)(NOV 2003):

- (a) Security Clearances: Precision Task Group may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: Precision Task Group may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, Precision Task Group may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, Precision Task Group may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: Precision Task Group may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, Precision Task Group's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: Precision Task Group may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

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- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of Precision Task Group having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

## 17. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:

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

## 18. GSA ADVANTAGE!

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

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

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

## 19. PURCHASE OF OPEN MARKET ITEMS:

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

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

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));

## Precision Task Group (PTG) Inc.

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- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

### **20. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS:**

- a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
  - (1) Time of delivery/installation quotations for individual orders;
  - (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
  - (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by Precision Task Group.
- b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

### **21. OVERSEAS ACTIVITIES:**

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

NONE.

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

### **22. BLANKET PURCHASE AGREEMENTS (BPAs):**

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

### **23. CONTRACTOR TEAM ARRANGEMENTS:**

# Precision Task Group (PTG) Inc.

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

## **24. INSTALLATION, DEINSTALLATION, REINSTALLATION:**

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

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

## **25. SECTION 508 COMPLIANCE:**

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

<http://www.ptg.com>

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

## **26. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES:**

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

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

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

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### **27. INSURANCE – WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5):**

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

### **28. SOFTWARE INTEROPERABILITY:**

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

### **29. ADVANCE PAYMENTS:**

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

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## TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY NEW EQUIPMENT(SPECIAL ITEM NUMBER 132-8)

### 1. MATERIAL AND WORKMANSHIP

All equipment furnished hereunder must satisfactorily perform the function for which it is intended.

### 2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPA) agreements shall be the basis for purchase in accordance with the provisions of this contract. If time of delivery extends beyond the expiration date of the contract, Precision Task Group will be obligated to meet the delivery and installation date specified in the original order.

For credit card orders and BPAs, telephone orders are permissible.

### 3. TRANSPORTATION OF EQUIPMENT

FOB DESTINATION. Prices cover equipment delivery to destination, for any location within the geographic scope of this contract.

### 4. INSTALLATION AND TECHNICAL SERVICES

a. INSTALLATION. When the equipment provided under this contract is not normally self-installable, Precision Task Group's technical personnel shall be available to the ordering activity, at the ordering activity's location, to install the equipment and to train ordering activity personnel in the use and maintenance of the equipment. The charges for such services are listed below, or in the price schedule.

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

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

c. OPERATING AND MAINTENANCE MANUALS. Precision Task Group shall furnish the ordering activity with one (1) copy of all operating and maintenance manuals which are normally provided with the equipment being purchased.

### 5. INSPECTION/ACCEPTANCE

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Precision Task Group 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 equipment that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming equipment 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 item, unless the change is due to the defect in the item.

## **6. WARRANTY**

- a. Unless specified otherwise in this contract, Precision Task Group's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract.
- b. Precision Task Group 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, Precision Task Group will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.
- d. If inspection and repair of defective equipment under this warranty will be performed at the Manufacturer's plant.

## **7. PURCHASE PRICE FOR ORDERED EQUIPMENT**

The purchase price that the ordering activity will be charged will be the ordering activity purchase price in effect at the time of order placement, or the ordering activity purchase price in effect on the installation date (or delivery date when installation is not applicable), whichever is less.

## **8. RESPONSIBILITIES OF PRECISION TASK GROUP**

Precision Task Group shall comply with all laws, ordinances, and regulations (Federal, State, City or otherwise) covering work of this character, and shall include all costs, if any, of such compliance in the prices quoted in this offer.

## **9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT**

When an ordering activity determines that Information Technology equipment will be replaced, the ordering activity shall follow the contracting policies and procedures in the Federal Acquisition Regulation (FAR), the policies and procedures regarding disposition of information technology excess personal property in the Federal Property Management Regulations (FPMR) (41 CFR 101-43.6), and the policies and procedures on exchange/sale contained in the FPMR (41 CFR part 101-46).

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**TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE, REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS FOR GOVERNMENT-OWNED GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, RADIO/TELEPHONE EQUIPMENT, (AFTER EXPIRATION OF GUARANTEE/WARRANTY PROVISIONS AND/OR WHEN REQUIRED SERVICE IS NOT COVERED BY GUARANTEE/WARRANTY PROVISIONS) AND FOR LEASED EQUIPMENT (SPECIAL ITEM NUMBER 132-12)**

## 1. SERVICE AREAS

- a. The maintenance and repair service rates listed herein are applicable to any ordering activity location within the Continental United States. If any additional charge is to apply because of the greater distance from Precision Task Group's service locations, the mileage rate or other distance factor shall be stated in paragraphs 8.d and 9.d of this Special Item Number 132-12.
- b. When repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Manufacturer's plant(s).

## 2. MAINTENANCE ORDER

- a. Agencies may use written orders, EDI orders, credit card orders, or BPAs, for ordering maintenance under this contract. Precision Task Group shall confirm orders within fifteen (15) calendar days from the date of receipt, except that confirmation of orders shall be considered automatic for renewals for maintenance (Special Item Number 132-12). Automatic acceptance of order renewals for maintenance service shall apply for machines which may have been discontinued from use for temporary periods of time not longer than 120 calendar days. If the order is not confirmed by Precision Task Group as prescribed by this paragraph, the order shall be considered to be confirmed by Precision Task Group.
- b. Precision Task Group shall honor orders for maintenance for the duration of the contract period or a lesser period of time, for the equipment shown in the pricelist. Maintenance service shall commence on a mutually agreed upon date, which will be written into the maintenance order. Maintenance orders shall not be made effective before the expiration of any applicable maintenance and parts guarantee/warranty period associated with the purchase of equipment. Orders for maintenance service shall not extend beyond the end of the contract period.
- c. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice, or shorter notice when agreed to by Precision Task Group; such notice to become effective thirty (30) calendar days from the date on the notification. However, the ordering activity may extend the original discontinuance date upon written notice to Precision Task Group, provided that such notice is furnished at least ten (10) calendar days prior to the original discontinuance date.
- d. Annual Funding. When annually appropriated funds are cited on a maintenance order, the period of maintenance shall automatically expire on September 30th of the contract period, or at the end of the contract period, whichever occurs first. Renewal of a maintenance order citing the new appropriation shall be required, if maintenance is to continue during any remainder of the contract period.
- e. 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.

# Precision Task Group (PTG) Inc.

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f. Ordering activities should notify Precision Task Group in writing thirty (30) calendar days prior to the expiration of maintenance service, if maintenance is to be terminated at that time. Orders for continued maintenance will be required if maintenance is to be continued during the subsequent period.

### 3. REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS ORDERS

a. Agencies may use written orders, EDI orders, credit card orders, blanket purchase agreements (BPAs), or small order procedures for ordering repair service and/or repair parts/spare parts under this contract. Orders for repair service shall not extend beyond the end of the contract period.

b. When repair service is ordered, only one chargeable repairman shall be dispatched to perform repair service, unless the ordering activity agrees, in advance, that additional repair personnel are required to effect repairs.

### 4. LOSS OR DAMAGE

When Precision Task Group removes equipment to his establishment for repairs, Precision Task Group shall be responsible for any damage or loss, from the time the equipment is removed from the ordering activity installation, until the equipment is returned to such installation.

### 5. SCOPE

a. Precision Task Group shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule.

b. Equipment placed under maintenance service shall be in good operating condition.

(1) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by Precision Task Group, without charge to the ordering activity.

(2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by Precision Task Group, if the equipment was under Precision Task Group's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.

(3) If the equipment was not under Precision Task Group's responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of Special Item Number 132-12 (or outside the scope of this contract).

### 6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

a. Ordering activity personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by Precision Task Group (through the Manufacturer).

b. Subject to security regulations, the ordering activity shall permit access to the equipment which is to be maintained or repaired.

### 7. RESPONSIBILITIES OF PRECISION TASK GROUP

For equipment not covered by a maintenance contract or warranty, Precision Task Group Through the Manufacturer) repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.

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## 8. MAINTENANCE RATE PROVISIONS

a. Precision Task Group shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the ordering activity, and provided that the ordering activity has purchased a fully paid-up maintenance program from Precision Task Group.

### b. REGULAR HOURS

The maintenance program for each make and model shall entitle the ordering activity to maintenance service during the hours as specified in the maintenance program purchased by the ordering activity.

## 9. REPAIR SERVICE RATE PROVISIONS

a. CHARGES. Charges for repair service will include the services identified under the specific maintenance program purchased.

### (1) AT PRECISION TASK GROUP'S SHOP

(a) When equipment is returned to the Manufacturer's shop for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc., from the ordering activity location to the Manufacturer's plant, and return to the ordering activity location, shall be borne by the ordering activity.

(b) The ordering activity should not return defective equipment for adjustments and repairs or replacement without his prior consultation and instruction.

## 10. REPAIR PARTS/SPARE PARTS RATE PROVISIONS

All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in this pricelist, shall be new, standard parts manufactured by the equipment manufacturer.

## 11. GUARANTEE/WARRANTY—REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS

### a. REPAIR SERVICE

All repair work will be guaranteed/warranted for a period as stated in the contract's price list.

### b. REPAIR PARTS/SPARE PARTS

All parts, furnished either as spares or repairs parts will be guaranteed/warranted for a period outlined in the contract's price list.

## 12. INVOICES AND PAYMENTS

### a. Maintenance Service

(1) Invoices for maintenance service shall be submitted by Precision Task Group 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.

(2) Payment for maintenance service of less than one month's duration shall be prorated at 1/30th of the monthly rate for each calendar day.

### b. Repair Service and Repair Parts/Spare Parts

## Precision Task Group (PTG) Inc.

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Invoices for repair service and parts shall be submitted by Precision Task Group as soon as possible after completion of work. Payment under blanket purchase agreements will be made quarterly or monthly, except where cash payment procedures are used. Invoices shall be submitted separately to each ordering activity office ordering services under the contract. The cost of repair parts shall be shown as a separate item on the invoice, and shall be priced in accordance with paragraph #10, above. PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

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**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

Precision Task Group 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. GUARANTEE/WARRANTY

- a. Unless specified otherwise in this contract, Precision Task Group's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.
- b. Precision Task Group 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, Precision Task Group will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

## 3. TECHNICAL SERVICES

Precision Task Group (through the applicable manufacturer), without additional charge to the ordering activity, shall provide a hot line technical support number for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available in the contract's price list.

## 4. SOFTWARE MAINTENANCE

### a. Software maintenance as it is defined:

#### 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.**

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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.

## 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.**

b. Invoices for maintenance service shall be submitted by Precision Task Group 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.**

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

a. Precision Task Group shall honor orders for periods for the duration of the contract period or a lessor period of time.

b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to Precision Task Group.

c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance 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 and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance 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 Precision Task Group in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

## 6. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

a. Term License conversion is not offered.

## 7. TERM LICENSE CESSATION

a. Term License conversion is not offered.

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## 8. 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 Precision Task Group or applicable manufacturer.
  - (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 Precision Task Group'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 Precision Task Group. 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) If permitted by the commercial license, 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 Precision Task Group'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.

## 9. 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.

## **10. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY**

Precision Task Group 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.

## **11. RIGHT-TO-COPY PRICING**

Right-to-copy licenses are not offered.

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

## 1. SCOPE

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

## 2. ORDER

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

## 3. TIME OF DELIVERY

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

## 4. CANCELLATION AND RESCHEDULING

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

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## 5. FOLLOW-UP SUPPORT

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

## 6. PRICE FOR TRAINING

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

## 7. INVOICES AND PAYMENT

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

## 8. FORMAT AND CONTENT OF TRAINING

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

## 9. "NO CHARGE" TRAINING

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Precision Task Group does not offer “no charge” training, unless specified in the contract’s pricelist.

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

### 1. SCOPE

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

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

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

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

(a) The Contracting Officer may, at any time, by written order to Precision Task Group, require Precision Task Group 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 Precision Task Group, 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, Precision Task Group 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 Precision Task Group, 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, Precision Task Group 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 Precision Task Group's cost properly allocable to, the performance of any part of this contract; and
- (2) Precision Task Group asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

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

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

## 6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation 1 – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (May 2001) (Deviation 1 – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

## 7. RESPONSIBILITIES OF PRECISION TASK GROUP

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

## 8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

## 9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by Precision Task Group 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 Precision Task Group, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving Precision Task Group, any entity into or with which Precision Task Group subsequently merges or affiliates, or any other successor or assignee of Precision Task Group.

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 Precision Task Group and its affiliates, may either (i) result in an unfair competitive advantage to Precision Task Group or its affiliates or (ii) impair Precision Task Group’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 Precision Task Groups, 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

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

## 12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay Precision Task Group, 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 (OCT 2008) (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 (OCT 2008) (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:

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(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 Precision Task Group receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

## 16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

a. Precision Task Group shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as Precision Task Group sells to its commercial and other ordering activity customers. If Precision Task Group 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 Professional Services shall be in accordance with Precision Task Group's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

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

**EXAMPLE:** Commercial Job Title: System Engineer

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

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## PRECISION TASK GROUP APPROVED SIN 132-51 LABOR CATEGORIES DESCRIPTIONS AND HOUR RATES FOR DURATION OF IT SCHEDULE 70 CONTRACT NO. GS-35F-0552P

### Enterprise Resource Planning (ERP):

#### 1) ERP Technical Consultant

**Minimum/General Experience:** Minimum of three (3) years of professional work experience in the information technology field. Experience with specific hands-on technical implementation and programming resources.

**Duties / Responsibilities:** Consultants in this classification have proven technical skills and at least 2 years of Enterprise Resource Planning (ERP) implementation experience. These consultants will focus on the design and development of interfaces, use implementation tools, databases, and conversion programs. Duties include making major modifications, configuring systems, restructuring modules, writing reports, and building interfaces. May also be responsible for the documentation of technical processes and business reports.

