

## MULTIPLE AWARD SCHEDULE

Information Technology Equipment, Software and Services



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SERVICE-DISABLED VETERAN OWNED SMALL BUSINESS

SIN 33411 -- PURCHASE OF NEW EQUIPMENT  
SIN 511210 -- TERM SOFTWARE LICENSE  
SIN 518210C -- CLOUD COMPUTING SERVICES  
SIN 611420 -- TRAINING COURSES  
SIN 54151 -- SOFTWARE MAINTENANCE SERVICES  
SIN 54151S -- INFORMATION TECHNOLOGY PROFESSIONAL SERVICES  
SIN OLM -- ORDER LEVEL MATERIALS

Contract Number: **GS-35F-0590N**

Period Covered by Contract: **09 May 2008** thru **08 May 2023**

Pricelist current through Modification **#PS-0104** dated **11 January 2021**

*On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The INTERNET address GSA Advantage!® is: [GSAAdvantage.gov](http://GSAAdvantage.gov)*

# TABLE OF CONTENTS

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1.	TABLE OF AWARDED SPECIAL ITEM NUMBERS .....	6
2.	MAXIMUM ORDER.....	6
3.	MINIMUM ORDER.....	6
4.	GEOGRAPHIC SCOPE OF CONTRACT. ....	6
5.	PONITS OF PRODUCTION .....	7
6.	DISCOUNTS:.....	7
7.	QUANTITY DISCOUNTS: .....	7
8.	PROMPT PAYMENT DISCOUNTS:.....	7
9.	GOVERNMENT PURCHASE CARD ARE ACCEPTED AT THE FOLLOWING THRESHOLDS:.....	7
10.	FOREIGN ITEMS:.....	7
11.	TIME OF DELIVERY: .....	7
12.	FOB. ....	7
13.	ORDERING ADDRESS.....	7
14.	PAYMENT ADDRESS.....	8
15.	WARRANTY PROVISIONS.....	8
16.	EXPORT PACKING CHARGES, IF APPLICABLE. ....	8
17.	TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE (ANY THRESHOLDS ABOVE THE MICRO-PURCHASE LEVEL). ....	8
18.	TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE). ....	8
19.	TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE). ....	8
20.	TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF APPLICABLE). ....	8
20A.	TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE). ....	8
21.	LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE). ....	8
22.	LIST OF PARTICIPATING DEALERS (IF APPLICABLE). ....	8
23.	PREVENTIVE MAINTENANCE (IF APPLICABLE). ....	8
24.	SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (E.G., RECYCLED CONTENT, ENERGY EFFICIENCY, AND/OR REDUCED POLLUTANTS). ....	8
	24B. IF APPLICABLE, INDICATE THAT SECTION 508 COMPLIANCE INFORMATION IS AVAILABLE ON ELECTRONIC AND INFORMATION TECHNOLOGY (EIT) SUPPLIES AND SERVICES AND SHOW WHERE FULL DETAILS CAN BE FOUND (E.G. CONTRACTOR’S WEBSITE OR OTHER LOCATION.) THE EIT STANDARDS CAN BE FOUND AT: <a href="http://WWW.SECTION508.GOV/">WWW.SECTION508.GOV/</a> .	8
25.	DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER. ....	9
26.	NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR), NOW SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE. ....	9
	ATTACHMENT I: LABOR CATEGORIES .....	<b>ERROR! BOOKMARK NOT DEFINED.</b>
	ATTACHMENT II: LABOR RATES.....	30
	ATTACHMENT III: PRODUCT DESCRIPTIONS AND PRICING .....	32

## ABOUT COLEY

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Coley & Associates, Inc. (Coley) is a Certified Service-Disabled, Veteran-Owned, Small Business (SDVOSB) that provides low-risk, competitively priced products and services that deliver high-value to Government organizations. We specialize in Information Technology, Human Capital Performance Consulting, and Strategic Communications.

### Information Technology

- Web & Mobile Apps
- Learning Management System
- Knowledge Management Systems
- Process Automation & Standardization
- User Interface Design UI/UX
- Software Development
- Section 508 Accessibility Design, Conformance, and Remediation
- Third-Party 508 Testing/Certification

### Mentoring & Coaching Programs

- Mentoring Software as a Service (SaaS)
- Leadership Development & Coaching
- Turn-key Mentoring Programs

### Staffing Support

- Program/Project Management
- Training Management
- Software Development
- System Admin/Help Desk Support
- Logistics Support

### Training and Development

- Instructional Design
- eLearning Design, Development, Delivery & Hosting
- Classroom, Virtual, and Webinar Support
- Classroom to Web Conversion
- Mobile & Social Learning
- Blended Learning Solutions
- Animated/Illustrated Short Videos
- Training Administration Support
- Section 508 Testing and Remediation
- Job Aids

### Communications

- Strategic Communications
- Training Communications/Outreach
- Social Media Strategy/Management
- Audio and Video Production
- Workforce Collaboration
- Agency Branding and Messaging

### Award Winning



Coley has delivered award winning solutions to its Government clients and has been recognized for training, communications and design. Coley has been honored with two **AVA Digital Gold Awards**, three **Hermes Creative Awards**, three **Communicator Awards** and two **Horizon Gold Awards**. These awards are recognition by industry leaders for delivering innovative solutions to Government organizations that are both engaging and 508 Accessible.



## Effective and Engaging Use of Multimedia and Training Technologies

### Training, Performance Solutions & Communications

Coley’s Instructional Systems Designers (ISD), Graphics Designers, Audio/Video Specialist and 508 Accessibility Experts understand the importance of using the right technology in the right situation to ensure that learning objectives are met in the most efficient manner.



Instructor-led, virtual instructor-led and Bootcamp style environments are well suited to deliver complex course content.



Greetings, I am Amy and I can be customized to meet organizational themes or preferences.

Hello, my name is Mark and I can help lead a course when a more real-life environment needs to be created.



*Usage of stylized and photo-realistic avatars provide identification and personalization to significantly improve user engagement.*



*Whiteboard or sketch-board modalities are great for short “Smart Bursts” of information.*

### Training Technology

Coley’s Training Technology specialists provide the infrastructure and tools to reliably deliver learning/training to students and employees through any modality, including Learning Management Systems, Mobile applications, Web portals, collaborative knowledge systems, and Learning Record Stores using xAPI (Tin Can). Our development team members are SCORM, xAPI, and Section 508 Experts.



Responsive design methodologies ensure training can be delivered on all current fixed and mobile platforms including iOS, Android and Microsoft.



Experienced on-staff recruiters locate and hire technical support specialists that have all necessary certifications and experience to meet Government requirements.

### Our Clients

- Department of Veterans Affairs
- Department of Defense
- Department of State
- Department of Interior, BLM
- Federal Acquisition Institute
- General Services Administration
- National Institute of Standards & Technologies
- National Park Service
- U.S. Air Force
- U.S. Army
- U.S. Navy
- U.S. Secret Service
- Small Business Administration

## Our Partners



Chronus was founded with one mission: To enrich people's lives with technology that drives effective learning. They're true believers in mentoring and how technology can help enable it. Coley works with Chronus towards their vision of being the trusted source organizations turn to for helping their people achieve their full potential through modern mentoring. From expanding career horizons, to developing skills to gaining vital job-related knowledge – Chronus software enables people to learn and grow from each other to create a positive impact.



process.

