



**General Services Administration
Federal Supply Service**

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

GSA Schedule Contract Number: GS-35F-0912P

Contract Period: September 30, 2004 – September 29, 2009

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SIN 132-33 Perpetual Software Licenses
FSC CLASS 7030 INFORMATION TECHNOLOGY SOFTWARE

SIN 132-34 Maintenance of Software

SIN 132-50 Training Courses
FPDS Code U012 IT Training

SIN 132-51 Information Technology 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 Automated News Services, Data Services, or Other Information Services
FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

SIN 132-52 Electronic Commerce 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" & Pager Services

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

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services that 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.

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 OFFICES

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:

The geographic scope of this contract is the 48 contiguous states and the District of Columbia, Alaska, Hawaii, and the Commonwealth of Puerto Rico. Geographic areas outside of this scope will be considered on a case by case basis.

2. Contractor's Ordering Address and Payment Information:

Orders and payment will be accepted by:

**Windsor Software
2689 Windsor Lane
Woodbury, MN 55125
(651) 735-8210 Telephone**

Contractors are required to accept the Government purchase card for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Government purchase 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 can be used by ordering agencies to obtain technical and/or ordering assistance: **(651) 735-8210.**

3. LIABILITY FOR INJURY OR DAMAGE

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

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

Block 9: Order/Modification Under Federal Schedule
Block 16: Data Universal Numbering System (DUNS) Number: **108347621**
Block 30: Type of Contractor - B. Other Small Business – Veteran Owned
Block 31: Woman-Owned Small Business - **No**
Block 36: Contractor's Taxpayer Identification Number (TIN) - **41-1893603**

4a. CAGE Code: 1YHJ2

4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB Destination

6. DELIVERY SCHEDULE

6a. 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)
SIN 132-33	Perpetual Software Licenses	Negotiated on each order
SIN 132-34	Maintenance of Software	Negotiated on each order
SIN 132-50	Training Courses	Negotiated on each order
SIN 132-51	IT Professional Services	Negotiated on each order
SIN 132-52	Electronic Commerce Services	Negotiated on each order

6b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 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 agency, 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.

7a. Prompt Payment: 0 % - 0 days from receipt of invoice or date of acceptance, whichever is later.

7b. Quantity: N/A

7c. Dollar Volume: N/A

7d. Government Educational Institutions: Offered same discounts as all other government customers.

7e. **Other:** N/A

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:** N/A

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.)

SPECIAL ITEM NUMBER		Maximum Order
SIN 132-33	Perpetual Software Licenses	\$500,000
SIN 132-34	Maintenance of Software	\$500,000
SIN 132-50	Training Courses	\$25,000
SIN 132-51	IT Professional Services	\$500,000
SIN 132-52	Electronic Commerce Services	\$500,000

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

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

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

a. Orders placed at or below the micro-purchase threshold. Ordering offices can place orders at or below the micro-purchase threshold with any Federal Supply Schedule Contractor.

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

- (1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;
- (2) Trade-in considerations;
- (3) Probable life of the item selected as compared with that of a comparable item;

- (4) Warranty considerations;
- (5) Maintenance availability;
- (6) Past performance; and
- (7) Environmental and energy efficiency considerations.

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

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

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

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

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

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

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

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

include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the agency's needs.

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS

REQUIREMENTS: Federal departments and agencies 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 offices, 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.

(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 OFFICES: Any ordering office, 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 Government'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 INCIDENTAL, NON-SCHEDULE 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 at open market purchases. Ordering Activities procuring open market items must follow FAR 8.401(d).

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

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

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

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

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

19. OVERSEAS ACTIVITIES

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

As negotiated in the order.

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

20. BLANKET PURCHASE AGREEMENTS (BPAs)

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

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

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

21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, 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.windsorcorp.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.

SIN 132-33, and SIN 132-34 Terms and Conditions

TERMS AND CONDITIONS APPLICABLE TO PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33) AND MAINTENANCE (SPECIAL ITEM NUMBER 132-34) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE

SIN 132-33 - PERPETUAL SOFTWARE LICENSES

FSC CLASS 7030 - INFORMATION TECHNOLOGY SOFTWARE

Large Scale Computers

- Operating System Software
- Application Software
- Electronic Commerce (EC) Software
- Utility Software
- Communications Software
- Core Financial Management Software
- Ancillary Financial Systems Software
- Special Physical, Visual, Speech, and Hearing Aid Software

Microcomputers

- Operating System Software
- Application Software
- Electronic Commerce (EC) Software
- Utility Software
- Communications Software
- Core Financial Management Software
- Ancillary Financial Systems Software
- Special Physical, Visual, Speech, and Hearing Aid Software

SIN 132-34 - MAINTENANCE OF SOFTWARE

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. GUARANTEE/WARRANTY

- a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.

"LIMITED WARRANTIES/EXCLUSIVE REMEDIES: WINDSOR SOFTWARE warrants that for 90 days from date of delivery to Customer: (a) enclosed media is free of defects in materials and workmanship under normal use; and (b) unmodified programs will substantially perform functions described in documentation provided by WINDSOR SOFTWARE when operated on the designated computer and operating system. WINDSOR SOFTWARE does not warrant that: programs will meet Customer requirements, programs will operate in combinations Customer may select for use, operations of programs will be uninterrupted or error free, or all program errors will be corrected. These warranties are exclusive and in lieu of all other warranties, whether expressed or implied, including implied warranties of merchantability or fitness for a particular purpose. If Customer reports an error in a program within the 90 day period, WINDSOR SOFTWARE shall at its option, correct the error or provide Customer with a reasonable procedure to circumvent the error. WINDSOR SOFTWARE will replace any defective media without charge if it is returned to WINDSOR SOFTWARE within 90 days. These are Customers sole and exclusive remedies for any breach of warranty. This limited warranty gives you specific legal rights. There may be others that vary from state to state and/or country to country.

LIMITATION OF LIABILITY: WINDSOR SOFTWARE shall not be liable for any indirect, incidental, special or consequential damages or damages for loss of profits, revenue, data use or data use, incurred by customer or any third party, whether in an action in contract or tort, even if WINDSOR SOFTWARE had been advised of that possibility of such damages. WINDSOR SOFTWARE liability for damages hereunder shall in no event exceed the fees paid by customer for this license."

- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

3. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number **(651) 735-8210** for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 8:00 a.m. to 4:30 p.m. Central Time Monday through Friday.

4. SOFTWARE MAINTENANCE

- a. Software maintenance service shall include the following:

Software maintenance includes all updates and revision to the software and telephonic support both of a technical and functional nature.
- b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

5. PERIODS OF TERM LICENSES AND MAINTENANCE (132-34)

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.
- d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.
- e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be

required if the term licenses and/or maintenance is to be continued during the subsequent period.

6. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

- a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.
- b. Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.
- c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.
- d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to 50% of all term license payments during the period that the software was under a term license within the ordering activity.

7. TERM LICENSE CESSATION

- a. After a software product has been on a continuous term license for a period of 60 months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.
- b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 132-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

8. UTILIZATION LIMITATIONS - (SINs 132-33, AND 132-34)

- a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.
- b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:
 - (1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.
 - (2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to

one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

(3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of disaster recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

(5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

9. **SOFTWARE CONVERSIONS - (132-33)**

Reserved.

10. **DESCRIPTIONS AND EQUIPMENT COMPATIBILITY**

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

Software Product	Description	Platform
ActiveStaffer®	Employee staffing and scheduling software. ActiveStaffer® accommodates all of an organization's scheduling rules, including complex holiday and weekend-staffing parameters. Unlimited activity codes, drag and drop functionality, and easy-to-use wizards simplify the process of creating schedules. This product allows healthcare organizations to manage resources more effectively and control labor costs while helping to retain a qualified staff.	Operates on Windows® 2000 or newer servers. Documentation and initial support included with purchase.

Software Product	Description	Platform
SecureTrack™ Collector	SecureTrack provides an enterprise-grade central collection and management for all log data and management of agents. The SecureTrack forensic audit trail meets Federal security and requirements. Server software installed on each server for desired tracking and auditing.	UNIX Based servers
SecureTrack™ Server Agent	Server software installed on each server for desired tracking and auditing.	Operates on Windows® 2000 or newer servers.
SecureTrack Desktop Agent™	Installed in the background on individual servers and/or workstations, SecureTrack Agent continuously logs and transmits user and host activity data to a secure repository. When users are off-line, event data is still collected and queued up for later transmission. SecureTrack Agent makes real-time auditing and user monitoring efficient and effective. SecureTrack provides auditing and monitoring of several hundreds to thousands of servers; easily overcoming previous technology barriers.	Operates on Windows® 2000 or newer servers.
SecureTrack™ Administrative Seats	Administrative module for logging and auditing.	Operates on Windows® 2000 or newer servers.

Specifications on the server hardware platforms change with software version and subsequent revisions. Please request an updated hardware platform list when considering placing an order.

11. RIGHT-TO-COPY PRICING

This section does not apply.

SIN 132-50 Terms and Conditions

<p style="text-align: center;">TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (SPECIAL ITEM NUMBER 132-50)</p>

1. SCOPE

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
- b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.
- c. SIN 132-50 - TRAINING COURSES FOR INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE
 - ♦ FPDS Code U012 IT Training

2. ORDER

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

3. TIME OF DELIVERY

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

4. CANCELLATION AND RESCHEDULING

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

5. FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support for a period of one (1) year from the completion of the training course. During this period, the student may

contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. **PRICE FOR TRAINING**

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

For Pricing information, please see the Product and Services Pricelist section at the end of this document.

7. **INVOICES AND PAYMENT**

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

8. **FORMAT AND CONTENT OF TRAINING**

- a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.
- b. For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.
- c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.
- d. The Contractor shall provide the following information for each training course offered:
 - (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
 - (2) The length of the course;
 - (3) Mandatory and desirable prerequisites for student enrollment;
 - (4) The minimum and maximum number of students per class;
 - (5) The locations where the course is offered;
 - (6) Class schedules; and
 - (7) Price (per student, per class (if applicable)).

Windsor Software's User Training Series			
Training	Description	Schedule	Location
ActiveStaffer®	Basic user training for ActiveStaffer® staff scheduling software. Format: Hands-on Training Prerequisites: Intermediate computer skills, user of scheduling software Attendance: 6 Minimum/12 Maximum	1-3 Days	At client location.
SecureTrack™	Basic user training for SecureTrack™ tracking and auditing software. Format: Hands-on Training Prerequisites: Intermediate computer skills, user of tracking software Attendance: 6 Minimum/12 Maximum	1-3 Days	At client location.

Windsor Software's User Training Series			
Training	Description	Schedule	Location
TOGAF™	Enterprise information architecture training using The Open Group Architecture Framework (TOGAF) version 8.1. This course will prepare the student to conduct the development of enterprise architectures using an open, standards-based, vendor-neutral approach. This course is designed for technologists and managers who want to become certified in the use of the TOGAF framework. Format: Lecture Prerequisites: Knowledge of enterprise information systems and business processes Attendance: Minimum 10/Maximum 20	4 Days	At or near client location.

THIS TABLE IS CONTINUED FROM PREVIOUS PAGE.

Windsor Software's Intertech Developer Training Series			
Training	Description	Schedule	Location
Complete VB.NET	Visual Basic, as we know it, is history. The next generation of VB, called VB.NET, has much more power and flexibility, but also adds new concepts and complexities that may be unfamiliar to many VB programmers. In this class, students will learn these new VB.NET language constructs, from array declaration changes to inheritance, from strings to attribute based programming. Students will also learn about .NET's new component model and will use several important services provided by the Common Language Runtime, such as remoting, threading, and interoperating with heritage COM components. Throughout the course, students will complete several practical hands-on exercises designed to show how to apply these new technologies in the real world. Format: Hands-on Training Prerequisites: <i>OO Programming experience very helpful</i> Attendance: 10 Minimum/20 Maximum	5 Days	Client location or designated training site
			Windsor Software's Intertech Training Facility in Eagan, MN (St. Paul)
Complete C#.NET	The .NET platform brings a streamlined elegance to the Windows OS. Chief among .NET friendly languages is C#. Our Complete C#.NET course begins with a solid overview of the core atoms of the .NET universe: CLR, CTS, CLS, CIL and the assembly / namespace / type distinction. C# is used throughout the course, and students will learn how to build managed class libraries which make use of all of C#'s object facilities. The class also examines core namespaces, including Windows Forms, data access (ADO.NET) Web development (ASP.NET / XML Web Services) and COM interoperability. Format: Hands-on Training Prerequisites: <i>OO Programming experience very helpful</i> Attendance: 10 Minimum/20 Maximum	5 Days	Client location or designated training site
			Windsor Software's Intertech Training Facility in Eagan, MN (St. Paul)
Complete ASP.NET with Web Services	A major facet of the .NET platform is a technology termed ASP.NET. Unlike classic ASP, ASP.NET is a full-blown object framework that is founded on the pillars of OOP: encapsulation, inheritance and polymorphism (and yes,	5 Days	Client location or designated training site

