

Professional Performance
DEVELOPMENT GROUP, INC.



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

Professional Performance Development Group, Inc.

5441 Babcock Road, Suite 200

San Antonio, Texas 78240

(210) 615-1117

<http://www.ppdg.com>

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

Special Item No. 132-51 Information Technology Professional Services

Note: 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.

SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D313	Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services
FPDS Code D316	IT Network Management Services
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

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

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

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

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Contract Number: GS-35F-0165S

Period Covered by Contract: 19 March 2004 through 18 March 2009

General Services Administration
Federal Supply Service

Pricelist current through Modification # PS 01, dated 10 January 2006

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

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

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

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

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

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

1. Geographic Scope of Contract:

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

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

Offerors are requested to check one of the following boxes:

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

2. Contractor's Ordering Address and Payment Information:

Ordering Address:	Payment Address:
Professional Performance Development Group, Inc.	Professional Performance Development Group, Inc.
Attn: Mike Scifres or Klaus Schonfeld	Attn: Accounts Receivable
5441 Babcock Road, Suite 200	5441 Babcock Road, Suite 200
San Antonio, Texas 78240	San Antonio, Texas 78240

Contractors are required to accept credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards will be acceptable for payment above the micro-purchase threshold. In addition, bank account information for wire transfer payments will be shown on the invoice.

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

Mike Scifres, Program Manager

Phone: (210) 615-1117 Fax: (210) 615-1158

mscifres@ppdg.com

3. LIABILITY FOR INJURY OR DAMAGE

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

4. Statistical Data for Government Ordering Office Completion of Standard Form 279:

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number: **618753768**

Block 30: Type of Contractor - C. Large Business

Block 31: Woman-Owned Small Business – No

Block 36: Contractor's Taxpayer Identification Number (TIN): **742540870**

4a. CAGE Code: 0RKC5

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	IAW specific task or delivery order

b. **URGENT REQUIREMENTS:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering

activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

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

- a. Prompt Payment: 0.5% - 20 days from receipt of invoice or date of acceptance, whichever is later.
- b. Quantity: None
- c. Dollar Volume: None
- d. Government Educational Institutions: Offered the same discounts as all other Government customers.
- e. Other: None

8. Trade Agreements Act of 1979, as amended:

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

9. Statement Concerning Availability of Export Packing:

Not Applicable

10. Small Requirements: The minimum dollar value of orders to be issued is \$100.00.

11. Maximum Order (All dollar amounts are exclusive of any discount for prompt payment.)

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:
Special Item Number 132-51 - Information Technology (IT) Professional Services

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

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

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

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:

Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards

(FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS): Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):

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

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

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.
NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such

certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

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

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:

Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

16. GSA Advantage!

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

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

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.fss.gsa.gov/>.

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

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

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

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

- a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
 - (1) Time of delivery/installation quotations for individual orders;
 - (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
 - (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
- b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

NOT APPLICABLE – WORLDWIDE COVERAGE PROVIDED

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's

technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

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

21. CONTRACTOR TEAM ARRANGEMENTS

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

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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

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

23. SECTION 508 COMPLIANCE.

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: www.ppdg.com
The EIT standard can be found at: www.Section508.gov/.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

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

- (a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and
- (b) The following statement:
This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

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

- (a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.
- (b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—
 - (1) For such period as the laws of the State in which this contract is to be performed prescribe; or
 - (2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- (c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY.

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

27. ADVANCE PAYMENTS

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

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

1. SCOPE

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

2. PERFORMANCE INCENTIVES

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

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

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

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

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
 - (1) Cancel the stop-work order; or
 - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
 - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
 - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (Deviation – May 2003) clause at FAR 52.246-4 applies to firm-fixed price orders placed under this contract. The Inspection–Time-and-Materials and

Labor-Hour (JAN 1986) (Deviation – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress

payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract.

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/EC SERVICES AND PRICING

Line Item: 001

Commercial Job Title: **Program Manger**

Minimum/General Experience: 5 years

Functional Responsibility: Manages program to ensure implementation and prescribed activities are in accordance with specified objectives: Plans and develops methods and procedures for implementing program; directs and coordinates program activities, and exercises control over personnel responsible for specific functions or phases of program. Directs and coordinates all program implementation activities. Reviews reports and records of activities to ensure progress on specified program objective and modifies or changes methodology or approach when required to redirect activities towards attained objective. The Program manager prepares program reports; Controls expenditure in accordance with budget allocations.