Coley partners with Turning Technologies to deliver innovative classroom instruction systems, interactive whiteboards, research-based software and professional development that facilitate significantly higher levels of collaboration, engagement and achievement across all stages of the learning



Vlogic Systems was born out of Indus Systems' restructuring. Founded in 1987, Indus established itself as a leading provider of facilities management software and services to government and private organizations. Vlogic is a pioneer in the provision of facility management software based on emerging technologies, technical support, and implementation services and solutions. Indus was one of the first companies to offer Computer-Aided Facilities Management (CAFM) software in the Software-as-a-Service (SaaS) model where clients can, without maintaining hardware and associated costs, take advantage of software owned and operated by a software provider.



SimpliGov's mission is simple. Make it easier for government to serve the public and for the public to get what they need from government. It's a completely new approach that requires no coding, costly upgrades, lengthy implementations or challenging integrations. It's SimpliGov.



The NextgenID ID\*Capture® Kiosk is a highly automated, wizard driven enrollment and authentication kiosk specifically designed for the secure capture of multiple biometrics and associated personal identity information. The Kiosk was designed and engineered to be the most sophisticated and feature rich kiosk in the world for all levels of identity assurance proofing and customer service use.



Tomitribe's support is more than just a support plan; it's peace of mind that your deployment is running at optimal performance and with very little downtime if at all.

See "Attachment III: Product Descriptions and Pricing" for more information on our partner's products and services. Or, go to [GSA Advantage](#) for the latest approved products and pricing.

**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.gsa.gov/fas](http://www.gsa.gov/fas)) contain information on a broad array of products and services offered by small business concerns.

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

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

## Customer Information

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### 1. TABLE OF AWARDED SPECIAL ITEM NUMBERS

SIN	DESCRIPTION
33411	PURCHASE OF NEW EQUIPMENT
511210	TERM SOFTWARE LICENSE
511210	PERPETUAL SOFTWARE LICENSE
518210C	CLOUD COMPUTING SERVICES
61140	TRAINING COURSES
54151	SOFTWARE MAINTENANCE SERVICES
54151S	INFORMATION TECHNOLOGY PROFESSIONAL SERVICES
OLM	ORDER LEVEL MATERIALS

#### 1b. Identification of the lowest priced model number:

SIN	DESCRIPTION	PRODUCT NUMBER	PRICE
33411	PURCHASE OF NEW EQUIPMENT	IRC-01G	\$27.51
511210	TERM SOFTWARE LICENSE	SS-USP-B	\$10.08
511210	PERPETUAL SOFTWARE LICENSE	IW-A-11-00735-05-LITE	\$41.96
518210	CLOUD COMPUTING SERVICES	ENTERPRISEUT3001-5000	\$29.32
611420	TRAINING COURSES	TRN	\$120.00
54151	SOFTWARE MAINTENANCE SERVICES	ADDNSC-01	\$1,007.56
54151S	INFORMATION TECHNOLOGY PROFESSIONAL SERVICES	PROFESSIONAL SERVICES, NOT APPLICABLE.	
OLM	ORDER LEVEL MATERIALS	NOT APPLICABLE	

#### 1c. Labor Categories and Descriptions:

See Attachment I: Labor Categories and Attachment II: Labor Rates

### 2. MAXIMUM ORDER.

The Maximum Order value for SINs 33411, 511210, 511210, 511210C, 54151 & 54151S is \$500,000.  
The Maximum Order value for SIN 611420 is \$25,000.

### 3. MINIMUM ORDER.

The Minimum of orders to be issued is \$100.

### 4. 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:

[X] The Geographic Scope of Contract will be domestic delivery only.

**5. POINTS OF PRODUCTION**

140 HEIMER RD, SUITE 400  
SAN ANTONIO, TEXAS 78232

**6. DISCOUNTS:**

Prices shown are net prices; basic discounts have been deducted.

**7. QUANTITY DISCOUNTS:**

None

**8. PROMPT PAYMENT DISCOUNTS:**

1%, 15 Days, Net 30. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

**9. GOVERNMENT PURCHASE CARD ARE ACCEPTED AT THE FOLLOWING THRESHOLDS:**

- a. At or below the Micro Purchase Threshold: YES
- b. Above the micro-purchase threshold: YES

**10. FOREIGN ITEMS:**

Not Applicable

**11. TIME OF DELIVERY:**

SIN 33411, 511210 & 511210-

- a. Time of delivery: 15 days ARO
- b. Expedited Delivery: 5 days ARO
- c. Overnight & 2-Day delivery: Contact Coley & Associates, Inc.
- d. Urgent Requirements: Coley & Associates, Inc. will adhere to clause I-FSS-140-B of this contract. Note agencies can also contact Coley & Associates, Inc. representative to obtain faster delivery.

SIN 518210C, 611420, 54151, 54151S

- a. Time of delivery: Coley & Associates will adhere to the delivery schedule stipulated in each delivery order and/or delivery order amendment
- b. Expedited Delivery: Not Applicable
- c. Overnight & 2-Day delivery: Not Applicable
- d. Urgent Requirements: Coley & Associates will adhere to the delivery schedule stipulated in each task or delivery order and/or task or delivery order amendment

**12. FOB.**

Destination

**13. ORDERING ADDRESS.**

- a. Address:  
140 HEIMER RD, SUITE 400  
SAN ANTONIO, TEXAS 78232
- b. Procedures:



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

**14. PAYMENT ADDRESS**

140 HEIMER RD, SUITE 400  
SAN ANTONIO, TEXAS 78232

**15. WARRANTY PROVISIONS**

Not Applicable

**16. EXPORT PACKING CHARGES, IF APPLICABLE.**

Not Applicable

**17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE (ANY THRESHOLDS ABOVE THE MICRO-PURCHASE LEVEL).**

Not Applicable

**18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE).**

Not Applicable

**19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE).**

Not Applicable

**20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF APPLICABLE).**

Not Applicable

**20a.** Terms and conditions for any other services (if applicable).

Not Applicable

**21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE).**

Not Applicable

**22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE).**

Matrix Ingenuity Inc.  
4725 Dorsey Hall A407  
Ellicott City, MD 21042  
P: 877.628.7492  
F. 877.427.3265

**23. PREVENTIVE MAINTENANCE (IF APPLICABLE).**

Not Applicable

**24. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (E.G., RECYCLED CONTENT, ENERGY EFFICIENCY, AND/OR REDUCED POLLUTANTS).**

Not Applicable

**24b.** If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found

(e.g. contractor's website or other location.) The EIT standards can be found at:

[www.Section508.gov/](http://www.Section508.gov/).

Not Applicable

**25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER.**

026814967

**26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) DATABASE.**

Coley & Associates, Inc. is registered in CCR database, now SAM

## SIN 33411 PURCHASING OF NEW ELECTRONIC EQUIPMENT

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### 1. INSTALLATION AND TECHNICAL SERVICES

- a. INSTALLATION. All Turning Technology products are self-installable
- 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 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 7010 or SIN 7010.
- c. OPERATING AND MAINTENANCE MANUALS. The Contractor shall furnish the ordering activity with one (1) copy of all operating and maintenance manuals which are normally provided with the equipment being purchased.

### 2. WARRANTY

- a. Unless specified otherwise in this contract, the Contractor's standard commercial warranty as stated in the contract's commercial pricelist will apply to this contract. Manufacturer's standard commercial warranty applies to all products
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.
- d. If inspection and repair of defective equipment under this warranty will be performed at the Contractor's plant, the address is as follows – Not Applicable

### 3. 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. See [PRODUCT DESCRIPTIONS AND PRICING](#)

## SIN 511210 SOFTWARE LICENSES

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### 1. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY:

For a complete description of each software product, see [PRODUCT DESCRIPTIONS AND PRICING](#). Also included shall be a brief, introductory explanation of the modules and documentation which are offered.