**Minimum Education:** B.A. or B.S. degree or 3 years of equivalent experience in a related field.  
Education/Experience Substitutions: Certification/Expertise in ERP/application specific platforms (i.e. Oracle, PeopleSoft, SAP).

#### 2) Senior ERP Technical Consultant

**Minimum/General Experience:** Minimum of three (3) five (5) years of applicable experience. Experienced and knowledgeable in the latest industry trends and developments in Enterprise solutions, including such topics and products as Enterprise Resource Planning (ERP), Supply Chain Management (SCM), Customer Relationship Management (CRM), Enterprise Application Integration (EAI), Managed Services for Government-Off-the-Shelf (GOTS) and Commercial-Off-the-Shelf (COTS).

**Duties / Responsibilities:** Meet with team to insure code quality and timeline delivery requirements. Provide product implementation expertise including system architecture design, application functionality and design, development, testing and deployment. Estimate technical effort required for technical portions of the project. Provide technical leadership for design sessions and design documentation. Configure and install products to meet business requirements. Lead the definition of technical infrastructure requirements and design specifications. Design, program and test application process logic, extensibility, user interface and integration. Assist in the training of system and database administrators and other technical users. Lead the analysis of the existing technical infrastructure, install software, and translate business requirements into technical designs, program and test product extensions and interfaces.

**Minimum Education:** B.A. or B.S. degree or five (5) years of equivalent experience in a related field.  
Education/Experience Substitutions: Certification/Expertise in ERP/application specific platforms (i.e. Oracle, PeopleSoft, SAP).

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## 3) ERP Functional Consultant

**Minimum/General Experience:** Minimum of five (5) years of professional work experience. Must have (3) years of functional experience in ERP systems.

**Duties / Responsibilities:** Consultants in this classification have proven functional application skills and at least 3 years of ERP implementation experience. Resources in this classification will be expected to lead design sessions and interact with clients on a daily basis. Where appropriate these people will also be functional team leads and/or responsible for many phases of an implementation including conversion and system test. Where appropriate, consultants will be asked to lead development efforts. Resource will contribute to the functional team in business requirement documentation, creating functional specifications, reporting specifications (for the technical team to write/modify).

**Minimum Education:** B.A. or B.S. degree or seven (7) years of equivalent experience in a related field. Education/Experience Substitutions: Certification/Expertise in ERP/application specific platforms (i.e. Oracle, PeopleSoft, SAP).

## 4) Senior ERP Functional Consultant

**Minimum/General Experience:** Minimum of seven (7) years of professional work experience. Must have (5) years of technical experience in Functional ERP systems. This includes at least three years experience in applying this functional experience to requirements definition for enterprise-wide Information Technology (IT) systems or gap/fit analyses for Government-Off-the-Shelf (GOTS) and Commercial-Off-the-Shelf (COTS) software solutions. Possesses experience in analyzing and designing improvements to business processes, including the implementation of best practices. This individual is also experienced and knowledgeable in the latest industry trends and developments in enterprise IT solutions, including such topics/products as: Enterprise Resource Planning (ERP), including such products as SAP, Oracle, and PeopleSoft; Supply Chain Management, including such products as SAP, Oracle, i2, and Manugistics; Knowledge Management using OLAP or ROLAP software tools such as MicroStrategies; Application outsourcing Electronic Commerce; and/or JFMIP Certification of core financial software.

**Duties / Responsibilities:** Provides functional knowledge and perspective to the enterprise-wide IT solution team. May be called upon to facilitate participation of the client's functional specialists. Also provides functional knowledge for business process re-engineering and implementation of best IT and business practices. Supports functional lead for requirements definition to the IT system development project and supports fit/gap analyses of GOTS and COTS software. Participates in business case development by supporting identification of functional impacts for alternative solutions.

**Minimum Education:** B.A. or B.S. degree or ten (10) years of equivalent experience in a related field. Education/Experience Substitutions: Certification/Expertise in ERP/application specific platforms (i.e. Oracle, PeopleSoft, SAP).

## 5) ERP Technical Team Lead

**Minimum/General Experience:** Minimum of five (5) years of professional work experience. Must have supervisory experience leading the technical portions of an implementation in the specific application desired. Must have supervisory experience and sufficient expertise in the specific applications to manage and mentor technical resources.

**Duties / Responsibilities:** Manages the technical team and leads the development or programming phase of an implementation. Leads the programming effort: programming the functional designs, data conversion, system interfaces, report development and application testing.

**Minimum Education:** B.A. or B.S. degree or seven (7) years of equivalent experience in a related field. Education/Experience Substitutions: Certification/Expertise in ERP/application specific platforms (i.e. Oracle, PeopleSoft, SAP).

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## 6) ERP Functional Team Lead

**Minimum/General Experience:** Minimum of five (5) years of professional work experience in the information technology and/or related functional field. Must have significant supervisory experience.

**Duties / Responsibilities:** Responsibilities include leading/managing the design phase of the implementation for a specific functional area or module. Key strengths are the functional knowledge and process skills for ERP applications and the specific application knowledge of ERP software (SAP HR, Oracle Financials). Leads the definition of business requirements and functional design specifications (including developing reporting specifications). May also be involved in the testing phase, training, and user support documentation.

**Minimum Education:** B.A. or B.S. degree or seven (7) years of equivalent experience in a related field. Education/Experience Substitutions: Certification/Expertise in ERP/application specific platforms (i.e. Oracle, PeopleSoft, SAP).

## 7) ERP Subject Matter Expert

**Minimum/General Experience:** Must have ten (10) years of progressively responsible experience involving information technology and related systems and often-unique specialization. Recognized as an industry or specialty expert especially in the use of information processing, telecommunications, or security systems, through exposure such as publications, research, teaching, and speeches. Experience in traditional videography and videography of subject matter suitable for digitalization and broadcast over the internet.

**Duties / Responsibilities:** Expert consulting in highly specialized, leading edge information technologies and methodologies. Provides highly technical specialized guidance with regard to automated solutions to complex information processing problems. Often called upon as one of a few nationally recognized specialists with unique knowledge and skills.

**Minimum Education:** B.A. or B.S. degree or twelve (12) years of equivalent experience in a related field.

## 8) Senior ERP Subject Matter Expert

**Minimum/General Experience:** Must have fifteen (15) years of progressively responsible experience involving information technology and related systems and often-unique specialization. Recognized as an industry or specialty expert especially in the use of information processing, telecommunications, or security systems, through exposure such as publications, research, teaching, and speeches.

**Duties / Responsibilities:** Expert consulting in highly specialized, leading edge solutions involving information technologies and methodologies. Provides highly technical specialized guidance with regard to automated solutions to complex information processing problems. Often called upon as one of a few nationally recognized specialists with unique knowledge and skills.

**Minimum Education:** Advanced degree in specialty area, information technology, computer science, operations research, electrical engineering, or mathematics, or equivalent experience.

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## NON Enterprise Resource Planning (ERP):

### 9) Programmer

**Minimum/General Experience:** Must have three (3) years of computer programming experience.

**Duties / Responsibilities:** Utilizes generational or current state-of-the-art application languages to analyze systems requirements and devise program logic for business, management, communication, tactical, and technical problems.

**Minimum Education:** B.A. or B.S. degree or five (5) years of equivalent experience in a related field.

### 10) Sr. Programmer

**Minimum/General Experience:** Must have five (5) years experience in analysis, design, development, implementation, and maintenance of simple to complex database or client/server or application systems. At least three years experience in providing team leadership of developers in the development and support of small to large-scale database or client/server or application systems. Experience will include knowledge of commercial-off-the-shelf products and methods, which provide interoperable, portable, and scalable information technology platforms and solutions, such as MS SQL Server, Access, Oracle, C++, Visual Basic, Windows NT, Unix, Netware, etc. May include a working knowledge and/or familiarity with Defense Information Infrastructure Common Operating Environment (DII-COE), DoD acquisition practices and policies and the higher order programming language specified in the task order to develop the required software.

**Duties / Responsibilities:** Develops standards-compliant software utilizing industry-leading operating systems, languages, protocols, and relational databases. Directs and controls development of production application systems. Prepares project plans and schedules for significant application systems development efforts. Monitors assigned organization development projects to ensure consistency and satisfaction of interface requirements. Monitors and tracks application system development progress in order to appropriately recommend the deployment of resources in order to meet project deliverable schedules. Assist in monitoring the direction and growth of business to ensure the application of appropriate technologies and support resources. Codes, tests, and troubleshoots programs. Designs implementations for large projects and prepares programming assignments. Performs project/problem resolution and support activities. Coordinates system testing and programming assignments. Researches system problems. Code and compile programs. Performs full system tests. Designs, plans and supervises implementation of medium to large-scale system projects. Performs unit and assembly testing. Performs problem resolution and support activities.

**Minimum Education:** B.A. or B.S. degree or seven (7) years of equivalent experience in a related field.

### 11) Programmer Analyst

**Minimum/General Experience:** Must have three (3) years of experience in the software development process.

**Duties / Responsibilities:** Analyzes and develops computer software possessing a wide range of capabilities, including engineering, business, data warehousing. Gathers requirements from functional users. Develops plans for systems from project inception to implementation. Defines and analyzes the problem, develops system requirements and program specifications, programs and tests.

**Minimum Education:** B.A. or B.S. degree or five (5) years of equivalent experience in a related field.

# Precision Task Group (PTG) Inc.

## 12) Senior Programmer Analyst

**Minimum/General Experience:** Must have five (5) years of progressive experience as a computer systems analyst working independently or under general direction on complex application problems involving all phases of software development. Experience must include at least five (3) years of complex business or engineering systems on large-scale applications.

**Duties / Responsibilities:** Provides technical, administrative and daily direction for personnel performing software development tasks, including reviewing work product for correctness, adherence to concept design, standards, and schedules. Ensures that protect personnel understand and follow corporate software development standards, such as Software Engineering Institute's Capability Maturity Module (CMM). Implements computer systems in a phased approach of requirements analysis, conceptual design, critical design, installation integration and testing. Integrates and implements electronic signature (cryptography) into applications requiring additional data security. Presents system designs for user approval at formal reviews. Coordinates with Project Manager to ensure problem solution.

**Minimum Education:** B.A. or B.S. degree or seven (7) years of equivalent experience in a related field.

## 13) Web Developer

**Minimum/General Experience:** Must have three (3) year of experience and demonstrate understanding of web-based technologies. Thorough knowledge of HTML, PhotoShop, Illustrator and/or other design-related applications.

**Duties / Responsibilities:** Designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the look and feel of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications.

**Minimum Education:** B.A. or B.S. degree or five (5) years of equivalent experience in a related field.

## 14) Sr. Web Developer

**Minimum/General Experience:** Must have five (5) years of demonstrated understanding of web-based technologies.

**Duties / Responsibilities:** Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript, Flash, Cold Fusion) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Requires strong navigation and site-design instincts in web-based languages.

**Minimum Education:** B.A. or B.S. degree or seven (7) years of equivalent experience in a related field.

# Precision Task Group (PTG) Inc.

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## 15) Web Architect

**Minimum/General Experience:** This position requires a minimum of six (6) years experience, of which at least four years must be specialized in use of structured analysis, design methodologies, tools, and other design techniques, object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of information systems.

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

**Minimum Education:** B.A. or B.S. degree or eight (8) years of equivalent experience in a related field.

## 16) System Administrator

**Minimum/General Experience:** The position requires a minimum of four (4) years experience, with at least three years of specialized experience administrating UNIX, Windows NT, LINUX, Banyan Vines or Novell systems or open systems and/or legacy systems. General experience includes operations experience on a large-scale computer system environment or a multi-server LAN/WAN network.

**Duties / Responsibilities:** Supervises and manages the daily technical activity of business IT systems which may be mainframe, mini, web services or client/server based. Optimizes system operation and resource utilization, manages access data backup and restoration, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems. Maintains configuration control and ensures compliance with production and security procedures.

**Minimum Education:** B.A. or B.S. degree or six (6) years of equivalent experience in a related field.

## 17) Senior Systems Administrator

**Minimum/General Experience:** This position requires a minimum of six (6) years experience, of which at least four years must be specialized experience in administrating network systems. General experience includes operations experience with multi-server local area networks.

**Duties / Responsibilities:** Supervises and manages the daily activities of configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.

**Minimum Education:** B.A. or B.S. degree or eight (8) years of equivalent experience in a related field.

# Precision Task Group (PTG) Inc.

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## 18) Quality Assurance/Tester

**Minimum/General Experience:** Develops, implements, and maintains quality assurance/configuration management programs in support of a variety of software, hardware, and services. Must have three (3) years of experience.

**Duties / Responsibilities:** Establishes standards for life cycle, documentation, development methods, testing, and maintenance. Develops and defines major and minor characteristics of quality/configuration management (including metrics and scoring parameters) and determines requisite quality control/configuration management resources for an actual task order. Conducts or participates in formal and informal reviews at predetermined points throughout the system life cycle. Serves as liaison between Program Management and other functional groups to resolve issues regarding quality assurance/configuration management. Reviews and evaluates software products and services for adherence to government directives, standards, and guidelines. May provide task direction and guidance to less experienced team members.

**Minimum Education:** A. or B.S. degree or five (5) years of equivalent experience in a related field.

## 19) Sr. Quality Assurance/Tester

**Minimum/General Experience:** Must have six (6) years of general experience in the analysis and design of computer systems or software development and four (4) years specialized quality assurance/control experience (may be concurrent). Must have working experience with systems and/or software standards, configuration control and documentation management, requirements analysis, problem solving, troubleshooting, and the use of metrics and testing. Experience with quality assurance automation tools is desirable.

