



Contract Holder

Highland Technology Services, Inc.

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

Special Item No. 132-51 Information Technology Professional Services

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.

SIN 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- Millennium Conversion Services (Y2K)
(FPDS Code D310) IT Backup and Security Services
(FPDS Code D316) IT Network Management Services
(FPDS Code D399) Other Information Technology Services, Not Elsewhere Classified

Highland Technology Services

16220 Frederick Road, Suite 300
Gaithersburg, MD 20877
240-683-8840 • 240-683-8847 Fax
www.hitechsvc.com

Contract Number: GS-35F-0440J, current thru Mod FX-06.

Period Covered by Contract: May 12, 2004 through May 11, 2009

General Services Administration
Federal Supply Service

Current through GSA Mod FX17, effective 7-20-05

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

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!TM on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!TM and the Federal Supply Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

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

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

1. Geographic Scope of Contract:

The 48 contiguous states, Alaska, Hawaii, Puerto Rico, the District of Columbia, the U.S. Territories and commonwealths and overseas U.S. Government installations (including international organizations of which the U.S. is a member (i.e., NATO, the U.N., etc)).

2. Contractor's Ordering Address and Payment Information:

Highland Technology Services
16220 Frederick Road
Suite 300
Gaithersburg, MD 20877

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 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:

240-683-8840

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: 96-818-9746

Block 30: Type of Contractor - B. Other Small Business

Block 31: Woman-Owned Small Business - No

Block 36: Contractor's Taxpayer Identification Number (TIN)

52-1984524

4a. CAGE Code: 1H7W5

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)\
132-51	To be negotiate between Highland Technology Services, Inc., and the Ordering activity.

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.

Expedited delivery of services will be provided, when available and when requested and will be considered Outside the scope of this contract.

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

- a. Prompt Payment: 1/2% - 20 days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity-None.
- c. Dollar Volume-Additioanl 1% off for orders exceeding \$500,000.
- d. Government Educational Institutions are offered the same discounts as all other Government customers.
- e. Other-No prompt payment discount shall be taken for credit card orders.

8. Trade Agreements Act of 1979, as amended:

Not Applicable.

9. Statement Concerning Availability of Export Packing:

Outside Scope of this contract.

10. Small Requirements: The minimum dollar value of orders to be issued is \$2,500.
11. Maximum Order: (All dollar amounts are exclusive of any discount for prompt payment.)
 - a. Special Item Number 132-51 - Information Technology (IT) Professional Services

The maximum dollar value per order for all IT Professional services will be \$500,000.

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

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

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

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

Review additional Schedule Contractors'

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

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

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

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

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

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

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

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

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

(a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.

NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

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 C.1.)

16. GSA Advantage!

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

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

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.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: None.

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).

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

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

21. CONTRACTOR TEAM ARRANGEMENTS

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

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is 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.

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:

- Highland Technology Services, Inc. supports Federal Regulation Section 508 and the continuing efforts of the federal government and ordering activities in making IT products and services easily accessible to all people including those with disabilities.
- Highland Technology Services, Inc. fully understands our government customers must act in accordance to Section 508 of the United States Rehabilitation Act.
- Highland Technology Services, Inc. is committed to assist ordering activities with products/services that provide accessibility for all our customers, including those with disabilities.

- Highland Technology Services, Inc. goal is to deliver clear, accurate and dependable information 508 options to Federal agencies or ordering activities allowing them to promote access by the growing number of people who count on Federal information sources in their work and in their lives.

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 INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the 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. ORDERING PROCEDURES FOR SERVICES (REQUIRING A STATEMENT OF WORK)
(G-FCI-920) (MAR 2003)

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

When ordering services over \$100,000, Department of Defense (DOD) ordering offices and non-DOD agencies placing orders on behalf of the DOD must follow the policies and procedures in the Defense Federal Acquisition Regulation Supplement (DFARS) 208.404-70 – Additional ordering procedures for services. When DFARS 208.404-70 is applicable and there is a conflict between the ordering procedures contained in this clause and the additional ordering procedures for services in DFARS 208.404-70, the DFARS procedures take precedence.

