



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

Special Item No. 132-32 / 132-32RC Term Software Licenses
Special Item No. 132-33 / 132-33RC Perpetual Software Licenses
Special Item No. 132-34 / 132-34RC Maintenance of Software as a Service
Special Item No. 132-51 / 132-51RC Information Technology Professional Services

Note: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

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Business Size/Status: Large

Contract Number: GS-35F-5869H

Period Covered by Contract: 8/12/1998 – 8/11/2013

**GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE**

Pricelist current through Modification #PO-0025, dated 06/08/10.

Products and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).



SPECIAL ITEM NUMBER 132-32 - TERM SOFTWARE LICENSES

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

Large Scale Computers: Operating System Software, Application Software, Electronic Commerce (EC) Software, Utility Software, Communications Software, Core Financial Management Software, Ancillary Financial Systems Software, Special Physical, Visual, Speech, and Hearing Aid Software

Microcomputers: Operating System Software, Application Software, Electronic Commerce (EC) Software, Utility Software, Communications Software, Core Financial Management Software, Ancillary Financial Systems Software, Special Physical, Visual, Speech, and Hearing Aid Software

Note: Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interfaces 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>.

SPECIAL ITEM NUMBER 132-33 - PERPETUAL SOFTWARE LICENSES

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

Large Scale Computers: Operating System Software, Application Software, Electronic Commerce (EC) Software, Utility Software, Communications Software, Core Financial Management Software, Ancillary Financial Systems Software, Special Physical, Visual, Speech, and Hearing Aid Software,

Microcomputers: Operating System Software, Application Software, Electronic Commerce (EC) Software, Utility Software, Communications Software, Core Financial Management Software, Ancillary Financial Systems Software, Special Physical, Visual, Speech, and Hearing Aid Software

NOTE: 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>.

SPECIAL ITEM NUMBER 132-34 - MAINTENANCE OF SOFTWARE AS A SERVICE

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service 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 as a service is billed arrears in accordance with 31 U.S.C. 3324.

SPECIAL ITEM NUMBER 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 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

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

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**INFORMATION FOR ORDERING ACTIVITIES
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 Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition 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:

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

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- The Geographic Scope of Contract will be domestic and overseas delivery.**
- The Geographic Scope of Contract will be overseas delivery only.
- The Geographic Scope of Contract will be domestic delivery only.

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION

CONTRACTOR'S ORDERING ADDRESS: Paradigm Solutions Corporation
Attn: GSA Orders
9715 Key West Avenue, 3rd Flr.
Rockville, MD 20850

CONTRACTOR'S PAYMENT ADDRESS: Paradigm Solutions Corporation
Lock box #83229
135 Santilli Highway, 026-0017
Everett, MA 02149

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards **will not** 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 activities to obtain technical and/or ordering assistance:

Michelle Roenick, (240) 283-3427

3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity 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 - 926338492
 Block 30: Type of Contractor – Large Business
 Block 31: Woman-Owned Small Business – No
 Block 36: Contractor's Taxpayer Identification Number (TIN) - 52-2011393

- 4a. CAGE Code: 1GEH4
- 4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB DESTINATION

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)
132-32 / 132-32RC	30 Days ARO
132-33 / 132-33RC	30 Days ARO
132-34 / 132-34RC	To be negotiated with ordering agency
132-51 / 132-51RC	As specified per order

SPECIAL ITEM NUMBER	EXPEDITED DELIVERY TIME (Days ARO)
132-32 / 132-32RC	To be negotiated with ordering agency
132-33 / 132-33RC	To be negotiated with ordering agency
132-34 / 132-34RC	To be negotiated with ordering agency
132-51 / 132-51RC	To be negotiated with ordering agency

SPECIAL ITEM NUMBER	OVERNIGHT & 2- DAY DELIVERY TIME (Days ARO)
132-32 / 132-32RC	To be negotiated with ordering agency
132-33 / 132-33RC	To be negotiated with ordering agency
132-34 / 132-34RC	To be negotiated with ordering agency
132-51 / 132-51RC	To be negotiated with ordering agency

- b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, 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: 0.5% - 15 days, Net 30 from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: None Offered
- c. Dollar Volume: None Offered
- d. Government Educational Institutions: Offered the same discounts as all other Government customers
- e. Other: None Offered

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

Not Applicable

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 132-32 - Term Software Licenses

Special Item Number 132-33 - Perpetual Software Licenses

Special Item Number 132-34 - Maintenance of Software as a Service

Special Item Number 132-51 - Information Technology 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:

ordering activities 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 activities, 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 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 2003)

- (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. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (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 ACTIVITIES: Any ordering activity, 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 ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

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.fss.gsa.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

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, except as indicated below:

Not Applicable

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity 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, Industrial Funding Fee and Sales Reporting, 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 ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 / 132-8STLOC / 132-8RC or 132-3 / 132-9STLOC / 132-9RC.

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: Section 508 compliance will be addressed on a case by case basis for individual Delivery Orders and/or BPAs. In the event Section 508 applies to individual Delivery Orders or BPAs, and no exception is present in the Delivery Order or BPA solicitation, the Delivery Order or BPA shall specify the ordering agency's compliance strategy (selection of technical performance standards/requirements and/or technologies to be used, based upon the agency's market research), as provided for under the Rehabilitation Act and FAR Final Rule, in order for Paradigm to appropriately develop and cost a technical approach that is responsive to Section 508 requirements of individual Delivery Order or BPA.

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 an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) 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)

(a) 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.

(b) 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—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) 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)

**TERMS AND CONDITIONS APPLICABLE TO
TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-32 / 132-32RC),
PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33 / 132-33RC) AND
MAINTENANCE AS A SERVICE (SPECIAL ITEM NUMBER 132-34 / 132-34RC) 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 ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its postacceptance 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.

Warranty

Paradigm Solutions Corporation warrants to customer that to its knowledge it and its third party providers own or have a valid license for all rights and title to the service or is otherwise authorized to grant to customer the rights herein.

Limitation of Warranties and Liability

(a) Except as expressly set forth in section 6.1 hereof, Paradigm Solutions Corporation and its third party providers make no warranties, guarantees or representations of any kind concerning the services, either express or implied, including, without limitation, any warranty of merchantability or fitness for a particular purpose or any implied warranty arising from course of performance, course of dealing or usage of trade. Customer expressly acknowledges and agrees that use of the services and the internet generally is at its own risk and except as set forth in this agreement, that the services are provided "as is" and "as available" without any warranties or conditions whatsoever, express or implied. Paradigm Solutions Corporation will use commercially reasonable efforts to make access to the services available to customer through the required access protocols, but makes no warranty or guarantee that customer or its customers will be able to access the services at any particular time or any particular location.

(b) Without limiting the generality of the terms set forth above, Paradigm Solutions Corporation and its affiliates, agents, third party providers, service providers, and licensors:

(i) Hereby disclaim all express and implied warranties as to the accuracy, completeness, non-infringement (provided however, customer does maintain the remedy contained in sections 6.6 to 6.8 herein), merchantability, or fitness for any particular purpose of the services generally, and any content contained therein, as well as all express and implied warranties that the operation of the services generally and any content contained therein will be uninterrupted or error-free; and

(ii) Shall in no event be liable to customer or anyone else for any inaccuracy, error, or omission in, or loss, injury, or damage caused in whole or in part by failures, delays, or interruptions in the services generally, and any content contained in the messages delivered by Paradigm Solutions Corporation as part of the services.

Limitation of Liability

In no event shall Paradigm Solutions Corporation or any of its third party providers be liable for special, incidental, consequential, exemplary or other indirect damages hereunder, including but not limited to, loss of profits or loss of use damages, arising out of the rendering or receiving of the services or this agreement, even if either party has been advised of the possibility of such damages or losses; provided that Paradigm Solutions Corporation shall in no event have (in the aggregate) any liability whatsoever in connection with this agreement in excess of the lesser of \$25,000 or 20% of total amounts paid to Paradigm Solutions Corporation under the agreement for the 12 months preceding the claim. Neither Paradigm Solutions Corporation nor any of its third party providers shall be liable for any warranty that customer or any of customer's employees or agents makes to customer's customers concerning the services, and customer hereby indemnifies Paradigm Solutions Corporation from and against any claims or liabilities asserted by third parties arising from any such warranty made by customer to its customers. In the event that customer's customers register directly for the service, customer shall cause the customer to accept a click through agreement or sign a written agreement indemnifying both customer, Paradigm Solutions Corporation, and Paradigm Solutions Corporation's third party providers for any liability arising from such customer's use of the services.

High Risk Activities

The service is not fault-tolerant and is not designed, manufactured, or intended for use or resale in hazardous circumstances requiring fail-safe performance, including but not limited to, use in the operation of nuclear facilities, aircraft navigation, or communication systems, air traffic control, direct life support machines, or weapons systems, or in any case in which the failure of the service could cause death, personal injury, property damage or severe physical or environmental damage, and any such use shall be at customer's sole risk ("high risk activities"). In addition to the other disclaimers and limitations contained within this agreement, Paradigm Solutions Corporation and its affiliates, agents, and third party providers, and] specifically disclaim any express or implied warranty of fitness for high risk activities.

