



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

The Contractor has been awarded under the cooperative purchasing program for the following SINs: 132-50, 132-51, & 132-52

SIN 132-50 - TRAINING COURSES FOR INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (FPDS Code U012)

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 Automated Information Systems Design and Integration Services
FPDS Code D308 Programming Services
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

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 132-52 - ELECTRONIC COMMERCE (EC) SERVICES

FPDS Code D304 Value Added Network Services (VANs)
FPDS Code D304 Navigation Services

Note 1: Electronic Commerce Services are not intended to supersede or be substitute for any voice requirements of FTS2001.

<p>Intellimark, Inc. 5020 Richard Lane Mechanicsburg, PA 17055 (p) 800-366-2381 (w) www.intellimark-it.com</p>

Contract Number: GS-35F-0034K
Period Covered by Contract: October 28, 1999 through December 26, 2009
General Services Administration
Federal Supply Service
Pricelist current through Modification #22, dated January 19, 2005 and FX09 dated January 1, 2004.

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/>



TABLE OF CONTENTS

INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS.....	3
TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (SPECIAL ITEM NUMBER 132-50).....	10
TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51) AND ELECTRONIC COMMERCE (EC) SERVICES (SPECIAL ITEM NUMBER 132-52)	12
USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS	18
BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE	19
BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”	22
CONTRACTOR’S AUTHORIZED TRAINING COURSE DESCRIPTIONS AND PRICING	23
CONTRACTOR’S AUTHORIZED INFORMATION TECHNOLOGY LABOR CATEGORY DESCRIPTIONS	35
CONTRACTOR’S AUTHORIZED LABOR CATEGORY HOURLY RATES	39
CONTRACTOR’S AUTHORIZED EC SERVICES AND RATES	40

**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 micro purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.gsadvantage.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page (www.fss.gsa.gov) contains 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 Geographic Scope of Contract will be domestic delivery only.

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

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION

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.

IntelliMark, Inc.
5020 Richard Lane
Mechanicsburg, PA 17055

The following telephone number can be used by ordering activities to obtain technical and/or ordering assistance:

800-366-2381

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: **03-329-1134**

Block 30: Type of Contractor - **C. Large Business**

Block 31: Woman-Owned Small Business - **No**

Block 36: Contractor's Taxpayer Identification Number (TIN): **20-0442991**

4a. CAGE Code: **1J0J8**

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)
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132-50	As negotiated between the Contractor and the Ordering Agency
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132-51	As negotiated between the Contractor and the Ordering Agency
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132-52	As negotiated between the Contractor and the Ordering Agency
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b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. DISCOUNTS -- PRICES SHOWN ARE NET PRICES; BASIC DISCOUNTS HAVE BEEN DEDUCTED

a. Prompt Payment: 0% - 30 days from receipt of invoice or date of acceptance, whichever is later.

b. Quantity: None

c. Dollar Volume: None

d. Government Educational Institutions: Government Educational Institutions are offered the same discounts 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

Not Applicable

10. SMALL REQUIREMENTS

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

- 11. MAXIMUM ORDER** (All dollar amounts are exclusive of any discount for prompt payment.)
- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:
Special Item Number 132-51 - Information Technology (IT) Professional Services
Special Item Number 132-52 - Electronic Commerce (EC) Services
 - b. The Maximum Order value for the following Special Item Numbers (SINs) is \$25,000:
Special Item Number 132-50 - Training Courses
- 12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS**
Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.
- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
 - b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.
- 13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS**
Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.
- 13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS)**
Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.
- 13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS)**
Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal 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. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges. 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.gsaadvantage.gov> .

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.401(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:

Not Applicable

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

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

21. CONTRACTOR TEAM ARRANGEMENTS

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

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

23. SECTION 508 COMPLIANCE

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: www.intellimark-it.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 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 PURCHASE OF
TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL
INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE
(SPECIAL ITEM NUMBER 132-50)**

1. SCOPE

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
- b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

3. TIME OF DELIVERY

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

4. CANCELLATION AND RESCHEDULING

- a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.
- b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
- c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
- d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. PRICE FOR TRAINING

The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.

7. INVOICES AND PAYMENT

Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). **PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.**

8. FORMAT AND CONTENT OF TRAINING

- a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.
- b. ****If applicable**** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.
- c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.
- d. The Contractor shall provide the following information for each training course offered:
 - (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
 - (2) The length of the course;
 - (3) Mandatory and desirable prerequisites for student enrollment;
 - (4) The minimum and maximum number of students per class;
 - (5) The locations where the course is offered;
 - (6) Class schedules; and
 - (7) Price (per student, per class (if applicable)).
- e. For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

9. "NO CHARGE" TRAINING

The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below.