Minimum Education: BS, related field

Line Item: 002

Commercial Job Title: **Project Manager**

Minimum/General Experience: 4 years

Functional Responsibility: The Project Manager serves as project or team lead, having technical, administrative and managerial responsibilities and who formulates work plans and schedules; also supervises and/or directs project teams in meeting task/project requirements. Identifies and resolves problems. The Project Manager is responsible for on-going evaluation of work and quality of products and/or services implementation of programs and system specifications.

Minimum Education: BS or equivalent

Line Item: 003

Commercial Job Title: **Subject Matter Expert**

Minimum/General Experience: 12 years in functional area of expertise

Functional Responsibility: Defines problems and analyzes and develops plans and requirements in the subject matter area for moderately complex to highly complex systems. Coordinates and manages analyses, evaluations and recommendations.

Minimum Education: BS or BA Degree

Line Item: 004

Commercial Job Title: **System Administrator II**

Minimum/General Experience: 4-5 years

Functional Responsibility: This position is established to perform highly complex LAN/WAN (Local Area Network and Wide Area Network) projects involving the design, analysis, maintenance, and implementation of LAN/WAN equipment and networks and perform system administration of microcomputers.

Minimum Education: BA/BS Computer Science, or related

Line Item: 005

Commercial Job Title: **System Administrator I**

Minimum/General Experience: 2-3 years

Functional Responsibility: This position is established to perform highly complex LAN/WAN (Local Area Network and Wide Area Network) projects involving the design, analysis, maintenance, and implementation of LAN/WAN equipment and networks.

Minimum Education: BA/BS Computer Science, or related

Line Item: 006

Commercial Job Title: **Systems Analyst**

Minimum/General Experience: 2 years

Functional Responsibility: Works in data warehouse environment that includes data design, database architecture, and metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs and builds dimensional databases. Responsible for developing data warehousing blueprints, evaluating hardware and software platforms and integrating systems. Evaluates the reusability of current data for additional analyses. Conducts data cleaning to rid the

system of old, unused or duplicate data. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.

Minimum Education: BA/BS Computer Science or related

Line Item: 007

Commercial Job Title: **Senior Network Engineer**

Minimum/General Experience: 5-7 years

Functional Responsibility: Provides technical and administrative direction for personnel responsible for network design, implementation, operations tasks, including the review of work products for correctness, adherence to the design concept and to user standards, for progress in accordance with schedules and for compliance with contract technical requirements. Makes recommendations, as is appropriate, regarding approval of major network installations. Prepares status reports and presentations on network progress to program management team, project team and client representatives.

Minimum Education: BS

Line Item: 008

Commercial Job Title: **Network Engineer**

Minimum/General Experience: 3 years

Functional Responsibility: Plans and evaluates moderately complex existing network systems and makes recommendations for resources required to maintain and/or expand service levels. Provides assistance in network planning, engineering, architecture and the development of technical standards and interface applications. Evaluates new products. Provides resolution for network problems.

Minimum Education: BA/BS Computer Science or related

Line Item: 009

Commercial Job Title: **Network Specialist II**

Minimum/General Experience: 2-3 years

Functional Responsibility: Provide technical and administrative support for LAN, using the appropriate operating systems and a variety of application software. Maintain adequate knowledge of existing hardware and software in use to maximize efficiency of the network and users' utilization of them. Provide written documents which evaluate LAN information on periodic intervals.

Minimum Education: BA/BS Computer Science, or related

Line Item: 010

Commercial Job Title: **Security Analyst**

Minimum/General Experience: 2-5 years

Functional Responsibility: The Security Analyst is responsible for determining appropriate Security measures and creating policies and procedures that monitor and control access to system resources and data. Update security standards as necessary and will report any observed security violations. Maintains security documentation relevant to compliance with requirements of external regulatory agencies. Participates in the timely implementation and maintenance of security systems. Monitors and

evaluates compliance and takes action to ensure accuracy, integrity, confidentiality and security. Participates in resolving problems with security violations. Assists in the design and conduct security seminars and training classes. Maintains current and thorough knowledge of security hardware and software products that comply with industry standards. Works with vendors, IS staff and end-user departments to enhance information security.

