



AUTHORIZED FEDERAL SUPPLY SERVICE
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

Special Item No. 132-33 Perpetual Software Licenses
Special Item No. 132-34 Maintenance of Software
Special Item No. 132-50 Training Courses
Special Item No. 132-51 Information Technology Professional Services

SIN 132-33 - PERPETUAL SOFTWARE LICENSES

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

Large Scale Computers
Application Software
Utility Software

Microcomputers
Application Software
Utility Software

SIN 132-34 - MAINTENANCE OF SOFTWARE

SIN 132-50 - TRAINING COURSES FOR INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE

FPDS Code U012

SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D316	IT Network Management Services

Column Technologies, Inc.
10 E. 22nd Street, Suite 300
Lombard, IL 60148
630-515-6660
www.columnit.com

Contract Number: GS-35F-0660M

Period Covered by Contract: July 29, 2012 to July 28, 2017

General Services Administration
Federal Supply Service

Pricelist current through Modification # PS-0020, dated 07/29/2012

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Supply Service's Home Page via the Internet at <http://www.gsaadvantage.gov>.

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**INFORMATION FOR ORDERING OFFICES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. 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). The catalogs/pricelists, GSA Advantage! and the Federal Supply Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

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

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

1. Geographic Scope of Contract:

The Geographic scope of Contract for Column Technologies is the 48 contiguous states and the District of Columbia.

2. Contractor's Ordering Address and Payment Information:

**Column Technologies, Inc.
10 E. 22nd Street, Suite 300
Lombard, IL 60148-6109**

Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Government purchase cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

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

630-515-6660

3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to Government personnel or damage to Government property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. **Statistical Data for Government Ordering Office Completion of Standard Form 279:**

Block 9: G. Order/Modification Under Federal Schedule
 Block 16: Data Universal Numbering System (DUNS) Number: **06-252-8968**
 Block 30: Type of Contractor - **B. Other Small Business**
 Block 31: Woman-Owned Small Business - **No**
 Block 36: Contractor's Taxpayer Identification Number (TIN): **36-4268153**

4a. CAGE Code: **3FH62**

4b. Contractor has registered with the Central Contractor Registration Database.

5. **FOB SHIPPING**

6. **DELIVERY SCHEDULE**

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

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
132-33	30 Days
132-34	30 Days
132-50	30 Days
132-51	30 Days

b. **URGENT REQUIREMENTS:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies 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. (Telephone replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

URGENT REQUIREMENTS DELIVERY TIME: 5 WORKING DAYS

7. **Discounts: Prices shown are NET Prices; Basic Discounts have been deducted.**

132-33

- a. Prompt Payment: 1% - 15 days from receipt of invoice or date of acceptance, whichever is later.
- b. Discount: 20%
- c. Government Educational Institutions are offered the same discounts as all other Government customers.

132-34

- a. Prompt Payment: 1% - 15 days from receipt of invoice or date of acceptance, whichever is later.
- b. Discount: 0%
- c. Government Educational Institutions are offered the same discounts as all other Government customers.

132-50

- a. Prompt Payment: 1% - 15 days from receipt of invoice or date of acceptance, whichever is later.
- b. Discount: 20%

- c. Government Educational Institutions are offered the same discounts as all other Government customers.

132-51

- a. Prompt Payment: 1% - 15 days from receipt of invoice or date of acceptance, whichever is later.
- b. Discount: 27%
- c. Government Educational Institutions are offered the same discounts as all other Government customers.

8. Trade Agreements Act of 1979, as amended:

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

9. Statement Concerning Availability of Export Packing: N/A

10. Small Requirements: The minimum dollar value of orders to be issued is \$100.00.

11. Maximum Order (All dollar amounts are exclusive of any discount for prompt payment.)

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

12. USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS. In accordance with FAR 8.404:

[NOTE: Special ordering procedures have been established for Special Item Number (SIN) 132-51 IT Professional; refer to the terms and conditions for the SIN.]

Orders placed pursuant to a Multiple Award Schedule (MAS), using the procedures in FAR 8.404, are considered to be issued pursuant to full and open competition. Therefore, when placing orders under Federal Supply Schedules, ordering offices need not seek further competition, synopsise the requirement, make a separate determination of fair and reasonable pricing, or consider small business set-asides in accordance with subpart 19.5. GSA has already determined the prices of items under schedule contracts to be fair and reasonable. By placing an order against a schedule using the procedures outlined below, the ordering office has concluded that the order represents the best value and results in the lowest overall cost alternative (considering price, special features, administrative costs, etc.) to meet the Government's needs.

- a. Orders placed at or below the micro-purchase threshold. Ordering offices can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.
- b. Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering offices should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the agency's needs. In selecting the supply or service representing the best value, the ordering office may consider--
 - (1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;
 - (2) Trade-in considerations;

- (3) Probable life of the item selected as compared with that of a comparable item;
- (4) Warranty considerations;
- (5) Maintenance availability;
- (6) Past performance; and
- (7) Environmental and energy efficiency considerations.

c. Orders exceeding the maximum order threshold. Each schedule contract has an established maximum order threshold. This threshold represents the point where it is advantageous for the ordering office to seek a price reduction. In addition to following the procedures in paragraph b, above, and before placing an order that exceeds the maximum order threshold, ordering offices shall--

Review additional Schedule Contractors'

- (1) catalogs/pricelists or use the "GSA Advantage!" on-line shopping service;
- (2) Based upon the initial evaluation, generally seek price reductions from the Schedule Contractor(s) appearing to provide the best value (considering price and other factors); and
- (3) After price reductions have been sought, place the order with the Schedule Contractor that provides the best value and results in the lowest overall cost alternative. If further price reductions are not offered, an order may still be placed, if the ordering office determines that it is appropriate.

