

**GENERAL SERVICES ADMINISTRATION  
FEDERAL SUPPLY SERVICE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE CATALOG/PRICE LIST**

**SCHEDULE:** – Multiple Award Schedule (MAS)



2121 N. 15<sup>th</sup> Street, Suite 300  
Arlington, VA 22201  
P. 703.521.1500 x.6 • F. 703.521.1500

**Contract Number:** GS-35F-0644Y  
**Contract period:** Sept. 25, 2012 through Sept. 24, 2022  
**Pricelist Version:** PS-A812 dated February 26, 2020  
**DUNS:** 019805824  
**NAICS:** 541519  
**WEB:** <http://www.TTG-IT.com>  
**Business size:** 8(a) American Indian Owned, Native American Owned, Small Disadvantaged Business

SIN	Description
OLM	Order-Level Materials (OLMs)
54151S	Information Technology Professional Services
D301	IT Facility Operation and Maintenance
D302	IT Systems Development Services
D306	IT Systems Analysis Services
D307	Automated Information Systems Design and Integration Services
D316	IT Network Management Services
D399	Other IT 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.  
2. Offeror's and Agencies are advised that the Group – 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  
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.

**Contact for Contract Administration:**

Sara Uzel, Principal, 703-521.1500 ext.6, [suzel@ttg-it.com](mailto:suzel@ttg-it.com)  
On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**, a menu-driven database system. The INTERNET address for **GSA Advantage!** is <http://www.gsadvantage.gov>  
For more information on ordering from Federal Supply Schedules click on the GSA Schedules link at [www.gsa.gov](http://www.gsa.gov)



## About TTG

### TRUSTED EXPERTS IN IT INFRASTRUCTURE AND TELECOM OPERATIONS

At Technology Trends Group (TTG), our insights in telephony and networking also include deep expertise in the many operational functions that support these two disciplines, such as RFP preparation, proposal review, telecommunications billing analysis and more.

Our experienced managerial and technical staff includes a diverse array of subject matter experts, with decades of experience serving clients in the public and private sectors. Their unique skill set allows us to provide customers with a combination of strategic planning, project management and logistics to support the installation of new technologies or upgrading of existing IT resources.

To learn more about how we can help you address your telephony and networking challenges, [please contact us](#).

### WE HELP YOU MAXIMIZE RETURN ON TECHNOLOGY INVESTMENT

Since 1997, Technology Trends Group (TTG) has been helping public and private sector clients increase the impact and resiliency of their technology.

Our specialists in Contact Centers, Telephony, Cable Plant Design, Data Center Planning and other technology disciplines know the right questions to ask — and the right processes to implement. These are some of the many ways we help ensure that our clients have exactly the technology they need, installed and configured correctly.

To learn how we can help your organization maximize its return on technology investment, [please contact us](#).

### SERVICES

#### [CONTACT CENTERS](#)

We help clients maximize the benefits Contact Centers can deliver through Strategic Business Planning, New Systems Evaluation and Selection, Design and Implementation, and Strategic Operational Assessment. [More...](#)

#### [CABLE PLANT DESIGN](#)

Our Cable Plant Design practice helps you minimize downtime by creating a physical cable plant infrastructure that works not just today or next year, but for the length of your lease. [More...](#)

#### [VOICE SYSTEMS](#)

Through our highly focused auditing services, we'll help you simplify your telephony structure — and save money. [More...](#)

#### [IT PROJECT MANAGEMENT](#)

We are experts at overseeing even the most complex projects, including office relocation, conversion to VoIP, and migration of data to the Cloud. [More...](#)

#### [NETWORK SOLUTIONS](#)

We're highly skilled at helping your organization design and modify your network to ensure continuous operations while it evolves to meet the changing needs of your users. [More...](#)

#### [DATA CENTERS](#)

We have years of experience assessing data center facilities and making recommendations to improve their reliability, performance, and storage capacity. [More...](#)

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**1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs):**

SIN	Description
OLM	Order-Level Materials (OLMs)
54151S	Information Technology Services