Minimum Education: BA/BS Computer Science or related

Line Item: 011

Commercial Job Title: **Communications Analyst**

Minimum/General Experience: 3-4 years

Functional Responsibility: Researches, tests, evaluate and recommends data communications hardware and software: Identifies requirements for upgraded equipment (i.e.: modems, fiber optic cables, telephone wires). Conducts surveys to determine user needs. Reads technical manuals and brochures to determine equipment alternatives that meet establishment requirements. Visits vendors to learn about available products or services. Tests and evaluates hardware and software to determine efficiency, reliability and compatibility with existing systems using equipment such as computer terminal and modem. Analysis test data and recommends hardware or software for purchase. Develops and writes procedures for installation, use and solving problems of communications hardware and software. Monitors system performance and trains users in the use of equipment. Assists users to identify and solve data communications problems. May write technical specifications to send to vendors for bid, oversee or assist in installation of communications hardware and/or perform minor equipment repairs.

Minimum Education: BA/BS Computer Science or related

Line Item: 012

Commercial Job Title: **Communication Specialist I**

Minimum/General Experience: 2-3 years

Functional Responsibility: Responsible for setup and development of effective, secure and timely data communications to, from and between customers. Install and migrate customers in the Development, Test, User Acceptance and Production environments. Involve Production Support or Customer Support when issues occur.

Minimum Education: BA/BS Computer Science, or related

Line Item: 013

Commercial Job Title: **Programmer/Analyst II**

Minimum/General Experience: 2 years

Functional Responsibility: Coordinate plans with customers for collecting and standardizing input data and format of output media. Analyzes problem and prepares functional workflow diagrams, input and output forms and detailed requirements of computer program specifications. Writes, corrects and makes modifications to computer programs. Develops and executes test plans to test applications. Prepares maintains documentation of applications. Plans and conducts training sessions for IT systems customers. Evaluates improvements and benefits to be derived from modifications of existing systems. Performs analysis and design of management approved IT systems. Participates in systems analyses

and design studies for functional systems and design specifications. Analyzes programming problems to isolate problems and take appropriate action. Prepares specifications for revising existing/new computer programs.

Minimum Education: BA/BS Computer Science or related

Line Item: 014

Commercial Job Title: **Help Desk Manager**

Minimum/General Experience: 4-5 years

Functional Responsibility: Analyzes data processing requirements to plan data processing systems that provides system capabilities required for projected workloads and plans layout and installation of new system or modifications of existing system. Confers with data processing and project managers to obtain information on limitations and capabilities of existing system and capabilities required for data processing projects and projected workload. Evaluates factors such as number of departments serviced by data processing equipment, reporting formats required volume of transactions, time requirements and cost constraints and need for security and access restrictions to determine hardware configurations. Analyzes information to determine recommend and plan layout for type of computers and peripheral equipment or modifications to existing equipment and systems that provide capabilities for proposed project or work load, efficient operation and effective use of allotted space.

Minimum Education: BA/BS Computer Science or related

Line Item: 015

Commercial Job Title: **Help Desk Specialist**

Minimum/General Experience: 5 years

Functional Responsibility: Installs, modifies and makes minor repairs to microcomputer hardware and software systems. Provides technical assistance and training to system users. Inspects microcomputer equipment and reads order sheet listing user requirements to prepare microcomputer for delivery. Installs or assists service personnel in installation of hardware and peripheral components on user premises. Loads specified software packages into computer. Enters commands and observes system function to verify correct system operation. Instructs user in use of equipment, software and manuals. Answers inquires in person and via telephone concerning operation; diagnoses system hardware, software, and operator problems; recommends or performs minor remedial actions to correct problems based on knowledge of system operation. Replaces defective or inadequate software packages. Refers major hardware problems to service personnel for correction. Must keep abreast of new software and hardware product developments.

Minimum Education: BA/BS Computer Science or related

Line Item: 016

Commercial Job Title: **Help Desk Coordinator**

Minimum/General Experience: 4-5 years

Functional Responsibility: Provides support to end users on a variety of issues, Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks, and monitors the problem to ensure a timely resolution.

Minimum Education: BA/BS Computer Science, or related

Line Item: 017

Commercial Job Title: **Web Analyst**

Minimum/General Experience: 4-5 years

Functional Responsibility: Oversees the operation of that part of the Wide Area Network (WAN) used for enterprise's connection to the internet, as well as protocols and software used for intranet communications. Areas of responsibilities are network planning and management, WAN hardware installations, internet security administration and archiving and record management. Responsible for the design of systems related to the intranet.