NOTE: For orders exceeding the maximum order threshold, the Contractor may:

- (1) Offer a new lower price for this requirement (the Price Reductions clause is not applicable to orders placed over the maximum order in FAR 52.216-19 Order Limitations);
- (2) Offer the lowest price available under the contract; or
- (3) Decline the order (orders must be returned in accordance with FAR 52.216-19).

d. Blanket purchase agreements (BPAs). The establishment of Federal Supply Schedule BPAs is permitted when following the ordering procedures in FAR 8.404. All schedule contracts contain BPA provisions. Ordering offices may use BPAs to establish accounts with Contractors to fill recurring requirements. BPAs should address the frequency of ordering and invoicing, discounts, and delivery locations and times.

e. Price reductions. In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering offices will find it advantageous to request a price reduction. For example, when the ordering office finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering office the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual agency for a specific order.

f. Small business. For orders exceeding the micro-purchase threshold, ordering offices should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.

g. Documentation. Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an agency requirement in excess of the micro-purchase threshold is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering office shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the agency's needs.

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS: Federal departments and agencies acquiring products from this Schedule must comply with

the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering offices, shall be responded to promptly by the Contractor.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):

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

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):

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

14. SECURITY REQUIREMENTS. In the event security requirements are necessary, the ordering activities may incorporate, in their delivery orders, a security clause in accordance with current laws, regulations, and individual agency policy; however, the burden of administering the security requirements shall be with the ordering agency. If any costs are incurred as a result of the inclusion of security requirements, such costs will not exceed ten percent (10%) or \$100,000, of the total dollar value of the order, whichever is less.

15. CONTRACT ADMINISTRATION FOR ORDERING OFFICES: Any ordering office, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the Government's convenience, and (m) Termination for Cause (See C.1.)

16. GSA Advantage!

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

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

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

17. PURCHASE OF INCIDENTAL, NON-SCHEDULE ITEMS

For administrative convenience, open market (non-contract) items may be added to a Federal Supply Schedule Blanket Purchase Agreement (BPA) or an individual order, provided that the items are clearly labeled as such on the order, all applicable regulations have been followed, and price reasonableness has been determined by the ordering activity for the open market (non-contract) items.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, with no exceptions.

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

20. BLANKET PURCHASE AGREEMENTS (BPAs)

Federal Acquisition Regulation (FAR) 13.303-1(a) defines Blanket Purchase Agreements (BPAs) as "...a simplified method of filling anticipated repetitive needs for supplies or services by establishing 'charge accounts' with qualified sources of supply." The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.303-2(c)(3), which reads, in part, as follows:

"BPAs may be established with Federal Supply Schedule Contractors, if not inconsistent with the terms of the applicable schedule contract."

Federal Supply Schedule contracts contain BPA provisions to enable schedule users to maximize their administrative and purchasing savings. This feature permits schedule users to set up "accounts" with Schedule Contractors to fill recurring requirements. These accounts establish a period for the BPA and generally address issues such as the frequency of ordering and invoicing, authorized callers, discounts, delivery locations and times. Agencies may qualify for the best quantity/volume discounts available under the contract, based on the potential volume of business that may be generated through such an agreement, regardless of the size of the individual orders. In addition, agencies may be able to secure a discount higher than that available in the contract based on the aggregate volume of business possible under a BPA. Finally, Contractors may be open to a progressive type of discounting where the discount would increase once the sales accumulated under the BPA reach certain prescribed levels. Use of a BPA may be particularly useful with the new Maximum Order feature. See the Suggested Format, contained in this Schedule Pricelist, for customers to consider when using this purchasing tool.

21. **CONTRACTOR TEAM ARRANGEMENTS**

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Contractor's Reports of Sales and 552.238-76, Industrial Funding Fee, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. **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 party for construction, alteration, or repair (including painting and decorating of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2000, then the requirements of the Davis-Bacon Act applies.

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

23. **SECTION 508 COMPLIANCE.**

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

The EIT standard can be found at: www.Section508.gov/.



**TERMS AND CONDITIONS APPLICABLE TO
PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33) AND
MAINTENANCE (SPECIAL ITEM NUMBER 132-34) OF GENERAL PURPOSE
COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE**

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The Government reserves the right to inspect or test any software that has been tendered for acceptance. The Government may require repair or replacement of nonconforming software at no increase in contract price. The Government must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. GUARANTEE/WARRANTY

- a. Unless specified otherwise in this contract, 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.
- c. **Limitation of Liability.** Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the Government for consequential damages resulting from any defect or deficiencies in accepted items.

3. TECHNICAL SERVICES

The Contractor, at no extra charge to the Government, shall provide a hot line technical support number 888-500-7840 or 630-515-6660 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available Monday thru Friday, 9 a.m. – 5 p.m. Central time.

4. SOFTWARE MAINTENANCE

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

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

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Term licenses and/or maintenance may be discontinued by the Government on thirty (30) calendar days written notice to the Contractor.
- c. **Annual Funding.** When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.
- d. **Cross-Year Funding Within Contract Period.** Where an ordering office's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering office may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

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

6. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

Reserved.

7. TERM LICENSE CESSATION

Reserved.

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

a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

b. When acquired by the Government, 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 agency. An agency is defined as a cabinet level or independent agency. The software may be used by any subdivision of the agency (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 agency's site. This would allow other agencies access to one agency's database. For Government public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user agency 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 agency'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 agency.

(3) Except as is provided in paragraph 8.b(2) above, the Government 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 government who have the Government'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 Government to use software, documentation, or information therein, which the Government may already have or obtains without restrictions.

(4) The Government 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 Government has the right to transfer the software to another site if the Government site for which it is acquired is deemed to be unsafe for Government personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

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

9. **SOFTWARE CONVERSIONS - (132-32 AND 132-33)**

Full monetary credit will be allowed to the Government when conversion from one version of the software to another is made as the result of a change in operating system , or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (132-32), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

10. **DESCRIPTIONS AND EQUIPMENT COMPATIBILITY**

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

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

In accordance with manufacturer's policy

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

1. SCOPE

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit Government 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 Government's location, as agreed to by the Contractor and the Government.

2. ORDER

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

3. TIME OF DELIVERY

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the Government.

4. CANCELLATION AND RESCHEDULING

- a. The Government 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 Government to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the Government will modify its original training order to specify the time and date of the rescheduled training class.
- b. In the event the Government fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the Government will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the Government 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 Government 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 Government, the Contractor must notify the Government at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone 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.