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

(a) When ordering services, ordering activities shall—

(1) Prepare a Request (Request for Quote or other communication tool):

- (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.
- (ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering activity makes a determination that it is not possible at the time of placing the order to estimate accurately the

extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.

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

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

(2) Transmit the Request to Contractors:

Based upon an initial evaluation of catalogs and price lists, the ordering activity should identify the contractors that appear to offer the best value (considering the scope of services offered, pricing and other factors such as contractors' locations, as appropriate) and transmit the request as follows:

NOTE: When buying IT professional services under SIN 132—51 ONLY, the ordering office, at its discretion, may limit consideration to those schedule contractors that are small business concerns. This limitation is not applicable when buying supplies and/or services under other SINS as well as SIN 132-51. The limitation may only be used when at least three (3) small businesses that appear to offer services that will meet the agency's needs are available, if the order is estimated to exceed the micro-purchase threshold.

(i) The request should be provided to at least three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold.

(ii) For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity's needs.

(iii) In addition, the request shall be provided to any contractor who specifically requests a copy of the request for the proposed order.

(iv) Ordering activities should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

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

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

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

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

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

(ii) **MULTIPLE BPAs:** When the ordering activity determines multiple BPAs are needed to meet its requirements, the ordering activity should determine which contractors can meet any technical qualifications before establishing the BPAs. When establishing the BPAs, the procedures in (a)(2) above must be followed. The procedures at (a)(2) do not apply to orders issued under multiple BPAs. Authorized users must transmit the request for quote for an order to all BPA holders and then place the order with the Schedule contractor that represents the best value.

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

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

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

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

4. ORDER

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

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

5. PERFORMANCE OF SERVICES

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering 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 ITServices must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

6. INSPECTION OF SERVICES

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

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE 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 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 I (APR 1984) 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 (DEC 2002) applies to labor-hour orders placed under this contract.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT SERVICES AND PRICING

(All On-Site (Customer Location))

Job Title: Program Manager

Minimum/General Experience: This position requires a minimum of fifteen years experience, of which at least ten years must be specialized. Specialized experience includes: project development from inception to deployment, expertise in the management and control of funds and resources, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.

Functional Responsibility: Serves as the contractor's contract manager, and is the contractor's authorized interface with the Government Contracting Officer (CO), the contract level Contracting Officer's Representative (COR), government management personnel and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, reviewing work discrepancies, supervising contractor personnel and communicating policies, purposes, and goals of the organization to subordinates. Is responsible for the overall contract performance.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With a Masters degree, twelve years general experience of which at least nine years must be specialized. With a Ph.D., ten years general experience of which at least seven years must be specialized.

Job Title: Group Manager

Minimum/General Experience: This position requires a minimum of ten years experience of which at least seven years must be specialized. Specialized experience includes: project development from inception to deployment, expertise in the management and control of resources, demonstrated capability in managing multi-task contracts and/or subcontracts of various types and complexity. General experience includes increasing responsibilities in information systems design and/or management.

Functional Responsibility: Serves as the task manager for a large, complex task order (or a group of task orders). Assists the Program Manager in working with the Government Contracting Officer (CO), the contract-level Contracting Officer's Representative (COR), the task order-level COR(s), government management personnel and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and insuring that the technical solutions and schedules in the task order are implemented in a timely manner.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With a Master's Degree, eight years of general experience of which at least five years must be specialized. With a Ph.D., six years of general experience of which at least three years must be specialized. With fifteen years general experience of which at least twelve years specialized experience, a degree is not required.

Job Title: Principal Groupware Consultant

Minimum/General Experience: This position requires a minimum of six years of general experience, of which at least three years must be groupware specific. Excellent presentation, writing and communication skills are required.

Functional Responsibility: Serves as a certified Principle System consultant on a project team for groupware development projects. May serve as a Team Leader. Works with project teams, and users to accomplish the objectives of projects that may include business process analysis and redesign, infrastructure design and deployment planning, application development, and legacy system integration. Leads Rapid Application Development tasks. Develops software using groupware development tools. Supervises groupware development staff.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With eight years experience, of which five is groupware specific, no degree is required. Holds certification at the principal level in a nationally recognized groupware product.

