



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

Special Item No. 132-51 Information Technology Professional Services

Special Item No. 132-52 Electronic Commerce and Subscription Services

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

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

SPECIAL ITEM NUMBER 132-52 - ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES

- FPDS Code D304 Value Added Network Services (VANs)
- FPDS Code D304 E-Mail Services
- FPDS Code D304 Internet Access Services
- FPDS Code D304 Navigation Services
- FPDS Code D399 Other Data Transmission Services, Not Elsewhere Classified - Except "Voice" and Pager Services

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

Web-Hed Technologies Inc. dba Webhead
1710 N. Main Ave San Antonio, Texas 78212
Tel: (210) 354-1661
Fax: 877-702-1007
<https://www.webheadtech.com/>

Contract Number: GS-35F-0503Y

Period Covered by Contract: July 13, 2012, through July 12, 2017.

General Services Administration
Federal Acquisition Service

Pricelist current through Modification

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

TABLE OF CONTENTS

Information For Ordering Activities.....	3
Terms and Conditions Applicable to Information Technology (IT) Professional Services (Special Item Number 132-51) ...	9
Webhead GSAFAS Authorized IT Schedule Pricelist	12
Webhead GSAFAS Authorized IT Labor Category Descriptions.	15
Terms and Conditions Applicable to Electronic Commerce and Subscription Services (Special Item Number 132-52) ...	26
Webhead GSAFAS Authorized Hosting Packages.....	28
USA Commitment To Promote Small Business Participation Procurement Programs	32
Best Value Blanket Purchase Agreement Federal Supply Schedule	33
Webhead Blanket Purchase Agreement	34
Basic Guidelines For Using “Contractor Team Arrangements”	36

**INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS**

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

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

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

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

1. GEOGRAPHIC SCOPE OF CONTRACT:

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

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

Offerors are requested to check one of the following boxes:

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

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area:
N/A

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

Web-Hed Technologies Inc. dba Webhead
1710 N. Main Ave San Antonio, Texas 78212
Tel: (210) 354-1661
Fax: 877-702-1007
accounting@webheadtech.com

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

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

Telephone: (210)354-1661

Fax: (877) 702-1007

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 Contract
Block 16: Data Universal Numbering System (DUNS) Number: **009190369**
Block 30: Type of Contractor: **A. Small Disadvantaged Business**
Block 31: Woman-Owned Small Business – **Yes**
Block 37: Contractor's Taxpayer Identification Number (TIN): **74-2882434**
Block 40: Veteran Owned Small Business (VOSB): **N/A**

- 4a. CAGE Code: 1SH76
- 4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB DESTINATION

6. DELIVERY SCHEDULE

- a. **TIME OF DELIVERY:** The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER	DELIVERY TIME (Days ARO)
132-51	TBD
132-52	TBD

- 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.

- c. i. SIN 132-54 and SIN 132-55, **ACCELERATED SERVICE DELIVERY** (7 calendar days or less): the time required for COMSATCOM services to be available after order award. Under Accelerated Service Task Orders, service acceptance testing, unless otherwise required by the satellite provider or host nation, shall be deferred until Ordering Activity operations permit.

- ii. SIN 132-54 and SIN 132-55, **TIME-CRITICAL DELIVERY** (4 hours or less): the time required for COMSATCOM services to be available after order award. Under Time-Critical Task Orders, service acceptance testing unless otherwise required by the satellite provider or host nation shall be deferred until Ordering Activity operations permit. Time-Critical Delivery shall be predicated on the availability of COMSATCOM transponder capacity (contracted bandwidth and power, pre-arranged Host Nation Agreements, frequency clearance) or COMSATCOM subscription services (bandwidth, terminals, network resources, etc.).

iii. For SIN 132-54 and SIN 132-55, EXTENDED SERVICE DELIVERY TIMES: the time required under extenuating circumstances for COMSATCOM services to be available after order award. Such extenuating circumstances may include extended time required for host nation agreements or landing rights, or other time intensive service delivery requirements as defined in the individual requirement. Any such extended delivery times will be negotiated between the Ordering Activity and Contractor.

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

- a. Prompt Payment: 1% - 15 days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: None
- c. Dollar Volume: Orders over \$250,000 receive a 1.25% discount
- d. Other Special Discounts (i.e. Government Education Discounts, etc.): 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:

10. Small Requirements: The minimum dollar 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 for the following Special Item Numbers (SINs) is \$500,000:
 - Special Item Number 132-51 - Information Technology Professional Services
 - Special Item Number 132-52 Electronic Commerce and Subscription Services

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS

REQUIREMENTS: ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPSPUBS): Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS

PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. CONTRACTOR TASKS/SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

(k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

16. GSA ADVANTAGE!

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

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

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.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. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

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 receive 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 or 132-9.

23. SECTION 508 COMPLIANCE.

Webhead certifies that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant as required by the customer.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

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

This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997) (FAR 52.228-5)

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

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

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

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY.

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

27. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324).