None

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51) AND
ELECTRONIC COMMERCE (EC) SERVICES (SPECIAL ITEM NUMBER 132-52)**

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT/EC 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 IT/EC 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 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) 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 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/EC Services.

10. INDEPENDENT CONTRACTOR

All IT/EC 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.

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 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.

12. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT/EC 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 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.

14. RESUMES

Resumes 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.

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.

17. DESCRIPTION OF IT/EC SERVICES AND PRICING

Please refer to the attached Professional Information Technology Labor Category Descriptions and GSA pricing.

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

PREAMBLE

Intellimark, 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:

Greg Lowe

T: 717.790.0404

F: 717.795.9153

glowe@intellimark-it.com

The following is a SUGGESTED Blanket Purchase Agreement (BPA) format

BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE
--

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) 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) _____.

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

Agency Date

Contractor Date

(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.

**CONTRACTOR'S AUTHORIZED
TRAINING COURSE DESCRIPTIONS AND PRICING**

CHECK POINT

Check Point NG with Application Intelligence-Management I **Cost: \$1467.36**

Course Number: CHKPTI

Length:2 Days

Course Description: The course curriculum covers the basics of installing and minimum configuration of FireWall-1. Students actually install FireWall-1 on a UNIX and/or NT system and configure an enterprise-wide security policy using FireWall-1's award-winning GUI.

Check Point NG with Application Intelligence-Management II **Cost: \$1467.36**

Course Number: CHKPTII

Length:2 Days

Course Description: It includes more in-depth information on setting up multiple firewall systems, using different encryption schemes, integration with routers, LDAP and more. This course also includes hands-on practice of many of these advanced security techniques.

CITRIX

Citrix MetaFrame XP for Windows Administration **Cost: \$1467.36**

Course Number: CTX-1222

Length:4 Days

Course Description: This course provides students with the knowledge and skills necessary to perform advanced administrative tasks in a MetaFrame environment.

Citrix MetaFrame XP for Windows Advanced Administration **Cost: \$1099.60**

Course Number: CTX1240

Length:3 Days

Course Description: This advanced three-day course provides hands-on instruction in designing, planning, testing and deploying MetaFrame XP server farms. This course is intended for Citrix Certified Administrators (CCAs) seeking to extend their knowledge in enterprise implementations of best practices, and to establish, manage, optimize and troubleshoot enterprise-level MetaFrame XP server farms.

Citrix MetaFrame XP for Windows Enterprise **Cost: \$731.84**

Course Number: CTX2622

Length:2 Days

Course Description: Citrix XPe for Windows Enterprise Management Course Description This course provides hands-on instruction on Citrix® MetaFrame XP's application packaging and delivery capabilities, as well as the system monitoring and analysis capabilities. This two-day course will provide Citrix MetaFrame XPe administrators with the skills necessary for comprehensive, enterprise-wide management.

INTERNET TECHNOLOGIES

XML: An Introduction **Cost: \$294.21**

Course Number: INT202

Length: 1 Day

Course Description: Students will use XML development tools and schemas to develop a small-scale XML application.

HTML 4.01 Web Authoring, Level 1 **Cost: \$312.59**

Course Number: INT101

Length: 1 Day

Course Description: Students will recognize the components of an HTML file and create such a file.

HTML 4.01 Web Authoring, Level 2 **Cost: \$312.59**

Course Number: INT101

Length: 1 Day

Course Description: Students will learn to create advanced tables, including nested tables.

MICROSOFT – END USER/OFFICE

Outlook 2000:Level 1 **Cost: \$146.37**

Course Number: MSFT150E

Length: 1 Day

Course Description: Students will learn the fundamentals of using Outlook 2000 to coordinate mail, appointments, events, meetings, tasks, and contacts.

Outlook 2000:Level 2 **Cost: \$146.37**

Course Number: MSFT151E

Length: 1 Day

Course Description: Students will learn how to sort, filter, and group items; use and create Outlook templates and forms; and share information by using public folders and Netfolders.

PowerPoint 2000: Advanced **Cost: \$146.37**

Course Number: MSFT131E

Length: 1 Day

Course Description: Students will learn advanced features of PowerPoint including customizing templates and the PowerPoint environment and making a presentation interactive by using hyperlinks and action buttons.

Windows XP: An Introduction**Cost: \$146.37****Course Number:** MSFTXP**Length:** 1 Day

Course Description: Students will create a document, organize files, work with Windows Messenger, create an efficient work environment, work with media, clean up their system, and find information on the Internet. Students will gain the skills needed to create a document, organize files, work with Windows Messenger, create an efficient work environment, work with media, clean up their system, and find information on the Internet.