### 2. RIGHT-TO-COPY PRICING

We do not provide right-to-copy licenses.

### 3. UTILIZATION LIMITATIONS - (511210 AND 54151)

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

benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

"Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

#### **4. ENTERPRISE USER LICENSE AGREEMENTS REQUIREMENTS (EULA)**

GSA approved End User Licenses Agreements are available upon request.

#### **5. GUARANTEE/WARRANTY**

- a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract. If no implied warranties are given, an express warranty of at least 60 days must be given in accordance with FAR 12.404(b)(2)
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

#### **6. TECHNICAL SERVICES**

The Contractor, 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 from:

Turning Technologies @ 866-746-3015 from M-F 7am to 9pm EST

VLogic Systems @ 1-978-341-9000, from M-F 8am to 6pm EST

Elumicor @ 888-765-5512, from M-F 9am to 6pm EST

Simpligov @ 888-489-4284, from M-F 11am-8pm EST

# SIN 518210C CLOUD COMPUTING SERVICES

## 1. SCOPE

The prices, terms and conditions stated under Special Item Number (SIN) 518210C Cloud Computing Services apply exclusively to Cloud Computing Services within the scope of this Information Technology Schedule.

This SIN provides ordering activities with access to technical services that run-in cloud environments and meet the NIST Definition of Cloud Computing Essential Characteristics. Services relating to or impinging on cloud that do not meet all NIST essential characteristics should be listed in other SINS.

Sub-categories in scope for this SIN are the three NIST Service Models: Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). Offerors may optionally select a single sub-category that best fits a proposed cloud service offering. Only one sub-category may be selected per each proposed cloud service offering. Offerors may elect to submit multiple cloud service offerings, each with its own single sub-category. The selection of one of three sub-categories does not prevent Offerors from competing for orders under the other two sub-categories.

See service model guidance for advice on sub-category selection.

Sub-category selection within this SIN is optional for any individual cloud service offering, and new cloud computing technologies that do not align with the aforementioned three sub-categories may be included without a sub-category selection so long as they comply with the essential characteristics of cloud computing as outlined by NIST.

SIN Description	Sub-Categories
<ul style="list-style-type: none"> <li>● Commercially available cloud computing services</li> <li>● Meets the National Institute for Standards and Technology (NIST) definition of Cloud Computing essential characteristics</li> <li>● Open to all deployment models (private, public, community or hybrid), vendors specify deployment models</li> </ul>	<ol style="list-style-type: none"> <li>1. <b>Software as a Service (SaaS):</b> Consumer uses provider’s applications on cloud infrastructure. Does not manage/control platform or infrastructure. Limited application level configuration may be available.</li> <li>2. <b>Platform as a Service (PaaS):</b> Consumer deploys applications onto cloud platform service using provider-supplied tools. Has control over deployed applications and some limited platform configuration but does not manage the platform or infrastructure.</li> <li>3. <b>Infrastructure as a Service (IaaS):</b> Consumer provisions computing resources. Has control over OS, storage, platform, deployed applications and some limited infrastructure configuration, but does not manage the infrastructure.</li> </ol>

## 2. DESCRIPTION OF CLOUD COMPUTING SERVICES AND PRICING

a. For a complete description of each Cloud Service and Pricing, see [PRODUCT DESCRIPTIONS AND PRICING](#)

### b. Pricing of Cloud Computing Services

All current pricing requirements for Schedule 70, including provision SCP-FSS-001-N (Section III Price Proposal), SCP-FSS-001-S, SCP-FSS-004 (Section III Price Proposal), and clause I-FSS-600 Contract Price Lists, apply. At the current time there is no provision for reducing or eliminating standard price list posting requirements to accommodate rapid cloud price fluctuations.

In addition to standard pricing requirements, all pricing models must have the core capability to meet the NIST Essential Cloud Characteristics, particularly with respect to on-demand self-service, while allowing alternate variations at the task order level at agency discretion, pursuant to the guidance on NIST Essential Characteristics.

## 3. GUIDANCE FOR CONTRACTORS

### a. NIST Essential Characteristics

#### Cloud Computing Services Adherence to Essential Cloud Characteristics

Coley & Associates, Inc. has entered an agreement with Chronus, LLC to be the exclusive Government Channel Partner for their Software-as-a-Service mentoring solution.

Chronus software for mentoring combines cloud-based software and program best practices to provide a complete mentoring solution that fosters learning and shortens time to competency. This configurable, secure solution is built for enterprise and is ideal for use by corporations, government agencies, academic institutions, and professional associations.

Chronus Mentoring Enterprise Edition (CMEE) meets each of the five essential cloud computing characteristics as defined in National Institute of Standards and Technology (NIST) Special Publication 800-145 and subsequent versions of this publication.

The application is located on a FedRAMP compliant system, Amazon Web Services which was authorized on May 13, 2013. This NIST-800-53 based FedRAMP accreditation sets a very high bar for cloud service providers to meet. It is a new standard of excellence for information security in the cloud.

#### On-Demand Self Service

CMEE meets the essential characteristic of on-demand self-service by providing server time and storage as needed by the user. No human interaction is required by the customer or Coley.

#### Broad Network Access

CMEE is available over the Internet and accessed through standard mechanisms (https) that promote use by heterogeneous platforms including mobile phones, tablets, laptops, and workstations.

At the client's request, CMEE can also be configured for restricted access via a Trusted Internet Connection.

#### Resource Pooling

CMEE resources are pooled to serve multiple consumers using a multi-tenant model, with different physical and virtual resources dynamically assigned and reassigned according to user

demand. The customer generally has no control or knowledge over the exact location of the provided resources.

In addition, clients can request that the CMEE application and/or database be configured as an isolated instance for information security purposes. Furthermore, the client may request dedicated physical hardware, software or platform resources to access a private cloud deployment service. However, the provisioned cloud resources will be drawn from a common pool and automatically allocated on request.

### **Rapid Elasticity**

AWS contains capabilities that can be elastically provisioned and released in order to scale rapidly outward and inward in response to demand.

- Amazon EC2 – The Amazon Elastic Compute Cloud (Amazon EC2) service enables the launch virtual machine instances with a variety of operating systems.
- Amazon EBS – Amazon Elastic Block Store (Amazon EBS) provides persistent block-level storage volumes for use with Amazon EC2 instances in the AWS cloud. Each Amazon EBS volume is automatically replicated within its Availability Zone to protect you from component failure, offering high availability and durability. Amazon EBS volumes provide the consistent and low-latency performance needed to run your workloads.
- Elastic Load Balancing – Elastic Load Balancing automatically distributes traffic across multiple EC2 instances, to help achieve better fault tolerance and availability.

### **Measured Service**

AWS provides resource usage metering, monitoring and reporting for the following items:

- CPU utilization
- Memory utilization
- Memory used
- Memory available
- network utilization
- Disk performance
- Disk Reads/Writes
- Disk Swap utilization
- Swap used
- Disk Space utilization
- Disk Space used
- Disk Space available

*The CMEE is billed to the customer on a per user basis. The price includes unlimited CPU, Memory, Disk Reads, Disk swaps and Disk Space. The customer is billed each month for the number of users authorized to access the CMEE.*

### **b. NIST Service Model**

Coley is providing CMEE as a **Software-as-a-Service (SaaS)** model where the application is running on the AWS cloud infrastructure. The application is accessible from various client devices through a web browser or mobile application. The consumer does not manage or control the underlying cloud infrastructure including network, servers, operating systems, storage, or even individual application capabilities, with the exception of limited user specific application configuration settings.

