
Authorized Federal Supply Service
Information Technology Schedule Pricelist
General Purpose Commercial Information Technology
Equipment, Software and Services

FSC Group 70
SIN 132-51

INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D302 *IT Systems Development Services*

FPDS Code D306 *IT Systems Analysis Services*

FPDS Code D307 *AIS Design and Integration Services*

FPDS Code D316 *IT Network Management 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.



ARTISYS CORPORATION

9891 BROKEN LAND PARKWAY, SUITE 102, COLUMBIA, MARYLAND 21046

Telephone: (410) 290-8885 • Fax: (410) 290-8988 • Internet: www.artisys.com

Contract Number: **GS-35F-0457R**

Contract Period: 03/31/05 to 03/30/10

General Services Administration
Federal Supply Service

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



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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!™ on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

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

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

1. GEOGRAPHIC SCOPE OF CONTRACT

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.

Geographic Scope of this Contract will be domestic delivery only.

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION

Ordering Information:

- a. The following representative should be contacted for ordering information:

Zachary Fowler
GSA Schedule Sales
Artisys Corporation



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9891 Broken Land Parkway, Suite 102
Columbia, Maryland 21046
(410) 290-8885, x400
e-mail: zfowler@artisys.com

b. Address mailed orders as follows:

Artisys Corporation
Attention: Zachary Fowler
GSA Schedule Sales
9891 Broken Land Parkway, Suite 102
Columbia, Maryland 21046

Payment Address:

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 numbers can be used by ordering activities to obtain technical and/or ordering assistance.

Technical Matters

Call Mr. Zachary Fowler at (410) 290-8885, x400.

Payment via Credit Card or Wire Transfer:

Call Mr. Zachary Fowler or Ms. Theresa Dove at (410) 290-8885, x400 or 401.

Payment Via Check/U.S. Mail:

Artisys Corporation
C/O Advanced Financial Corporation
P.O. Box 720477
Atlanta, GA 30358-0247

3. LIABILITY FOR INJURY OR DAMAGE

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

4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279

Block 9: G. Order/Modification Under Federal Schedule
Block 16: Contractor Establishment Code (DUNS) - 93-279-5693



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- Block 30: Type of Contractor - A. Small Disadvantaged Business (Veteran-owned)
- Block 31: Woman-Owned Small Business - No
- Block 36: Contractor's Taxpayer Identification Number (TIN) - 52-1799415

- 4a. CAGE Code: 09NF5
- 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.

<u>Item or Groups of Items (SIN or Nomenclature)</u>	<u>Normal Delivery Time (Days ARO)</u>
SIN 132-51	As negotiated between Artisys Corporation and the ordering activity (normally 90 days)

- b. **URGENT REQUIREMENTS.** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within three 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: 2% - 10 Days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: None
- c. Dollar Volume: None
- d. Government Educational Institutions: Same as all other Government customers.
- e. Other: None

8. **TRADE AGREEMENTS ACT OF 1979, AS AMENDED:**

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

9. **STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING**



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Not Applicable.

10. SMALL REQUIREMENTS

The minimum dollar value of orders to be issued is \$100.

11. MAXIMUM ORDER

SIN 132-51 - Information Technology (IT) Professional Services \$500,000 per order

12. USE OF FEDERAL SUPPLY SERVICE INFORMATION TECHNOLOGY SCHEDULE CONTRACTS.

In accordance with FAR 8.404. Special ordering procedures have been established for each SIN. Refer to the applicable Terms and Conditions sections following in this Pricelist.

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.

- a. Orders placed at or below the micro-purchase threshold. Ordering activities can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.
- b. Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold. Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering activities should consider reasonably available information about the supply or service offered under MAS contracts by using the "GSA Advantage!" on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the ordering activity's needs. In selecting the supply or service representing the best value, the ordering activity may consider--

- (1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;
- (2) Trade-in considerations;
- (3) Probable life of the item selected as compared with that of a comparable item;
- (4) Warranty considerations;
- (5) Maintenance availability;
- (6) Past performance; and
- (7) Environmental and energy efficiency considerations.



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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, D.C. 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.