**Duties / Responsibilities:** Develops, implements, and maintains quality assurance/configuration management programs in support of a variety of software, hardware, and services. Establishes standards for life cycle, documentation, development methods, testing, and maintenance. Develops and defines major and minor characteristics of quality/configuration management (including metrics and scoring parameters) and determines requisite quality control/configuration management resources for an actual task order. Conducts or participates in formal and informal reviews at predetermined points throughout the system life cycle. Serves as liaison between Program Management and other functional groups to resolve issues regarding quality assurance/configuration management. Reviews and evaluates software products and services for adherence to government directives, standards, and guidelines. May provide daily supervision and direction to support staff. Provides technical and administrative review of work processes, procedures and products to ensure adherence to design standards and specifications, to detect and correct errors and problems, and to relate progress to schedules. Collects and analyzes metrics and prepares status reports, problem notification reports and problem resolution reports.

**Minimum Education:** B.A. or B.S. degree or eight (8) years of equivalent experience in a related field.

# Precision Task Group (PTG) Inc.

## 20) Project Leader

**Minimum/General Experience:** Must have five (5) years of professional experience in assisting with the planning, estimating, organizing, staffing, and executing projects.

**Duties / Responsibilities:** These positions general experience requirements are above and also the Project Leader must have must have four years intensive and progressive experience in design, development and implementation of substantive application software development or implementation projects. They must have had a Senior Systems Analyst role in the implementation of a financial application at one site specifically for at least one-year. The responsibilities of the Project Leader are as follows: Under the Project Manager's direction organize, direct, and coordinate the planning and production of all the client deliveries within a reasonable span of control and assigned project, Complete task assignments within estimated time frames and budget constraints, Schedule and assign duties to subordinates, Meet with client personnel and assigned functional and technical staff, Formulate deliverable items, Provide support to services delivered under the contract to ensure to the maximum extent practical that software and related products satisfy the requirements and needs of client organization, Actively apply quality assurance measures to the performance of the contract.

**Minimum Education:** B.A. or B.S. degree or seven (7) years of equivalent experience in a related field.

## 21) Project Manager

**Minimum General Experience:** Seven (7) years of general IT experience and four (4) years of specialized experience in database centric solutions such as Oracle, e-commerce, data warehousing, knowledge management, ERP and other information systems.

**Functional Responsibility:** Functional responsibilities include, but are not limited to, manage the day to day activities associated with the design and development of information systems, manage development team and build collaborative environment with business users and management team, facilitate development of information system architecture, work with vendors to assist in the selection of system components, and develop project plan, and monitor and advise on the control of the project throughout project lifecycle. Technical responsibilities may include, system design, software development, database design, database administration, system maintenance and user support.

**Minimum Education:** B.A. or B.S. degree or nine (9) years of equivalent experience in a related field.

## 22) Analyst

**Minimum/General Experience:** Must have six (6) years of professional experience in assisting in the planning, estimating, organizing, staffing, and executing projects.

**Duties / Responsibilities:** This position's general experience requirements are above and also the Analyst must have two years intensive and progressive experience in analysis, design, development and implementation of substantive application software development or implementation projects. They must have had a programmer role in the implementation of a financial application at one site specifically for at least one-year. The responsibilities of the Analyst are as follows: Under the Project Manager's or Project Leaders direction analyze the need for and develop designs for enhancements to and/or maintenance of the financial application processing, Performs financial applications design, documentation and implementation of applications activities, Participates in all phases of financial applications implementation with emphasis on the analysis of needs, design of solutions, testing, documentation and acceptance phases, Analyze programming requirements; creates, designs, and develops requirements in specified-media; provides program support, tests, debugs, and writes documentation as required, Create input for client deliveries and assigned tasks, Complete task assignments within estimated time frames and budget constraints, Meet with client personnel, functional staff and technical staff, Actively apply quality assurance measures to the performance of the contract.

**Minimum Education:** B.A. or B.S. degree or eight (8) years of equivalent experience in a related field.

# Precision Task Group (PTG) Inc.

## 23) Network Administrator

**Minimum/General Experience:** Two to Four years of experience analyzing network hardware and software. Requires competence analyzing network characteristics (e.g. traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Possesses knowledge of network and computer hardware and software.

**Duties / Responsibilities:** Performs general LAN/MAN/WAN management, Windows NT/Unix. Installs and tests network and computer communications equipment (e.g. switches, modems, controllers, terminals, and multiplexers) using communications hardware standards. Develops, tests, and installs network and computer communications software, protocol software, application interfaces, transaction processors, and emulators, using and implementing network standards, network restart/recovery.

**Minimum Education:** B.A. or B.S. degree or five (5) years of equivalent experience in a related field.

## 24) Imaging Specialist

**Minimum/General Experience:** At least two (2) years experience developing documents, brochures, logos, cover designs, multimedia designs, training, and presentations through the use of electronic media. Understands the functionality of a scanner. Has operational knowledge of OCR software.

**Duties / Responsibilities:** Creates various documents, graphs, presentations, proposals, and customer deliverables. Experienced with graphics software (e.g., PowerPoint, Corel Draw and Corel Show, and Freelance Graphics). Experienced with scanner software.

**Minimum Education:** B.A. or B.S. degree or five (5) years of equivalent experience in a related field.

## 25) Database Administrator

**Minimum/General Experience:** Minimum of two to four (2-4) years of experience with database management systems, system design and analysis, operating systems software, and internal and data manipulation languages.

**Duties / Responsibilities:** Responsible for quality control and auditing of databases to ensure accurate and appropriate use of data. Works with management to develop database strategies to support company's needs. Consults with and advises users of the various databases. Works directly with users of data to resolve data conflicts and inappropriate data usage. Identifies opportunities for effectively satisfying corporate information needs through automation. Directs the maintenance and use of the corporate data dictionary. Performs database administration functions under the supervision of a supervisor.

**Minimum Education:** Bachelor s degree and 3 years of experience. At least 1 year of experience as a Database Administrator, and/or Database Design, and/or Data Modeling experience, etc.

## 26) Sr. Database Administrator

**Minimum/General Experience:** Must have seven (7) years of experience in the development and maintenance of database systems. Must have at least 5 years of experience with database management systems, system design and analysis, operating systems software, and internal and data manipulation languages.

**Duties / Responsibilities:** Must be capable of managing the development of database projects. Must be able to plan and budget staff and data resources. Supports application developers in planning preparation, load analysis, and backup and recovery of data. When necessary, reallocates resources to maximize benefits. Incumbent must be able to prepare and deliver presentations on DBMS concepts. Provides daily supervision and direction to support staff. Monitors performance and evaluates areas to improve efficiency.

**Minimum Education:** B.A. or B.S. degree or nine (9) years of equivalent experience in a related field.

# Precision Task Group (PTG) Inc.

## 27) Systems Architech

**Minimum/General Experience:** Must have seven (7) years of experience in the design, implementation and production operations for automated systems. Must have at least 5 years of experience with database management systems, system design and analysis, operating systems software, and disaster recovery planning.

**Duties / Responsibilities:** Must be capable of managing the design of network and system architectures across the technology spectrum of mainframes, client/server(with applications running on all platform types) and multi-tier web applications. In a production environment will monitor all areas for performance and direct changes to the architecture to maintain agreed to service levels.

**Minimum Education:** B.A. or B.S. degree or nine (9) years of equivalent experience in a related field.

## Other Information Technology (IT) Labor Category Descriptions:

## 28) Database Planning and Design

**Functional Responsibility:** Provides technical expertise for the production of detailed database designs and design documentation, including data models, and data flow diagrams. Evaluates and configures DBMS products to match user requirements with system capabilities. Determines file organization, indexing methods, and security procedures for system databases, Plans, coordinates conversion and migration of existing (or legacy) databases to state of the art DBMS's.

**Minimum Education:** B.A. or B.S. degree or nine (9) years of equivalent experience in a related field.

## 29) Storage Administrator

**Functional Responsibility:** Configures implements and provides tier 2 support for incident resolution and service request processes for technical problems and IT issues involving applications and the storage these applications run on. Experienced technical contributor. Works on routine designs for single systems. Troubleshoots components of storage relying on proven techniques for IT storage analysis and evaluation. Serves as technical and project management leadership for projects with limited scope and complexity. Project and Implementation plans for own and / or team deliverables. Technical documentation including designs/configurations/maintenance, test plans, procedures and process documentation. Working experience in complex IT operational environments in various aspects of design, engineering, analysis, testing and ongoing support for their technical area. Working knowledge of current trends and techniques for their technical track, including: Relevant platforms and the IT storage systems they are part of; Installation and configuration techniques; Standard protocols; Design implications.

**Minimum Education:** B.A. or B.S. degree or nine (9) years of equivalent experience in a related field.

## 30) Data Records Management

**Functional Responsibility:** Provides services relating to the management of physical and/or electronic data. Establishes and maintains a data management facility to monitor, report on and maintain the status of documentation.

**Minimum Education:** B.A. or B.S. degree or eight (8) years of equivalent experience in a related field.

# Precision Task Group (PTG) Inc.

## 31) Web Support Engineer

**Functional Responsibility:** Provides production support for internet based customers. Supports UNIX servers in an Internet environment. Possesses knowledge and experience with the following software and monitoring tools: HP OVO alarming and console services, internet based monitoring tool for system status and system checkouts. Load balancing software, Weblogic 8.1, Sun One Web Server, and Netbackup software. Supports UNIX servers in an Internet environment. Experience with SSL certificate installation for SUN One and Weblogic using the keytool. Experience with Remedy for use with Change Request and/or other Trouble Tickets software.

**Minimum Education:** B.A. or B.S. degree or eight (8) years of equivalent experience in a related field.

## 32) Network Architect

**Functional Responsibility:** Perform and advise others on the analysis, design, testing, documentation, implementation/configuration and support of data networking technologies. Develop network architecture and perform detailed engineering reviews of design and deployment plans. Provide 2nd and 3rd level support for data center global affiliate network infrastructure as required. Conduct data network analysis and baselines using industry standard tools and methods. Participates as the primary technical contact or lead of a work group or project team in resolving complex issues and implementing infrastructure in support of business information systems. Usually given general objectives and works with a high degree of independence under severe business-related deadlines.

**Minimum Education:** B.A. or B.S. degree or nine (9) years of equivalent experience in a related field.

## 33) Disaster Recovery Coordinator

**Functional Responsibility:** Provides solid experience in DR Exercise Planning & Execution. Knowledge of all Technical Platforms and Data Center Operations. Applied knowledge of Microsoft Project, Microsoft Excel and LDRPS. Strong project management skills. Leads a team from project start to finish. Possesses solid negotiation skills. Meets deadlines and to get others to meet them. Recommend and represent meaningful DR solutions for a diverse client base. Strong Timeline (Excel & Project) creation & modification skills.

**Minimum Education:** A. or B.S. degree or five (5) years of equivalent experience in a related field.

## 34) Asset Management Consultant

**Functional Responsibility:** Handles Assets Management issues– equipment check in, etc. Validate serial numbers and asset tag info on new, movement, and removals/decommissions of equipment Interface point for technical support teams for managing hardware configurations – mainframe, storage and server Complete and maintain configuration diagrams maintained for all equipment. Interface for Team for Texas partners for the management and deployment of hardware. Manage all movement of hardware . On the computer floor and between facilities. Work directly with Unisys Asset management team . Work directly with Inventory team. Deal with power issues for hardware equipment . Hardware coordination with outside agencies or vendors for support/issues . Coordinate repairs and replacements with vendors as required. Assist in managing hardware vendor issues with equipment . Transmit appropriate diagnostic data to vendors working with Comp. Team. Validates floor plans and drawing of hardware equipment on floors. Maintain hardware configuration diagrams and elevation charts. Support Remote Sites as needed.

**Minimum Education:** A. or B.S. degree or five (5) years of equivalent experience in a related field.

## Precision Task Group (PTG) Inc.

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### **35) Computer Operator**

**Functional Responsibility:** Provides accurate processing, timely access of the information in and throughout all computing systems including the monitoring of computers and/or networks and the running of system backups, utilities and programs. Provides media management related to system backups and disaster recovery purposes. Perform system shutdown and Initial Program Loads on mainframe systems and re-boots as required. Perform second level helpdesk duties to include answering customer calls, respond to emails and monitor ticket system. Monitor consoles for system performance, on-line availability, tape mount requests, network alerts, and hardware errors, maintain and trouble shoot problems as part of a daily operation.