### **c. Deployment Model**

CMEE can be deployed as either a **private cloud** or as a **community cloud**. Individual Government organizations may choose the option of a private cloud deployment in order to provide exclusive access and resources to their organization.

A Government agency or multiple organizations in an agency may choose a community cloud deployment in order to share the Software-as-a-Service features.

## Chronus Software Enterprise Edition Features

### UNLEASH THE POWER OF YOUR PEOPLE

INCREASE LEARNING AND PERFORMANCE USING OUR MENTORING AND KNOWLEDGE SHARING SOLUTIONS

Today, organizations must be ready to put their best foot forward to recruit and retain the brightest employees. Implement a mentoring program signals your value to employees and shows that you have a vested interest in their personal and professional development, which translates into improved productivity, retention and engagement.

#### Key Benefits

- Engages employees and improves retention
- Increases productivity across the enterprise
- Rapidly onboards and engages new employees
- Develops a culture of continuous learning and innovation
- Supports formal and informal, on-demand mentoring
- Mentoring best practices built-in
- Dedicated customer success team
- Configurable for your unique needs
- Multi-Program capability
- Measurable success
- Enterprise ready and scalable
- Fast and easy set-up, branded for your organization
- Secure hosting

## ENTERPRISE EDITION FEATURES

### Single Programs

Mentoring	Mentoring comes in many styles and flavors. We support nearly all of them.
Coaching	Manage coaching programs using external or internal coaches.
Onboarding	Go beyond simple orientation programs and enable new hires to get productive faster.

### Multiple Programs or Global Programs

Multiple admins	Assign more than one person with administrative permissions.
Unlimited programs within same instance	Run mentoring, coaching, or onboarding programs within one instance of Chronus with different program permissions and settings.
End user access to multiple programs	End users can access all (or some) of your programs with one login credential.
Global user management	Provide admins with varying permission levels, from global to program.
Global reporting	Administer reports and dissect data at a global and program level.
Global resource sharing	Administrators can provide end users with access to resources on a global or program level.
Multi-language support (Optional (\$))	Regionalize user experience to specific languages

### Learning Formats

One-to-one	One-to-one learning relationship over a period of time.
Session-based	Learning occurs over the course of one or more scheduled meetings
Groups or circles	Group learning, in which a mentor, coach, or trainer leads a group learning experience. Or circles, with participant-led mentoring groups.
Project-based	A group learning experience that's based on completing a particular project.
Blended	Mixed format that includes both formal and informal learning components.

### Enrollment & Recruitment

Program overview or homepage	The place prospective members can learn about the program and current members can log in.
Participant recruitment tools	Target prospective members with invitations to join or enable current members to spread the word
Application setup	Want to control who participates? Then add our simple online application and approval workflow.
User import	Already know whom you want to have in your program? Add them easily with our import capability.

### MatchIQ™ Technology

Self-matching	Learners match with available mentors or coaches based on system-provided recommendations and individual preferences
Admin matching	Program administrator controls learning assignments

## ENTERPRISE EDITION FEATURES

Bulk matching	Have many learners to connect at one time? Chronus software recommends matches for all of your members in seconds.
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### Guided Learning Plans

Action plan with embedded resources	Provide an action-oriented, step-by-step learning experience with timely help resources along the way
Goal setting	Keep learning engagements focused with goal setting and tracking
360 degree assessment	Flexible assessment tool to evaluate learner needs and progress
Interactive communication tools	Foster productive interaction with integrated chat, audio/video conferencing, and email.
Progress tracking	Make it easy for learners and program admins to know the progress of every learning connection

### End User Resources

Resources to get started	Video and PDF guides to help your program members quickly get comfortable using Chronus software
Embedded best practices	Library of mentoring and coaching best practices that can be embedded throughout the learning plan
Community knowledgebase	Enable program admins and members to share and comment across a wide variety of content formats.
Discussion forums	A place for members who share a specific interest or role to collaborate.
Emails	Engage participants through automated emails triggered through user action.

### Program Management & Communication

Program dashboard	A real-time, at-a-glance view of current program metrics.
Participant surveys	Gain critical participant feedback with this easy-to-use survey tool.
Announcements	Broadcast program news and events to program members
Communication campaigns	Drive engagement with reminders and next steps triggered by user action.
Guided learning plan library	Build a library of learning plans to tailor learning to specific needs.

### Reporting & Analytics

Program health	History of program participation by role
Program outcomes	Provide deep insight into the performance and health of your program.
Engagement tracking	Track and visualize progress of every learning engagement
Campaign reporting	Assess the impact of your program communication campaigns

### Branding & Configuration

Program branding	Add your company logo and apply a color with a few clicks
Customizable user profiles	Easily create rich user profiles that can be completed in minutes.

## SIN 611420 INFORMATION TECHNOLOGY TRAINING

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### 1. SCOPE

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

### 2. CANCELLATION AND RESCHEDULING

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

### 3. FOLLOW-UP SUPPORT

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

### 4. 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. See [PRODUCT DESCRIPTIONS AND PRICING](#)

### 5. "NO CHARGE" TRAINING

The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below. Not Applicable

# SIN 54151S INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

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## 1. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

### PRINCIPAL CONSULTANT

**Minimum/General Experience:** Twelve (12) years general experience and six (6) years direct experience consulting on information technology (IT) projects. Demonstrated ability to provide guidance and direction for multiple IT projects. Capabilities to manage multitask projects of high complexity.

**Functional Responsibility:** Provides strategic planning and delivers expert advice, assistance, guidance, and counseling in support of client's enterprise information management and technology development and improvement efforts. The Principal Consultant oversees the efforts of multiple projects and several teams of personnel.

**Minimum Education:** Possesses a MA/MS degree in Information Systems, Computer Science, Engineering, Business, or related field.

### SENIOR CONSULTANT

**Minimum/General Experience:** Eight (8) years general experience and four (4) years direct experience consulting on information technology (IT) projects.

**Functional Responsibility:** Provides expertise across a broad range of information technology disciplines and delivers advice, assistance, guidance, and counseling in support of client's information management and technology development and improvement efforts. The Senior Consultant often has overall responsibility for a team's performance.

**Minimum Education:** Possesses a MA/MS degree in Information Systems, Computer Science, Engineering, Business, or related field.

### PROJECT MANAGER

**Minimum/General Experience:** Over eight (8) years general experience and six (4) years direct experience managing information technology (IT) projects. Demonstrated ability to provide guidance and direction for multiple IT projects.

**Functional Responsibility:** Acts as manager and overall point of contact for a specific project within an overall enterprise-wide IT solution program. Directs project-specific IT staff and reviews work products for completeness and adherence to customer requirements. Provides communication to management to review project plans, status reports, and deliverables. Develops overall project milestones and monitors the execution of the project against planned timelines.

**Minimum Education:** Possesses a BA/BS degree in Information Systems, Computer Science, Engineering, Business, or related field.

### **DATABASE ADMINISTRATOR**

**Minimum/General Experience:** Over two (2) years direct experience administering and maintaining computer databases.

**Functional Responsibility:** Administers, maintains, develops and implements policies and procedures for ensuring the security and integrity of the company database. Implements data models and database designs, data access and table maintenance codes; resolves database performance issues, database capacity issues, replication, and other distributed data issues.

**Minimum Education:** Possesses a BA/BS degree in Information Systems, Computer Science, Engineering, Business, or related field.

### **CONSULTANT**

**Minimum/General Experience:** Four (4) years general experience and two (2) years direct experience consulting on information technology (IT) projects.