**1b. LOWEST PRICED MODEL NUMBER AND PRICE FOR EACH SIN:**

See Attachment 1 for Fixed Priced Solutions

**1c. HOURLY RATES: (Services Only):**

Labor Category Title	Year 8 9/19-9/20	Year 9 9/20-9/21	Year 10 9/21-9/22
Junior IT Communications Support Specialist	\$97.08	\$98.93	\$100.81
IT Communication Support Specialist	\$114.36	\$116.53	\$118.74
Senior IT Communications Specialist	\$123.56	\$125.91	\$128.30
Senior IT Communications Consultant	\$158.87	\$161.89	\$164.97
Senior Technical Writer	\$121.05	\$123.35	\$125.70
IT Project Manager	\$182.08	\$185.54	\$189.06
IT Consultant	\$143.45	\$146.17	\$148.95
Senior IT Consultant	\$160.00	\$163.04	\$166.14
Subject Matter Expert (SME) - Call Center/Contact Center Practice Lead	\$150.65	\$153.52	\$156.43
Subject Matter Expert (SME) - Call Center/Contact Center Specialist	\$175.76	\$179.10	\$182.51
Subject Matter Expert (SME) - Senior Contact Center Consultant	\$185.81	\$189.34	\$192.93
Project Manager 1	\$99.87	\$101.77	\$103.70
Project Manager 2	\$106.40	\$108.42	\$110.48
Business Analyst 2	\$98.56	\$100.44	\$102.34
IT Developer 2	\$114.57	\$116.75	\$118.97

**JUNIOR IT COMMUNICATIONS SUPPORT SPECIALIST**

Functional Responsibility: The Junior IT Communications Support Specialist is very knowledgeable in all aspects of telecommunications and is able to fully support other Specialists and Consultants in the field. The Junior IT Communications Specialist also demonstrates good oral and written communication skills; provides highly technical and specialized guidance and solutions to complex telecommunication problems; performs elaborate analysis and studies with assistance; prepares reports and supports on the execution of presentations to management; and able to work a member of a team.

Minimum Education: Associate's Degree in telecommunications or related field.

Minimum Experience: 3 years of experience in telecommunications or related field.

**IT COMMUNICATIONS SUPPORT SPECIALIST**

Functional Responsibility: The IT communications Support Specialist is very knowledgeable in all aspects of telecommunications and is able to fully support other Specialists and Consultants in the field. The IT Communications Specialist also demonstrates good oral and written communication skills; provides highly technical and specialized guidance and solutions to complex telecommunications problems; performs elaborate analysis and studies with assistance; prepares reports and supports on the execution of presentations to management; and able to work a member of a team.

Minimum Education: BS in telecommunications or related field.

Minimum Experience: 4 years of experience in telecommunications or related field.

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### SENIOR IT COMMUNICATIONS SPECIALIST

Functional Responsibility: The Senior IT Communications Specialist is very knowledgeable in all aspects of telecommunications and may support other consultants. The Senior IT Communications Specialist also demonstrates good oral and written communications skills; provides highly technical and specialized guidance and solutions to complex telecommunication problems; performs elaborate analysis and studies; prepares reports and gives presentations to management; and able to work independently or as a member of a team.

Minimum Education: BS in telecommunications or related field.

Minimum Experience: 5 years of experience in telecommunications or related field.

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### SENIOR IT COMMUNICATIONS CONSULTANT

Functional Responsibility: The Senior IT Communications Consultant is very knowledgeable in all aspects of telecommunications and has more experience and responsibilities than all levels of the IT Communications Specialists and Support Specialists. The Senior IT Communications Consultant also demonstrates excellent oral and written communications skills; provides highly technical and specialized guidance and solutions to complex telecommunication problems; performs elaborate analysis and studies; prepares reports and gives presentations to management; and able to work independently or as a member of a team.

Minimum Education: BS in telecommunications or related field.

Minimum Experience: 7 years of experience in telecommunications or related field.

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### SENIOR TECHNICAL WRITER

Functional Responsibility: The Senior Technical Writer has experience with document editing, document structure, desktop publishing, automated work processing, and writing for technical and non-technical audiences in the telecommunications field. Also has the knowledge and ability to interpret engineering and maintenance drawings, and operational procedures, and to absorb and synthesize large quantities of telecommunications-related information. The Senior Technical Writer also gathers, analyzes, and composes special reports, or any other deliverables and documents; conducts research and ensures the use of proper technical terminology; translates technical information into clear and concise documents to be used by technical and non-technical personnel.

Minimum Education: BS in telecommunications or related field.

Minimum Experience: 5 years of experience in telecommunications or related field.

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### IT PROJECT MANAGER

Functional Responsibility: The Project Manager plans and directs highly technical projects, involving all aspects of information resources managements with a strong emphasis on telecommunications. The Project Manger also directs completion of tasks within estimated timeframes and budget restraints; schedules and assigns duties to subordinates; interfaces with client management teams; reports in writing and orally to client management; must be capable of negotiating and making binding decisions for the client.

Minimum Education: BS in telecommunications or related field.

Minimum Experience: 8 years of experience in telecommunications or related field.