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51) AND IDENTITY ACCESS
MANAGEMENT PROFESSIONAL SERVICES
(SPECIAL ITEM NUMBER 132-60F)**

1. SCOPE

a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.

b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

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.

b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

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

4. PERFORMANCE OF SERVICES

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the

Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I OCT 2008) (DEVIATION I - FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT/IAM Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) 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 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (1) The offeror;
 - (2) Subcontractors; and/or
 - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

WEBHEAD CLIENT SITE PRICING

<u>Labor Category</u>	<u>Rate</u>
Application Developer Level 1	\$47.89
Application Developer Level 2	\$61.28
Application Developer Level 3	\$68.98
Communications Network Manager	\$63.12
Communications Specialist	\$34.60

Senior Communications Specialist	\$39.79
Computer Security Systems Engineer Level 1	\$59.42
Computer Security Systems Engineer Level 2	\$67.31
Computer Security Systems Engineer Level 3	\$106.75
Computer Security Systems Specialist Level 1	\$91.50
Computer Security Systems Specialist Level 2	\$39.33
Computer Security Systems Specialist Level 3	\$66.87
Computer Systems Analyst Level 1	\$29.92
Computer Systems Analyst Level 2	\$45.51
Computer Systems Analyst Level 3	\$67.08
Data Communications Manager	\$68.38
Data/Configuration Management Specialist Level 1	\$37.45
Data/Configuration Management Specialist Level 2	\$54.28
Data/Configuration Management Specialist Level 3	\$81.34
Database Administrator Level 1	\$46.83
Database Administrator Level 2	\$74.00
Database Administrator Level 3	\$76.06
Enterprise Architect	\$113.55
Graphic Designer	\$55.07
Help Desk Analyst Level 1	\$25.03
Help Desk Analyst Level 2	\$28.66
Help Desk Analyst Level 3	\$40.67
Help Desk Manager	\$77.10
Information Assurance Consulting Engineer Level 1	\$76.25
Information Assurance Consulting Engineer Level 2	\$91.50
Information Assurance Consulting Engineer Level 3	\$106.75
Information Technology Manager	\$78.89
Information Technology Specialist Level 1	\$54.80
Information Technology Specialist Level 2	\$67.12
Information Technology Writer	\$34.40
IT Security Analyst Level 2	\$74.13
IT Security Analyst Level 3	\$104.69
Network Administrator Level 1	\$55.05
Network Administrator Level 2	\$67.13
Network Engineer Level 1	\$38.49
Network Engineer Level 3	\$75.18
Program Manager Level 2	\$109.39
Program Manager Level 3	\$142.04
Project Control Specialist Level 1	\$39.90
Systems Administrator Level 1	\$45.42
Systems Administrator Level 3	\$75.18
Systems Analyst Level 3	\$71.67
Systems Engineer Level 1	\$72.97
Systems Engineer Level 2	\$74.32
Systems Engineer Level 3	\$101.24
Technician Level 1	\$39.29
Technician Level 3	\$54.93
Test Engineer Level 1	\$59.81
Test Engineer Level 2	\$59.81
Test Engineer Level 3	\$87.65

Web Architect	\$76.89
Web Developer Level 1	\$37.34
Web Developer Level 2	\$50.60
Web Developer Level 3	\$61.28
Webmaster	\$66.15

CONTRACTOR SITE*

<u>Labor Category</u>	<u>Rate</u>
Project Manager	\$139.79
Graphic Designer	\$69.90
Website Designer	\$116.49
Application Developer	\$116.49
Multimedia Developer	\$116.49
Database Developer	\$139.79

WEBHEAD CLIENT SITE LABOR CATEGORY DESCRIPTIONS

Labor Category: Application Developer Level 1

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+

Functional Tasks: Software design-developer. Technical background and has basic qualifications in software development. Includes all functions of the software development cycle including unit and systems test. Functional areas include Web, SQL, PLSQL, ECM, C+, and other development environments. Both mainframe and distributed. Can contribute immediately as a part of a team. Can perform certain technical work without supervision, but requires supervision for direction and objectives of work. Has technical knowledge, but does not have relevant work experience. Has a recent appropriate degree.

Labor Category: Application Developer Level 2

Minimum Years of Experience: minimum five (5) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+ or Security+

Functional Tasks: Software design-developer. Qualified in area of expertise. Experienced In all functions of the software development cycle including unit and systems test. Functional areas include Web, SQL, PLSQL, ECM, C+, and other development environments. Both mainframe and distributed. Can contribute immediately. Does not require supervision. Coordinates with co-workers and customers. Has detailed technical knowledge, and relevant work experience. Has an appropriate degree. Exceptional knowledge or experience can substitute for years of experience.

Labor Category: Application Developer Level 3

Minimum Years of Experience: minimum eight (8) years experience

Educational Requirements: Master's Degree, A+ or Network+ or Security+

Functional Tasks: Senior software design-developer. Highly qualified in area of expertise. Experienced In all functions of the software development cycle including unit and systems test. Functional areas include Web, SQL, PLSQL, ECM, C+, and other development environments. Both mainframe and distributed. Can contribute immediately. Does not require supervision. Coordinates with co-workers and customers. Supervises juniors and others in related fields. Has detailed technical knowledge, and relevant work experience. Has an appropriate degree. Exceptional knowledge or experience can substitute for years of experience.

Labor Category: Communications Network Manager

Minimum Years of Experience: minimum four (4) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+ or Security+

Functional Tasks: Leads development and maintenance teams in resolving complex telecommunication problems. Monitors operation and performance of File Server Network systems and evaluates and makes recommendations for enhancements. Implements enhancements as approved by the Government. Supports the development of test plans, test descriptions, and test procedures. Reviews results of testing to ensure compliance with specifications. Proposes economical and efficient solutions as part of developing hardware and telecommunications solutions to user requirements.

Labor Category: Communications Specialist

Minimum Years of Experience: minimum four (4) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+ or Security+

Functional Tasks: Duties may include providing technical direction for communications and networking activities, evaluation of network systems, network design and development, and providing day-to-day network maintenance and administration support.

Labor Category: Senior Communications Specialist

Minimum Years of Experience: minimum six (6) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+ or Security+

Functional Tasks: Duties may include providing technical direction for communications and networking activities, evaluation of network systems, network design and development, and providing day-to-day network maintenance and administration support.

Labor Category: Computer Security Systems Engineer Level 1

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+ or Security+

Functional Tasks: Demonstrated ability to apply current computer science technologies to the design, development, evaluation, and integration of computer systems and networks to maintain system security.