Access 2000: Advanced**Cost: \$146.74****Course Number:** MSFT144E**Length:** 1 Day

Course Description: Students will learn how to use a variety of complex query techniques, create more efficient forms and reports, and create and use macros to automate their forms.

Prerequisite: Access 2000 Level 1 and Access 2000 Level 2 or equivalent knowledge.

Access 2000: Level 1**Cost: \$146.74****Course Number:** MSFT143E**Length:** 1 Day

Course Description: Students will learn basic skills necessary to begin using Access 2000.

Prerequisite: Windows 95: Introduction or Windows 95 Transition or equivalent knowledge.

Access 2000: Level 2**Cost: \$146.74****Course Number:** MSFT142E**Length:** 1 Day

Course Description: Students will learn how to enhance their database designs by using the principles of normalization and table relationships.

Prerequisite: Access 2000: Level 1 or equivalent knowledge.

Access 2000: Introduction to Application Development**Cost: \$293.47****Course Number:** MSFT145E**Length:** 1 Day

Course Description: Students will learn how to develop an application and tie the objects together into a cohesive system by using macros and Visual Basic for Applications code.

Prerequisite: Access 2000: Level 1 or Level 2

Excel 2000: Advanced**Cost: \$146.74****Course Number:** MSFT122E**Length:** 1 Day

Course Description: Students will learn various advanced techniques for analyzing and manipulating data in Excel.

Prerequisite: Windows 98: Introduction and Excel 2000: Worksheets or equivalent knowledge.

Excel 2000: Charting and Organizing Data**Cost: \$146.74****Course Number:** MSFT120E**Length:** 1 Day

Course Description: Students will learn the skills and concepts necessary to create charts and to use the list-management capabilities of Excel 2000.

Prerequisite: Windows 98: Introduction and Excel 2000: Worksheets or equivalent knowledge.

Excel 2000: Worksheets **Cost: \$146.74**

Course Number: MSFT121E

Length: 1 Day

Course Description: Students will learn basic worksheet skills and how to work with data in worksheets.

Prerequisite: Windows 98: Introduction or equivalent knowledge.

PowerPoint 2000: Introduction **Cost: \$146.74**

Course Number: MSFT132E

Length: 1 Day

Course Description: Students will learn the basic skills necessary to begin effectively creating presentations in Microsoft PowerPoint.

Prerequisite: Windows 95: Introduction; Windows 98: Introduction or Windows NT 4.0 Introduction or equivalent knowledge.

Word 2000: Level 1 **Cost: \$146.74**

Course Number: MSFT110E

Length: 1 Day

Course Description: Students will learn the basic skills necessary to begin using Word 2000.

Prerequisite: Windows 95: Introduction; Windows 98: Introduction or Windows NT 4.0 Introduction or equivalent knowledge.

Word 2000: Level 2 **Cost: \$146.74**

Course Number: MSFT111E

Length: 1 Day

Course Description: Students will learn intermediate features of Word 2000.

Prerequisite: Windows 95: Introduction; Windows 98: Introduction or Windows NT 4.0 Introduction or equivalent knowledge and Word 2000: Level 1.

Word 2000: Advanced **Cost: \$146.73**

Course Number: MSFT112E

Length: 1 Day

Course Description: Students will learn advanced features of Word 2000.

Prerequisite: Windows 95: Introduction; Windows 98: Introduction or Windows NT 4.0 Introduction or equivalent knowledge and Word 2000: Level 1.

MICROSOFT – END USER/PROJECT MANAGEMENT

Microsoft Project 2000:Level 1 **Cost: \$146.37**

Course Number: MSFT201E

Length:1 Day

Course Description: Students will learn how to use Microsoft Project 2000 to assist them with their project planning.

Microsoft Project 2000:Level 2 **Cost: \$146.37**

Course Number: MSFT202E

Length:1 Day

Course Description: Students will learn how to use Microsoft Project 2000 to manage a project.

MICROSOFT – END USER/PUBLISHING

Publisher 2000 **Cost: \$146.37**

Course Number: MSFT180E

Length:1 Day

Course Description: Students will learn to use Microsoft Publisher to create a multiple-page document

Publisher 2002 **Cost: \$146.37**

Course Number: MSFT190E

Length:1 Day

Course Description: Students will learn to create multi page documents

MICROSOFT – TECHNICAL/DATABASE

Querying Microsoft SQL Server 2000 with Transact SQL **Cost: \$658.29**

Course Number: MSFT2071

Length: 2 Days

Course Description: This course provides students with the technical skills required to write basic Transact-SQL queries for Microsoft® SQL Server 2000.