**Minimum Education:** Associate degree or four (4) years of equivalent experience in a related field.

## Precision Task Group (PTG) Inc.

# Approved PTG Labor Categories Rates

Hourly Rates					
Labor Categories	10/01/08- 09/30/09	10/01/09- 09/30/10	10/01/10- 09/30/11	10/01/11- 09/30/12	10/01/12- 05/24/14
<b>ERP</b>					
1) ERP Technical Consultant	<b>109.87</b>	<b>113.77</b>	<b>117.81</b>	<b>121.99</b>	<b>126.32</b>
2) Sr. ERP Technical Consultant	<b>126.77</b>	<b>131.27</b>	<b>135.93</b>	<b>140.76</b>	<b>145.76</b>
3) ERP Functional Consultant	<b>153.19</b>	<b>158.62</b>	<b>164.26</b>	<b>170.09</b>	<b>176.12</b>
4) Sr. ERP Functional Consultant	<b>153.19</b>	<b>158.62</b>	<b>164.26</b>	<b>170.09</b>	<b>176.12</b>
5) ERP Technical Team Lead	<b>137.33</b>	<b>142.21</b>	<b>147.26</b>	<b>152.48</b>	<b>157.90</b>
6) ERP Functional Team Lead	<b>147.10</b>	<b>152.32</b>	<b>157.73</b>	<b>163.33</b>	<b>169.13</b>
7) ERP Subject Matter Expert	<b>129.94</b>	<b>134.55</b>	<b>139.33</b>	<b>144.28</b>	<b>149.40</b>
8) Sr. ERP Subject Matter Expert	<b>153.19</b>	<b>158.62</b>	<b>164.26</b>	<b>170.09</b>	<b>176.12</b>
<b>Non-ERP</b>					
9) Programmer	<b>52.26</b>	<b>54.11</b>	<b>56.03</b>	<b>58.02</b>	<b>60.08</b>
10) Sr. Programmer	<b>72.11</b>	<b>74.67</b>	<b>77.32</b>	<b>80.06</b>	<b>82.90</b>
11) Programmer Analyst	<b>77.88</b>	<b>80.65</b>	<b>83.51</b>	<b>86.48</b>	<b>89.54</b>
12) Sr. Programmer Analyst	<b>84.51</b>	<b>87.51</b>	<b>90.62</b>	<b>93.83</b>	<b>97.16</b>
13) Web Developer	<b>63.38</b>	<b>65.63</b>	<b>67.96</b>	<b>70.37</b>	<b>72.87</b>
14) Sr. Web Developer	<b>73.95</b>	<b>76.58</b>	<b>79.29</b>	<b>82.11</b>	<b>85.02</b>
15) Web Architect	<b>81.98</b>	<b>84.89</b>	<b>87.91</b>	<b>91.03</b>	<b>94.26</b>
16) System Administrator	<b>61.48</b>	<b>63.67</b>	<b>65.93</b>	<b>68.27</b>	<b>70.69</b>
17) Sr. System Administrator	<b>73.78</b>	<b>76.40</b>	<b>79.11</b>	<b>81.92</b>	<b>84.83</b>
18) Quality Assurance/Tester	<b>61.48</b>	<b>63.67</b>	<b>65.93</b>	<b>68.27</b>	<b>70.69</b>

## Precision Task Group (PTG) Inc.

Hourly Rates					
Labor Categories	10/01/08- 09/30/09	10/01/09- 09/30/10	10/01/10- 09/30/11	10/01/11- 09/30/12	10/01/12- 05/24/14
19) Sr. Quality Assurance/Tester	79.24	82.05	84.96	87.98	91.10
20) Project Leader	91.91	95.17	98.55	102.05	105.67
21) Project Manager	128.10	132.64	137.35	142.23	147.28
22) Analyst	79.24	82.05	84.96	87.98	91.10
23) Network Administrator	54.31	56.24	58.24	60.30	62.45
24) Imaging Specialist	72.11	74.67	77.32	80.06	82.90
25) Database Administrator (DBA)	100.36	103.93	107.61	111.43	115.39
26) Sr. Database Administrator (DBA)	133.21	137.94	142.84	147.91	153.16
27) Systems Analyst	128.10	132.64	137.35	142.23	147.28
<b>Other IT Labor Categories</b>					
28) Database Planning and Design	121.50	125.81	130.28	134.90	139.69
29) Storage Administrator	90.16	93.36	96.67	100.11	103.66
30) Data Records Management	86.45	89.52	92.70	95.99	99.40
31) Web Support Engineer	82.80	85.74	88.78	91.93	95.20
32) Network Architect	57.85	59.90	62.03	64.23	66.51
33) Disaster Recovery Coordinator	45.00	46.60	48.25	49.96	51.74
34) Asset Management Consultant	37.38	38.71	40.08	41.50	42.98
35) Computer Operator	31.15	32.26	33.40	34.59	35.81

# Precision Task Group (PTG) Inc.

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## USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

### PREAMBLE

**Precision Task Group** provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

### COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact:

*Frank Lopez*  
*Sr. Business Development Executive – Federal Sector*  
*Precision Task Group (PTG) Inc.*  
*9801 Westheimer, Suite 803*  
*Houston, Texas 77042*  
*Telephone (Wash DC Direct): (703) 444-5908*  
*Houston Office: (713) 781-7481*  
*Fax: (713) 787-1137*  
*Email: [frank.lopez@ptg.com](mailto:frank.lopez@ptg.com)*  
*Website: [www.ptg.com](http://www.ptg.com)*

**ATTACHMENT A**

**CONTRACTOR SUPPLEMENTAL PRICELIST INFORMATION AND TERMS, AND  
PTG'S [KRONOS](#) RESELLER AGREEMENT COMMERCIAL PRICELIST AND  
DISCOUNTS TO GOVERNMENT CUSTOMERS:**

See following 99 pages for Price List Items Per Approved  
Modification No. P007 (Effective Date: 22 June 2011)

# Precision Task Group (PTG) Inc.

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## ATTACHMENT A CONTRACTOR SUPPLEMENTAL PRICELIST INFORMATION AND TERMS

### KRONOS

#### **KRONOS LICENSE, WARRANTY AND SUPPORT TERMS**

##### **SOFTWARE LICENSE AND SERVICES TERMS**

Ordering Activity and Contractor agree that the terms and conditions set forth in this Software License and Services Terms ("Terms") shall apply to all Kronos Incorporated ("Manufacturer") Equipment, Software, Professional and Educational Services, Support, and such other Contractor offerings as may be provided to Ordering Activity. Services may be provided directly by Contractor or by Contractor through Manufacturer.

##### **GENERAL LICENSE TERMS**

Contractor owns or has the right to license the Software. The Software and Software documentation are confidential and may not be disclosed to a third party without Contractor's written consent. The Software contains proprietary trade secret technology. Unauthorized use and copying of such Software is prohibited by law, including United States and foreign copyright law. The price Ordering Activity pays for a copy of the Software constitutes a license fee that entitles Ordering Activity to use the Software as set forth below. Contractor grants to Ordering Activity a non-exclusive, nontransferable, perpetual (except as provided herein) license to use the Software. This license may be terminated by Contractor by written notice to Ordering Activity upon any material breach of this Attachment A by Ordering Activity which remains uncured for a period of thirty (30) days after such written notice from Contractor. Upon such termination of this license by Contractor, Ordering Activity will have no further right to use the Software and will return the Software media to Contractor and destroy all copies of the Software (and related documentation) in Ordering Activity's possession or control. This license is subject to all of the terms and conditions set forth in these Terms.

##### **FEE BASED LIMITATIONS**

Ordering Activity recognizes and agrees that the license to use the Software is limited, based upon the amount of the license fee paid by Ordering Activity. Limitations, which are applicable to an applicable order, may include the number of employees, simultaneous or active users, Software product modules, Software features, computer model and serial number, and/or the number of telephone lines or terminals to which the Software is permitted to be connected. Ordering Activity agrees to: i) use the Software only for the number of employees, simultaneous or active users, computer model and serial number, and/or terminals permitted by the applicable license fee; ii) use only the product modules and/or features permitted by the applicable license fees; and iii) use the Software only in support of Ordering Activity's own business. Ordering Activity agrees not to increase the number of employees, simultaneous or active users, terminals, products modules, features, or to upgrade the model, as applicable, unless and until Ordering Activity pays the applicable fee for such increase/upgrade. Ordering Activity may not relicense or sublicense the Software to, or otherwise permit use of the Software (including timesharing or networking use) by any third party. Ordering Activity may not provide service bureau or other data processing services that make use of the Software without the express prior written consent of Contractor.

##### **OBJECT CODE ONLY**

Ordering Activity may use the computer programs included in the Software (the "Programs") in object code form only, and shall not reverse compile, disassemble or otherwise convert the Programs into uncompiled or unassembled code.

##### **PERMITTED COPIES**

Ordering Activity may copy the Programs as reasonably necessary to load and execute the Programs and for backup and disaster recovery and testing purposes only, except for additional copies of the Teletime Software (which must be purchased separately). All copies of the Programs or any part thereof, whether in printed or machine readable form and whether on storage media or otherwise, are subject to all the terms of this license, and all copies of the Programs or any part of the Programs shall include the copyright and proprietary rights notices contained in the Programs as delivered to the Ordering Activity.

##### **UPDATES**

In the event that Contractor supplies Service Packs, Point Releases and Major Releases (including legislative updates if available) of the Software (collectively referred to as "Updates"), such Updates shall be part of the Software and the provisions of this license shall apply to such Updates and to the Software as modified thereby.

##### **FIRMWARE**

Ordering Activity may not download firmware updates for the Contractor Equipment unless Ordering Activity is maintaining such Equipment under a support plan with Contractor.

##### **TRAINING POINTS**

Ordering Activity agrees to purchase the quantity of Contractor "training points" applicable to an order at the rate quoted ("Training Points"). Purchased Training Points may be redeemed for an equivalent value of instructor-led training sessions offered by Contractor. Available instructor-led sessions are listed at <http://customer.Contractor.com> and each session has the Training Points

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value indicated. Training Points may be redeemed at any time within 12 months of the date of the applicable Order Form, at which time they shall expire. Training Points may not be exchanged for other Contractor products and/or services. Contractor will invoice Ordering Activity for the Training Points identified in the Order Form upon execution of such Order Form with payment due upon the payment terms indicated in such Order Form.

## LIMITED WARRANTY

Contractor warrants that all Contractor Equipment and Software media shall be free from defects in materials and workmanship, for a period of ninety (90) days from delivery. In the event of a breach of this warranty, Ordering Activity's exclusive remedy shall be Contractor's repair or replacement of the deficient Equipment and/or Software media, at Contractor's option, provided that Ordering Activity's use, installation and maintenance thereof have conformed to the meet the Contractor specifications ("Specifications"). This warranty is extended to Ordering Activity only and shall not apply to any Equipment (or parts thereof) or Software media in the event of:

- (a) damage, defects or malfunctions resulting from misuse, accident, neglect, tampering, (including modification or replacement of any Contractor components on any boards supplied with the Equipment), unusual physical or electrical stress or causes other than normal and intended use;
- (b) failure of Ordering Activity to provide and maintain a suitable installation environment, as specified in the Specifications; or
- (c) malfunctions resulting from the use of badges or supplies not approved by Contractor.

## PROFESSIONAL AND EDUCATIONAL SERVICES

### Warranty

Contractor warrants that all professional and educational services performed under this Attachment A shall be performed in a professional and competent manner. In the event that Contractor breaches this warranty, and Ordering Activity so notifies Contractor within 30 days of receipt of invoice for the applicable services, the Ordering Activity's remedy shall be Contractor's re-performance of the services which were deficient in a manner so as to conform to the foregoing warranty, at no additional cost to Ordering Activity.

### Contractor professional and educational services terms

The following terms and conditions shall apply to Contractor's provision of Professional and/or Educational Services purchased by Ordering Activity:

#### a. Professional Services:

- Contractor will provide Ordering Activity with a Professional Services Estimate or Statement of Work that outlines the project deliverables and provides an estimate for the project scope and cost required to complete the engagement, based upon preliminary information provided by Ordering Activity.
- Contractor and Ordering Activity agree that given the use of estimated times; the Assess Phase of the engagement will be used to determine whether modifications to project scope and cost are required.
- Any such modification to project scope and cost will be supported through the generation of a Contractor Change Order that is signed by the Ordering Activity (see Change Order Process below).
- The original project scope and cost of an engagement will apply until, and if, the Ordering Activity signs a Change Order.
- The Professional Services Estimate or Statement of Work is valid for one year from the date of signature.
- Contractor will invoice the Ordering Activity on a monthly basis for all Professional Services provided during the previous month.
- Professional Services work will be conducted during normal business hours, 8:00 AM – 5:00 PM, Monday through Friday.
- All Professional Services work scheduled to start outside of normal business hours will be billed in full at a premium rate described below.
- For work to be performed After Hours, on Holidays, or on Weekends, an approved Change Order will be required prior to scheduling (see Change Order Process below). Ordering Activity will be charged as follows:
  - (i) All Professional Services will be scheduled and billed in 4 hour increments with a minimum charge of 4 hours.
  - (ii) After Hours
    - (a) All scheduled work will be billed at 1.5 times the current contract rate by role.
    - (b) After Hours are 5:00 PM – 8:00 AM, Monday through Thursday.

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- (iii) Weekend
  - (a) All scheduled work will be billed at 2.0 times the current contract rate by role.
  - (b) Weekend is 5:00 PM Friday– 8:00 AM Monday.
- (iv) Holiday
  - (a) All scheduled work will be billed at 2.0 times the current contract rate by role.
  - (b) Holiday is recognized Contractor Holiday (see below).
- (v) Onsite Support requiring Travel:
  - (a) All travel time (portal to portal) will be billed at the current contract rate by role.
  - (b) Expense reimbursement is pursuant to the Attachment A covering such Professional Services between the Ordering Activity and Contractor.

• Contractor requires notification for the cancellation or rescheduling of Contractor personnel. Ordering Activity will be charged for failure to meet the following notification requirements:

- (i) 2 business days prior to scheduled work — 50% of planned charges are invoiced for scheduled work.
- (ii) 1 business day prior to scheduled work — 100% of planned charges are invoiced for scheduled work.

• In providing Professional Services, Contractor recognizes the following holidays:

- (i) New Year's Day
- (ii) President's Day
- (iii) Memorial Day
- (iv) Independence Day
- (v) Labor Day
- (vi) Thanksgiving Day and the day after
- (vii) Christmas Day

• Change Order Process:

- (i) All changes to the original, signed Professional Services Estimate or Statement of Work will be initiated by the Contractor Project Manager and reflected through the use of a Change Order, approved and signed by the Ordering Activity.
- (ii) A change of project scope and cost, resulting in a Change Order, could result from: an increase or change to project deliverables, customer allocated time, customer scheduling changes, technology limitations.
- (iii) The last authorized Professional Services Estimate or Statement of Work, including any previously approved Change Orders, will prevail until amended by a subsequent approved Change Order.
- (iv) Unless otherwise addressed within these policies, the hourly rate(s) quoted within a Change Order for work to be performed within normal business hours will be consistent with that contained within the original Professional Service Estimate or Statement of Work, if such Change Order is executed during the course of the original engagement, or within one (1) year of the signing of the original Professional Services Estimate or Statement of Work, whichever is earlier.
- (v) In instances where specialized resources are requested, but not contained within the original Professional Services Estimate or Statement of Work, the quoted rate will be established at Contractor' then current rate for such requested services.