Labor Category: Computer Security Systems Engineer Level 2

Minimum Years of Experience: minimum five (5) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+ or Security+ or CISSP

Functional Tasks: Demonstrated ability to apply current computer science technologies to the design, development, evaluation, and integration of computer systems and networks to maintain system security

Labor Category: Computer Security Systems Engineer Level 3

Minimum Years of Experience: minimum eight (8) years experience

Educational Requirements: Master's Degree, A+ or Network+ or Security+ or CISSP

Functional Tasks: Demonstrated ability to apply current computer science technologies to the design, development, evaluation, and integration of computer systems and networks to maintain system security

Labor Category: Computer Security Systems Specialist Level 1

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: Associate's Degree, A+ or Network+ or Security+

Functional Tasks: Demonstrated ability to analyze and define Information Assurance security requirements for Multiple Security Levels (MSL) systems and non-MLS systems

Labor Category: Computer Security Systems Specialist Level 2

Minimum Years of Experience: minimum five (5) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+ or Security+ or CISSP

Functional Tasks: Analyzes and defines security requirements for MLS issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about an agency's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which also include risk assessment. Provides daily direction to staff.

Labor Category: Computer Security Systems Specialist Level 3

Minimum Years of Experience: minimum eight (8) years experience

Educational Requirements: Master's Degree, A+ or Network+ or Security+ or CISSP

Functional Tasks: Demonstrated ability to analyze and define Information Assurance security requirements for Multiple Security Levels (MSL) systems and non-MLS systems

Labor Category: Computer Systems Analyst Level 1

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+

Functional Tasks: Demonstrated knowledge analyzing and developing computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions.

Labor Category: Computer Systems Analyst Level 2

Minimum Years of Experience: minimum five (5) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+ or Security+

Functional Tasks: Demonstrated knowledge analyzing and developing computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions

Labor Category: Computer Systems Analyst Level 3

Minimum Years of Experience: minimum eight (8) years experience

Educational Requirements: Master's Degree, A+ or Network+ or Security+

Functional Tasks: Demonstrated knowledge analyzing and developing computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions

Labor Category: Data Communications Manager

Minimum Years of Experience: minimum four (4) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+

Functional Tasks: Demonstrates ability to effectively manage data communications.

Labor Category: Data/Configuration Management Specialist Level 1

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: Associate's Degree

Functional Tasks: Demonstrated ability performing tasks in support of configuration management planning

Labor Category: Data/Configuration Management Specialist Level 2

Minimum Years of Experience: minimum five (5) years experience

Educational Requirements: Bachelor's Degree

Functional Tasks: Demonstrated ability performing tasks in support of configuration management planning

Labor Category: Data/Configuration Management Specialist Level 3

Minimum Years of Experience: minimum eight (8) years experience

Educational Requirements: Bachelor's Degree

Functional Tasks: Demonstrated ability performing tasks in support of configuration management planning

Labor Category: Database Administrator Level 1

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+

Functional Tasks: Supports application developers in planning preparation, load analysis, and backup and recovery of data. When necessary reallocates resources to maximize benefits. Monitors system performance and evaluates areas to improve

efficiency. Specifies proper types of file organization, indexing methods and security procedures. Advises Contractor project teams on the design of complex databases (e.g., schema and schema details). Defines specialized aspects of data base administrator documentation.

Labor Category: Database Administrator Level 2

Minimum Years of Experience: minimum five (5) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+ or Security+ or Oracle Certified Professional or MCDBA

Functional Tasks: Coordinates physical changes to computer databases. Codes, tests and implements physical database, applying knowledge of database management system. Designs logical and physical databases or reviews description of changes to database design to understand how changes to be made affect physical database (how data is stored in terms of physical characteristics, such as location, amount of space, and access method). Establishes physical database parameters. Codes database descriptions and specifics identifiers of database to database management system or directs others in coding database descriptions. Calculates optimum values for database parameters, such as amount of computer memory to be used. Specifies which users can access databases and what data can be accessed by user. Tests and corrects errors, and refines changes to database. Selects and enters codes of utility program to monitor database performance, such as distribution of records and amount of available memory. Directs programmers and analysts to make changes to database management system. Reviews and correct programs. Answers user questions. Confers with coworkers to determine impact of database changes on other systems and staff cost for making changes to database. Modifies database programs to increase processing performance. May train users.

Labor Category: Database Administrator Level 3

Minimum Years of Experience: minimum eight (8) years experience

Educational Requirements: Master's Degree, A+ or Network+ or Security+ or Oracle Certified Professional or MCDBA

Functional Tasks: Administers, maintains, develops and implements policies and procedures for ensuring the security and integrity of the company database(s). Implements data models and database designs, data access and table maintenance codes; resolves database performance issues, database capacity issues, replication and other distributed data issues. Works under general supervision. Typically reports to a manager.

Labor Category: Enterprise Architect

Minimum Years of Experience: minimum four (4) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+ or Security+ or CISSP

Functional Tasks: Enterprise Architect provides strategic, operational, systems and technical guidance to align organizational initiatives, plans and procurements. Performs market and technology research to identify potential alternatives to address complex issues faced by an organization. Enterprise Architect assesses current Technical Reference Models for using social networking environments (i.e. wikis) to collect reference model data. Champions and develops the architecture and engineering service offering that expresses strategic understanding through architectural form that enable an organization to achieve its goals.