Indemnification

Customer shall defend, indemnify and hold Paradigm Solutions Corporation and its officers, directors, employees, agents, consultants, and third party providers harmless from and against any and all liability, judgment, loss, damages, fines and expenses which any or all of them may hereafter suffer themselves or pay out to another by reason of any claim, action, or right of action of a third party or governmental authority, law or in equity, based on or in any way arising out of customer's or its customers' use of the service, or violations of this agreement, applicable laws or regulations, HIPAA, HIPAA regulations or Gramm-Leach-Bliley act of 1999, 15 U.S.C. §6801 et seq. (as further described in Schedule B of this Agreement), provided however that Customer shall have no obligations under this Section 6.5 to the extent that such third party claim results directly from Paradigm Solutions Corporation's intentional or willful acts or omissions to act that constitute material nonconformance with the terms contained in this agreement. For illustration and not in limitation of the foregoing, under no circumstances shall Paradigm Solutions Corporation be deemed in such non-conformance or otherwise be held liable to Customer or any third party (and Customer shall indemnify Paradigm Solutions Corporation for any and all such third party claims) in the event that a notification that was sent to but not actually received by a Customer, its customer or recipient device due to (i) a busy signal or other obstruction or technical problem associated with the Customer, its customer or recipient's device, (ii) any obstruction or technical problem on any portion of any intervening network (i.e., not Paradigm Solutions Corporation's network), (iii) any inappropriate action by the Customer, its customer or recipient that impedes his, her, or its receipt of the notification (such as hanging up the telephone before hearing the notification), or (iv) as a result of the Customer, its customer or recipient device being in an inoperable condition.

At Customer's request, Customer may assume control (including the right to retain counsel of its choosing and reasonably satisfactory to Paradigm Solutions Corporation) of any litigation or settlement negotiations with respect to third party claims for which Customer will be required to indemnify Paradigm Solutions Corporation pursuant to this Section.

Customer shall keep Paradigm Solutions Corporation informed regarding any such litigation or settlement negotiations, and shall not settle or stipulate to any fact or set of facts regarding any third party claims without the written consent of Paradigm Solutions Corporation, which shall not be unreasonably withheld or delayed. Paradigm Solutions Corporation shall provide Customer with reasonable assistance in connection with Customer's obligations under this Section 6.6, and Paradigm Solutions Corporation shall not settle any third party claims for which Customer is required to indemnify Paradigm Solutions Corporation without the written consent of Customer. Paradigm Solutions Corporation may in addition participate (including retention of its own counsel) at Customer's cost in any such defense and settlement.

Paradigm Solutions Corporation Indemnification

Subject to Section 6.7, below, Paradigm Solutions Corporation shall defend Customer, its officers, directors and employees (collectively, the "Customer Indemnitees") at Paradigm Solutions Corporation's expense, against any third-party claim or demand for relief to the extent arising out of the knowing infringement of the United States patent, copyright, or trade secret or any other intellectual property right of any third party directly attributable to the Service; and Paradigm Solutions Corporation shall indemnify the Customer Indemnitees for such amounts a Customer Indemnitee is required to pay as a result of any (a) settlement of such claim negotiated by Paradigm Solutions Corporation as provided below or (b) final judgment (meaning a judgment not susceptible of any further judicial review or appeal) rendered by any court of competent jurisdiction as a result of such claim, including reasonable attorneys' fees and costs assessed or awarded in connection with such a suit, provided that: (i) the Customer Indemnitee notifies Paradigm Solutions Corporation promptly in writing of the claim, (ii) the Customer Indemnitee permits Paradigm Solutions Corporation solely to defend, compromise, or settle the claim, and (iii) the Customer Indemnitee provides all available information and assistance, at Paradigm Solutions Corporation's expense, to enable Paradigm Solutions Corporation to do so. This indemnity shall be Customer's sole remedy in the event of an infringement of patent, copyright, or trade secret or any other intellectual property right of any third party by Paradigm Solutions Corporation.

Exceptions

Paradigm Solutions Corporation's duty to indemnify Customer Indemnitees shall not apply to the extent that such a claim is based on (a) unauthorized modifications to the Service if the Service without such modifications would not give rise to such claim, (b) representations, warranties or other statements made by Customer but not specifically authorized by Paradigm Solutions Corporation herein or otherwise in writing, including without limitation any violation of the terms of Schedules A, B, or C hereto, (c) use of the Service in combination with any other products, services, applications or activities, if the use of the Service alone would not give rise

to such claim, (d) use of the Service in a manner inconsistent with the Documentation or in a manner not authorized under this Agreement, (e) use or marketing of the Service in a manner inconsistent with any applicable law, rule or regulation, (f) the gross negligence, intentional act or willful misconduct of Customer, or (g) Customer's material breach of its obligations or representations contained in this Agreement.

Replace or Modify

In the event that the use of the Service in conformance with this Agreement is found by a court of competent jurisdiction to be or is the subject of an action alleging an infringement of an United States patent, copyright, trade secret right or any other intellectual property right of any third party, which final judgment results in a discontinuance of the Service, Paradigm Solutions Corporation shall at its option and expense and to the extent commercially reasonable: (i) procure for the Customer the right to continue using the Service in accordance with this Agreement; (ii) modify the Service or appropriate part thereof, at no cost to Customer, so that the Service, when used in accordance with the Agreement is non-infringing; or, (iii) terminate this Agreement and refund to Customer any amounts prepaid but unamortized, for messaging fees.

Other Clauses

Customer represents and warrants that its use of the Service does not as of the Effective Date, and will not during the term of this Agreement, operate in any manner that would violate any applicable law or regulation. Whenever a provision of the Service is dependent upon Customer furnishing Paradigm Solutions Corporation appropriate data, documents, information, or materials, Customer will furnish all such data, documents, information, or materials in a timely fashion, and will process such data, documents, information, or materials when necessary. Paradigm Solutions Corporation is not responsible for the validity of Customer's data in the system. The validity of the data or information presented to Customer's Customers users of the applications is the sole responsibility of Customer.

Neither Paradigm Solutions Corporation nor any of its Third Party Providers has control over any third party content which may be transmitted through, stored on, or accessed via the Service or the party to whom the communication is directed. Customer agrees that it assumes all responsibility for such third party content and the valid consent of the party receiving the communication. Customer expressly agrees not to use the Service to store, acquire, solicit, transfer, exchange or otherwise be involved with any illegal or illicit material, including, but not limited to: materials which constitute copyright infringement, materials deemed legally obscene or child pornography, materials which constitute illegally acquired proprietary information or trade secrets, materials which facilitate the commission of a crime, and material which constitutes actionable defamation.

b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

3. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number **800-868-6786** for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available **8 AM to 6 PM ET.**

4. SOFTWARE MAINTENANCE

a. Software maintenance as it is defined: (select software maintenance type) :

1. Software Maintenance as a Product (SIN 132-32 / 132-32STLOC / 132-32RC or SIN 132-33 / 132-33RC)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

Software maintenance shall include the following:

Standard Technical Support. Standard technical support is included in the standard package license fee.

- The Paradigm Solutions Corporation Technical Assistance Center (TAC) is available and will respond to phone call or email inquiries from End User(s) between 8AM and 6PM EST, Monday through Friday, excluding company observed holidays.
- Response time – See Definitions of Severity Levels
- Point of contact from End User– up to 4 individuals
- In the event that Paradigm Solutions Corporation is requested to take action after hours to correct an issue, the End User will be invoiced for actual time spent during after hours to resolve the reported problem, with a minimum of two (2) hours at the rate of \$250 per hour.
- Standard support End Users may contact Paradigm Solutions Corporation technical support regarding any issue or questions (Severity 1-4) by calling 800-868-6786 or emailing support@opwatch.net between the hours of 8:00am ET and 6:00pm EST.

Premium Technical Support. Customer may upgrade from standard technical support to premium technical support based on the fee included in **Schedule E**.