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- (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 52.249-1, 52.249-2, and 52.249-8, 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.



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Agencies can browse *GSA Advantage!* by accessing the Internet World Wide Web utilizing a browser (e.g., 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, non-contract 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 at open market purchases. Ordering Activities procuring open market items must follow FAR 8.401(d).

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)

Federal Acquisition Regulation (FAR) 13.201(a) defines Blanket Purchase Agreements (BPAs) as “...a simplified method of filling anticipated repetitive needs for supplies or services by establishing ‘charge accounts’ with qualified sources of supply.” The use of Blanket Purchase Agreements under the Federal Supply Schedule Program is authorized in accordance with FAR 13.202(c)(3), which reads, in part, as follows:

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

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

21. CONTRACTOR TEAM ARRANGEMENTS

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

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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



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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 services in this contract are available in Electronic and Information Technology (EIT) at the following: www.artisys.com. The EIT standard can be found at: www.Section508.gov/.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of a 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.



Terms and Conditions
Applicable to Information Technology
Professional Services (SIN 132-51)

1. SCOPE

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

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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

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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.



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- (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 of 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.

6. 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



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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.

7. 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) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

8. 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.

9. 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.

10. 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.



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11. 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 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 Contractor, 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.

12. 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.

13. 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.

14. RÉSUMÉS

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

15. 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.



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16. 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.



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17. DESCRIPTION OF IT SERVICES AND PRICING

17.1 IT PROFESSIONAL SERVICES AT HOURLY RATES

Artisys Corporation offers information technology professional services in the following eight general categories. The range of services offered are described by common usage functional titles, associated processes and procedures, and trade names of relevant hardware and software systems. Available services include:

FPDS Code D302 *IT Systems Development Services*

- **Functional Requirements Integration:** Life Cycle Program Management, Risk Assessment and Mitigation, Independent Verification and Validation (IV&V), Quality Assurance, Requirements Documentation, Cost-Benefit Analysis
- **Enterprise Engineering:** IT Asset Management, Workflow Management
- **Computer Systems:** Systems Engineering and Integration, Planning and Assessment, Requirements Analysis, Systems Design and Analysis, Systems Development, Configuration Management, User Interface Design and Development, Business Process Redesign
- **Software:** Life Cycle Management, CASE Tools, Business Process Reengineering (Redesign), Cold Fusion,
- **Test and Evaluation:** IV&V, Software Engineering QA, Cost-Benefit Analysis, Risk Analysis

FPDS Code D306 *IT Systems Analysis Services*

- **Functional Requirements Integration:** Life Cycle Program Management, Risk Assessment and Mitigation, Independent Verification and Validation (IV&V), Quality Assurance, Requirements Documentation, Cost-Benefit Analysis
- **Enterprise Engineering:** IT Asset Management, Workflow Management
- **Computer Systems:** Systems Engineering and Integration, Planning and Assessment, Requirements Analysis, Systems Design and Analysis, Systems Development, Configuration Management, User Interface Design and Development, Business Process Redesign
- **Software:** Life Cycle Management, CASE Tools, Business Process Reengineering (Redesign)
- **Test and Evaluation:** IV&V, Software Engineering QA, Cost-Benefit Analysis, Risk Analysis
- **Site Surveys:** Requirements Analysis, Project Planning, Inventory Control, CAD Drawing, Cable Plant LAN/WAN/MAN

FPDS Code D307 *AIS Design and Integration Services*

- **Enterprise Engineering:** IT Asset Management, Workflow Management



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- **Functional Requirements Integration:** Life Cycle Program Management, Risk Assessment and Mitigation, Quality Assurance, Requirements Documentation, Cost-Benefit Analysis
- **Computer Systems:** Systems Engineering and Integration, Planning and Assessment, Requirements Analysis, Systems Design and Analysis, Systems Development, Configuration Management, User Interface Design and Development, Business Process Redesign, Test and Evaluation
- **Data Modeling and Standardization:** Quality Assurance Process, Structured Analysis, Document Management System, Source Code Control, Configuration Management, Data Dictionary, Rapid Application Development, Joint Application Development
- **Database Management and Development**
- **Database Administration**
- **Data Communications (Secure & Non-Secure):** Intranet Services, Internet, Firewalls
- **Shared Data Environment:** Impact Studies, Needs Assessment, Data Warehousing, Document Management Services, Web Site Development and Maintenance, IV&V

