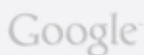




AUTHORIZED INFORMATION TECHNOLOGY SCHEDULE PRICELIST

GENERAL PURPOSE COMMERCIAL INFORMATION
TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES



SIN 132-8 PURCHASE OF EQUIPMENT

FSC CLASS 7010 - SYSTEM CONFIGURATION

Other Systems Configuration Equipment, Not Elsewhere Classified

SPECIAL ITEM NUMBER 132-12 - EQUIPMENT MAINTENANCE

(FPDS Code J070 - Maintenance and Repair Service) (Repair Parts/Spare Parts - See FSC Class for basic equipment)

- Third Party Maintenance

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	Creation/Retrieval of IT Related Automated News Services, Data Services, or Other Information Services (All other information services belong under Schedule 76)
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

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

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

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

SIN 132-52 – ELECTRONIC COMMERCE (EC) SERVICES

FPDS Code D304	Value Added Network Services
FPDS Code D304	E-Mail Services
FPDS Code D304	Internet Access Services
FPDS Code D304	Navigation Services
FPDS Code D399	Other Data Transmission Services, Not Elsewhere Classified – Except “Voice” and Pager Services

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

Business Size/Status: Small

Contract Number: GS-35F-0241L

Period Covered by Contract: February 20, 2001 – February 19, 2016

General Services Administration Federal Acquisition Service

Pricelist current through Modification #A160, dated May 18, 2011.

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

Table of Contents

1. GEOGRAPHIC SCOPE OF CONTRACT:.....	5
2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:	5
3. LIABILITY FOR INJURY OR DAMAGE	6

INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: SMALL BUSINESS PARTICIPATION

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

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

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women owned small businesses among those considered when selecting pricelists for a best value determination. For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. GEOGRAPHIC SCOPE OF CONTRACT:

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

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

Offerors are requested to check one of the following boxes:

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

The Geographic Scope of Contract will be overseas delivery only.

The Geographic Scope of Contract will be domestic delivery only.

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

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

Contractor's Ordering Address:	GlobalNet Services, Inc.
	Ori Reiss / GSA Orders
	11820 Parklawn Drive, Suite 300
	Rockville, MD 20852

Contractor's Payment Address:	GlobalNet Services, Inc.
	Accounts Receivable / GSA Orders
	11820 Parklawn Drive, Suite 300
	Rockville, MD 20852

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card).

In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance: **Ori Reiss, (301) 770-9610**

3. LIABILITY FOR INJURY OR DAMAGE

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

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

Block 9: G. Order/Modification Under Federal Schedule

Block 16: Data Universal Numbering System (DUNS) Number - **799865738**

Block 30: Type of Contractor - **B. Other Small Business**

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

Block 36: Contractor's Taxpayer Identification Number (TIN) - **52-1963405**

a. CAGE Code: **1T4T9**

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

5. FOB DESTINATION

6. DELIVERY SCHEDULE

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

FOR SIN 132-8:

Type of Delivery	Delivery Terms
Standard Delivery	15 Days
Expedited Delivery	Expedited Delivery is offered for all products but is subject to additional charges as a result of shipping costs
Overnight and 2-Day Delivery	Overnight or 2-day Delivery is offered for all products but is subject to additional charges as a result of shipping costs

FOR SIN 132-51 / 132-51STLOC / 132-51RC:

Type of Delivery	Delivery Terms
Standard Delivery	15 Days
Expedited Delivery	Expedited Delivery is offered for all products but is subject to additional charges as a result of shipping costs
Overnight and 2-Day Delivery	Overnight or 2-day Delivery is offered for all products but is subject to additional charges as a result of shipping costs

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

7. DISCOUNTS:

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

- a. Prompt Payment: **0% - 30** days from receipt of invoice or date of acceptance whichever is later.
- b. Quantity: **None**
- c. Dollar Volume: **None**
- d. Government Educational Institutions: **Offered the same discounts as all other Government customers**
- e. Other: **None**

8. TRADE AGREEMENTS ACT OF 1979, as amended:

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

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:

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

11. MAXIMUM ORDER

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

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:
Special Item Number 132-8 - Purchase of Equipment
Special Item Number 132-51 - Information Technology Professional Services

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

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

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

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:

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

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S.

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 "FEDSTD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

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

- a. Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- b. Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on

orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.

c. Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

d. Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

e. Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

f. Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.

g. Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.

h. Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

i. **Government-Furnished Property**: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.

j. Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

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

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES:

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

16. GSA ADVANTAGE!

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

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

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

17. PURCHASE OF OPEN MARKET ITEMS

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

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

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

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

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

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

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

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below: **None**

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

20. BLANKET PURCHASE AGREEMENTS (BPAs)

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

21. CONTRACTOR TEAM ARRANGEMENTS

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

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

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

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:

Contact Contract Administrator.

The EIT standard can be found at: www.Section508.gov

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

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

a. A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

b. The following statement:

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

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

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

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

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

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

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

26. SOFTWARE INTEROPERABILITY

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

27. ADVANCE PAYMENTS

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

TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY NEW EQUIPMENT (SPECIAL ITEM NUMBER 132-8)

1. MATERIAL AND WORKMANSHIP

All equipment furnished hereunder must satisfactorily perform the function for which it is intended.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPA) agreements shall be the basis for purchase in accordance with the provisions of this contract. If time of delivery extends beyond the expiration date of the contract, the Contractor will be obligated to meet the delivery and installation date specified in the original order. For credit card orders and BPAs, telephone orders are permissible.

3. TRANSPORTATION OF EQUIPMENT

FOB DESTINATION. Prices cover equipment delivery to destination, for any location within the geographic scope of this contract.

4. INSTALLATION AND TECHNICAL SERVICES

a. INSTALLATION. When the equipment provided under this contract is not normally self-installable, the Contractor's technical personnel shall be available to the ordering activity, at the ordering activity's location, to install the equipment and to train ordering activity personnel in the use and maintenance of the equipment. The charges, if any, for such services are listed below, or in the price schedule:

EQUIPMENT IS SELF-INSTALLABLE. IF THE ORDERING ACTIVITY WOULD LIKE ADDITIONAL SUPPORT FOR INSTALLATION, THEY SHOULD CONTACT GLOBALNET SERVICES, INC. ABOUT PURCHASING OUR SERVICES LISTED BELOW FOR SIN 132-51.

b. 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 or SIN 132-9.

c. OPERATING AND MAINTENANCE MANUALS. The Contractor shall furnish the ordering activity with one (1) copy of all operating and maintenance manuals which are normally provided with the equipment being purchased.

5. 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 equipment that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming equipment at no increase in contract price. The ordering activity must exercise its postacceptance 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 item, unless the change is due to the defect in the item.

6. GOOGLE PRODUCT WARRANTY

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

Limited Warranty: Google warrants to Customer that: (a) Hardware will be free from defects in material and workmanship, and will substantially conform to all material aspects of the Documentation, for a period of ninety days from the later of: (i) installation of the Appliance; or (ii) ten days after the Shipment Date; and (b) Software will substantially achieve the functionality described in the Documentation for a period of ninety days from the later of: (i) installation of the Appliance; or (ii) ten days after the Shipment Date.

Exclusions: The limited warranty set forth in Section 7.1 above will not apply to defects or errors in the Appliance that are caused by: (i) Customer's failure to follow Google's environmental, installation, operation or maintenance instructions or procedures in the Documentation; (ii) Customer's mishandling, abuse, misuse, negligence, or improper storage, servicing, or operation of the Appliance (including without limitation use with incompatible equipment); or (iii) modifications, repairs or improper installation not performed by Google.

Exclusive Remedy: Google's entire liability and Customer's sole and exclusive remedy with respect to breach of the above warranty will be at Google's option: (a) repair of the Product in accordance with the TSSG; (b) replacement of the defective component or entire Appliance, as applicable; or (c) refund of the purchase price paid for the Appliance.

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.

d. If inspection and repair of defective equipment under this warranty will be performed at the Contractor's plant, the address is as follows:

Hardware Support Service: Google reserves the right to provide a replacement Appliance as part of an Appliance Update. Any Requests which are related to the Hardware will be handled as follows:

a. **Hardware Issue:** If Google Technical Support Personnel determine that a bug, error, or malfunction is caused by the Hardware or a Hardware-related software failure, Google will determine, in its sole discretion, whether to provide a replacement Appliance rather than repairing the Appliance.

b. **Repair:** If Google Technical Support Personnel decide to repair the Hardware, either Google will ship one or more replacement parts as required to repair the appliance and provide instructions to Customer to exchanged parts, or Google Technical Support Personnel will arrange a visit to the Customer site. In case a visit is arranged, the visit will be scheduled at the earliest mutual convenience of both parties.

c. **Replacement:** If Google deems it necessary, Google will ship a replacement Appliance with a comparable hardware configuration, and typically with the most recent Software version installed, to Customer.

d. **Expedited Replacement:** If Customer is experiencing Serving Downtime and Google decides a replacement Appliance is necessary, Google will use commercially reasonable means to ensure expedited delivery of the replacement Appliance to Customer.

e. **Hardware Damage:** TSS includes repair or replacement of Hardware that is defective or damaged when Customer receives it, as determined in Google's sole discretion. Normal wear and tear during shipment does not constitute defective or damaged Hardware.

7. PURCHASE PRICE FOR ORDERED EQUIPMENT

The purchase price that the ordering activity will be charged will be the ordering activity purchase price in effect at the time of order placement, or the ordering activity purchase price in effect on the installation date (or delivery date when installation is not applicable), whichever is less.

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, and shall include all costs, if any, of such compliance in the prices quoted in this offer.

9. TRADE-IN OF INFORMATION TECHNOLOGY EQUIPMENT

When an ordering activity determines that Information Technology equipment will be replaced, the ordering activity shall follow the contracting policies and procedures in the Federal Acquisition Regulation (FAR), the policies and procedures regarding disposition of information technology excess personal property in the Federal Property Management Regulations (FPMR) (41 CFR 101-43.6), and the policies and procedures on exchange/sale contained in the FPMR (41 CFR part 101-46).

10. GOOGLE PRODUCTS AND PRICES



Product Description	GSA Price	Warranty Length
50000 DOCUMENTS W/2YR SUPPORT MINI APPLIANCE AUTHORIZATION REQ	\$2,550.84	90 days
MINI UPG FROM 50000 TO 100000 FLAT RATE NO PRORATING	\$853.13	n/a
MINI 100K DOCUMENTS APPL W/2YR SUPPORT AUTHORIZATION REQD	\$3,403.97	90 days
MINI UPG FROM 100000 TO 200000 FLAT RATE NO PRORATING	\$2,559.38	n/a
MINI 200K DOCUMENTS APPL W/2YR SUPPORT AUTHORIZATION REQD	\$5,963.34	90 days
MINI UPG FROM 200000 TO 300000 FLAT RATE NO PRORATING	\$2,559.38	n/a
MINI 300K DOCUMENTS APPL W/2YR SUPPORT AUTHORIZATION REQD	\$8,522.72	90 days
2ND YR SUPPORT FOR EXISTING 1YR SKU S FOR MINI	\$962.33	90 days
GB7007 500K DOCUMENTS WITH 2YR SUPPORT AUTHORIZATION REQD	\$27,300.00	90 days
UPGRADE FROM 500000 TO 1M DOCS (per month charge based on time remaining)	\$758.71	n/a
EDU GB7007 500K DOCUMENTS WITH 2YR SUPPORT AUTHORIZATION REQ	\$21,840.00	90 days
UPGRADE FROM 500000 TO 1M DOCS (per month charge based on time remaining)	\$606.29	n/a
GB7007 500K W/HOT BACK UP UNIT SUP ALIGNED W/PRIMARY APPLIANCE	\$18,200.00	90 days
UPGRADE FROM 500K 7007-HOT TO 7007 PRODUCTION (per month charge based on time remaining)	\$378.79	n/a