- Includes Standard technical support plus
- Paradigm Solutions Corporation TAC will provide emergency support via pager and/or cell phone for critical incidents after Standard business hours.
Response Time – See Definitions of Severity Levels.
- Escalation list including Account Manager and Senior Management.
- Premium Support End Users may contact Paradigm Solutions Corporation technical support regarding any problems, issues, or questions (Severity 1-4) by calling 800-868-6786 or emailing support@opwatch.net, 24 hours a day, 7 days a week with no additional charges

Components of Support Programs. A comparison of the two programs is included in the table below:

Technical Support Programs – End Users		
Component	Standard	Premium
Support Hours	8:00AM – 6:00PM ET M – F	24 x 7 x 365
End User Points of Contact	Up to 4	Up to 4
Severity 1	8:00AM – 6:00PM ET M – F	24 x 7 x 365
Severity 2	8:00AM – 6:00PM ET M – F	24 x 7 x 365
Severity 3	8:00AM – 6:00PM ET M – F	24 x 7 x 365
Severity 4	8:00AM – 6:00PM ET M - F	24 x 7 x 365
After Hours Support	\$250/hour – 2-hour minimum Support blocks of 10 hours can be purchased within five (5) business day’s notice at a 20% discount from current rate.	Included
Escalation List	N/A	Contacts provided

Definition of Severity Levels. Response time for support calls shall be based upon Paradigm Solutions Corporation’s determination of the following problem severity levels experienced by End User:

- **Severity 1:** Defined as an event where service is inaccessible and no procedural workaround exists. Paradigm Solutions Corporation will respond within sixty (60) minutes of notification of the problem. The goal is to resolve the problem, or reduce the severity level of the problem within ninety (90) minutes of notification.
- **Severity 2:** Defined as an event that results in a partial loss of service, yet an existing workaround is available that lessens or removes the business or application impact; or an important function is not usable that severely restricts operation or use of the service, resulting in a significantly reduced level of performance. Paradigm Solutions Corporation will respond within sixty (60) minutes of notification of the problem during contracted hours. The goal is to resolve the problem, or reduce the severity level of the problem within eight (8) hours of notification. If outside contracted hours (Standard Support), Paradigm Solutions Corporation TAC will investigate and attempt to resolve the problem in accordance with “After Hours Support” pricing.
- **Severity 3:** Inability to use a function occurs, but it does not seriously affect operation or use of the service. The problem has a minor impact on a feature. The service is predominately unaffected, and/or an acceptable workaround is available that allows the service to continue to function. Paradigm Solutions Corporation will respond within two hours during contracted hours. The goal is to resolve the problem within twenty-four (24) hours of notification of problem.
- **Severity 4:** Documentation problems, general questions, or requests for enhancements - no functional impact to the End User. Paradigm Solutions Corporation will respond within twenty-four (24) hours during contracted hours.

Service Enhancements and Modifications. Paradigm Solutions Corporation reserves the right to charge Customer for any additional features to the Service that, in Paradigm Solutions Corporation’s sole opinion, adds significant functionality to the Service provided that Customer has first decided to use such new feature(s). The Customer’s non-acceptance of such additional features shall not restrict or prohibit the Customer’s use of the Service. Should Customer require assistance in implementing any Additional Service then Customer may requisition this assistance from Paradigm Solutions Corporation in accordance with Schedule E. Paradigm Solutions Corporation frequently updates, modifies, and otherwise seeks to improve or modify the Service Therefore, Paradigm Solutions Corporation reserves the right to change or discontinue any aspect or feature of the Service, as it deems reasonably necessary and at its sole discretion. In such an event, Paradigm Solutions Corporation shall use its reasonable commercial efforts to provide Customer with a replacement that provides similar functionality. Such changes shall be effective immediately upon posting to the Service.

2. Software Maintenance as a Service (SIN 132-34 / 132-34RC)

Software maintenance as a service creates, designs, implements, and/or integrates customized changes to software that solve one or more problems and is not included with the price of the software. Software maintenance as a service 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 as a service is billed arrears in accordance with 31 U.S.C. 3324.

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 / 132-32RC) AND MAINTENANCE (132-34 / 132-34RC)

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 ordering activity 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 activity’s specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity 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 activities 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 (Not Applicable)

- a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.
- b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.
- c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.
- d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to _____% of all term license payments during the period that the software was under a term license within the ordering activity.

7. TERM LICENSE CESSATION (Not Applicable)

- a. After a software product has been on a continuous term license for a period of _____ * months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.
- b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 132-34 / 132-34RC, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

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

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

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

(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 / 132-32RC, 132-33 / 132-33RC)

Full monetary credit will be allowed to the ordering activity 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 / 132-33RC), 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 / 132-32RC), 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

Right-to-Copy licenses not available.

**GSA PRODUCT PRICE LIST – SINS 132-32 / 132-32RC, 132-33 / 132-33RC, 132-34 / 132-34RC AND
132-51 / 132-51RC**

SIN	Product Number	Product Name	Product Description	GSA Rate incl IFF
132-32	ASP-1000	OpsPlanner Software	OpsPlanner Software One Time Setup/Installation Fee - Subscription/ASP Service	\$1,813.50
132-32	FTP-1000	OpsPlanner Software	OpsPlanner Software One Time Setup/Installation Fee - FTP Synchronization	\$272.03
132-32	SUB-1000	OpsPlanner Software	User Fees - Subscription / PSI Hosted - Per Yr. / Per User - Base Subscription Fee	\$906.75
132-32	SUB-1001	OpsPlanner Software	User Fees - Subscription / PSI Hosted - Per Yr. / Per User - Concurrent Users	\$906.75
132-32	SUB-1002	OpsPlanner Software	User Fees - Subscription / PSI Hosted - Per Yr. / Per User - Named Users	\$36.27
132-32	SUB-1003	OpsPlanner Software	User Fees - Burstable Option Fee (Initial-% User Fees)	20.0%
132-32	SUB-1004	OpsPlanner Software	User Fees - Burstable Option Fee (Additional-% User Fees)	15.0%
132-32	BIA-1000	OpsPlanner Software	BIA Expert - Subscription - Annual Fee	\$3,627.00
132-32	FTE-2000	OpsPlanner Software	FTP Contact Synchronization (Subscription Only) - Subscription - Annual Fee	\$906.75
132-32	NOT-4000	OpsPlanner Software	OpsPlanner Notification One Time Setup / Installation Fee - Notification	\$453.38
132-32	NOT-0100	OpsPlanner Software	Notification License Fees / Yr. - Option 1 - 100 Recipients / 500 Messages	\$0.00
132-32	NOT-0250	OpsPlanner Software	Notification License Fees / Yr. - Option 2 - 250 Recipients / 1,500 Messages	\$4,987.13
132-32	NOT-0500	OpsPlanner Software	Notification License Fees / Yr. - Option 3 - 500 Recipients / 3,500 Messages	\$6,800.63
132-32	NOT-1000	OpsPlanner Software	Notification License Fees / Yr. - Option 4 - 1,000 Recipients / Unlimited Messages	\$10,881.00
132-32	NOT-5000	OpsPlanner Software	Notification License Fees / Yr. - Option 5 - 5,000 Recipients / Unlimited Messages	\$31,736.25
132-32	NOT-10000	OpsPlanner Software	Notification License Fees / Yr. - Option 6 - 10,000 Recipients / Unlimited Messages	\$45,337.50
132-32	BLK-0500	OpsPlanner Software	Notification License Fees / Yr. - Additional Recipient Fees - Blocks 100 + 500 Messages	\$906.75
132-32	BLK-1000	OpsPlanner Software	Notification License Fees / Yr. - Additional Recipient Fees - Blocks 1,000	\$4,987.13
132-32	MES-1000	OpsPlanner Software	Notification License Fees / Yr. - Additional Message Fees - Domestic Phone / Fax (per Minute)	\$0.36
132-32	MES-1001	OpsPlanner Software	Notification License Fees / Yr. - Additional Message Fees - Email (per 10,000 Characters)	\$0.14
132-33	ASP-1001	OpsPlanner Software	OpsPlanner Software One Time Setup/Installation Fee - Licensed Installation	\$2,720.25
132-33	FTP-1001	OpsPlanner Software	OpsPlanner Software One Time Setup/Installation Fee - FTP Synchronization	\$272.03
132-33	LIC-1000	OpsPlanner Software	User Fees - Licensed/Client Hosted - Per User - Base License Fee	\$2,266.88
132-33	LIC-1001	OpsPlanner Software	User Fees - Licensed/Client Hosted - Per User - Concurrent Users	\$2,266.88
132-33	LIC-1002	OpsPlanner Software	User Fees - Licensed/Client Hosted - Per User - Named Users	\$90.68
132-33	LIC-1003	OpsPlanner Software	User Fees - Licensed/Client Hosted - Per User - Burstable Option Fee (Initial - % User Fees)	15.0%
132-33	LIC-1004	OpsPlanner Software	User Fees - Licensed/Client Hosted - Per User - Burstable Option Fee (Added - % User Fees)	10.0%
132-33	BIA-1001	OpsPlanner Software	BIA Expert - Site License - Perpetual	\$9,067.50
132-33	NOT-4001	OpsPlanner Software	OpsPlanner Notification One Time Setup / Installation Fee - Notification	\$453.38