**Functional Responsibility:** Provides expert advice, assistance, guidance, or counseling in support of agencies' information management and technology goals. Assists in using information technology to improve business processes. Takes direction from more senior team members.

**Minimum Education:** Possesses a BA/BS degree in Information Systems, Computer Science, Engineering, Business, or related field.

### **SYSTEMS ANALYST**

**Minimum/General Experience:** Four (4) years general experience and two (2) years direct experience analyzing, developing, and communicating customer information technology requirements. Has a working knowledge of relational databases, client-server concepts, and Internet technologies.

**Functional Responsibility:** Consults with users to identify requirements and to clarify program objectives. Works with an information technology teams focusing on designing, implementing and maintaining business applications and databases. Includes occasional coding and AD HOC report writing as needed. May be expected to write documentation to describe program development, logic, coding, and corrections. Writes manuals for users to describe installation and operating procedures.

**Minimum Education:** Possesses a BA/BS degree in Information Systems, Computer Science, Engineering, Business, or related field.

### **PROGRAMMER**

**Minimum/General Experience:** Two (2) years of project related experience. Requires competence in computer programming languages and the ability to develop computer systems from written design specifications.

**Functional Responsibility:** Provides software development services to include the development of user interface screens, develop reports, and to write source code, as part of a development team. Develops, tests, debugs, and modifies computer application software based on detailed specifications in order to produce a required product. Produces documentation for application code as well as system functionality. Modifies application software to improve performance and/or functionality.

**Minimum Education:** Possesses a BA/BS degree in Information Systems, Computer Science, Engineering, Business, or related field.

### **GRAPHIC DESIGNER**

**Minimum/General Experience:** One (1) year of project related experience. Requires working knowledge in graphic design and multimedia software applications.

**Functional Responsibility:** Assists in designing and developing graphical user interfaces for computer programs and graphics and illustrations for use in technical materials, manuals, and publications. Artwork may include tables, charts, flowcharts, viewgraphs/slides, forms, illustrations, or photographs. Material may be presented via computer monitor, Web site, CD-ROM, or other visual communication media.

**Minimum Education:** Possesses a BA/BS degree in Commercial Arts, Fine Arts, Graphic Design, or related field.

### **TECHNICAL WRITER**

**Minimum/General Experience:** Two (2) years of project related experience. Requires working knowledge word processing software applications.

**Functional Responsibility:** Assists in collecting and organizing information required for preparation of information system specifications, requirement documents, user's manuals, training materials, and installation guides. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

**Minimum Education:** Possesses a BA/BS degree in English, Communications, Technical Writing, or related field.

### **ADMINISTRATIVE ASSISTANT**

**Minimum/General Experience:** Two (2) years general experience

**Functional Responsibility:** Performs a variety of duties such as typing correspondence, reports and memos. Answers and screens telephone calls. Opens and distributes mail. Maintains computer-based and paper files. Schedules and maintains calendar of appointments, meetings and travel itineraries. Resolves routine questions and problems. This position supports teams of professionals developing training-related solutions.

**Minimum Education:** Possesses a High School Diploma.

### CONTENT DEVELOPER

**Minimum/General Experience:** Five (5) years general experience

**Functional Responsibility:** The Content Developer creates, designs and produces content which is collected and derived from multiple resources which include known subject matter experts, written material when available, non-copyrighted, and copyrighted material (when legal permission is obtained). The purpose of producing content for multimedia products is to assist the customer when scarce professional resources and customer staff availability is minimal. The web-writer understands and applies functional design, visual appeal and code simplicity with an eye to functionality and web-usability.

**Minimum Education:** Possesses a BA/BS degree in Instructional Design, Adult Education, or related field.

### DATABASE DEVELOPER

**Minimum/General Experience:** Three (3) years general experience.

**Functional Responsibility:** Design, develop, implement and maintain the data warehouse and other databases required. Define and implement all procedures to manage and safeguard the database environments and methods for reorganizations, recoveries, and performance tuning of the database environments. Define the naming standards and the enforcement of these standards for the databases

**Minimum Education:** Possesses a BA/BS degree in Information Systems, Computer Science, Engineering, Business, or related field.

### ELEARNING PRODUCER

**Minimum/General Experience:** Eight (8) years general experience

**Functional Responsibility:** The e-Learning Producer shall have the following skills and responsibilities: Planning and coordinating all types of, web projects, Authored CD-ROM projects Authored DVD projects, broadcast events, and video production projects. Working with customer Program Managers to assess delivery modality infrastructure needs, learner needs and make recommendations as to the best and most efficacious way to achieve the learner performance and/or learning objectives; and when needed the best and most efficacious way to utilize technology to achieve the instructional goals and identified behavioral objectives. Assist in the directing of video production, audio production, and animation production projects. Supervising and directing multimedia staff electronic programming staff and professionals during electronic multimedia development, as required. Communicating and coordinating with EES Project Managers, and EES e-Learning. Producers while involved with Analysis, Design, Development, Implementation and Evaluation activities. Overall supervision of EES contractor employees to insure quality control. Producing live distance learning activities; (for example: Live Meeting, Blackboard) and information broadcasts; video tapes, web courses, authored CD-ROMs and authored DVDs. Interfacing with the EES and other agencies LMS, LCMS and/or CMS

**Minimum Education:** Possesses a BA/BS degree in Instructional Design, Adult Education, or related field.

### INFORMATION ARCHITECT

**Minimum/General Experience:** Three (3) years general experience

**Functional Responsibility:** The Information Architect defines the nature and scope of an information service, website or designs how an instructional interaction or strategy shall be orchestrated before the coding begins. Information architecture is to a website as a blueprint is to a building. Information architecture usually includes such activities as: 1. Identification and operation of the sites mission, purpose or goal; 2. Embodiment and realization of the goal and objectives; 3. Operations and facilitation of actions and activities targeted and focused on the audience; 4. Creation of a content inventory; 5. Identification of the server environment and requirements; 6. Creation of site maps; 7. Creation of content maps; 8. Designing of page schematics; 9. Defining of constructive processes

**Minimum Education:** Possesses a BA/BS degree in Information Systems, Computer Science, Engineering, Business, or related field.

### **INSTRUCTIONAL DESIGNER**

**Minimum/General Experience:** Two (2) years general experience

**Functional Responsibility:** Applies instruction design theory, methods, and processes to design, develop, revise and validate training solutions. Supports concept development and requirements analysis; system design, engineering, and integration; and test and evaluation project activities. Assist with training requirements analyses, task analyses, training need assessments, and target audience analyses. Assist with the selection of media for various types of job tasks to be trained. Develop instructional support documents such as lesson plans, student guides, instructor guides, and user's manuals. Evaluate and validate instructional materials.

**Minimum Education:** Possesses a BA/BS degree in Instructional Design, Adult Education, or related field.

### **MULTIMEDIA (WEB CD-DVD) PROGRAMMER**

**Minimum/General Experience:** Three (3) years general experience

**Functional Responsibility:** The Multimedia Developer shall understand and be able to program in and for the formats listed. This labor category must include expertise in all aspects of instructional media development, integration and: A. Blended Learning Development; B. Animation Development; C. Simulation Development; D. Courseware Authoring and Programming; E. Meta Data Tagging and Meta Data Taxonomy Management; R. Courseware module (Learning object) management and revision; G. CSS Development and application; H. Adobe Flash Development; I. Deployment and Management Services; J. VA 6102 conformance; K. Alignment with DODI 1322.26; L. 'Help' systems and Performance Support Development; M. Web Section 508 Accessibility; N. CSS Development; O. Net Framework Development; P. Data Access and storage; Q. Data Base design and development; R. Deployment and Management Services; S. Networking and Communications; T. Web Applications NET, ASP, ASP.NET, SQL, XML, HTML, JavaScript, JScript, CSharp, VBScript, VB; U. Streaming media; V. Media compression; W. Database engineering and design, (Open Source, PHP, MySQL, etc.); X. DVD/CD ROM Authoring; Y. SCORM 2004

**Minimum Education:** Possesses a BA/BS degree in Information Systems, Computer Science, Engineering, Business, or related field.