• Travel

- (i) Travel expenses will be charged pursuant to the Attachment A covering such Professional Services between the Ordering Activity and Contractor.
- (ii) In certain instances specialized resources may be used that require the payment of airfare, lodging and related travel expenses. Ordering Activity shall be made aware of any such instance during the sales or Change Order process.
- (iii) Ordering Activity is responsible for travel costs for employees attending training at a Contractor location.

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## b. Educational Services:

- All Instructor-led Educational Services classes will be held at a Contractor facility, or via the Contractor Virtual Classroom (if offered in that modality), unless Ordering Activity has purchased onsite location training.
- Contractor requires notification of cancellation from an Instructor-led class. Ordering Activity will be charged for training upon failure to meet the following notification requirements:
  - (i) For any PUBLIC course held in the traditional classroom or in the virtual classroom:  
Attendees must cancel at least five business days before the class start date to avoid cancellation fees (equal to the cost of the course). Student substitutions can be made at any time as long as prerequisites have been met.
  - (ii) For any PRIVATE course held at a customer site, in the traditional classroom, or in the virtual classroom:  
Attendees must cancel at least ten business days before the class start date to avoid cancellation fees (equal to the cost of the course). Student substitutions can be made at any time as long as prerequisites have been met.
- Contractor reserves the right to cancel classes up to five business days before the scheduled start date for public courses held in a Contractor Traditional Classroom (KTC) and up to two business days before the scheduled start date for public courses held in a Contractor Virtual Classroom (KVC) due to lack of enrollment or any other unforeseen circumstances.
- Educational Services purchases are valid for one (1) year from the date of signature. Educational Service purchased but not used within this one-year period will expire.
- All training course delivery scheduled to start outside of normal business hours will be billed in full at a premium rate described below. Ordering Activity will be charged as follows:
  - (i) **After Hours**  
There will be a 1.5 times premium in either per student public or per class private day rates.  
After Hours are 5:00 PM – 8:00 AM, Monday through Thursday.
  - (ii) **Weekend**  
There will be a 2.0 times premium in either per student public or per class private day rates.  
Weekend is 5:00 PM Friday – 8:00 AM Monday.
  - (iii) **Holiday**  
There will be a 2.0 times premium in either per student public or per class private day rates.  
Holiday is recognized Contractor Holiday (see above).
- **Travel**
  - (i) Travel expenses will be charged pursuant to the Attachment A covering such Professional Services between the customer and Contractor.
  - (ii) In certain instances specialized resources may be used that require the payment of airfare, lodging and related travel expenses. Ordering Activity shall be made aware of any such instance during the sales or Change Order process.
  - (iii) Ordering Activity is responsible for travel costs for employees attending training at a Contractor location.
- Ordering Activity is responsible for travel and related costs for a Contractor trainer providing instruction at the Ordering Activity location.
- **Additional Terms Applicable to Educational Services:**
  - (i) Contractor personnel working at the Ordering Activity site shall have access to necessary infrastructure (servers, network, etc.).
  - (ii) In instances where Contractor personnel are working remotely access will be granted through the use of industry standard tools (DTS, GoToMyPC, PCAnywhere, etc.).
  - (iii) Ordering Activity agrees to not hire any Contractor employee who has performed services under the Attachment A for a period of one year after the completion of such services.
  - (iv) All required system administration, maintenance, backups, tuning, etc., is the responsibility of the Ordering Activity.
  - (v) **Ordering Activity Data:** To perform the implementation and to provide support after completion, Contractor may need to access and retain information regarding your employees and business organization. Contractor will take all reasonable

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steps to limit and safeguard the security of this information. We may make recommendations to enhance your organization's procedures for securing your data — these recommendations are intended to enhance the security of any sensitive information that is provided to us. However, there are no guarantees that they will ensure the security of your information, nor should Contractor' actions be viewed as the only safeguards necessary. The security of your data is ultimately your responsibility.

## **SOFTWARE AND EQUIPMENT SUPPORT SERVICES**

### **Software support options**

Ordering Activity may select from the following Software support purchase options: Gold (or Gold Plus) and Platinum (or Platinum Plus) support ("Service Type"), each providing different service coverage periods and/or service offerings, as specified herein ("Service Offerings") and in the Contractor Support Service Policies (defined below). Ordering Activity must purchase the same Service Type for all of the Software specified on the Order Form, (however, if Ordering Activity is purchasing support services for Visionware Software, Ordering Activity may only purchase Gold Service Type for the Visionware Software). All Updates shall be provided via remote access.

### **GOLD SERVICE OFFERINGS Ordering Activity shall be entitled to receive:**

- (i) Updates for the Software (not including any Software for which Contractor charges a separate license fee), provided that Ordering Activity's operating system and equipment meet minimum system configuration requirements, as reasonably determined by Contractor.  
If Ordering Activity requests Contractor to install such Updates or to provide retraining, Ordering Activity agrees to pay Contractor for such installation or retraining at Contractor' then-current time and materials rate.
- (ii) Telephone and/or electronic access to the Contractor Global Support Center for the logging of requests for service during the Service Coverage Period. The Service Coverage Period for the Gold Service Offering is 8:00 a.m. to 8:00 p.m., local time, Monday through Friday, excluding Contractor holidays.
- (iii) Web-based support including access to Software documentation, FAQ's, access to Contractor knowledge base, Ordering Activity forums, and e-case management. Such offerings are subject to modification by Contractor.
- (iv) Web-based remote diagnostic technical assistance which may be utilized by Contractor to resolve Software functional problems and user problems during the Service Coverage Period.
- (v) Access to specialized content as and when made available by Contractor such as technical advisories, learning quick tips, brown bag seminars, technical insider tips, SHRM e-Learning, HR Payroll Answerforce and service case studies.

### **PLATINUM AND PLUS SERVICE OFFERINGS:**

Platinum: In addition to the Service Offerings specified for the Gold Service Offering above, the Service Coverage Period for the Platinum Service Offering is 24 hours a day, seven days a week, 365 days a year.

Plus option: In addition to the Service Offerings specified for the Gold Service Offering above, Ordering Activities purchasing the Plus option shall receive the services of a dedicated, but not exclusive, Contractor Technical Account Manager ("TAM") for one production instance of the Software. Ordering Activities purchasing the Gold-Plus option shall designate up to one primary and one secondary backup technical contacts ("Technical Contacts") to be the sole contacts with the TAM, while Ordering Activities purchasing the Platinum-Plus option shall designate up to two primary and three secondary backup Technical Contacts. Upon request, Ordering Activity may designate additional and/or backup Technical Contacts. Ordering Activity is required to place all primary Technical Contacts through Contractor product training for the Software covered under this Attachment A at Ordering Activity's expense.

Ordering Activity purchasing the Platinum-Plus option shall also receive a one day per year visit to be performed at the Ordering Activity location where the Software is installed. During this onsite visit, Contractor shall work with Ordering Activity to identify ways to help Ordering Activity increase functionality or maximize utilization of the Software in Ordering Activity's specific environment. Ordering Activity must be utilizing the then-current version of the Software. Travel and expenses are not included and shall be paid by Ordering Activity.

### **ADDITION OF SOFTWARE**

Additional Software purchased by Ordering Activity during the initial or any renewal term shall be added to this Attachment A at the same support option as the then current Software support coverage in place under these terms. Ordering Activity agrees to pay the charges for such addition, and any such addition shall be automatically renewed as provided in these terms.

### **RESPONSIBILITIES OF ORDERING ACTIVITY**

Ordering Activity agrees (i) to provide Contractor personnel with full, free and safe access to Software for purposes of support, including use of Contractor' standard remote access technology, if required; (ii) to maintain and operate the Software in an environment and according to procedures which conform to the Specifications; and (iii) not to allow support of the Software by anyone other than Contractor without prior written authorization from Contractor. Failure to utilize Contractor' remote access

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technology may delay Contractor' response and/or resolution to Ordering Activity's reported Software problem. If Ordering Activity requires the use of a specific remote access technology not specified by Contractor, then Ordering Activity must purchase the Plus option to receive support and provide Contractor personnel with full, free and safe access to the remote access hardware and/or software.

## DEPOT SUPPORT SERVICES

In the event Ordering Activity elects to purchase depot equipment repair support services ("Depot Support Services") for Ordering Activity's Contractor Equipment ("Product(s)") in locations within the United States, Canada, and Puerto Rico, Contractor shall provide such services pursuant to the following terms and conditions:

**DEPOT SUPPORT SERVICE.** Upon the failure of an installed Product, Ordering Activity shall notify Contractor of such failure and Contractor will provide remote fault isolation at the FRU (Field Replacement Unit) or subassembly level and attempt to resolve the problem. Those failures determined by Contractor to be Product related shall be dispatched to a Manufacturer Depot Repair Center, and Ordering Activity will be provided with an RMA for the failed Product if Ordering Activity is to return the failed Product to Contractor, as reasonably determined by Contractor. Ordering Activity must return the failed product with the supplied Return Material Authorization Number (RMA).

- (i) Depot Exchange: Contractor will provide a replacement for the failed Product at the FRU or subassembly level on an "advanced exchange" basis, utilizing a carrier of Contractor' choice. Replacement Product will be shipped the same day, for next business day delivery to Ordering Activity's location. REPLACEMENT PRODUCT(S) MAY BE NEW OR RECONDITIONED. Ordering Activity shall specify the address to which the Product is to be shipped. All shipments will include the Contractor provided RMA designating the applicable Manufacturer Depot Repair Center, as the recipient. Ordering Activity, upon receipt of the replacement Product from Contractor, shall package the defective Product in the materials provided by Contractor, with the RMA supplied and promptly return failed Products directly to Contractor using the carrier specified by Contractor.
- (ii) Depot Repair: It is Ordering Activity's obligation to purchase and retain, at Ordering Activity's location and at Ordering Activity's sole risk and expense, a sufficient number of spare products ("Spare Products") to allow Ordering Activity to replace failed Products at all Ordering Activity locations. Upon failure of an installed Product, Ordering Activity shall install a Spare Product to replace the failed Product. Ordering Activity shall also specify the address to which the repaired Product should be return shipped. Ordering Activity shall then return the failed Product, with the required RMA, to the applicable Manufacturer Depot Repair Center. Ordering Activity shall make every reasonable effort to return the failed Product using the same packing materials in which the original Product was sent. Upon receipt of the failed Product, Contractor shall repair the failed Product and ship it, within ten (10) business days after receipt, to Ordering Activity. Contractor shall ship the repaired Product by regular surface transportation to Ordering Activity.

**RESPONSIBILITIES OF CUSTOMER.** Ordering Activity agrees that it shall return failed Products promptly as the failures occur and that it shall not hold failed Products and send failed Product to Contractor in "batches" which shall result in a longer turnaround time and surcharge to Ordering Activity. In addition, Ordering Activity agrees to:

- (i) Maintain the Products in an environment conforming to Contractor' published specifications for such Products;
- (ii) Deinstall all failed Products and install all replacement Products in accordance with Contractor' published installation guidelines;
- (iii) Ensure that the Product(s) are returned to Contractor properly packaged; and
- (iv) Obtain an RMA before returning any Product to Contractor and place the RMA clearly and conspicuously on the outside of the shipping package. Ordering Activity may only return the specific Product authorized by Contractor when issuing the RMA.

## SUPPORT EXCLUSIONS

Depot Support Service does not include the replacement of "consumables". In addition, Depot Support Service does not include the repair of damages, and Ordering Activity will not attempt to return damaged Product, resulting from:

- (i) Any cause external to the Products including, but not limited to, electrical work, fire, flood, water, wind, lightning, transportation, or any act of God;
- (ii) Ordering Activity's failure to continually provide a suitable installation environment (as indicated in Contractor' published installation guidelines) including, but not limited to, adequate electrical power;

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- (iii) Ordering Activity's improper use, relocation, packaging, refinishing, management or supervision of the Product(s) or other failure to use Products in accordance with published specifications;
- (iv) Ordering Activity's use of the Products for purposes other than those for which they are designed or the use of accessories or supplies not approved by Contractor;
- (v) Government imposed sanctions, rules, regulations or laws preventing the shipment of the Products; or
- (vi) Ordering Activity's repair, attempted repair or modification of the Products.

Professional services provided by Contractor in connection with the installation of any Software or firmware upgrades, if available, and if requested by Ordering Activity are not covered by Depot Support Services. Firmware (including equipment service packs) which may be available to resolve a Product issue is not installed by the Manufacturer Depot Repair Center but is available for download at Contractor' customer web site provided Ordering Activity is maintaining the Product under an annual Depot Support Services plan with Contractor.

**WARRANTY AND DISCLAIMERS.** Contractor warrants that all repairs performed under this Attachment A shall be performed in a professional and competent manner. ALL OTHER WARRANTIES FOR THE REPAIR SERVICES PROVIDED HEREUNDER, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF FITNESS FOR ANY PARTICULAR PURPOSE AND MERCHANTABILITY, ARE EXCLUDED BY ATTACHMENT A OF THE PARTIES.

**REMEDY.** The remedy of Ordering Activity and sole liability of Contractor shall be replacement of the repaired Product.

## **EXTENDED SUPPORT PROGRAM (DELL SERVERS)**

An Ordering Activity purchasing the Extended Support Program for its Dell servers purchased from Contractor shall receive a specialized, bundled set of Contractor Support Services. Because of the specialized nature of these services, the following terms and conditions shall apply to the Extended Support Program.