Minimum Education: BA/BS Computer Science, or related

Line Item: 018

Commercial Job Title: **Technical Writer**

Minimum/General Experience: 2 years

Functional Responsibility: Relying on an information technology background, collects data and input to write and edit material for technical reports, manuals, briefs, proposals, and related technical or administrative publications concerning work methods and procedures, new products or developments, as well as operation of computer equipment and related peripherals. A good working knowledge of IT operations, procedures and customer service is also required.

Minimum Education: BA/BS Computer Science, or related

Line Item: 019

Commercial Job Title: **Computer Tech III**

Minimum/General Experience: 5 years + relevant certifications

Functional Responsibility: Performs and leads other technicians in the performance of simple to highly complex technical duties involving advanced hardware, software, network, and applications.

Minimum Education: HS

Line Item: 020

Commercial Job Title: **Computer Tech II**

Minimum/General Experience: 3 years + relevant certifications

Functional Responsibility: Performs simple to highly complex technical duties involving advanced hardware, software, network and applications.

Minimum Education: HS

Line Item: 021

Commercial Job Title: Computer Tech I

Minimum/General Experience: 2 years

Functional Responsibility: Performs simple to complex technical duties involving hardware, software, network, and applications.

Minimum Education: HS

Line Item: 022

Commercial Job Title: **Installer III**

Minimum/General Experience: 5 years

Functional Responsibility: Organizes and directs network installations on site surveys. Assesses and documents current site network configurations and user requirements. Designs and optimizes network topologies. Directs and leads preparation of engineering plans and site installations Technical Design Packages. Develops installation schedules, mobilizes network installation team. Directs and leads preparation of drawings documenting configuration changes at each site. Prepares site installation and test reports. Coordinates post installation operations and maintenance support.

Minimum Education: HS

Line Item: 023

Commercial Job Title: **Installer II**

Minimum/General Experience: 4 years

Functional Responsibility: Conducts site surveys; assesses and documents current site network configuration and user requirements. Designs and optimize network topologies. Analyzes existing requirements and prepares specifications for hardware acquisitions. Prepares engineering plans and site installation Technical Design Packages; develops hardware installation schedules. Prepares drawings documenting configuration changes at each site. Prepares site installation and test reports. Configures computers, communications devices, and peripheral equipment. Installs network hardware. Trains site personnel in proper use of hardware. Builds specialized interconnecting cables.

Minimum Education: HS

Line Item: 024

Commercial Job Title: **Installer I**

Minimum/General Experience: 2 years

Functional Responsibility: Unpacks, assembles, installs and configures computer/network hardware. Disassembles packs and moves computer/network hardware. Supervises installation team in installing or de-installing activities.

Minimum Education: HS

Line Item: 025

Commercial Job Title: **CAD Technician**

Minimum/General Experience: 2 years

Functional Responsibility: Creates computer generated graphics and designs of medium complexity for projects using a variety of graphics software and formatting. Receives work requests from the government representative with customer instructions and specifications. Creates and designs through digitization of points and various geometric shapes on a PC coordinating required changes with customer. Finalizes project by digitizing artwork in vector base to modify and refine graphics. Performs related administrative tasks to include timely reporting, record and file maintenance concerning

production, equipment, and supplies. Maintains reference files and literature to perform work assignments.

Minimum Education: Associates Degree Computer Technology

Line Item: 026

Commercial Job Title: **Operations Manager II**

Minimum/General Experience: 5-7 years

Functional Responsibility: Manages local scheduling and real-time operations which facilitate the maximization of resources (human and automated) to achieve customer satisfaction, productivity, schedule adherence and economic goals. Interfaces with management to ensure smooth coordination of scheduling and maximization of schedule adherence, provides input on local conditions, identifies needs and receives direction on real-time staffing increases and decreases.