6. PRICE FOR TRAINING

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

7. INVOICES AND PAYMENT

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

8. FORMAT AND CONTENT OF TRAINING

a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.

b. ****If applicable**** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.

c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.

d. The Contractor shall provide the following information for each training course offered:

- (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
- (2) The length of the course;
- (3) Mandatory and desirable prerequisites for student enrollment;
- (4) The minimum and maximum number of students per class;
- (5) The locations where the course is offered;
- (6) Class schedules; and
- (7) Price (per student, per class (if applicable)).

e. For those courses conducted at the Government's location, instructor travel charges (if applicable), including mileage and daily living expenses, must be indicated below. Rates paid as a result of travel must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

Any reasonable travel expense, i.e. airfare, hotel room rental, car rental or other necessary transportation between hotel and location of training, parking, tolls, mileage and per diem.

9. "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.

N/A

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

1. SCOPE

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

2. PERFORMANCE INCENTIVES

- a. When using a performance based statement of work, performance incentives may be agreed upon between the Contractor and the ordering office on individual fixed price orders or Blanket Purchase Agreements, for fixed price tasks, under this contract in accordance with this clause.
- b. The ordering office must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. To the maximum extent practicable, ordering offices shall consider establishing incentives where performance is critical to the agency's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.
- d. The above procedures do not apply to Time and Material or labor hour orders.

3. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK)

FAR 8.402 contemplates that GSA may occasionally find it necessary to establish special ordering procedures for individual Federal Supply Schedules or for some Special Item Numbers (SINs) within a Schedule. GSA has established special ordering procedures for services that require a Statement of Work. These special ordering procedures take precedence over the procedures in FAR 8.404 (b)(2) through (b)(3).

GSA has determined that the prices for services contained in the contractor's price list applicable to this Schedule are fair and reasonable. However, the ordering office using this contract is responsible for considering the level of effort and mix of labor proposed to perform a specific task being ordered and for making a determination that the total firm-fixed price or ceiling price is fair and reasonable.

- a. When ordering services, ordering offices shall—
 - (1) Prepare a Request (Request for Quote or other communication tool):
 - (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
 - (ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering office makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to

performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

(iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.

(iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2)(i) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors:

(i) Based upon an initial evaluation of catalogs and price lists, the ordering office should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate). When buying IT professional services under SIN 132—51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINs as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.

(ii) The request should be provided to three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold. For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the agency's needs. Ordering offices should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

(3) Evaluate Responses and Select the Contractor to Receive the Order:

After responses have been evaluated against the factors identified in the request, the order should be placed with the schedule contractor that represents the best value. (See FAR 8.404)

b. The establishment of Federal Supply Schedule Blanket Purchase Agreements (BPAs) for recurring services is permitted when the procedures outlined herein are followed. All BPAs for services must define the services that may be ordered under the BPA, along with delivery or performance time frames, billing procedures, etc. The potential volume of orders under BPAs, regardless of the size of individual orders, may offer the ordering office the opportunity to secure volume discounts. When establishing BPAs, ordering offices shall—

(1) Inform contractors in the request (based on the agency's requirement) if a single BPA or multiple BPAs will be established, and indicate the basis that will be used for selecting the contractors to be awarded the BPAs.

(i) **SINGLE BPA:** Generally, a single BPA should be established when the ordering office can define the tasks to be ordered under the BPA and establish a firm-fixed price or ceiling price for individual tasks or services to be ordered. When this occurs, authorized users may place the order directly under the established BPA when the need for service arises. The schedule contractor that represents the best value should be awarded the BPA. (See FAR 8.404)

(ii) **MULTIPLE BPAs:** When the ordering office determines multiple BPAs are needed to meet its requirements, the ordering office should determine which contractors can meet any technical qualifications before establishing the BPAs. When multiple BPAs are established, the

authorized users must follow the procedures in (a)(2)(ii) above and then place the order with the Schedule contractor that represents the best value.

(2) Review BPAs Periodically: Such reviews shall be conducted at least annually. The purpose of the review is to determine whether the BPA still represents the best value. (See FAR 8.404)

c. The ordering office should give preference to small business concerns when two or more contractors can provide the services at the same firm-fixed price or ceiling price.

d. When the ordering office's requirement involves both products as well as executive, administrative and/or professional, services, the ordering office should total the prices for the products and the firm-fixed price for the services and select the contractor that represents the best value. (See FAR 8.404)

The ordering office, at a minimum, should document orders by identifying the contractor from which the services were purchased, the services purchased, and the amount paid. If other than a firm-fixed price order is placed, such documentation should include the basis for the determination to use a labor-hour or time-and-materials order. For agency requirements in excess of the micro-purchase threshold, the order file should document the evaluation of Schedule contractors' quotes that formed the basis for the selection of the contractor that received the order and the rationale for any trade-offs made in making the selection.

Ordering procedures for other services available on schedule at fixed prices for specifically defined services or tasks should use the procedures in FAR 8.404. These procedures are listed in the pricelist, under "Information for Ordering Offices," paragraph #12.

4. ORDER

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

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

5. PERFORMANCE OF SERVICES

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

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

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

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

6. INSPECTION OF SERVICES

The Inspection of Services-Fixed Price (AUG 1996) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection-Time-and-Materials and Labor-Hour (JAN 1986) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE GOVERNMENT

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

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

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

11 INVOICES

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

12. PAYMENTS

For firm-fixed price orders the Government shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts (Alternate I (APR 1984)) at FAR 52.232-7 applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts (FEB 1997) (Alternate II (JAN 1986)) at FAR 52.232-7 applies to labor-hour orders placed under this contract.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT SERVICES AND PRICING

****NOTE TO CONTRACTORS:** The information provided below is designed to assist Contractors in providing complete descriptions and pricing information for the IT/EC Services offered. This language should NOT be printed as part of the Information Technology Schedule Pricelist; instead, Contractors should provide the same type of information as it relates to the IT/EC Services offered under the contract.**

a. The Contractor shall provide a description of each type of IT/EC Service offered under Special Item Numbers 132-51 and 132-52. IT/EC Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT/EC Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices.

Commercial Job Title: Engineer

Our software engineers are required to be proficient in the deployment and design customizations of the software applications we resell. They are required to be project orientated in how they approach an engagement, specifically, as they relate to the clients business rules and processes. Our engineers will be required to give presentations, production demonstrations, along with writing proposals and requirements analysis. Therefore, both strong oral and written communication skills are required.