FPDS Code D316 *IT Network Management Services*

- **LAN/WAN Design, Development and Integration**
- **Network Analysis**
- **Communication Interface**
- **Network Simulation**
- **Network Migration**
- **Client Servers:** Application Development, Internet-based Client/Server Applications, Migration/Implementation/Deployment
- **Continuity of Operations Services:** Network Management and Maintenance, Network Administration, Network Training and Support, Network Control Center, Help Desk, Disaster Recovery Planning, ADP Security/Risk Analysis, Facilities Management

17.2 COMMERCIAL JOB TITLES (LABOR CATEGORIES)

Artisys offers a range of labor categories which can provide the skill sets needed to perform the professional services offered at hourly rates.

Commercial Job Title: APPLICATION DEVELOPER

Minimum/General Experience: 6-8 years of Information Technology and business/industry work experience. Must have experience with complex enterprise-wide applications and issues, and translating highly complex concepts. Has in-depth knowledge of state-of-the art programming languages and object-oriented approach in designing, coding, testing, and debugging programs. Understands and consistently applies the attributes and processes of current application development methodologies. Researches and maintains knowledge in emerging technologies and possible application to the business.

Functional Responsibilities:

- Provide design recommendations based on long-term IT organization strategy



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- Develop enterprise level application and custom integration solutions including major enhancements and interfaces, functions, and features
- Use a variety of platforms to provide automated systems applications to customers
- Provide expertise regarding the integration of applications across the business
- Determine specifications, then plan, design, and develop the most complex and business critical software solutions, utilizing appropriate software engineering processes
- Assist in the most difficult support problems.
- Develop programming and development standards and procedures as well as programming architectures for code reuse

Minimum Education Requirements: Bachelor's Degree (BA. or BS.) from four-year college or university, or Associates Degree and 8 years directly related work experience, or 11 years directly related work experience.

Commercial Job Title: DATA ANALYST

Minimum/General Experience: 4 years experience and proven ability to work under general direction on complex application problems involving all phases of data analysis. Demonstrated exceptional written and oral communications skills. Specialized experience in the analysis and design of business applications on complex, large-scale systems, including experience in database management concepts. Experience in the client server environment and knowledge of state-of-the-art storage and retrieval methods.

Functional Responsibilities:

- Recommend improvements or modifications in sequence of operations, equipment utilization, and related matters
- Examine and analyze current and contemplated operations for developing, defining, and coordinating user requirements
- Translate user requirements into system specifications, data management plans, configuration management plans, life cycle management documentation, integrated logistics support plans, and related operational summaries
- Assist in the design, development, analysis, test, and maintenance of logical and physical databases
- Write specification manuals and user documentation for client or user personnel
- Gather information from users, define work problems, and design a system and procedures to resolve problems

Minimum Education Requirements: Bachelor's Degree (BA. or BS.) from four-year college or university, or Associates Degree and 6 years directly related work experience, or 9 years directly related work experience.

Commercial Job Title: IT CONSULTANT

Minimum/General Experience: 5 - 7 years of progressive experience in researching, developing, testing, implementing and/or integrating emerging technology to support new or existing business systems. The position requires thorough knowledge of Information Technology and a solid technical background. Specialized knowledge in areas of targeted consulting experience is required. This may include analysis, evaluation, recommendation, and implementation of programs and systems



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specifications in the required specialties, including areas such as information systems; information architecture; networking; communications protocols; configuration management; systems design, development, and maintenance; security; lifecycle management; and information engineering methodologies. Excellent verbal and written communication skills are essential to this role.