### **MULTIMEDIA ANIMATION DESIGNER (3-D) II**

**Minimum/General Experience:** Four (4) years general experience

**Functional Responsibility:** The Multimedia Animation Designer produces complex, multi-layered moving images for incorporation into video, broadcasts, streaming video. This individual may use 3-D Studio Max, Adobe After Effects, Adobe Premiere, Maya, and Avid Media Composer, Macromedia Flash, Apple Quicktime, Shockwave. This individual: 1. Encodes digital video and audio files for incorporation into multimedia products and streaming media websites. 2. Encode/compress a variety of MPEG and AVI format files for use in multimedia products such as CD-ROM's and DVD's. Encode Quicktime,

Shockwave, Flash, Windows Media, and RealVideo files for use in streaming media websites.

**Minimum Education:** Possesses a BA/BS degree in Commercial Arts, Fine Arts, Graphic Design, or related field.

### **MULTIMEDIA GRAPHIC ARTIST I**

**Minimum/General Experience:** Two (2) years general experience

**Functional Responsibility:** The Multimedia Graphic Artist I produces original, still artwork for incorporation into web, cd-rom, DVD and video. This person may use PowerPoint, Adobe Photoshop, and Adobe Illustrator and with all procedures for importing graphics into web, cd-rom, DVD and video environments, such as Alpha Channels and Mattes.

**Minimum Education:** Possesses a BA/BS degree in Commercial Arts, Fine Arts, Graphic Design, or related field.

### **MULTIMEDIA SPECIALIST I**

**Minimum/General Experience:** Two (2) years general experience

**Functional Responsibility:** Oversees and may perform a variety of multimedia-based tasks, which are broad in nature and are concerned with the design and implementation of integrated multimedia systems. Provides technical leadership to a team of video/network engineers and technicians through project completion.

**Minimum Education:** Possesses a BA/BS degree in Information Systems, Computer Science, Engineering, Business, or related field.

### **SENIOR GRAPHIC DESIGNER**

**Minimum/General Experience:** Five (5) years general experience

**Functional Responsibility:** Designs and develops graphical user interfaces for computer programs and graphics and illustrations for use in technical materials, manuals, and publications. Artwork may include tables, charts, flowcharts, viewgraphs/slides, forms, illustrations, or photographs. Material may be presented via computer monitor, Web site, CD-ROM, or other visual communication media.

**Minimum Education:** Possesses a BA/BS degree in Commercial Arts, Fine Arts, Graphic Design, or related field.

### **SENIOR INSTRUCTIONAL DESIGNER**

**Minimum/General Experience:** Five (5) years general experience

**Functional Responsibility:** Applies instruction design theory, methods, and processes to design, develop, revise and validate training solutions. Supports concept development and requirements analysis; system design, engineering, and integration; and test and evaluation project activities. Assist with training requirements analyses, task analyses, training need assessments, and target audience analyses. Assist with the selection of media for various types of job tasks to be trained. Develop instructional support documents such as lesson plans, student guides, instructor guides, and user's manuals. Evaluate and validate instructional materials.

**Minimum Education:** Possesses a BA/BS degree in Instructional Design, Adult Education, or related field.

### **SOFTWARE DEVELOPER**

**Minimum/General Experience:** Five (5) years general experience

**Functional Responsibility:** Perform as a technical expert in the design development, coding, testing, and debugging new software or complex enhancements to existing software. Work with technical staff to understand and to develop resolution of software problems. Resolve customer complaints with software and respond to suggestions for software modifications or enhancements. Participate in the development of software user manuals.

**Minimum Education:** Possesses a BA/BS degree in Information Systems, Computer Science, Engineering, Business, or related field.

### **SR. TECHNICAL WRITER**

**Minimum/General Experience:** Five (5) years general experience

**Functional Responsibility:** Responsible for assisting in collecting and organizing information required for preparation of information system specifications, requirement documents, user's manuals, training materials, and installation guides. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents.

**Minimum Education:** Possesses a BA/BS degree in English, Communications, Technical Writing, or related field.

### **UI DESIGNER I**

**Minimum/General Experience:** Three (3) years general experience

**Functional Responsibility:** Responsible for the oversight and creation of graphic user interfaces for the internet. Coordinates with application engineers and end users to determine requirements and manages and implements quality control procedures to ensure compliance with requirements. Works closely with application engineers and end users to design effective graphic user interfaces using current developments in web design tools and networking technology.

**Minimum Education:** Possesses a BA/BS degree in Information Systems, Computer Science, Engineering, Business, or related field.

### **UI DESIGNER II**

**Minimum/General Experience:** Five (5) years general experience

**Functional Responsibility:** Responsible for the oversight and creation of graphic user interfaces for the internet. Coordinates with application engineers and end users to determine requirements and manages and implements quality control procedures to ensure compliance with requirements. Works closely with application engineers and end users to design effective graphic user interfaces using current developments in web design tools and networking technology.

**Minimum Education:** Possesses a BA/BS degree in Information Systems, Computer Science, Engineering, Business, or related field.

### **USABILITY ACCESSIBILITY (508) SPECIALIST**

**Minimum/General Experience:** Three (3) years general experience

**Functional Responsibility:** The 508 Specialist is responsible for overseeing and implementing the Rehabilitation Act of 1973, Section 508 requirements for design and editing of documents and presentation slides. Typically, these professionals shall have: A. Knowledge of 2D graphical Design; B. Knowledge of 508 Document and presentation slide requirements; C. Demonstrated ability to convert documents and slide presentation into 508 compliant Microsoft Word documents, Portable Document Format (PDF) and Microsoft Power Point presentation products; D. Experience working with content experts and project managers, and producers in the design and development of 508 compliant products. Ensures that that the WIA-ARIA , WC3, and VHA 508 standards are applied and adhered to faithfully. Direct a team that includes the usability specialist.

**Minimum Education:** Possesses a BA/BS degree in Information Systems, Computer Science, Engineering, Business, or related field.

### **USABILITY SPECIALIST**

**Minimum/General Experience:** Three (3) years general experience

**Functional Responsibility:** The Usability Specialist shall conduct user research and usability activities for internal and client-facing web-based sites and instructional products. Typically these professionals shall:

Conduct user research (including user interviews, contextual inquiries, field studies, and surveys) and usability testing activities for a project. 1. Collaborate with clients, subject matter experts, information architects, multimedia producers and project managers throughout the design life cycle to ensure usability and design quality; 2. Plan usability activities, determine appropriate methodologies, collect data, summarize findings, and report results to management and project teams; 3. Identifies, prioritizes, and tracks usability issues and make design recommendations. Utilizes his or her knowledge of design principles to conduct heuristic evaluations of sites when appropriate; 4. Contribute to the creation and implementation of design standards and to the promotion of user-centered design.

**Minimum Education:** Possesses a BA/BS degree in Information Systems, Computer Science, Engineering, Business, or related field.

### **VIDEO ENGINEER/POST-PRODUCTION SPECIALIST**

**Minimum/General Experience:** Three (3) years general experience

**Functional Responsibility:** Specializes in post-production film/video editing to assure a quality final product. Operates equipment and coordinates the integration of video production and graphic design technology.

