

**General Services Administration  
Federal Acquisition Service**

**Authorized Federal Supply Schedule**

**Multiple Award Schedule (MAS)  
Code F: Information Technology  
PSC Code: D399**

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

**SPECIAL ITEM NUMBER 54151S - INFORMATION TECHNOLOGY PROFESSIONAL SERVICES**

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

**Info-Tech Research Group Inc.  
3960 Howard Hughes Parkway  
Suite 500  
Las Vegas, Nevada 89169  
1-888-670-8889  
702-446-3782 Fax  
[www.infotech.com](http://www.infotech.com)**

**Contract Number: GS-35F-298GA**

**Period Covered by Contract: March 17, 2017 to March 16, 2022  
(Plus three 5 year options)**

**Pricelist current through Modification PO-0023 Effective 05/08/2020**

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>). For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [www.gsa.gov](http://www.gsa.gov).

**TABLE OF CONTENTS:**

<b>Customer Information</b>	<b>Page 3</b>
<b>Terms and Conditions</b>	<b>Page 6</b>
<b>About Info-Tech Research Group</b>	<b>Page 11</b>
<b>Pricing - Overview</b>	<b>Page 12</b>
• Projects & Technology	
<b>Service Details</b>	<b>Page 15</b>
• Accessing Info-Tech Services	
• Dedicated Account Management	

## CUSTOMER INFORMATION:

The following information should be placed under this heading in consecutively numbered paragraphs in the sequence set forth below. If this information is placed in another part of the Federal Supply Schedule Price List, a table of contents must be shown on the cover page that refers to the exact location of the information.

1a. Table of awarded special item number with appropriate cross-reference to item descriptions and awarded prices:

<b>SIN 54151S</b>
-------------------

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

### **SIN 54151S Team Seat - \$2,297.23**

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

#### **Not Applicable**

2. Maximum order: **\$500,000**

3. Minimum order: **\$100**

4. Geographic coverage: **The 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, U.S. Territories, and Worldwide.**

5. Point of production: **London, Ontario CANADA.**

6. Discount from list prices or statement of net price: **GSA price represent net price with discount included.**

7. Quantity discounts: **None**

8. Prompt payment terms. Note: Prompt payment terms must be followed by the statement "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions: **None**

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: **Info-Tech accepts Government purchase cards at or below the micro-purchase threshold.**

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: **Info-Tech accepts Government purchase cards above the micro-purchase threshold, but does not accept credit cards payments above \$20,000 USD.**

10. Foreign items (list items by country of origin): **All offerings are of Canadian Origin.**

11a. Time of delivery: **1 Day ARO**

11b. Expedited Delivery: **Not Applicable**

11c. Overnight and 2-day delivery: **Not Applicable**

11d. Urgent Requirements: **Not Applicable.**

12. F.O.B. point: **Destination**

13a. Ordering address:

**Info-Tech Research Group Inc.  
3960 Howard Hughes Parkway  
Suite 500  
Las Vegas, Nevada 89169**

13b. Ordering procedures: **For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.**

14. Payment address:

**Info-Tech Research Group Inc.  
3960 Howard Hughes Parkway  
Suite 500  
Las Vegas, Nevada 89169**

15. Warranty provision: **Not Applicable**

16. Export packing charges: **Not Applicable**

17. Terms and conditions of Government purchase card acceptance: **Info-Tech accepts Government purchase cards above the micro-purchase threshold, but does not accept credit cards payments above \$20,000 USD.**

18. Terms and conditions of rental, maintenance, and repair: **Not Applicable**

19. Terms and conditions of installation: **Not Applicable**

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: **Not Applicable**

20a. Terms and conditions for any other services: **Not Applicable**

21. List of service and distribution points: **Not Applicable**

22. List of participating dealers: **Not Applicable**

23. Preventive maintenance: **Not Applicable**

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): **Not Applicable**

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: [www.Section508.gov](http://www.Section508.gov): **Not Applicable**

**25.** Data Universal Number System (DUNS) number: **79692602**

**26.** Notification regarding registration in System for Award Management (SAM) database: **Info-Tech is registered in the SAM database.**

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 54151S)**

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 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 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-
  - (1) Cancel the stop-work order; or
  - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, 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-
  - (1) 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
  - (2) 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.
- c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

The Inspection of Services—Fixed Price (AUG 1996) (Deviation – 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/EC Services.

## 9. INDEPENDENT CONTRACTOR

All IT 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 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.

## 13. RESUMES

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

## 14. INCIDENTAL SUPPORT COSTS

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

## 15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that 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: Find information starting on Page 11.

# About Info-Tech Research Group

## **About Us**

Info-Tech Research Group is the world's fastest growing information technology research and advisory company, proudly serving over 40,000 IT professionals.