Product Description	GSA Price	Warranty Length
EDU UPGRADE FROM 500K 7007-HOT TO 7007 PRODUCTION (per month charge based on time remaining)	\$151.29	n/a
GB7007 500K DOCS DISCONNECTED WITH 2YR SUPPORT AUTHORIZATION REQ	\$35,490.00	90 days
UPGRADE FROM 500000 TO 1M DOCS (per month charge based on time remaining)	\$986.21	n/a
GB7007 500K W/HOT BACKUP DISCONSUP ALIGNED W/PRIMARY APPLIANCE	\$23,660.00	90 days
UPGRADE FROM 500K 7007-HOT TO 7007 PRODUCTION DISCONNECTED (per month charge based on time remaining)	\$493.68	n/a
GB7007 500K DOCUMENTS WITH 3YR SUPPORT AUTHORIZATION REQ	\$38,220.00	90 days
EDU GB7007 500K DOCUMENTS WITH 3YR SUPPORT AUTHORIZATION REQ	\$30,576.00	90 days
GB7007 500K W/HOT BACK UP UNIT SUP ALIGNED W/PRIMARY APPL 3YRS SUP	\$25,480.00	90 days
GB7007 500K DOCS DISCONNECTED WITH 3YR SUPPORT AUTHORIZATION REQ	\$49,686.00	90 days
GB7007 500K W/HOT BACKUP DISCONSUP ALIGNED W/PRIMARY APPLIANCE	\$33,124.00	90 days
GB7007 1MIL DOCUMENTS WITH 2YR SUPPORT AUTHORIZATION REQ	\$45,500.00	90 days
UPGRADE FROM 1M TO 2M DOCS (per month charge based on time remaining)	\$1,896.21	n/a
EDU GB7007 1MIL DOCUMENTS WITH 2YR SUPPORT AUTHORIZATION REQ	\$36,400.00	90 days
UPGRADE FROM 1M TO 2M DOCS (per month charge based on time remaining)	\$1,516.29	n/a
GB7007 1MIL W/HOT BACK UP UNIT SUP ALIGNED W/PRIMARY APPLIANCE	\$18,200.00	90 days
GB7007 1MIL DOCS DISCONNECTED WITH 2YR SUPPORT AUTHORIZATION REQ	\$59,150.00	90 days

Product Description	GSA Price	Warranty Length
UPGRADE FROM 1M TO 2M DOCS (per month charge based on time remaining)	\$2,464.96	n/a
GB7007 1MIL W/HOT BACKUP DISC SUP ALIGNED W/PRIMARY APPLIANCE	\$23,660.00	90 days
GB7007 1MIL DOCUMENTS WITH 3YR SUPPORT AUTHORIZATION REQ	\$63,700.00	90 days
EDU GB7007 1MIL DOCUMENTS WITH 3YR SUPPORT AUTHORIZATION REQ	\$50,960.00	90 days
GB7007 1MIL W/HOT BACK UP UNIT SUP ALIGNED W/PRIMARY APPL 3YRS SUP	\$25,480.00	90 days
GB7007 1MIL DOCS DISCONNECTED WITH 3YR SUPPORT AUTHORIZATION REQ	\$82,810.00	90 days
GB7007 1MIL W/HOT BACKUP DISC SUP ALIGNED W/PRIMARY APPLIANCE	\$33,124.00	90 days
GB7007 2MIL DOCUMENTS WITH 2YR SUPPORT AUTHORIZATION REQ	\$91,000.00	90 days
UPGRADE FROM 2M TO 3M DOCS (per month charge based on time remaining)	\$1,896.21	n/a
EDU GB7007 2MIL DOCUMENTS WITH 2YR SUPPORT AUTHORIZATION REQ	\$72,800.00	90 days
UPGRADE FROM 2M TO 3M DOCS (per month charge based on time remaining)	\$1,516.29	n/a
GB7007 2MIL W/HOT BACK UP UNIT SUP ALIGNED W/PRIMARY APPLIANCE	\$18,200.00	90 days
GB7007 2MIL DOCS DISCONNECTED WITH 2YR SUPPORT AUTHORIZATION REQ	\$118,300.00	90 days
UPGRADE FROM 2M TO 3M DOCS (per month charge based on time remaining)	\$2,464.96	n/a
GB7007 2MIL W/HOT BACKUP DISC SUP ALIGNED W/PRIMARY APPLIANCE	\$23,660.00	90 days
GB7007 2MIL DOCUMENTS WITH 3YR SUPPORT AUTHORIZATION REQ	\$127,400.00	90 days

Product Description	GSA Price	Warranty Length
EDU GB7007 2MIL DOCUMENTS WITH 3YR SUPPORT AUTHORIZATION REQ	\$101,920.00	90 days
GB7007 2MIL W/HOT BACK UP UNIT SUP ALIGNED W/PRIMARY APPL 3YRS SUP	\$25,480.00	90 days
GB7007 2MIL DOCS DISCONNECTED WITH 3YR SUPPORT AUTHORIZATION REQ	\$165,620.00	90 days
GB7007 2MIL W/HOT BACKUP DISC SUP ALIGNED W/PRIMARY APPLIANCE	\$33,124.00	90 days
GB7007 3MIL DOCUMENTS WITH 2YR SUPPORT AUTHORIZATION REQ	\$136,500.00	90 days
UPGRADE FROM 3M TO 5M DOCS (per month charge based on time remaining)	\$3,791.29	n/a
EDU GB7007 3MIL DOCUMENTS WITH 2YR SUPPORT AUTHORIZATION REQ	\$109,200.00	90 days
UPGRADE FROM 3M TO 5M DOCS (per month charge based on time remaining)	\$3,033.71	n/a
GB7007 3MIL W/HOT BACK UP UNIT SUP ALIGNED W/PRIMARY APPLIANCE	\$18,200.00	90 days
GB7007 3MIL DOCS DISCONNECTED WITH 2YR SUPPORT AUTHORIZATION REQ	\$177,450.00	90 days
UPGRADE FROM 3M TO 5M DOCS (per month charge based on time remaining)	\$4,928.79	n/a
GB7007 3MIL W/HOT BACKUP DISC SUP ALIGNED W/PRIMARY APPLIANCE	\$23,660.00	90 days
GB7007 3MIL DOCUMENTS WITH 3YR SUPPORT AUTHORIZATION REQ	\$191,100.00	90 days
EDU GB7007 3MIL DOCUMENTS WITH 3YR SUPPORT AUTHORIZATION REQ	\$152,880.00	90 days
GB7007 3MIL W/HOT BACK UP UNIT SUP ALIGNED W/PRIMARY APPL 3YRS SUP	\$25,480.00	90 days
GB7007 3MIL DOCS DISCONNECTED WITH 3YR SUPPORT AUTHORIZATION REQ	\$248,430.00	90 days

Product Description	GSA Price	Warranty Length
GB7007 3MIL W/HOT BACKUP DISC SUP ALIGNED W/PRIMARY APPLIANCE	\$33,124.00	90 days
GB7007 5MIL DOCUMENTS WITH 2YR SUPPORT AUTHORIZATION REQ	\$227,500.00	90 days
UPGRADE FROM 5M GB-5005/GB-7007LIC TO 10M GB-7007 (per month charge based on time remaining)	\$5,687.50	n/a
EDU GB7007 5MIL DOCUMENTS WITH 2YR SUPPORT AUTHORIZATION REQ	\$182,000.00	90 days
UPGRADE FROM 5M GB-5005/GB-7007LIC TO 10M GB-7007 (per month charge based on time remaining)	\$4,550.00	n/a
GB7007 5M DOCUMENTS HOT BACKUP W/2YRS SUPPORT	\$18,200.00	90 days
GB7007 5MIL DOCS DISCONNECTED WITH 2YR SUPPORT AUTHORIZATION REQ	\$295,750.00	90 days
UPGRADE FROM 5M GB-5005/GB-7007LIC TO 10M GB-7007 (per month charge based on time remaining)	\$7,393.75	n/a
GB7007 5M DOCUMENTS HOT BACKUP W/2YRS SUPPORT DISCONNECTED	\$23,660.00	90 days
GB7007 5MIL DOCUMENTS WITH 3YR SUPPORT AUTHORIZATION REQ	\$318,500.00	90 days
EDU GB7007 5MIL DOCUMENTS WITH 3YR SUPPORT AUTHORIZATION REQ	\$254,800.00	90 days
5M DOCS HOT BACKUP W/3YR SUPP ALIGNED W/PRIMARY APPL	\$25,480.00	90 days
GB7007 5MIL DOCS DISCONNECTED WITH 3YR SUPPORT AUTHORIZATION REQ	\$414,050.00	90 days
5M DOCS HOT BACKUP W/3YR SUPP ALIGNED W/ PRIMARY APPL DISCON	\$33,124.00	90 days
GB7007 10MIL DOCUMENTS WITH 2 YR SUPPORT AUTHORIZATION REQ	\$364,000.00	90 days
UPGRADE FROM 10M GB-5005/7007 TO 15M GB-9009 (per month charge based on time remaining)	\$3,791.29	n/a

Product Description	GSA Price	Warranty Length
EDU GB7007 10MIL DOCUMENTS WITH2YR SUPPORT AUTHORIZATION REQ	\$291,200.00	90 days
UPGRADE FROM 10M GB-5005/7007 TO 15M GB-9009 (per month charge based on time remaining)	\$3,033.71	n/a
GB7007 10M DOCS HOT BACKUP W/2YRS SUPPORT	\$18,200.00	90 days
GB7007 10MIL DOCS DISCONNECTED WITH 2YR SUPPORT AUTHORIZATION REQ	\$473,200.00	90 days
UPGRADE FROM 10M GB-5005/7007 TO 15M GB-9009 (per month charge based on time remaining)	\$4,928.79	n/a
GB7007 10M DOCUMENTS HOT BACKUPW/2YRS SUPPORT DISCONNECTED	\$23,660.00	90 days
GB7007 10MIL DOCUMENTS WITH 3YRSUPPORT AUTHORIZATION REQ	\$509,600.00	90 days
EDU GB7007 10MIL DOCUMENTS WITH3YR SUPPORT AUTHORIZATION REQ	\$407,680.00	90 days
10M DOCS HOT BACKUP W/3YR SUPP ALIGNED W/ PRIMARY APPL	\$25,480.00	90 days
GB7007 10MIL DOCS DISCONNECTED WITH 3YR SUPPORT AUTHORIZATION REQ	\$662,480.00	90 days
10M DOCS HOT BACKUP W/3YR SUPP ALIGNED W/ PRIMARY APPL DISCON	\$33,124.00	90 days
PREMIUM SUPPORT 7007 INCLUDES HOT BACKUP	\$22,750.00	n/a
PREMIUM SUPPORT 7007 INCLUDES HOT BACKUP	\$31,850.00	n/a
GB8008 15MIL DOC W/3YR SUP	\$637,000.00	90 days
UPGRADE FROM 15M GB-9009 TO 30M GB-9009 (per month charge based on time remaining)	\$9,478.79	n/a
EDU GB8008 15MIL DOC W/3YR SUP	\$509,600.00	90 days
UPGRADE FROM 15M GB-9009 TO 30M GB-9009 (per month charge based on time remaining)	\$7,583.71	90 days
15M DOCS HOT BACKUP W/3YR SUPP ALIGNED W/ PRIMARY APPL	\$254,800.00	n/a