SIN	Product Number	Product Name	Product Description	GSA Rate incl IFF
132-33	NOT-0100A	OpsPlanner Software	Notification License Fees / Yr. - Option 1 - 100 Recipients / 500 Messages	\$0.00
132-33	NOT-0250A	OpsPlanner Software	Notification License Fees / Yr. - Option 2 - 250 Recipients / 1,500 Messages	\$4,987.13
132-33	NOT-0500A	OpsPlanner Software	Notification License Fees / Yr. - Option 3 - 500 Recipients / 3,500 Messages	\$6,800.63
132-33	NOT-1000A	OpsPlanner Software	Notification License Fees / Yr. - Option 4 - 1,000 Recipients / Unlimited Messages	\$10,881.00
132-33	NOT-5000A	OpsPlanner Software	Notification License Fees / Yr. - Option 5 - 5,000 Recipients / Unlimited Messages	\$31,736.25
132-33	NOT-10000A	OpsPlanner Software	Notification License Fees / Yr. - Option 6 - 10,000 Recipients / Unlimited Messages	\$45,337.50
132-33	BLK-0500A	OpsPlanner Software	Notification License Fees / Yr. - Additional Recipient Fees - Blocks 100 + 500 Messages	\$906.75
132-33	BLK-1000A	OpsPlanner Software	Notification License Fees / Yr. - Additional Recipient Fees - Blocks 1,000	\$4,987.13
132-33	MES-1000A	OpsPlanner Software	Notification License Fees / Yr. - Additional Message Fees - Domestic Phone / Fax (per Minute)	\$0.36
132-33	MES-1001A	OpsPlanner Software	Notification License Fees / Yr. - Additional Message Fees - Email (per 10,000 Characters)	\$0.14
132-34	SUP-1000	OpsPlanner Software	Technical Support Fees (Annual) - Standard Support (Mon-Fri, 8 AM - 6 PM EST) - Subscription (% User / Opt / Notification)	13.0%
132-34	SUP-1001	OpsPlanner Software	Technical Support Fees (Annual) - Standard Support (Mon-Fri, 8 AM - 6 PM EST) - License (% User / Opt / Notification)	17.0%
132-34	SUP-1002	OpsPlanner Software	Technical Support Fees (Annual) - Premium Support (24 x 7 x 365) - Subscription (% User / Opt / Notification)	15.0%
132-34	SUP-1003	OpsPlanner Software	Technical Support Fees (Annual) - Premium Support (24 x 7 x 365) - License (% User / Opt / Notification)	19.0%
132-51	OPS-1000	OPSPPlanner Services	Senior OpsPlanner Consultant	\$156.36
132-51	OPS-1001	OPSPPlanner Services	Senior OpsPlanner Project Manager	\$185.68
132-51	OPS-1002	OPSPPlanner Services	OpsPlanner Analyst/Trainer	\$122.16
132-51	OPS-1003	OPSPPlanner Services	OpsPlanner Software Developer	\$156.36

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

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 / 132-51RC Information Technology Professional Services apply exclusively to IT Professional 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 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 Professional 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—
 - (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) 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 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 PROFESSIONAL SERVICES AND PRICING

Please refer to the information provided on page #20.

GSA LABOR CATEGORY DESCRIPTIONS

Listed below are the position descriptions and price categories for Paradigm Solutions Corporation's commercial contracts for Professional IT Services. Education and experience requirements are a guide for entry level to each category and each may be substituted for the other. One year of college level or technical school education in a relevant field is equal to one year of directly related experience. A year of graduate level relevant education is equal to two years of directly related experience. Degrees in accounting, electrical, electronic or systems engineering, or special product certification training are equal to one additional year of experience.

Commercial Job Title: Senior Project Manager

Minimum/General Experience: Minimum of 15 years of experience managing contracts. Serves as the central point of contact with the Contracting Officer, Contracting Officer's Representative and Task Managers. Serves as the senior manager responsible for coordinating the management of all work performed, including subcontractors, team members, and vendors. Broad knowledge of the Information Technology industry, business administration and human resource management required.

Functional Responsibility: Manages contractor staff and ensures timely delivery of contract deliverables. Ensures that the administration of the contract is conducted in compliance with client regulations, policies, and practices. Serves as the primary interface with the client to understand and ensure all contract requirements are met on schedule and within budget. Reports contract status to client regularly and oversees technical tasks to ensure task completion and prompt resolution of all technical problems.

Minimum Education: Bachelor's Degree in Business Management or Public Administration.

Commercial Job Title: Senior Consultant

Minimum/General Experience: Minimum of 15 years of technical experience directly related to the requirements of the contract or task to which he/she is assigned. Considered to be an expert in their field. Recognized in the field via national certification, licensing, etc. Has the ability to comprehend complex requirements. Possesses effective communication skills.

Functional Responsibility: Responsible for, independent of the project manager, the development of technical solutions that support overall contract deliverables. Serves as contract representative, as directed by project manager, to all levels of client management. Drafts technical responses to client statements of work. Prepares specific technical proposals and technical papers as directed by client. Provides technical advice/counsel to project manager/client in the overall delivery of contract products and services. Provides general direction to less senior consultants in support of contract deliverables.

Minimum Education: Masters degree in Management Information Systems or Computer Sciences.

Commercial Job Title: Consultant

Minimum/General Experience: Minimum of 10 years of technical experience directly related to the contract deliverable requirements. Generally considered to be highly technically competent in related fields.

Functional Responsibility: Provides technical support to the delivery of contract deliverables as directed by senior consultant or project manager. Provides technical recommendations to senior consultant in the delivery of contract products and services. Performs duties and responsibilities with minimal supervision. Meets with clients, senior consultant, and project manager as required. Provides report data in support of senior consultant proposals, white papers, and other technical documentation as required. Serves as backup for senior consultant in specific technical meetings with clients. Conducts data analysis and assessment as required.

Minimum Education: Bachelor's degree in Management Information Systems or Computer Science.

Commercial Job Title: Program Manager II

Minimum/General Experience: Minimum of 15 years of experience managing multiple projects. Management experience can be substituted for a degree. Management experience must include supervising projects of 25 or more personnel. Experience with a variety of software packages. Effective communication skills, interpersonal skills, and analytical ability required.

Functional Responsibility: Responsible for planning, conducting, and supervising projects of major significance requiring advanced knowledge and the ability to originate and apply new methods and technology. Ensures that all contractual obligations are fulfilled in an efficient and timely manner. Responsible for resource planning, ensuring adequate staffing, and conducting overall performance evaluations of project staff.

Minimum Education: Bachelors Degree or equivalent

Commercial Job Title: Program Manager I

Minimum/General Experience: Minimum of ten years of experience managing multiple projects. Management experience can be substituted for a degree. Management experience must include supervising projects of 20 or more personnel. Experience with a variety of software packages. Effective communication skills, interpersonal skills, and analytical ability required.

Functional Responsibility: Responsible for planning, conducting, and supervising projects of major significance requiring advanced knowledge and the ability to originate and apply new methods and technology. Ensures that all contractual obligations are fulfilled in an efficient and timely manner. Responsible for resource planning, ensuring adequate staffing, and conducting overall performance evaluations of project staff.

Minimum Education: Bachelors Degree or equivalent

Commercial Job Title: Project Manager

Minimum/General Experience: Eight years of progressively increasing responsibilities. Four years of experience as a key management official within a multi-faceted technical environment. Experience must include substantial responsibilities for project management, financial management, personnel supervision, and technical leadership. Supervision must have included 15 or more staff with the majority of positions supervised consisting of professional-level staff such as analysts and programmers. Ability to effectively communicate with technical and non-technical individuals at all levels of an organization.

Functional Responsibility: Serves as the senior manager for a project. Authority for staffing and purchasing decisions. Responsible for overall management supervision of IT staff, and training and direction of subordinate staff on the project. Responsible for planning, conducting, and supervising projects of major significance requiring advanced technical and management skills to originate and apply new methods and technology.

Minimum Education: Bachelor's Degree in Business or Public Administration.

Commercial Job Title: Project Administrator

Minimum/General Experience: Minimum of seven years of project management experience dealing with management of Information Technology contracts. Has responsibility for ensuring contractual and technical compliance with contract requirements. Ensures the effective and quality delivery of contractor Information Technology products and services.

Functional Responsibility: Assists the project manager with management of contracts including managing technical tasks, compiling/preparing reports, developing project management plans, performing time reporting, performing scheduling, etc. Prepares weekly reports on contract status. Ensures that contract and technical requirements are accurately documented and adhered to. Designs/utilizes spreadsheets to track project management plan. Interfaces/coordinates with all levels of client hierarchy.

Minimum Education: Bachelor's degree in Business or Public Administration

Commercial Job Title: Operations Manager

Minimum/General Experience: Six years of experience in a multi-vendor operations center. Experience must include use of large computer facilities including PCs and communications networks. Substantial experience with project management, financial management, personnel supervision, shift scheduling, and providing quality service. Ability to effectively communicate at all levels of an organization.

Functional Responsibility: Responsible for the operations of computers, servers, output services, production control services, customer inquiries, and quality services. Supervisory responsible for all operations staff and the physical environment of the operations environment.

Minimum Education: Bachelor's Degree in Computer Science or Mathematics.

Commercial Job Title: Senior Systems Analyst

Minimum/General Experience: Eight years of progressively increasing responsibility required. Six years of experience performing system analysis, planning development, and implementation of significant application efforts in support of mission critical applications. Experience must include such areas as: development of application test procedures, structured system walk-throughs, interface problem resolution, and performing studies for proprietary software capabilities and limitations. Two or more years of experience as a programmer working in a Relational Database Management System (RDBMS) environment.

Functional Responsibility: Responsible for planning, developing, testing, and documenting application programs and systems. Works closely with project managers to evaluate user requirements. Consults with users to identify operating procedures and clarify program objectives. Responsible for all aspects of the system supervisory life cycles. Supervises less experienced analysts.

Minimum Education: Bachelor's Degree in Computer Science, Engineering or Mathematics

Commercial Job Title: Senior Data Analyst

Minimum/General Experience: Five years Data Analyst business applications experience. Designs, develops implements, and maintains complex business, accounting and management information applications and systems. Acts as lead analyst in the development, implementation, and maintenance of small to medium-sized computer systems, including multi-platform, networked, and client-server applications.