### **Payroll Tax Process and Reporting Services (Only available in the United States)**

(i) Ordering Activity understands that Empower shall supply the Payroll Tax Processing Services to Ordering Activity using Ordering Activity's data, and that Ordering Activity is required to transmit accurate data to Empower, and review all draft returns provided to Ordering Activity by Empower, in a timely fashion in accordance with any applicable Empower terms set forth in an order.

(ii) Ordering Activity understands and acknowledges that all Services (including support services) rendered by Contractor and Empower will be based upon information furnished by Ordering Activity. Assuming the receipt from Ordering Activity of accurate information, timely-submitted and correct data, and, if applicable, timely funding of payroll tax liabilities by Ordering Activity, Empower assumes full responsibility to Ordering Activity for the accurate and timely payment of applicable liabilities to the proper taxing authorities, in the manner prescribed by those agencies. Should Empower fail to comply due to its negligence, Empower shall be responsible for any related penalties which may result, provided Empower has the authority to negotiate those penalties at its own expense.

### **Dell Ready to Run Program**

(i) The Dell hardware products with which the Software is bundled ("Dell Products") are subject to Dell's U.S. Terms and Conditions of Sale ("Dell Terms and Conditions"), a copy of which shall be provided by Dell directly to Ordering Activity. The only warranty applicable to Dell Products, if any, is limited to the warranty stated in the Dell Terms and Conditions. Contractor reserves the right to substitute a Dell Product with another Dell Product of equal or greater functionality if the Dell Product ordered by Ordering Activity is unavailable.

(ii) Contractor is not responsible for support of the Dell Products and shall not be liable for any costs, damages or expenses resulting from problems with the Dell Products. Ordering Activity is to contact Dell for any problems or questions with the Dell Products.

(iii) The Dell Return Policy, as described in the Dell Terms and Conditions, is not available on Dell Products purchased through the Program. All other Dell Terms and Conditions shall apply as described therein.

(iv) The Dell Products are sized by Contractor based on the employee capacity of the Software licensed by Ordering Activity. In the event that Ordering Activity purchases additional license capacity of the Software or adds other applications to be run on the Dell Products, it may become necessary for Ordering Activity to purchase additional Dell Products in order to maintain the increased server load.

(v) If Ordering Activity is sublicensing Microsoft SQL Server software as part of the Program, the following additional terms shall apply: The Microsoft SQL Server software being sublicensed hereunder ("SQL") as part of the Contractor Software is standard edition ("Runtime-Restricted Use") software; as such, SQL may only be used to run the Software. SQL may not be used either (i) to develop and/or (ii) in conjunction with, new applications, databases or tables other than those contained in the Software. The foregoing, however, does not prohibit Ordering Activity from using a tool to run queries or reports from existing tables, and/or from using a

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development environment or workbench, which is part of the Software to configure or extend such Software. Notwithstanding any provision of the Attachment A, Ordering Activity may only transfer SQL as part of the Software. Ordering Activity also agrees to use the Microsoft SQL Server software only on the servers, processors or other electronic devices which the Software is permitted to be connected.

## Dell Extended Support Program.

### ADDITIONAL SERVICE OFFERINGS PROVIDED UNDER EXTENDED SUPPORT PROGRAM

Services	Description
Upgrades	Installation of every other software point release is included. Contractor will perform the technical work required to upgrade your software. New feature configuration, project management, testing, and training are not included and can be ordered separately.
Database Monitoring and Performance Tuning	Contractor is responsible for monitoring and managing performance of the DBMS. This includes running all maintenance scripts such as updating statistics, free space, indexes and database integrity checks as described in Contractor Best Practices.
Contractor Application Service Packs and Legislative Updates	Service packs and legislative updates are provided and installed as required to repair reported product issues. Modifications to product or report customizations impacted by Service packs or legislative updates are not included and can be ordered separately.
Backup & Restore Assistance	Data backup configuration planning assistance. Ordering Activity is required to perform data backups. Contractor is not responsible for data loss.

### DEFAULT

Ordering Activity shall have the right to terminate Contractor support services in the event that Contractor is in breach of the support services warranty set forth below and such breach is not cured within fifteen (15) days after written notice specifying the nature of the breach. In the event of such termination, Contractor shall refund to Ordering Activity on a pro-rata basis those pre-paid annual support fees associated with the unused portion of the support term. Contractor reserves the right to terminate or suspend support service in the event the Ordering Activity is in default under this Attachment A with Contractor and such default is not corrected within fifteen (15) days after written notice.

### WARRANTY

Contractor warrants that all support services shall be performed in a professional and competent manner.

### CONTRACTOR SOFTWARE SUPPORT SERVICE POLICIES

The following Contractor Support Services Policies shall apply to all Software Support Services purchased by Ordering Activity:

#### a. Product Coverage.

(i) For each installation, Ordering Activity's must purchase the same software support service type for all software and must purchase the same equipment support service type for all equipment.

(ii) Workforce Central suite

Contractor only provides service packs for the current release and the two immediately prior releases of the Software. Contractor currently come out with new releases every eighteen months. Resolution of an issue may require that you upgrade to the current release of the Software. Workforce HR and Workforce Payroll are exceptions to the rule. Contractor provides service packs for the current release and the immediately prior release of the Software only for Workforce HR and Workforce Payroll.

(iii) Contractor iSeries Central suite

Contractor only provides service packs for the current release and the two immediately prior releases of the Software. Resolution of an issue may require that you upgrade to the current release of the Software.

(iv) Timekeeper Central

Contractor only provides "defect repairs" for the current release of the Software.

(v) Contractor defines Version, Release, and Service Pack as follows:

**(a) Version:** A software product upgrade that includes major new features or functionality.

**(b) Release:** A software product upgrade that includes minor new features or functionality.

**(c) Service Pack:** One or more defect repairs bundled into a single update. Service packs are cumulative - Service Pack N will, at minimum, include all of the changes delivered in Service Pack N-1.

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**(d) The software product hierarchy is: Version . Release . Service Pack**

**b. Support Exclusions.**

- (i) Support service does not include service to the Software resulting from, or associated with:
- (a) Any cause external to the Software including, but not limited to, electrical work, fire, flood, water, wind, lightning and transportation, or any act of God; or
  - (b) Ordering Activity's failure to continually provide a suitable installation environment as specified in Contractor' specifications; or
  - (c) Ordering Activity's improper use, management or supervision of the Software or other failure to use the Software in accordance with Contractor' specifications; or
  - (d) Ordering Activity's repair, attempted repair or modification of the Software without prior authorization from Contractor; or
  - (e) Ordering Activity's use of the Software for purposes other than those for which they are designed or the use of accessories or supplies not approved by Contractor; or
  - (f) Ordering Activity's computer or operating system malfunctions; or
  - (g) Services required for application programs and/or conversions from products or software not supplied by Contractor; or
  - (h) Reprogramming, including reconfiguration of the Software or the rebuilding of Ordering Activity's database.
- (ii) In addition to the Support exclusions above the following Services are NOT covered and are subject to the applicable Contractor Service rates:
- (a) Configuration Changes, Reprogramming, New Programming such as, but not limited to, Work Rules, Pay Rules, Accrual Rules, Profiles, and Fields
  - (b) Creating New Schedules
  - (c) Terminal Programming and Cold Start
  - (d) Pay Period Changes
  - (e) Programming, modifying, implementing, training or troubleshooting the following:
    - 1. Data integration interfaces (i.e. Connect, Integration Manager)
    - 2. Custom Reports
    - 3. Custom Application extensions
  - (f) Editing Process Manager templates and creating new templates
  - (g) Installing or reinstalling Applications such as, but not limited to,
    - 1. Adding a Workstation
    - 2. Moving the Application
    - 3. Reinstalling following a Hard Drive Crash
  - (h) Database Administration Maintenance or Services such as, but not limited to,
    - 1. Database maintenance scripts
    - 2. Writing or customizing database scripts for data reporting and/or retrieval
    - 3. Performance Tuning
    - 4. Sizing
    - 5. Disaster Recovery
    - 6. Database backup strategy and/or setup
  - (i) Establishing a Non-Production Environment such as, but not limited to,
    - 1. Test environments, i.e., application servers, database servers
    - 2. K-Demo
  - (j) Troubleshooting Environmental Issues such as, but not limited to,
    - 1. Operating System
    - 2. Network Issues
    - 3. Firewalls
    - 4. Servers
    - 5. Workstations
    - 6. Single Sign On
  - (k) Custom Reports or Custom Application Extensions
  - (l) Implementation or configuration services related to upgrading product such as, but not limited to,
    - 1. Software implementation
    - 2. Porting custom software (i.e., reports)
    - 3. Change management
    - 4. Training
    - 5. New functionality deployment
    - 6. Application interfaces
  - (m) Service to Contractor custom software is not provided, unless otherwise specified on the applicable Order Form for such custom software.
  - (n) Importing new data i.e. from acquisitions or purchasing of another company.
  - (o) Load balancing configuration
  - (p) Virtual server configuration

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## Support Discontinuance – End of Life

Contractor may discontinue support for the Software upon 30 days written notice to Ordering Activity, or at the anniversary date of the relevant support Attachment A, whichever is longer. If such support is discontinued during the initial or any renewal term of the relevant support Attachment A, the remaining value of the Attachment A will be left as a credit on the account to be applied against any future invoices.

## Reinstatement of Support Services.

In the event that Ordering Activity allows Software or Equipment support services to lapse or if Ordering Activity did not originally purchase Software or Equipment support services and wishes to reinstate or procure such services, Ordering Activity must pay (i) the support services fees at list price for such lapsed or un-procured time period for when the products were not on support; and (ii) the annual support services at the then current list price for the applicable product(s), plus twenty per cent (20%) of the support services fees.

## Service Coverage Period:

8:00 a.m. to 5:00 p.m., local time, Monday through Friday, excluding Contractor holidays, with access to Contractor's technical support staff - Silver Support.

*The availability of Silver support for new purchases was discontinued on July 1, 2007, and for Silver support Attachment A renewals on May 1, 2008.*

8:00 a.m. to 8:00 p.m., local time, Monday through Friday, excluding Contractor holidays, with access to Contractor's technical support staff - Gold or Gold Plus Support.

24 hours a day, seven days a week, 365 days a year, with access to Contractor's technical support staff - Platinum or Platinum Plus Support

## Priority Based Support

Contractor provides support on a "priority" basis. As such, customers with the most critical request(s) will be serviced first. Contractor Global Support has set up the following guidelines to assess the priority of each service request:

**High Priority:** A critical customer issue with no available workaround where the system or a module may be down, experiencing major system degradation, data corruption or other related factors resulting in the customer not being able to process their payroll such as:

- Unable to sign-off Time Cards
- Totals are not accurate
- Unable to collect punches from terminals
- Unable to access a critical application function such as scheduling

No workaround is available.

**Medium Priority:** A serious customer issue which impacts ability to utilize the product effectively such as:

- Intermittent or inconsistent functionality results or data accuracy - accrual balances not matching pay codes but balances are accurate
- Data display inaccuracies or inconsistencies across multiple tasks
- System performance is inconsistent or fluctuates

A workaround is available.

**Low Priority:** Non-critical problem generally Use and Usability issues and or "how to" questions such as:

- How do I set up a holiday pay rule?
- How do I run a report?
- How often should database maintenance be executed?

A workaround is available on the customer portal.

## Response Time.

Response Time shall mean from the time the case priority is set by Contractor' Support Center until a Contractor support representative contacts the Ordering Activity to begin service. Contractor utilizes a priority based support focus. Customers with the most critical request will be serviced in accordance with the following guidelines:

Priority	Gold	Platinum
High	2 hours	1 hour
Medium	4 hours	4 hours
Low	8 hours	8 hours

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All response times are business hours.

The above are only guidelines and may be modified, for a particular incident, based on joint agreement A between Ordering Activity and Contractor, e.g., if a Gold support customer's case is logged at 4:55 p.m., local time, with a "Medium Priority" designation, Contractor would respond before 8:55 a.m., local time, the next business day (Monday - Friday for Gold Support customers).

## **Critical Outages.**

Contractor Global Support will provide continuous effort on all high priority events through either bug identification, the development of a workaround or problem resolution. If this effort goes beyond normal hours, the case may be passed to the after hours team or to the mission critical support engineer on duty. **On-going continuous effort may also be dependent on Ordering Activity's ability to provide a resource to work with the Contractor Global Support engineer during this period. Support outside the scope of the services Attachment A is billable.**

## **Technical Escalation.**

Contractor's case resolution process is a team-based approach structured around specific products of the Application suite and staffed by Support Engineers covering the full spectrum of skill sets and technical expertise. The Teams are empowered to dynamically apply the appropriate resources to a case based on severity and complexity to ensure the fastest resolution time possible. The teams are also integrated with the Development Engineering staff and engage their assistance and technical guidance when necessary and/or directly escalate depending on case severity and time to resolve considerations. For situations that contain multiple cases an Account Manager may be assigned to act as a single point of contact and communication regarding case resolution status, action plan development, resource integration and implementation co-ordination. The Account Manager remains engaged until the situation has been successfully remediated.

## **Management Escalation.**

Ordering Activity may, at any time, ask to speak to a Contractor manager if they experience dissatisfaction with the level of service received with respect to a specific case or service in general. To contact a Contractor Global Support manager, please telephone your Contractor Support Services center and ask to speak to a manager.

## **Software Support Services and Features**

Contractor provides different levels of support offerings through our Platinum **Plus**, Platinum, Gold **Plus**, and Gold support services. **Platinum Plus Support Service.**

Platinum Plus Support customers have access to the same features as the Platinum Support customers and access to the Technical Account Manager (TAM). The TAM is a seasoned service professional that will draw upon a vast knowledge of Contractor products and services to provide you with proactive, consultative expertise. For Platinum Plus customers, a TAM is available **24 hours per day**, 7 days per week. Platinum Plus customers can designate **5 named contacts**, and also enjoy one on-site visit per year.