Product Description	GSA Price	Warranty Length
GB8008 15MIL DOC W/3YR SUP DISCONNECTED	\$828,100.00	90 days
UPGRADE FROM 15M GB-9009 TO 30M GB-9009 (per month charge based on time remaining)	\$12,322.54	n/a
15M DOCS HOT BACKUP W/3YR SUPP ALIGNED W/ PRIMARY APPL DISCON	\$331,240.00	90 days
GB8008 30MIL DOC W/3YR SUP	\$955,500.00	90 days
EDU GB8008 30MIL DOC W/3YR SUP	\$764,400.00	90 days
30M DOCS HOT BACKUP W/3YR SUPP ALIGNED W/ PRIMARY APPL	\$254,800.00	90 days
GB8008 30MIL DOC W/3YR SUP DISCONNECTED	\$1,242,150.00	90 days
30M DOCS HOT BACKUP W/3YR SUPP ALIGNED W/ PRIMARY APPL DISCON	\$331,240.00	90 days
GB9009 15MIL DOCUMENTS WITH 2 YR SUPPORT AUTHORIZATION REQ	\$455,000.00	90 days
EDU GB9009 15MIL DOCUMENTS WITH 2YR SUPPORT AUTHORIZATION REQ	\$364,000.00	90 days
GB9009 15MIL W/HOT BACK UP UNITSUP ALIGNED W/PRIMARY APPLIANCE	\$182,000.00	90 days
GB9009 15MIL DOCS DISCONNECTED WITH 2YR SUPPORT AUTHORIZATION REQ	\$591,500.00	90 days
GB9009 15MIL W/HOT BACKUP DISC SUP ALIGNED W/PRIMARY APPLIANCE	\$236,600.00	90 days
GB9009 15MIL DOCUMENTS WITH 3YRSUPPORT AUTHORIZATION REQ	\$637,000.00	90 days
EDU GB9009 15MIL DOCUMENTS WITH 3YR SUPPORT AUTHORIZATION REQ	\$509,600.00	90 days
GB9009 15MIL W/HOT BACK UP UNITSUP ALIGNED W/PRIMARY APPL 3YRS SUP	\$254,800.00	90 days
GB9009 15MIL DOCS DISCONNECTED WITH 3YR SUPPORT AUTHORIZATION REQ	\$828,100.00	90 days

Product Description	GSA Price	Warranty Length
GB9009 15MIL W/HOT BACKUP DISC SUP ALIGNED W/PRIMARY APPLIANCE	\$331,240.00	90 days
GB9009 30MIL DOCUMENTS WITH 2 YR SUPPORT AUTHORIZATION REQ	\$682,500.00	90 days
EDU GB9009 30MIL DOCUMENTS WITH 2YR SUPPORT AUTHORIZATION REQ	\$546,000.00	90 days
GB9009 30MIL W/HOT BACK UP UNITSUP ALIGNED W/PRIMARY APPLIANCE	\$182,000.00	90 days
UPGRADE FROM 15M 9009-HOT TO 9009 PRODUCTION (per month charge based on time remaining)	\$11,375.00	n/a
EDU UPGRADE FROM 15M 9009-HOT TO 9009 PRODUCTION (per month charge based on time remaining)	\$7,583.71	n/a
GB9009 30MIL DOCS DISCONNECTED WITH 2YR SUPPORT AUTHORIZATION REQ	\$887,250.00	90 days
GB9009 30MIL W/HOT BACKUP DISC SUP ALIGNED W/PRIMARY APPLIANCE	\$236,600.00	90 days
UPGRADE FROM 15M 9009-HOT TO 9009 PRODUCTION DISCONNECTED (per month charge based on time remaining)	\$14,787.50	n/a
GB9009 30MIL DOCUMENTS WITH 3YRSUPPORT AUTHORIZATION REQ	\$955,500.00	90 days
EDU GB9009 15MIL DOCUMENTS WITH PERP 3YR SUPPORT AUTHORIZATION REQ	\$764,400.00	90 days
GB9009 30MIL W/HOT BACK UP UNITSUP ALIGNED W/PRIMARY APPL 3YRS SUP	\$254,800.00	90 days
GB9009 30MIL DOCS DISCONNECTED WITH 3YR SUPPORT AUTHORIZATION REQ	\$1,242,150.00	90 days
GB9009 30MIL W/HOT BACKUP DISC SUP ALIGNED W/PRIMARY APPLIANCE	\$331,240.00	90 days

TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE, REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS FOR GOVERNMENT-OWNED GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, RADIO/TELEPHONE EQUIPMENT, (AFTER EXPIRATION OF GUARANTEE/WARRANTY PROVISIONS AND/OR WHEN REQUIRED SERVICE IS NOT COVERED BY GUARANTEE/WARRANTY PROVISIONS) AND FOR LEASED EQUIPMENT (SPECIAL ITEM NUMBER 132-12)

1. SERVICE AREAS

a. The maintenance and repair service rates listed herein are applicable to any ordering activity location within a ____n/a____ mile radius of the Contractor's service points. If any additional charge is to apply because of the greater distance from the Contractor's service locations, the mileage rate or other distance factor shall be stated in paragraphs 8.d and 9.d of this Special Item Number 132-12.

b. When repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Contractor's plant(s) listed below:

Hardware Support Service: Google reserves the right to provide a replacement Appliance as part of an Appliance Update. Any Requests which are related to the Hardware will be handled as follows:

a. **Hardware Issue:** If Google Technical Support Personnel determine that a bug, error, or malfunction is caused by the Hardware or a Hardware-related software failure, Google will determine, in its sole discretion, whether to provide a replacement Appliance rather than repairing the Appliance.

b. **Repair:** If Google Technical Support Personnel decide to repair the Hardware, either Google will ship one or more replacement parts as required to repair the appliance and provide instructions to Customer to exchanged parts, or Google Technical Support Personnel will arrange a visit to the Customer site. In case a visit is arranged, the visit will be scheduled at the earliest mutual convenience of both parties.

c. **Replacement:** If Google deems it necessary, Google will ship a replacement Appliance with a comparable hardware configuration, and typically with the most recent Software version installed, to Customer.

d. **Expedited Replacement:** If Customer is experiencing Serving Downtime and Google decides a replacement Appliance is necessary, Google will use commercially reasonable means to ensure expedited delivery of the replacement Appliance to Customer.

e. **Hardware Damage:** TSS includes repair or replacement of Hardware that is defective or damaged when Customer receives it, as determined in Google's sole discretion. Normal wear and tear during shipment does not constitute defective or damaged Hardware.

2. MAINTENANCE ORDER

- a. Agencies may use written orders, EDI orders, credit card orders, or BPAs, for ordering maintenance under this contract. The Contractor shall confirm orders within fifteen (15) calendar days from the date of receipt, except that confirmation of orders shall be considered automatic for renewals for maintenance (Special Item Number 132-12). Automatic acceptance of order renewals for maintenance service shall apply for machines which may have been discontinued from use for temporary periods of time not longer than 120 calendar days. If the order is not confirmed by the Contractor as prescribed by this paragraph, the order shall be considered to be confirmed by the Contractor.
- b. The Contractor shall honor orders for maintenance for the duration of the contract period or a lesser period of time, for the equipment shown in the pricelist. Maintenance service shall commence on a mutually agreed upon date, which will be written into the maintenance order. Maintenance orders shall not be made effective before the expiration of any applicable maintenance and parts guarantee/warranty period associated with the purchase of equipment. Orders for maintenance service shall not extend beyond the end of the contract period.
- c. Maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice, or shorter notice when agreed to by the Contractor; such notice to become effective thirty (30) calendar days from the date on the notification. However, the ordering activity may extend the original discontinuance date upon written notice to the Contractor, provided that such notice is furnished at least ten (10) calendar days prior to the original discontinuance date.
- d. Annual Funding. When annually appropriated funds are cited on a maintenance order, the period of maintenance shall automatically expire on September 30th of the contract period, or at the end of the contract period, whichever occurs first. Renewal of a maintenance order citing the new appropriation shall be required, if maintenance is to continue during any remainder of the contract period.
- e. 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.
- f. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of maintenance service, if maintenance is to be terminated at that time. Orders for continued maintenance will be required if maintenance is to be continued during the subsequent period.

3. REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS ORDERS

- a. Agencies may use written orders, EDI orders, credit card orders, blanket purchase agreements (BPAs), or small order procedures for ordering repair service and/or repair parts/spare parts under this contract. Orders for repair service shall not extend beyond the end of the contract period.
- b. When repair service is ordered, only one chargeable repairman shall be dispatched to perform repair service, unless the ordering activity agrees, in advance, that additional repair personnel are required to effect repairs.

4. LOSS OR DAMAGE

When the Contractor removes equipment to his establishment for repairs, the Contractor shall be responsible for any damage or loss, from the time the equipment is removed from the ordering activity installation, until the equipment is returned to such installation.

5. SCOPE

a. The Contractor shall provide maintenance for all equipment listed herein, as requested by the ordering activity during the contract term. Repair service and repair parts/spare parts shall apply exclusively to the equipment types/models within the scope of this Information Technology Schedule.

b. Equipment placed under maintenance service shall be in good operating condition.

(1) In order to determine that the equipment is in good operating condition, the equipment shall be subject to inspection by the Contractor, without charge to the ordering activity.

(2) Costs of any repairs performed for the purpose of placing the equipment in good operating condition shall be borne by the Contractor, if the equipment was under the Contractor's guarantee/warranty or maintenance responsibility prior to the effective date of the maintenance order.

(3) If the equipment was not under the Contractor's responsibility, the costs necessary to place the equipment in proper operating condition are to be borne by the ordering activity, in accordance with the provisions of Special Item Number 132-12 (or outside the scope of this contract).

6. RESPONSIBILITIES OF THE ORDERING ACTIVITY

a. Ordering activity personnel shall not perform maintenance or attempt repairs to equipment while such equipment is under the purview of a maintenance order, unless agreed to by the Contractor.

b. Subject to security regulations, the ordering activity shall permit access to the equipment which is to be maintained or repaired.

7. RESPONSIBILITIES OF THE CONTRACTOR

For equipment not covered by a maintenance contract or warranty, the Contractor's repair service personnel shall complete repairs as soon as possible after notification by the ordering activity that service is required. Within the service areas, this repair service should normally be done within 4 hours after notification.

8. MAINTENANCE RATE PROVISIONS

a. The Contractor shall bear all costs of maintenance, including labor, parts, and such other expenses as are necessary to keep the equipment in good operating condition, provided that the required repairs are not occasioned by fault or negligence of the ordering activity.

b. **REGULAR HOURS:** The basic monthly rate for each make and model of equipment shall entitle the ordering activity to maintenance service during a mutually agreed upon nine (9) hour principal period of maintenance, Monday through Friday, exclusive of holidays observed at the ordering activity location.

c. AFTER HOURS: Should the ordering activity require that maintenance be performed outside of Regular Hours, charges for such maintenance, if any, will be specified in the pricelist. Periods of less than one hour will be prorated to the nearest quarter hour.

d. TRAVEL AND TRANSPORTATION: If any charge is to apply, over and above the regular maintenance rates, because of the distance between the ordering activity location and the Contractor's service area, the charge will be: **None**

e. QUANTITY DISCOUNTS

Quantity discounts from listed maintenance service rates for multiple equipment owned and/or leased by a ordering activity are indicated below:

Quantity Range Discounts

_____	Units	_____	%
_____	Units	_____	%
_____	Units	_____	%

9. REPAIR SERVICE RATE PROVISIONS

a. CHARGES. Charges for repair service will include the labor charge, computed at the rates set forth below, for the time during which repairmen are actually engaged in work, and, when applicable, the charge for travel or transportation.

b. MULTIPLE MACHINES. When repairs are ordered by a ordering activity on two or more machines located in one or more buildings within walking distance of each other, the charges will be computed from the time the repairman commences work on the first machine, until the work is completed on the last machine. The time required to go from one machine to another, or from one building to another, will be considered actual work performance, and chargeable to the ordering activity, provided the time consumed in going between machines (or buildings) is reasonable.

c. TRAVEL OR TRANSPORTATION

(1) AT THE CONTRACTOR'S SHOP

a. When equipment is returned to the Contractor's shop for adjustments or repairs which are not covered by the guarantee/warranty provision, the cost of transportation, packing, etc., from the ordering activity location to the Contractor's plant, and return to the ordering activity location, shall be borne by the ordering activity.

b. The ordering activity should not return defective equipment to the Contractor for adjustments and repairs or replacement without his prior consultation and instruction.

(2) AT THE ORDERING ACTIVITY LOCATION (Within Established Service Areas)

When equipment is repaired at the ordering activity location, and repair service rates are established for service areas or zones, the listed rates are applicable to any ordering activity location within such service areas or zones. No extra charge, time, or expense will be allowed for travel or transportation of repairmen or machines to or from the ordering activity office; such overhead is included in the repair service rates listed.