Functional Responsibility: Coordinates and instructs programmers and analysts assigned to project. Prepares feasibility studies of potential systems, configurations of computers, and interactive applications. Prepares complex application specifications. Conducts post-implementation analyses.

Minimum Education: Requires a Bachelor's Degree.

Commercial Job Title: Senior Systems Programmer

Minimum/General Experience: Eight years of progressively increasing technical experience. Six years of experience in planning, implementation, installing, maintenance and improvements of systems software for computer systems. Knowledge of multiple computer platforms including large mainframes, PCs, and communication networks required.

Functional Responsibility: Responsible for installing and maintaining operating system and related software on mainframes. Implements, maintains, enhances, and documents local changes to operating systems and/or subsystems and utilities. Supervises other less experienced system programmers.

Minimum Education: Bachelor's Degree in Computer Science, Engineering or Mathematics

Commercial Job Title: Client Server Programmer

Minimum/General Experience: Five years of programming experience. Works on more complex assignments that require non-standard programming techniques. Evaluates user requests for new or modified programs to determine feasibility, cost, and time requirements, and compatibility with existing systems and computer capabilities. Determines programming specifications. Strong Client Server programming skills. Consults manuals, periodicals and technical reports to learn ways to develop program, including diagrams and charts. Submits plans to user for approval. Writes program documentation and user operations guidelines.

Functional Responsibility: Assist users to resolve operational problems and provide technical assistance to users. Provides technical guidance to lower level programmers. Requires advance knowledge of programming techniques. Requires detailed and comprehensive knowledge of the employer's applications and of the employer's computer hardware environment.

Minimum Education: Requires a Bachelors Degree

Commercial Job Title: Client Server Programmer II

Minimum/General Experience: Ten years of programming experience. Works on more complex assignments that require non-standard programming techniques. Evaluates user requests for new or modified programs to determine feasibility, cost, and time requirements, and compatibility with existing systems and computer capabilities. Determines programming specifications. Strong Client Server programming skills. Consults manuals, periodicals and technical reports to learn ways to develop program, including diagrams and charts. Submits plans to user for approval. Writes program documentation and user operations guidelines.

Functional Responsibility: Assist users to resolve operational problems and provide technical assistance to users. Provides technical guidance to lower level programmers. Requires advance knowledge of programming techniques. Requires detailed and comprehensive knowledge of the employer's applications and of the employer's computer hardware environment.

Minimum Education: Requires a Bachelors Degree

Commercial Job Title: Network Engineer

Minimum/General Experience: Eight years of experience in networking and computing technologies required. Extensive working knowledge of Wide Area Networks (WANs), Local Area Networks (LANs), and network protocols required. Performs network design, engineering, planning, and integration at the client/server and enterprise-wide level.

Functional Responsibility: Performs analysis, design, and planning of network architecture infrastructures. Plans and provides technical support for network and e-mail migrations for a variety of technical environments. Provides support, oversight, and administration of networks including domain structure/servers, intranet/extranet infrastructures, and messaging platforms. Provides support for network and related projects including migrations, testing, configuration support, and troubleshooting of network development and production problems. Performs e-mail systems migrations planning and administration. Assists in reviews of implementation processes, strategic planning sessions, and design and review of required network architecture infrastructure.

Minimum Education: Bachelor's Degree in Computer Science.

Commercial Job Title: Network Engineer II

Minimum/General Experience: Twelve years of experience in networking and computing technologies required. Extensive working knowledge of Wide Area Networks (WANs), Local Area Networks (LANs), and network protocols required. Performs network design, engineering, planning, and integration at the client/server and enterprise-wide level.

Functional Responsibility: Performs analysis, design, and planning of network architecture infrastructures. Plans and provides technical support for network and e-mail migrations for a variety of technical environments. Provides support, oversight, and administration of networks including domain structure/servers, intranet/extranet infrastructures, and messaging platforms. Provides support for network and related projects including migrations, testing, configuration support, and troubleshooting of network development and production problems. Performs e-mail systems migrations planning and administration. Assists in reviews of implementation processes, strategic planning sessions, and design and review of required network architecture infrastructure.

Minimum Education: Bachelor's Degree in Computer Science.

Commercial Job Title: LAN Administrator

Minimum/General Experience: Three years of experience. Designs, installs, and maintains complex networks that typically link number computing platforms, operating systems, and network topologies across widely dispersed geographic areas. Evaluates hardware and software suitable for large, complex network performance.

Functional Responsibility: Troubleshoots and resolves complex problems to ensure no disruption of mission-critical applications. Designs and maintains fault-tolerant systems and manages system backups. Generally has supervisory responsibility for subordinator network analysts. Typically requires certification as a network engineer and may require extensive expertise across hardware and systems supplied by multiple vendors.

Minimum Education: Requires Bachelors of Computer Science or Engineering Degree.

Commercial Job Title: Technical Writer

Minimum/General Experience: Two years of direct experience in developing, reviewing and maintaining technical standards and procedures. Provides technical advice and guidance. Interacts with IRM and end users and management to develop documentation for standards and procedures. Requires knowledge of word processing programs and database applications

Functional Responsibility: Develops, implements and maintain IRM methodologies, standards and procedures. Assist in certification of information systems operation manuals and technical documentation.

Minimum Education: Requires a High School Diploma.

Commercial Job Title: Senior Database Administrator (DB2) II

Minimum/General Experience: Minimum of ten years of database administration experience with expertise as a DB2 database administrator or similar database management systems. Experience analyzing database software-related issues and problems. Experience in performance tuning, installing new releases, and problem solving of database system problems within database management systems. Experience in an OS/390 environment with JES2 and working knowledge in the use of and development of IBM JCL. Experience in database logical and physical design.

Functional Responsibility: Provides database administration support. Performs performance tuning of database management systems and applications. Installs and implements database management systems and related software products. Participates in database administration planning and organizing activities. Provides expert consulting services regarding middleware, DBMS evaluations, and DBMS related software evaluation.

Minimum Education: B.S. degree in Computer Science or related field.

Commercial Job Title: Senior Database Administrator (MS SQL Server) I

Minimum/General Experience: Minimum of eight years of database administration experience with expertise as an MS SQL Server Database administrator or similar database management systems. Experience analyzing database software-related issues and problems. Experience in performance tuning, installing new releases, and problem solving of database system problems. Working knowledge of the NT environment, and ability to understand the dynamics of NT and SQL Server in a large-scale environment.

Functional Responsibility: Provides database administration support. Performs performance tuning of database management systems and applications and implement database management systems and related software products. Participates in database administration planning and organizing activities. Provides expert consulting services regarding middleware, DBMS evaluations, and DBMS related software evaluation. Provides performance turning, problem diagnostics, and troubleshooting in the Windows NT and TCP/IP environments.

Minimum Education: B.S. in Computer Science or related field.

Commercial Job Title: Senior Database Administrator II

Minimum/General Experience: Ten years of Database Administration experience. Provides systems management, database performance tuning, installing new releases and problem solving of database systems problems. Solid knowledge of current design environments (i.e. IDMS and DB2). Manages database performance. Troubleshoots and resolves complex problems to ensure no disruption of mission-critical applications. Designs improvements, maintains systems and manages system backups.

Functional Responsibility: Has supervisory responsibility for subordinate database administrators. Provides consulting services on application development and database systems management. Require extensive expertise across hardware, software and system platforms supplied by multiple vendors.

Minimum Education: Requires Bachelors of Computer Science or Engineering Degree.

Commercial Job Title: Senior Database Administrator

Minimum/General Experience: Eight years of Database Administration experience. Provides systems management, database performance tuning, installing new releases and problem solving of database systems problems. Solid knowledge of current design environments (i.e. IDMS and DB2). Manages database performance. Troubleshoots and resolves complex problems to ensure no disruption of mission-critical applications. Designs improvements, maintains systems and manages system backups.

Functional Responsibility: Has supervisory responsibility for subordinate database administrators. Provides consulting services on application development and database systems management. Require extensive expertise across hardware, software and system platforms supplied by multiple vendors.

Minimum Education: Requires Bachelors of Computer Science or Engineering Degree.

Commercial Job Title: Database Administrator

Minimum/General Experience: Five years of Database Administration experience. Provides systems management, database performance tuning, installing new releases and problem solving of database systems problems. Solid knowledge of current design environments (i.e. IDMS and DB2). Manages database performance. Troubleshoots and resolves complex problems to ensure no disruption of mission-critical applications. Designs improvements, maintains systems and manages system backups.

Functional Responsibility: Provides consulting services on application development and database systems management. Requires extensive expertise across hardware, software and system platforms supplied by multiple vendors.

Minimum Education: Requires Bachelors of Computer Science or Engineering Degree.

Commercial Job Title: Communications Specialist I

Minimum/General Experience: Minimum of eight years of communications experience. Experience in V.24, V.35, 10BaseT electronic and other telecommunications cabling interfaces. Experience with multiplexers, routers, hubs, modems, and terminals. Experience wiring and testing cabling for data communications and telecommunications.

Functional Responsibility: Processes telecommunications requests for end users. Researches various communication issues or technologies and prepares technical summaries, executive overviews, etc. Works with Government personnel to develop solutions for various telecommunications related projects, such as video-teleconferencing or setting up networks. Assists in monitoring and troubleshooting WANs. Designs, configures and installs telephone systems.