Labor Category: Graphic Designer

Minimum Years of Experience: minimum four (4) years experience

Educational Requirements: Bachelor's Degree

Functional Tasks: Provides creative computer presentation graphics by the creation of artwork on a graphic console. This includes, but is not limited to, timely and effective color processing of computer graphics with a reversal film processor. Supports the proper preventive maintenance for all the computer graphic facility hardware. Renders effective images using a wide range of media to create slides, viewgraphs, wall charts, and hard copy for presentations and technical papers. Interprets information effectively in graphic form to meet the communications requirements of administrators, managers, scientists, engineers or other technical personnel. Selects letters, colors, overlays, and design layouts to carry out a graphic theme and convey information as intended by the customer. Solves simple problems of design, choice of media, etc., for graphics communications. Executes graphics assignments using a variety of media in a production environment. Communicates effectively with clients concerning technical requirements of graphics assignments.

Labor Category: Help Desk Analyst Level 1

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: Associate's Degree

Functional Tasks: Serves as primary support liaison between company and customer. Provides support to customers by resolving complex technical application problems. Maintains log of problems so that recurring problems can be reported to product development. Provides recommendations for improving team processes and procedures.

Labor Category: Help Desk Analyst Level 2

Minimum Years of Experience: minimum five (5) years experience

Educational Requirements: Bachelor's Degree

Functional Tasks: Serves as primary support liaison between company and customer. Provides support to customers by resolving complex technical application problems. Maintains log of problems so that recurring problems can be reported to product development. Provides recommendations for improving team processes and procedures.

Labor Category: Help Desk Analyst Level 3

Minimum Years of Experience: minimum eight (8) years experience

Educational Requirements: Bachelor's Degree

Functional Tasks: Serves as primary support liaison between company and customer. Provides support to customers by resolving complex technical application problems. Maintains log of problems so that recurring problems can be reported to product development. Provides recommendations for improving team processes and procedures.

Labor Category: Help Desk Manager

Minimum Years of Experience: minimum four (4) years experience

Educational Requirements: Bachelor's Degree

Functional Tasks: Has overall responsibility for help desk staff and the activities associated with the identification, prioritization, and resolution of reported problems. Ensures that all phases of help desk support are properly coordinated, monitored, logged, tracked and resolved appropriately. May maintain responsibility for development, maintenance and integrity of help desk software. Assigns personnel to various operations and directs their activities; reviews and evaluates their work and prepares performance reports.

Labor Category: Information Assurance Consulting Engineer Level 1

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+ or Security+

Functional Tasks: Demonstrated capability establishing and satisfying complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands.

Labor Category: Information Assurance Consulting Engineer Level 2

Minimum Years of Experience: minimum five (5) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+ or Security+ or CISSP

Functional Tasks: Demonstrated capability establishing and satisfying complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands

Labor Category: Information Assurance Consulting Engineer Level 3

Minimum Years of Experience: minimum eight (8) years experience

Educational Requirements: Master's Degree, A+ or Network+ or Security+ or CISSP

Functional Tasks: Demonstrated capability establishing and satisfying complex system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands

Labor Category: Information Technology Manager

Minimum Years of Experience: minimum four (4) years experience

Educational Requirements: Bachelor's Degree, ITIL v3

Functional Tasks: IT Manager IIs apply management techniques to plan, manage/control, and close out IT projects throughout the entire systems engineering lifecycle. They apply best practices to develop IT project plans and schedules and identify and mitigate risk. They align IT systems with mission and user needs. They provide guidance and direction to technical teams. They serve as the manager and administrator for program efforts. They may serve as the primary interface and point of contact with government program authorities and representatives on program issues.

Labor Category: Information Technology Specialist Level 1

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: Associate's Degree

Functional Tasks: Provides highly technical and specialized solutions to complex IT problems. Performs analyses and studies. Prepares reports. Works independently or as a member of a team.

Labor Category: Information Technology Specialist Level 2

Minimum Years of Experience: minimum five (5) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+

Functional Tasks: IT Specialists apply specialty techniques at all stages of developing IT systems to meet performance requirements and mission/user's needs. They conduct advanced business/IT analysis, define functional, operational, and/or system requirements, apply techniques to identify and mitigate risk on IT programs, and collaborate with IT program leaders to deliver IT systems. They have a background in applying enterprise-wide disciplines for the planning, analysis, design and construction of Information Systems. They use analytical techniques, tools and methodologies for problem solving, solution development and mission analysis.

Labor Category: Information Technology Writer

Minimum Years of Experience: minimum four (4) years experience

Educational Requirements: Associate's Degree

Functional Tasks: Responsible for designing, developing, writing and editing operational, instructional, and maintenance reference materials for paper, multi-media, or web-based publication. Gathers data from users and technical staff, and researches and translates information into manuals and/or web-based documents. Produces materials that conform to company documentation and quality standards, and works with software developers, requirements analysts, testers, and the user community.

Labor Category: IT Security Analyst Level 2

Minimum Years of Experience: minimum five (5) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+ or Security+

Functional Tasks: Provides technical analysis, advice and services to ADP, IS/IT and related customers on computer operations, systems development and systems maintenance in a laboratory or secure environment. Applies analytics techniques under the supervision of a senior staff member when gathering or using information from others. Drafts task proposal requirements, gathers key information, analyzes data, prepares draft sub-project progress reports, compares technical alternatives

and cost options, and supports briefings on the project findings to users and customers.

Labor Category: IT Security Analyst Level 3

Minimum Years of Experience: minimum eight (8) years experience

Educational Requirements: Master's Degree, A+ or Network+ or Security+ or CISSP

Functional Tasks: Provides technical analysis, advice and services to ADP, IS/IT and related customers on computer operations, systems development and systems maintenance in a laboratory or secure environment. Applies analytics techniques under the supervision of a senior staff member when gathering or using information from others. Drafts task proposal requirements, gathers key information, analyzes data, prepares draft sub-project progress reports, compares technical alternatives and cost options, and supports briefings on the project findings to users and customers.