(3) AT THE ORDERING ACTIVITY LOCATION (Outside Established Service Areas)

a. The repair service rates listed for subparagraph (2) above apply, except that a travel charge of ____ per mile for repairmen will apply to the round-trip distance between the geographic limits of the applicable service area and the ordering activity location. Such charge will apply as an additional charge, but it will be limited to one round trip for each request that is made by the ordering activity for repair service, regardless of whether repairs are performed at the ordering activity location or at the Contractor’s shop.

b. When the overall travel charge computed at the above mileage rate is unreasonable (considering the time required for travel, actual and necessary transportation costs, and the allowable ordering activity per diem rate for each night the repairman is required to remain overnight at the ordering activity location), the ordering activity shall have the option of reimbursing the Contractor for actual costs, provided that the actual costs are reasonable and allowable. The Contractor shall furnish the ordering activity with a report of travel performed and related expenses incurred. The report shall include departure and arrival dates, times, and the applicable mode of travel.

d. LABOR RATES

(1) **REGULAR HOURS:** The Regular Hours repair service rates listed herein shall entitle the ordering activity to repair service during the period 8:00 a.m. to 5:00 p.m., Monday through Friday, exclusive of holidays observed at the ordering activity location. There shall be no additional charge for repair service which was requested during Regular Hours, but performed outside the Regular Hours defined above, at the convenience of the Contractor.

(2) **AFTER HOURS:** When the ordering activity requires that repair service be performed outside the Regular Hours defined above, except Sundays and Holidays observed at the ordering activity location, the After Hours repair service rates listed herein shall apply. The Regular Hours rates defined above shall apply when repair service is requested during Regular Hours, but performed After Hours at the convenience of the Contractor.

(3) **SUNDAYS AND HOLIDAYS:** When the ordering activity requires that repair service be performed on Sundays and Holidays observed at the ordering activity location, the Sundays and Holidays repair service rates listed herein shall apply. When repair service is requested to be performed during Regular Hours and/or After Hours, but is performed at the convenience of the Contractor on Sundays or Holidays observed at the ordering activity location, the Regular Hours and/or After Hours repair service rates, as applicable, shall apply.

REPAIR SERVICE RATES

Location	Minimum Charge*	Regular Hours Per Hour**	After Hours Per Hour**	Sundays & Holidays Per Hour
CONTRACTOR’S SHOP	N/A	N/A	N/A	N/A
ORDERING ACTIVITY LOCATION (WITHIN ESTABLISHED SERVICE AREAS)	N/A	N/A	N/A	N/A
ORDERING ACTIVITY LOCATION (OUTSIDE ESTABLISHED SERVICE AREAS)	N/A	N/A	N/A	N/A

*MINIMUM CHARGES INCLUDE ___n/a___ FULL HOURS ON THE JOB.

**FRACTIONAL HOURS, AT THE END OF THE JOB, WILL BE PRORATED TO THE NEAREST QUARTER HOUR.

10. REPAIR PARTS/SPARE PARTS RATE PROVISIONS

All parts, furnished as spares or as repair parts in connection with the repair of equipment, unless otherwise indicated in this pricelist, shall be new, standard parts manufactured by the equipment manufacturer. All parts shall be furnished at prices indicated in the Contractor's commercial pricelist dated ___n/a___, at a discount of ___n/a___% from such listed prices.

11. GUARANTEE/WARRANTY— REPAIR SERVICE AND REPAIR PARTS/SPARE PARTS

a. REPAIR SERVICE

All repair work will be guaranteed/warranted for a period of ___See below___

Limited Warranty. Google warrants to Customer that: (a) Hardware will be free from defects in material and workmanship, and will substantially conform to all material aspects of the Documentation, for a period of ninety days from the later of: (i) installation of the Appliance; or (ii) ten days after the Shipment Date; and (b) Software will substantially achieve the functionality described in the Documentation for a period of ninety days from the later: of (i) installation of the Appliance; or (ii) ten days after the Shipment Date.

Exclusions. The limited warranty set forth in Section 7.1 above will not apply to defects or errors in the Appliance that are caused by: (i) Customer's failure to follow Google's environmental, installation, operation or maintenance instructions or procedures in the Documentation; (ii) Customer's mishandling, abuse, misuse, negligence, or improper storage, servicing, or operation of the Appliance (including without limitation use with incompatible equipment); or (iii) modifications, repairs or improper installation not performed by Google.

Exclusive Remedy. Google's entire liability and Customer's sole and exclusive remedy with respect to breach of the above warranty will be at Google's option: (a) repair of the Product in accordance with the TSSG; (b) replacement of the defective component or entire Appliance, as applicable; or (c) refund of the purchase price paid for the Appliance.

b. REPAIR PARTS/SPARE PARTS

All parts, furnished either as spares or repairs parts will be guaranteed/warranted as described below:

Limited Warranty. Google warrants to Customer that: (a) Hardware will be free from defects in material and workmanship, and will substantially conform to all material aspects of the Documentation, for a period of ninety days from the later of: (i) installation of the Appliance; or (ii) ten days after the Shipment Date; and (b) Software will substantially achieve the functionality described in the Documentation for a period of ninety days from the later: of (i) installation of the Appliance; or (ii) ten days after the Shipment Date.

Exclusions. The limited warranty set forth in Section 7.1 above will not apply to defects or errors in the Appliance that are caused by: (i) Customer's failure to follow Google's environmental, installation, operation or maintenance instructions or procedures in the Documentation; (ii) Customer's mishandling, abuse, misuse, negligence, or improper storage, servicing, or operation of the Appliance (including without limitation use with incompatible equipment); or (iii) modifications, repairs or improper installation not performed by Google.

Exclusive Remedy. Google's entire liability and Customer's sole and exclusive remedy with respect to breach of the above warranty will be at Google's option: (a) repair of the Product in accordance with the TSSG; (b) replacement of the defective component or entire Appliance, as applicable; or (c) refund of the purchase price paid for the Appliance.

12. INVOICES AND PAYMENTS

a. Maintenance Service

(1) 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.

(2) Payment for maintenance service of less than one month's duration shall be prorated at 1/30th of the monthly rate for each calendar day.

b. Repair Service and Repair Parts/Spare Parts Invoices for repair service and parts shall be submitted by the Contractor as soon as possible after completion of work. Payment under blanket purchase agreements will be made quarterly or monthly, except where cash payment procedures are used. Invoices shall be submitted separately to each ordering activity office ordering services under the contract. The cost of repair parts shall be shown as a separate item on the invoice, and shall be priced in accordance with paragraph #10, above. PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

13. SUPPORT OPTIONS AND CONDITIONS

Please see attachment for Google Search Appliance Technical Support Services Guidelines.

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 I-FSS-60 Performance Incentives (April 2000)

a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

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

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

3. ORDER

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

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

4. PERFORMANCE OF SERVICES

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

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

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

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

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

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

(1) Cancel the stop-work order; or

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

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

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

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

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

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

6. INSPECTION OF SERVICES

The Inspection of Services—Fixed Price (AUG 1996) (Deviation 1 – 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 (May 2001) (Deviation 1 – May 2003) clause at FAR 52.246-6 applies to time-and-materials and labor-hour orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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

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

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

11. INVOICES

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

12. PAYMENTS

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

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT/EC SERVICES AND PRICING

GSA LABOR RATES – SIN 132-51 / 132-51STLOC / 132-51RC

Labor Category	GSA Hourly Rate Onsite/Offsite
Senior Project Manager	\$157.97
Senior Subject Matter Expert	\$157.97
Google Engineer III	\$157.97
Architect	\$136.29
Program Manager	\$110.05
Project Manager	\$108.66
Technical Consultant	\$108.66
Senior Database Administrator	\$103.32
Systems Engineer III	\$102.50
Health Science Subject Matter Expert	\$102.50
Database Administrator	\$101.20
Systems Administrator	\$101.20
Systems Analyst	\$101.20
Software Architect	\$98.53
Software Engineer III	\$98.05
Principle System Engineer/Security Specialist	\$92.72
Quality Assurance Manager	\$89.32
Systems Engineer II	\$81.93
Software Engineer II	\$78.46
Testing Specialist	\$63.31
Technical Writer II/Training Specialist	\$54.79
Internet/Intranet Site Developer	\$52.93
Administrative Assistant/Support Specialist	\$44.78

GSA LABOR CATEGORY DESCRIPTIONS - SIN 132-51/132-51STLOC/132-51RC

Solving today's complex, multi-dimensional information technology problems requires a broad array of multidisciplinary skills and experience. Experience clearly shows that for the implementation of new or conversion of old ADP systems to be successful, a wide assortment of technical and business analyses must be performed (e.g., strategic planning, design, development, implementation, testing, and operations and maintenance) along with requirements analysis, evaluation of business cases, and review of new technology solutions. Because of the complex interconnectivity and overlap of these many disciplines, we need experts that can integrate software and hardware technology solutions, business process reengineering results, corporate data, training, and change management for the human resources that will use these new systems.

The following labor category descriptions illustrate the general qualifications of personnel that will be provided by GNSI in support of the GSA 70 B/C FSS Contract for ADP Services.

1. Senior Project Manager

General Experience: Fifteen (15) years of progressive experience in managing, directing, and implementing information technology projects. Experienced in managing a diverse group of functional activities and subordinate groups of technical and administrative personnel. Experienced in management and control of large funds and resources, and demonstrated capability in managing complex, multi-task commercial and government contracts.

Functional Responsibility: For a given Delivery Order, the Senior Program Manager serves as GNSI's single contract manager, and will be GNSI's authorized interface with the government's Contracting Officer's Representative (COR), other government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, and communicating policies, purposes, and goals of GNSI to subordinates and subcontractors. Responsible for the overall contract performance. Organizes resources to support multiple concurrent projects and manages the execution of multiple concurrent projects. Organizes, directs, and coordinates planning and production of all contract support activities. Conducts oral and written communications with all levels of management for planning and control of projects. Communicates with all levels of Government management personnel, other contract personnel, and customer agency representatives. Formulates and reviews project feasibility studies, determines costs, and ensures conformance to work standards. Assigns, schedules, and reviews work of subordinate Project Managers including subcontractors. Prepares and delivers presentations to colleagues, subordinates, and government representatives.

Education: A Bachelor's degree in Business, Engineering, Computer Science, Information Systems, Social Science, or other related analytical, scientific, or technical disciplines. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

2. Senior Subject Matter Expert

General Experience: Senior Subject Matter Experts (SSMEs) have fifteen (15) years of progressive experience in supporting large information technology projects related to the individual's subject matter expertise. These personnel are often leaders and directors with many years of experience, and are nationally and/or internationally renowned experts in either functional domains (e.g.,

finance, personnel, acquisition, etc.) or technical disciplines (e.g., computer security, network engineering, etc.). They all have extensive experience as technical leaders and/or senior Project Managers.

Functional Responsibility: Senior Subject Matter Experts serve as technical experts in areas relevant to a particular project. SSMEs produce and/or review substantive and/or complex technical documentation reflecting detailed knowledge of technical areas as identified in the statement of work. Documentation subjects include, but are not limited to, systems design, system architecture, feasibility studies, and system specifications.

Education: A Master's degree in Business, Engineering, Computer Science, Information Systems, Social Science, or other related analytical, scientific, or technical disciplines. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

3. Google Engineer III

General Experience: Over two (2) years industry experience in technical support, professional services, engineering, or systems engineering. Linux/Unix system administration skills with a solid understanding of basic network administration. Strong understanding of Web-related standards, such as HTTP, HTML, XML, and XSLT. Understanding of Web-based security standards (cookie-based SSO, SAML, NTLM, and Basic). Strong presentation and communication skills, both verbal and written.

Functional Responsibility: Hands-on implementing, troubleshooting, and supporting Linux/Unix operating systems, Internet-based applications, and web servers. Account management, follow-through and problem solving, resourcefulness, and attention to detail. Excellent customer service attitude and skills with the ability to work in a variety of customer situations. Programming and/or scripting in C++, Java, Python, Perl, JavaScript, and Unix shell. Experience with relational databases (Oracle, Sybase, MySQL, PostgreSQL, and SQLServer). Developing training materials and documentation. Network appliance technical support.

Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

4. Architect

General Experience: Eight (8) years of IT experience, including at least five (5) years of experience in Enterprise Architecture and its components. Extensive knowledge and practical applications of multiple platforms. Must have a depth of understanding in multiple areas listed below: network infrastructure, server platforms, middleware, software development, and client platform.