Minimum Education: High School Diploma. Advanced technical training desirable.

Commercial Job Title: Lead Computer Operator I

Minimum/General Experience: Minimum of ten years of experience in a multi processor environment. Experience performing lead computer operator duties, including both batch and online systems. Experience supervising operators and a tape librarian in a production environment.

Functional Responsibility: Performs daily computer operations, printer operations, console operations, RJE operations, tape library and output distribution functions and trains junior-level personnel. Analyzes and diagnoses computer operations-related problems and takes appropriate corrective action. Assists in scheduling and staffing. Provides user support on operations-related problems and ensures production schedules are followed. Enforces computing center security and administrative procedures and maintains the safety, security, and physical environment of the computing room and staff.

Minimum Education: One to two years of specialized training in an apprenticeship program, vocational education program, business school or community college.

Commercial Job Title: Lead Computer Operator

Minimum/General Experience: Three years of experience with large-scale mainframe computers. Act as lead to schedule and coordinate daily computer operations. Distributes and verifies work. Performs more complex computer operation tasks, such as determining equipment, setup, scheduling jobs, executing non-routine jobs, and observing console. Manipulates controls to rearrange program steps and provides other adjustments. Assists in training lower level operators in operations procedures and resolves operational problems.

Functional Responsibility: Responsible for computer system operations, console, and tape library and output distribution functions. Meeting production deadlines and complying with computer center security and administrative procedures.

Minimum Education: Requires a High School Diploma.

Commercial Job Title: Computer Operator

Minimum/General Experience: One year of experience with large-scale mainframe computers. Assists in the coordination of daily computer operations. Distributes and verifies work.

Functional Responsibility: Responsible for computer system operations, console, and tape library and output distribution functions. Meets production deadlines and complying with computer center security and administrative procedures.

Minimum Education: Requires a High School Diploma.

Minimum Education: Formalized training from an accredited institution in electronics technology.

Commercial Job Title: Technical Support Specialist

Minimum/General Experience: One year of experience in computer support. Provides technical assistance and training to system users. Responds to users request for assistance with hardware and software questions by phone and in person. Staffs a help desk or information center. Installs and modifies microcomputer hardware and software. Diagnoses hardware, software, and operator problems and takes remedial actions or recommends procedural changes.

Functional Responsibility: Responsible for resolving customer problems. Installs and configure peripheral equipment such as monitors, keyboards, printers, and disk drives. Loads and configure software operating systems. Test PC and supports applications such as word processing, database, and spreadsheet programs. Requires comprehensive knowledge of the employer's microcomputer equipment and software.

Minimum Education: Requires a High School Diploma.

Commercial Job Title: Technical Support Specialist II

Minimum/General Experience: At least five years of experience performing administrative functions in a computer-related environment. Experience maintaining and updating spare parts inventories. Experience testing equipment and performing hardware repair.

Functional Responsibility: Maintains inventory of hardware items. Updates inventory system on scheduled basis. Updates inventory records in accordance with standard operating procedures. Ships, receives, and tracks parts. Assists in testing equipment to isolate malfunctions. Assists with installation of hardware and software. Provides telephone support to customers on parts and orders.

Minimum Education: High School Diploma or equivalent.

Commercial Job Title: Technical Support Specialist I

Minimum/General Experience: At least three years of experience performing administrative functions in a computer-related environment. Experience maintaining and updating spare parts inventories. Experience testing equipment and performing hardware repair.

Functional Responsibility: Maintains inventory of hardware items. Updates inventory system on scheduled basis. Updates inventory records in accordance with standard operating procedures. Ships, receives, and tracks parts. Assists in testing equipment to isolate malfunctions. Assists with installation of hardware and software. Provides telephone support to customers on parts and orders.

Minimum Education: High School Diploma or equivalent.

Commercial Job Title: Database Administrator/Data Warehouse Expert

Minimum/General Experience: Eight years of progressively responsible technical experience in the design and development of software programs. Six years of experience designing and implementing database systems. Advanced knowledge of decision support systems and an in-depth understanding of design requirements required. Designs, builds, implements, deploys, and manages decision support systems (data warehouse systems). Performs system analysis and design, database architecture and design, database administration, and data modeling.

Functional Responsibility: Analyzes design requirements and recommends database management system products, system architecture, and hardware and software selections. Develops system design and serves as technical lead developing and implementing data warehouses (decision support systems). Prepares technical specifications, designs software, and manages and/or develops database projects. Other responsibilities include performing project scheduling, team management, and performance and cost analysis.

Minimum Education: Bachelor's Degree in Business, Computer Science or Mathematics.

Commercial Job Title: Client Server Application Planner

Minimum/General Experience: Minimum of six years experience planning and managing large, complex client server applications development projects. Experience must include use of the following technologies: client server architecture, Windows applications, relational databases, source code and class libraries, middleware and distributed processes. Must have demonstrated ability to lead development teams. Must have Graphical User Interface experience.

Functional Responsibility: Assists with the overall planning and design of client server applications. Evaluates proposed architectures and technological requirements, identifies issues, and provides recommendations for optimal application and environmental performance. Also reviews process and data requirements.

Minimum Education: Requires a Bachelor Degree.

Commercial Job Title: Client Server Application Architect

Minimum/General Experience: Eight years in a client server environment with demonstrated ability to lead a project team in definition and design of a product. Must be familiar with object oriented design concepts using PowerTool or similar software. Must have experience with Graphical User Interface designs. Must also be familiar with relational database concepts.

Functional Responsibility: Person must be able to establish and support all aspects of the technical environment in an applications design environment. Will work with relational database design concepts and work with DBAs to make recommendations for a design team to follow during design and development. Assists other project team members in all aspects in the use of applicable tools.

Minimum Education: Requires a Bachelor Degree.

Commercial Job Title: Client Server Technical Developer

Minimum/General Experience: Five years experience. Acts as project team leader in the design, development, implementation and maintenance of large complex management information and business systems. Coordinates and instructs programmers and systems analysts assigned to project. Prepares time and cost estimates for completing project. Leads post-implementation analyses. Requires detailed and comprehensive knowledge of the employer's options, business systems, and computer platforms.

Functional Responsibility: Develops complex client server applications. Is a technical expert in specific types of applications and hardware systems.

Minimum Education: Requires a Bachelor Degree.

Commercial Job Title: Electronic Equipment Specialist IV

Minimum/General Experience: At least eight years of experience in repairing, testing, installing, and troubleshooting equipment to component level. Experience in such products as Windows 95, Office 97 and other Microsoft products. Knowledge of networks and LANs is desirable.

Functional Responsibility: Troubleshoots and repairs desktop and laptop computers, printers, and peripherals. Contacts and coordinates with major vendors. Provides telephone support to end users on hardware and software problems. Performs preventive maintenance on computer equipment. Verifies, sorts, and distributes shipments and updates documentation. Configures equipment that includes loading of software and verifying functionality. Installs and sets up equipment, tracks and receives parts, opens and closes work orders, and orders equipment and parts.

Minimum Education: Requires an Associates Degree. Specialized related computer classroom training and formal management training. Current certification on Dell and Compaq equipment.

Commercial Job Title: Senior PC Configuration / Management Specialist

Minimum/General Experience: Eight years of progressively responsible experience. Six years of experience in PC software configuration, installation, and support required. Experience in upgrading and troubleshooting PC problems required. Knowledge of multiple operating systems, programming languages, and software packages including registry and system policies required.

Functional Responsibility: Performs PC configuration, set up, installation, upgrades, troubleshooting, and technical support for multiple platforms and technical environments. Researches and recommends PC configurations for desktops and laptops and identifies and implements emerging technologies to support and maintain standard computer configurations. Tracks and maintains software upgrades. Develops test plans, test data, and conducts tests to ensure the reliability and completeness of standard configurations. Analyzes, designs, develops, tests, and implements programs and procedures for installing and customizing commercial off-the-shelf PC and LAN packages. Maintains quality assurance practices and procedures to ensure software is in accordance with approved quality assurance practices and procedures.

Minimum Education: Bachelor's Degree in Computer Science or Mathematics.

Commercial Job Title: Customer Service Representative IV

Minimum/General Experience: Ten years of related experience. Experience administering and maintaining microcomputer systems required. Experience implementing and supporting MS Windows in a LAN environment including both server and workstation configuration required. Experience supporting and maintaining MS Microsoft Office Suite and experience with Windows 95 required. Extensive expertise across various hardware/software systems including e-mail systems required. Proficient knowledge of installing and modifying microcomputer hardware and software, including experience with diagnoses of hardware, software, and operator problems and resolution required. Effective communication skills and excellent interpersonal skills required. Experience interacting with end users, technical personnel, and management required. Knowledge of Banyan Vines administration desired.

Functional Responsibility: Under direction from a Project Manager, installs, configures, operates, monitors, and maintains hardware and software. Develops, proposes, updates, and maintains documentation and provides ad hoc training to customers in proper use of office automation and microcomputers. Assists customers to develop, propose, implement, and maintain security systems and procedures. Resolves customer problems. Configures operating systems and provides application support of software. Experience in analyzing, diagnosing, and troubleshooting applications or equipment problems reported by customer. Analyzes user requirements and source of problems and determines if cause is related to hardware, software, network, or procedures. Researches solutions for equipment requiring security and alternative software as requested. Performs technology searches and determines applicability to current and future user requirements.