Minimum Education: BA/BS Computer Science, or related

Professional Performance Development Group, Inc
Onsite (Customer Location) Rate Table

ITEM No.	<i>Commercial Job Title</i>	March 2004 March 2005	March 2005 March 2006	March 2006 March 2007	March 2007 March 2008	March 2008 March 2009
001	Program Manager	63.24	65.14	67.09	69.10	71.18
002	Project Manager	55.62	57.29	59.01	60.78	62.60
003	Subject Matter Expert	58.08	59.82	61.62	63.47	65.37
004	System Administrator II	61.46	63.36	65.26	67.16	69.06
005	System Administrator I	58.46	60.36	62.26	64.16	66.06
006	Systems Analyst	53.29	54.89	56.54	58.23	59.98
007	Senior Network Engineer	55.55	57.22	58.93	60.70	62.52
008	Network Engineer	44.72	46.06	47.44	48.87	50.33
009	Network Specialist II	44.72	46.62	48.52	50.42	52.32
010	Security Analyst	48.40	49.85	51.35	52.89	54.47
011	Communications Analyst	42.64	43.92	45.24	46.59	47.99
012	Communications Specialist I	33.68	35.58	37.48	39.38	41.28
013	Programmer/Analyst II	54.62	56.26	57.95	59.68	61.48
014	Help Desk Manager	51.40	52.94	54.53	56.17	57.85
015	Help Desk Specialist	34.11	35.13	36.19	37.27	38.39
016	Help Desk Coordinator	34.11	36.01	38.25	40.15	42.05
017	Web Analyst	45.24	46.60	48.00	49.43	50.92
018	Technical Writer	31.26	32.20	33.16	34.16	35.18
019	Computer Technician III	44.20	45.53	46.89	48.30	49.75
020	Computer Technician II	37.89	39.03	40.20	41.40	42.65
021	Computer Technician I	33.68	34.69	35.73	36.80	37.91
022	Installer III	31.60	32.55	33.52	34.53	35.57
023	Installer II	28.48	29.33	30.21	31.12	32.05
024	Installer I	25.21	25.97	26.75	27.55	28.37
025	CAD Technician	30.72	31.64	32.59	33.57	34.58
026	Operations Manager II	61.46	63.36	65.26	67.16	69.50

Professional Performance Development Group, Inc

Offsite (Contractor's Site) Rate Table

ITEM No.	<i>Commercial Job Title</i>	March 2004 March 2005	March 2005 March 2006	March 2006 March 2007	March 2007 March 2008	March 2008 March 2009
001	Program Manager	74.62	76.86	79.17	81.54	83.99
002	Project Manager	65.63	67.60	69.63	71.72	73.87
003	Subject Matter Expert	68.53	70.59	72.71	74.89	77.14
004	System Administrator II	72.52	74.76	77.00	79.24	81.48
005	System Administrator I	69.52	71.76	74.00	76.24	78.48
006	Systems Analyst	62.88	64.77	66.71	68.71	70.77
007	Senior Network Engineer	65.55	67.52	69.54	71.63	73.78
008	Network Engineer	52.77	54.35	55.98	57.66	59.39
009	Network Specialist II	52.77	55.01	57.25	59.49	61.73
010	Security Analyst	57.11	58.83	60.59	62.41	64.28
011	Communications Analyst	50.32	51.82	53.38	54.98	56.63
012	Communications Specialist I	39.74	41.98	44.22	46.46	48.70
013	Programmer/Analyst II	64.45	66.39	68.38	70.43	72.54
014	Help Desk Manager	60.65	62.47	64.35	66.28	68.26
015	Help Desk Specialist	40.25	41.46	42.70	43.98	45.30
016	Help Desk Coordinator	40.25	42.49	44.73	46.97	49.21
017	Web Analyst	53.38	54.98	56.63	58.33	60.08
018	Technical Writer	36.89	37.99	39.13	40.31	41.52
019	Computer Technician III	52.16	53.72	55.33	56.99	58.70
020	Computer Technician II	44.71	46.05	47.43	48.86	50.32
021	Computer Technician I	39.74	40.93	42.16	43.43	44.73
022	Installer III	37.29	38.41	39.56	40.75	41.97
023	Installer II	33.61	34.61	35.65	36.72	37.82
024	Installer I	29.75	30.64	31.56	32.51	33.48
025	CAD Technician	36.25	37.34	38.46	39.61	40.80
026	Operations Manager II	72.52	74.76	77.00	79.24	81.48

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact (Klaus Schonfeld, Vice President, (210) 615-1117, klauss@ppdg.com, FAX (210) 615-1158)

**BEST VALUE
BLANKET PURCHASE AGREEMENT**

FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and Professional Performance Development Group, Inc. enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) GS-35F-0165S.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

Ordering Activity

Date

Contractor

Date

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

BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

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

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

Here is a general outline on how it works:

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