Functional Responsibilities:

- Researches, evaluates, and implements, new and emerging technology to support business needs as required.
- Performs evaluations, site surveys, requirements analysis and definition, technology prototyping, and cost analyses related to information technology.
- Recommends and implements changes in technology that support new and/or revised business practices.
- Plans and/or consults on projects of significance, applying a recognized expertise in the given field.
- Provides support, consultative guidance, or supervision as required by the project or project phase.
- Develops and delivers technical solutions and policy/procedural recommendations which support project objectives.
- Assists in evaluating the effectiveness of programs and incorporates enhancements as required.
- Implements or coordinates implementation of recommended programs with project team or functional area.
- Identifies and introduces new IT policies and procedures.
- Prepares documentation, including program-level and user-level documentation.

Minimum Education Requirements: Bachelor's Degree (B.A. or B.S.) from four-year college or university, Associates Degree and 4 - 6 years of progressive work experience, or 10 years directly related work experience.

Commercial Job Title: PC TECHNICIAN

Minimum/General Experience: 2 years experience with hardware maintenance, problem diagnosis, system hardware and software configuration set up. 1 year experience with personal computer software and related customer support.

Functional Responsibilities:

- Investigate and resolve computer software and hardware problems
- Perform personal computer setup and hardware integration tasks
- Perform problem diagnosis and perform remedial repairs
- Execute preventative maintenance procedures
- Perform personal computer hardware upgrades
- Assist with hardware and software inventory and asset management activities
- Install operating systems and application software
- Install network drivers, hubs, cables, and programmable routers
- Perform network problem diagnosis and traffic analysis
- Ability to perform personal computer and server hardware upgrades

Minimum Education Requirements: Associate's degree (A.A.) or 5 years directly related work experience.



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Commercial Job Title: PORTAL INFRANET DEVELOPER

Minimum/General Experience: 8 years experience designing and developing Networking/Database applications and providing management/lead development skills to development teams. 4 years heavy Portal/Infranet background with hands-on experience with respect to coding, tuning, and performance tweaking. Must also possess an understanding of the functionality of Portal/Infranet.

Functional Responsibilities:

- Develop internal billing systems
- Develop custom solutions to integrate various systems
- Design and develop web site and system administration software
- Performance tune Portal billing code
- Provide design recommendations to address performance and tuning issues on existing Portal/Infranet environment
- Develop and deploy new services
- Help define optimal business models and price plans

Minimum Education Requirements: Bachelor's Degree (BA. or BS.) from four-year college or university, or Associates Degree and 10 years directly related work experience, or 13 years directly related work experience.

Commercial Job Title: PROGRAMMER/ANALYST – I

Minimum/General Experience: 4-5 years experience with analysis of customer requirements and the design of complex systems. Ability to review network, software, or hardware requirements and develop cost effective solutions. 3 years experience with software development.

Functional Responsibilities:

- Analyze, design, code, and document complex applications for large-scale computers and related equipment appropriate to scientific and commercial projects.
- Perform technical tasks using both standard and nonstandard analysis, design, and programming methods and techniques.
- Determine customer requirements for the final program or system.
- Analyze problems in terms of such factors as user requirements, input data and form, output data and form, available computer configuration, processing turnaround requirements, input and output checking, and overall problem-schedule requirements.
- Advise on computer requirements and limitations to help define automation needs.
- Provide advice on system design configurations, procedural and technical aspects of automated records, hardware acquisition, and maintenance.
- Develop and write machine or other suitable source language instructions required for computer processing.

Minimum Education Requirements: Bachelor's Degree (BA. or BS.) from four-year college or university, or Associates Degree and 6 years directly related work experience, or 9 years directly related work experience.

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Commercial Job Title: PROGRAMMER/ANALYST – II

Minimum/General Experience: 5-7 years experience as a senior- level professional; able to independently accomplish complex requirements and develop complex computer programs and associated documentation. 5 years specialized experience with analysis of customer requirements and the design of complex systems. Ability to review network, software, or hardware requirements and develop cost effective solutions. Up to date experience with software development.

Functional Responsibilities:

- Formulate system scope through research and fact finding
- Analyze program specifications to assure accuracy, completeness and conformance to standards
- Analyze applications software to resolve moderately complex problems.
- Determine efficient methods to code program changes and implements
- Create test data to verify program accuracy
- Debug complex programs and develop corrections by altering the sequence of operations
- Present studies and briefings to customers
- Participate in preparation of technical proposals
- Provide guidance to other programmer/analysts
- Perform complex assignments with little guidance

Minimum Education Requirements: Bachelor's Degree (BA. or BS.) from four-year college or university, or Associates Degree and 7 years directly related work experience, or 10 years directly related work experience.