Additionally the willingness to travel and a pleasing personality are also required due to the on site customer interaction. Ideally, we higher engineers that have a two-year history of software programming and development.

In summary we look for software engineers that are skilled in our field, possessing good communication skills, willing to learn as technology changes, having the comprehension and understanding of the value of that technology and the impact it can have, if deployed properly, in managing customer workflow and processes.

**COLUMN TECHNOLOGIES
GSA MAINTENANCE AND SERVICES PRICELIST**

SPECIAL ITEM NUMBER 132-34 – MAINTENANCE OF SOFTWARE

Manufacturer	MFR Part #	Description	GSA Price
Column Technologies, Inc.	COL-SUPP-GS	Software maintenance for Column Manufactured Software includes changes to software that solve one or more problems and is not included with the price of the software. Software maintenance includes person-to-person communications regardless of the medium used to communicate: telephone support, on-line technical support, customized support, and/or technical expertise which are charged commercially. Software maintenance is billed in advance on an annual basis.	23% of sale purchase price per annum

SPECIAL ITEM NUMBER 132-50 – TRAINING COURSES

Location*	Course Code	Course Name**	Days	Price
Virtual	RSMG-ARS1-0630 RSMG-ARA1-0700	AR System 6.x: Administering Part 1 (Web-based Training) AR System 7.x: Administering Part 1 (Web-based Training)	1	\$516.10
Virtual	RSMG-CMIN-0700	Config Management 7.x: Introduction (Web-based)	1	\$181.35 per student
Chicago, New York, Dallas	RSMG-ARS2-0630 RSMG-ARA2-0700	AR System 6.x: Administering Part 2 AR System 7.x: Administering Part 2	5	\$2,619.50 per student
Chicago, New York, Dallas	RSMG-ARS3-0630 RSMG-ARA3-0700 RSMG-CMBP-0200 RSMG-SDA1-0900 RSMG-CMIC-0700	AR System 6.x: Administering Part 3 AR System 7.x: Administering Part 3 CMDDB 2.0: Implementation Best Practices Service Desk Express 9.x: Admin Part 1 Config Mgmt 7.x: Installing & Configuring	5	\$2,619.50 per student
ON-SITE	ITIL	ITIL Foundations	2	\$872.90 per student, minimum 6 attendees 7+: \$322.40 per student \$6,851 for up to 6 Students 7+: \$322.40 per student

Chicago, New York, Dallas	TRAONSITE	ITIL Foundations V2 ITIL Foundations V3	-	\$1,124.37 per Student 2 days \$1,204.97 per Student 3 days
Chicago, New York, Dallas	ITILv3BRIDGE	ITIL Bridge Course		\$560.17
ON-SITE	TRAONSITE	AR System 6.x: Administering Part 2 AR System 6.x: Administering Part 3 AR System 7.x: Administering Part 2 AR System 7.x: Administering Part 3 CMDB 2.0: Implementation Best Practices Service Desk Express 9.x: Admin Part 1 Service Desk Express 9.x: Admin Part 2 Config Mgmt 7.x: Installing & Configuring	-	\$2,418/day

*** Training Locations**

Chicago
10 E. 22nd Street
Suite 300
Lombard, IL 60148

New York, NY
111 Broadway
Suite 1504
New York, NY 10006

Dallas, TX
1950 Stemmons Freeway
Dallas, TX 75207

**** For full course description, see Attachment I**

SPECIAL ITEM NUMBER 132-51 – INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

Labor Category	Description	Rate
Consultant Level I	<p><u>Service Offering:</u> A Level I Consultant provides basic requirements including implementation and configuration project activities for the Column suite of products, (Performance Testing, Case Management, Billing Allocation Management, Sentinel), the BMC Software suite of products (Bladelogic, ADDM, CLM, BPPM, MDM, EUEM, MyIT, Footprints, Remedyforce, Remedy OnDemand), Reporting products (Jaspersoft), remote desktop products, (Bomgar) Service Request products (Kinetic Request and Calendar), Performance Management tools (Silk Performer, IdentityIQ, Splunk, SQLstream). He/She is versed in ITIL methodologies and can work independently or in teams with other Column consultants, customer personnel or third party vendors as needed.</p> <p><u>Experience:</u> 1 year consulting experience; ITIL foundations certified.</p>	\$1,128.40 per day
Consultant Level II	<p><u>Service Offering:</u> A Level II Consultant provides intermediate requirements analysis, development and configuration project activities for the Column suite of products, (Performance Testing, Case Management, Billing Allocation Management, Sentinel), the BMC Software suite of products (Bladelogic, ADDM, CLM, BPPM, MDM, EUEM, MyIT, Footprints, Remedyforce, Remedy OnDemand, Analytics/Dashboards), Reporting products (Jaspersoft), remote desktop products, (Bomgar) Service Request products (Kinetic Request and Calendar), Performance Management tools (Silk Performer, IdentityIQ, Splunk, SQLstream). He/She is versed in ITIL methodologies and can work independently or in teams with other Column consultants, customer personnel or third party vendors as needed.</p> <p><u>Experience:</u> 1-2 years consulting experience; ITIL foundations certified.</p>	\$1,209.00 per day
Consultant Level III	<p><u>Service Offering:</u> A Level III Consultant provides tactical requirements analysis, light design, enterprise development and implementation and training skills for the Column suite of products, (Performance Testing, Case Management, Billing Allocation Management, Sentinel), the BMC Software suite of products (Bladelogic, ADDM, CLM, BPPM, MDM, EUEM, MyIT, Footprints, Remedyforce, Remedy OnDemand, Analytics/Dashboards), Reporting products (Jaspersoft), remote desktop products, (Bomgar) Service Request products (Kinetic Request and Calendar), Performance Management tools (Silk Performer, IdentityIQ, Splunk, SQLstream). Also has the ability to perform integrations with existing architecture. He/She is versed in ITIL methodologies and can work independently or in teams with other Column consultants, customer personnel or third party vendors as needed.</p> <p><u>Experience:</u> 2-3 years consulting experience; ITIL foundations certified.</p>	\$1,289.60 per day
Consultant Level IV	<p><u>Service Offering:</u> A Level IV Consultant provides complete enterprise-level requirements analysis, design, enterprise development and implementation or training skills for the Column suite of products, (Performance Testing, Case Management, Billing Allocation Management, Sentinel), the BMC Software suite of products (Bladelogic, ADDM, CLM, BPPM, MDM, EUEM, MyIT, Footprints, Remedyforce, Remedy OnDemand, Analytics/Dashboards), Reporting products (Jaspersoft), remote desktop products,</p>	\$1,370.20 per day