Windsor Software's Intertech Developer Training Series			
Training	Description	Schedule	Location
	<p>server side scripting is dead). InterTech-Inc's Complete ASP.NET with Web Services begins with a rapid review of Visual Basic.NET and C# and provides details of the new managed data access model: ADO.NET. The bulk of the course, however, examines how to build complete Web applications using ASP.NET. During the process, you will learn the role of ASP.NET Web Controls and understand the lifecycle of the mighty Page type. You will also learn to intercept application level events and configure ASP.NET Web applications (via web.config). Of equal importance, this course addresses the construction of ASP.NET Web services and the use of client side proxies.</p> <p>Format: Hands-on Training Prerequisites: C# or VB.NET experience Attendance: 10 Minimum/20 Maximum</p>		Windsor Software's InterTech Training Facility in Eagan, MN (St. Paul)
Complete XML.NET	<p>XML is a critical part of .NET enterprise applications. Designed for the enterprise-level developer, this InterTech-Inc workshop covers the ins and outs of XML, XML data exchange, and XML as a markup language. Topics covered include validation using DTDs and schemas, transformation using XSLT, integration with ADO .NET, building and calling web services, an overview of SOAP, and more.</p> <p>Format: Hands-on Training Prerequisites: C# or VB.NET experience Attendance: 10 Minimum/20 Maximum</p>	3 Days	Client location or designated training site
			Windsor Software's InterTech Training Facility in Eagan, MN (St. Paul)
Expert .NET and COM Interoperability	<p>In terms of software longevity, Microsoft's COM architecture has enjoyed a long and happy life. With the advent of the .NET Platform, programmers are now faced with the task of learning an entirely new way of building, deploying and viewing software. Once a developer understands that .NET has nothing to do with COM whatsoever, the next task is learning how to allow these two distinct frameworks to co-exist in harmony (after all, you really don't want to recode all your COM binaries do you?). Our Complete COM / .NET Interoperability course will enable the seasoned software developer to build .NET applications making use of legacy COM(+) types as well as COM applications making use of .NET types. This class views the interoperability process from a low level and digs deep into the role of PInvoke, the RCW and CCW.</p> <p>Format: Hands-on Training Prerequisites: C# or VB.NET experience Attendance: 10 Minimum/20 Maximum</p>	4 Days	Client location or designated training site
			Windsor Software's InterTech Training Facility in Eagan, MN (St. Paul)
Expert Distributed .NET	<p>In terms of software longevity, Microsoft's COM architecture has enjoyed a long and happy life. With the advent of the .NET Platform, programmers are now faced with the task of learning an entirely new way of building, deploying and viewing software. Once a developer understands that .NET has nothing to do with COM whatsoever, the next task is learning how to allow these two distinct frameworks to co-exist in harmony (after all, you really don't want to recode all your COM binaries do you?). InterTech Inc's Complete COM / .NET Interoperability course will enable the seasoned software developer to build .NET applications making use of legacy COM(+) types as well as COM applications making use of .NET types. This class views the</p>	4 Days	Client location or designated training site
			Windsor Software's InterTech Training Facility in Eagan, MN (St. Paul)

Windsor Software's Intertech Developer Training Series			
Training	Description	Schedule	Location
	<p>interoperability process from a low level and digs deep into the role of PInvoke, the RCW and CCW.</p> <p>Format: Hands-on Training Prerequisites: C# or VB.NET experience Attendance: 10 Minimum/20 Maximum</p>		
Expert ADO.NET	<p>In this course, you will learn how to retrieve and manipulate data using Microsoft's new ADO.NET library. Understand how to work with the new ADO.NET object model, including the DataReader, DataAdapter, and DataSet. See how to apply constraints and relationships to disconnected data. Learn how to update data, including how to handle stored procedures, parameters, and return values. Understand how to search, sort, and filter data using Select, Find, and DataViews.</p> <p>Format: Hands-on Training Prerequisites: OO Programming experience very helpful Attendance: 10 Minimum/20 Maximum</p>	3 Days	Client location or Windsor Software's Intertech Training Facility in Eagan, MN (St. Paul)
Expert .NET Security	<p>In recent years, designing and implementing secure Windows-based systems has become a growing issue for developers. Additionally, the introduction of Web Services has created a number of security-related problems and aspects that must be addressed. With .NET, Microsoft has targeted these security concerns by architecting a security layer that allows for policies to be created that limit managed code from accessing resources based on a number of criteria. ASP.NET has been created to make security choices configurable and straightforward to manage. Finally, security in Web Services has also been addressed through the release of GXA-related specifications. This course will help the .NET developer understand the security issues that exist in today's applications and how the .NET Framework helps them deliver secure assemblies.</p> <p>Format: Hands-on Training Prerequisites: C# or VB.NET experience Attendance: 10 Minimum/20 Maximum</p>	4 Days	Client location or designated training site
			Windsor Software's Intertech Training Facility in Eagan, MN (St. Paul)
Extreme .NET	<p>Microsoft's .NET platform will indeed change the way you build software for the Windows family of operating systems (and possibly non-MS platforms in the future). Intertech Inc's Extreme .NET course is an intensive 60-hour workshop that will equip you to build complete front to back solutions. Given the language agnostic attitude of the CLR, Extreme .NET offers a through grounding in both C# and VB.NET. Once you have solidified the syntax and semantics of these flagship languages, the remainder of the week will be spent exploring the universe of Windows Forms, ADO.NET, ASP.NET, object serialization and the internal composition of .NET assemblies (among other things) using your language of choice.</p> <p>Format: Hands-on Training Prerequisites: OO Programming experience very helpful Attendance: 10 Minimum/20 Maximum</p>	5 Days	Client location or designated training site
			Windsor Software's Intertech Training Facility in Eagan, MN (St. Paul)
Complete Java™	<p>Complete Java course teaches students practical Java programming while preparing the students for Java Programmer Certification. Students will learn the core syntax of Java and Object Oriented techniques. This</p>	5 Days	Client location or designated training site

Windsor Software's Intertech Developer Training Series			
Training	Description	Schedule	Location
	<p>foundation of Java and OO will enable the student to build a fundamental understanding of basic development techniques - such as how to handle errors and exceptions, write and implement interfaces, and when to use arrays vs. collections. Adding to this foundation Complete Java covers I/O including file and network I/O and multithreading.</p> <p>Format: Hands-on Training Prerequisites: <i>OO Programming experience very helpful</i> Attendance: 10 Minimum/20 Maximum</p>		Windsor Software's Intertech Training Facility in Eagan, MN (St. Paul)
Complete Server-Side Java™	<p>Complete Server Side Java™ is a crash course in developing cutting edge web applications using the latest Java technologies from Sun. It starts by teaching the fundamentals of Servlet architecture and rapidly moves on to more advanced topics. It next describes how JSP build on the architecture laid out by Servlets. It explores component development on the web by showing how JSP easily integrates with JavaBeans™ and Enterprise JavaBeans™. The class cumulates in a simulation project that shows students how to integrate all of the techniques they have learned. Not just a class that focuses on theory, this course is loaded with practical labs and simulations. Learn how to tackle the tangled mess of HTML and code that currently plagues many web development departments. See how JSP help you achieve clear role separations, allowing your developers to focus and fundamental while the designs create the layout—without stepping on each other's toes.</p> <p>Format: Hands-on Training Prerequisites: <i>Experienced Java™ Programmers</i> Attendance: 10 Minimum/20 Maximum</p>	4 Days	Client location or designated training site
			Windsor Software's Intertech Training Facility in Eagan, MN (St. Paul)
Complete EJB™ with WebLogic	<p>Complete Enterprise JavaBean™ course teaches students how to build applications using JNDI™, JDBC™, EJB™, Servlets™, JSP™ and JMS™. This course will introduce students to J2EE™ architecture and BEA WebLogic server.</p> <p>Format: Hands-on Training Prerequisites: <i>Experienced Java™ Programmers</i> Attendance: 10 Minimum/20 Maximum</p>	5 Days	Client location or designated training site
			Windsor Software's Intertech Training Facility in Eagan, MN (St. Paul)
Complete EJB™ with WebSphere using WSAD	<p>Complete EJB™ with WebSphere using WSAD course teaches students how to build applications using JNDI™, JDBC™ and Enterprise JavaBeans™. This course will introduce students to J2EE™ architecture and IBM WebSphere.</p> <p>Format: Hands-on Training Prerequisites: <i>OO Programming experience very helpful</i> Attendance: 10 Minimum/20 Maximum</p>	4 Days	Client location or designated training site
			Windsor Software's Intertech Training Facility in Eagan, MN (St. Paul)

Windsor Software's Intertech Developer Training Series			
Training	Description	Schedule	Location
Complete Java™ Web Services	<p>The Complete Java Web Services class teaches students how to build Web Services using Java Technologies. The class includes a high-speed review of important XML syntax and Java/XML (JAX) APIs. The course describes SOAP, WSDL and UDDI while covering JAXM, JAXR, and JAXRPC. Java libraries (JAXM) Apache Axis and other open source tools are used to create the web services.</p> <p>Format: Hands-on Training Prerequisites: <i>Experienced Java™ Programmers that have worked with JSPs, Servlets and XML</i> Attendance: 10 Minimum/20 Maximum</p>	3 Days	Client location or Windsor Software's Intertech Training Facility in Eagan, MN (St. Paul)
Complete Java™ Security	<p>Complete Java Security starts with coverage of standard security concerns (encryption, message digests, digital signatures, etc.). The rest of the course demonstrates respective solutions to security concerns using Java API's -- including JCE and JSSE.</p> <p>Format: Hands-on Training Prerequisites: <i>Experienced Java™ Programmers.</i> Attendance: 10 Minimum/20 Maximum</p>	2 Days	Client location or Windsor Software's Intertech Training Facility in Eagan, MN (St. Paul)
Expert J2EE™ Patterns	<p>Complete J2EE Patterns discusses best practices for creating enterprise applications using Java. This workshop is designed to show how to use common design patterns encountered when creating a J2EE application. Students will be introduced to patterns and will be expected to evaluate and recommend design improvements, and recognize poor practices. This class is a design/architecture class and emphasizes concept over code, bring your thinking cap no need for typing acuity.</p> <p>Format: Hands-on Training Prerequisites: <i>Experienced Java™ Programmers.</i> Attendance: 10 Minimum/20 Maximum</p>	2 Days	Client location or Windsor Software's Intertech Training Facility in Eagan, MN (St. Paul)
Expert Java™	<p>If you are already an experienced Java programmer looking to investigate more advanced Java technologies this course will explain and give you an opportunity to work with several powerful Java API's. Our Expert Java Programming is a fast paced, hands-on, 5 day course geared for skilled Java programmers who are looking to further their knowledge of key Java technologies. By attending this course you will receive a practical introduction to several key Java technologies.</p> <p>Format: Hands-on Training Prerequisites: <i>Experienced Java™ Programmers.</i> Attendance: 10 Minimum/20 Maximum</p>	5 Days	Client location or designated training site
			Windsor Software's Intertech Training Facility in Eagan, MN (St. Paul)
Extreme J2EE™ with WSAD	<p>Intertech's Extreme J2EE course teaches students the architecture and technologies behind Java™ 2 Enterprise Edition. This unrelenting course will cover technologies including, but limited to JDBC™, RMI™, EJB™, JSP™, Servlets™, CORBA, and Java Security. You will gain the skills needed to create flexible and extensible Java-based Enterprise applications. An extreme class immerses every student in the technology covering a plethora of material forcing students to work their butts off just to keep their heads above water. Extreme classes are designed to maximize the learning on a particular topic while minimizing the time away from other critical work.</p>	5 Days	Client location or designated training site
			Windsor Software's Intertech Training Facility in Eagan, MN (St. Paul)

Windsor Software's Intertech Developer Training Series			
Training	Description	Schedule	Location
	<p>Don't take this class unless you know Java, have had some experience delivering on tight deadlines and are ready to be inundated with information how to architect enterprise-level Java solutions.</p> <p>Format: Hands-on Training Prerequisites: <i>Experienced Java™ Programmers.</i> Attendance: 10 Minimum/20 Maximum</p>		
Complete XML using Java™ Technologies	<p>XML is a new technology with a lot of promising uses. With Intertech's hands-on workshop, learn to leverage this new technology to solve some of the most sticky integration issues. Beginning with the history and basics of XML, go a step beyond simple syntax and see the big picture. Create XML documents, schemas, DTDs, and stylesheets for transforming XML. Learn to work with XML using Java APIs for XML, the JAX Pack, leveraging established methods like SAX, DOM and XSLT.</p> <p>Format: Hands-on Training Prerequisites: <i>Experienced Java™ Programmers.</i> Attendance: 10 Minimum/20 Maximum</p>	3 Days	Client location or Windsor Software's Intertech Training Facility in Eagan, MN (St. Paul)
Complete XML using Microsoft Technologies	<p>XML is a new technology with a lot of promising uses. With Intertech's hands-on workshop, learn to leverage this new technology to solve some of the most sticky integration issues. Beginning with the history and basics of XML, go a step beyond simple syntax and see the big picture. Create XML documents, schemas, DTDs, and stylesheets for transforming XML. Learn to work with XML using the MSXML parser, leveraging established methods like SAX, DOM and XSLT. Finally, get a glimpse to the future by exploring the XML.NET Namespaces.</p> <p>Format: Hands-on Training Prerequisites: <i>OO Programming experience very helpful</i> Attendance: 10 Minimum/20 Maximum</p>	3 Days	Client location or Windsor Software's Intertech Training Facility in Eagan, MN (St. Paul)
Expert XSLT	<p>The Extensible Stylesheet Language Transformations, or XSLT, is an extraordinarily useful tool for getting the most out of your XML. XML provides a hierarchical format for data, and the structure chosen for working with this data may not be ideal for rendering or presenting this information to the user. Also, there may be differences between your hierarchy and the hierarchy of your trading partners. Wouldn't it be nice if there was a common syntax for structurally changing this data, facilitating its usefulness across a variety of scenarios? XSLT is this common syntax. In this Intertech course, students will be provided the opportunity to learn the syntax in detail, practice creating stylesheets, see lots of examples, learn about the different design patterns, and understand the underlying transformation process. They will be armed with information needed to solve transformation problems in the real world and the knowledge of where to seek answers for tricky situations.</p> <p>Format: Hands-on Training Prerequisites: <i>XML Programming experience</i> Attendance: 10 Minimum/20 Maximum</p>	2 Days	Client location or Windsor Software's Intertech Training Facility in Eagan, MN (St. Paul)

Windsor Software's Intertech Developer Training Series			
Training	Description	Schedule	Location
Complete C++	Object - Oriented Technology has revolutionized the software industry, and C++ ranks among the most popular Object - Oriented Languages. Intertech's Complete C++ provides a solid introduction to OOD and covers the C++ syntax necessary to get "up and running" using object - oriented software development. Format: Hands-on Training Prerequisites: <i>OO Programming experience very helpful</i> Attendance: 10 Minimum/20 Maximum	5 Days	Client location or Windsor Software's Intertech Training Facility in Eagan, MN (St. Paul)
Complete Pocket PC	This hands-on workshop is for experienced Visual Basic and/or Visual C++ programmers ready to learn how to develop applications and components for the PocketPC. In this workshop, you'll learn the types of applications that can be developed, components available, and how to design, build, and test PocketPC applications. Format: Hands-on Training Prerequisites: <i>OVB and Windows programming experience required. Knowledge of C++ helpful. No Pocket PC required.</i> Attendance: 10 Minimum/20 Maximum	3 Days	Client location or Windsor Software's Intertech Training Facility in Eagan, MN (St. Paul)
Complete Mobile .NET	Visual Studio 2003 (Release 1.1) is targeted for the mobile platform. Microsoft's Mobile .NET Toolkit allows developers to create programs for mobile devices using the same tools used for non-mobile deployment. This hands-on course gets .NET developers up to speed quickly on the differences between developing standard .NET applications and Mobile .NET applications. Students will learn to design, develop, and deploy .NET applications with the Mobile .NET Toolkit and .NET Compact Framework. Format: Hands-on Training Prerequisites: <i>C# or VB.NET experience</i> Attendance: 10 Minimum/20 Maximum	2 Days	Client location or Windsor Software's Intertech Training Facility in Eagan, MN (St. Paul)

e. For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses, must be indicated below. Rates paid as a result of travel must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts.