We are, by far, the most innovative firm in the industry and we pride ourselves on providing better research than anyone.

Since 1997, we have been helping CIOs and their teams evolve from fire fighters to innovation champions. We produce unbiased and highly relevant research & tools to help IT leaders make strategic, timely, and well- informed decisions that drive business value. We partner closely with IT teams to provide everything they need – from actionable tools to in-person analyst guidance – to deliver measurable results for their organizations.

## **Info-Tech Advantage**

Our data-driven programs enable IT leaders to objectively measure success, develop an impactful IT strategy, and systematically improve performance year over year.

Each year we invest millions of dollars in our library of best-practice tools, templates, training materials, and step-by-step methodologies that are proven to accelerate projects and transform IT departments.

For over 20 years, our team of 100+ world-class analysts has been coaching members through their most challenging projects and largest technology selection decisions. Why start your next project from scratch when you can leverage known best practices and make your job easier?

A STEP BY STEP

# PROGRAM TO SYSTEMATICALLY IMPROVE IT PERFORMANCE

Info-Tech provides  
best-practice research  
making your job easier.

- ▶ Tools & Templates
- ▶ Step-by-Step Methodologies
- ▶ Benchmarking & Diagnostic Programs
- ▶ Training & Executive Coaching
- ▶ Insights & Advice from 40,000+Peers

01 MANAGE AND IMPROVE

## Core IT Processes

02 FASTER AND MORE EFFECTIVELY COMPLETE YOUR

## Technology Projects

03 TRAIN AND DEVELOP YOUR

## IT Leadership Team

04 BUILD A DATA-DRIVEN

## IT Strategy

05 A STEP BY STEP PROGRAM TO

## Systematically Improve IT

INFO-TECH  
RESEARCH GROUP

## Pricing Information

SIN	Manufacturer Name	Product Name	Product Description	Unit of Issue	GSA Price	Country of Origin
54151S	Info-Tech Research Group	CIO Counselor Membership	<ul style="list-style-type: none"> <li>• CIO Memberships are exclusive and may only be purchased by the most senior IT leader Includes all features of the Executive Counselor Membership PLUS</li> <li>-One week of on-site workshop assistance for your top strategic objectives (travel included)</li> <li>-4- Additional Onsite Analyst days (8 Total) – travel included.</li> <li>- Monthly follow Up &amp; execution assistance to ensure the success of your top objective</li> <li>-Assistance with C-Suite influence, change management, &amp; IT department satisfaction.</li> </ul>	Per Year	\$90,931.99	CA
54151S	Info-Tech Research Group	Executive Counselor Membership	<ul style="list-style-type: none"> <li>Includes all features of the Counselor Membership <b>PLUS</b></li> <li>-2- Additional Onsite Analyst days (4-total) – travel included.</li> <li>-Understand &amp; prepare for boardroom-level challenges.</li> <li>-Fully personalized Leadership Development Accelerator</li> <li>-Monthly calls to move your agenda forward</li> <li>-Leadership Development Program</li> <li>-360° Personal Evaluation &amp; Coaching</li> <li>-90-Day "Follow-me" Service</li> </ul>	Per Year	\$49,874.06	CA
54151S	Info-Tech Research Group	Counselor Membership	<ul style="list-style-type: none"> <li>Includes all features of the Leadership Membership <b>PLUS:</b></li> <li>-Trusted Concierge Service (Dedicated Counselor)</li> <li>-2-Onsite Full day analyst visits – travel included.</li> <li>-Custom Benchmarking Support</li> <li>-Premium Industry &amp; Premium Technology access</li> <li>-Access to all McLean &amp; Company HR Research</li> <li>-Team Seats include premium Industry &amp; Technology access</li> <li>-90 day "Follow Me" Service</li> </ul>	Per Year	\$34,458.44	CA
54151S	Info-Tech Research Group	Leadership Membership	<ul style="list-style-type: none"> <li>The Leadership Membership includes the following:</li> <li>-Dedicated Executive Advisor</li> <li>-Annual ½ Day Strategy Workshop @ Live</li> <li>-Includes 4 Team Seats</li> <li>-Unlimited advisory assistance: Access 100+ Research Analysts with deep Subject Matter Expertise</li> <li>-Premium Industry coverage</li> <li>-Unlimited Contract Review</li> <li>-Premium Technology Coverage</li> <li>-Full Access to all Diagnostics &amp; Programs</li> <li>-Full Web Research Access</li> <li>-Your choice of 1 Live Event or 1 Training Course (Transferable)</li> </ul>	Per Year	\$22,972.29	CA
54151S	Info-Tech Research Group	Advisory Membership	<ul style="list-style-type: none"> <li>The Advisory Seat includes the following:</li> <li>-Unlimited advisory assistance: Access 100+ Research Analysts with deep Subject Matter Expertise</li> <li>-Premium Industry coverage</li> <li>-Premium Technology Coverage</li> <li>-Full Access to all Diagnostics &amp; Programs</li> <li>-Full Web Research Access</li> <li>-Your choice of 1 Live Event or 1 Training Course (Transferable)</li> </ul>	Per Year	\$17,803.53	CA

