

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

Special Item No. 132-12 Maintenance of Equipment, Repair Services

FPDS Code D320 – IT Annual Hardware Maintenance Service Plans

FPDS Code J058 – Maintenance, Repair, and Rebuilding of Equipment – Communication, Detection, and Coherent Radiation Equipment

FPDS Code J070 – Maintenance, Repair and Rebuilding of Equipment – Automatic Data Processing Equipment (Including Firmware), Software, Supplies and Support Equipment

Special Item No. 132-51 Information Technology (IT) Professional Services

FPDS Code D301 – IT Facility Operation and Maintenance

FPDS Code D302 – IT Systems Development Services

FPDS Code D306 – IT Systems Analysis Services

FPDS Code D307 – Automated Information Systems Design and Integration Services

FPDS Code D310 – IT Backup and Security Services

FPDS Code D316 – IT Network Management Services

FPDS Code D318 – IT Integrated Hardware/Software/Services Solutions

FPDS Code D321 – IT Help Desk

FPDS Code D324 – IT Business Continuity

FPDS Code D325 – IT Data Centers and Storage

FPDS Code D399 – Other Information Technology Services, Not Elsewhere Classified

Contract Number: GS-35F-081CA

Period Covered by Contract: November 24, 2014 – November 23, 2019

Contractor Business Size: Small

General Services Administration Federal Supply Service

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.fss.gsa.gov/>



VITEC Solutions, LLC (VITEC)

455 Commerce Drive, Buffalo, NY 14228

Tel: (716) 204-9200, Fax: (716) 204-9201, E-mail: contracts@vitecsolutions.com

<http://www.vitecsolutions.com>



CAPABILITY STATEMENT

CAPABILITIES

VITEC Solutions is a premier technology solutions provider to leading businesses, universities, and government agencies. VITEC supplies strategically critical support in the design, deployment, integration, and proactive management of IT environments.

- Help Desk
- Information Security
- Network Administration
- Proactive Monitoring
- Disaster Recovery
- Enterprise Engineering
- Strategic Planning
- Hardware Maintenance
- Remote Backup
- Network Infrastructure

DIFFERENTIATORS

- Over 20 years’ experience working with government agencies
- 52,000 Devices on service contracts with government agencies
- VITEC utilizes all in-house staff for service
- VITEC Management averages 11 years with company

PAST PERFORMANCE

Client Name	Project	Contact Information
NYS Department of Health	Deployment and hardware maintenance for 5,500 devices.	John A. Regan (518) 402-7100 John.Regan@its.ny.gov
Erie 1 Board of Cooperative Educational Services	Hardware maintenance services. Contracts in place since 1998 and recently re-awarded through 2020. Provides hardware maintenance in over 400 schools.	Sherry Wyckoff-Bauer (716) 821-7174 swyckoff@e1b.org
NYS Department of Education	Providing services for IT systems and network infrastructure with remedial maintenance	Tom Premo (518) 474-8769 Thomas.Premo@nysed.gov

COMPANY DATA

- Federal ID: 20-2309384
- DUNS: 19-818-6582
- GSA Schedule 70
Contract Number:
GS-35F-081CA
- NAICS: 541519
SIN(s): 132-12, 132-51
- Cage Code: 4VDF5
- Manufacturer Certifications:
Brother ASC
Canon ASF
Cisco Select CP
Dell PartnerDirect SP
HP PartnerOne Gold
Intel Gold Provider
Lenovo/IBM ASP
Microsoft Gold Partner
Okidata ASP
Toshiba ASP
Xerox Channel Partner

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SECTION I – INFORMATION FOR ORDERING OFFICES

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 micro-purchase 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 Acquisition Service Home Page (www.gsa.gov/fas) contain information on a broad array of products and services offered by small business concerns.

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

For orders exceeding the micro-purchase 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

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

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION**A. VITEC ORDERING ADDRESS:**

VITEC Solutions, LLC
455 Commerce Drive, Suite 3
Buffalo, NY 14228
ATTN: Christine Dalfonso
Tel: (716) 204-9200, Fax: (716) 204-9201, E-mail: contracts@vitecsolutions.com

Contractor's Service Area: All Government locations within the scope of the contract.

B. PAYMENT INFORMATION: Payment may be made by mail to:

VITEC Solutions, LLC
 455 Commerce Drive, Suite 3
 Buffalo, NY 14228
 ATTN: Accounts Receivable

For wire transfers, the following applies:

Bank:	Evans Bank
ABA Number:	022310121
Account Number:	1193201001
Account Name:	VITEC Solutions, LLC
Reference:	Contract Number _____ Invoice Number _____

VITEC accepts 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.