- ♦ Transportation – Airfare, Mileage, Parking, Taxi, Rental Cars
- ♦ Lodging
- ♦ Daily Per Diem
- ♦ Valid Related Miscellaneous Travel Charges

9. "NO CHARGE" TRAINING

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

- ♦ N/A

SIN 132-51 and SIN 132-52 Terms and Conditions

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

1. **SCOPE**

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT/EC Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. **PERFORMANCE INCENTIVES**

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

3. **ORDERING PROCEDURES FOR SERVICES** (REQUIRING A STATEMENT OF WORK) (G-FCI-920) (MAR 2003)

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

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

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

(a) When ordering services, ordering activities shall—

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

- (i) A statement of work (a performance-based statement of work is preferred) that outlines, at a minimum, the work to be performed, location of work, period of

performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements (i.e., security clearances, travel, special knowledge, etc.) should be prepared.

- (ii) The request should include the statement of work and request the contractors to submit either a firm-fixed price or a ceiling price to provide the services outlined in the statement of work. A firm-fixed price order shall be requested, unless the ordering activity makes a determination that it is not possible at the time of placing the order to estimate accurately the extent or duration of the work or to anticipate cost with any reasonable degree of confidence. When such a determination is made, a labor hour or time-and-materials proposal may be requested. The firm-fixed price shall be based on the rates in the schedule contract and shall consider the mix of labor categories and level of effort required to perform the services described in the statement of work. The firm-fixed price of the order should also include any travel costs or other incidental costs related to performance of the services ordered, unless the order provides for reimbursement of travel costs at the rates provided in the Federal Travel or Joint Travel Regulations. A ceiling price must be established for labor-hour and time-and-materials orders.
- (iii) The request may ask the contractors, if necessary or appropriate, to submit a project plan for performing the task, and information on the contractor's experience and/or past performance performing similar tasks.
- (iv) The request shall notify the contractors what basis will be used for selecting the contractor to receive the order. The notice shall include the basis for determining whether the contractors are technically qualified and provide an explanation regarding the intended use of any experience and/or past performance information in determining technical qualification of responses. If consideration will be limited to schedule contractors who are small business concerns as permitted by paragraph (2) below, the request shall notify the contractors that will be the case.

(2) Transmit the Request to Contractors:

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

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

- (i) The request should be provided to at least three (3) contractors if the proposed order is estimated to exceed the micro-purchase threshold, but not exceed the maximum order threshold.
- (ii) For proposed orders exceeding the maximum order threshold, the request should be provided to additional contractors that offer services that will meet the ordering activity's needs.
- (iii) In addition, the request shall be provided to any contractor who specifically requests a copy of the request for the proposed order.
- (iv) Ordering activities should strive to minimize the contractors' costs associated with responding to requests for quotes for specific orders. Requests should be

tailored to the minimum level necessary for adequate evaluation and selection for order placement. Oral presentations should be considered, when possible.

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

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

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

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

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

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

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

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

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

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

4. ORDER

a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this

contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

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

5. PERFORMANCE OF SERVICES

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

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

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

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

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

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts

justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

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

7. INSPECTION OF SERVICES

The Inspection of Services–Fixed Price (AUG 1996) (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.

8. RESPONSIBILITIES OF THE CONTRACTOR

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

9 RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

10. INDEPENDENT CONTRACTOR

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

11. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

12. INVOICES

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

13. PAYMENTS

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

14. RESUMES

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

15. INCIDENTAL SUPPORT COSTS

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

16. APPROVAL OF SUBCONTRACTS

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

17. DESCRIPTION OF IT/EC SERVICES

a. IT Professional Services Offered

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 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 Automated News Services, Data Services, or Other Information Services
- FPDS Code D399 Other Information Technology Services, Not Elsewhere Classified

SIN 132-52 - ELECTRONIC COMMERCE (EC) 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" & Pager Services

b. Types of IT Services Offered

Administrative Systems Support
Application Development
Backup and Security Services
Billing Systems Design and Implementation
Business Process Re-engineering
Business Continuity Planning
Conversion and Implementation Support
Database Planning and Design
Data / Records Management
Data Systems Design / Database Administration
Design / Implementation of Image-based Data Systems and Applications
Design Requirements Documentation / Planning / Analysis
Disaster Recovery Planning and Analysis
E-Commerce / E-Business
Electronic Document Management
Facility Operation
Feasibility Studies
Graphic Design and Manipulation
Knowledge Management
Management Studies
Network Engineering: Design, Installation, Management, and Maintenance
Product Development
Project Management
Programming
Requirements Analysis
Strategic Planning
Systems Analysis and Design / Systems Administration
Systems Installation
Systems Integration
Systems Requirements Analysis
Website Development and Marketing

c. Descriptions of Labor Categories

Code	Labor Category	Description of Duties
101	Project Director	<p>Minimum/General Experience: Twenty (20) or more years of technical experience providing internal/external-consulting services to multiple management and technical staffs on multiple projects solving complex information engineering or business issues. Competence in providing overall direction, metrics assessment/management, and directing details of all projects as needs arise.</p> <p>Functional Responsibility: Provides program leadership and direction while monitoring budgetary progress, planning/scheduling resources, hardware and software resources, and human resources. Additionally responsible for identifying approaches to save client and program funding.</p> <p>Minimum Education: Master's degree or equivalent in Computer Science, Engineering, Business, or related field or 12 years or more of documented work related work experience may be substituted for degree requirement.</p>
102	Project Manager III	<p>Minimum/General Experience: Twenty (20) or more years of technical experience providing internal/external-consulting services to management and technical staff in solving complex information engineering or business issues. Requires competence in feasibility studies and cost/benefit analyses, hardware and software evaluation, developing IS standards and methodologies, and business process re-engineering. Possesses knowledge of state-of-the-art information technology and systems management.</p> <p>Fifteen (15) or more years of experience in relevant fields and ten (10) years experience managing task orders or groups of task orders affecting the same common/standard/migration system or business processes. Possesses knowledge of best practices in the management and control of personnel, funds and resources for multi-task information system projects. Requires competence in project development from inception to deployment and providing guidance and direction in engineering tasks and business.</p> <p>Functional Responsibility: Provides advice and guidance regarding the design, development, installation, operation, and maintenance of complex information systems and business practices. Evaluates problems of workflow, organization, and planning and develops enterprise-wide or large-scale computer system or business solutions. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provides for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with standards for open systems architectures as they apply to the implementation and specification of the information management solution of the application platform, across the application program interface, and the external environment/software applications. May provide daily supervision and direction to support staff.</p> <p>Directs completion of tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates and subcontractors and ensures assignments are completed as directed. Enforces work standards and review/resolves work discrepancies to ensure compliance with contract requirements. Interfaces with internal and Government management personnel.</p> <p>Minimum Education: Master's degree or equivalent in Computer Science, Engineering, Business, or related field or 10 years or more of documented work related work experience may be substituted for degree requirement.</p>

Code	Labor Category	Description of Duties
103	Project Manager II	<p>Minimum/General Experience: Fifteen (15) or more years of technical experience providing internal/external-consulting services to management and technical staff in solving complex information engineering or business issues. Requires competence in feasibility studies and cost/benefit analyses, hardware and software evaluation, developing IS standards and methodologies, and business process re-engineering. Possesses knowledge of state-of-the-art information technology and systems management.</p> <p>Twelve (12) or more years of experience in relevant fields and seven (7) years experience managing task orders or groups of task orders affecting the same common/standard/migration system or business processes. Possesses knowledge of best practices in the management and control of personnel, funds and resources for multi-task information system projects. Requires competence in project development from inception to deployment and providing guidance and direction in engineering tasks and business.</p> <p>Functional Responsibility: Provides advice and guidance regarding the design, development, installation, operation, and maintenance of complex information systems and business practices. Evaluates problems of workflow, organization, and planning and develops enterprise-wide or large-scale computer system or business solutions. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provides for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with standards for open systems architectures as they apply to the implementation and specification of the information management solution of the application platform, across the application program interface, and the external environment/software applications. May provide daily supervision and direction to support staff.</p> <p>Directs completion of tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates and subcontractors and ensures assignments are completed as directed. Enforces work standards and review/resolves work discrepancies to ensure compliance with contract requirements. Interfaces with internal and Government management personnel.</p> <p>Minimum Education: Master's degree or equivalent in Computer Science, Engineering, Business, or related field or 10 years or more of documented work related work experience may be substituted for degree requirement.</p>
104	Project Manager I	<p>Minimum/General Experience: Ten (10) or more years of technical experience providing internal/external-consulting services to management and technical staff in solving complex information engineering or business issues. Requires competence in feasibility studies and cost/benefit analyses, hardware and software evaluation, developing IS standards and methodologies, and business process re-engineering. Possesses knowledge of state-of-the-art information technology and systems management.</p> <p>Ten (10) or more years of experience in relevant fields and five (5) years experience managing task orders or groups of task orders affecting the same common/standard/migration system or business processes. Possesses knowledge of best practices in the management and control of personnel, funds and resources for multi-task information system projects. Requires competence in project development from inception to deployment and providing guidance and direction in engineering tasks and business.</p> <p>Functional Responsibility: Provides advice and guidance regarding the design, development, installation, operation, and maintenance of complex information systems and business practices. Evaluates problems of</p>

Code	Labor Category	Description of Duties
	Project Manager I (Continued)	<p>workflow, organization, and planning and develops enterprise-wide or large-scale computer system or business solutions. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provides for present and future cross-functional requirements and interfaces. Ensures these systems are compatible and in compliance with standards for open systems architectures as they apply to the implementation and specification of the information management solution of the application platform, across the application program interface, and the external environment/software applications. May provide daily supervision and direction to support staff.</p> <p>Directs completion of tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates and subcontractors and ensures assignments are completed as directed. Enforces work standards and review/resolves work discrepancies to ensure compliance with contract requirements. Interfaces with internal and Government management personnel.</p> <p>Minimum Education: Bachelor's degree or equivalent in Computer Science, Engineering, Business, or related field or 10 years or more of documented work related work experience may be substituted for degree requirement.</p>
105	Project Assistant	<p>Minimum/General Experience: Two years related experience is required. Previous experience and proficiency in the Microsoft Office suite as well as complete working knowledge of email and web browsers and professional telephone mannerisms.</p> <p>Functional Responsibility: Supports and assist project teams in successfully completing project objectives and provide support for the Project Managers and/or other team members. Schedules and maintains meetings and appointments between the team members and clients, vendors or other individuals or groups as directed. Communicates meeting and appointment details or changes in a timely and accurate manner to all individuals involved. Documents details of project meetings through completion of meeting minutes and/or issue tracking forms.</p> <p>Minimum Education: A Bachelor's degree or work related experience in the field of Information System Engineering, Computer Science, Engineering,</p>
106	Administrative Specialist	<p>Minimum/General Experience: Two (2) years of administrative tasks related experience of personnel management, payroll processing, travel arrangements, mail and distribution, and other administrative duties as assigned. Must possess experience using commercial automated word processing (e.g., WordPerfect, Word), graphics systems (PowerPoint, Publisher, Illustrator, etc), and desktop publishing system. All experience must have been gained in the last three years.</p> <p>Functional Responsibility: Supports documentation preparation and administrative support efforts. Prepares technical ADP documentation in accordance with applicable Government and industry standards. Supports Program or Project Manager administration efforts. Gathers, analyzes, edits, and prepares technical information. Conducts research and ensures the use of proper technical terminology and documentation standards. Translates technical information into readable documents. Assists in the preparation of presentation graphics and supports the development of contract deliverables and reports. Supports administrative contract documentation preparation including resource files, correspondence, schedules and travel documentation.</p>

Code	Labor Category	Description of Duties
	Administrative Specialist (Conitnued)	Minimum Education: Associates degree in English, Journalism, or an associated discipline. Six years of relevant experience may be substituted for education and/or work related experience requirements.
107	Clerical Support	<p>Minimum/General Experience: One (1) year of experience in the performance of office and administrative support work; must be proficient in the use of personal computers, printers, and common office software applications such as word processing, spreadsheet, and database programs. All experience must have been gained in the last three years.</p> <p>Functional Responsibility: Performs personnel management duties to include in/out processing of personnel, issue and turn-in of security badges, processes requests for security clearances. Secures, issues, and collects employee time sheets, processes for errors prior to invoicing. Updates company personnel roster. Assist company personnel by handling travel arrangements to include processing of orders, request for visas, passports, and international driver's licenses (if applicable). Scrutinizes travel vouchers for correctness prior to submission for invoicing and payment. Receives and distributes incoming mail, logs outgoing mail, performs distribution runs (when applicable) and sends and receives information via facsimile machine. Operates copier equipment for administrative tasks, monitors copier performance, and initiates service calls for maintenance problems, requisitions copier supplies. Performs other duties as required.</p> <p>Minimum Education: Must possess a High School diploma or General Equivalency Diploma (GED) or business course certification (certificate).</p>
201	Sr. Technical Architect	<p>Minimum/General Experience: Minimum of nine (9) years of experience designing or implementing IT technology solutions similar to that described under functional responsibility. Has a minimum of six years of specialized skills in a given technology area. Has extensive knowledge and understanding of applicable technical concepts and practices.</p> <p>Functional Responsibility: Maintains awareness of new technologies and provides input to projects when appropriate. Develops architecture approach, standards, and policies. Defines what architecture deliverables are required. Defines release management strategies. Defines technical solutions that support broad, complex projects. Validates client's strategies within an area of specialization. Develops methodologies around the design and implementation of core technologies.</p> <p>Minimum Education: A Bachelor's degree or work related experience in the field of Information System Engineering, Computer Science, Engineering, Business or field directly related to IT. Five (5) years or more of documented work related experience in any information management system may be substituted for degree requirements.</p>
202	Technical Architect	<p>Minimum/General Experience: Minimum of Four (4) years of experience designing or implementing IT technology solutions similar to that described under functional responsibility. Has a minimum of six years of specialized skills in a given technology area. Has extensive knowledge and understanding of applicable technical concepts and practices.</p> <p>Functional Responsibility: Maintains awareness of new technologies and provides input to projects when appropriate. Develops architecture approach, standards, and policies. Defines what architecture deliverables are required. Defines release management strategies. Defines technical solutions that support broad, complex projects. Validates client's strategies .</p> <p>Minimum Education: A Bachelor's degree or work related experience in</p>