**Minimum Education:** Possesses a BA/BS degree in Information Systems, Computer Science,

### **FUNCTIONAL ANALYST III**

**Minimum/General Experience:** Ten (10) years general experience

**Functional Responsibility:** Provides expertise in specific functional areas or disciplines in support of client's Information Technology needs, including defining the problems, analyzing and developing plans and requirements in the subject matter area for moderately complex to complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications.

**Minimum Education:** Possesses a BA/BS degree in Information Systems, Computer Science,

### **FUNCTIONAL ANALYST II**

**Minimum/General Experience:** Three (3) years general experience

**Functional Responsibility:** Provides expertise in specific functional areas or disciplines in support of client's Information Technology needs, including developing requirements in the subject matter area for simple to moderately complex systems. Assists other consultants with analysis and evaluation and with the preparation of recommendations for system improvements, development, and/or maintenance efforts..

**Minimum Education:** Possesses a BA/BS degree in Information Systems, Computer Science,

### **BUSINESS ANALYST III**

**Minimum/General Experience:** Six (6) years general experience

**Functional Responsibility:** Develops and defines systems scope and objectives through research combined with a basic understanding of business systems and industry requirements. Interviews personnel from functional user area under study to learn general purpose of systems and information requirements of positions involved in the data flow. Analyzes client resources, including funding, personnel and unfunded requirements. Analyzes business and user needs, documents requirements and revises existing system logic difficulties.

**Minimum Education:** Possesses a BA/BS degree in Information Systems, Computer Science,



**PROGRAM MANAGER**

**Minimum/General Experience:** Ten (10) years general experience

**Functional Responsibility:** A Program Manager must have experience with diverse projects both large and small. Must be well versed in full systems development life cycle, enterprise wide network engineering, and strategic information planning, business process reengineering, structure and management practices. Must be able to identify and mitigate risks to the program. Must be able to manage to cost, schedule and performance.

**Minimum Education:** Possesses a MA/MS degree in Information Systems, Computer Science,

**Coley & Associates Labor Category Substitutions Information**

Coley & Associates, Inc. will provide only people who meet or exceed the minimum qualifications within the labor category descriptions stated herein. Coley & Associates labor categories provide for substituting experience for minimum education requirements and substituting educational degrees for years of experience. These substitutions are allowed for all Coley & Associates’ labor categories unless specified in the description.

**Allowable Substitutions**

The Table below presents the allowable substitutions based on the education and experience of the labor categories in the Pricelist. Experience should be professional and job related, however it does not have to be specific to the project to be accomplished. However, if a degree is used in place of experience, the degree must be related to the project or task.

MIN EDU. ALLOWABLE SUBSTITUTIONS		
DEGREE	Education and/or Experience	Related Certification
Associates	4 years relevant experience	Trade/Vocational School or Technical Training or Military Training in relevant field
Bachelors	Associates + 4 years relevant experience or 6 years relevant experience	Professional or Industry Standard Technical Certification in a relevant field. (e.g. MCSE, CCNP, CNA, CNE)
Masters	Bachelors + 4 years relevant experience, or Associates + 8 years relevant experience, or 10 years relevant experience	Professional License [e.g. Professional Engineer, Registered Communications Distribution Designer (RCDD), Certified Professional Logistician (CPL)]



## ATTACHMENT II: LABOR RATES

### A) OFF-SITE RATES

LABOR CATEGORY TITLE	RATE	LABOR CATEGORY TITLE	RATE
Principal Consultant	\$182.81	Multimedia Animation Designer (3-D) II	\$115.69
Senior Consultant	\$143.31	Multimedia Graphic Artist I	\$74.86
Project Manager	\$137.47	Multimedia Specialist I	\$99.28
Database Administrator	\$116.99	Senior Graphic Designer	\$97.71
Consultant	\$105.29	Senior Instructional Designer	\$115.69
Systems Analyst	\$97.99	Software Developer	\$119.12
Programmer	\$90.68	Sr. Technical Writer	\$98.16
Graphic Designer	\$80.44	UI Designer I	\$119.12
Technical Writer	\$58.50	UI Designer II	\$130.38
Administrative Assistant	\$42.87	Usability Accessibility (508) Specialist	\$84.70
Content Developer	\$102.08	Usability Specialist	\$102.08
Database Developer	\$130.68	Video Engineer/Post-Production Specialist	\$121.77
eLearning Producer	\$170.14	Functional Analyst III	\$237.43
Information Architect	\$122.50	Functional Analyst II	\$208.47
Instructional Designer	\$95.28	Business Analyst III	\$206.16
Multimedia (Web CD-DVD) Programmer	\$115.69	Program Manager	\$214.26



**B) ON-SITE RATES**

<b>LABOR CATEGORY TITLE</b>	<b>RATE</b>
Principal Consultant	\$158.39
Senior Consultant	\$124.17
Project Manager	\$119.11
Database Administrator	\$101.36
Consultant	\$91.22
Systems Analyst	\$84.90
Programmer	\$78.55
Graphic Designer	\$69.70
Technical Writer	\$50.69

*Rates are net – discounts have been deducted and IFF included*

## ATTACHMENT I: PRODUCT DESCRIPTIONS AND PRICING



Turning Technologies creates leading instructional, assessment delivery and data collection solutions for learning environments. Founded in 2002, the company began with the development of response technology that was affordable, user-friendly and better documented so that users could easily grasp its benefits. Today, over 15 million response devices have been delivered to K-12 schools, universities and businesses worldwide.

As the recognized leading provider of assessment delivery and data collection systems, Turning acquired eInstruction in 2013 to expand both its market share and product offerings across all industry segments. eInstruction is a proud pioneer in education technology with more than 30 years' experience and a diversified solution set that includes innovative classroom instruction systems, interactive whiteboards, research-based software and professional development that facilitate significantly higher levels of collaboration, engagement and achievement across all stages of the learning process.

Founded and based in Youngstown, OH, Turning maintains global offices in Scottsdale, AZ, Fort Wright, KY, Paris, France, Belfast, Ireland and Amsterdam, the Netherlands.



# TurningPoint

Response systems are powered by TurningPoint® polling software that directly integrates with PowerPoint®, polls with any application using a floating toolbar and offers self-paced testing. TurningPoint is the easiest-to-use and most powerful polling software available with rich features and reporting options.

ExamView is the renowned assessment software that assists instructors with start to finish creation, administration and management of detailed tests aligned with publisher content



ResponseWare acts as a virtual keypad for ANY web-enabled device. Use in place of a keypad during live sessions to allow participants to answer with their own devices. Regardless of location, respond via the web to provide input.

Go to [GSA Advantage](#) to see current authorized products and pricing.



integrated Groundwater Management Platform.

Cloud based integrated groundwater management solution designed for planners, managers, aquifer users, and technical staff delivering real time visibility and accurate predictability. Hydromodel Host leverages your current investment in groundwater data and modeling tools to improve your

sustainability management efforts and optimize resources utilization.

#### **Data Management**

Access and export real-time data, use advance statistical functionality, and create tables.

#### **Real-time Field Data**

Filter and select any site where you are collecting data, show interactive time series evolution of maps and generate time series of your quantity and quality variables.

#### **GAC Mobile App**

Locate closest site and field data, obtain water depth of your location and send observed field data

#### **Sustainability Management**

Run and compare complex scenarios in 4 mouse clicks

#### **What-if scenarios**

Run complex climate change, future demand, sustainability, contamination, artificial recharge, other scenarios in 4 mouse clicks.