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): 19-818-6582
 Block 30: Type of Contractor –**Small Business**
 Block 31: Woman-Owned Small Business – No
 Block 36: Contractor's Taxpayer Identification Number (TIN): 20-2309384

- a. CAGE Code: 4VDF5
- b. Contractor has registered with the System for Award Management Database.

5. FOB DESTINATION

To be determined by individual task order.

6. DELIVERY SCHEDULE

- a. **TIME OF DELIVERY:** The Contractor shall deliver to destination as specified in Task Orders after receipt of order (ARO).

- 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. (Telephonic 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.

7. DISCOUNTS

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

- | | |
|---------------------------------------|------------------------------|
| a. Prompt Payment: | 2% Net 20 |
| b. Quantity: | See Pricing List, Section IV |
| c. Dollar Volume: | None |
| d. Government Education Institutions: | None |
| e. Other: | None |

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 define in the Trade Agreements Act of 1979, as amended.

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING

Not Applicable.

10. SMALL REQUIREMENTS

The minimum dollar value of all orders to be issued is \$100.00.

11. MAXIMUM ORDER

All dollar amounts are exclusive of any discount for prompt payments. The maximum dollar value per order for the following Special Item Numbers (SINs) is \$500,000:

Special Item Number 132-12 – Maintenance of Equipment, Repair Services
Special Item Number 132-51 - Information Technology (IT) Professional Services

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

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

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

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.

A. 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.

B. 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 Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)

- A. Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs

associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

- B. Travel:** The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges. NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.
- C. Certifications, Licenses and Accreditations:** As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- D. Insurance:** As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- E. Personnel:** The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- F. Organizational Conflicts of Interest:** Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- G. Documentation/Standards:** The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- H. Data/Deliverable Requirements:** Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- I. Government-Furnished Property:** As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- J. Availability of Funds:** Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- K. Overtime:** For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act

(as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

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 (1) Termination for the Government's convenience, and (m) Termination for Cause (See C.1.)

16. GSA ADVANTAGE!

The 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! allows the user to perform various searches across all contracts including, but not limited to the following:

- a. Manufacturer;
- b. Manufacturer's Part Number; and
- c. Product Categories

Agencies can browse the GSA Advantage! at <http://www.gsaadvantage.gov/>.

17. PURCHASE OF OPEN MARKET ITEMS

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

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

1. All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
2. The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
3. The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
4. All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

1. For the purpose of this contract, commitments, warranties and representations include, in addition to those agree to for the entire schedule contract:
 - i. Time of delivery/installation quotations for individual orders;

- ii. 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
- iii. Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
- iv. 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, except as indicated below:

Determined on a case by case basis.

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)

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

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

However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

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

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES

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

1. A copy of the authorization from the Agency with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
2. The following statement:
This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. INSURANCE--WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)

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

elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY.

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

27. ADVANCE PAYMENTS

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

**SECTION II – TERMS AND CONDITIONS APPLICABLE TO
MAINTENANCE OF EQUIPMENT, REPAIR SERVICES
(SPECIAL ITEM NUMBER 132-12)
INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES
(SPECIAL ITEM NUMBER 132-51)**

1. SCOPE

- A. The prices, terms and conditions stated under Special Item Number 132-12 Maintenance of Equipment, Repair Services and Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT/Maintenance Services within the scope of this Information Technology Schedule.
- B. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES

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

3. ORDER

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

4. PERFORMANCE OF SERVICES

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

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

- A. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
 - i. Cancel the stop-work order; or
 - ii. Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- B. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
 - i. The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - ii. The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
 - iii. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

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

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and Labor-Hour (JAN 1986) (Deviation – May 2003) 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 (Deviation – May 2003) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

A. Definitions.

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

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

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

- B. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might

otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

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

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACT

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.

SECTION III – VITEC LABOR CATEGORY DESCRIPTIONS

VITEC has structured the GSA Information Technology Schedule labor categories to provide clients with the flexibility to acquire the specific skills, education, and experience levels that are appropriate for their tasks. Each labor category is presented in terms of a broad description, minimum education and general experience, and functional responsibilities.

In satisfying the minimum education and experience requirements for each labor category, additional years of relevant education or experience may be substituted on a one-to-one basis to fulfill requirements. For example, 4 years additional relevant experience (i.e., beyond the stated minimum experience requirement for a labor category) is an acceptable substitute for a Bachelor's Degree. Or, one year of relevant experience may be substituted for one year of college work. Master's Degree is equivalent to Bachelor's degree and one year of relevant experience.