Administering a Microsoft SQL Server 2000 Database **Cost: \$1562.97**

Course Number: MSFT2072

Length: 5 Days

Course Description: This course provides students with the knowledge and skills required to install, configure, administer, and troubleshoot the client-server database management system of Microsoft.

Programming a Microsoft SQL Server 2000 Database **Cost: \$1562.97**

Course Number: MSFT2073

Length: 5 Days

Course Description: This course provides students with the technical skills required to program a database solution by using Microsoft SQL Server 2000.

MICROSOFT – TECHNICAL/INTERNET

Implementing and Supporting Microsoft Internet

Information Services 5.0

Cost: \$878.94

Course Number: MSFT2295

Length: 3 Days

Course Description: The goal of this course is to provide a solution for the customers' need to have trained IT support personnel to implement, support, and maintain Microsoft Internet Information Services (IIS) 5.0.

Updating Web Server Skills to Internet Information Services 6.0

Cost: \$658.29

Course Number: MSFT2694

Length: 2 Days

Course Description: This two-day, instructor-led Microsoft Official Workshop provides students with the knowledge and skills to manage and maintain a Web server running Internet Information Services (IIS) 6.0 on Microsoft Windows Server 2003.

MICROSOFT – TECHNICAL/MAIL

Implementing & Managing Microsoft Exchange 2000 Server

Cost: \$1562.97

Course Number: MSFT1572

Length: 5 Days

Course Description: The goal of this course is to teach students the knowledge and skills necessary to install, configure, and administer Microsoft Exchange 2000.

Designing Microsoft Exchange 2000 for the Enterprise

Cost: \$878.94

Course Number: MSFT1573

Length: 3 Days

Course Description: This three-day, instructor-led course provides students with the knowledge and skills necessary to design a Microsoft Exchange 2000 organization for an enterprise environment.

Implementing & Managing Microsoft Exchange Server 2003

Cost: \$1562.97

Course Number: MSFT2400

Length: 5 Days

Course Description: The goal of this course is to teach students the knowledge and skills necessary to install, configure, and administer Microsoft Exchange 2000

MICROSOFT – TECHNICAL/OPERATING SYSTEM

Designing a Microsoft Windows 2000 Directory Services **Cost:**

\$881.16

Course Number: MSFT1561

Length: 3 Days

Course Description: This course provides students with the knowledge and skills necessary to plan and implement Microsoft Windows 2000 Directory Services in an enterprise environment.

Prerequisite: Course #1560 Upgrading Support Skills from Microsoft Windows NT 4.0 to Microsoft Windows 2000 or equivalent knowledge.

Designing a Microsoft Windows 2000

Networking Services Infrastructure

Cost: \$1249.84

Course Number: MSFT1562

Length: 4 Days

Course Description: Students will use the business objectives of their organizations to develop strategies for implementing and managing networking services.

Prerequisite: Microsoft Windows 2000 or equivalent knowledge.

Implementing Microsoft Windows 2000 Clustering

Cost: \$881.16

Course Number: MSFT2087

Length: 3 Days

Course Description: The goal of this course is to provide the student with the skills to select the appropriate implementation of business solutions that require fault tolerance and high availability.

Prerequisite: Before attending this course, students must have completed Course 2153, Implementing a Microsoft Windows 2000 Network Infrastructure, or have equivalent skills, or Course 1560, Updating Support Skills from Microsoft Windows NT 4.0 to Microsoft Windows 2000 or have equivalent skills.

Supporting a Microsoft Windows 2000 Professional and Server

Cost: \$1566.92

Course Number: MSFT2152

Length: 5 Days

Course Description: This course provides students with the knowledge and skills necessary to install and configure Microsoft Windows 2000 Professional on stand-alone computers and on client computers that are part of a workgroup or domain.

Prerequisite: Successful completion of course #2151, Microsoft Windows 2000 Network and Operating System Essentials or have equivalent knowledge.

Supporting a Microsoft Windows 2000 Network Infrastructure

Cost: \$1566.92

Course Number: MSFT2153

Length: 5 Days

Course Description: Students will learn to configure the DHCP Server service; configure the DNS Server service; configure WINS; configure network security protocols; configure the Windows 2000 Routing and Remote Access.

Prerequisite: This course requires that students meet the following: Successful completion of course #2152, Supporting Windows 2000 Professional and Server, or equivalent skills and knowledge.

Implementing and Administering Microsoft Windows

2000 Directory Services

Cost: \$1566.92

Course Number: MSFT2154

Length: 5 Days

Course Description: At the end of the course, students will be able to describe the logical and physical components of Active Directory; configure the DNS Server service to support Active Directory; create a Windows 2000 domain by installing Active Directory.