Functional Responsibility: Ability to architect solutions to provide timely update of large databases and assuring high-performance across the architecture; works with other team members to improve the business process, information and technology of client organizations; designs, implements and develops Integration solutions for providing state of the art solutions capable of handling high volume transaction rates for real-time processing and delivery; supports enterprise design by in

developing enterprise schemas to map data and process flows between systems and solutions. Manages the activities of three to four enterprise architects. Stays current with the standard enterprise architecture frameworks for Federal Government. Partner with client in the process of system design, planning and identifying the best approach for ease of maintenance, application performance, compatibility with existing systems. Create and preserve conceptual integrity across multiple systems. Promote architectural goals such as adaptability. Work with client to understand the (business) problem domain and identify requirements and constraints. Provide client technological possibilities and limits. Identify risks and perform meaning feasibility studies.

Education: A Bachelor's degree in computer science, information technology, computer systems architecture, or related scientific discipline is preferred or equivalent years of experience. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

5. Program Manager

General Experience: Must have at least ten (10) years experience in managing complex software development projects for information systems. For a given Delivery Order, the Program Manager serves as GNSI's single contract manager and will be GNSI's authorized interface with the Government's Contracting Officer's Representative (COR), other government management personnel, and customer agency representatives. Responsible for formulating and enforcing work standards, assigning contractor schedules, and communicating policies, purposes, and goals of GNSI to subordinates and subcontractors as well as the overall contract performance.

Functional Responsibility: A Program Manager serves as GNSI's single contract manager, and will be GNSI's authorized interface with the government's Contracting Officer's Representative (COR), other government management personnel, and customer agency representatives. Responsible for coordinating the work activity of management and technical personnel and enforcing work standards, assigning contractor schedules, and communicating policies, purposes, and goals of GNSI to subordinates and subcontractors. Responsible for the overall contract performance. Organizes resources to support multiple concurrent projects and manages the execution of multiple concurrent projects. Organizes, directs, and coordinates planning and production of all contract support activities. Conducts oral and written communications with all levels of management for planning and control of projects. Communicates with all levels of Government management personnel, other contract personnel, and customer agency representatives. Formulates and reviews project feasibility studies, determines costs, and ensures conformance to work standards. Prepares and delivers presentations to colleagues, subordinates, and government representatives.

Education: Must have an advanced degree (Master's or equivalent) in a management or scientific discipline. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

6. Project Manager

General Experience: Project Managers (PM) have twelve (12) years of progressive experience in managing, directing, and implementing information technology projects. Experienced in managing a diverse group of functional activities, subordinate groups of technical and administrative personnel.

PMs are senior personnel who not only have responsibility for managing projects, but also possess strong technical skills.

Functional Responsibility: A Project Manager serves as the leader of a delivery order and assists the Program Manager in working with the Government's Contracting Officer's Representative (COR), other government management personnel, and customer agency representatives. Under the guidance of the Program Manager, responsible for the overall management of the specific task order(s) and ensuring that the technical solutions and schedules in the task order are implemented in a timely manner. Performs enterprise-wide horizontal integration planning and interfaces to other functional systems. Provides overall managerial direction for a specific project. Manages ADP services and support operations that may include multiple task orders. Organizes resources to support multiple concurrent task orders and manages the execution of those task orders. Organizes, directs, and coordinates planning and production of all project support activities. Conducts oral and written communications with the Program Manager for planning and control of the project or multiple, concurrent task orders. Communicates with all levels of Government management personnel, other contract personnel, and customer agency representatives. Formulates project feasibility studies, determines costs, and ensures conformance to work standards. Assigns, schedules, and reviews work of subordinates including subcontractors. Prepares and delivers presentations to colleagues, subordinates, and government representatives. Assures the proper use of current or requested programming, testing and documentation techniques.

Education: A Bachelor's degree in Business, Engineering, Computer Science, Information Systems, Social Science, or other related analytical, scientific, or technical disciplines. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

7. Technical Consultant

General Experience: Technical Consultants have six (6) years of IT knowledge and demonstrated hands-on experience and/or training in areas of emerging technologies. These areas include, but are not limited to, national policy development, continuity of government and operations, crisis management, disaster recovery, database, frameworks, enterprise resource planning, HyperText Markup Language (HTML), HyperText Transfer Protocol (HTTP), Web portals, firewalls, geographic information systems, visual simulation applications, and remote sensing/satellite imagery.

Functional Responsibility: Provides technical expertise and support in one or more emerging technology areas including, but not limited to, knowledge discovery, data mining, wireless communications, Internet technologies, secure messaging, enterprise engineering, fraud detection, intrusion detection, bioinformatics, information assurance, public key infrastructure (PKI), and critical infrastructure protection. Reviews and recommends solutions to customer problems based on prior experience and hands-on understanding of how products and services interrelate and support the customer mission.

Education: A Bachelor's degree in Business, Engineering, Computer Science, Information Systems, Social Science, or other related analytical, scientific, or technical disciplines. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized Experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

8. Senior Database Administrator

General Experience: Ten (10) or more years experience with database management systems, such as Oracle, Sybase, Infomax, or SQL Server; knowledge of operating system commands in UNIX/Linux, MS DOS or Windows operating system environments; knowledge of SQL, DB normalization, and DBMS structures, commands, and procedures. Experience must include supporting large Oracle database environments. Proficiency in support duties such as performance and tuning, monitoring, backup, recovery, auditing, etc. is required. Oracle experience with Logical and Physical Database Design and performing UNIX support tasks (system performance monitoring, disk formatting, UNIX tuning) are required. Strong scripting skills (Perl, Korn Shell etc), Oracle High-Availability and Disaster Recovery Solutions experience (Oracle RAC) are preferred. Oracle certification and Linux expertise is a plus.

Functional Responsibility: The Senior Database Administrator assists in database operations, user connectivity to database, database security, backup and recovery, data integrity, database update and database reporting. Performing all aspects of Oracle System Administration including installation of instances, tuning of instances and queries, space management, backup and recovery, setting up of High-Availability (RAC) and Disaster Recovery (RMAN) solutions. Determining and implementing best practices for Oracle setup, monitoring, backup and recovery, installation, tuning, and auditing. Diagnosing and debugging complicated performance, connectivity, and security issues involving critical applications. Performing UNIX administration required for Oracle (setup system parameters, format drives, performance monitoring of UNIX).

Education: A Bachelor's degree with major coursework in computer science, engineering, mathematics, or related field, with 6 years practical experience. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

9. Systems Engineer III

General Experience: Ten (10) years in systems life cycle management, structured system development methodologies (preferably information engineering), structured analysis, and/or information systems development or a relevant technical discipline. Experience in some of the following or related technical disciplines: data communications network management and operational activities of a network; functional requirements analysis; computer security systems; and quality assurance.

Functional Responsibility: Provides design, programming, documentation implementation of applications which requires knowledge of government information technology systems for effective development and deployment of software modules. Directs and participates in all phases of software development with emphasis on analysis, coding, testing, documentation, and acceptance phases. Responsible for identifying new and emerging technology to support strategic planning initiatives required to meet business needs. Conducts assessments, evaluations, selections, site surveys, requirements analysis and definition, technology prototyping, and cost analysis related to information technology. Designs and prepares technical reports and documentation to record results.

Education: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific or technical discipline. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for

four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

10. Health Science Subject Matter Expert

General Experience: Must have at least ten (10) years experience involving the generation and analysis of the specified subject matter category with experience to result in the individual being recognized as an expert in the field. The Health Science Subject Matter Expert must have expertise in: Medicine/Physician, Statistics, Toxicology, Pharmacology, Microbiology, Chemistry, Clinical trial design and management (safety and efficacy), Pharmacokinetics, or Bio-Pharmaceutics Epidemiology.

Functional Responsibility: Duties include running computer simulations to predict toxicology outcomes, preparing toxicology profile reports, maintaining the toxicology database used to support the simulations, researching data entry and toxicology findings from the literature.

Education: The position requires a Bachelor's degree in chemistry or in biologic science with a strong chemistry background. Experience in computers and database systems are also required. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

11. Database Administrator

General Experience: Five (5) or more years experience with database management systems, such as Oracle, Sybase, Infomax, or SQL Server; knowledge of operating system commands in UNIX/Linux, MS DOS or Windows operating system environments; knowledge of SQL, DB normalization, and DBMS structures, commands, and procedures. Experience must include supporting large Oracle database environments. Proficiency in support duties such as performance and tuning, monitoring, backup, recovery, auditing, etc. is required. Oracle experience with Logical and Physical Database Design and performing UNIX support tasks (system performance monitoring, disk formatting, UNIX tuning) are required. Strong scripting skills (Perl, Korn Shell etc), Oracle High-Availability and Disaster Recovery Solutions experience (Oracle RAC) are preferred. Oracle certification and Linux expertise is a plus.

Functional Responsibility: The Database Administrator assists in database operations, user connectivity to database, database security, backup and recovery, data integrity, database update and database reporting. Performing all aspects of Oracle System Administration including installation of instances, tuning of instances and queries, space management, backup and recovery, setting up of High-Availability (RAC) and Disaster Recovery (RMAN) solutions. Determining and implementing best practices for Oracle setup, monitoring, backup and recovery, installation, tuning, and auditing. Diagnosing and debugging complicated performance, connectivity, and security issues involving critical applications. Performing UNIX administration required for Oracle (setup system parameters, format drives, performance monitoring of UNIX).

Education: A Bachelor's degree in Computer Science, Engineering or related field. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

12. Systems Administrator

General Experience: Seven (7) years of progressive experience in Internet technologies including TCP/IP, HTTP and DNS. Experience of Operating Systems including Windows Server 2003 and UNIX. Ability to document processes and work within a quality improvement environment. Demonstrated working knowledge of web architectures including: web and web application servers, encryption, n-tier development/deployment strategies, databases, security mechanisms, directories, etc. Excellent interpersonal, communication, and written skills. Understanding of server, application and network security hardening and validation techniques. Experience with HTTP servers, HTML, JavaScript and XML. Hands on use of an HTML Editor, such as Dream Weaver; hands on knowledge of Internet and Networking Infrastructure design and implementation techniques. Hands on knowledge of Internet and Networking infrastructure products such as servers, switches, firewalls and routers; familiarity with web products and services such as web servers, URL, Browsers, Internet performance tools, web search engines, directory services, switching technologies, DNS services and Internet security services.

Functional Responsibility: Provide assistance to the design, development and support of key Internet/ Extranet/Intranet components. Provide technical level system administration, support, and maintenance of HTTP/S services, web application services, proxy services, DNS, content filtering, web network infrastructure, content management and other services. Work on projects of a wide range of complexity and scope that require use of analytical and abstraction skills. Must have a track record of delivery of projects on schedule. Assist in the identification, evaluation and recommendation of Internet and Networking infrastructure products and technologies. Provide general assistance to application and infrastructure projects. Implement, administer, and support production Web servers (IIS, Orion, Apache) and backend application, database and support systems. Manage web monitoring activity and generate reports for internal stakeholders.

Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

13. Systems Analyst

General Experience: Four (4) years of progressive experience in computer programming and/or information systems development or a relevant technical, scientific or social science discipline. Experience in a combination of standards and policy development, research and analysis of information system issues and trends, research and development in a technical discipline, and development of information systems. Experience in developing and providing technical and end-user training on application software. Demonstrated ability to communicate orally and in writing. Must possess strong organizational skills and strong interpersonal skills to effectively relate to agency and customer needs. Supervisory experience in managing engineers, programmers, and analysts. Experienced in one of the following disciplines: strategic systems planning, business process reengineering, workshop facilitation, activity based costing (ABC), business case analysis, training, change management, economic analysis, operations research, statistics, market surveys, cost benefit analysis, computer security, or other relevant social sciences, analytical, scientific, or related fields.