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### IT CONSULTANT

Functional Responsibility: The Consultant is very knowledgeable in all aspects of telecommunications and demonstrates excellent oral and written communications skills; provides highly technical and specialized guidance and solutions to complex Telecommunications problems; performs elaborate analysis and studies; prepares reports and gives presentations to management; and able to work independently or as a member of a team.

Minimum Education: BS in telecommunications or related field.

Minimum Experience: 6 years of experience in telecommunications or related field.

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### SENIOR IT CONSULTANT

Functional Responsibility: The Senior Consultant is very knowledgeable in all aspects of telecommunications and demonstrates excellent oral and written communications skills; provides highly technical and specialized guidance and solutions to complex Telecommunications problems; performs

elaborate analysis and studies; prepares reports and gives presentations to management; able to and able to work independently or as a member of a team.

Minimum Education: BS in telecommunications or related field.

Minimum Experience: 8 years of experience in telecommunications or related field.

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**SUBJECT MATTER EXPERT (SME) – CALL CENTER/ CONTACT CENTER PRACTICE LEAD**

Functional Responsibility: The Call/Contact Center Practice Lead is very knowledgeable in all aspects of contact center technology and demonstrates excellent oral and written communications skills; is able to align operational requirements with technology, provides highly technical and specialized guidance and solutions to complex contact center problems; performs elaborate analysis and studies; prepares reports and gives presentations to management; and able to work independently or as the leader of a team. The Call Center/Contact Center Practice Lead has experience as management experience to lead a team.

Minimum Education: BS in telecommunications or related field.

Minimum Experience: 10 years of experience in telecommunications or related field.

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**SUBJECT MATTER EXPERT (SME) – CALL CENTER/ CONTACT CENTER SPECIALIST**

Functional Responsibility: The Call/Contact Center Specialist is knowledgeable in all aspects of contact center technology and demonstrates excellent oral and written communications skills; is able to align operational requirements with technology, provides technical and specialized guidance and solutions to complex contact center problems; performs analysis and studies; prepares reports; and is able to work independently or as a member of a team.

Minimum Education: BS in telecommunications or related field.

Minimum Experience: 5 years of experience in telecommunications or related field.

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**SUBJECT MATTER EXPERT (SME) – SENIOR CONTACT CENTER CONSULTANT**

Functional Responsibility: The Senior Contact Center Consultant is knowledgeable in all aspects of contact center technology and demonstrates excellent oral and written communications skills; is able to align operational requirements with technology, provides technical and specialized guidance and solutions to complex contact center problems; performs analysis and studies; prepares reports; and is able to work independently or as a member of a team.

Minimum Education: BS in telecommunications or related field.

Minimum Experience: 5 years of experience in telecommunications or related field.

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**PROJECT MANAGER 1**

Functional Responsibility: Diagnose and resolve problems in response to customer reported incidents; Research, evaluate, and provide feedback on problematic trends and patterns in client support requirements; Develop and maintain problem tracking and resolution; Develop and manage client service performance requirements; Ensure the rigorous application of information security/information assurance policies, principles, and practices in the delivery of client support services.

Minimum Education: BS in telecommunications or related field.

Minimum Experience: 3 years of experience in telecommunications or related field.

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**PROJECT MANAGER 2**

Functional Responsibility: Diagnose and resolve problems in response to customer reported incidents; Research, evaluate, and provide feedback on problematic trends and patterns in client support requirements; Develop and maintain problem tracking and resolution; Develop and manage client service performance requirements; Ensure the rigorous application of information security/information assurance policies, principles, and practices in the delivery of client support services.

Minimum Education: BS in telecommunications or related field.

Minimum Experience: 5 years of experience in telecommunications or related field.

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**BUSINESS ANALYST 2**

Functional Responsibility: Reviews, analyzes, and evaluates business IT systems and user needs. Formulates systems to parallel overall business strategies. Writes detailed description of user needs, program functions,

and steps required to develop or modify computer programs. Familiar with related computer software/programs used to perform job functions. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others.

Minimum Education: BS in telecommunications or related field.

Minimum Experience: 5 years of experience in telecommunications or related field.

**IT DEVELOPER 2**

Functional Responsibility: Responsible for computer programming and system design and for developing and maintaining websites, databases and project tracking systems. Provides technical guidance to the IT Team in performance of the work and reviews the quality of work. Responsible for computer programming and system design and for developing and maintaining websites, databases and project tracking systems.

Minimum Education: BS in telecommunications or related field.

Minimum Experience: 5 years of experience in telecommunications or related field.

**SUBSTITUTION OF EDUCATION FOR EXPERIENCE**

An Associate's degree may be substituted for two years of general or specialized experience. A Bachelor's degree may be substituted for four years of general or specialized experience. Specialized training may be substituted for one year of general or specialized experience.