Job Title: Principal Groupware Developer

Minimum/General Experience: This position requires a minimum of five years of general experience of which four is groupware specific. Excellent presentation, writing and communication skills are required.

Functional Responsibility: Serves as the Principal Developer on a project team for groupware development projects. Works with project teams, and users on projects that may include business process analysis and redesign, infrastructure design and deployment planning, application development, and legacy system integration. Performs Rapid Application Development tasks including analysis, design, prototype, programming, testing, and configuration management. Develops software using groupware development tools.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With seven years experience, of which five is groupware specific, no degree is required. Holds certification at the principal level in a nationally recognized groupware product.

Job Title: Sr. Groupware Developer

Minimum/General Experience: This position requires a minimum of four years of generalized experience of which three is groupware specific. Experience includes systems integration, applications development, system architecture design, and business analysis. Good writing and communication skills are required.

Functional Responsibility: Works at the direction of the Principle Groupware Developer on groupware development projects. Performs Rapid Application Development tasks including analysis, design, prototype, programming, testing, and configuration management. Develops software groupware development tools.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With five years experience, of which four is groupware specific, no degree is required.

Job Title: Jr. Groupware Developer

Minimum/General Experience: This position requires a minimum of two years of generalized experience. Experience includes systems integration, applications development, system architecture design, and business analysis. Good writing and communication skills are required.

Functional Responsibility: Works at the direction of the Principle Groupware Developer on groupware development projects. Performs Rapid Application Development tasks including analysis, design, prototype, programming, testing, and configuration management. Develops software groupware development tools.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With three years experience, of which one is groupware specific, no degree is required.

Job Title: Groupware Analyst

Minimum/General Experience: This position requires a minimum of five years of general experience of which three is groupware specific. Experience includes systems integration, system architecture design, Notes deployment, network designs and business analysis, management of LAN/WAN/Telecommunication systems. Excellent presentation, writing and communications skills required.

Functional Responsibility: Serves as customer liaison to provide planning, reviewing and scheduling for groupware development, deployment, technical approach and architecture/ infrastructure administration plans. Reviews system architecture and infrastructure designs for the deployment of groupware application systems to ensure functional and quality standards are met. Resolves software problems, identifies recommended software modifications, develops project plans, and deployment schedules.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With seven years experience, of which four is groupware specific, no degree is required.

Job Title: Application Training Specialist

Minimum/General Experience: this position requires three years of related experience applying comprehensive knowledge to develop and conduct technical training courses on system and software applications. Must be familiar with the principals of creating teaching outline in accordance with established guidelines. Functional Responsibilities: Under minimum supervision, performs technical training in field of expertise. Creates teaching outlines where established guidelines may not exist. Selects and/or develops instructional aids, such as handouts, reference materials, or audio/visual supports. Maintains records and statistical information on employee/customer training; monitors training program by reviewing and analyzing student course evaluations; and makes recommendations to management on course improvement and customer training needs. Understands and has implemented WEB technology.

Minimum Education: Bachelor's Degree in Science or Engineering or other related discipline. With five years experience no degree is required.

Job Title: Sr. Network Operations Engineer

Minimum/General Experience: This position requires a minimum of seven years experience in planning, configuring and maintaining LAN and WAN communication facilities, network administration, Internet services, building Web servers, using HTML and various tools to create and convert documents for publication on the WWW. Must also have experience writing Common Gateway Interface (CGI) scripts in C, Perl and Unix shell languages. Must have experience programming using C, Visual Basic and DOS batch languages as they relate to network administration.

Functional Responsibility: Develops system configuration and planning. Develops system configuration documentation. Performs telecommunication problem management and resolution, Coordinates system changes with other members of the systems group. Installs, configures and maintains routers, multiplexers, modems and other Local and Wide Area Network (WAN) hardware. Performs monitoring of communications systems to locate potential problems. Collects performance statistics to be used for load balancing and network optimization. Evaluates new hardware and software to determine impact on network and servers, configures and maintains software and hardware used to provide internet services. Works with other department components to configure and coordinate changes to the WAN system. Performs other communications related tasks.