	<p>(Bomgar) Service Request products (Kinetic Request and Calendar), Performance Management tools (Silk Performer, IdentityIQ, Splunk, SQLstream). He/She is versed in ITIL methodologies and can work independently or in teams with other Column Consultants, customer personnel or third party vendors as needed.</p> <p><u>Experience:</u> 3 + years consulting experience; 6 years IT experience; ITIL foundations certified</p>	
Consultant Level V	<p><u>Service Offering:</u> A Level V Consultant provides complete analysis, design, development and implementation or training skills for the Column suite of products, (Performance Testing, Case Management, Billing Allocation Management, Sentinel), the BMC Software suite of products (Bladelogic, ADDM, CLM, BPPM, MDM, EUEM, MyIT, Footprints, Remedyforce, Remedy OnDemand, Analytics/Dashboards), Reporting products (Jaspersoft), remote desktop products, (Bomgar) Service Request products (Kinetic Request and Calendar), Performance Management tools (Silk Performer, IdentityIQ, Splunk, SQLstream). He/She also performs project management functions, risk mitigation, project planning, resource allocation and project coordination to meet customer objectives or technical project management, such as architecture, design review, SDLC and integrated solutions.</p> <p><u>Experience:</u> 3 + years consulting or project management experience; 6 plus years IT experience; ITIL foundations certified</p>	\$1,450.80 per day
Consultant Level VI	<p><u>Service Offering:</u> A Level VI Consultant provides information technology process and requirements consulting related to information technology infrastructure management specifically, or complex/expert services for all supported products to include:</p> <ul style="list-style-type: none"> • Process consulting and design • Requirements analysis and ITIL compliancy consulting for all supported products • Enterprise architectural design • Program/Project Management <p><u>Experience:</u> 4+ years consulting experience 7+ years of experience managing projects, with significant development and technical writing; continuing business management classes, product certifications, project management certifications, ITIL certifications.</p>	\$1,612.00 per day
ITIL Process Consultant	<p><u>Service Offering:</u> ITIL Process Consultants are ITIL certified and are able to provide expert advice for all aspects of IT Service Management, including Problem, Change, Configuration, Release, Availability, Capacity, Financial and Service Level management. He/She comprehensively asses, analyze, develop and deploy process solutions and CMDB strategies to enhance IT Service Management and Support Delivery. ITIL Process Consultants work with process owners to meld ITIL best practices, client goals, current procedures and organizational realities together in a fashion that will serve to maximize client ROI.</p> <p><u>Experience:</u> 7+ years of IT experience, 4-5 years Infrastructure Management consulting, ITIL certifications.</p>	\$1,612.00 per day

**USA COMMITMENT TO PROMOTE
SMALL BUSINESS PARTICIPATION
PROCUREMENT PROGRAMS**

PREAMBLE

Column Technologies provides commercial products and services to the Federal Government. 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 Federal Government contracts. To accelerate potential opportunities please contact **Tim Yario, 630-515-6660, gsa@columnit.com, 630-271-1508 fax.**

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”

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.

ATTACHMENT I: TRAINING COURSE DESCRIPTIONS

AR System 6.x: Administering Part 1

(Web-based Training) Approx. 8 Hours

Course Objective

In this web-based training, participants learn foundation concepts necessary to administer the AR System. This course introduces the AR System architecture, concepts, and terminology. Participants learn how to navigate Remedy User and Remedy Administrator in order to perform administrative tasks.

Course Content

- Define the purpose and benefits of the AR System
- Identify the different AR System roles
- Define the AR System architecture
- Identify the AR System development tools
- Log into the AR System tools
- Create and search for requests in the Remedy User tool
- Navigate the Remedy Administrator tool
- Identify and describe the different types of server objects
- Provide an overview of how access control works in the AR System

Comments

The class material is technical and designed for administrators, implementation staff and other key personnel. Students may take a Pre-Test to receive credit for topics in which they are already proficient. Students must pass the End of Course Test before being confirmed in any other AR System 5.x course.

Materials

Each student will receive a course workbook containing all presentation materials and notes. Plus, students will receive certificates of successful course completion.

Classroom Attire

Our classroom is a business casual environment.

AR System 6.x: Administering Part 2

5 days, 9:00 a.m. - 5:00 p.m.

Prerequisites

AR System 6.x: Administering - Part 1 (Web-based Training)

Course Objective

In this course, you learn how to administer and build applications in AR System 6.0. Through a combination of lecture and lab exercises, students learn how to perform the tasks of an AR System Administrator, from managing user access to maintaining an application. In addition, students learn how to develop and customize basic AR System objects.

Course Content

- Manage access control and AR System licenses
- Create AR System objects using Remedy Administrator
- Import and export AR System server objects and data
- Build AR System forms, fields, and menus to meet business data requirements
- Build AR System active links that automate system responses to user actions
- Build time-based escalations
- Package AR System forms into a local application
- Manage log files
- Generate Fields Fixed Position web views and deploy to the mid tier
- Perform basic server administration tasks

Comments

The class material is technical and designed for AR System administrators, implementation staff and other key personnel. This course is not designed for end-users of the product.

Materials

Each student will receive a course workbook containing all presentation materials and notes. Plus, students will receive certificates of successful course completion.

Classroom Attire

Our classroom is a business casual environment.

AR System 6.x: Administering Part 3

5 days, 9:00 a.m. - 5:00 p.m.

Prerequisites

- AR System 6.x: Administering - Part 1 (Web-based Training)
- AR System 6.x: Administering – Part 2
- Six months of AR System experience is recommended, but not required
- Experience in a web development environment and/or knowledge of HTML, Java, and JSP are recommended, but not required

Course Objective

In this course, you learn how to incorporate complex workflow into existing AR System 6.0 applications. Through a combination of lecture and lab exercises, students learn how to create a deployable application, build advanced functionality within that deployable application, and deploy and customize it for the web.