Minimum Education: Bachelor's Degree in Computer Science or Business.

Commercial Job Title: Senior Communications Specialist

Minimum/General Experience: Five years of communications experience. Has strong knowledge of multiplexers, routers, hubs, modems and terminals. Experienced in telecommunications cabling interfaces.

Functional Responsibility: Provides the wiring, terminating and the testing of communications cabling. Interacts with vendors to resolve communications problems. Generally has supervisory responsibility for subordinate communications specialist

Minimum Education: Bachelor's degree. Advanced technical training is highly desirable.

Commercial Job Title: Senior Communications Specialist I

Minimum/General Experience: Minimum of ten years of communications experience. Experience must include work with V.24, V.35, 10BaseT electronic and other telecommunications cabling interfaces. Experience with multiplexers, routers, hubs, modems, and terminals. Experience wiring and testing cabling for data communications and telecommunications.

Functional Responsibility: Manages telecommunications requests for end users. Researches various communication issues or technologies and prepares technical summaries, executive overviews, etc. Assists in monitoring and troubleshooting WANs. Designs, configures, and installs telephone systems. Interacts with vendors on resolving communications problems.

Minimum Education: Bachelor's degree. Advanced technical training is highly desirable.

Commercial Job Title: Communications & Network Engineer - Level I

Minimum/General Experience: At least one year of experience in a relevant field or equivalent general knowledge of the domain area. Experience performing routine tasks that require minimal independent judgment. Works at the task level under close supervision of senior or principal staff.

Functional Responsibility: Plans, designs, and implements physical and logical Wide Area Networks (WANs), Local Area Networks (LANs), communications, and infrastructures across the client's enterprise. Works with client staff to identify voice/data/video communications requirements. Performs system-level assessments of communications systems. Researches and evaluates network technologies, protocols, and applications for integration into the environment. Provides analysis of interoperability, implementation, and integration issues related to topology, deployment strategies, operations, and management. Uses network design tools and techniques.

Minimum Education: Bachelor's degree in Computer Science or equivalent.

Commercial Job Title: Communications & Network Engineer - Level II

Minimum/General Experience: Three years of extensive work in a relevant field or equivalent knowledge of the domain area. Ability to exercise independent judgment within area of responsibility, and ability to perform complex tasks that require in-depth knowledge. Works at the task or project level and may lead small tasks within area of expertise.

Functional Responsibility: Plans, designs, and implements physical and logical Wide Area Networks (WANs), Local Area Networks (LANs), communications, and infrastructures across the client's enterprise. Works with client staff to identify voice/data/video communications requirements. Performs system-level assessments of communications systems. Researches and evaluates network technologies, protocols, and applications for integration into the environment. Provides analysis of interoperability, implementation, and integration issues related to topology, deployment strategies, operations, and management. Uses network design tools and techniques.

Minimum Education: Bachelor's degree in Computer Science or equivalent.

Commercial Job Title: Communications & Network Engineer - Level III

Minimum/General Experience: Eight years of directly related experience, regarded as experts in their domain, and have general knowledge of other domains. Provides technical guidance within their area of expertise, and recommends domain-specific technical solutions and policies. These staff work at the project and program level and may lead tasks or projects in their area of expertise.

Functional Responsibility: Plans, designs, and implements physical and logical Wide Area Networks (WANs), Local Area Networks (LANs), communications, and infrastructures across the client's enterprise. Works with client staff to identify voice/data/video communications requirements. Performs system-level assessments of communications systems. Researches and evaluates network technologies, protocols, and applications for integration into the environment. Provides analysis of interoperability, implementation, and integration issues related to topology, deployment strategies, operations, and management. Uses network design tools and techniques.

Minimum Education: Bachelor's degree in Computer Science or equivalent.

Commercial Job Title: Information Security Specialist - Level II

Minimum/General Experience: Three years of extensive work in a relevant field or equivalent knowledge of the domain area. Ability to exercise independent judgment within area of responsibility, and ability to perform complex tasks that require in-depth knowledge. Works at the task or project level and may lead small tasks within area of expertise. Desirable certifications include a certification in Information Systems Security Professional (CISSP).

Functional Responsibility: Develops, establishes, and maintains information security policies, standards, and procedures. Works with client staff to analyze and define information security requirements. Performs analysis of security risks, threats, and vulnerabilities of networks, systems, and applications. Recommends strategies to prevent security exposures and detect intrusions. Researches and evaluates security concepts, tools, and techniques for incorporation into the environment. Assists in the testing of information security products to provide the best solution to protect and maintain data security.

Minimum Education: Bachelor's degree in Computer Science or equivalent.

Commercial Job Title: Information Security Specialist - Level III

Minimum/General Experience: Eight years of directly related experience, regarded as experts in their domain, and have general knowledge of other domains. Provides technical guidance within their area of expertise, and recommends domain-specific technical solutions and policies. These staff work at the project and program level and may lead tasks or projects in their area of expertise. Desirable certifications include a certification in Information Systems Security Professional (CISSP).

Functional Responsibility: Develops, establishes, and maintains information security policies, standards, and procedures. Works with client staff to analyze and define information security requirements. Performs analysis of security risks, threats, and vulnerabilities of networks, systems, and applications. Recommends strategies to prevent security exposures and detect intrusions. Researches and evaluates security concepts, tools, and techniques for incorporation into the environment. Assists in the testing of information security products to provide the best solution to protect and maintain data security.

Minimum Education: Bachelor's degree in Computer Science or equivalent.

Commercial Job Title: Software Engineer - Level II

Minimum/General Experience: Three years of extensive work in relevant field or knowledge of the domain area. Ability to exercise independent judgment experience within area of responsibility, and ability to perform complex tasks that require in-depth knowledge. Works at the task or project level and may lead small tasks within their area of expertise.

Functional Responsibility: Responsible for the analysis of business, engineering, or scientific problems and is charged with the documentation and development of well-defined methods, procedures, and programs in the delivery of practical systems solutions. Supports all aspects of software development tasks. Works with the client's staff and user groups to develop requirements. Develops knowledge of enterprise to assist in defining requirements. Analyzes and develops computer software programs for complex, large-scale business operations.

Minimum Education: Bachelor's degree Software Engineering or Computer Science or equivalent.

Commercial Job Title: Software Engineer - Level III

Minimum/General Experience: Eight years of experience, regarded as experts in their domain, and have general knowledge of other domains. Provides technical guidance within their area of expertise, and recommends domain-specific technical solutions and policies. These staff work at the project and program level and may lead tasks or projects in their area of expertise.

Functional Responsibility: Responsible for the analysis of business, engineering, or scientific problems and is charged with the documentation and development of well-defined methods, procedures, and programs in the delivery of practical systems solutions. Supports all aspects of software development tasks. Works with the client's staff and user groups to develop requirements. Develops knowledge of enterprise to assist in defining requirements. Analyzes and develops computer software programs for complex, large-scale business operations.

Minimum Education: Bachelor's degree Software Engineering or Computer Science or equivalent.

Commercial Job Title: Software Engineer - Level IV

Minimum/General Experience: Minimum of 13 years of experience and are experts in their respective domains, have extensive knowledge of other domains, provide strategic guidance and influence program direction, recommend enterprise technical solutions and policies, and assist with integration of technical efforts across project areas. These staff work at the enterprise and program level and have knowledge of other domains.

Functional Responsibility: Responsible for the analysis of business, engineering, or scientific problems and is charged with the documentation and development of well-defined methods, procedures, and programs in the delivery of practical systems solutions. Supports all aspects of software development tasks. Works with the client's staff and user groups to develop requirements. Develops knowledge of enterprise to assist in defining requirements. Analyzes and develops computer software programs for complex, large-scale business operations.

Minimum Education: Bachelor's degree Software Engineering or Computer Science or equivalent.

Commercial Job Title: Systems Administration / Help Desk Specialist - Level II

Minimum/General Experience: Three years of extensive work in a relevant field or equivalent knowledge of the domain area. Ability to exercise independent judgment experience within area of responsibility, and ability to perform complex tasks that require in-depth knowledge. These staff work at the task or project level and may lead small tasks within their area of expertise.

Functional Responsibility: Provides system administration, help desk, or technical support services for systems and operations. Identifies and resolves problems with hardware, software, LANs, networks, servers, and other data systems. Tracks status of problem resolution and follows up to ensure satisfactory outcome. Remotely troubleshoots hardware and software installation problems. Performs installation, setup, or configuration of systems and networks. Installs, operates, or maintains IT system devices, circuits, cables, components, software, end-user components, software, or connectivity.

Minimum Education: Bachelor's degree in Computer Science or equivalent.

Commercial Job Title: Systems Administration / Help Desk / Technician - Level I

Minimum/General Experience: Two years of entry-level or limited experience in a particular technical support area, e.g., system or network administration, operations, or maintenance. These staff perform routine tasks in their technical support area and are under the supervision of Systems Administration/Help Desk/Technician - Level II or Senior Staff.