Prerequisite: Course #2152, Supporting Windows 2000 Professional and Server, or equivalent knowledge and skills.

Administering Microsoft SMS 2.0

Cost: \$881.16

Course Number: MSFT827

Length: 3 Days

Course Description: This three-day instructor-led course provides students with the knowledge and skills required to administer Microsoft Systems Management Server (SMS) 2.0.

Prerequisite: Before beginning this course, students should experience installing and configuring software applications and Microsoft NT operating systems. Pass the Networking Essentials certification exam or equivalent knowledge.

Deploying and Supporting Microsoft Systems Management Server

Cost: \$1566.92

Course Number: MSFT828

Length: 5 Days

Course Description: This five-day instructor-led course provides students with the knowledge and skills required to deploy and support Microsoft Systems Management Server (SMS) 2.0.

Prerequisite: Complete course #827, Administering Microsoft SMS 2.0, or have equivalent knowledge.

Designing a Microsoft Windows Server 2003 Directory Services

Cost: \$878.94

Course Number: MSFT2281

Length: 3 Days

Course Description: The goal of this course is to give students the knowledge and skills necessary to design a Microsoft Windows® Server 2003 directory services infrastructure in an enterprise network.

Migrating from MS Windows NT 4.0 to MS Windows Server 2003

Cost: \$878.94

Course Number: MSFT2283

Length: 3 Days

Course Description: The goal of this course is to provide students with the skills and knowledge necessary to design a strategy for and deploy a migration from Microsoft Windows NT® 4.0 to Microsoft Windows® Server 2003 and the Active Directory

Updating Systems Administrator Skills from MS Windows 2000 to Windows Server 2003

Cost: \$658.29

Course Number: MSFT2209

Length: 2 Days

Course Description: This two-day, instructor-led workshop provides students with the knowledge and skills to manage and maintain a Microsoft Windows Server 2003 networked environment.

Updating Systems Engineer Skills from MS Windows 2000

to Windows Server 2003

Cost: \$878.94

Course Number: MSFT2210

Length: 3 Days

Course Description: This three-day, instructor-led workshop provides students with the knowledge and new skills that they need to plan, implement, and maintain a Microsoft Windows Server 2003 networked environment.

Supporting users Running Applications

on a MS Windows XP Operating System

Cost: \$658.29

Course Number: MSFT2262

Length: 2 Days

Course Description: This two-day instructor led course is to provide individuals who are new to Microsoft Windows® XP with the knowledge and skills necessary to troubleshoot basic problems end users will face related to configuring and maintaining applications such as Microsoft Office, Outlook Express, Internet Explorer and other applications that run on a Microsoft Windows XP Operating System

Implementing & Supporting MS Windows XP Professional

Cost: \$1562.97

Course Number: MSFT2272

Length: 5 Days

Course Description: The purpose of this course is to address the implementation and desktop support needs of customers that are planning to deploy and support Microsoft Windows® XP Professional in a variety of stand-alone and network operating system environments.

Managing a MS Windows Server 2003 Environment

Cost: \$1562.97

Course Number: MSFT2274

Length: 5 Days

Course Description: This five-day instructor-led course provides students with the knowledge and skills to manage accounts and resources in a Microsoft® Windows® Server 2003 environment.

MICROSOFT – TECHNICAL/PROGRAMMING

FrontPage 2000: Advanced

Cost: \$146.74

Course Number: MSFT191E

Length: 1 Day

Course Description: Students will learn advanced FrontPage 2000 features to create web pages and manage web sites for the World Wide Web or their corporate intranet.

Prerequisite: Windows 98: Introduction or Windows 98: Making the Transition. FrontPage 2000 Introduction, Word 2000 Level 1 and Level 2, Internet Explorer 4.0 Introduction, and Web surfing experience.

FrontPage 2000: Introduction **Cost: \$146.74**

Course Number: MSFT190E

Length: 1 Day

Course Description: Students will learn how to create documents with an HTML format, connected by hypertext, for use on the World Wide Web or on a corporate intranet.

Prerequisite: Windows 98: Introduction or Windows 98: Making the Transition. FrontPage 2000 Introduction, Word 2000 Level 1 and Level 2, Internet Explorer 4.0 Introduction.

Developing Web Applications using MS Visual Studio.NET **Cost: \$1562.97**

Course Number: MSFT2310

Length: 5 Days

Course Description: This five-day, instructor-led course will teach Microsoft Visual Basic® programmers and beginning Web developers the fundamentals of Web application site implementation by using Microsoft ASP.NET and Microsoft Visual Basic .NET.