This course is a continuation of AR System 6.x: Administering – Part 2 and supersedes AR System 5.x: Advanced Solutions and AR System 5.x: Deploying Web Applications.

Course Content

- Create deployable applications and apply deployable application features
- Create custom home pages for a deployable application
- Build advanced features and workflow for table fields
- Build a guide that performs a table loop
- Describe the architecture and uses of the Email Engine and Alert System.
- Create View and Vendor forms
- Calculate business time
- Create currency fields and use them in workflow
- Create dynamic workflow
- Perform basic server administration tasks
- Maintain and manage deployable applications
- Describe the Mid Tier architecture used to deliver AR System applications to the web
- Define the web application development process
- Configure a deployable application for dynamic web views
- Describe the benefits of using a relative web view
- Create advanced web views for an application using HTML templates
- Identify the standard access methods used to access a web view
- Create direct access URLs
- Apply cascading style sheets to a web application
- Create a custom login JSP file for a web application

Comments

The class material is technical and designed for AR System administrators, implementation staff and other key personnel. This course is not designed for end-users of the product.

Materials

Each student will receive a course workbook containing all presentation materials and notes. Plus, students will receive certificates of successful course completion.

Classroom Attire

Our classroom is a business casual environment.

AR System 7.x: Administering - Part 1

Web-based Training

Prerequisites

User knowledge of the Microsoft Windows graphical user interface (GUI)

Course Objective

In this highly interactive web-based training, participants learn foundation concepts necessary to administer AR System 7. This course introduces AR System architecture, concepts, and terminology. Participants learn how to navigate BMC Remedy User and BMC Remedy Administrator in order to perform administrative tasks.

Course Content

- Define the purpose and benefits of BMC Remedy Action Request System 7.
- Identify the different AR System roles.
- Define the AR System architecture.
- Identify the AR System development tools.
- Log into the AR System clients.
- Navigate BMC Remedy User.
- Create and search for requests using BMC Remedy User and a web browser.
- Create AR System reports using BMC Remedy User and a web browser.
- Record and run macros in BMC Remedy User.
- Understand how to receive notifications using BMC Remedy Alert and the web.
- Navigate BMC Remedy Administrator.
- Describe basic administration tasks using BMC Remedy Administrator.
- Identify and describe the different types of server objects and fields.
- Provide an overview of access control in the AR System.

Comments

Successful completion of this course is a prerequisite for BMC Remedy AR System 7.x: Administering – Part 2.

Materials

Each student will receive a course workbook containing all presentation materials and notes. Plus, students will receive certificates of successful course completion.

Classroom Attire

Our classroom is a business casual environment.

AR System 7.x: Administering – Part 2

5 days, 9:00 a.m. - 5:00 p.m.

Prerequisites

AR System 7.x: Administering - Part 1 (Web-based)

Course Description

In this course, you learn how to administer and build applications in AR System 7. Through a combination of lecture and lab exercises, students learn how to perform the tasks of an AR System Administrator and Developer, from managing user access to maintaining an application. In addition, students learn how to develop and customize basic AR System objects.

The first module of this course consists of an intensive lab exercise that provides an opportunity for participants to demonstrate their proficiency of the knowledge and skills learned in the BMC Remedy AR System 7.x: Administering – Part 1 online training.

Course Objectives

- Manage access control and AR System licenses.
- Perform common administrative tasks using the BMC Remedy AR System Administration Console.
- Create AR System objects using BMC Remedy Administrator.
- Import and export AR System server objects and data.
- Build AR System forms, fields, and menus to meet business data requirements.
- Build AR System active links that automate system responses to user actions.
- Build AR System filters that enforce business rules.
- Build time-based escalations.
- Package AR System forms into a local application.
- Create a deployable application.
- Manage log files.
- Customize an application for the web.
- Perform basic server administration tasks

Comments

The class material is technical and designed for AR System administrators, implementation staff and other key personnel. This course is not designed for end-users of the product.

Materials

Each student will receive a course workbook containing all presentation materials and notes. Plus, students will receive certificates of successful course completion.

Classroom Attire

Our classroom is a business casual environment.

AR System 7.x: Administering – Part 3

5 days, 9:00 a.m. - 5:00 p.m.

Prerequisites

Remedy AR System 7.x: Administering - Part 1 (Web-based)

BMC Remedy AR System 7.x: Administering – Part 2

Course Objectives

In this course, students learn how to incorporate complex workflow into existing AR System applications. Through a combination of lecture and lab exercises, students learn how to create a deployable application, build advanced functionality within that deployable application, and customize it for the web. This course is a continuation of BMC Remedy AR System 7.x: Administering – Part 2.

Course Content

- Incorporate new BMC Remedy AR System 7.x features and functionality.
- Create deployable applications and apply deployable application features.
- Create custom home pages for a deployable application.
- Build advanced features and workflow for table fields.
- Build a guide that performs a table loop.
- Describe the architecture and uses of the Email Engine and Alert System.
- Create View and Vendor forms.
- Create relationships between records.
- Calculate business time.
- Create currency fields and use them in workflow.
- Design data-driven approaches to workflow.
- Create server-side tables.
- Create a filter guide.
- Create dynamic workflow.
- Maintain and manage deployable applications.
- Describe the Mid Tier architecture used to deliver AR System applications to the web.
- Define the web application development process.
- Customize Standard and Web-Alternate views to create a custom web interface.
- Identify the standard access methods used to access a web view.
- Create direct access URLs.
- Identify and use the Report forms to create a reporting interface on the web.

Comments

The class material is technical and designed for AR System administrators, implementation staff and other key personnel. This course is not designed for end-users of the product.

Materials

Each student will receive a course workbook containing all presentation materials and notes. Plus, students will receive certificates of successful course completion.

Classroom Attire

Our classroom is a business casual environment.

Configuration Management 7.x: Introduction (Web-based)

Web-based

Prerequisites

Students should have a basic understanding of:

- Operating systems (graphical user and command line interfaces)
- Relational databases
- Directory services (LDAP)
- System Administration and Application Deployment

Course Objectives

This online training course introduces students to the fundamental components that comprise the BMC Configuration Management environment. Through real-world examples and success stories, students will discover the technology and concepts that drive the BMC Change and Configuration Management solution, and will be introduced to key benefits and features of the Configuration Management infrastructure.