54151S	Info-Tech Research Group	On-Site Workshop	On-Site Workshops offer an easy way to accelerate your project. We take you through every phase of your project and ensure that you have a road map in place to complete your project successfully. Over the course of five days, our expert facilitators help you complete a key initiative, work through critical project deliverables, and train your team.	Each	\$17,372.80	CA
54151S	Info-Tech Research Group	Add an On- Site Workshop to Info-Tech Membership	Add an On-Site Workshop to an Info-Tech Membership to obtain our lowest On- Site Workshop prices (limited to one workshop per Info-Tech Membership at this price).  • 1 On-Site Workshop: Increase your level of support by adding on-site expert services to your Info-Tech Membership. Engage your team for up to 5 days in an On-Site workshop on any number of core IT processes or IT projects, facilitated by the analysts who wrote the research.	Per Year	\$13,898.24	CA
54151S	Info-Tech Research Group	Event Seat	The Event Seat for qualifying small enterprise customers includes the following: -Premium Industry access and access to Software Reviews -Full web access -Info-Tech online e-learning Academy access -Info-Tech LIVE Event ticket, a hands-on collaborative conference for CIO's and IT leaders.	Per Year	\$3,733.00	CA
54151S	Info-Tech Research Group	*Team Seat - can be sold to Small, Medium or Large Enterprise customers.	The Team Seat includes the following: -Full Web Research Access -Premium Industry access and access to Software Reviews -Not Sold Separately - May only be purchased as part of a Bundle of Products (Bundle of Products is defined as the purchase of two or more products).	Per Year	\$2,297.23	CA
<b>*For Medium/Large Enterprises (more than 15 in IT &amp; 200 or more total employees):</b>						

**Small Enterprise defined as 1-15 IT staff & under 200 total employees**

54151S	Info-Tech Research Group	Small Enterprise (SE) Onsite Bundle	The SE Onsite Bundle includes the following: -Annual 5-Day On-Site Workshop -1 Leadership Seat with Unlimited Advisory Access -Premium Industry and Technology Coverage -6 Team Seats with Industry and Technology Coverage -Your choice of 1 Live Event or 1 Training Course (Transferable) -200 myPolicies Licenses for IT	Per Year	\$31,012.59	CA
54151S	Info-Tech Research Group	Small Enterprise (SE) Management Bundle	The SE Management Bundle for qualifying small enterprise customers includes the following: -1 Advisory Membership with Unlimited advisory access -Premium Industry and Technology Coverage Full Access to All Diagnostics & Programs -2 Team Seats with Industry and Technology Coverage -Your choice of 1 Live Event or 1 Training Course -200 My IT Policies seat licenses -1 Annual Contract Review Included	Per Year	\$12,443.32	CA

## Service Details

### Accessing Info-Tech Services

Our Services include an easy to administrate access model that will allow maximum access by IT team members. Each Research Member is assigned a username and password and receives a new user tour upon registration.

Our services are provided via the web and are supported on the following web browsers:

- Microsoft Internet Explorer 9+
- Google Chrome 40+
- Safari 5.1+
- Firefox 32+

It is possible that our web-based services will run without issue on older software; however, we do not currently actively test using browser versions older than those listed above.

All of our online downloads are available in either MS Office or PDF formats and may also be available in compressed ZIP archives of the same formats.

We have clients in a wide variety of locations and time zones, and we accommodate them based on the times that are common to our respective time zones. Our analysts work from 9:00 am to 5:00 pm Eastern Time for telephone consultations.

Analysts are available at their earliest opportunity, but due to the amount of preparation involved, a minimum of 24 hours lead time is required. Generally, if there are no travel complications, analysts are available within 2-3 business days of the request.

### Dedicated Account Management

Our clients have a dedicated Senior Account Manager to manage service delivery to your enterprise on a regional and national level. You will also be assigned a customer service representative who can assist with research requests and site usage.

Your account manager and customer service representative are available from 08:00 a.m. to 5:00 p.m. (Eastern Time), Monday to Friday. Customer service is also available online using the Live Chat function of our website.

This dedicated service can be used to:

- Make account inquiries, including adding or deleting members on your account
- Obtain help locating specific research
- Gain assistance using all membership resources