Functional Responsibility: Analyses functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required

product. Prepares required documentation, including both program level and user-level documentation. Enhances software to reduce operating time or improved performance efficiency. Develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyses problems and develops system requirements and program specifications. Applies process improvement and reengineering methodologies and principles to conduct process modernization projects including process and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Gathers information by developing and implementing data collection instruments and conducts surveys, document reviews, and interviews. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Facilitation support includes cross-functional team building, project scoping work sessions, facilitation using creative dynamics techniques, and conflict resolution techniques. Performs manual or automated modeling of process or data models, data flow diagrams, and simulation models. Develops prototype database systems. Designs transaction-driven modules to satisfy functional requirement in an on-line or internet/intranet environment. Designs test environments for new applications against databases. Creates entity relationship models to support logical/physical database designs. Creates metadata describing database design and attribute descriptions. Creates schema for building databases. Assists in the management of database projects including preparation/delivery of presentations on database management concepts. Responsible for databases administration and maintenance of, identification and resolution of user problems of the system, analysis and implementation of enhancements, and operation and maintenance of databases.

Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

14. Software Architect

General Experience: The software architect must have experience in leading and coordinating the technical activities and the development of code/project artifacts throughout a software development project. The software architect must have experience in establishing the overall structure for each architectural view: the decomposition of the view, the grouping of elements, and the interfaces between these major groupings. Extensive experience and expertise in architecture, design, and development of web applications with Java, J2EE, and related evolving and cutting edge technology.

Functional Responsibility: Establishes the overall structure for each architectural view: the decomposition of the view, the grouping of elements, and the interfaces between these major groupings. The software architect must be well-rounded and possess maturity, vision, and a depth of experience that allows for grasping issues quickly and making educated, critical judgment in the absence of complete information. Use industry best practices to develop software architectures and designs for large and medium sized complex web applications using Java/J2EE. Develop complex components. Research and evaluate new tools and technology for use. Be a mentor to development staff. Assist management with effort estimation solution approach.

Education: A Bachelor's degree in computer science, information technology, computer systems architecture, or related scientific discipline is preferred but a minimum of ten (10) years experience is acceptable. Formal education may be substituted for experience. Each formal degree (i.e.,

Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

15. Software Engineer III

General Experience: Nine (9) years in systems lifecycle management, structured system development methodologies (preferably Information Engineering), structured analysis, and/or information systems development or a relevant technical discipline. Experience in some of the following or related technical disciplines: data communications, network management, and operational activities of a network; functional requirements analysis; computer security systems; and quality assurance. Progressive experience may include software development, software management, data management, ADP engineering, and enterprise-wide strategic systems planning, business information planning, and business analysis. Experienced with design techniques or process reengineering across all phases, including change management, business analysis management and techniques, cost benefit analysis, activity and data modeling, information systems development methods and practices, workshop facilitation, and training. Skilled in the interface of software with computer hardware systems, computer-aided software engineering (CASE) tools, complex and software system development. Experience in developing and providing technical and end-user training on computer hardware and application software. Demonstrated ability to communicate orally and in writing. Must possess strong organizational skills and strong interpersonal skills to effectively relate to agency and customer needs. Supervisory experience in managing and providing direction to engineers, programmers, and analysts. Experienced in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications engineering, network engineering, electrical engineering, and data quality engineering or other relevant engineering disciplines.

Functional Responsibility: Provide design, programming, documentation and implementation of applications which requires knowledge of government information technology systems for effective development and deployment of software modules. Directs and participates in all phases of software development with emphasis on analysis, coding, testing, documentation, and acceptance phases. Responsible for identifying new and emerging technology to support strategic planning initiatives required to meet business needs. Conducts assessments, evaluations, selections, site surveys, requirements analysis and definition, technology prototyping, and cost analysis related to information technology. Designs and prepares technical reports and documentation to record results. Applies process improvement and reengineering methodologies and principles to conduct process modernization projects including process and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Gathers information by developing and implementing data collection instruments and conducts surveys, document reviews, and interviews. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Facilitation support includes cross-functional team building, project scoping work sessions, facilitation using creative dynamics techniques, and conflict resolution techniques. Performs manual or automated modeling of process or data models, data flow diagrams, and simulation models. Develops prototype database systems. Designs transaction-driven modules to satisfy functional requirement in an on-line or internet/intranet environment. Designs test environments for new applications against databases. Creates entity relationships models to support logical and physical database designs. Creates the metadata describing the database design and attribute descriptions. Creates the schema for building the database. Assists in the management of database projects. Assists in the preparation and delivery of presentations on database management systems concepts. Responsible for overall administration and maintenance of the database,

identification and resolution of problems encountered by the users of the system, analysis and implementation of enhancements, and operation and maintenance of databases.

Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

16. Principal Systems Engineer/Security Specialist

General Experience: Principal Systems Engineer/Security Specialists have twelve (12) years of substantive IT knowledge and demonstrated hands-on expertise and/or training in areas of emerging technologies. These areas include, but are not limited to, national policy development, continuity of government and operations, crisis management, disaster recovery, database frameworks, enterprise resource planning, HyperText Markup Language (HTML), HyperText Transfer Protocol (HTTP), Web portals, firewalls, geographic information systems, visual simulation applications, and remote sensing/satellite imagery.

Functional Responsibility: Provides technical expertise, support, and oversight in one or more emerging technology areas including, but not limited to, knowledge discovery, data mining, wireless communications, Internet technologies, secure messaging, enterprise engineering, fraud detection, intrusion detection, bioinformatics, information assurance, public key infrastructure (PKI), and critical infrastructure protection. Reviews and recommends solutions to customer problems based on prior experience and hands-on understanding of how products and services interrelate and support the customer mission.

Education: A Bachelor's degree in Business, Engineering, Computer Science, Information Systems, Social Science, or other related analytical, scientific, or technical disciplines. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

17. Quality Assurance Manager

General Experience: Ten (10) years experience in the design, development, and implementation of business or computer systems and programs. At least six years acting in a management role of a large multi-task program. Knowledge of the Federal contract and procurement regulations. The QA Manager will be responsible for leading a team of testers supporting several projects. Responsibilities will cover test planning, test execution, defect tracking and reporting, as well as development of automated test scripts to support regression testing. As a member of the project management team, the Software QA Manager will work with a variety of groups, across multiple disciplines, to streamline, integrate, and continuously improve the effectiveness of the QA organization and processes.

Functional Responsibility: Maintain and expand client relationships through the delivery of high-quality project work. Facilitate the implementation of Capability Maturity Model Integrated (CMMI) compliant processes and procedures. Plan, manage, and direct project-level Quality Assurance activities to ensure compliance with organizational and client-specific policies and procedures. Develop, implement, and coordinate the project, product, and process assurance program to prevent or eliminate defects in products. Review project documentation to ensure compliance with

documentation standards and applicable client standards. Conduct reviews and audits to ensure that processes are compliant with the applicable standards. Interact with all project personnel, including the project manager and team lead, to review process implementation. Develop quality plans, schedules, and evaluation criteria, and assist in utilizing resources in the most effective and efficient manner. Enforce established applications programming standards, and documentation; review the work effectiveness, task effectiveness, and compatibility with other projects in related areas. Develop, review, and enforce policies, practices, and standards, including programming and documentation standards. Review technical training needs for subordinate staff, plan activities and implement training courses as appropriate and assure attendance by appropriate staff as required. Maintain liaison with management and government personnel. Supervise and participate in the selection, training, and evaluation of staff members. Perform related duties as assigned.

Education: A Bachelor's degree in computer science, engineering, mathematics, business, plus six (6) years practical experience. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

18. Systems Engineer II

General Experience: Five (5) years of progressive experience in computer programming and/or information systems development or a relevant technical, scientific or social science discipline. Experience in a combination of standards and policy, development research, development in a technical discipline, and development of information systems. Experience in developing and providing technical and end-user training on application software. Demonstrated ability to communicate orally and in writing. Must possess strong organizational skills and strong interpersonal skills to effectively relate to agency and customer needs. Supervisory experience in managing engineers, programmers, and analysts.

Functional Responsibility: Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translate detailed design into computer software. Test, debug, and refine the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve performance efficiency. Develops computer software possessing a wide range of capabilities including numerous engineering, business, and records management functions. Develops and plans automated information systems requirements and program specifications.

Education: Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science or other related analytical, scientific or technical discipline. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

19. Software Engineer II

General Experience: Four (4) years of progressive experience in computer programming and/or information systems development or a relevant technical, scientific or social science discipline. Experience in a combination of standards and policy development, research and analysis of information system issues and trends, research and development in a technical discipline, and development of information systems. Experience in developing and providing technical and end-user

training on application software. Demonstrated ability to communicate orally and in writing. Must possess strong organizational skills and strong interpersonal skills to effectively relate to agency and customer needs. Experienced in one of the following engineering disciplines: systems engineering, systems integration, software engineering, information engineering telecommunications engineering, network engineering, electrical engineering, and data quality engineering or other relevant engineering disciplines.

Functional Responsibility: Analyses functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program level and user-level documentation. Enhances software to reduce operating time or improved performance efficiency. Develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes problems and develops system requirements and program specifications. Applies process improvement and reengineering methodologies and principles to conduct process modernization projects including process and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Gathers information by developing and implementing data collection instruments and conducts surveys, document reviews, and interviews. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Facilitation support includes cross-functional team building, project scoping work sessions, facilitation using creative dynamics techniques, and conflict resolution techniques. Performs manual or automated modeling of process or data models, data flow diagrams, and simulation models. Develops prototype database systems. Designs transaction-driven modules to satisfy functional requirement in an on-line or internet/intranet environment. Designs test environments for new applications against databases. Creates entity relationship models to support logical/physical database designs. Creates metadata describing database design and attribute descriptions. Creates schema for building databases. Assists in the management of database projects including preparation/delivery of presentations on database management concepts. Responsible for databases administration and maintenance of, identification and resolution of user problems of the system, analysis and implementation of enhancements, and operation and maintenance of databases.

Education: A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, Social Science, or other related analytical, scientific, or technical disciplines. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

20. Testing Specialist

General Experience: Four (4) years of directly related experience in the design, development and implementation of systems software and/or business application systems for computer system using advanced programming languages.

Functional Responsibility: Requires specialized subject matter expertise in the testing of systems and related software for computers in a large multi-user environment. Knowledge of test planning, test execution, defect tracking and reporting, including follow-up and issue resolution. Develop, write, execute, and maintain test plans, test scenarios, and manual and/or automated test scripts, along with supporting materials relating to Functional, Performance, Stress, and Regression testing of web-based applications. Test software and systems, identify and report defects, and track defects to

closure. Communicate effectively to ensure that all testing needs are being assessed and addressed to ensure products meet or exceed performance targets. Effectively and accurately document all testing results and concerns as well as communicate to management and proactively work to resolve any issues. Participate in planning all testing activities accordingly to ensure on time deliverables are met. Extract product information from technical specifications and interaction with the engineering team and clients. Review Help system content for the applications. Review graphics, flow charts, and diagrams for inclusion in documentation. Prepare documents following standard guidelines for technical publications. Participate in the continuous development of the standard practices and procedures for the test team. Develop and administer standards for maintaining product quality within GNSI.

Education: A Bachelor's degree with major coursework in computer science, engineering, mathematics. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

21. Technical Writer II/Training Specialist

General Experience: The Technical Writer will have at least one (1) year experience developing, editing, and producing technical and graphic documentation for information technology systems. Must have a basic understanding of computer processing, including commonly used information technology terminology and must possess strong organizational skills.

Functional Responsibility: The Technical Writer assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents. Prepares and edits documentation incorporating information provided by the user, specialist, analyst, programmer, and management personnel. Duties include writing, edition, and graphics presentation of technical information for both technical and non-technical personnel. Interprets technical documentation standards and prepares documentation accordingly.

Education: A Bachelor's degree in Accounting, Business, Engineering, Computer Science, Information Engineering or other related scientific, technical or social sciences discipline. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor's degree.

22. Internet/Intranet Site Developer

General Experience: This position requires three (3) years of progressive experience. Two (2) years of specialized experience in developing. Experience with SQL/Server, Microsoft IIS, and Cold Fusion Administration, Content Management Systems, XML, and Search Engines.