Programming with Microsoft Visual Basic.NET **Cost: \$1562.97**

Course Number: MSFT2373

Length: 5 Days

Course Description: The goal of this course is to provide Microsoft® Visual Basic® developers with the knowledge and skills needed to develop Microsoft .NET-based applications by using Visual Basic .NET version 7.0.

Programming with Microsoft ADO.NET **Cost: \$878.94**

Course Number: MSFT2389

Length: 3 Days

Course Description: This course will teach developers to build data-centric applications and Web services with Microsoft ADO.NET, Microsoft SQL Server? 2000, and the Microsoft .NET Framework.

**Microsoft Visual Basic Scripting Edition
& MS Windows Script Host Essentials** **Cost: \$878.94**

Course Number: MSFT2433

Length: 3 Days

Course Description: The goal of this course is to teach Microsoft Windows® 2000 operating system administrators how to take advantage of Windows Script Host (WSH) by using the Microsoft Visual Basic® Scripting Edition (VBScript) language

Introduction to XML and the Microsoft .NET Platform **Cost: \$658.29**

Course Number: MSFT2500

Length: 2 Days

Course Description: This two-day instructor-led course provides a technological overview of the structure and programming techniques of XML. This course discusses the role of XML in the Microsoft .NET vision and the larger world of distributed standards-based computing.

Introduction to VB .NET Programming **Cost: \$1562.97**

Course Number: MSFT2559

Length: 5 Days

Course Description: This five-day instructor-led course provides students with the knowledge and skills needed to develop applications in Microsoft Visual Basic® .NET for the Microsoft .NET platform.

Upgrading Web Development Skills from ASP to MS ASP.NET **Cost: \$878.94**

Course Number: MSFT2640

Length: 3 Days

Course Description: This three-day, instructor-led course provides students with the knowledge and skills that are needed to successfully upgrade their existing Active Server Pages (ASP) skills, as well as upgrading their Web applications, to Microsoft ASP.NET.

MICROSOFT – TECHNICAL/PROJECT SERVER

Planning, Deploying and Managing

an Enterprise Project Management Solution

Cost: \$1562.97

Course Number: MSFT2732

Length: 5 Days

Course Description: The goal of this five-day, instructor-led course is to provide systems engineers with the knowledge and skills necessary to effectively plan, deploy, and manage a Microsoft Office Project Server 2003 solution.

MICROSOFT – TECHNICAL/SECURITY

Fundamentals of Network Security

Cost: \$1246.70

Course Number: MSFT2810

Length: 4 Days

Course Description: This four-day, instructor-led course provides students with the knowledge and skills to begin supporting network security within an organization.

NOVELL

Desktop Management with ZENworks for Desktops 3

Cost: \$1471.06

Course Number: NOV781

Length: 5 Days

Course Description: Part I-Application Management will provide students with the concepts and skills necessary to implement ZENworks for Desktops 3 (ZfD 3) with a focus on the application management features of ZfD 3.

Prerequisite: Basic understanding of personal computers, operating systems & network technology.

Experience with DOS, working knowledge of Windows 95/98, Windows NT or Windows 2000, 520 and 525.

Upgrading to NetWare 6

Cost: \$1467.36

Course Number: NOV3000

Length: 5 Days

Course Description: This course is designed to provide a comprehensive training experience on the value propositions of NetWare 6. Participants will see how NetWare 6 meets critical business needs through high availability, scalability, and "anywhere, anytime" access. Experience the power of NSS, Clustering Services, iFolder, iPrint, NFAP, NetWare Web Access, and more--all with NetWare 6.

Foundations of Novell Networking NetWare 6 **Cost: \$1467.36**

Course Number: NOV3001

Length: 5 Days

Course Description: Foundations of Novell Networking: NetWare 6 (Course 3001) provides students with basic knowledge about implementing NetWare 6 and using its management tools.

Desktop Management with ZENworks for Desktops 4 **Cost: \$1467.36**

Course Number: NOV3006

Length: 5 Days

Course Description: Students will learn the new features of ZENworks for Desktops 4 and how these features allow easy management of policies, applications, workstations and inventory.

SOFT SKILLS

Certified Help Desk Professional (CHDP) **Cost: \$733.69**

Course Number: SOFT101

Length: 2 Days

Course Description: This two-day course presents innovative methodologies for effective customer care and problem resolution as well as the fundamentals of Help Desk structure and procedures.

Prerequisite: Experience in a call center environment.