Minimum Education: No Degree is required.

Job Title: Network Operations Engineer

Minimum/General Experience: This position requires a minimum of five years experience in planning, configuring and maintaining LAN and WAN communication facilities, network administration, Internet services, building Web servers, using HTML and various tools to create and convert documents for publication on the WWW. Must also have experience writing Common Gateway Interface (CGI) scripts in C, Perl and Unix shell languages. Must have experience programming using C, Visual Basic and DOS batch languages as they relate to network administration.

Functional Responsibility: Develops system configuration documentation. Performs telecommunication problem resolution and coordinates system changes. Installs, configures and maintains routers, multiplexers, modems and other Local and Wide Area Network (WAN) hardware. Performs monitoring of communications systems to locate potential problems. Collects performance statistics, and works with other departments to configure and coordinate changes to the network systems. Performs other communications related tasks.

Minimum Education: No Degree is required.

Job Title: Network Baseline Analyst

Minimum/General Experience: This position requires a minimum of four years experience designing, installing, upgrading and debugging local area network systems, hardware troubleshooting and repair, operating system installations and upgrades, and configuration management. Must have experience as a team member for triage troubleshooting both network servers and network nodes, including PCs, printers, and other peripherals. Must have experience in designing test environments for new applications against existing network environments and topologies.

Functional Responsibility: Configures and installs LAN hardware and software. Optimizes performance. Conducts new products evaluations. Trains staff in systems use. Develops LAN systems documentation. Coordinates systems changes and upgrades. Writes systems applications and utilities. Troubleshoots problems on the network. Provides technical support for Wide Area Networks and connectivity standards. Performs other systems related tasks.

Minimum Education: No Degree is required.

Job Title: Principal Performance Measurement Analyst

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least eight years must be specialized. Specialized experience includes supervision of system architects, use of structured analysis, design methodologies and design tools, techniques, object-oriented principles, and experience with the logical and physical functional, operational, and technical architecture of information systems.

Functional Responsibility: Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with the standards for open systems architectures. Evaluates problems of workflow, organization, and planning, and develops appropriate corrective action. Provides daily supervision and direction to staff.

Minimum Education: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. With a Master's Degree, eight years of general experience, of which at least six years must be specialized. With a Ph.D., six years of general experience, of which at least five years must be specialized. With thirteen years of general experience of which at least eleven years must be specialized experience, a degree is not required.

Job Title: Performance Measurement Analyst

Minimum/General Experience: This position requires a minimum of ten years experience, of which at least eight years must be specialized. Specialized experience includes analysis and design of business applications on complex systems for large-scale computers, data base management, and use of programming languages. General experience includes increasing responsibilities in assignments of a technical nature.

Functional Responsibility: Performs as a Task Leader and provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. Prepares status reports. Supervises staff.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With a Master's Degree, eight years general experience of which at least six years must be specialized. With a Ph.D., a minimum six years of general experience is required of which at least five years must be specialized. With thirteen years of general experience of which at least eleven years must be specialized experience, a degree is not required.

Job Title: IT Process Analyst

Minimum/General Experience: This position requires a minimum of five years experience, of which at least three years must be specialized. Specialized experience includes analysis and design of business applications, database management, and programming. General experience includes increasing responsibilities in information systems design and management.

Functional Responsibility: Assists in the analysis and development of computer software. Participates in the development of plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintains hardware and software performance tuning, analyzes workload and computer usage, maintains interfaces with outside systems, analyzes downtimes, analyzes proposed system modifications, upgrades and new COTS products. Works with programmers to ensure proper implementation of program and system specifications.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, or other related discipline. With a Master's Degree, three years general experience of which at least one year must be specialized. With seven years of general experience of which at least four years must be specialized experience, a degree is not required.

Job Title: Documentation Specialist

Minimum/General Experience: Requires a minimum of three years experience in developing technical documentation, for hardware and software installation and use, troubleshooting and repair, operating system installations and upgrades, configuration management design and development of test plans.