**SUBSTITUTION OF EXPERIENCE FOR EDUCATION**

High School diploma plus four years general or specialized experience will be equivalent to an Associate's degree. High School diploma plus six years general or specialized experience will be equivalent to a Bachelor's degree.

- 2. **MAXIMUM ORDER:**  
OLM: \$250,000  
54151S: \$500,000
- 3. **MINIMUM ORDER:**  
\$100.00
- 4. **GEOGRAPHIC COVERAGE:**  
Domestic Delivery Only (the 48 contiguous states, D.C., Hawaii, Alaska, and US Territories)
- 5. **POINT(S) OF PRODUCTION:**  
Technology Trends Group, LLC (TTG)  
2121 North 15<sup>th</sup> St., Suite 300  
Arlington, VA 22201
- 6. **DISCOUNT FROM LIST PRICES:**  
Prices are listed as GSA Net, Discount Deducted and IFF included.
- 7. **QUANTITY DISCOUNT(S):**  
N/A
- 8. **PROMPT PAYMENT TERMS:**  
Net 30
- 9A. **GOVERNMENT PURCHASE CARDS MUST BE ACCEPTED AT OR BELOW THE MICRO-PURCHASE THRESHOLD.**  
Yes, TTG accepts Government Purchase Cards at or below the micro-purchase threshold.
- 9B. **GOVERNMENT PURCHASE CARDS ARE ACCEPTED ABOVE THE MICRO-PURCHASE THRESHOLD.**  
Yes, TTG accepts Government Purchase Cards above the micro-purchase threshold.
- 10. **FOREIGN ITEMS:**  
N/A

- 11a. TIME OF DELIVERY:**  
TTG will adhere to the delivery schedule stipulated in each delivery order and/or delivery order amendment.
- 11b. EXPEDITED DELIVERY:**  
See Urgent Requirements (11d) below.
- 11c. OVERNIGHT AND 2-DAY DELIVERY:**  
See Urgent Requirements (11d) below.
- 11d. URGENT REQUIREMENTS:**  
When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing). If the Contractor offers an accelerated delivery time acceptable to the ordering activity, and 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.
- 12. FOB POINT:**  
Destination, Point of Exportation
- 13a. ORDERING ADDRESS:**  
Technology Trends Group, LLC (TTG)  
2121 North 15<sup>th</sup> St., Suite 300  
Arlington, VA 22201
- 13b. ORDERING PROCEDURES:**  
For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in FAR 8.405-3
- 14. PAYMENT ADDRESS:**  
Technology Trends Group, LLC (TTG)  
2121 North 15<sup>th</sup> St., Suite 300  
Arlington, VA 22201
- 15. WARRANTY PROVISION:**  
N/A
- 16. EXPORT PACKING CHARGES:**  
N/A
- 17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:**  
TTG will accept government purchase cards for payment below, equal to and above the Micro-purchase threshold level.
- 18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE):**  
N/A
- 19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE):**  
N/A
- 20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF AVAILABLE):**  
N/A
- 20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE):**  
N/A
- 21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE):**  
Technology Trends Group, LLC (TTG)  
2121 North 15<sup>th</sup> St., Suite 300



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Arlington, VA 22201

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

N/A

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

N/A

**24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES**

(e.g. recycled content, energy efficiency, and/or reduced pollutants):

N/A

**24b. SECTION 508 COMPLIANCE FOR EIT:**

The EIT Standards can be found at: [www.section508.gov/](http://www.section508.gov/)

**25. DUNS NUMBER:**

019805824

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

Contractor has an Active Registration in the SAM database.

## USA Commitment to Promote Small Business Participation

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TTG 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 **Sara J Uzel, Principal, (703) 521-1500 ext 6, [suzel@ttg-it.com](mailto:suzel@ttg-it.com) Fax: (703) 521-1500.**

## Best Value Blanket Purchase Agreement Federal Supply Schedule

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (Agency) and [Company Name] enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) \_\_\_\_\_.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the Government that works better and costs less.

Signatures

\_\_\_\_\_

Agency

Date

\_\_\_\_\_

Contractor

Date

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

(CUSTOMER NAME)  
**BLANKET PURCHASE AGREEMENT**

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

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

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

(2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

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

(4) This BPA does not obligate any funds.

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

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

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

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

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

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

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

(h) Date of Shipment.

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

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

## Basic Guidelines for Using “Contractor Team Arrangements”

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

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

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

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

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

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customer's needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer's requirement.
- Customers make a best value selection.