Labor Category: Network Administrator Level 1

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: Bachelor's Degree

Functional Tasks: Installs, configures and maintains organization's network. Builds networks and maintains external and internal web presence, administers the networks. Performs system backups on its internal and external web network servers.

Designs and supports server system(s) and supporting software. Works under general supervision. Typically reports to a project leader or manager.

Labor Category: Network Administrator Level 2

Minimum Years of Experience: minimum five (5) years experience

Educational Requirements: Bachelor's Degree

Functional Tasks: Installs, configures and maintains organization's network. Builds networks and maintains external and internal web presence, administers the networks. Performs system backups on its internal and external web network servers. Designs and supports server system(s) and supporting software. Works under general supervision. Typically reports to a project leader or manager.

Labor Category: Network Engineer Level 1

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+

Functional Tasks: Provides engineering analysis, advice and services to ADP, IS/IT and related customers on computer operations, systems development and systems maintenance. Applies engineering techniques under the supervision of a senior network engineer or executive manager when gathering or using information from others. Drafts engineering proposal requirements, gathers key information, analyzes data, prepares and presents engineering project progress reports, compares technical alternatives and cost options, and supports briefings on engineering findings to senior network engineers, or an executive manager, who would brief the users and customers.

Labor Category: Network Engineer Level 3

Minimum Years of Experience: minimum eight (8) years experience

Educational Requirements: Master's Degree, A+ or Network+ or Security+ or CISSP

Functional Tasks: Provides engineering analysis, advice and services to ADP, IS/IT and related customers on computer operations, systems development and systems maintenance. Applies engineering techniques under the supervision of a senior network engineer or executive manager when gathering or using information from others. Drafts engineering proposal requirements, gathers key information, analyzes data, prepares and presents engineering project progress reports, compares technical alternatives and cost options, and supports briefings on engineering findings to senior network engineers, or an executive manager, who would brief the users and customers.

Labor Category: Program Manager Level 2

Minimum Years of Experience: minimum five (5) years experience

Educational Requirements: Bachelor's Degree

Functional Tasks: Provides administrative oversight, handles contractual matters and serves as a liaison between the Customer Representative and corporate management. Consults with users to reduce costs and maximize efficiency in achieving the stated requirements. Plans, organizes, and controls the overall activities of the project, i.e., project management, technical work, quality of work, schedule, and costs associated with various task orders issued under the contract. Ensures that all activities conform to the terms and conditions of the contract and task-ordering procedures. Coordinates activities and seeks resolution of contractual and technical problems while working with the Customers Program Manager.

Labor Category: Program Manager Level 3

Minimum Years of Experience: minimum eight (8) years experience

Educational Requirements: Master's Degree

Functional Tasks: Provides administrative oversight, handles contractual matters and serves as a liaison between the Customer Representative and corporate management. Consults with users to reduce costs and maximize efficiency in achieving the stated requirements. Plans, organizes, and controls the overall activities of the project, i.e., project management, technical work, quality of work, schedule, and costs associated with various task orders issued under the contract. Ensures that all activities conform to the terms and conditions of the contract and task-ordering procedures. Coordinates activities and seeks resolution of contractual and technical problems while working with the Customers Program Manager.

Labor Category: Project Control Specialist Level 1

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: Associate's Degree

Functional Tasks: Supports project management team in controlling project cost and schedule. Uses state-of-the-art tools and methods (e.g. Microsoft Project, Project Scheduler) to develop project plans, status reports, and data updates for Government and contractor project management personnel to use in the management and control of project activities.

Labor Category: Systems Administrator Level 1

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+

Functional Tasks: Installs new software releases and system upgrades. Evaluates and installs patches and resolves related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Works under immediate supervision. Typically reports to a project leader or manager.

Labor Category: Systems Administrator Level 3

Minimum Years of Experience: minimum eight (8) years experience

Educational Requirements: Master's Degree, A+ or Network+ or Security+

Functional Tasks: Provides direction to others to install new software releases and system upgrades. Leads the evaluation and installation of patches and resolves related problems. Directs others to perform system backups and recovery. Directs others to maintain data files and monitors system configuration to ensure data integrity. Provides direct and immediate supervision. Typically reports to a manager.

Labor Category: Systems Analyst Level 3

Minimum Years of Experience: minimum eight (8) years experience

Educational Requirements: Master's Degree, A+ or Network+ or Security+

Functional Tasks: Works under supervision to support the activities of a Sr. Analyst/ Team Leader. Supports the maintenance and operating efficiency of a major subsystem, such as the database management systems, etc. Supports the continual assessment of the performance of appropriate systems to identify and correct problems, which impact operation efficiency and work quality. Analyze performance indicators such as system's response time and number of programs being processed to ensure operational efficiency. Designs, code, installs, and maintain appropriate systems software programs. Supports the identification, evaluation, customization, and implementation of vendor-supplied software packages. Supports special system regenerations where applicable to reflect changes in peripheral configuration. Ensures the maintenance of adequate software systems documentation. Trains users in applications programming and other user personnel in the use of system software and related hardware. May perform other duties as assigned.

Labor Category: Systems Engineer Level 1

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: Bachelor's Degree

Functional Tasks: Applies software, hardware, and standards information technology skills in the analysis, specification, development, integration, and acquisition of systems for information management applications. Ensures these systems and applications are compliant with standards for open systems architectures, reference models, and profiles of standards – such as the IEEE Open Systems Environment reference model – as they apply to the implementation and specification of information management solutions on the application platform, across the application program interface, and the external environment/software application. Evaluates and recommends COTS applications and methodologies that can be acquired to provide interoperable, portable, and scalable information technology solutions. Performs analysis and validation of reusable software/hardware components to ensure the integration of these components into interoperable information management designs.