Commercial Job Title: PROJECT MANAGER - I

Minimum/General Experience: 6-8 years experience with computer information systems and networks. 4 years of project management experience including experience providing management and technical direction to project staff.

Functional Responsibilities:

- Plan, direct, and coordinate activities of designated projects to ensure that goals or objectives are accomplished within prescribed time frame and funding parameters
- Assist with project staffing
- Review project proposal or plan to determine time frame, funding limitations, procedures for accomplishing project, staffing requirements, and allotment of available resources to various phases of project
- Establish work plan and staffing for each phase of project, and arranges for recruitment or assignment of project personnel
- Confer with project staff to outline work plan and to assign duties, responsibilities, and scope of authority
- Direct and coordinate activities of project personnel to ensure project progresses on schedule and within prescribed budget
- Review status reports prepared by project personnel and modify schedules or plans as required
- Prepare project reports for management, client, or others
- Confer with project personnel to provide technical advice and to resolve problems
- Coordinate project activities with activities of government regulatory or other governmental agencies



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Minimum Education Requirements: Bachelor's Degree (BA. or BS.) from four-year college or university, or Associates Degree and 8 years directly related work experience, or 11 years directly related work experience.

Commercial Job Title: PROJECT MANAGER - II

Minimum/General Experience: 10-12 years of experience in information technology of which at least 5 years consists of managing information technology contract performance. Must possess demonstrated leadership and management skills commensurate with experience. Must be capable of exercising overall program management. Specialized experience in using automated project management products and in developing and implementing program management plans and procedures, as well as work plans, schedules, and budgets.

Functional Responsibility:

- Manage the overall program
- Manage and control the effort provided by others, and develop and implement program strategy and tactics
- Develop cost, technical, and schedule baselines and control the program accordingly
- Establish individual performance criteria, hire appropriate staff, and oversee their application
- Anticipate program problems and risks, and work to mitigate them
- Monitor program tasks and regularly brief client management orally and in writing, concerning problems encountered and accomplishments
- Responsible for keeping time and budget commitments for the company
- Act as technical lead for the project
- Provide supervisory, technical, and administrative direction to the staff
- Evaluate staff performance and review work products on a daily basis

Minimum Education Requirements: Bachelor's Degree (BA. or BS.) from four-year college or university, or Associates Degree and 12 years directly related work experience, or 15 years directly related work experience.

Commercial Job Title: SOFTWARE DEVELOPER

Minimum/General Experience: 5 years experience with the design and development of computer software. Develop S/W from program specifications or low-level design documents; prepare component designs from general requirements statements; develop component test cases and scenarios and execute application tests at the unit level; and develop design documentation at the component level and prepare program documentation. Working knowledge of operating system concepts and familiarity with several operating environments. Understand principles of design and code inspection techniques, group design sessions, and code walk-throughs. Familiar with several programming languages with expert knowledge in one, for example Oracle, SAP, Peoplesoft, JAVA Notes, Visual C++, and Visual Basic. Able to estimate and plan own work at a task level and report work progress, and diagnose application problems and identify appropriate fixes. Familiar with general-purpose utilities and editors and be able to develop, debug, and repair flowcharts and ER Diagrams. Able to work independently at the task level, participate in a project team environment, and coordinate and interface with other team members and upper Technical Management.



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Functional Responsibilities:

- Provide program and system development and code integration services by choosing and applying existing programming techniques
- Provide installation configuration support and quality assurance services
- Create, modify, and maintain computer software programs
- Create software test plans
- Provide software planning and documentation
- Provide remedial fixes and perform enhancements to existing software

Minimum Education Requirements: Bachelor's Degree (BA. or BS.) from four-year college or university, or Associates Degree and 7 years directly related work experience, or 10 years directly related work experience.