Functional Responsibility: Provides system administration, help desk, or technical support services for systems and operations. Identifies and resolves problems with hardware, software, LANs, networks, servers, and other data systems. Tracks status of problem resolution and follows up to ensure satisfactory outcome. Remotely troubleshoots hardware and software installation problems. Performs installation, setup, or configuration of systems and networks. Installs, operates, or maintains IT system devices, circuits, cables, components, software, end-user components, software, or connectivity.

Minimum Education: Certification in relevant technical field or equivalent experience.

Commercial Job Title: Systems Engineer - Level I

Minimum/General Experience: At least one year of experience in a relevant field or equivalent general knowledge of the domain area. Experience performing routine tasks that require minimal independent judgment. Works at the task level under close supervision of senior or principal staff.

Functional Responsibility: Performs systems engineering to support the client. Develops understanding of customer's organization, goals, business needs, and enterprise architectures and systems. Develops user requirements and ensures that business solutions are consistent with client's strategic goals and investment decisions. Employs best practice processes in the design, development, integration, and implementation of systems. Reengineers business processes, principles, and methodologies. Implements state-of-the-practice systems and technology using leading-edge approaches, concepts, and ideas.

Minimum Education: Bachelor's degree in Computer Science or equivalent.

Commercial Job Title: Systems Engineer - Level II

Minimum/General Experience: Three years of extensive work in relevant field or knowledge of the domain area. Ability to exercise independent judgment experience within area of responsibility, and ability to perform complex tasks that require in-depth knowledge. Works at the task or project level and may lead small tasks within their area of expertise.

Functional Responsibility: Performs systems engineering to support the client. Develops understanding of customer's organization, goals, business needs, and enterprise architectures and systems. Develops user requirements and ensures that business solutions are consistent with client's strategic goals and investment decisions. Employs best practice processes in the design, development, integration, and implementation of systems. Reengineers business processes, principles, and methodologies. Implements state-of-the-practice systems and technology using leading-edge approaches, concepts, and ideas.

Minimum Education: Bachelor's degree in Computer Science or equivalent.

Commercial Job Title: Systems Engineer - Level III

Minimum/General Experience: Eight years of experience, regarded as experts in their domain, and have general knowledge of other domains. Provides technical guidance within their area of expertise, and recommends domain-specific technical solutions and policies. These staff work at the project and program level and may lead tasks or projects in their area of expertise.

Functional Responsibility: Performs systems engineering to support the client. Develops understanding of customer's organization, goals, business needs, and enterprise architectures and systems. Develops user requirements and ensures that business solutions are consistent with client's strategic goals and investment decisions. Employs best practice processes in the design, development, integration, and implementation of systems. Reengineers business processes, principles, and methodologies. Implements state-of-the-practice systems and technology using leading-edge approaches, concepts, and ideas.

Minimum Education: Bachelor's degree in Computer Science or equivalent.

Commercial Job Title: Senior BCP Consultant (Continuity Of Operations Planning)

Minimum/General Experience: Minimum of 10 years of technical consulting experience directly related to the requirement of the contract tasks to which he/she is assigned. Considered to be an expert in their field. Recognized in the field via national certification licensing etc. (e.g., DRRI CBCP certified) has the ability to comprehend complex requirements. Possesses effective communication skills.

Functional Responsibility: Responsible for, independent of the project manager, the development of continuity of operations solutions that support the overall contract deliverables. Serves as the contract representative, as directed by project manager to all levels of client management. Drafts technical responses to client statements of work. Prepares specific technical proposals and technical papers as directed by client. Provides technical advice/counsel to project manager/client in the overall delivery of contract products and services. Provides general direction to less senior consultants in support of contract deliverables.

Minimum Education: Bachelors Degree or equivalent experience, and certification by DRRI at the CBCP level or BCI at the Member level (MBCI).

GSA LABOR RATES – SIN 132-51 / 132-51RC

GSA Labor Category	07/07/09 - 08/11/10	08/12/10 - 08/11/11	08/12/11 - 08/11/12	08/12/12 - 08/11/13
Senior Project Manager	\$177.47	\$183.50	\$189.74	\$196.19
Senior Consultant	\$128.50	\$132.87	\$137.39	\$142.06
Consultant	\$137.12	\$141.78	\$146.60	\$151.58
Program Manager II	\$153.15	\$158.36	\$163.74	\$169.31
Program Manager I	\$140.09	\$144.85	\$149.77	\$154.86
Project Manager	\$120.95	\$125.06	\$129.31	\$133.71
Project Administrator	\$61.98	\$64.09	\$66.27	\$68.52
Operations Manager	\$99.67	\$103.06	\$106.56	\$110.18
Senior Systems Analyst	\$89.78	\$92.83	\$95.99	\$99.25
Senior Data Analyst	\$79.60	\$82.31	\$85.11	\$88.00
Senior Systems Programmer	\$83.82	\$86.67	\$89.62	\$92.67
Client Server Programmer	\$69.67	\$72.04	\$74.49	\$77.02
Client Server Programmer II	\$83.80	\$86.65	\$89.60	\$92.65
Network Engineer	\$97.51	\$100.82	\$104.25	\$107.79
Network Engineer II	\$109.58	\$113.30	\$117.15	\$121.13
LAN Administrator	\$57.80	\$59.77	\$61.80	\$63.90
Technical Writer	\$48.01	\$49.64	\$51.33	\$53.08
Senior Database Administrator (DB2) II	\$80.45	\$83.19	\$86.02	\$88.94
Senior Database Administrator (MS SQL Server) I	\$90.51	\$93.58	\$96.76	\$100.05
Senior Database Administrator II	\$111.74	\$115.54	\$119.47	\$123.53
Senior Database Administrator	\$90.51	\$93.58	\$96.76	\$100.05
Database Administrator	\$89.80	\$92.85	\$96.01	\$99.27
Communications Specialist I	\$73.26	\$75.75	\$78.33	\$80.99
Lead Computer Operator I	\$52.87	\$54.66	\$56.52	\$58.44
Lead Computer Operator	\$42.54	\$43.98	\$45.48	\$47.03
Computer Operator	\$35.24	\$36.44	\$37.68	\$38.96
Technical Support Specialist	\$38.41	\$39.72	\$41.07	\$42.47
Technical Support Specialist II	\$41.00	\$42.39	\$43.83	\$45.32
Technical Support Specialist I	\$44.55	\$46.07	\$47.64	\$49.26
DBA/Data Warehouse Expert	\$122.42	\$126.59	\$130.89	\$135.34
Client Server Application Planner	\$84.08	\$86.94	\$89.90	\$92.96
Client Server Application Architect	\$89.59	\$92.63	\$95.78	\$99.04
Client Server Technical Developer	\$80.46	\$83.20	\$86.03	\$88.96
Electronic Equipment Specialist IV	\$71.63	\$74.07	\$76.59	\$79.19
Senior PC Config./Mgt. Specialist	\$85.04	\$87.93	\$90.92	\$94.01
Customer Service Representative IV	\$72.41	\$74.87	\$77.42	\$80.05
Senior Communications Specialist	\$79.19	\$81.88	\$84.66	\$87.54
Senior Communications Specialist I	\$85.66	\$88.57	\$91.58	\$94.69
Communications & Network Engineer - Level I	\$64.72	\$66.92	\$69.20	\$71.55
Communications & Network Engineer - Level II	\$73.26	\$75.75	\$78.33	\$80.99
Communications & Network Engineer - Level III	\$77.78	\$80.42	\$83.15	\$85.98
Information Security Specialist - Level II	\$90.07	\$93.14	\$96.31	\$99.58
Information Security Specialist - Level III	\$113.15	\$117.00	\$120.98	\$125.09
Software Engineer - Level II	\$67.21	\$69.50	\$71.86	\$74.30
Software Engineer - Level III	\$99.96	\$103.36	\$106.87	\$110.50
Software Engineer - Level IV	\$119.83	\$123.91	\$128.12	\$132.48
Systems Administration/Help Desk Specialist - Level II	\$72.74	\$75.22	\$77.78	\$80.42
Systems Administration/Help Desk/Technician - Level I	\$55.98	\$57.88	\$59.85	\$61.88
Systems Engineer - Level I	\$60.88	\$62.95	\$65.09	\$67.30
Systems Engineer - Level II	\$71.30	\$73.72	\$76.23	\$78.82
Systems Engineer - Level III	\$117.47	\$121.46	\$125.59	\$129.86
Senior BCP Consultant	\$155.78	\$161.08	\$166.56	\$172.22

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

PREAMBLE

Paradigm Solutions Corporation provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact.

Michelle Roenick, Director of Finance, Federal Operations

Phone: (240) 283-3427

E-mail: mroenick@paradigmsolutions.com

Fax: (240) 468-1201

**BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE**

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and **Paradigm Solutions Corporation** enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) **GS-35F-5869H**.

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 ordering activity that works better and costs less.

Signatures

Ordering Activity

Date

Contractor

Date

(CUSTOMER NAME)
 BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) **GS-35F-5869H**, Blanket Purchase Agreements, **Paradigm Solutions Corporation** agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(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 ordering activity 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 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 or 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 customers 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.