1. DIRECTOR OF PROFESSIONAL SERVICES

Manages project execution to ensure adherence to budget, schedule, and scope. Develops or updates project plans for information technology projects including information such as project objectives, technologies, systems, information specifications, schedules, funding, and staffing. Monitors or tracks project milestones and deliverables. Confers with project personnel to identify and resolve problems. Develops and manages work breakdown structure (WBS) of information technology projects. Submits project deliverables, ensuring adherence to quality standards. Prepares project status reports by collecting, analyzing, and summarizing information and trends. Directs or coordinates activities of project personnel. Establishes and executes a project communication plan. Assigns duties, responsibilities, and spans of authority to project personnel. Installs, configures and implements information technology solutions for VITEC Solutions customer base. Designs complex WAN/LAN environments, including firewalls and VPNs. Performs Internal and external security audits (DoE PCSP, HIPAA, PCI-DSS) to meet compliance/regulatory requirements. Designs, implements and maintains Disaster Recovery/Continuity Planning services for customers. Designs, installs and maintains virtualization environments (server and desktop) for customers. Manages and mentors Professional Services and Helpdesk staff for each VITEC location. Maintains company phone system and voice/data communications. Maintains vendor relationships and partnerships. Fluent in Windows, Linux and Mac operating systems. Implements and maintains company managed services platform and service offerings. Maintains company network and storage systems. Fluent in Storage Area Networks using iSCSI, Fiber Channel and direct attached storage. Designs and implements end user desktop rollouts and migrations.

Minimum Education: Bachelor's Degree in Information Technology related field

Minimum Years of Experience: 10 years

Applicable Training: Microsoft Certified Systems Engineer (MCSE) Windows 2000 and NT 4, Microsoft Certified Professional (MCP), Citrix Certified Administrator (CCA), Cisco CCNA, VMware VCP4

2. OPERATIONS MANAGER

Manages project execution to ensure adherence to budget, schedule, and scope. Develops or updates project plans for information technology projects including information such as project objectives, technologies, systems, information specifications, schedules, funding, and staffing. Monitors or tracks project milestones and deliverables. Confers with project personnel to identify and resolve problems. Develops and manages work breakdown structure (WBS) of information technology projects. Submits project deliverables, ensuring adherence to quality standards. Prepares project status reports by collecting, analyzing, and summarizing information and trends. Directs or coordinates activities of project personnel. Establishes and executes a project communication plan. Assigns duties, responsibilities, and spans of authority to project personnel. Serves as escalation point (technical and service) for engineering and service delivery. Resolves customer complaints and service issues. Initiates and coordinates cross functional teams for rapid response to crisis situations. Interfaces directly with vendors to establish and maintain timely problem resolutions. Manages on call support and after-hours services. Interviews and hires technical engineers for field service positions. Creates processes for interviewing candidates to identify technical and behavioral qualifications. Creates and manages new hire process and associated schedule. Encourages, mentors, and supports engineers to utilize and expand abilities and knowledge. Provides timely, detailed and constructive performance reviews for subordinates. Develops training for new processes, procedures, and service offerings. Audits service ticket documentation for consistency, clarity, and quality. Provides day to day operations support to all VITEC offices for the organization's standard service offerings, including but not limited to maintenance contracts, hardware deployments and outsourcing engagements. Maintains customer relationships, including attending customer meetings and conference calls as required. Provides customer on-site support of hardware, software and network issues when appropriate. Acts as the primary point of communication between operations and the CEO. Ensures operational standards, policies and procedures are carried out in a uniform manner at all VITEC locations. Responsible for the reporting of operational metrics at all offices.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: 10 years

Applicable Training: Apple Certified Macintosh Technician, ACMT, Microsoft MCP, Dell Certified System Expert, DCSE

3. FIELD ENGINEER SUPERVISOR

Provides leadership for employee relations through effective communications, coaching, training, and development. Measures and reports on the performance of the Technicians. Maintains compliance with service levels. Provides leadership for problem resolution to facilitate faster improvements and improved working relationships between our client/customer and employees. Performs quality inspections as needed. Oversees the distribution of work to ensure equitable workloads commensurate with employee experience & skill levels. Oversees all Field Engineer functions for the assigned office. Monitors parts usage, returns, back-orders and resolves as necessary. Monitors, controls and reviews all Field Engineer expense reports for accuracy. Manages on call support and after-hour services. Monitors training requirements from vendors and assigns training to Field Engineering staff as required. Takes ownership of customer complaints and either resolves the issue or forwards to the appropriate Manager.