Functional Responsibility: Design and development of web sites and pages using HTML, JAVA, and other Internet/Intranet based applications. Minimum 2 years professional experience developing dynamic applications using HTML, CSS, and JavaScript. Macromedia DreamWeaver, RoboHelp and RoboDemo experience. Ability to hand-code HTML. Experience with Section 508 requirements, JAWS, etc. Proficiency in relational database design, development, maintenance, and troubleshooting. Experience in the planning and implementation of customer-driven web

applications. Understanding of web encryption technologies (SSL Certificates, https, etc.). Experience with life-cycle development, including documentation.

Education: A Bachelor’s degree in Computer Science or related field. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor’s degree.

23. Administrative Assistant/Support Specialist

General Experience: The Administrative Assistant/Support Specialist will have at least one (1) year experience directing all financial management and administrative activities such as budgeting, manpower and resource planning, and financial reporting. Must demonstrate the ability to work independently or under only general supervision.

Functional Responsibility: The Administrative Support Specialist prepares management plans and reports. Coordinates schedules to facilitate completion of proposals, contract deliverables, delivery order review, briefings/presentations/ and IPR preparation. Performs analysis and evaluation of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues that would require a report and recommend solutions. Assists in the development of work breakdown schedules and prepare charts, tables, graphs, and diagrams to assist in analyzing problems. Performs analysis, development, and review of program administrative operating procedures.

Education: Requires High School diploma. Formal education may be substituted for experience. Each formal degree (i.e., Bachelors, Masters, PhD) may be substituted for four (4) years of experience. Specialized experience may be substituted for formal education. For example, four (4) years of experience are required to substitute for a Bachelor’s degree.

HOSTING SERVICES – SIN 132-52

Manufacturer	MFR Part #	Product Description	GSA Price - Monthly	GSA Price - One Time Setup Fee	Warranty
Rackspace	RAXFW-0001	Cisco ASA 5510 Firewall -	\$406.78	\$513.83	1-Hour Replacement
Rackspace	RAXFW-0002	Cisco ASA 5510 Redundant Firewalls (HA) -	\$582.34	\$616.59	1-Hour Replacement
Rackspace	RAXFW-0003	Cisco ASA 5520 Firewall -	\$638.00	\$513.83	1-Hour Replacement
Rackspace	RAXFW-0004	Cisco ASA 5520 Redundant Firewalls (HA) -	\$1,327.38	\$616.59	1-Hour Replacement
Rackspace	RAXFW-0005	Cisco ASA 5540 Firewall	\$1,712.75	\$513.83	1-Hour Replacement
Rackspace	RAXFW-0006	Cisco ASA 5540 Redundant Firewalls (HA) -	\$2,569.13	\$616.59	1-Hour Replacement

Manufacturer	MFR Part #	Product Description	GSA Price - Monthly	GSA Price - One Time Setup Fee	Warranty
Rackspace	RAXFW-0007	Cisco ASA 5550 Firewall -	\$3,254.23	\$513.83	1-Hour Replacement
Rackspace	RAXFW-0008	Cisco ASA 5550 Redundant Firewalls (HA) -	\$4,024.96	\$616.59	1-Hour Replacement
Rackspace	RAXFW-0009	ASA 4-Port GB Interface Card	\$428.19	\$0.00	1-Hour Replacement
Rackspace	RAXLB-0001	CSS 11501 S-C Load Balancer -	\$1,231.47	\$513.83	1-Hour Replacement
Rackspace	RAXLB-0002	CSS 11501 S-C Redundant Load Balancers (HA) -	\$1,233.18	\$616.59	1-Hour Replacement
Rackspace	RAXLB-0003	CSS 11503 SSL Load Balancer -	\$1,541.48	\$513.83	1-Hour Replacement
Rackspace	RAXLB-0004	CSS 11503 SSL Redundant Load Balancers (HA) -	\$2,590.53	\$616.59	1-Hour Replacement
Rackspace	RAXLB-0005	F5 1600 Load Balancer -	\$1,798.39	\$513.83	1-Hour Replacement
Rackspace	RAXLB-0006	F5 1600 Redundant Load Balancers (HA) -	\$3,254.23	\$616.59	1-Hour Replacement
Rackspace	RAXLB-0007	F5 3600 Load Balancer -	\$2,483.49	\$513.83	1-Hour Replacement
Rackspace	RAXLB-0008	F5 3600 Redundant Load Balancers (HA) -	\$4,196.24	\$616.59	1-Hour Replacement
Rackspace	RAXLB-0009	F5 1600/3600 SSL Upgrade	\$502.69	\$0.00	1-Hour Replacement
Rackspace	RAXLB-0010	F5 1600/3600 Compression Upgrade	\$459.87	\$0.00	1-Hour Replacement
Rackspace	RAXLB-0011	F5 3600 ASM Add-on	\$2,153.78	\$0.00	1-Hour Replacement
Rackspace	RAXLB-0012	F5 3600 GTM Add-on	\$1,883.17	\$0.00	1-Hour Replacement
Rackspace	RAXLB-0013	F5 3600 MSM Add-on	\$1,304.26	\$0.00	1-Hour Replacement
Rackspace	RAXLB-0014	F5 3600 WebAccl. Add-on	\$1,368.49	\$0.00	1-Hour Replacement
Rackspace	RAXIDS-0001	Alert Logic IDS 12 Hour Security Review (100Mbps)	\$706.51	\$513.83	1-Hour Replacement

Manufacturer	MFR Part #	Product Description	GSA Price - Monthly	GSA Price - One Time Setup Fee	Warranty
Rackspace	RAXIDS-0002	Alert Logic IDS Realtime Security Review (100Mbps)	\$1,070.47	\$513.83	1-Hour Replacement
Rackspace	RAXIDS-0003	Alert Logic IDS 12 Hour Security Review (1000Mbps)	\$2,740.40	\$513.83	1-Hour Replacement
Rackspace	RAXIDS-0004	Alert Logic IDS Realtime Security Review (1000Mbps)	\$3,254.23	\$513.83	1-Hour Replacement
Rackspace	RAXIDS-0005	Alert Logic Log Manager 1-7 Sources	\$1,284.56	\$513.83	1-Hour Replacement
Rackspace	RAXLOG-0001	Alert Logic Log Manager 8-15 Sources	\$1,712.75	\$513.83	1-Hour Replacement
Rackspace	RAXLOG-0002	Alert Logic Log Manager 16-25 Sources	\$2,312.21	\$513.83	1-Hour Replacement
Rackspace	RAXLOG-0003	Alert Logic Log Manager 26-35 Sources	\$2,911.68	\$513.83	1-Hour Replacement
Rackspace	RAXLOG-0004	Alert Logic Log Manager 36-49 Sources	\$3,596.78	\$513.83	1-Hour Replacement
Rackspace	RAXSWTCH-0001	1000Mbps ExNet Switch	\$0.00	\$0.00	1-Hour Replacement
Rackspace	RAXSWTCH-0002	1000Mbps PublicNet Switch	\$0.00	\$0.00	1-Hour Replacement
Rackspace	RAXSWTCH-0003	1000Mbps BackupNet Switch	\$0.00	\$0.00	1-Hour Replacement
Rackspace	RAXSWTCH-0004	1000Mbps LocalNet/PrivateNet Switch	\$0.00	\$0.00	1-Hour Replacement
Rackspace	RAXSWTCH-0005	24 Port 10/100 Switch	\$0.00	\$0.00	1-Hour Replacement
Rackspace	RAXSWTCH-0006	24 Port 10/100/1000 Switch	\$0.00	\$0.00	1-Hour Replacement
Rackspace	RAXSWTCH-0007	48 Port 10/100 Switch	\$411.06	\$0.00	1-Hour Replacement
Rackspace	RAXSWTCH-0008	48 Port 10/100/1000 Switch	\$1,027.65	\$0.00	1-Hour Replacement
Rackspace	RAXSWTCH-0009	Cisco 2621XM - FR / T1	\$548.08	\$0.00	1-Hour Replacement

Manufacturer	MFR Part #	Product Description	GSA Price - Monthly	GSA Price - One Time Setup Fee	Warranty
Rackspace	RAXSWTCH-0010	Cisco 2950 Switch	\$0.00	\$0.00	1-Hour Replacement
Rackspace	RAXSWTCH-0011	Cisco 2960 Switch	\$0.00	\$0.00	1-Hour Replacement
Rackspace	RAXDELL2970-0001	Dell 2970 - Web Server (Windows Server 2003/2008 Enterprise x32/x64, AMD Dual Proc/Quad Core, 4GB RAM, 2 x 146GB 15k RPM)	\$1,091.88	\$308.30	1-Hour Replacement
Rackspace	RAXDELL2970-0002	Dell 2970 - Web Server (Windows Server 2003/2008 Enterprise x32/x64, AMD Dual Proc/Quad Core, 4GB RAM, 4 x 146GB 15k RPM)	\$1,096.16	\$308.30	1-Hour Replacement
Rackspace	RAXDELL2970-0003	Dell 2970 - Web Server (Windows Server 2003/2008 Enterprise x32/x64, AMD Dual Proc/Quad Core, 4GB RAM, 6 x 146GB 15k RPM)	\$1,104.72	\$308.30	1-Hour Replacement
Rackspace	RAXDELL2970-0004	Dell 2970 - Web Server (Windows Server 2003/2008 Enterprise x32/x64, AMD Dual Proc/Quad Core, 8GB RAM, 4 x 146GB 15k RPM)	\$1,113.29	\$308.30	1-Hour Replacement
Rackspace	RAXDELL2970-0005	Dell 2970 - Web Server (Windows Server 2003/2008 Enterprise x32/x64, AMD Dual Proc/Quad Core, 8GB RAM, 6 x 146GB 15k RPM)	\$1,138.98	\$308.30	1-Hour Replacement
Rackspace	RAXDELL2970-0006	Dell 2970 - Web Server (Windows Server 2003/2008 Enterprise x32/x64, AMD Dual Proc/Quad Core, 16GB RAM, 6 x 146GB 15k RPM)	\$1,254.59	\$308.30	1-Hour Replacement

Manufacturer	MFR Part #	Product Description	GSA Price - Monthly	GSA Price - One Time Setup Fee	Warranty
Rackspace	RAXDELL2970-0007	Dell 2970 - Database Server (Windows Server 2003/2008 Enterprise x32/x64, AMD Dual Proc/Quad Core, 8GB RAM, 6 x 300GB 15k RPM)	\$1,340.23	\$308.30	1-Hour Replacement
Rackspace	RAXDELL2970-0008	Dell 2970 - Database Server (Windows Server 2003/2008 Enterprise x32/x64, AMD Dual Proc/Quad Core, 16GB RAM, 6 x 300GB 15k RPM)	\$1,353.07	\$308.30	1-Hour Replacement
Rackspace	RAXDELL2970-0009	Dell 2970 - Database Server (Windows Server 2003/2008 Enterprise x32/x64, AMD Dual Proc/Quad Core, 32GB RAM, 6 x 300GB 15k RPM)	\$1,400.17	\$308.30	1-Hour Replacement
Rackspace	RAXDELL2970-0010	Dell 2970 - Database Server (Windows Server 2003/2008 Enterprise x32/x64, AMD Dual Proc/Quad Core, 8GB RAM, 6 x 450GB 15k RPM)	\$1,460.12	\$308.30	1-Hour Replacement
Rackspace	RAXDELL2970-0011	Dell 2970 - Database Server (Windows Server 2003/2008 Enterprise x32/x64, AMD Dual Proc/Quad Core, 16GB RAM, 6 x 450GB 15k RPM)	\$1,472.97	\$308.30	1-Hour Replacement
Rackspace	RAXDELL2970-0012	Dell 2970 - Database Server (Windows Server 2003/2008 Enterprise x32/x64, AMD Dual Proc/Quad Core, 32GB RAM, 6 x 450GB 15k RPM)	\$1,524.35	\$308.30	1-Hour Replacement
Rackspace	RAXDELL2970-0013	Dell 2970 - Web Server (Red Hat Enterprise Linux ES 5 x32/x64, AMD Dual Proc/Quad Core, 4GB RAM, 2 x 146GB 15k RPM)	\$1,049.06	\$308.30	1-Hour Replacement