Code	Labor Category	Description of Duties
	Technical Architect (Continued)	the field of Information System Engineering, Computer Science, Engineering, Business or field directly related to IT. Two (2) years or more of documented work related experience in any information management system may be substituted for degree requirements.
203	Sr. Programmer	<p>Minimum/General Experience: Eight (8) years of intensive and progressive experience in operating system and application programming or analysis. All experience must have been gained within the last ten (10) years.</p> <p>Five (5) years of experience in developing software applications using structured programming techniques. Experience in programming within the client-server environment using one of the following programming languages or databases: Ada, COBOL, C, C++, AS/400, PPG, Oracle, Sybase, SQL Server, Access, JAVA, Visual Basic or any 4GL language.</p> <p>Functional Responsibility: Serve as a technical member of the applications development team designing, programming, documenting and implementing software applications for an information systems project. Creates detailed specifications and computer software programs in accordance with prescribed procedures, tools, techniques, and methodologies as directed. Enhances existing software systems. Duties include, but are not limited to the following: install, maintain, test and debug system software and program applications; develop instructions for use of operating system software applications; modify/maintain system and applications derived software programs via manufacturer releases and the skillful application of appropriate utilities. Responsible for applications dealing with the overall operating systems such as complex on-line interactive networks. Interpret technical documentation standards and preparation of documentation according to supplied standards. Other duties may include writing, editing, and/or graphic presentation of technical information for both technical and non-technical personnel.</p> <p>Minimum Education: A Bachelor's degree or work related experience in the field of Information System Engineering, Computer Science, Engineering, Business or field directly related to IT. Five (5) years or more of documented work related experience in any information management system may be substituted for degree requirements.</p>
204	Programmer	<p>Minimum/General Experience: Five (5) years of intensive and progressive experience in operating system and application programming or analysis. All experience must have been gained within the last seven (7) years.</p> <p>Three (3) years of experience in developing software applications using structured programming techniques. Experience in programming within the client-server environment using one of the following programming languages or databases: Ada, COBOL, C, C++, AS/400, PPG, Oracle, Sybase, SQL Server, Access, JAVA, Visual Basic or any 4GL language.</p> <p>Functional Responsibility: Serve as a technical member of the applications development team designing, programming, documenting and implementing software applications for an information systems project. Creates detailed specifications and computer software programs in accordance with prescribed procedures, tools, techniques, and methodologies as directed. Enhances existing software systems. Duties include, but are not limited to the following: install, maintain, test and debug system software and program applications; develop instructions for use of operating system software applications; modify/maintain system and applications derived software programs via manufacturer releases and the skillful application of appropriate utilities. Responsible for applications dealing with the overall operating systems such as complex on-line</p>

Code	Labor Category	Description of Duties
	Programmer (Continued)	<p>interactive networks. Interpret technical documentation standards and preparation of documentation according to supplied standards. Other duties may include writing, editing, and/or graphic presentation of technical information for both technical and non-technical personnel.</p> <p>Minimum Education: A Bachelor's degree or work related experience in the field of Information System Engineering, Computer Science, Engineering, Business or field directly related to IT. Two (2) years or more of documented work related experience in any information management system may be substituted for degree requirements.</p>
205	Sr. Analyst	<p>Minimum/General Experience: Ten (10) years of experience in the development of increasingly complex systems within a variety of software and network applications. Directs and performs difficult engineering activities related to the design and modification of existing systems. Participates in the collection of complex data and is experienced in the supervision of IT professionals. All experience must have been gained in the last ten years.</p> <p>Five (5) years of experience acting as lead in defining and executing systems engineering activities within escalating IT projects. Must demonstrate successful implementation of the following activities: systems planning, performance management, capacity planning, testing and validation, benchmarking, information engineering, and development and staffing of a systems engineering management plan.</p> <p>Functional Responsibility: Provides technical direction and expertise in a variety of specialized areas including information systems engineering, systems architecture, systems integration, telecommunications, system standards, process engineering, system design and requirements specification. May serve as technical director or senior technical staff. Fully understands all customer requirements and develops technical solutions for each specific requirement. Conducts system analyses using appropriate analyses models and analytic tools. Responsibilities may include a combination of the following: Establishes system information requirements; designs architecture to include the software, hardware and communications to support the total requirements; develops technical documentation, including functional descriptions. Evaluates and integrates cross-functional requirements and interfaces. Evaluates and defines system requirements. Performs enterprise-wide strategic systems planning. Provides technical and/or subject-matter expertise to projects. May supervise operational/technical staff.</p> <p>Minimum Education: Master's Degree, or equivalent experience, in Information Systems Engineering, Computer Science, Engineering or Business, or other related field and seven (7) years of experience with five (5) years of related technical specialized experience.</p>
206	Analyst	<p>Minimum/General Experience: Five (5) years of intensive and progressive experience in operating systems and applications programming or analysis. All experience must have been gained within the last ten years.</p> <p>Two (2) years of intensive and progressive experience working independently on operating systems and application programming and analysis and projects. Some limited experience in supervision of programming and analysis efforts.</p> <p>Functional Responsibility: Install, generate, maintain, test and debug system software and programs, develop instructions for use of operating system software and programs, modify/maintain system and applications derived software programs via manufacturer releases and the skillful application of appropriate utilities. Responsible for applications dealing with</p>

Code	Labor Category	Description of Duties
	Analyst (Continued)	<p>the overall operating system such as complex on-line interactive networks. Interpret technical documentation standards and preparation of documentation according to supplied standards. Other duties may include writing, editing, and/or graphic presentation of technical information for both technical and non-technical personnel. May supervise one or more technical or non-technical personnel.</p> <p>Minimum Education: Bachelor's degree or five years (5) or more of documented work related experience in Computer Science, Information Technology, or related curriculum may be substituted for degree requirements.</p>
207	Database Manager	<p>Minimum/General Experience: Seven (7) years of intensive and progressive experience in developing and maintaining databases. All experience must have been gained within the last ten years.</p> <p>Two (2) years of intensive and progressive experience working independently on database design and development in conjunction with operating systems and application programming and analysis and projects. Some limited experience in supervision of programming and analysis efforts.</p> <p>Functional Responsibility: Install, generate, maintain, test and debug database application software and programs, develop instructions for operating and maintaining database applications, modify/maintain database and applications derived software programs via manufacturer releases and the skillful application of appropriate utilities. Prepare and edit FIP documentation incorporating information provided by user, specialist, analyst, programmer, and operations personnel. Interpret technical documentation standards and preparation of documentation according to supplied standards. Other duties may include writing, editing, and/or graphic presentation of technical information for both technical and non-technical personnel. May supervise one or more technical or non-technical personnel.</p> <p>Minimum Education: Bachelor's degree or five years (5) or more of documented work related experience in Computer Science, Information Technology, or related curriculum may be substituted for degree requirements.</p>
208	Sr. Database Administrator - Programmer	<p>Minimum/General Experience: Maintains data files and control procedures for mid to complex system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Responsible for data integrity.</p> <p>Functional Responsibility: Assigns passwords and monitors use of resources. Backs up files as required. May produce complex periodic business reports; generate output such as labels, letters, and forms. Responds to frequent management requests for information. Although the incumbent may be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications may be maintained by other professional staff or by vendors. Sometimes is the Task Leader or Supervisor of junior and/or entry level database administrators.</p> <p>Minimum Education: Bachelor's degree or equivalent and 3 years experience. TWO ADDITIONAL years of directly related job experience may be substituted for each year of college not attended.</p>
209	Database Administrator – Programmer	<p>Minimum/General Experience: Maintains data files and control procedures for mid level system of networked microcomputers or for a single group of microcomputers linked to a host workstation, minicomputer or mainframe. Responsible for data integrity.</p>

Code	Labor Category	Description of Duties
	Database Administrator – Programmer (Continued)	<p>Functional Responsibility: Assigns passwords and monitors use of resources. Backs up files as required. May produce complex periodic business reports; generate output such as labels, letters, and forms. Responds to frequent management requests for information. Although the incumbent may be a resident expert for applications running on a department-wide LAN or for the entire computer system in a smaller enterprise, complex hardware and software applications may be maintained by other professional staff or by vendors. Requires very little supervision.</p> <p>Minimum Education: Bachelor's degree or equivalent and 3 years experience. TWO ADDITIONAL years of directly related job experience may be substituted for each year of college not attended.</p>
210	Sr. Systems Engineer	<p>Minimum/General Experience: Fifteen (15) years experience as systems analyst/design of software applications/development projects. Seven (7) years experience using modeling and simulation to produce prototype theater logistics systems and models.</p> <p>Five (5) years experience in network administration using UNIX (HP, SCO) System Administration, including configuring and maintaining TCP/IP communications between UNIX, MVS and NT systems; and in using Informix SQL to extract logistics-related statistical data.</p> <p>Functional Responsibility: Provides advanced technical support to Major Command/ Department-level/National-level programs regarding ADP and IS programs and systems. Supports programs with exceptional creativity and resourcefulness in the most demanding and complex assignments. Performs analyses and develops recommendations that may have substantial impact of national defense programs and activities. Provides critical technical director or performs critical analyses.</p> <p>Minimum Education: Bachelor's Degree or equivalent experience in Systems Engineering/Computer Science or related field and over 20 years of experience with 10 years in information systems management. Advanced degree may substitute for 10 years of experience.</p>
211	Sr. Network Communications Engineer	<p>Minimum/General Experience: Ten (10) years of network engineering experience. At least two (2) years of this experience must have been in the supervision of personnel engaged in network engineering tasks.</p> <p>Must possess three (3) years of collective experience installing or administering at least two (2) of the following: EDI, e-mail, Windows NT/2000/XP LAN, Novell Netware LAN, UNIX LAN. Documented experience programming and configuring communications software interface programs. Must possess a sound familiarity with interface protocols.</p> <p>Functional Responsibility: Performs professional engineering assignments in support of telecommunications engineering efforts in one or more of the following disciplines: satellite communications, transmission systems, fiber optic communications, switched networks, network management, or control systems. May provide engineering support to network monitoring, auditing, security, design or configuration projects. Establishes communications interface to meet defined requirements. Works closely with developers and vendors to develop architecture that supports needs. Analytically and systematically evaluates problems of work flows, organization, and planning and develops computer system solutions. Designs architecture to include the software, hardware, and communications to support the total requirements as well as provides for present and future cross-functional requirements and interfaces. May support both the acquisition and user communities to meet communications needs. Duties will include a combination of the following: establish system requirements; create architecture to support requirements;</p>

Code	Labor Category	Description of Duties
		<p>establish communications paths with system owners; develop test criteria.</p> <p>Minimum Education: Bachelor's degree or equivalent experience in Systems Engineer, Computer Science, or other related field.</p>
212	<p>Sr. Subject Matter Expert</p> <p>Sr. Subject Matter Expert (Continued)</p>	<p>Minimum/General Experience: Ten (10) years of experience in the field of interest (Information Technology, contracting, business, finance, etc.) with a reputation that is international in scope within the profession of interest.</p> <p>Eight (8) years of recent published, certified or proven experience in the discipline reflected in the statement of work.</p> <p>Functional Responsibility: Provides expert consultative support to a functional technical area of the project. Develops solutions to complex problems. Works closely with the information technologists to identify the best technological solution to technical issues. Applies specialized knowledge of interest to an Information Technology product, application or process (e.g., a heuristic artificial intelligence system or expert system).</p> <p>Minimum Education: A Master's degree is required. A Bachelors Degree and eight (8) years of work related experience in the field of Computer Science or field directly related to IT may be substituted for the degree requirement.</p>
213	Subject Matter Expert	<p>Minimum/General Experience: Ten (10) years of experience in the field of interest (Information Technology, contracting, business, finance, etc.) with a reputation that is national in scope within the profession of interest.</p> <p>Five (5) years of recent published, certified or proven experience in the discipline reflected in the statement of work</p> <p>Functional Responsibility: Develops, applies and revises Information Systems (IS) quality standards for receiving, in-process and final inspection procedures. Reviews and evaluates in-process rejections, obtains disposition and implements corrective action as needed. May interface with customers, vendors and various company departments to resolve quality problems and provide information. Participates in audits. Provides technical support to inspection personnel as needed.</p> <p>Minimum Education: A Master's degree is required. Five years of work related experience in the field of Computer Science or field directly related to IT may be substituted for the degree requirement.</p>
214	Sr. Web Developer	<p>Minimum/General Experience: A minimum of ten (10) years experience developing dynamic data driven and e-commerce enabled web sites. Able to install and configure web and data servers in an N-Tier configuration. Design server and HTML coding for multiple applications. Develop XML based interfaces into legacy systems.</p> <p>Functional Responsibility: Develops and designs code for Windows and/or Linux server. Has expertise in IIS, ASP, JAVA, Java Script, VB, VB Script and familiar with Open Source coding environment as well as Linux OS. Has the ability to develop professional coding and applications to industry standards. Mentors less experienced team members towards excellence in code development.</p> <p>Minimum Education: A Bachelor's degree or work related experience in the field of Computer Science or field directly related to IT.</p>
215	Web Developer	<p>Minimum/General Experience: A minimum of five (5) years experience developing dynamic data driven and e-commerce enabled web sites. Able to install and configure web and data servers in an N-Tier configuration. Design server and HTML coding for multiple applications.</p> <p>Functional Responsibility: Develops and designs code for Windows and/or</p>