Labor Category: Systems Engineer Level 2

Minimum Years of Experience: minimum five (5) years experience

Educational Requirements: Bachelor's Degree

Functional Tasks: Applies software, hardware, and standards information technology skills in the analysis, specification, development, integration, and acquisition of systems for information management applications. Ensures these systems and applications are compliant with standards for open systems architectures, reference models, and profiles of standards – such as the IEEE Open Systems Environment reference model – as they apply to the implementation and specification of information management solutions on the application platform, across the application program interface, and the external environment/software application. Evaluates and recommends COTS applications and methodologies that can be acquired to provide interoperable, portable, and scalable information technology solutions. Performs analysis and validation of reusable software/hardware components to ensure the integration of these components into interoperable information management designs.

Labor Category: Systems Engineer Level 3

Minimum Years of Experience: minimum eight (8) years experience

Educational Requirements: Master's Degree

Functional Tasks: Responsibility in leading and participating in IT engineering projects. Demonstrated ability to manage a project and to provide direction for specific smaller projects or subtasks. Proven expertise in several of the primary IT engineering disciplines. Increasing responsibility in the design, implementation, and management of IT engineering services. Interacts with the customer on a daily basis at the project level. Directs to completion of project specific tasks within the time tables and budget established by the Sr. Systems Engineer. Participates in the preparation and delivery of presentations to the customer.

Labor Category: Technician Level 1

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: High School Diploma or GED

Functional Tasks: Advanced and innovative data collection and preparation necessary to support engineering studies and reports, provide help desk support of hardware and software applications, and support of prototype development.

Labor Category: Technician Level 3

Minimum Years of Experience: minimum eight (8) years experience

Educational Requirements: Bachelor's Degree, A+

Functional Tasks: Advanced and innovative data collection and preparation necessary to support engineering studies and reports, provide help desk support of hardware and software applications, and support of prototype development.

Labor Category: Test Engineer Level 1

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: Bachelor's Degree

Functional Tasks: Demonstrated ability providing test and evaluation of hardware and/or software development. This includes developing and documenting test plans and procedures, conducting testing, and evaluating and documenting results.

Labor Category: Test Engineer Level 2

Minimum Years of Experience: minimum five (5) years experience

Educational Requirements: Bachelor's Degree

Functional Tasks: Demonstrated ability providing test and evaluation of hardware and/or software development. This includes developing and documenting test plans and procedures, conducting testing, and evaluating and documenting results

Labor Category: Test Engineer Level 3

Minimum Years of Experience: minimum eight (8) years experience

Educational Requirements: Master's Degree

Functional Tasks: Demonstrated ability providing test and evaluation of hardware and/or software development. This includes developing and documenting test plans and procedures, conducting testing, and evaluating and documenting results

Labor Category: Web Architect

Minimum Years of Experience: minimum four (4) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+ or Security+

Functional Tasks: Designs and develops high-performance web-based applications.

Labor Category: Web Developer Level 1

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: Associate's Degree, A+ or Network+

Functional Tasks: Must be able to translate applications requirements into the design of web sites, including integrating web pages and applications. Must be able to apply new and emerging technologies to the development process.

Labor Category: Web Developer Level 2

Minimum Years of Experience: minimum five (5) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+ or Security+

Functional Tasks: Responsible for the technical, and structural integrity and organization of web sites, portals and related content, as well as the manner in which these sites are linked; integrates HTML documents and diagrams from various tools, documents, and web sites into various portal presentations. These portals can be hybrids of both conventional documents, and the HTML products derived from architectural tools, PowerPoint presentations, Visio diagrams, Excel PivotTables and other tools; This content is arranged, linked and managed under content integration products.

Labor Category: Web Developer Level 3

Minimum Years of Experience: minimum eight (8) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+ or Security+

Functional Tasks: Responsible for the technical, and structural integrity and organization of web sites, portals and related content, as well as the manner in which these sites are linked; integrates HTML documents and diagrams from various tools, documents, and web sites into various portal presentations. These portals can be hybrids of both conventional documents, and the HTML products derived from architectural tools, PowerPoint presentations, Visio diagrams, Excel PivotTables and other tools; This content is arranged, linked and managed under content integration products.

Labor Category: Webmaster

Minimum Years of Experience: minimum four (4) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+ or Security+

Functional Tasks: Develops and maintains the company's portal. Performs backups and ensures user accessibility to the site. Monitors site traffic and helps scale site capacity to meet traffic demands performance. Works under general supervision. Typically reports to a manager.

WEBHEAD CONTRACTOR SITE LABOR CATEGORY DESCRIPTIONS

Labor Category: Project Manager

Minimum Years of Experience: minimum five (3) years experience

Educational Requirements: Bachelor's Degree

Functional Tasks: Plans, organizes, and controls the overall activities of the project, i.e., project management, technical work, quality of work, schedule, and costs associated with various task orders issued under the contract. Ensures that all activities conform to the terms and conditions of the contract and task-ordering procedures. Coordinates activities and seeks resolution of contractual and technical problems while working with the customer.

Labor Category: Graphic Designer

Minimum Years of Experience: minimum four (4) years experience

Educational Requirements: Bachelor's Degree

Functional Tasks: Provides creative computer presentation graphics by the creation of artwork on a graphic console. This includes, but is not limited to, timely and effective color processing of computer graphics with a reversal film processor. Supports the proper preventive maintenance for all the computer graphic facility hardware. Renders effective images using a wide range of media to create slides, viewgraphs, wall charts, and hard copy for presentations and technical papers. Interprets information effectively in graphic form to meet the communications requirements of administrators, managers, scientists, engineers or other technical personnel. Selects letters, colors, overlays, and design layouts to carry out a graphic theme and convey information as intended by the customer. Solves simple problems of design, choice of media, etc., for graphics communications. Executes graphics assignments using a variety of media in a production environment. Communicates effectively with clients concerning technical requirements of graphics assignments.