IT Technical Training **Cost: \$313.38**

Course Number: CUST100

Length: 5 Days

Course Description: In the course, attendees will be exposed to a specified set of IT technologies as they apply to applications, operating systems, or networks. The topics covered in this course are selected in advance on a class by class basis between an IntelliMark Education Consultant and a representative from the perspective company requesting the training.

Prerequisite: None

**CONTRACTOR'S
AUTHORIZED INFORMATION TECHNOLOGY
LABOR CATEGORY DESCRIPTIONS**

***PC Technician**

Description of Position: Assist in the repair and maintenance of equipment (i.e. PCO's, printers, peripherals, workstations, etc.,) at client sites. Intermediate level position in the job family, working under moderately close supervision. Repairs and maintains equipment, responding to customers' questions, and ordering of parts as needed. Maintains related documentation on work performed.

Minimum Degree: Certified in computer repairs.

Minimum Experience: 18 months - 3 years hardware repair/maintenance experience.

*This labor category is a non-professional category and shall be used solely to support the professional services herein, and *shall not* be purchased separately.

Senior Field Engineer

Description of Position: To provide senior technical field engineering, application development, and support in response to specific customer requests and project assignments. Among other things, this means knowing your products and your customer, working with the customer to determine and document application requirements and automated business solutions, documenting and providing instructions for developed applications, and working with the customer to extend services.

Minimum Degree: BS

Minimum Experience: 5 YEARS

Senior Security Engineer

Description of Position: To represent and implement IntelliMark's Security Practice by fulfilling the following roles: designing system layouts and drafting security policies and procedures; providing demonstrations and training workshops; building vendor relationships, attending and presenting at conferences, contributing to research and developing efforts, maintaining technical skills in the latest industry systems, and working with the customer to extend services.

Minimum Degree: BS

Minimum Experience: 5 YEARS

Project Manager

Description of Position: Performs as project leader on large, complex on-site installations and consulting projects, including design, task allocation and management of other team members. Serves as primary customer liaison between company and customer. Provides support knowledge. Also operates independently on advanced complex projects and in resolving complex project problems. Works under general supervision, with wide latitude for independent judgment. Does not have supervisory responsibilities; i.e. hiring, firing, performance reviews, pay reviews.

Minimum Degree: BS

Minimum Experience: 5 – 7 YEARS

Staff Developer

Description of Position: To provide a technical application development and support in response to specific customer requests and project assignments. Among other things, this means knowing your products and your customer, working with the customer to determine and document application requirements and automated business solutions, documenting and providing instructions for developed applications and working with the customer to develop applications per customer requirements.

Minimum Degree: BS

Minimum Experience: 3 YEARS

Senior Developer

Description of Position: To provide a technical consulting, application development and support in response to specific customer requests and project assignments. Among other things, this means knowing your products and your customer, working with the customer to determine and document application requirements and automated business solutions, documenting and providing instructions for developed applications and working with the customer to extend services.

Minimum Degree: BS

Minimum Experience: 5 YEARS

Senior Analyst

Description of Position: To provide planning, design and analysis controlling the implementation of a set of defined customer deliverables as it relates to Information Technology projects. The position also involves support of the salesperson during the final stages of negotiation such as answering business process related questions and assisting with the clarification of project scope requirements – and begin building the business relationship.

Minimum Degree: MBA

Minimum Experience: 10 YEARS

Principle Analyst

Description of Position: To provide a central focal point for planning, directing and controlling the implementation of a set of defined project goals and deliverables. Among other things, this means knowing your products and your customer, planning ahead, assigning resources, working with and motivating others, and assessing and reporting project status and results realistically. A principle analyst is vested with the responsibility and authority necessary to achieve project success, customer satisfaction and project profitability. This job includes balancing project resources and activities so that the technical, schedule and cost objectives are met.

Minimum Degree: MBA

Minimum Experience: 10 YEARS

*Administrative Assistant /Support

Description of Position: Performs secretarial and administrative duties for the department managers and/or groups of professional employees. Knowledgeable of corporate policies and practices; has access to confidential information. Work requires some analysis and use of initiative and independent judgement. May make some contacts of a sensitive, complex and sometimes confidential nature both inside and outside of company. Entry to intermediate level in job family, operating under moderate supervision.

Minimum Degree: High School Graduate, plus several years technical training.

Minimum Experience: 2 - 4 years in administrative/executive secretarial position in corporate setting.

*This labor category is a non-professional labor category and shall be used solely to support the professional services herein and *shall not* be purchased separately.

Staff Analyst

Description of Position: To provide planning, design and analysis controlling the implementation of a set of defined customer deliverables as it relates to Information Technology projects. The position also involves support of the salesperson during the final stages of negotiation such as answering business process related questions and assisting with the clarification of project scope requirements – and begin building the business relationship.