Minimum Education: Associates Degree

Minimum Years of Experience: 10 years

Application Training: A+ Certified, Apple certified, Dell service certifications, HP certifications, Valid driver's license

4. SYSTEMS ENGINEER

Maintains customer computing and network environments by providing onsite hardware and software system support. Provides technical design and recommendations to customers. Provides technical design and recommendations for new sales and project opportunities. Provide software diagnostics and support at a server and network level. Has above average knowledge of Microsoft Active Directory/Microsoft Exchange/Microsoft Domains/TCP/IP Networking and Virtualization. Communicates effectively with all external customers with varying degrees of technical ability.

Minimum Education: Associates Degree with Certification or Bachelors

Minimum Years of Experience: 2 years

Applicable Training: A+, Network+, and /or MCP are preferred; experience or equivalent certifications demonstrating proficiency supporting Microsoft products, including Windows and Office is required

5. HELPDESK ENGINEER: PHONE & ONSITE SUPPORT

Provides end-user hardware and/or software support. Maintains and troubleshoots network devices and printers. Prepares and configures computer equipment, including installation of appropriate software. Utilizes Remote Infrastructure Management tool to maintain and troubleshoot customer issues. Provides ad hoc assistance and back up support to field engineers. Updates assigned service requests in Help Desk Ticketing System. Performs routine administrative functions including documentation of Standard Operating Procedures. Prepares and distributes reports, including but not limited to daily, weekly, and monthly status reports to Director of Operations. Maintains technology proficiency standards as required for the systems to be supported.

Minimum Education: Bachelor's Degree

Minimum Years of Experience: Entry

Applicable Training: A+, Network+, and /or MCP are preferred; experience or equivalent certifications demonstrating proficiency supporting Microsoft products, including Windows and Office is required

6. FIELD ENGINEER

Maintains up-to-date knowledge of the repair requirements. Is able to travel immediately to all job sites when requested to do so. Maintains proper written and oral communication skills to transfer highly technical information related to service work in a concise and logical manner. Submits detailed technical reports on each service call for customer and company records. Follows all company and departmental procedures and guidelines. Maintains customer computing and printing environment by providing onsite hardware system support. Provides hardware diagnostics and repairs on personal computer desktops, laptops, printers and server equipment. Provides software diagnostics and support at a desktop level.

Minimum Education: High School

Minimum Years of Experience: Entry

Applicable Training: A+ certification or equivalent, valid driver's license

SECTION IV – VITEC LABOR CATEGORIES AND RATES
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The table below shows VITEC's hourly rates for Government Site work.

Labor Category	0-1 Labor Hours	2-25 Labor Hours	26-45 Labor Hours	46+ Labor Hours
Field Engineer	\$ 77.38	\$ 72.54	\$ 65.49	\$ 58.44
Helpdesk Engineer	\$ 68.77	\$ 67.14	\$ 63.07	\$ 59.00
Systems Engineer	\$ 140.55	\$ 125.95	\$ 115.86	\$ 110.83
Field Engineer Supervisor	\$ 92.70	\$ 84.63	\$ 76.57	\$ 67.51
Operations Manager	\$ 109.57	\$ 106.65	\$ 97.88	\$ 83.27
Director of Professional Svcs.	\$ 154.16	\$ 146.09	\$ 136.02	\$ 125.95

1. Travel charges incurred in the performance of the orders will be in addition to the labor rates states above, to be authorized in advance. Travel charges will be invoiced in accordance with the then current FTR/JTR.
2. Pricing is inclusive of the 0.75% Industrial Funding Fee (IFF) that is collectable and payable to the GSA.

<p style="text-align: center;">SECTION VI – USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS</p>
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PREAMBLE

VITEC Solutions, LLC (VITEC) 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 demonstrates 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 Mr. Thomas J. Dalfonso, Phone: (716) 204-9200, E-mail: contracts@vitecsolutions.com, Fax: (716) 204-9201.

SECTION VII – SUGGESTED BPA FORMAT

**BEST VALUE
BLANKET PURCHASE AGREEMENT**

**FEDERAL SUPPLY SCHEDULE
(AGENCY NAME)**

In the spirit of the Federal Acquisition Streamlining Act, (Agency) and VITEC Solutions, LLC enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract GS-35F-081CA.

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

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

Signatures:

<p>_____</p> <p>ORDERING AGENCY</p>	<p>_____</p> <p>CONTRACTOR</p>
<p>_____</p> <p>DATE</p>	<p>_____</p> <p>DATE</p>

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 an ordering activity 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.
- The customer makes a best value selection.