Labor Category: Web Developer

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: Associate's Degree, A+ or Network+

Functional Tasks: Must be able to translate applications requirements into the design of web sites, including integrating web pages and applications. Must be able to apply new and emerging technologies to the development process.

Labor Category: Application Developer

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+

Functional Tasks: Software design-developer. Technical background and has basic qualifications in software development. Includes all functions of the software development cycle including unit and systems test. Functional areas include Web, SQL, PLSQL, ECM, C+, and other development environments. Both mainframe and distributed. Can contribute immediately as a part of a team. Can perform certain technical work without supervision, but requires supervision for direction and objectives of work. Has technical knowledge, but does not have relevant work experience. Has a recent appropriate degree.

Labor Category: Multimedia Developer

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+

Functional Tasks: Designs, coordinates, and delivers fully functioning products that incorporate sound, full-motion video, text and graphics into one application that is interactive for the end user. The multimedia developer tracks all changes with the multimedia project and are responsible for all changes, upgrades and post-delivery patch solutions. They design, create and test complete and fully working prototypes for the management team. The developer has the ability to communicate and direct all of the development staff included in producing the finished product. Possesses programming skills. The multimedia developer is responsible for communicating with management in response to any inquiries on the project.

Labor Category: Database Developer

Minimum Years of Experience: minimum two (2) years experience

Educational Requirements: Bachelor's Degree, A+ or Network+

Functional Tasks: Supports application developers in planning preparation, load analysis, and backup and recovery of data. When necessary reallocates resources to maximize benefits. Monitors system performance and evaluates areas to improve efficiency. Specifies proper types of file organization, indexing methods and security procedures. Advises Contractor project teams on the design of complex databases (e.g., schema and schema details). Defines specialized aspects of data base administrator documentation.

TERMS AND CONDITIONS APPLICABLE TO ELECTRONIC COMMERCE AND SUBSCRIPTION SERVICES (SPECIAL IDENTIFICATION NUMBER 132-52)

1. SCOPE

The prices, terms and conditions stated under Special Item Number 132-52 Electronic Commerce (EC) Services apply exclusively to EC Services within the scope of this Information Technology Schedule.

2. ELECTRONIC COMMERCE CAPACITY AND COVERAGE

The Ordering Activity shall specify the capacity and coverage required as part of the initial requirement.

3. INFORMATION ASSURANCE

- a. The Ordering Activity is responsible for ensuring to the maximum extent practicable that each requirement issued is in compliance with the Federal Information Security Management Act (FISMA)
- b. The Ordering Activity shall assign an impact level (per Federal Information Processing Standards Publication 199 &

200 (FIPS 199, “Standards for Security Categorization of Federal Information and Information Systems”) (FIPS 200, “Minimum Security Requirements for Federal Information and Information Systems”) prior to issuing the initial statement of work. Evaluations shall consider the extent to which each proposed service accommodates the necessary security controls based upon the assigned impact level. The Contractor awarded SIN 132-52 is capable of meeting at least the minimum security requirements assigned against a low-impact information system (per FIPS 200).

- c. The Ordering Activity reserves the right to independently evaluate, audit, and verify the FISMA compliance for any proposed or awarded Electronic Commerce services. All FISMA certification, accreditation, and evaluation activities are the responsibility of the ordering activity.

4. DELIVERY SCHEDULE.

The Ordering Activity shall specify the delivery schedule as part of the initial requirement. The Delivery Schedule options are found in *Information for Ordering Activities Applicable to All Special Item Numbers*, paragraph 6. *Delivery Schedule*.

5. INTEROPERABILITY.

When an Ordering Activity requires interoperability, this requirement shall be included as part of the initial requirement. Interfaces may be identified as interoperable on the basis of participation in a sponsored program acceptable to the Ordering Activity. Any such access or interoperability with teleports/gateways and provisioning of enterprise service access will be defined in the individual requirement.

6. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering electronic services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all electronic services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

7. PERFORMANCE OF ELECTRONIC SERVICES

The Contractor shall provide electronic services on the date agreed to by the Contractor and the ordering activity.

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.

9. RIGHTS IN DATA

The Contractor shall comply FAR 52.227-14 RIGHTS IN DATA – GENERAL and with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character.

10. ACCEPTANCE TESTING

If requested by the ordering activity the Contractor shall provide acceptance test plans and procedures for ordering activity approval. The Contractor shall perform acceptance testing of the systems for ordering activity approval in accordance with the approved test procedures.

11. WARRANTY

The Contractor shall provide a warranty covering each Contractor-provided electronic commerce service. The minimum duration of the warranty shall be the duration of the manufacturer’s commercial warranty for the item listed below. The warranty shall commence upon the earlier of the following:

- a) Activation of the user's service
- b) Delivery of the equipment

The Contractor, by repair or replacement of the defective item, shall complete all warranty services within five working days of notification of the defect. Warranty service shall be deemed complete when the user has possession of the repaired or replaced item. If the Contractor renders warranty service by replacement, the user shall return the defective item(s) to the Contractor as soon as possible but not later than ten (10) working days after notification.

12. MANAGEMENT AND OPERATIONS PRICING

The Contractor shall provide management and operations pricing on a uniform basis. All management and operations requirements for which pricing elements are not specified shall be provided as part of the basic service.

13. TRAINING

The Contractor shall provide normal commercial installation, operation, maintenance, and engineering interface training on the system. If additional training is required, a separate fee will be negotiated with the customer.

14. MONTHLY REPORTS

In accordance with commercial practices, the Contractor may furnish the ordering activity/user with a monthly summary ordering activity report.