#### **Sensitivity analysis**

Create 100s of scenarios in minutes and run them simultaneously.

#### **Aquifer Resources Management**

Maintain your models automatically updated and access your budget information

#### **Budget**

Generate time series of any budget item integrated in any aquifer zone and calculate lateral exchanges.

#### **3D Views**

Show 3D views of any output variable and generate interactive movies showing its evolution.

#### **Automated Model Updating**

Maintain your models automatically updated always with the latest field data

#### **Collaboration**

Improve collaboration between internal departments and increase transparency with aquifer resources users.

Manage access levels by user profile

Harmonize data sources and usage across multiple departments

Common decision support framework between aquifer regulators, planners, managers and users

Go to [GSA Advantage](#) to see current authorized products and pricing.



VLogic, formerly Indus Systems, pioneered the technology of facilities management systems.

VLogic Systems was born out of Indus Systems' restructuring. Founded in 1987, Indus established itself as a leading provider of facilities management software and services to government and private organizations.

VLogic Systems continues its operation at the headquarters of Indus in historic Concord, Massachusetts under the leadership of George T Koshy, who was Indus' co-founder and President.

VLogic carries the legacy of Indus. Indus was a pioneer in the provision of facility management software based on emerging technologies, technical support, and implementation services and solutions. Indus was one of the first companies to offer Computer-Aided Facilities Management (CAFM) software in the Software-as-a-Service (SaaS) model where clients can, without maintaining hardware and associated costs, take advantage of software owned and operated by a software provider.

Indus was recognized by Gartner Analytics as one of the innovators in the market and is positioned in Gartner's IWMS Market Guide based on *"ability to execute"*, *"iDrawings ease of use functionality with data integration framework that enables flexible extensions"* and *"completeness of vision"* of how to incorporate functional extensions driven by the market, with new technologies that deliver the best performance and value.

British market research firm Verdantix has recognized *iDrawings* as a premier solution for facilities management and included it in their Green Quadrant.

Indus customers have also recognized its commitment for excellence. VLogic continues that commitment.

#### SOLUTIONS INCLUDE:

- Space Management – Optimize the use of space
- Asset Management, CMMS, & Work Orders -- Asset life cycle, preventive maintenance and work orders
- Drawing Management -- Store, share and distribute drawings
- Move Management -- Align operations with space utilization
- Hoteling & Scheduling -- Improve productivity. Minimize costs
- Condition Assessment -- Today's conditions, tomorrow's budgets
- Real Estate Portfolio -- Plan, manage and track your portfolio
- Life-safety Compliance

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Coley partners with Elumicor to automate rudimentary tasks involved with litigation discovery and de-identification (redaction) needs. Elumicor’s technology is widely adopted in the litigation discovery industry as well as markets that require de-identification of personally identifiable information such as: healthcare, medical, government and financial markets.

- eDiscovery – Enhanced interactive workflow solutions for managing the entire eDiscovery process.
- De-Identification – Patent-pending solutions for protecting private data for compliancy regulations and third-party data sharing.
- Enterprise Solutions – Enterprise eDiscovery and De-Identification solutions available for high-volume data.

### **EDISCOVERY**

#### **Simple**

Easily manage the entire eDiscovery lifecycle, from processing to production.

#### **Powerful**

Widely adopted technology portfolio that provides the power you need.

#### **Affordable**

Pick a price that fits your budget. Total cost of ownership is in your hands.

### **DE\_IDENTIFICATION**

#### **Manage De-Identification/Redaction in Multiples, and in Bulk**

Designed to handle multiple matters at once, in one platform. Easily navigate between projects to manage your de-identification and redaction requirements.

#### **Visual Metrics and Reporting**

Easily visualize data sets as well as the number of redactions performed within each matter.

#### **Quality Control Checkpoints for Accuracy**

Facilitates accuracy through quality control checkpoints by automating the verification of de-identification/redaction and providing audit copies of each document.

### **ENTERPRISE SOLUTIONS**

#### **SaaS eDiscovery**

for corporate legal, outside counsel, and professional review teams.

As a full-service vendor staffed by experienced professionals, elumicor provides the confidence of fast, accurate results, freeing you to focus on your core competencies.

#### **SaaS De-Identification/Redaction**

for financial, healthcare, medical and government compliancy needs.

Capacity to execute one million de-identifications/redactions in 24 hours. Automatically identify criteria for de-identification/redaction.

Go to [GSA Advantage](#) to see current authorized products and pricing.



SimpliGov's mission is simple. Make it easier for government to serve the public and for the public to get what they need from government. It's a completely new approach that requires no coding, costly upgrades, lengthy implementations or challenging integrations. It's SimpliGov.

How it works:

1. Design  
We walk you through how to design forms using simple drag-and-drop tools, or even import and convert your own forms. Then add multilingual support and other "smart" features.
2. Build  
We show you how to build workflows with ease using our intuitive interface, with nary a call to IT because there's no programming necessary. You'll easily streamline and optimize even complex processes.
3. Measure  
Sit back and enjoy centralized, optimized and transparent workflow management, version control, multi-platform data integration, audit trails, analytics, and more. Or jump back in and start automating other workflows!



### Boost productivity

Boost workforce productivity and eliminate paper using smart online forms with automated workflow notifications.



### Accelerate workflow

Design your own online forms, automated workflow processes and electronic signatures, enabling faster, more accurate workflow across your organization.



### Gain oversight & insight

Centralized workflow dashboards, unlimited integrations, and real-time audit trails keep you informed at all times.

Go to [GSA Advantage](#) to see current authorized products and pricing.

46 years of combined contribution to Apache TomEE.

Tomitribe in **7 countries** & growing.

Brazil, Czech Republic, France, Guatemala, Portugal, UK & US.

### JAVA EE TO JAKARTA EE

 JCP Executive Committee Member  
2018, 2017, 2016

 MicroProfile Co-founder  
2018, 2017, 2016

 Java EE Licensee  
2018, 2017, 2016

 Jakarta EE Working Group  
2018

 Eclipse Foundation Board Member  
2018

 Java Champion Awards  
2016, 2015

 JavaOne Rock Star Awards  
2016, 2015, 2013, 2012

 Duke's Choice Awards  
2016, 2014

 Geek's Choice Award  
2014

Open Source, Jakarta EE & MicroProfile

## APACHE TOMCAT® & TOMEETM™

### TOMITRIBE COMMUNITY PARTNERSHIP PROGRAM

SUPPORT • SECURITY PATCHING  
PROFESSIONAL SERVICES • TRAINING



**ID\*ENROLL KIOSK - Height Adjustable Multi-Biometric Enrollment**

The NextgenID ID\*Capture® Kiosk is a highly automated, wizard driven enrollment and authentication kiosk specifically designed for the secure capture of multiple biometrics and associated personal identity information. The Kiosk was designed and engineered to be the most sophisticated and feature rich kiosk in the world for all levels of identity assurance proofing and customer service use.

This design delivers automation, speed, trust and security to the US Government's smart card credential programs (PIV, PIV-I, PIV-C (CIV), TWIC, CAC and FRAC), as well as global and international identity initiatives requiring the most innovative and reliable credentialing methods on the market. Further to its innovation, the NextgenID KIOSK has been integrated with the first and only Virtual In-person Proofing (VIP) capability in the Identity and Access Management market. VIP technology reduces cost, strengthens security and accuracy in addition to providing special services when needed by kiosk users. VIP provides a remote operator function as if they were standing in front of the kiosk directly servicing a user. VIP provides the necessary visual capabilities of the user, the surroundings, their documents and interactions with the kiosk.