Code	Labor Category	Description of Duties
	Web Developer (Continued)	<p>Linux server. Has expertise in IIS, ASP, JAVA, Java Script, VB, VB Script and familiar with Open Source coding environment as well as Linux OS. Has the ability to develop professional coding and applications to industry standards.</p> <p>Minimum Education: A Bachelor's degree or work related experience in the field of Computer Science or field directly related to IT. A High School Graduate and three (3) years or more of documented work related experience in any information management system may be substituted for degree requirements.</p>
216	Sr. Graphic Designer	<p>Minimum/General Experience: Six (6) years general business experience, four (4) years experience in creating and/or manipulating graphics for web publication. Must be proficient with optimizing images for high visual quality within an acceptable file size within a contemporary graphic design editor.</p> <p>Functional Responsibility: Will create a look and feel for each website based on the needs and preference of the client, as recorded in the development plan and instructed by the project manager. Tasks will also include: creation of animated images, scanning images and optimizing for the web, creating or manipulating client logos, locating other images to include in the site or manipulating images provided by the client.</p> <p>Minimum Education: Bachelor's Degree in Art or Graphic Arts, or comparable experience level plus four (4) years experience in graphic web development.</p>
217	Sr. Implementation Coordinator	<p>Minimum/General Experience: Three (3) years experience in software project implementations. Previous experience and proficiency in Microsoft Office Suite. Ability to manage or coordinate multiple tasks and anticipate required action to take.</p> <p>Functional Responsibility: Organize and coordinate resources within designated areas of project responsibility. Contribute as required to implement projects resulting in solutions that are on time, on budget, and meet or exceed our clients' expectations. Schedule, organize and/or conduct meetings and events with clients and team members in designated areas of project responsibility. Develop and maintain correspondence, agendas and/or power point presentations for meetings in designated areas of project responsibility.</p> <p>Minimum Education: A Bachelor's degree or work related experience in the field of Computer Science or field directly related to IT.</p>
301	Training Manager	<p>Minimum/General Experience: A minimum of nine (9) years of intensive and progressive experience in computer systems and application programming training. Skill must include a demonstrated ability to communicate effectively, both orally and in writing. All experience must have been gained in the last ten years.</p> <p>Functional Responsibility: Manages and is responsible for all operations within the training organization. Supervises, schedules, plans, develops, and performs training courses that are up to date and applicable. Ensures that all training course are appropriate and effective. Responsible for major training projects with training data of a higher complexity and importance than those normally assigned to lower level trainers. Responsible for development and generation of user manuals, training manuals and other documentation required. Responsible for the coordination of training activities, classroom space is adequate. Responsible for supervising and training subordinate training specialists.</p>

Code	Labor Category	Description of Duties
	Training Manager (Continued)	Minimum Education: Bachelor's Degree or equivalent and 6 years experience. Two additional years of directly related job experience may be substituted for each year college not attended.
302	Sr. Training Specialist Sr. Training Specialist (Continued)	<p>Minimum/General Experience: A minimum of seven (7) years of intensive and progressive experience in computer systems and application programming training. Skill must include a demonstrated ability to communicate effectively, both orally and in writing. All experience must have been gained in the last ten years.</p> <p>Three (3) years of intensive and progressive experience in training programming teams and end users in operation systems administration, programming, analysis and design, and other related computer disciplines. Experience in training systems application programming within the client-server.</p> <p>Functional Responsibility: Duties include, but are not limited to the following: Perform training in software design, engineering, and analysis of functional tasks in support of programming efforts. Conduct workshops demonstrating how to install, generate, maintain, test, and debug system software and application software programs via manufacturer releases, and apply software utilities. Responsible for preparing and updating training plans.</p> <p>Minimum Education: A Bachelor's degree or work related experience in the field of Computer Science or field directly related to IT. A High School Graduate and three (3) years or more of documented work related experience in any information management system may be substituted for degree requirements.</p>
303	Training Specialist	<p>Minimum/General Experience: A minimum of five (5) year of intensive and progressive experience in computer systems and application programming training. Skill must include a demonstrated ability to communicate effectively, both orally and in writing. All experience must have been gained in the last eight years.</p> <p>Two (2) years of intensive and progressive experience in training programming teams and end users in operation systems administration, programming, analysis and design, and other related computer disciplines. Experience in training systems application programming client-server.</p> <p>Functional Responsibility: Duties include, but are not limited to the following: Perform training in software design, engineering, and analysis of functional tasks in support of programming efforts. Conduct workshops demonstrating how to install, generate, maintain, test, and debug system software and application software programs via manufacturer releases, and apply software utilities. Responsible for preparing and updating training plans.</p> <p>Minimum Education: A Bachelor's degree or work related experience in the field of Computer Science or field directly related to IT. A High School Graduate and three (3) years or more of documented work related experience in any information management system may be substituted for degree requirements.</p>
304	Principle Technician – Training, Database, Programming, Analysts	<p>Minimum/General Experience: Six (6) years experience in the analysis and design of computer systems or software development with some experience with testing and validation of products.</p> <p>Functional Responsibility: Supports the review of task performance and work product correctness, for adherence to design concepts and user requirements, and for progress in accordance with contracted schedules.</p>

Code	Labor Category	Description of Duties
	Principle Technician – Training, Database, Programming, Analysts (Continued)	<p>Coordinates with project task leader, the COR, and user agency project managers as appropriate, to ensure solution and user satisfaction for technical matters. Prepares and delivers presentations to peers, subordinates, and user representatives. Performs analysis of applications and operational environment, functional systems analysis, design, integration, documentation, training, and/or implementation. Must have working knowledge of appropriate tools, techniques, and methodologies.</p> <p>Minimum Education: Bachelor's degree (or equivalent), or a certification for the subject matter of the project, plus 6 years related experience. Two additional years of directly related job experience may be substituted for each year of college not attended.</p>
401	Sr. Test Engineer	<p>Minimum/General Experience: Seven (7) years experience in the analysis and design of computer systems or software development with some experience with testing and validation of products. Must have working experience with relevant military standards, and industry standards such as IEEE OSE, requirements analysis, metrics, and testing procedures and methodologies. Two (2) years of specialized experience in the test and evaluation processes.</p> <p>Functional Responsibility: Assists the technical staff with developing testing metrics during functional analysis of the requirements. Conducts preliminary and acceptance testing. Participates in design concept reviews and walkthroughs, and works with QA staff to ensure adherence to standards and quality. Helps collect metrics as a result of testing (i.e., how many error per line of code), and issues test results.</p> <p>Minimum Education: Bachelor's degree in Computer Science, Engineering, or a related field.</p>
402	Quality Assurance Specialist	<p>Minimum/General Experience: Eight (8) years of progressive Quality Assurance (QA) experience. Two to six years of related experience providing QA review, technical editing, and rewriting for technical reports, proposals, and promotional materials. Four (4) years of intensive and progressive experience in QA on substantial IT projects (i.e., technical inspections, technical reviews, and validations).</p> <p>Functional Responsibility: Establishes and maintains a process for evaluating systems and associated documentation. Determines the resources required for quality control. Maintains the level of quality throughout the project life cycle. The QA Specialist inspects each work site, as required, to ensure compliance with the requirements of orders issued under the task schedule via technical inspections, reviews, validations. Reports directly to the program manager, project director and project manager. Requires limited supervision, edits and rewrites on-line and hard copy documents for grammatical, syntactical, and usage errors; spelling; punctuation; and adherence to standards, including consistency, format, and presentation. Proofreads documentation and graphics for accuracy and adherence to original content and provides quality control checking for documents received from copying and word processing.</p> <p>Minimum Education: Bachelor's degree or six (6) years or more of documented work related experience may be substituted for degree requirements.</p>
403	Sr. Technical Writer	<p>Minimum/General Experience: Three (3) years of related experience providing technical editing, and rewriting for technical reports, proposals, and promotional materials. Must be familiar with the principles of engaging in interdepartmental contact and acting as liaison between the customer and</p>

Code	Labor Category	Description of Duties
	Sr. Technical Writer (Continued)	<p>the technical staff. Two (2) years of intensive and progressive experience in technical editing on IT projects.</p> <p>Functional Responsibility: Under limited supervision, edits and rewrites on-line and hard copy documents fro grammatical, syntactical, and usage errors; spelling; punctuation; and adherence to standards, including consistency, format, and presentation. Proofreads documentation and graphics for accuracy and adherence to original content and provides quality control checking for documents received from copying and word processing. Assembles master copies, including graphics, appendixes, tables of content, and title pages. Determines level of effort for incoming documents.</p> <p>Minimum Education: Bachelor's degree in Journalism, or a qualifying discipline. Six years of relevant experience may be substituted.</p>

Commitment to Promote Small Business Participation Procurement

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

Windsor Software 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

TJ Parro
Windsor Software
tjparro@windsorcorp.com
(651) 735-8210 Office
(651) 714-8580 Fax

BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and Windsor Software enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) _____.

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

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

Signatures

Ordering Activity

Date

Contractor

Date

BPA NUMBER_____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

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

(1) The following contract items can be ordered under this BPA. All orders placed
against this BPA are subject to the terms and conditions of the contract, except as
noted below:

MODEL NUMBER/PART NUMBER

*SPECIAL BPA DISCOUNT/PRICE

(2) Delivery:

DESTINATION

DELIVERY SCHEDULES / DATES

(3) The ordering activity estimates, but does not guarantee, that the volume of
purchases through this agreement will be _____.

(4) This BPA does not obligate any funds.

(5) This BPA expires on _____ or at the end of the contract
period, whichever is earlier.

(6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE

POINT OF CONTACT

(7) Orders will be placed against this BPA via Electronic Data Interchange (EDI),
FAX, or paper.

(8) Unless otherwise agreed to, all deliveries under this BPA must be
accompanied by delivery tickets or sales slips that must contain the following
information as a minimum:

(a) Name of Contractor;

(b) Contract Number;

(c) BPA Number;

(d) Model Number or National Stock Number (NSN);

(e) Purchase Order Number;

(f) Date of Purchase;

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

BASIC GUIDELINES FOR USING
“CONTRACTOR TEAM ARRANGEMENTS”

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

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

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

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

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

Here is a general outline on how it works:

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

Products and Services Pricelist

a. Software License Pricelist – Term and Perpetual – SIN 132-33 and SIN 132-34

Software Product	Description	GSA Pricing
SecureTrack™ P/N: STCV1	SecureTrack™ Collector Document and application tracking, auditing, and reporting software. SecureTrack provides an enterprise-grade central collection and management for all log data and management of agents. The SecureTrack forensic audit trail meets Federal security and requirements. (Sold in Blocks of 2)	1-10 Units \$77,000 ea
		11-50 Units \$54,000 ea
		51-100 Units \$38,500 ea
SecureTrack Agent™ P/N: STCSAV1	SecureTrack™ Server Agent Server software installed on each server for desired tracking and auditing. Installed in the background on individual servers and/or workstations, SecureTrack Agent continuously logs and transmits user and host activity data to a secure repository. SecureTrack Agent makes real-time auditing and user monitoring efficient and effective. SecureTrack provides auditing and monitoring of several hundreds to thousands of servers; easily overcoming previous technology barriers. (Blocks of 25)	1-25 Units \$660 ea
		26-50 Units \$620 ea
		51-100 Units \$595 ea
		101-250 Units \$575 ea
		251-500 Units \$522 ea
		501-1000 Units \$440 ea
		1001-5000 Units \$395 ea
SecureTrack™ Desktop Agent P/N: STCDAV1	SecureTrack™ Desktop Agent Client-side desktop software for tracking and auditing events. (Blocks of 100)	1-1000 Units \$200 ea
		1001-5000 Units \$165 ea
		5001-10000 Units \$118 ea
		10001-25000 Units \$91 ea
		25001-50000 Units \$78 ea
SecureTrack™ Administrative Seats P/N: STCAACC	SecureTrack™ Administrative Seats Administrative module for logging and auditing. (Blocks of 10)	1-25 Units \$660 ea
		26-50 Units \$620 ea
		51-100 Units \$595 ea
		101-250 Units \$575 ea
		251-500 Units \$522 ea
		501-1000 Units \$440 ea
		1001-5000 Units \$395 ea

Annual Maintenance fees of 20% apply billable monthly in the rears.

b. Training Pricelist – SIN 132-50

Windsor Corp's User Training Series Price List				
Training	Description	Schedule	Location	GSA Daily Rate*
ActiveStaffer®	Basic user training for ActiveStaffer® scheduling software. Format: Hands-on Training Prerequisites: <i>Intermediate computer skills, user of scheduling software</i> Attendance: 6 Minimum/12 Maximum	1-3 Days	At client location.	1,800.00
SecureTrack™	Basic user training for SecureTrack™ tracking and auditing software. Format: Hands-on Training Prerequisites: <i>Intermediate computer skills, user of tracking software</i> Attendance: 6 Minimum/12 Maximum	1 Day	At client location.	1,800.00
TOGAF	Technology architecture framework training. <u>The Open Group Architecture Forum</u> (TOGAF) deals with Enterprise architecture using open source framework. This training is designed for technologists and managers entering the open source environment or who are exploring architectural strategies for their enterprise system. This training leads to TOGAF certification. Format: Lecture Prerequisites: Knowledge of systems and architectures related to open source. Attendance: Minimum10/Maximum 30	4 Days	At or near client location.	\$2,400.00 Per student for 4 day course. Successful completion will result in TOGAF certification.

***Notes:**

1. The cost of training facilities, computer hardware and software, and projection equipment for training at any site are not included in these rates. Instructor and planning/coordinator travel expenses are not included in these rates.
2. Items included in these rates are: Student Manuals, Solutions CD-ROM (when appropriate), Instructor's time, and the Industrial Funding Fee.
3. Additional items that can be included for an additional fee are: Training Room equipped with Student PCs, Required Software, Instructor and/or planner/coordinator travel expenses.