Commercial Job Title: SOFTWARE ENGINEER

Minimum/General Experience: 5-8 years of professional experience participating in the entire software development process. Perform all duties specified for Software Engineer II, and initiate development and implementation of marketing strategies. Lead teams in developing application and technical plans; prepare and lead systems assurance reviews; review software and equipment backlogs to ensure accuracy; and lead technical proposal preparation and develop financial analyses cost justifications. Must have knowledge of customer applications and systems requirements and be able to match with product solutions. Act as lead for a team of several systems engineers or customer personnel. Able to be effective with very general management direction and function primarily in an independent manner

Functional Responsibilities:

- Provide program, system development, and code integration services by choosing and applying various programming techniques including object oriented programming (OOP)
- Create and develop software quality assurance and testing plans
- Analyze software requirements to determine feasibility of design within time and cost constraints
- Consult with hardware engineers and other engineering staff to evaluate interface between hardware and software, and operational and performance requirements of overall system
- Develop and direct software system testing procedures, programming, and documentation
- Consult with customer concerning the development of software prototypes and acceptance
- Evaluate software components and make buy/build decisions
- Plan, conduct, and supervise assignments
- Supervise and train junior level personnel in technical complexities of assigned work
- Operate with substantial latitude for actions or decisions not reviewed
- Review progress with management
- Evaluate software components and make buy/build decisions

Minimum Education Requirements: Bachelor's Degree (BA. or BS.) from four-year college or university, or Associates Degree and 7 years directly related work experience, or 10 years directly related work experience.



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Commercial Job Title: SOFTWARE TEST ENGINEER

Minimum/General Experience: 4-6 years of professional experience in software engineering or product system test engineering. Experience shall include a minimum of 3 years in system integration, site acceptance, and operational testing of ADP systems. Must possess specialized experience with QA processes and methodologies (IEEE, CMM, etc.), structured testing methodologies, and test planning.

Functional Responsibilities:

- Develop overall test strategy, schedule, resource needs, and test execution strategy
- Formulate test scenarios based upon Business Requirements and create Master Test Plans
- Review detailed test plans and provide input on ways to improve or change the plans
- Coordinate test data requests
- Interpret requirements to complete writing of test plan
- Perform system, regression, and integration tests to ensure project meets end-user requirements and does not adversely affect current functionality of the system
- Conduct a wide range of quality-control tests and analyses with full competency to ensure that software meets or exceeds specified standards and end-user requirements
- Execute additional complex tests according to established plans and scripts
- Re-test software corrections to ensure problems are resolved

Minimum Education Requirements: Bachelor's Degree (BA. or BS.) from four-year college or university, or Associates Degree and 6 years directly related work experience, or 9 years directly related work experience.

Commercial Job Title: SYSTEMS ANALYST

Minimum/General Experience: 5-7 years of experience in developing and evaluating new or existing systems.

Functional Responsibilities:

- Define user requirements and system specifications for new and expanded system
- Perform cost/ benefit studies to determine feasibility/long term value of proposed projects and present recommendation to project team
- Provide user training for projects when appropriate
- Maintain and utilize working knowledge of high level languages, database techniques, system productivity tools, programming techniques, and software standards
- Participate in implementation and oversee projects of limited complexity
- Resolve moderately complex system problems

Minimum Education Requirements: Bachelor's Degree (BA. or BS.) from four-year college or university, or Associates Degree and 7 years directly related work experience, or 10 years directly related work experience.

Commercial Job Title: TECHNICAL ADMINISTRATIVE ASSISTANT

Minimum/General Experience: 3-5 years experience providing clerical duties and administrative support to managers and staff. Must be proficient in all Microsoft Office programs, including Word, Excel, and PowerPoint. Knowledge of Lotus Notes or MS Outlook is also needed. Must have the



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ability to multi-task, prioritize, work as a team member, and be able to work in a fast-paced environment. Must have excellent written and verbal communication skills and be detail-oriented. Must have the ability to learn new software if necessary. Must have a more than general knowledge of Information Technology. Must be able to decipher mild technical data and handle tasks related to technical data. Must have experience deciphering OEM (Original Equipment Manufacturer) product documentation.