15. ELECTRONIC COMMERCE SERVICE PLAN

- (a) Describe the electronic service plan and eligibility requirements.

See Price List.

- (b) Describe charges, if any, for additional usage guidelines.

See Price List.

- (c) Describe corporate volume discounts and eligibility requirements, if any.

See Price List.

WEBHEAD HOSTING SERVICES

SHARED WEBSITE HOSTING

Features/Benefits	Economy	Deluxe	Ultimate
Monthly Charge	\$9.86 / Mo	\$19.74 / Mo	\$29.61 / Mo
Setup Fee	\$0.00	\$0.00	\$0.00
Multiple Web Site Support	No	Yes	Yes
GB Space	10 GB	150 GB	Unlimited Space
Bandwidth	Unlimited	Unlimited	Unlimited
Email Accounts*	100	500	1000
Total Email Storage	100 MB	500 MB	1 GB
Database Included	Yes Ask For Details	Yes Ask For Details	Yes Ask For Details

*Total email accounts are limited by email storage, most end users require greater than 25 MB per user account of storage. Setup includes setting up 10 email accounts, additional email account setup will be charged at current T&M rates.

EMAIL ONLY HOSTING – Add-on to Shared or Virtual Hosting

Features/Benefits	Unlimited Business
Monthly Charge	\$4.94 / Mo
Addresses/Mailboxes Included	10
Storage	Unlimited
Mobile Device support	Yes
Technology	POP3
Web Mail	Yes
Anti Virus/Spam	Yes

VIRTUAL HOSTING (EMAILS NOT INCLUDED)

Features/Benefits	Virtual Dedicated Server – Value Pack
Monthly Charge	\$59.23 per VM
Setup Fee	\$49.37 per VM (Waived for 1 full year contract and advanced payment)
OS	Windows Server 2008 Standard 64-bit or Linux CentOS
RAM	2 GB

Storage	30 GB (1 Drive for OS and Data Combined)
Database	Microsoft SQL Server Express or MySQL
Bandwidth	2,000 GB per month
Dedicated IP	1 with 2 more max available
SFTP Access	Available
RDP Access	Available
Notes	Best-of-breed routers and servers Weekly unmanaged OS updates Windows Software Firewall Only. Server Management at Additional Hourly Costs.

Features/Benefits	Virtual Dedicated Server – Deluxe Pack
Monthly Charge	\$78.98 per VM
Setup Fee	\$49.37 per VM (Waived for 1 full year contract and advanced payment)
OS	Windows Server 2008 Standard 64-bit or Linux CentOS
RAM	3 GB
Storage	45 GB (1 Drive for OS and Data Combined)
Database	Microsoft SQL Server Express or MySQL
Bandwidth	3,000 GB per month
Dedicated IP	1 with 2 more max available
SFTP Access	Available
RDP Access	Available
Notes	Best-of-breed routers and servers Weekly unmanaged OS updates Windows Software Firewall Only. Server Management at Additional Hourly Costs.

Features/Benefits	Virtual Dedicated Server – Premium Pack
Monthly Charge	\$98.73 per VM
Setup Fee	\$49.37 per VM (Waived for 1 full year contract and advanced payment)
OS	Windows Server 2008 Standard 64-bit or Linux CentOS
RAM	4 GB
Storage	60 GB (1 Drive for OS and Data Combined)
Database	Microsoft SQL Server Express or MySQL
Bandwidth	4,000 GB per month
Dedicated IP	1 with 2 more max available
SFTP Access	Available
RDP Access	Available
Notes: *Weekly unmanaged OS updates *Windows Software Firewall Only	Best-of-breed routes and servers

*Server Management at Additional Hourly Costs

Features/Benefits	Virtual Dedicated Server – Ultimate Pack
Monthly Charge	\$167.84 per VM
Setup Fee	\$49.37 per VM(Waived for 1 full year contract and advanced payment)
OS	Windows Server 2008 Standard 64-bit or Linux CentOS
RAM	8 GB
Storage	120 GB (1 Drive for OS and Data Combined)
Database	Microsoft SQL Server Express or MySQL
Bandwidth	8,000 GB per month
Dedicated IP	1 with 2 more max available
SFTP Access	Available
RDP Access	Available
Notes: Weekly Unmanaged OS Updates Windows Software Firewall Only	Best-of-breed routers and servers

Microsoft Office 365 Cloud Hosting

Features/Benefits	Enterprise Plans E1, E2, E3, E4
Monthly Charge	Depends on Package Range from \$10.00 to \$27.00 per user. GSA Discount =2%
Setup Fee	Installation based on current Time, Material and Travel Rates
AD Integration	Capability Included
Exchange Mailbox	Included with 24GB mailbox storage per user
SharePoint Online	Included (Corporate Intranet)
Lync Online	Included (Corporate Instant Messaging and Online Meetings)
Antivirus/Antispam	Included
Office Web Apps	Included in E2, E3, E4 plans only
Office Professional Plus to install on your computers	Included in E3, E4 plans only
Advanced Capabilities in Exchange and SharePoint Online	Included in E3, E4 plans only
Notes	Hosted by Microsoft in Microsoft Cloud Datacenters Other Microsoft Cloud Services Available

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

Webhead 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:

Janie Gonzalez, CEO

Webhead

1710 N. Main Ave San Antonio, Texas 78212,

San Antonio, TX 78205

Tel: (210) 354-1661

Fax: 877-702-1007

accounting@webheadtech.com

BPANUMBER _____

**(CUSTOMERNAME)
BLANKETPURCHASEAGREEMENT**

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 BPADISCOUNT/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:

- Δ The customer identifies their requirements.
- Δ Federal Supply Schedule Contractors may individually meet the customer’s needs, or -
- Δ Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Δ Customers make a best value selection.