Windsor Corp's Project and Knowledge Management (PM/KM) Training Series				
Training	Description	Schedule	Location	GSA Price Per Student
IKPMC01	<p>Integrated Knowledge and Project Management Competency Program™ (IKPMCP™)</p> <p><i>The Global Competency Assessment & PMP qualification is for you if you:</i></p> <ul style="list-style-type: none"> • develop project management plans and have lead responsibility for achieving a project's objectives • report the outcomes of a project to a higher authority in your organization • monitor and review the whole project as it progresses through its lifecycle. <p>This course provides the skills and knowledge to plan and manage projects that achieve the goals and objectives important to project managers and their organization – regardless of its line of business or industry.</p> <p>This training gives a working knowledge of Project Management as well as an understanding of processes, methods, techniques and tools available to help you manage your projects more effectively.</p> <p>Real World management solutions to help bring in projects on schedule and within budget, with lower risk and to provide greater productivity and therefore greater profitability.</p> <ul style="list-style-type: none"> • Manage application of project integrative processes • Manage Knowledge for effectiveness • Manage project scope • Manage project time • Manage project costs • Manage project quality • Manage project human resources • Manage project communications • Manage project risk • Manage project procurement BSBPM509 <p>Format: Lecture, On Job work Cop and Mentor by PM experts, Subject Matter Experts and Discussion Prerequisites: Participants need to be currently working in a project environment – or be able to access a work-based project at the level you wish to study. (Project manager) Attendance: 12 Minimum/16 Maximum</p>	<p>Course Duration spans a six month period Month 1: 5 Days Month 2: ½ x Day Month 3: ½ X Day Month 4: ½ x Day Month 5: 2 x Days exam prep PMP Month 6: ½ x Day</p> <p>On-Line Consulting Support</p>	At client location.	<p>\$8,000 per student for full 6 month program.</p> <p>PMP exam fee held at authorized testing center is not included in price.</p>

IKPMC02	<p>Advanced Integrated Knowledge and Project Management Competency Program™</p> <p>The Advanced PM program is for you if you:</p> <ul style="list-style-type: none"> • supervise others who develop project management plans • delegate responsibility for the achievement of project objectives to others • receive reports from several project managers • monitor and review a number of projects against business or corporate objectives. <p>This course is good news for anyone with a background in project management. It is designed to provide you with the skills and knowledge to manage a program of works that may involve a number of separate projects. You will be able to integrate projects, seeking to achieve the best possible business outcomes, as well as quality, value-improved outcomes for the client.</p> <p>It provides a working knowledge of project management as well as an understanding of methods, techniques and tools available to help you manage your projects more effectively.</p> <p>The emphasis is strongly on contemporary management practices, enabling you to operate effectively from the strategic level through to the operational and tactical levels</p> <p>Strategic Modules</p> <ul style="list-style-type: none"> • Strategic and Tactical • Strategic and program management • Quality system planning and management • Human resource management and development • Financial planning and development • Contract management • Strategic risk management • Strategic client management <p>Assessment/Workload</p> <p>Using a mix of on-the-job assignments, tests of understanding and the recognition of current skills and knowledge, the processes followed help participants to immediately apply their competence on the job, from day one.</p> <p>Competencies</p> <p>The competency standards against which the Advanced Program of Project Management is assessed:</p> <ul style="list-style-type: none"> • Direct the integration of multiple projects/programs • Direct the scope of multiple projects/programs 	<p>Course Duration spans a six month period</p> <p>Month 1: 5 Days</p> <p>Month 2: ½ x Day</p> <p>Month 3: ½ X Day</p> <p>Month 4: ½ x Day</p> <p>Month 5: 1x Day exam prep</p> <p>Month 6: ½ x Day Assessment</p> <p>On-Line Consulting Support</p>	At client location.	\$8,000 student for full 6 month
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	<ul style="list-style-type: none"> • Direct time management of multiple projects/programs • Direct cost management of multiple projects/programs • Direct quality management of multiple projects/programs • Direct human resources management of multiple projects/programs • Direct communications management of multiple projects/programs • Direct risk management of multiple projects/programs <p>Direct procurement and contracts of multiple projects/programs</p> <p>Format: Lecture, On Job work</p> <p>Cop, Mentor by PM experts, Subject Matter Experts and Discussion</p> <p>Prerequisites: <i>Prerequisites for Advanced PM; Completed IKPMC01</i></p> <p>Participants need to be currently working in a senior project environment – or be able to access a work-based project involving a range of projects at the program manager level.</p> <p>Attendance: 10 Minimum/16 Maximum</p>			
KM100G-0.5	<p>Knowledge Management Fundamentals for Government Professionals This workshop provides a basic understanding of the practice of Knowledge Management (KM) for general audiences. Content includes KM evolution, best practices used in the public sector today, where KM is headed, and why it is so <i>vital</i> to your organization's success.</p> <p><i>KM100G gains partial credit toward The Knowledge Management Professional (KMP™) designation, which includes KM102 – “Advanced KM Fundamentals for Professionals” and KM112 – “Personal KM”.</i></p> <p>At Course Completion: At the end of this one-day workshop equivalent (workshop plus e-learning), you will:</p> <ul style="list-style-type: none"> • Learn the origins of KM thru today's best practices • Discover how successful public sector organizations are leveraging KM • Explore the new “Knowledge Age,” and what it means to you • Define and understand Knowledge Modes – Tacit/Explicit • Understand the new “Knowledge Paradigm” • Envision the KM Endgame (“Connect & Collect”) <p><i>Detailed Course Outline available upon request.</i></p> <p>Audience: General Public Sector audiences needing a basic understanding of KM in government – what it is, where it's headed. Ideal for beginners, mid-level managers in an environment commencing a KM initiative, or anyone interested in getting a solid grounding and understanding of today's common KM Principles™ and applications. KM400 Series more appropriate for those tasked to actually lead a KM Initiative.</p> <p>Format: Lecture, Workshop, e-Learning</p>	HALF DAY Workshop, plus 4 hours equivalent e-learning/video content	At client location.	\$445.00 Per Student

	<p>Prerequisites: None. KM100G can be taken as part of the KMP™ Program (first day of 4 total for KMP™ designation).</p> <p>Attendance: 3 Minimum/10 Maximum (\$250 additional fee charged for each person above the maximum or below the minimum)</p>			
eKM101G-0.5	<p>Knowledge Management Fundamentals for Government Professionals See above. Format: e-Learning Prerequisites: None. KM100G can be taken as part of the KMP™ Program (first day of 4 total for KMP™ designation).</p> <p>Attendance: 3 Minimum/10 Maximum (\$250 additional fee charged for each person above the maximum or below the minimum)</p>	1 FULL DAY Workshop equivalent, including content delivered by e-learning)	At client location.	\$470.00 Per Student
KM101G-2.0	<p>Advanced Knowledge Management Fundamentals for Government Professionals This workshop provides general audiences a more complete understanding of the practice of Knowledge Management (KM) than provided in KM101G. This workshop includes the basic understanding of KM taught in KM101 (evolution, best practices, where KM is headed, and why it is so vital to your organization's success), but delves more deeply into specific examples of today's common KM principles and applications.</p> <p>KM102G gains credit toward Knowledge Management Professional (KMP™) designation, when combined with KM112 – "Personal KM".</p> <p>At Course Completion: At the end of this two-day workshop, you will learn the KM Fundamentals and hot topics covered in KM101G, but taken one step further to cover real-world, hands-on applications and greater interaction. KM102G explores a more in-depth analysis of successful KM platforms and initiatives, plus more Q/A: opportunities to discuss your own KM initiative and to learn how to apply proven tips/tools for a successful outcome.</p> <p><i>Detailed Course Outline available upon request.</i></p> <p>Audience: General Public Sector audiences needing a more advanced understanding of KM in government, why it is practiced, and how it's been successfully implemented. Ideal for Executives, mid-level managers in an environment commencing a KM initiative, or anyone interested in gaining a solid grounding and understanding of today's common KM Principles™ and applications. KM400 Series more appropriate for those tasked to actually lead a KM Initiative.</p> <p>Format: Lecture, Workshop, e-Learning Prerequisites: None. KM102G includes all KM101G content. Attendance: 3 Minimum/12 Maximum (\$500 additional fee charged for each person above the maximum or below the minimum)</p>	TWO DAY Workshop (includes content of KM101G)	At client location.	\$850.00 Per student
eKM101G-2.0	<p>Advanced Knowledge Management Fundamentals for Government Professionals See above. Format: e-Learning</p>	TWO DAY e-Learning and video Workshop	At client location.	\$850.00 Per student

	<p>Prerequisites: None. KM102G includes all KM101G content.</p> <p>Attendance: 3 Minimum/12 Maximum (\$500 additional fee charged for each person above the maximum or below the minimum)</p>	(includes content of KM101G)		
KM112G-2.0	<p>Personal Knowledge Management for Power (Knowledge) Professionals</p> <p>This advanced workshop provides an understanding of Personal KM - what it is, the Personal KM Methodology, how to create a personal vision and mission and improve personal performance in the Knowledge Age. Attendees learn how to get organized, learn important personal performance optimization techniques, how to improve knowledge acquisition, production, and integration methods, and especially use of personal performance tools.</p> <p>Specific benefits: Attendees will have a plan to apply "Personal KM" techniques that will noticeably improve their own personal performance and enable them to lead team/department-level KM improvement initiatives. They will be better organized, able to apply better knowledge sharing techniques, and be more innovative and productive Knowledge Workers—deliver better products and services in less time/money--thereby improving their department-level performance and especially their personal career potential.</p> <p><i>KM112G gains credit toward the coveted Knowledge Management Professional (KMP™) designation, which includes KM102G -"Advanced KM Fundamentals for Professionals" and KM112G-"Personal KM"</i></p> <p>At Course Completion By the end of this two-day workshop, you will learn to:</p> <ul style="list-style-type: none"> • Apply "Personal KM" techniques to improve your own performance • Improve your personal and team/departmental performance using proven KM initiatives • Apply better knowledge sharing techniques • Deliver better personal products/services in less time/money <p>.....and more! <i>Detailed Course Outline available upon request.</i></p> <p>Audience: General audiences who need a basic understanding of how to improve their own role in the Knowledge Age. Ideal for KM beginners and mid-level managers desiring improved personal performance or tasked to start KM initiatives at the small group or department level.</p> <p><i>For those who need to prove competency/ability to lead real-world KM projects, we recommend our internationally recognized program: The Certified Knowledge Manager (CKM™), 5-day workshop. Please contact your KM Institute™ certification coordinator or Windsor Software for details.</i></p> <p>Format: Lecture</p> <p>Prerequisites: No mandatory prerequisites However, KM101G – KM Fundamentals for Government Professionals or KM102G, "Advanced KM Fundamentals for Government Professionals" is encouraged. Completion of both KM102 and KM112 qualifies attendee for coveted Knowledge</p>	TWO FULL DAYS Plus e-Learning/video content	At client location.	\$995.00 Per student

	<p>Management Professional (KMP™) certification designation.</p> <p>Attendance: 3 Minimum/10 Maximum (\$500 additional fee charged for each person above the maximum or below the minimum)</p>			
KM300G-0.5	<p>Executive Briefing – The Knowledge Imperative™ This half-day equivalent executive briefing focuses on KM essentials for Executives. It's derived from the Certified Knowledge Manager (CKM™) Program, but emphasizes the KM rationale. It provides rich understanding of KM – what it is and where it's headed. Executives gain an historical perspective on knowledge, both tacit and explicit, an understanding of knowledge processes, the new knowledge paradigm, and the KM Endgame "Connect & Collect" (need for balance between tacit and explicit knowledge initiatives), the role of the CKO, and most importantly, why there needs to be a knowledge imperative now.</p> <p>At Course Completion: By the end of this half-day workshop equivalent, you will learn to:</p> <ul style="list-style-type: none"> • Learn the origins of KM thru today's common practices • Discover how successful public sector organizations are leveraging KM • Explore the new "Knowledge Age," and what it means to your agency • Define and understand Knowledge Modes – Tacit/Explicit • Understand the new "Knowledge Paradigm" • Envision the KM Endgame ("Connect & Collect") • Most importantly, understand the rationale for KM, the Knowledge Imperative. <p>.....and more!</p> <p><i>Detailed Course Outline available upon request.</i></p> <p>Audience: Executives who need a basic understanding of how to improve their operations in the Knowledge Age. Ideal for mid-level and senior managers desiring improved organizational performance, or tasked to start KM initiatives for their department.</p> <p>Format: Lecture, Workshop Prerequisites: No mandatory prerequisites Attendance: 3 Minimum/10 Maximum (\$250 additional fee charged for each person above the maximum or below the minimum)</p>	HALF DAY Workshop	At client location.	\$450.00 Per student
eKM300G-0.5	<p>Executive Briefing – The Knowledge Imperative™ See above.</p> <p>Format: e-Learning Prerequisites: No mandatory prerequisites Attendance: 3 Minimum/10 Maximum (\$250 additional fee charged for each person above the maximum or below the minimum)</p>	HALF DAY Workshop equivalent by e-Learning	At client location.	\$450.00 Per student
KM301G-1.0	<p>Executive Briefing – Create The Knowledge Imperative™</p>	1 FULL DAY Workshop	At client location.	\$725.00 Per student