## **Platinum Support Service.**

Platinum Support customers have access to the same service features as Gold Support customers and the following additional entitlements:

- 24 x 7 x 365 telephone access to Contractor Global Support
- Access to Senior Support Engineers
- Response time of 1 hour or less for High, 4 hours or less for Medium, and 1 business day or less for Low Priority calls.

Platinum Support customers also have the option of upgrading to Platinum Plus.

## **Gold Plus Support Service.**

Gold Plus Support customers have access to the same features as the Gold Support customers and access to the Technical Account Manager (TAM). The TAM is a seasoned service professional that will draw upon a vast knowledge of Contractor products and services to provide you with proactive, consultative expertise. For Gold Plus customers, a TAM is available from **8:00 a.m.-8:00 p.m.**, local time, Monday-Friday. Gold Plus customers can designate **2 named contacts**.

## **Gold Support Service.**

Gold Support offers a very well-rounded support program. Included is free access to Contractor Global Support from 8:00 a.m. to 8:00 p.m. local time, as well as the following entitlements noted below. Gold Support customers also have the option of upgrading to Gold Plus.

(i) SuperSearch (Available to all Support Attachment A customers).

The Search engine searches the following data sources\* and includes Basic and Advanced filters to search by product.

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- Knowledge base
- Documentation (Manuals and User Guides)
- Service packs
- Ordering Activity forums
- Technical Advisories and Technical Insiders
- Frequently asked questions (FAQs)

\*Access to data sources is limited by type of support service.

## (ii) Technical Advisories (Available to all Support Attachment A customers)

Contractor Global Support Center personnel are a valuable source of knowledge and experience. Ordering Activity has access to the same vast repositories of information that they use. Ordering Activity has access to these technical alerts located on the Contractor customer portal.

## (iii) Service Case Studies (Available to Gold and Platinum level customers)

An in-depth understanding of technology and how Contractor applications incorporate that technology.

## (iv) Learning Quick Tips (Available to Gold and Platinum level customers)

Web-based, self-paced recorded training modules for Ordering Activity's Contractor application. These training recordings are short in duration and are available anytime and anywhere via the internet.

## (v) Technical Insider (Available to Gold and Platinum level customers)

The Technical Insider offers best practices, procedures, and tools and is available through Contractor's customer portal.

## (vi) Brown Bag Sessions (Available to Gold and Platinum level customers)

Training over the Internet on a variety of topics pertaining to the Contractor system. Contractor Global Support offers these Brown Bag workshops in a structured online format without costly travel or interruption to schedule. These sessions are one hour in length and are FREE for all Contractor customers with Gold or Platinum support agreements.

## (vii) HR and Payroll Answerforce (Available to Gold and Platinum level customers)

HR and Payroll Answerforce enables Ordering Activity to facilitate communication between employees, managers and HR professionals. It provides managers and employees with current HR information they need to make effective decisions. Experience an award-winning user interface which delivers up-to-date human resources, employee benefits, compensation, employment and regulatory information directly to desktop.

## (viii) SHRM e-Learning (Available to Gold and Platinum level customers)

SHRM e-Learning is an online educational environment that delivers just-in-time training to HR professionals through a series of HR-related mini-courses. SHRM e-Learning courses are facilitated by leading industry experts and presentations range from 60 to 90 minutes in length.

## (ix) Interactive Forms (Available to Platinum level customers)

Instant access to a comprehensive and easy-to-use library of HR and Employment & Payroll Tax forms and instructions. Ordering Activity can access, fill out, save, print, and maintain over 730 HR forms and 2500 Payroll forms.

## (x) Service Packs (Available to all Support Agreement customers)

Contractor Support Services entitles all Ordering Activities who purchase a support agreement to the latest available product version upgrades, updates and enhancements, and documentation released during the agreement period, available on CD or downloadable from the Contractor customer portal. Protecting Ordering Activity's investment is where Contractor's coverage begins as an Ordering Activity embarks on its journey to increased knowledge and improved business performance. This service feature entitles Ordering Activity to the latest available product releases, updates/patches and legislative updates for the Workforce Payroll™ module. For many products, the latest support releases (service packs) or legislative updates are posted on the customer portal for Ordering Activity to download and install. Ordering Activity must sign up for email alerts to get notified of the release of new service packs on the Contractor customer portal.

## (xi) Knowledge Base (Available to all Support Agreement customers)

Accessed by our customers thousands of times per month, this online database currently contains thousands of answers to questions about Contractor products. Type in a question and the knowledge base suggests a solution. It is tightly integrated with Contractor's

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Global Support case management system and captures the real-world experience of its support engineers. The knowledge base is constantly updated. When Contractor's support engineers encounter and resolve new situations, they can automatically submit new solutions to the knowledge base.

(xii) Frequently Asked Questions (Available to all Support Services customers)

Conveniently organized and continuously populated from the knowledge base, FAQs truly represent those issues that customers ask about most. Before querying the knowledge base, try the FAQs to find your answers or get ahead of issues you may not be aware of.

(xiii) eCase management (Available to all Support Agreement customers)

For Ordering Activity's convenience, Contractor gives Ordering Activity direct access to Contractor's electronic case management system. Ordering Activity may make its own notes to help explain what it is encountering. Ordering Activity's case is formally assigned a number and subject to all the normal tracking and routing mechanisms. Cases are reviewed Monday-Friday, during the business hours of the applicable Contractor support center, excluding Contractor holidays. Should Ordering Activity require assistance outside the described hours, it may telephone its Contractor support center.

(xiv) Documentation (Available to all Support Agreement customers)

Online access to documentation for most of Contractor' products, for example:

- Installation guides
- Configuration guides
- Database administrators guides
- User guides
- System administrators guides
- Database views reference guides.

(xv) Customer Forums (Available to all Support Agreement customers)

Customer forums provide a unique opportunity to connect with other Contractor customers and to benefit from their real-world experiences. Organized by product platform and using threaded messaging, the Forums allow Ordering Activity to post questions to other forum visitors — or provide advice to someone else's query. A chance to go beyond simple product "how to," many customers have commented on how the forums have helped them gain a broader understanding of how to leverage their Contractor applications.

(xvi) Remote Support (Available to all Support Agreement customers)

A web-based screen-sharing application that enables Contractor to support Ordering Activity by empowering Contractor support representatives to remotely view Ordering Activity's user's computer. By connecting through the Internet or via intranets and extranets, support representatives will work in real time with Ordering Activity's users and quickly escalate to desktop sharing, which features mutual mouse and keyboard control and whiteboard capability.

## Per-event Software Service.

Ordering Activities seeking support outside their service coverage period or Services that are not covered by your Support service or Ordering Activities without a Support Agreement on Active Product will be charged at the current Contractor hourly rate.

<b>Day and Time (local time)</b>	<b>Software/Equipment Phone Support Minimum hours</b>
Monday-Friday 8:00 a.m.-5:00 p.m.	2
Monday-Thursday 5:01 p.m.-7:59 a.m.	4
Friday-Monday 5:01 p.m.-7:59 a.m.	8

Conditions:

1. Time billed is minimum billable hours and then one hour increments.
2. The 8:00 a.m.- 5:00 p.m. minimum billable hours apply to software support calls received prior to 5:00 p.m. local time Monday-Friday.
3. The response time for customers without a support agreement is within two business days.
4. Customers with a Support Agreement receive a 50 percent reduction from the minimum amount of hours.

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5. Per-event rates are not discountable.

## **CONTRACTOR EQUIPMENT / HARDWARE SUPPORT SERVICE POLICIES**

The following Contractor Support Services Policies shall apply to all Equipment / Hardware Support Services purchased by Ordering Activity:

### **Depot Exchange Service.**

The premium hardware service option: Contractor ships a replacement unit on an advance exchange basis by next-business day delivery where available if request is received prior to 2:00 p.m. Contractor recommends that Depot Exchange customers procure the appropriate number of spare units to maintain adequate coverage while a unit is out of service.

How it works:

- Ordering Activity contacts Contractor to troubleshoot the problem. If unable to resolve the issue, Ordering Activity is issued a Return Material Authorization (RMA) Case number to return the unit to Contractor for repair.
- Ordering Activity installs its own spare unit from its inventory.
- Contractor ships a replacement unit on an advance exchange basis by next-business day delivery where available if request is received prior to 2:00 p.m.
- Upon receipt of replacement, Ordering Activity sends the terminal needing service back to the Contractor Equipment Services Center.

Availability: Currently ONLY available in Australia, Canada, China, Mexico, New Zealand, and United States.

Conditions:

- Batching (defined as 2 or more terminals) voids the turn-around time.
- Ordering Activity will be charged Contractor' current time and materials rate for the installation (professional services) of any software or firmware upgrades, if available, and if requested.
- Equipment Support Services do NOT include the replacement of "consumables." In addition, Depot Support Services do NOT include the repair of damages, and Ordering Activity will not attempt to return damaged Product, resulting from:
  1. Any cause external to the Products including, but not limited to, electrical work, fire, flood, water, wind, lightning, transportation, or any act of God;
  2. Ordering Activity's failure to continually provide a suitable installation environment (as indicated in Contractor's published installation guidelines) including, but not limited to, adequate electrical power;
  3. Ordering Activity's improper use, relocation, packaging, refinishing, management or supervision of the Product(s) or other failure to use Products in accordance with Contractor' published specifications;
  4. Ordering Activity's use of the Products for purposes other than those for which they are designed or the use of accessories or supplies not approved by Contractor;
  5. Government imposed sanctions, rules, regulations or laws preventing the shipment of the Products; or
  6. Ordering Activity's repair, attempted repair or modification of the Products.
- Terminals are warranted for 90 days from date of shipment.

This service includes access to equipment service packs / firmware updates available on the Contractor customer portal. Ordering Activity must sign up for email alerts to get notified of the release of new service packs on the Contractor customer portal.

### **Depot Exchange Service.**

This service was designed for those Ordering Activities who keep their own inventory of spare terminals and options.

How it works:

- Ordering Activity contacts Contractor to troubleshoot the problem. If unable to resolve the issue, Ordering Activity is issued a Return Material Authorization (RMA) Case number to return the unit to Contractor for repair.
- Ordering Activity installs its spare unit from its inventory.
- Ordering Activity sends the terminal needing service back to the Contractor Equipment Services Center.
- Upon receipt of product, Contractor shall repair the product within ten (10) business days and return to you by regular surface transportation.

Availability: NOT available in Australia, China and New Zealand.

Conditions:

- Batching (defined as 2 or more terminals) voids the turn-around time.
- Ordering Activity will be charged Contractor's current time and materials rate for the installation (professional services) of any software or firmware upgrades, if available, and if requested.
- Equipment Support Services do NOT include the replacement of "consumables." In addition, Depot Support Services do NOT include the repair of damages, and Ordering Activity will not attempt to return damaged Product, resulting from:

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1. Any cause external to the Products including, but not limited to, electrical work, fire, flood, water, wind, lightning, transportation, or any act of God;
  2. Ordering Activity's failure to continually provide a suitable installation environment (as indicated in Contractor' published installation guidelines) including, but not limited to, adequate electrical power;
  3. Ordering Activity's improper use, relocation, packaging, refinishing, management or supervision of the Product(s) or other failure to use Products in accordance with Contractor' published specifications;
  4. Ordering Activity's use of the Products for purposes other than those for which they are designed or the use of accessories or supplies not approved by Contractor;
  5. Government imposed sanctions, rules, regulations or laws preventing the shipment of the Products; or
  6. Ordering Activity's repair, attempted repair or modification of the Products.
- Repairs are warranted for 90 days from date of shipment.

This service includes access to equipment service packs / firmware updates available on the Contractor customer portal. Ordering Activity must sign up for email alerts to get notified of the release of new service packs on the Contractor customer portal.

## **Per-event Repair Service**

Per-event rates apply to Ordering Activities without an equipment support agreement. The Contractor Equipment Services center will attempt to repair any repairable defective item within 15 business days after receipt at the current Per-event pricing. The product will be returned by regular surface transportation.

How it works:

- Ordering Activity contacts Contractor to get a Return Material Authorization (RMA) Case number to return the unit to Contractor for repair.
- Ordering Activity installs it spare unit from its inventory
- Ordering Activity sends the terminal needing service back to the Contractor Equipment Services Center.
- Upon receipt of product, Contractor shall repair the product within fifteen (15) business days and return to the customer by regular surface transportation.

Conditions:

- Batching (defined as 2 or more terminals) voids the turn-around time.
- Ordering Activity will be charged Contractor's current time and materials rate for the installation (professional services) of any software or firmware upgrades, if available, and if requested.
- Equipment Support Services do NOT include the replacement of "consumables." In addition, Depot Support Services do NOT include the repair of damages, and Ordering Activity will not attempt to return damaged Product, resulting from:
  1. Any cause external to the Products including, but not limited to, electrical work, fire, flood, water, wind, lightning, transportation, or any act of God;
  2. Ordering Activity's failure to continually provide a suitable installation environment (as indicated in Contractor' published installation guidelines) including, but not limited to, adequate electrical power;
  3. Ordering Activity's improper use, relocation, packaging, refinishing, management or supervision of the Product(s) or other failure to use Products in accordance with Contractor' published specifications;
  4. Ordering Activity's use of the Products for purposes other than those for which they are designed or the use of accessories or supplies not approved by Contractor;
  5. Government imposed sanctions, rules, regulations or laws preventing the shipment of the Products; or
  6. Ordering Activity's repair, attempted repair or modification of the Products.
- Repairs are warranted for 90 days from date of shipment.

This service does NOT include access to equipment service packs / firmware updates.