After course completion, students will be able to explain the critical steps involved in realizing the potential ROI in deploying the BMC Configuration Management 7.x environment, and will be prepared for the BMC Configuration Management 7.x: Installing and Configuring

Course Content

- Explain the Information Technology Infrastructure Library (ITIL) Change and Configuration Management Solution.
- Identify key features and benefits of the BMC Configuration Management environment.
- Identify the components of the Configuration Management infrastructure including tuners, transmitters, and channels.
- Access and use the Configuration Management Administration tools.
- Access and use the Report Center.

Comments

This online training course introduces students to the fundamental components that comprise the BMC Configuration Management environment. Through real-world examples and success stories, students will discover the technology and concepts that drive the BMC Change and Configuration Management solution, and will be introduced to key benefits and features of the Configuration Management infrastructure.

After course completion, students will be able to explain the critical steps involved in realizing the potential ROI in deploying the BMC Configuration Management 7.x environment, and will be prepared for the BMC Configuration Management 7.x: Installing and Configuring instructor-led class.

Classroom Attire

Our classroom is a business casual environment.

Configuration Management 7.x: Installing and Configuring

9:00 - 5:00p.m.

Prerequisites

BMC Configuration Management 7.x: Introduction WBT

Course Objective

In this course students learn the skills necessary to apply, install, and configure the components of the Configuration Management product line. Building on the real world scenarios identified in the BMC Configuration Management 7.x: Introduction WBT, this course gives participants hands-on practice implementing Configuration Management solutions. Participants work in small teams and individually to prepare and administer BMC Configuration Management in a simulated environment.

Course Content

- Review the components of the Configuration Management solution.
- Review the components of the Configuration Management infrastructure.
- Identify typical business challenges and corresponding Configuration Management solutions.
- Install the Configuration Management software.
- Identify, install, and maintain Master, Mirror, and Repeater Transmitters.
- Install Tuners locally.
- Navigate the BMC CM Console and use it to administer Configuration Management products.
- Implement Configuration Discovery.
- Identify the packaging concept and create a basic file package.
- Implement Policy Manager.
- Implement Patch Manager.
- Deploy Tuners remotely.
- Use Deployment Manager.
- Identify common troubleshooting techniques.

Classroom Attire

Our classroom is a business casual environment.

CMDB 2.0: Implementation Best Practices

5 days, 9:00 a.m. - 5:00 p.m.

Prerequisites

BMC Remedy AR System 7.x: Administering – Part 1

BMC Remedy AR System 7.x: Administering – Part 2

Course Content

- Identify the purpose of the CMDB.
- Identify the ways in which the CMDB contributes to the guidelines supplied by Business Service Management (BSM), ITIL and Enterprise Architecture.
- Define the ITIL Configuration Management Process.
- Define the BMC Atrium CMDB Federated architecture.
- Recognize providers and consumers of CMDB data.
- Define the CMDB Common Data Model including the purpose of regular and relationship classes, abstract classes, and categorization classes.
- Recognize data endpoints for common CIs to assist when mapping data into the CMDB.
- Define how to use the CMDB Console.
- Identify the purpose of datasets.
- Define how to use the Reconciliation Engine to merge, copy, compare, and delete CI instances.
- Identify and manage CMDB permissions.
- Use EIE to populate the CMDB.
- Perform CMDB customizations such as extending the data model with classes and attributes.
- Identify initial steps for planning and implementing a BMC Atrium CMDB project consistent with ITIL and BMC best practices.

Comments

Designed for BMC customers, Alliance Partner consultants, and BMC consultants, this 5-day course outlines ITIL guidelines for the Configuration Management process and explains how the BMC Atrium CMDB supports these guidelines. Through a combination of lecture and lab, students learn best practices for implementing and maintaining the BMC Atrium CMDB.

Classroom Attire

Our classroom is a business casual environment.

Service Desk Express 9.x: Administering – Part 1

5 days, 9:00 a.m. - 5:00 p.m.

Prerequisites

- Working knowledge of the Microsoft Windows user interface
- Working knowledge of Internet Explorer
- Basic understanding of relational database concepts is preferred, but not required

Course Objectives

In Part 1 of the Administering course, students learn how to install, configure, and manage BMC Service Desk Express. Participants learn how to effectively navigate through BMC Service Desk Express (SDE) and discover how to use SDE's Customization Wizard, view and create basic Business Rules, and use the System Administration tool to tailor the application to general and specific business needs.

This course material is technical and designed as an introduction to SDE for system administrators, group administrators, implementation staff, and other key personnel. It is not suitable for end-users of the application.

Course Content

- Describe the components and architecture of BMC SDE
- Create new incident requests
- Search for and modify existing incident requests
- Use SDE tools, such as Incident Monitor, QuickViews, and Knowledge Search
- Describe and use SDE's Crisis Management tool (Whiteboard)
- Describe and use Work Orders
- Describe SDE's Asset Management modules and their relationships
- Add and maintain SDE users and access control groups
- Build forms that meet business process data requirements
- Use the Customization Wizard to tailor the application's user interface
- Describe the purpose of business automation
- Learn the basics of Business Automation and how they are used to automate tasks, such as notifications
- Configure the Knowledge Manager
- Configure and use SDE's Self Service portal

Classroom Attire

Our classroom is a business casual environment

Service Desk Express 9.x: Administering - Part 2

4 days, 9:00 a.m. - 5:00 p.m.

Prerequisites

BMC Service Desk Express 9.x: Administering – Part 1

Required Knowledge

- Familiarity with Windows 2000 or Windows 2003 system administration basics
- Basic understanding of relational database concepts

Course Objectives

In this course, participants learn how to use SDE's Customization Wizard, Business Automation engine, and Database Administration tool to tailor the application to specific business needs.

This course is intermediate in complexity and is designed as the next step for system administrators, group administrators, and implementation staff. It is not suitable for end-users of the application.

Course Content

- Create color-coded QuickViews
- Use the QuickViews Calendaring and Charting features
- Create multiple Dashboards and assign them to staff
- Create and administer surveys using the Surveyor module
- Use the Service Level Management module
- Use Self Service Attachments
- Identify and use Preventive Maintenance procedures
- Use the Collaborative Workspace feature
- Perform database customizations

Target Audience

Intermediate Users - This course is designed for users who are comfortable with the basics of the product, but are ready to delve into advanced features and customization of the product. More than 6 months of experience with the product is assumed.