Functional Responsibilities:

- Coordinate smaller- scale projects
- Coordinate logistical details associated with the smooth operation of a department or field location
- Prepare paperwork and forms relating to the business using knowledge of policies and procedures
- Prepare reports from spreadsheets and databases
- Prepare presentations and graphics
- Work under general supervision on routine tasks and non- routine tasks within established parameters

Minimum Education Requirements: High School Diploma or 6 years directly related work experience.

Commercial Job Title: **TECHNICAL TRAINER**

Minimum/General Experience: 4-6 years of related technical support experience. 3 years of corporate training or secondary or adult education training experience. Must possess excellent presentation skills, have a quick grasp of subject matter, and excellent interpersonal skills.

Functional Responsibilities:

- Consult with customer or management on most appropriate methodology to transfer knowledge to the end- user
- Develop course objectives and content and conduct in- depth research on technical concepts to incorporate into course content
- Develop complex courses and deliver to all levels of end- users
- Troubleshoot technical problems with computer systems used for training
- Evaluate course content and make changes to the curriculum and course content as appropriate
- Conduct classroom and one-on-one training and education programs
- Provide guidance to less experienced Technical Trainers
- Recommend outside training as required

Minimum Education Requirements: Bachelor's Degree (BA. or BS.) from four-year college or university, or Associates Degree and 6 years directly related work experience, or 9 years directly related work experience.

Commercial Job Title: **WEB APPLICATIONS DEVELOPER**

Minimum/General Experience: 5-7 years experience with hands-on development expertise in designing, developing, and deploying complex Internet applications and creative solutions. Must possess extensive familiarity with the Internet and current trends in Web technology, and the desire



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to learn new technologies. Experience with HTML, Perl, C/C++, Windows, and UNIX is required, knowledge of Linux is a plus.

Functional Responsibilities:

- Lead the production of Web pages, templates, and new functionality
- Define functional, technical, and creative requirements
- Utilize the latest information and content management concepts, architectures, and transaction management via application server technologies
- Work directly with internal departments, contractors, and end users to define the scope of assigned projects
- Create easy to use, convenient web-based tools

Minimum Education Requirements: Bachelor's Degree (BA. or BS.) from four-year college or university, or Associates Degree and 7 years directly related work experience, or 10 years directly related work experience.

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17.3 PRICES FOR IT PROFESSIONAL SERVICES AT HOURLY RATES

The following hourly labor rates are applicable to customer-site (on-site) operations.

Item Number	Labor Category	On-Site Hourly Labor Rate (\$)
IT-AD	Application Developer	78.68
IT-DA	Data Analyst	57.69
IT-ITC	IT Consultant	76.09
IT-PCT	PC Technician	34.70
IT-PID	Portal Infranet Developer	166.37
IT-PA1	Programmer/Analyst – I	66.09
IT-PA2	Programmer/Analyst – II	74.05
IT-PM1	Project Manager – I	69.87
IT-PM2	Project Manager - II	124.55
IT-SED	Software Developer	74.26
IT-SWE	Software Engineer	68.98
IT-SWTE	Software Test Engineer	68.18
IT-SA	Systems Analyst	70.36
IT-TAA	Technical Administrative Assistant	29.88
IT-TT	Technical Trainer	59.79
IT-WAD	Web Applications Developer	71.33



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Contract No. GS-35F-0457R 03/31/05 –

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

PREAMBLE

Artisys Corporation provides commercial products and services to the 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 **Zachary Fowler, GSA Schedule Sales, Artisys Corporation, 9891 Broken Land Parkway, Suite 102, Columbia, Maryland 21046, (410) 290-8885, x400, or e-mail: zfowler@artisys.com.**



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Contract No. GS-35F-0457R 03/31/05 -

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 SCHEDULE/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:



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- (a) Name of Contractor;
 - (b) Contract Number;
 - (c) BPA Number;
 - (d) Model Number or National Stock Number (NSN);
 - (e) Purchase Order Number;
 - (f) Date of Purchase;
 - (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
 - (h) Date of Shipment.
- (9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.
- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.



BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a customer 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 Schedule “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.