	<p>This full-day executive briefing focuses on KM essentials for Executives. It's derived from the Certified Knowledge Manager (CKM™) Program, but emphasizes the KM rationale. It provides rich understanding of KM – what it is and where it's headed. Executives gain an historical perspective on knowledge, both tacit and explicit, an understanding of knowledge processes, the new knowledge paradigm, and the KM Endgame “Connect & Collect” (need for balance between tacit and explicit knowledge initiatives), the role of the CKO, and most importantly, why there needs to be a knowledge imperative now and how to create it.</p> <p>At Course Completion: By the end of this half-day workshop equivalent, you will learn to:</p> <ul style="list-style-type: none"> • Learn the origins of KM thru today's common practices • Discover how successful public sector organizations are leveraging KM • Explore the new “Knowledge Age,” and what it means to your agency • Define and understand Knowledge Modes – Tacit/Explicit • Understand the new “Knowledge Paradigm” • Envision the KM Endgame (“Connect & Collect”) • Understand the rationale for KM • Most importantly, understand how to “Create the Knowledge Imperative™” <p>.....and more!</p> <p><i>Detailed Course Outline available upon request.</i></p> <p>Audience: Executives who need a more advanced understanding of how to improve their operations in the Knowledge Age. Ideal for mid-level and senior managers desiring improved organizational performance, or tasked to start KM initiatives for their department.</p> <p>Format: Lecture, Workshop Prerequisites: No mandatory prerequisites Attendance: 3 Minimum/10 Maximum (\$500 additional fee charged for each person above the maximum or below the minimum)</p>			
eKM301G-1.0	<p>Executive Briefing – Create The Knowledge Imperative™ See above.</p> <p>Format: e-Learning Prerequisites: No mandatory prerequisites Attendance: 3 Minimum/10 Maximum (\$500 additional fee charged for each person above the maximum or below the minimum)</p>	1 FULL DAY Workshop equivalent by e-Learning	At client location.	\$725.00 Per student
KM401-1.0	<p>Knowledge Management Essentials for Government KM Practitioners This workshop provides a comprehensive understanding of the essentials for the actual practice of Knowledge Management (KM) at the enterprise level. This workshop includes: background, best practices used today, where KM is headed, and why it is <i>vital</i> to your organization's success.</p>	1 FULL DAY Workshop	At client location.	\$600.00 Per student

	<p>It's derived from Theme I of the Certified Knowledge Manager (CKM™) Program. KM401 gains credit toward the Certified Knowledge Manager (CKM™) designation.</p> <p>Note: This course is for mid-level to senior managers and their staffs (practitioners), whereas KM101-2 is for general audiences at the personal level (knowledge workers). The KM300 Series (KM300 and 301) has a focus on KM rationale and is for Executives. Please contact your KM Institute™ Rep for details.</p> <p>At Course Completion: At the end of this one-day workshop, you will:</p> <ul style="list-style-type: none"> • Learn the origins of KM thru to today's common practices • Discover how successful organizations are leveraging KM • Explore the new "Knowledge Age," and what it means to you • Define and understand Knowledge Modes – Tacit/Explicit, and their implications • Understand the new "Knowledge Paradigm" and its implication • Envision the KM Endgame, where KM is headed, and the implications for your KM initiatives. <p><i>Detailed Course Outline available upon request.</i></p> <p>Audience: Potential practitioners needing an in-depth understanding of KM essentials, why it is practiced, and how it's been successfully implemented. Ideal for mid-level to senior managers tasked to start a KM initiative, or anyone interested in gaining a solid grasp of common KM principles.</p> <p><i>For those who need to prove competency/ability to lead real-world KM projects, we recommend the full Certified Knowledge Manager™ (5 day workshop). Please contact your KMinstitute™ rep for details.</i></p> <p>Format: Lecture, Workshop Prerequisites: None Attendance: 3 Minimum/10 Maximum (\$400 additional fee charged for each person above the maximum or below the minimum)</p>			
eKM401-1.0	<p>Knowledge Management Essentials for Government KM Practitioners See above.</p> <p>Format: e-Learning Prerequisites: None Attendance: 3 Minimum/10 Maximum (\$400 additional fee charged for each person above the maximum or below the minimum)</p>	1 FULL DAY Workshop equivalent by e-Learning	At client location.	\$600.00 Per student
KM402G-2.0	<p>Advanced Knowledge Management Essentials for Practitioners This workshop provides an advanced comprehensive understanding of the essentials for the actual practice of Knowledge Management (KM) at the enterprise level. This workshop includes: background, best practices used today,</p>	2 FULL DAYS Workshop	At client location.	\$1,100.00 Per student

	<p>where KM is headed, and why it is <i>vital</i> to your organization's success. It's derived from Theme I of the Certified Knowledge Manager (CKM™) Program. KM402 gains credit toward the Certified Knowledge Manager (CKM™) designation.</p> <p>Note: This course is for mid-level to senior managers and their staffs (practitioners), whereas KM101-2 is for general audiences at the personal level (knowledge workers). The KM300 Series (KM300 and 301) has a focus on KM rationale and is for Executives. Please contact your KMinstitute™ Rep for details.</p> <p>At Course Completion: At the end of this two-day workshop, you will:</p> <ul style="list-style-type: none"> • Learn the origins of KM thru to today's common practices • Discover how successful organizations are leveraging KM • Explore the new "Knowledge Age," and what it means to you • Define and understand Knowledge Modes – Tacit/Explicit, and their implications • Understand the new "Knowledge Paradigm" and its implication • Envision the KM Endgame, where KM is headed, and the implications for your KM initiatives • Understand and know how to apply critical KM Theor • Understand the rationale for KM • Understand the role of the CKO in KM Leadership <p><i>Detailed Course Outline available upon request.</i></p> <p>Audience: Potential practitioners needing an advanced, in-depth understanding of KM essentials, why it is practiced, and how it's been successfully implemented. Ideal for mid-level to senior managers tasked to start a KM initiative, or anyone interested in gaining a solid grasp of common KM principles at a more advanced level.</p> <p><i>For those who need to prove competency/ability to lead real-world KM projects, we recommend the full Certified Knowledge Manager™ (5 day workshop). Please contact your KMinstitute™ rep for details.</i></p> <p>Format: Lecture, Workshop Prerequisites: None Attendance: 3 Minimum/10 Maximum (\$800 additional fee charged for each person above the maximum or below the minimum)</p>			
eKM402G-2.0	<p>Advanced Knowledge Management Essentials for Practitioners See above.</p> <p>Format: e-Learning Prerequisites: None Attendance: 3 Minimum/10 Maximum (\$800 additional fee charged for each person above the maximum or below the minimum)</p>	2 FULL DAYS Workshop equivalent by e-Learning	At client location.	\$1,100.00 Per student
KM403G-3.0	<p>Advanced Knowledge Management Essentials for Practitioners</p>	3 FULL DAYS Workshop	At client location.	\$1,250.00 Per student

	<p>This workshop provides an advanced, comprehensive understanding of the essentials for the actual practice of Knowledge Management (KM) at the enterprise level. This workshop is very “Hands-On” and includes: background, best practices used today, where KM is headed, and why it is <i>vital</i> to your organization’s success. It is Theme I of the Certified Knowledge Manager (CKM™) Program. KM403 gains credit toward the Certified Knowledge Manager (CKM™) designation.</p> <p>Note: This course is for mid-level to senior managers and their staffs (practitioners), whereas KM101-2 is for general audiences at the personal level (knowledge workers). The KM300 Series (KM300 and 301) has a focus on KM rationale and is for Executives. Please contact your KMIInstitute™ Rep for details.</p> <p>At Course Completion: At the end of this two-day workshop, you will:</p> <ul style="list-style-type: none"> • Learn the origins of KM thru to today’s common practices • Discover how successful organizations are leveraging KM • Explore the new “Knowledge Age,” and what it means to you • Define and understand Knowledge Modes – Tacit/Explicit, and their implications • Understand the new “Knowledge Paradigm” and its implication • Envision the KM Endgame, where KM is headed, and the implications for your KM initiatives • Understand and know how to apply critical KM Theor • Understand the rationale for KM • Understand the role of the CKO in KM Leadership <p><i>Detailed Course Outline available upon request.</i></p> <p>Audience: Practitioners needing an advanced, in-depth understanding of KM essentials, why it is practiced, and how it’s been successfully implemented. Ideal for mid-level to senior managers tasked to lead a KM initiative, or anyone interested in gaining a solid grasp of common KM principles at the most advanced level.</p> <p><i>For those who need to prove competency/ability to lead real-world KM projects, we recommend the full Certified Knowledge Manager™ (5 day workshop). Please contact your KMIInstitute™ rep for details.</i></p> <p>Format: Lecture, Workshop Prerequisites: None Attendance: 3 Minimum/10 Maximum (\$1,000 additional fee charged for each person above the maximum or below the minimum)</p>			
eKM403G-3.0	<p>Advanced Knowledge Management Essentials for Practitioners See above.</p> <p>Format: e-Learning Prerequisites: None Attendance: 3 Minimum/10 Maximum (\$1,000 additional fee charged for each person above the maximum or</p>	3 FULL DAYS Workshop equivalent by e-Learning	At client location.	\$1,250.00 Per student

	below the minimum)			
KM404G-4.0	<p>Meet/Exceed CIO Competency Principles & Practices in KM</p> <p>“Knowledge Management (KM) involves the use of disciplined processes (and their supporting tools) to optimize application of knowledge in support of the organization's overall mission. KM as a discipline is exploding because of needs arising from budget, growth and personnel issues coupled with the realization that knowledge (including the retention and reuse of intellectual capital) has value. Although the availability of technology is enabling the explosive growth being seen in KM, it is essential to remember that KM is much more than technology. KM involves linking people to people, people to content and content to content.” CIO Council Competency 2.6.</p> <p>This workshop meets/exceeds CIO Competency 2.6 – Principles and Practices in KM. It provides an advanced, comprehensive understanding of the essentials for the actual practice of Knowledge Management (KM) at the enterprise level and many exercises actually needed in KM implementation. This workshop is very “Hands-On” and includes: background, best practices used today, where KM is headed, and why it is <i>vital</i> to your organization's success. It includes Theme I and parts of both Themes II and III of the Certified Knowledge Manager (CKM™) Program. KM404 gains credit toward the Certified Knowledge Manager (CKM™) designation, which can be completed by e-learning.</p> <p>Note: This course is for mid-level to senior managers and their staffs (practitioners), whereas KM100 Series is for general audiences at the personal level (knowledge workers). The KM300 Series (KM300 and 301) has a focus on KM rationale and is for Executives. Please contact your KMinstitute™ Rep for details.</p> <p>At Course Completion: At the end of this four-day workshop, you will:</p> <ul style="list-style-type: none"> • Learn the origins of KM thru to today's common practices • Discover how successful organizations are leveraging KM • Explore the new “Knowledge Age,” and what it means to you • Define and understand Knowledge Modes – Tacit/Explicit, and their implications • Understand the new “Knowledge Paradigm” and its implication • Envision the KM Endgame, where KM is headed, and the implications for your KM initiatives • Understand and know how to apply critical KM Theor • Understand the rationale for KM • Understand the role of the CKO in KM Leadership • Learn the KMBOK™ Methodology for successful application of KM as an enterprise wide, strategic initiative • Learn key KM activities – Knowledge Metrics and Auditing, Mapping, Vision, Mission, and Personal I <p><i>Detailed Course Outline available upon request.</i></p> <p>Audience: Practitioners needing to satisfy CIO Competency 2.6 or those needing an advanced, in-depth understanding of</p>	4 FULL DAYS Workshop (Private Groups Only)	At client location.	\$20,000.00 Group Price

	<p>KM essentials, why it is practiced, and how it's been successfully implemented. Ideal for mid-level to senior managers tasked to lead a KM initiative, or technical staff tasked to be on a KM Team. It is suitable for anyone interested in gaining a solid grasp of KM theory and principles at the most advanced level and needing actual 'hands-on' experience.</p> <p><i>For those who need to prove competency/ability to lead real-world KM projects, we recommend the full Certified Knowledge Manager™ (5 day workshop). Please contact your KMinstitute™ rep for details.</i></p> <p>Format: Lecture, Workshop Prerequisites: None Attendance: 5 Minimum/10 Maximum (\$1,000 additional fee charged for each person above the maximum or below the minimum)</p>			
KM405G-5.0	<p>Knowledge Management Certificate Program for Government Practitioners</p> <p>How to Perform KM – This is the richest KM training program available anywhere, short of the full, Certified Knowledge Manager (CKM™) Program. It is for serious practitioners (and their teams), who are or aspire to be KM leaders. Theme I – Advanced KM Essentials includes rigorous, practical KM (KM403), rationale, and role of the KM leader. In Theme II, Certificants create and study the KMBOK™ Methodology and prove its efficacy compared to other published KM methodologies. In Theme III, they track thru part of that methodology, learning how to “Perform KM”, subject to team needs.</p> <p>Note: This course is for serious KM Leaders and their staffs (practitioners). With advanced planning, content can be customized to actual agency needs by an instructor well versed in US Government KM history and case studies. Please contact your KMinstitute™ Rep for details.</p> <p>At Course Completion: At the end of this five-day workshop, you will:</p> <ul style="list-style-type: none"> • Learn the origins of KM thru to today's common practices • Discover how successful government and commercial organizations are leveraging KM • Explore the new “Knowledge Age,” and what it means to your Agency • Define and understand Knowledge Modes (Tacit/Explicit)-implications for knowledge sharing your Agency • Understand the new “Knowledge Paradigm” and its implications • Envision the KM Endgame, where KM is headed, and the implications for your KM initiatives • Understand and know how to apply KM Theory critical to your success. • Understand the rationale for KM and be able to communicate it to others to gain buy-in. • Understand the role of the CKO in KM Leadership • Learn the KMBOK™ Methodology, originally developed by the US government for strategic initiatives, for successful application of KM as an enterprise wide 	5 FULL DAYS Workshop, Plus work related exercises (Private Groups – KM Teams Only)	At client location.	\$25,000.00 Group Price