## **KNOWLEDGEPASS EDUCATION SUBSCRIPTION**

The following terms shall apply to Ordering Activity's purchase of the Contractor KnowledgePass Education Subscription if specified on the Order Form:

(a) Scope: The KnowledgePass Education Subscription is only available to Ordering Activities who are licensing Contractor's Workforce Central Software products and who are maintaining such products under a support plan with Contractor. The KnowledgePass Education Subscription provides access via the internet to certain educational offerings provided by Contractor (the "KnowledgePass Content"), including:

- i. Hands-on Guided Practices ;
- ii. Tutorials;
- iii. Concept movies;
- iv. Job Aids in \*.pdf form;
- v. Training Kits (downloadable zip files of modifiable learning content);
- vi. Information Webinars; and
- vii. Train-the-Trainer Resource Center (which is only available to customers who purchase one of Contractor' Train-the-Trainer Programs) which includes:

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- Instructor Guide
- Student Guide
- Job Aids
- Database files

The content of these offerings are subject to change by Contractor without notice.

(b) Term of Subscription: The KnowledgePass Education Subscription shall run co-terminously with Ordering Activity's Software Support, and shall renew for additional one (1) year terms provided Ordering Activity renews its KnowledgePass Education Subscription as provided below.

(c) Payment: Ordering Activity shall pay the annual subscription charge for the initial term of the KnowledgePass Education Subscription in accordance with the payment terms on the Order Form. Contractor will send Ordering Activity a renewal invoice for renewal of the KnowledgePass Education Subscription at least forty five (45) days prior to expiration of the then current term. KnowledgePass Education Subscription shall renew for an additional one (1) year term if Ordering Activity pays such invoice before the end of the initial term or any renewal term.

(d) Limitations: Ordering Activity recognizes and agrees that the KnowledgePass Content is copyrighted by Contractor. Ordering Activity is permitted to make copies of the KnowledgePass Content provided in \*pdf form solely for Ordering Activity's internal use and may not disclose such KnowledgePass Content to any third party other than Ordering Activity's employees. Ordering Activity may not edit, modify, revise, amend, change, alter, customize or vary the KnowledgePass Content without the written consent of Contractor, provided that Ordering Activity may download and modify contents of Training Kits solely for Ordering Activity's internal use.

(e) Train-the-Trainer Program (TTT): Certification under the Train-the-Trainer Program is valid only for the point release of the Software for which the TTT Program is taken, and covers only the Ordering Activity employee who completes the TTT Program.

## **KRONOS WEBTA SUPPORT POLICIES AND SERVICES**

- The current Gold Support standard policies and maintenance services for the Kronos webTA family of products are listed below unless the Ordering Activity has different agreements in their existing contracts governing their maintenance support services. In the absence of a specific maintenance support services contract between Contractor and the Ordering Activity the maintenance support services listed in this document prevail.
- Kronos webTA customers are only eligible to receive Gold Support. Kronos Gold Plus, Platinum and Plus Programs are not available under webTA support and maintenance agreements.

### **Product Coverage**

For each product installation in the Kronos webTA family of products, Ordering Activity's must purchase the same software support service type for all Kronos webTA software products. The Kronos webTA family of products is sold to entities within the U.S. Federal Government.

The Supported Product List for the Kronos webTA family of products is as follows:

- Kronos webTA – time, attendance & leave management
- Kronos webLM – labor, project & activities tracking & costing
- Kronos webTA Services – interoperability, interfacing, SOA, API
- Kronos webTA Mobile – mobile access to webTA & webLM
- Kronos webTA Mobile Supervisor – mobile access to webTA & webLM
- Kronos webTA Report Server – web based reporting server
- Kronos webTA Reports – web based webTA reporting, analytics, OLAP
- Kronos webTA Smart-time – suggestion based time, attendance & leave
- Kronos webTA Console – dash board information views
- Kronos webTA Guide – service enabled on line training module

### **Kronos webTA Family of Products**

Contractor through Kronos only provides maintenance service support for the current version (for example, 4.x.x) and the immediate prior supported version and release (for example, 3.8.x) of the Software for a maximum of 24 months. Resolution of an issue may require that a customer upgrade to the current release or version of the Software.

Contractor through Kronos defines Version, Release, and Service Pack as follows –

- Version: A software product upgrade that includes major new features or functionality.
- Release: A software product upgrade that includes minor new features or functionality.
- Service Pack: One or more defect repairs bundled into a single update. Service Packs are cumulative - Service Pack "N" will, at minimum, include all of the changes delivered in Service Pack N-1.

*Note: the software product hierarchy is: Version, Release, Service Pack*

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## Support Exclusions

Support service does not include service to the Software resulting from, or associated with:

1. Any cause external to the Software including, but not limited to, electrical work, fire, flood, water, wind, lightning and transportation, or any act of God; or
2. Ordering Activity's failure to continually provide a suitable installation environment as specified in Kronos' specifications; or
3. Ordering Activity's improper use, management or supervision of the Software or other failure to use the Software in accordance with Kronos' specifications; or
4. Ordering Activity's repair, attempted repair or modification of the Software without prior authorization from Contractor; or
5. Ordering Activity's use of the Software for purposes other than those for which they are designed or the use of accessories or supplies not approved by Contractor; or
6. Ordering Activity's computer or operating system malfunctions; or
7. Services required for application programs and/or conversions from products or software not supplied by Contractor through Kronos; or
8. If a client alters the database in any manner on their own without partnering with Contractor then the maintenance support and warranties are no longer valid; or
9. Re-programming, including reconfiguration of the Software or the rebuilding of Ordering Activity's database.
10. Contractor through Kronos will support or implement Software under the currently supported releases of 3<sup>rd</sup> party vendor infrastructure products (database, operating, and application software) only.

In addition to the Support exclusions above the following Services are NOT covered by your Kronos Support Service Agreement and are subject to the current Kronos Professional Service rates.

1. Configuration Changes, Reprogramming, New Programming such as, but not limited to, Work Rules, Pay Rules, Accrual Rules, Profiles, pay plans, work schedules, accounting structures, workflows, role definitions, and interfaces . Creating New Business Rules
  - a. Terminal Programming and Cold Start
  - b. Pay Period Changes
2. IT related maintenance
  - a. Unsupported Operating System, Database, or Software
  - b. Database Software upgrades
  - c. Middleware upgrades
  - d. Performance related issues caused by non-application events
  - e. SSO Requirements
  - f. Load Balancing
  - g. Monitor/management tools
  - h. Internet security consulting/firewall integration
  - i. API/XML consulting
  - j. Web Services consulting
  - k. IT process review (backup, refresh, etc.)
  - l. VMWare (Virtual Machine)
  - m. All hardware (other than Kronos hardware)
3. Programming, modifying, implementing, training or troubleshooting the following:
  - a. Data integration interfaces
  - b. Custom Reports
  - c. Custom Application extensions
4. Editing templates and creating new templates
5. Installing or reinstalling Applications such as, but not limited to:
  - a. Adding a workstation
  - b. Moving the Kronos application
  - c. Reinstalling following a hard drive crash
  - d. System Restoration after hardware failure
  - e. Virus Protection and Spyware
6. Database Administration Maintenance or Services such as, but not limited to:
  - a. Database maintenance scripts
  - b. Writing or customizing database scripts for data reporting and/or retrieval
  - c. Performance Tuning
  - d. Sizing
  - e. Load balancing
  - f. Data warehouse, data mart, cloud computing, data mashing consulting
  - g. Disaster Recovery (other catastrophic failure)
  - h. Database backup strategy and/or setup
7. Establishing a Non-Production Environment such as, but not limited to:
  - a. Test environments, i.e., application servers, database servers
  - b. Demonstration environment
  - c. Training environment
8. Troubleshooting Environmental Issues such as, but not limited to:
  - a. Operating System

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- b. Network Issues
  - c. Firewalls
  - d. Servers
  - e. Workstations
  - f. Alternate sign on processes, such as single sign on or eAuthentication
9. Custom Reports or Custom Application Extensions
10. Implementation or configuration services related to upgrading product such as, but not limited to:
- a. Software implementation
  - b. Porting custom software (i.e., reports)
  - c. Change management
  - d. Training
  - e. New functionality deployment
  - f. Application interfaces
11. Service to Kronos modified software is not provided, unless otherwise specified on the applicable Statement of Work and Purchase Order for such modified software.
12. Importing new data or developing additional interfaces
13. Load balancing configuration
14. Virtual server configuration

## **Support Discontinuance - End of Service Life**

Contractor through Kronos may discontinue support for the Software upon 30 days written notice to Ordering Activity, or at the anniversary date of the relevant support agreement, whichever is longer. If such support is discontinued during the initial or any renewal term of the relevant support agreement, the remaining value of the agreement will be left as a credit on the account to be applied against any future invoices.

Contractor through Kronos would no longer provide any type of support for the discontinued Software - no calls accepted, and no patches, bug fixes or changes in any form will occur no matter the Ordering Activity issue. The Ordering Activity is eligible to receive the next version or release of the Software as long as they are current on their maintenance support services payment and their current Software is not yet discontinued.

If the Ordering Activity's current Software has been discontinued and the client is current on their maintenance, but the Ordering Activity has not upgraded to the new version or release by the date of discontinuance of support, then the Ordering Activity will have to purchase new licenses of the Software. Contractor through Kronos would provide a credit toward the purchase new licenses by the unused portion of their maintenance payment.

If the Ordering Activity does not remain current on their maintenance support services before the discontinuance of support, then they will not receive the next version or release of the Software until they reinstate their licenses of the Software. The Ordering Activity must become current on their maintenance and upgrade to the new version or release before the discontinuance of support date to avoid having to purchase new licenses of the Software.

If the Ordering Activity did not remain current on their maintenance support services and did not become current on their maintenance supports services before the discontinuance of support, then they will not receive the next version or release of the Software until they purchase new licenses of the Software.

## **Reinstatement of Support Services**

In the event that Ordering Activity allows Software or Equipment support services to lapse or if Ordering Activity did not originally purchase Software or Equipment support services and wishes to reinstate or procure such services, Ordering Activity must pay the list price for the Support service for such lapsed or un-procured time period, plus a twenty per cent (20%) reinstatement fee in addition to the current support fee for the support option being purchased by Ordering Activity.

## **Gold Support Service Coverage Period**

Contractor through Kronos provides maintenance support services to their customers during regular business hours. Regular business hours are defined as weekdays, Monday through Friday, between 9 a.m. and 5 p.m. Eastern Time, except on Kronos holidays and Federal holidays.

Non-business hours support is available with a 3-day notice from the customer that they will need non-business hours support. Non-business hours are defined as weekday support between the hours of 5 p.m. and 9 a.m. Eastern Time, during any 24-hour period of a Kronos holiday, Federal holiday and on weekends. Non-business support will include additional services fees above the then current annual maintenance fee.

Contractor through Kronos will provide on-call Tier 2 and Tier 3 help desk support to diagnose and correct Kronos webTA system problems and bug fixes to the initial configured as tested, accepted, and deployed baseline release. The primary means of support is a 24-hour web interface to a sophisticated request tracking system. Support requests can be submitted at <https://kronosfederal.com/support> or by calling our toll-free number. Support requests are automatically forwarded to the appropriate support staff.

# Precision Task Group (PTG) Inc.

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## Priority Based Support

Contractor through Kronos provides support on a "priority" basis. As such, customers with the most critical request(s) will be serviced first.

Kronos webTA Support has set up the following guidelines to assess the priority of each service request:

1. High Priority: These items are further defined as either a Blocker issue or a Critical issue and can be marked as such in the ticketing system. A critical customer issue with no available workaround where the system or a module may be down, experiencing major system degradation, data corruption or other related factors resulting in the customer not being able to process their payroll such as:

- a. Blocker Issues
  - i. Production is down and unable to sign-off Time Cards
  - ii. Actual totals are not accurate
  - iii. Unable to access a critical application function
  - iv. No workaround is available.
- b. Critical Issues
  - i. Crashes of the system
  - ii. Loss of data
  - iii. Severe memory leak

2. Medium Priority: An issue to be marked as Major in the ticketing system. This is a serious customer issue which impacts ability to utilize the product effectively such as:

- a. Intermittent or inconsistent functionality results or data accuracy
- b. Data display inaccuracies or inconsistencies
- c. System performance is inconsistent or fluctuates
- d. A workaround is available.

3. Low Priority: Non-critical problems that are marked as either Minor or Trivial and are generally Use and Usability issues and or "how to" questions such as:

- a. Minor Issues
  - i. How do I set up a holiday pay rule?
  - ii. How do I run a report?
  - iii. How often should database maintenance be executed?
  - iv. A workaround is available on the customer portal.
- b. Trivial Issues
  - i. Misspells
  - ii. Misaligned text
  - iii. Other cosmetic problems

## Response Time

Response time shall mean from the time the case priority is set by Kronos' webTA Support Center until a Kronos support representative contacts the Ordering Activity to begin service. Contractor through Kronos utilizes a priority based support focus. Ordering Activity's will be serviced during regular business hours in accordance with the following guidelines:

1. High Priority – 1 hour
2. Medium Priority – 4 hours
3. Low Priority – 8 hours
4. All response times are business hours.

## Critical Outages

Kronos Support will provide continuous effort on all high priority events through either bug identification, the development of a workaround or problem resolution. If this effort goes beyond regular hours, the case may be passed to a non-business hour's team or to the mission critical support engineer on duty. *On-going continuous effort may also be dependent on the customer's ability to provide a resource to work with the Kronos Support engineer during this period. Support outside the scope of the services agreement is billable.*

FOR CURRENT LIST OF KRONOS AUTHORIZED PRODUCTS AND PRICE LIST, GO TO THE [GSA ADVANTAGE WEBSITE](#)