Classroom Attire

Our classroom is a business casual environment

ITIL Foundations

2 days, 8:00 a.m. - 5:00 p.m.

Prerequisites

There are no prerequisites. Experience in IT services is recommended.

Course Objective

In this course, participants will become familiar with best practices for IT service management and how ITIL processes can improve IT operations. The course describes how eleven key IT disciplines relate to each other and to wider IT business issues.

The IT Infrastructure library is the most comprehensive undertaking available today to document the best practices in IT Service Management. This comprehensive set of best practices breaks IT Service Management into 10 distinct processes and the Service Desk function. ITIL explains the relationships between the IT processes and also serves as the common language used to increase communications effectiveness between IT and the business.

An understanding of ITIL provides the ever-important link between IT services and the business need. In today's competitive environment, linking IT to business is essential to providing the agility, responsiveness, and service that companies require to succeed. This Foundation course is a prerequisite for all other levels of ITIL certification.

Course Content

- Introduction to ITIL: structure of the library, ITIL's key concepts and objectives, overview of ITIL certifications, outline of relationships between the ITIL processes
- Service Desk: Understanding its role and function in the IT infrastructure
- Incident Management: Definition of an incident; description of Incident Control
- Problem Management: identification of problems and prevention of further incidents
- Configuration Management: Defining a configuration item and the Configuration Management Database
- Change Management: Description of change controls, change procedures, request for change (RFC);
- Release Management: Definition of definitive software library (DSL) and definitive hardware store (DHS); description of planning, testing and implementing
- Service Level Management: Definition of a service catalog; proper life cycle management of service level agreements (SLAs)
- Financial Management For IT Services: Reviews of budgeting, charging and IT accounting;
- Availability Management: Review of reliability, availability, resilience, maintainability, and serviceability; calculating availability, review of planning, monitoring, reporting, and maintaining secure data
- Capacity Management: Review of application sizing, workload, performance, demand and resource management and their inputs to modeling
- IT Service Continuity Management: Review of risk analysis and risk management; defining assets, threats, vulnerabilities, and countermeasures (protection and recovery); development, testing and maintenance of the IT Service Continuity Plan

Comments

The class material is designed for anyone working in IT services requiring more information about the ITIL best practice framework.

Certification

Upon completing the Foundation course, an independent examination body will administer a 1 hour test consisting of 40 multiple choice questions. Participants with a passing grade of 65% will receive their Foundation Certificate in IT Service Management.

Materials

Each student will receive a course workbook containing all presentation materials and notes.

Classroom Attire

Our classroom is a business casual environment.

ITIL V2 Foundations

2.5 days 9:00am-5:00pm (Certificate Exam at 10:00 am on 3rd day)

Prerequisites

There are no prerequisites. Experience in IT services is recommended.

Course Objective

This course introduces participants to the elementary terms and concepts of ITIL. The Foundation Certification in IT Service Management is an introductory certification to the understanding of ITIL, the most widely accepted framework and standard of IT Infrastructure Management in the world.

The ITIL Foundation Certification course introduces you to the terms and concepts of ITIL. You are taught the importance of a systematic approach to management by means of a presentation and practical application of the material. The ITIL management model provides you insight into the coherence of identified processes.

The ITIL Foundation Certification course is taught by highly experienced educators who not only teach, but have many years of industry experience assisting companies in adopting the ITIL framework. Our instructors are ITIL Service Manager certified and can help map theory to real-world practical implementation.

This Foundation course is a prerequisite for all other levels of ITIL certification.

Certification

Upon completing the Foundation course, an independent examination body will administer a 1 hour test consisting of 40 multiple choice questions. Participants with a passing grade of 65% will receive their Foundation Certificate in IT Service Management. Testing will be conducted on the third day at 10:00 a.m.

Comments

The class material is designed for anyone working in IT services who desires more information about the ITIL best practice framework.

Materials

Each student will receive a course workbook containing all presentation materials and notes.

Classroom Attire

Our classroom is a business casual environment.

ITIL Foundations V3

9:00 - 5:00 p.m., 3 Days (Certification exam on 3rd day)

Prerequisite

None

Course Objectives

This three-day course introduces the IT Infrastructure Library® (ITIL®) and the concept of IT Service Management (ITSM). It outlines the processes required to deliver, measure, and improve IT services. This course also provides a comprehensive look at the concepts and terminology necessary for Foundation level understanding of ITIL V3. To facilitate participant comprehension, this course includes the popular Polestar Simulation. This simulation offers an exciting, practical demonstration of the effectiveness of the ITIL concepts. Included in this course is the optional ITIL Version 3 Foundation Certification exam, which is administered on the final day.

Comments

When first introduced, the Information Technology Infrastructure Library (ITIL) consisted of more than 40 books. Several years ago, the books were rewritten – giving the library a total of nine. Now, ITIL is once again undergoing a major refresh! The nine books will become five: *Service Strategies*, *Service Design*, *Service Transition*, *Service Operation* and *Continual Service Improvement*.

Target Audience

All IT Operations

Technical or Management staff requiring more information about ITIL best practices

Anyone responsible for managing, implementing, or consulting on ITIL processes with IT

Anyone pursuing a certification in ITIL Foundations.

ITIL Bridge Course

9:00 - 5:00 p.m., 1 Day Course (Exam at end of the day)

Prerequisites

The participant must have successfully completed the ITIL v2 Foundations certification exam.

Description

This course is for those that are ITIL v2 Foundations certified and want to understand the concepts in ITIL v3 to re-certify under the ITIL v3 curriculum. This EXIN-certified course introduced those familiar with the v2 material to the differences between ITIL v2 and ITIL v3. This course introduces the concepts behind the Service Lifecycle including Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. Within these stages of the Service Lifecycle, the participant is introduced to the key benefits, objectives, processes and functions. Upon completion of this course, the participant is provided the opportunity for ITIL v3 Bridge exam certification through EXIN.

Target Audience

- All IT Operations
- Technical or Management staff requiring more information about ITIL best practices
- Anyone responsible for managing, implementing, or consulting on ITIL processes with IT
- Anyone pursuing ITIL certifications.