Minimum Degree: BS

Minimum Experience: 3 YEARS

Field Engineer

Description of Position: To assist client project teams with technical field engineering, application development, and support in response to specific requests and assignments. This includes knowledge of the technical products and the customer, working with the customer to determine and document application requirements and automated business solutions, documenting and providing instructions for developed applications, and working with the customer to extend services.

Minimum Degree: BS

Minimum Experience: 3 YEARS

Principal Programmer

Description of Position: Performs complex analysis, design, development, testing and debugging of computer software. Activities range from operating system architecture integration and software design to recommendation of commercial-off-the-shelf (COTS) products. Provides functional and empirical analysis related to the design, development and implementation of software operating systems for products include, but not limited to, utility software, development software, and diagnostic software. Analyzes network and computer communications hardware characteristics for interface requirements.

Minimum Degree: BA

Minimum Experience: 5 YEARS

Principal Consultant

Description of Position: Experience in a specialized area of technology such as: Process Engineering, Client/Server, data warehousing/data mining, Internet, Intranets/Extranets, communication network computing, object oriented development, or workflow/document management. Experience with Government or industry processes, procedures, standards, methodologies, or tools relative to the assignment. Provides expert-level support in specialized technology areas that can include, but not limited to, elements such as: research, studies, requirements/specifications definition, analysis, assessments, planning, acquisition, design, development, integration, testing, installation, performance tuning, deployment, or maintenance. Interfaces with users at all levels during the project. Supports strategic or tactical planning to justify, market, or manage the technology needed for successful business operations.

Minimum Degree: MA

Minimum Experience: 5 YEARS

Senior Consultant

Description of Position: Combination of information technology experience, management or supervisory experience. Lead and manage large and complex system integration and development efforts. Will lead key components of the engagements, design creative solutions to technology problems and identify additional requirements for the project.

Minimum Degree: MA

Minimum Experience: 3 YEARS

Staff Consultant

Description of Position: Provides support and analysis of various solutions. Work experience must include the practical application of methodologies, including the design of communications strategy solutions; organizational development, models, including planning, design and deployment of various technologies.

Minimum Degree: BA

Minimum Experience: 2 YEARS

Curriculum Designer

Description of Position: Identifies training needs and develops training materials and instructional processes. Assess training requirements, and design & develop training programs and material for use with customer deployments and implementations, including deployment workbooks, leader guides, participant materials, reference guides, teaching aids, and other materials as appropriate.

Minimum Degree: BA

Minimum Experience: 2 YEARS

Principal Architect

Description of Position: Performs system and software architectural design for various systems. Reviews software design specifications to ensure the design conforms to the standards, recommends design changes as necessary. Oversee software integration testing, software builds, software re-testing and regression testing.

Minimum Degree: MA

Minimum Experience: 5 YEARS

**CONTRACTOR'S
AUTHORIZED LABOR CATEGORY HOURLY RATES**

<u>Labor Category</u>	<u>GSA Rate</u>
*PC Technician	\$56.67
Sr. Field Engineer	\$106.34
Sr. Security Engineer	\$127.36
Project Manager	\$95.70
Staff Developer	\$116.97
Sr. Developer	\$137.18
Sr. Analyst	\$119.63
Principal Analyst	\$134.53
*Administrative Assistant/Support	\$79.75
Staff Analyst	\$105.41
Field Engineer	\$87.58
Principal Programmer	\$141.16
Principal Consultant	\$154.56
Senior Consultant	\$123.65
Staff Consultant	\$103.04
Curriculum Designer	\$103.04
Principal Architect	\$257.60

The aforementioned Labor Categories/Rates are applicable to Contractor Facility (IntelliMark, Inc.'s Facility).

*These labor categories have been determined to be non-professional labor categories and shall be used solely to support the professional services herein and shall not be purchased separately.

***CONTRACTOR'S
AUTHORIZED EC SERVICES AND RATES***

<u>Product Number</u>	<u>EC Service</u>	<u>GSA Rate</u>
HD1001	Client Access to Help Desk Database ticketing system	\$1,117.20 (Per User)
HD1002	Enterprise Helpdesk Support	\$6,543.60 (Per Month)
HD1003	Enterprise Support/Desktop Support	\$23.94 (Per Call/Per Incident)
HD1004	Enterprise Support: Service Establishment Fee	\$123.69 (Per Hour)
HD1005	Enterprise Support/Technical Support	\$27.93 (Per Call/Per Incident)
HD1006	Helpdesk Application Hosting Service – Client Annual Fee	\$231.42 (Per User)
HD1007	Helpdesk Application Hosting Service	\$7.18 (Per Ticket)