	<p>strategic initiative</p> <ul style="list-style-type: none"> • Learn key KM activities – Knowledge Metrics and Auditing, Mapping, Vision, Mission, and Personal KM. Topics chosen depending on group interest. • Learn core KM techniques – e-Learning, Communities of Practice (CoPs), Storytelling, Social Network Analysis, Benchmarking, Innovation. Topics chosen depending on group interest. <p><i>Detailed Course Outline available upon request.</i></p> <p>Audience: Practitioners needing to lead a major KM Initiative. This provides an advanced, in-depth understanding of KM essentials, why it is practiced, and how it's been successfully implemented. Ideal for mid-level to senior managers tasked to lead a KM initiative, or anyone interested in gaining a solid grasp of common KM principles at the most advanced level and actual 'hands-on' experience doing KM.</p> <p><i>Please contact your KMinstitute™ rep for details.</i></p> <p>Format: Lecture, Workshop Prerequisites: None Attendance: 7 Minimum/15 Maximum (\$1,000 additional fee charged for each person above the maximum or below the minimum)</p>			
<p>KMP_Cert-4.0</p> <p>This combines KM102G and KM112G into one 4-day class.</p>	<p>Knowledge Management Professional (PMP™) Certification Program</p> <p>These two workshops focus on the Power (knowledge) Worker™. They enable you to become a Certified Knowledge Management Professional (PMP™). A PMP™ masters Advanced KM Fundamentals for the Knowledge Age and how to apply Personal KM to enhance personal performance in their own career. You will learn what Personal KM is, the Personal KM Methodology, how to create a personal vision/mission and improve personal performance. Get energized for the Knowledge Age: learn important personal performance optimization techniques, how to improve knowledge acquisition, production, and integration methods including use of personal performance tools to “stand on the shoulders of giants” (Newton).</p> <p>At Course Completion: By the end of these workshops, you be able to:</p> <ul style="list-style-type: none"> • Grasp basic concepts, terms, models, and metaphors of KM and Intellectual Capital theory • Know why KM differs from IT and be able to leverage that knowledge • Know how to improve your personal and team/departmental performance using “Personal KM” initiatives • Apply better knowledge sharing techniques • Deliver better products/services in less time/money • Apply “Personal KM” techniques to improve your own performance <p>Audience: Beginners and mid-level managers looking to apply the “best of KM” to improve their own personal performance in the Knowledge Age. Anyone interested in learning the basics of Knowledge Management (KM) and how to immediately apply them to their own daily objectives as well as those of their team mates and fellow department members.</p>	4 FULL DAYS Workshop	At client location.	<p>\$1,600.00 Per Student</p> <p>\$20,000.00 Group Price</p>

	<p>Format: Lecture, Workshop</p> <p>Prerequisites: None</p> <p>Attendance: 7 Minimum/15 Maximum (\$1,000 additional fee charged for each person above the maximum or below the minimum)</p>			
CKS_Cert-3.0	<p>Certified Knowledge Specialist (CKS™) Certification Program for Government Practitioners KM Specialization: This program was designed to allow candidates the opportunity to advance quickly from the “essentials of KM” to a specific specialty area of interest.</p> <p>In the Specialty Area portion, you will master one or more of these topics equal to 42 contact hours: Business Disciplines, Change Dynamics & Mgmt, CoPs, Complexity (Chaos) Thinking & Applications, Content Mgmt, CRM, Innovation & Creativity, Leadership, Learning Theory, Knowledge Economics/Engineering, KM Methods, KM Performance (Metrics), Knowledge Mgmt Sciences, KM Techniques, KM Technologies, Personal KM Skills, Project Mgmt, Storytelling/Narrative, Strategic Thinking & Systems Thinking, Knowledge Workforce Performance, Workgroups & Teams.</p> <p>At Course Completion: you will:</p> <ul style="list-style-type: none"> • Learn the origins of KM thru to today's common practices • Discover how successful organizations are leveraging KM • Explore the new “Knowledge Age,” and what it means to you • Define and understand Knowledge Modes – Tacit/Explicit, and their implications • Understand the new “Knowledge Paradigm” and its implication • Envision the KM Endgame, where KM is headed, and the implications for your KM initiatives • Understand and know how to apply critical KM Theory • Understand the rationale for KM • Understand the role of the CKO in KM Leadership <p>Audience: Mid- to upper-level managers who have been asked to perform a task, serve on a KM implementation team, or complete a project in a specific KM activity. The CKS™ student must also be able to effectively “communicate the KM Imperative,” so a solid understanding of the KM Essentials remains integral to his/her success.</p> <p>Format: Lecture, Workshop</p> <p>Prerequisites: None</p> <p>Attendance: 5 Minimum/10 Maximum (\$1,500 additional fee charged for each person above the maximum or below the minimum)</p>	3 FULL DAYS Workshop	At client location.	\$22,000.00 Group Price
CKMG-5x	<p>Certified KM (CKM™) Certification Program for Government Practitioners How to Perform KM – This is the full CERTIFIED KM (CKM™) Certification Program taught worldwide to over 330 Certificants since 2001. It is for serious practitioners who are or aspire to be KM leaders. Theme I – Advanced KM Essentials includes rigorous, practical KM (KM403), rationale, and role of the KM leader, some by e-learning. In Theme II,</p>	5 FULL DAYS Workshop (Private Groups Only)	At client location.	\$25,000.00 Group Price

	<p>Certificants create and study the KMBOK™ Methodology and prove its efficacy compared to other published KM methodologies. In Theme III, they track thru that methodology, learning how to “Perform KM”. Theme IV is part of the Life-Long Learning Program – Special KM Hot Topics are surveyed (some not available until 2006 – will be provided by E-Learning when available).</p> <p>Note: This course is for serious KM Leaders and their staffs (practitioners), whereas KM100 Series is for general audiences at the personal level (knowledge workers). The KM300 Series (KM300 and 301) has a focus on KM rationale and is for Executives. Please contact your KMinstitute™ Rep for details.</p> <p>At Course Completion: At the end of this five-day workshop, you will:</p> <ul style="list-style-type: none"> • Learn the origins of KM thru to today's common practices • Discover how successful organizations are leveraging KM • Explore the new “Knowledge Age,” and what it means to you • Define and understand Knowledge Modes – Tacit/Explicit, and their implications • Understand the new “Knowledge Paradigm” and its implication • Envision the KM Endgame, where KM is headed, and the implications for your KM initiatives • Understand and know how to apply critical KM Theor • Understand the rationale for KM • Understand the role of the CKO in KM Leadership • Learn the KMBOK™ Methodology, originally develop by the US government for strategic initiatives, for successful application of KM as an enterprise wide strategic initiative • Learn key KM activities – Knowledge Metrics and Auditing, Mapping, Vision, Mission, and Personal I • Learn key KM techniques – e-Learning, Communities Practice (CoPs), Storytelling, Social Network Analysis, Benchmarking, Innovation, and more. <p><i>Detailed Course Outline available upon request.</i></p> <p>Audience: Practitioners, or practitioner teams, needing to lead a major KM Initiative. This provides an advanced, in-depth understanding of KM essentials, why it is practiced, and how it's been successfully implemented. Ideal for mid-level to senior managers tasked to lead a KM initiative, or anyone interested in gaining a solid grasp of common KM principles at the most advanced level and actual ‘hands-on’ experience doing KM.</p> <p><i>Please contact your KMinstitute™ rep for details.</i></p> <p>Format: Lecture, Workshop Prerequisites: None Attendance: 10 Minimum/25 Maximum (\$2,250 additional fee charged for each person above the maximum or below the minimum)</p>			
CKMG-2x	<p>KM Certification Program for Government Practitioners How to Perform KM – This is the full CERTIFIED KM (CKM™)</p>	3 TWO- DAY Workshops with take-home,	At client location.	\$32,000.00 Group Price

	<p>Certification Program taught worldwide to over 330 Certificants since 2001. It is for serious practitioners who are or aspire to be KM leaders. Theme I – Advanced KM Essentials includes rigorous, practical KM (KM403), rationale, and role of the KM leader, some by e-learning. In Theme II, Certificants create and study the KMBOK™ Methodology and prove its efficacy compared to other published KM methodologies. In Theme III, they track thru that methodology, learning how to “Perform KM”. Theme IV is part of the Life-Long Learning Program – Special KM Hot Topics are surveyed (some not available until 2006 – will be provided by E-Learning when available).</p> <p>Note: This course is for serious KM Leaders and their staffs (practitioners), whereas KM100 Series is for general audiences at the personal level (knowledge workers). The KM300 Series (KM300 and 301) has a focus on KM rationale and is for Executives. Please contact your KMinstitute™ Rep for details.</p> <p>At Course Completion: At the end of this five-day workshop, you will:</p> <ul style="list-style-type: none"> • Learn the origins of KM thru to today’s common practices • Discover how successful organizations are leveraging KM • Explore the new “Knowledge Age,” and what it means to you • Define and understand Knowledge Modes – Tacit/Explicit, and their implications • Understand the new “Knowledge Paradigm” and its implication • Envision the KM Endgame, where KM is headed, and the implications for your KM initiatives • Understand and know how to apply critical KM Theory • Understand the rationale for KM • Understand the role of the CKO in KM Leadership • Learn the KMBOK™ Methodology, originally developed by the US government for strategic initiatives, for successful application of KM as an enterprise wide, strategic initiative • Learn key KM activities – Knowledge Metrics and Auditing, Mapping, Vision, Mission, and Personal KM • Learn key KM techniques – e-Learning, Communities of Practice (CoPs), Storytelling, Social Network Analysis, Benchmarking, Innovation, and more. <p>Audience: Practitioners needing to lead a major KM Initiative. This provides an advanced, in-depth understanding of KM essentials, why it is practiced, and how it’s been successfully implemented. Ideal for mid-level to senior managers tasked to lead a KM initiative, or anyone interested in gaining a solid grasp of common KM principles at the most advanced level and actual ‘hands-on’ experience doing KM.</p> <p><i>Please contact your KMinstitute™ rep for details.</i></p> <p>Format: Lecture, Workshop Prerequisites: None Attendance: 10 Minimum/25 Maximum (\$2,250 additional fee charged for each person above the maximum or below the minimum)</p>	<p>competency-based exercises. Plus e-Learning (Private Groups Only) [Six Days Total]</p>		
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***Notes:**

1. The cost of training facilities, computer hardware and software, and projection equipment for training at any site are not included in these rates. Instructor and planning/coordinator travel expenses are not included in these rates.
2. Items included in these rates are: Student Manuals, Solutions CD-ROM (when appropriate), Instructor's time, and the Industrial Funding Fee.
3. Additional items that can be included for an additional fee are: Training Room equipped with Student PCs, Required Software, Instructor and/or planner/coordinator travel expenses.
4. Additional mentoring and coaching services can be purchased for IKPMC01, IKPMC02, and other mentoring based courses on a monthly basis not to exceed three additional months. Contact vendor for pricing.

Windsor Corp's Intertech Developer Training Series Price List			
Training	Schedule	GSA Student Rates*	
		Client Location ¹	On-site Intertech Location ¹
Complete VB.NET	5 Days	\$1,885.00	\$1,975.00
Complete C#.NET	5 Days	\$1,885.00	\$1,975.00
Complete ASP.NET with Web Services	5 Days	\$1,885.00	\$1,975.00
Complete XML.NET	3 Days	\$1,440.00	\$1,460.00
Expert .NET and COM Interoperability	4 Days	\$1,885.00	\$1,975.00
Expert Distributed .NET	4 Days	\$1,885.00	\$1,975.00
Expert ADO.NET	3 Days	\$1,465.00	\$1,465.00
Expert .NET Security	4 Days	\$1,885.00	\$1,975.00
Extreme .NET	5 Days	\$1,885.00	\$1,975.00
Complete Java™	5 Days	\$1,885.00	\$1,975.00
Complete Server-Side Java™	4 Days	\$1,885.00	\$1,975.00
Complete EJB™ with WebLogic	5 Days	\$1,885.00	\$1,975.00
Complete EJB™ with WebSphere using WSAD	4 Days	\$1,885.00	\$1,975.00
Complete Java™ Web Services	3 Days	\$1,465.00	\$1,465.00
Complete Java™ Security	2 Days	\$1,080.00	\$1,080.00
Expert J2EE™ Patterns	2 Days	\$1,080.00	\$1,080.00
Expert Java™	5 Days	\$1,885.00	\$1,975.00
Extreme J2EE™ with WSAD	5 Days	\$1,885.00	\$1,975.00
Complete XML using Java™ Technologies	3 Days	\$1,465.00	\$1,465.00
Complete XML using Microsoft Technologies	3 Days	\$1,465.00	\$1,465.00
Expert XSLT	2 Days	\$1,080.00	\$1,080.00
Complete C++	5 Days	\$1,975.00	\$1,975.00
Complete Pocket PC	3 Days	\$1,465.00	\$1,465.00
Complete Mobile .NET	2 Days	\$1,080.00	\$1,080.00

*** Notes:**

1. The cost of training facilities, computer hardware and software, and projection equipment for training at any site other than our Intertech training facility in Eagan, MN (St. Paul) are not included in these rates. Instructor and planning/coordinator travel expenses are not included in these rates.
2. Items included in these rates are: Student Manuals (Lecture and Lab), Solutions CD-ROM (where appropriate), Instructor's time, and the Industrial Funding Fee.
3. Additional items that can be included for an additional fee are: Training Room equipped with Student PCs, Required Software, Instructor and/or planner/coordinator travel expenses.

c. Professional Services Pricelist – SIN 132-51 and SIN 132-52

Code	Labor Category	Hourly Rate
Management		
101	Project Director	180.00
102	Project Manager III	165.00
103	Project Manager II	145.00
104	Project Manager I	125.00
105	Project Assistant	50.00
106	Administrative Specialist	45.00
107	Clerical Support	40.00
Technical/Development		
201	Sr. Technical Architect	135.00
202	Technical Architect	110.00
203	Sr. Programmer	115.00
204	Programmer	95.00
205	Sr. Analyst	90.00
206	Analyst	85.00
207	Database Manager	135.00
208	Sr. Database Administrator - Programmer	115.00
209	Database Administrator - Programmer	75.00
210	Sr. Systems Engineer	140.00
211	Sr. Network Communications Engineer	125.00
212	Sr. Subject Matter Expert	210.00
213	Subject Matter Expert	185.00
214	Sr. Web Developer	100.00
215	Web Developer	85.00
216	Sr. Graphic Designer	75.00
217	Sr. Implementation Coordinator	135.00
Training		
301	Training Manager	140.00
302	Sr. Training Specialist	135.00
303	Training Specialist	130.00
304	Principle Tech – Training, Database, Programming, Analysis	80.00
Quality		
401	Sr. Test Engineer	100.00
402	Quality Assurance Specialist	90.00
403	Sr. Technical Writer	70.00

Includes IFF Fee

“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.”