Functional Responsibility: Plans, develops and maintains technical documentation. Conducts system reviews (hardware and software) to validate associated documentation. Coordinates documentation changes with systems changes and upgrades. No Degree is required.

Job Title: Subject Matter Expert (IT Architecture and Security)

Minimum/General Experience: Twelve years general experience of which at least nine must be specialized. Specialized experience includes supervision of system architects, use of structured analysis, design methodologies and design tools, object oriented principles, and experience with the logical and physical, functional, operational, and technical architecture of large and complex information systems. General experience includes increasing responsibilities in systems engineering.

Functional Responsibility: Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with standards for open systems architectures; and for network and application security. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, or Engineering. With a Master's degree, ten years experience of which at least seven years must be specialized. With a Ph.D., eight years of general experience is required of which at least six years must be specialized.

Job Title: Principle Software Engineer

Minimum/General Experience: This position requires a minimum of 6 years experience, of which at least 4 years must be specialized. Provides daily technical supervision and direction to software engineers and other staff members including mentoring of junior members. Analyzes functional business requirements and lead software life cycle activities from requirement analysis using structured or object-oriented technique, through design, implementation, testing, and final acceptance. Translates requirements into detailed design specifications. Tests, debugs, and refines the computer software to produce the required product. Provides technical direction to software engineers to ensure products meet the technical baselines through the life cycle of software development.

Functional Responsibility: Specialized experience includes but is not limited to: experience as an applications programmer in languages such as C, C++, Java, VB, Basic or Fortran; database programmer using RDBMS such as Oracle, Informix, Sybase, DB2 or MS SQL server, and knowledge of computer systems and ability to develop complex software to satisfy design and user requirements. Demonstrated ability to work independently and provide technical leadership.

Minimum Education: A Bachelor's degree Computer Science, Information Systems, or Engineering, With 8 years of general experience of which at least 6 years must be specialized experience, a degree is not required.

Job Title: Software Engineer

Minimum/General Experience: This position requires a minimum of 3 years experience, of which at least 2 years must be specialized. Analyses functional business requirements and lead software life cycle activities from requirement analysis using structured or object-oriented technique, through design, implementation, testing and final acceptance. Translates requirements into detailed design specifications. Tests, debugs, and refines the computer software to produce the required product. Provides technical direction to software engineers to ensure products meet the technical baselines through the life cycle of software development.

Functional Responsibility: Specialized experience includes but is not limited to: experience as an applications programmer in languages such as C, C++, Java, VB, Basic or Fortran; database programmer using RDBMS such as Oracle, Informix, Sybase, DB2 or MS SQL server, and knowledge of computer systems and ability to develop complex software to satisfy design and user requirements. Demonstrated ability to work independently and meet deadlines.

Minimum Education: A Bachelor's degree Computer Science, Information Systems, or Engineering, With 6 years of general experience of which at least 4 years must be specialized experience, a degree is not required.

Job Title: Groupware Developer

Minimum/General Experience: This position requires a minim of 3 years generalized experience of which one is groupware specific. Experience includes systems integration, applications development, system architecture design, and business analysis. Good writing and communications skills are required.

Functional Responsibility: Works at the direction of the Principle Groupware developer on groupware development projects. Performs Rapid Application Development tasks including design, prototype, programming and testing. Develops groupware software development tools and demonstrates ability to work independently.

Minimum Education: A Bachelor's degree Computer Science, Information Systems, or Engineering, or other related discipline. With 4 years of general experience of which 2 are groupware specific, a degree is not required.

Job Title: Principle Network Engineer

Minimum/General Experience: This position requires a minimum of nine years experience in planning, configuring, and maintaining LAN and WAN communications facilities, networks administration, Internet services, building Web servers, using HTML and various tools to prepare documents for publication on the WWW. Requires experience writing Common Gateway Interface (CGI) scripts in C, Perl, and Unix shell languages. Must have experience programming using C, Visual Basic and DOS batch languages as they relate to network administration.

Functional Responsibility: Performs general LAN and WAN administration, and provides technical leadership in the integration and testing of complex computer-integrated networks. Schedules computer system conversions and cut-overs, and performs telecommunications problem management and resolution. Collects network performance statistics for load balancing and network optimization. Supervises maintenance of systems and coordinates with other department components to configure changes to the network infrastructure. Supervises network support staff.

Minimum Education: A Bachelor's degree in Computer Science, Information Systems, or Engineering. With 12 years experience no degree is required.

Job Title: Senior Applications Training Specialist

Minimum/General Experience: This position requires five years of related experience applying comprehensive knowledge to develop and conduct technical training courses on system and software applications. Must have experience creating teaching outlines and course material in accordance with established guidelines.

Functional Responsibility: Creates and performs technical training courses in field of expertise. Creates teaching outlines, elects or develops instructional aids, such as handouts, reference materials, or audio/visual aids. Evaluates computer-based training (CBT) and videotape training materials. Maintains and evaluates records and statistical information on customer training; Maintains and evaluates records and statistical information on customer training; monitors training program by reviewing and analyzing student course evaluations; and makes recommendations to management on course improvement and customer training needs. Understands and provides training for web-based applications.

Minimum Education: Bachelor's Degree in Science, Engineering or Computer Science. With seven years experience no degree is required.

Highland GSA Rates - On-Site at Customer Location

#	Description	Year 1 begin 5-12-04	Year 2 begin 5-12-05	Year 3 begin 5-12-06	Year 4 begin 5-12-07	Year 5 begin 5-12-08
1	Program Manager	\$88.83	\$91.82	\$94.91	\$98.11	\$101.41
2	Group Manager	\$74.74	\$77.25	\$79.86	\$82.55	\$85.33
3	Principal Groupware Consultant	\$85.07	\$87.94	\$90.90	\$93.96	\$97.13
4	Principal Groupware Developer	\$58.47	\$60.44	\$62.47	\$64.58	\$66.75
5	Sr. Groupware Developer	\$55.66	\$57.54	\$59.48	\$61.48	\$63.55
6	Jr. Groupware Developer	\$30.55	\$31.57	\$32.64	\$33.74	\$34.87
7	Groupware Analyst	\$57.32	\$59.25	\$61.25	\$63.31	\$65.44
8	Application Training Specialist	\$43.62	\$45.09	\$46.61	\$48.18	\$49.80
9	Sr. Network Operations Engineer	\$56.72	\$58.63	\$60.60	\$62.65	\$64.76
10	Network Operations Engineer	\$52.35	\$54.11	\$55.93	\$57.82	\$59.77
11	Network Baseline Analyst	\$39.29	\$40.61	\$41.98	\$43.40	\$44.86
12	Principal Performance Measurement Analyst	\$73.94	\$76.43	\$79.01	\$81.67	\$84.42
13	Performance Measurement Analyst	\$52.35	\$54.11	\$55.93	\$57.82	\$59.77
14	IT Process Analyst	\$31.70	\$32.77	\$33.88	\$35.02	\$36.20
15	Documentation Specialist	\$39.29	\$40.61	\$41.98	\$43.40	\$44.86
16	Subject Matter Expert (IT Architecture and Security)	\$128.89	\$133.23	\$137.72	\$142.36	\$147.16
17	Principal Software Engineer	\$85.73	\$88.62	\$91.61	\$94.70	\$97.89
18	Software Engineer	\$70.12	\$72.48	\$74.92	\$77.44	\$80.05
19	Groupware Developer	\$36.09	\$37.30	\$38.56	\$39.86	\$41.20
20	Principal Network Engineer	\$74.48	\$76.99	\$79.58	\$82.26	\$85.03
21	Senior Application Training Specialist	\$49.02	\$50.67	\$52.38	\$54.14	\$55.97

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

PREAMBLE

Highland Technology Services, Inc. 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

To accelerate potential opportunities please contact: Robert M. Carbo 240-683-8840, Fax 240-683-8847, bob_carbo@hitechsvc.com

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

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and Highland Technology Services, Inc. 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-0440J.

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

BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s) _____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering 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 of the Federal Supply Schedule Contract.

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

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

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the 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.