Manufacturer	MFR Part #	Product Description	GSA Price - Monthly	GSA Price - One Time Setup Fee	Warranty
Rackspace	RAXDELL2970-0014	Dell 2970 - Web Server (Red Hat Enterprise Linux ES 5 x32/x64, AMD Dual Proc/Quad Core, 8GB RAM, 4 x 146GB 15k RPM)	\$1,091.88	\$308.30	1-Hour Replacement
Rackspace	RAXDELL2970-0015	Dell 2970 - Web Server (Red Hat Enterprise Linux ES 5 x32/x64, AMD Dual Proc/Quad Core, 8GB RAM, 6 x 146GB 15k RPM)	\$1,069.61	\$308.30	1-Hour Replacement
Rackspace	RAXDELL2970-0016	Dell 2970 - Web Server (Red Hat Enterprise Linux ES 5 x32/x64, AMD Dual Proc/Quad Core, 16GB RAM, 6 x 146GB 15k RPM)	\$1,117.57	\$308.30	1-Hour Replacement
Rackspace	RAXDELL2970-0017	Dell 2970 - Database Server (Red Hat Enterprise Linux ES 5 x32/x64, AMD Dual Proc/Quad Core, 8GB RAM, 6 x 300GB 15k RPM)	\$1,203.21	\$308.30	1-Hour Replacement
Rackspace	RAXDELL2970-0018	Dell 2970 - Database Server (Red Hat Enterprise Linux ES 5 x32/x64, AMD Dual Proc/Quad Core, 16GB RAM, 6 x 300GB 15k RPM)	\$1,216.05	\$308.30	1-Hour Replacement
Rackspace	RAXDELL2970-0019	Dell 2970 - Database Server (Red Hat Enterprise Linux ES 5 x32/x64, AMD Dual Proc/Quad Core, 32GB RAM, 6 x 300GB 15k RPM)	\$1,271.72	\$308.30	1-Hour Replacement
Rackspace	RAXDELL2970-0020	Dell 2970 - Database Server (Red Hat Enterprise Linux ES 5 x32/x64, AMD Dual Proc/Quad Core, 8GB RAM, 6 x 450GB 15k RPM)	\$1,335.95	\$308.30	1-Hour Replacement
Rackspace	RAXDELL2970-0021	Dell 2970 - Database Server (Red Hat Enterprise Linux ES 5 x32/x64, AMD Dual Proc/Quad Core, 16GB RAM, 6 x 450GB 15k RPM)	\$1,370.20	\$308.30	1-Hour Replacement

Manufacturer	MFR Part #	Product Description	GSA Price - Monthly	GSA Price - One Time Setup Fee	Warranty
Rackspace	RAXDELL2970-0022	Dell 2970 - Database Server (Red Hat Enterprise Linux ES 5 x32/x64, AMD Dual Proc/Quad Core, 32GB RAM, 6 x 450GB 15k RPM)	\$1,391.61	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR710-0001	Dell R710 - Web Server (Windows Server 2003/2008 Enterprise x32/x64, Intel Dual Proc/Quad Core, 12GB RAM, 2 x 146GB 15k RPM)	\$1,584.29	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR710-0002	Dell R710 - Web Server (Windows Server 2003/2008 Enterprise x32/x64, Intel Dual Proc/Quad Core, 12GB RAM, 4 x 146GB 15k RPM)	\$1,605.70	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR710-0003	Dell R710 - Web Server (Windows Server 2003/2008 Enterprise x32/x64, Intel Dual Proc/Quad Core, 12GB RAM, 6 x 146GB 15k RPM)	\$1,627.11	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR710-0004	Dell R710 - Database Server (Windows Server 2003/2008 Enterprise x32/x64, Intel Dual Proc/Quad Core, 12GB RAM, 6 x 300GB 15k RPM)	\$1,712.75	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR710-0005	Dell R710 - Database Server (Windows Server 2003/2008 Enterprise x32/x64, Intel Dual Proc/Quad Core, 24GB RAM, 6 x 300GB 15k RPM)	\$1,627.11	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR710-0006	Dell R710 - Database Server (Windows Server 2003/2008 Enterprise x32/x64, Intel Dual Proc/Quad Core, 36GB RAM, 6 x 300GB 15k RPM)	\$1,978.23	\$308.30	1-Hour Replacement

Manufacturer	MFR Part #	Product Description	GSA Price - Monthly	GSA Price - One Time Setup Fee	Warranty
Rackspace	RAXDELLR710-0007	Dell R710 - Database Server (Windows Server 2003/2008 Enterprise x32/x64, Intel Dual Proc/Quad Core, 12GB RAM, 6 x 450GB 15k RPM)	\$1,841.21	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR710-0008	Dell R710 - Database Server (Windows Server 2003/2008 Enterprise x32/x64, Intel Dual Proc/Quad Core, 24GB RAM, 6 x 450GB 15k RPM)	\$1,738.44	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR710-0009	Dell R710 - Database Server (Windows Server 2003/2008 Enterprise x32/x64, Intel Dual Proc/Quad Core, 36GB RAM, 6 x 450GB 15k RPM)	\$2,119.53	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR710-0010	Dell R710 - Web Server (Red Hat Enterprise Linux ES 5 x32/x64, Intel Dual Proc/Quad Core, 12GB RAM, 2 x 146GB 15k RPM)	\$1,434.43	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR710-0011	Dell R710 - Web Server (Red Hat Enterprise Linux ES 5 x32/x64, Intel Dual Proc/Quad Core, 12GB RAM, 4 x 146GB 15k RPM)	\$1,472.97	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR710-0012	Dell R710 - Web Server (Red Hat Enterprise Linux ES 5 x32/x64, Intel Dual Proc/Quad Core, 12GB RAM, 6 x 146GB 15k RPM)	\$1,494.37	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR710-0013	Dell R710 - Database Server (Red Hat Enterprise Linux ES 5 x32/x64, Intel Dual Proc/Quad Core, 12GB RAM, 6 x 300GB 15k RPM)	\$1,584.29	\$308.30	1-Hour Replacement

Manufacturer	MFR Part #	Product Description	GSA Price - Monthly	GSA Price - One Time Setup Fee	Warranty
Rackspace	RAXDELLR710-0014	Dell R710 - Database Server (Red Hat Enterprise Linux ES 5 x32/x64, Intel Dual Proc/Quad Core, 24GB RAM, 6 x 300GB 15k RPM)	\$1,494.37	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR710-0015	Dell R710 - Database Server (Red Hat Enterprise Linux ES 5 x32/x64, Intel Dual Proc/Quad Core, 36GB RAM, 6 x 300GB 15k RPM)	\$1,845.49	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR710-0016	Dell R710 - Database Server (Red Hat Enterprise Linux ES 5 x32/x64, Intel Dual Proc/Quad Core, 12GB RAM, 6 x 450GB 15k RPM)	\$1,704.19	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR710-0017	Dell R710 - Database Server (Red Hat Enterprise Linux ES 5 x32/x64, Intel Dual Proc/Quad Core, 24GB RAM, 6 x 450GB 15k RPM)	\$1,609.99	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR710-0018	Dell R710 - Database Server (Red Hat Enterprise Linux ES 5 x32/x64, Intel Dual Proc/Quad Core, 36GB RAM, 6 x 450GB 15k RPM)	\$1,973.94	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR900-0001	Dell R900 - Database/App Server (Windows Server 2003/2008 Enterprise x32/x64, Intel Dual Proc/Quad Core, 8GB RAM, 8 x 146GB 15k)	\$1,472.97	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR900-0002	Dell R900 - Database/App Server (Windows Server 2003/2008 Enterprise x32/x64, Intel Dual Proc/Quad Core, 16GB RAM, 8 x 146GB 15k)	\$1,498.66	\$308.30	1-Hour Replacement

Manufacturer	MFR Part #	Product Description	GSA Price - Monthly	GSA Price - One Time Setup Fee	Warranty
Rackspace	RAXDELLR900-0003	Dell R900 - Database/App Server (Windows Server 2003/2008 Enterprise x32/x64, Intel Dual Proc/Quad Core, 32GB RAM, 8 x 146GB 15k)	\$1,541.48	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR900-0004	Dell R900 - Database/App Server (Windows Server 2003/2008 Enterprise x32/x64, Intel Quad Proc/Quad Core, 8GB RAM, 8 x 146GB 15k)	\$1,841.21	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR900-0005	Dell R900 - Database/App Server (Windows Server 2003/2008 Enterprise x32/x64, Intel Quad Proc/Quad Core, 16GB RAM, 8 x 146GB 15k)	\$1,884.03	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR900-0006	Dell R900 - Database/App Server (Windows Server 2003/2008 Enterprise x32/x64, Intel Quad Proc/Quad Core, 32GB RAM, 8 x 146GB 15k)	\$1,926.84	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR900-0007	Dell R900 - Database/App Server (Red Hat Enterprise Linux ES 5 x32/x64, Intel Dual Proc/Quad Core, 8GB RAM, 8 x 146GB 15k)	\$1,335.95	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR900-0008	Dell R900 - Database/App Server (Red Hat Enterprise Linux ES 5 x32/x64, Intel Dual Proc/Quad Core, 16GB RAM, 8 x 146GB 15k)	\$1,391.61	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR900-0009	Dell R900 - Database/App Server (Red Hat Enterprise Linux ES 5 x32/x64, Intel Dual Proc/Quad Core, 32GB RAM, 8 x 146GB 15k)	\$1,430.15	\$308.30	1-Hour Replacement

Manufacturer	MFR Part #	Product Description	GSA Price - Monthly	GSA Price - One Time Setup Fee	Warranty
Rackspace	RAXDELLR900-0010	Dell R900 - Database/App Server (Red Hat Enterprise Linux ES 5 x32/x64, Intel Quad Proc/Quad Core, 8GB RAM, 8 x 146GB 15k)	\$1,554.32	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR900-0011	Dell R900 - Database/App Server (Red Hat Enterprise Linux ES 5 x32/x64, Intel Quad Proc/Quad Core, 16GB RAM, 8 x 146GB 15k)	\$1,580.01	\$308.30	1-Hour Replacement
Rackspace	RAXDELLR900-0012	Dell R900 - Database/App Server (Red Hat Enterprise Linux ES 5 x32/x64, Intel Quad Proc/Quad Core, 32GB RAM, 8 x 146GB 15k)	\$1,631.39	\$308.30	1-Hour Replacement
Rackspace	RAXHBA-0001	HBA Fiber Card	\$428.19	\$0.00	1-Hour Replacement
Rackspace	RAXNIC-0001	Dual: Intel Pro 1000MT Dual Port Nic Card	\$42.82	\$0.00	1-Hour Replacement
Rackspace	RAXNIC-0002	Quad: Intel Pro 1000MT Quad Port Nic Card	\$85.64	\$0.00	1-Hour Replacement
Rackspace	RAXCOLO-0001	2U Colocation Space	\$214.09	\$0.00	1-Hour Replacement
Rackspace	RAXSQL-0001	MS SQL Workgroup 2005 - per CPU	\$102.77	\$0.00	N/A
Rackspace	RAXSQL-0002	MS SQL Standard 2005 - per CPU	\$316.86	\$0.00	N/A
Rackspace	RAXSQL-0003	MS SQL Enterprise 2005 - per CPU	\$1,327.38	\$0.00	N/A
Rackspace	RAXSQL-0004	MS SQL Web 2008 - per CPU	\$42.82	\$0.00	N/A
Rackspace	RAXSQL-0005	MS SQL Workgroup 2008 - per CPU	\$102.77	\$0.00	N/A
Rackspace	RAXSQL-0006	MS SQL Standard 2008 - per CPU	\$316.86	\$0.00	N/A
Rackspace	RAXSQL-0007	MS SQL Enterprise 2008 - per CPU	\$1,327.38	\$0.00	N/A
Rackspace	RAXSHPOINT-0001	Sharepoint MOSS Standard (Per User)	\$7.71	\$0.00	N/A

Manufacturer	MFR Part #	Product Description	GSA Price - Monthly	GSA Price - One Time Setup Fee	Warranty
Rackspace	RAXSHPOINT-0002	Sharepoint MOSS Enterprise (Per User)	\$10.70	\$0.00	N/A
Rackspace	RAXSHPOINT-0003	Sharepoint MOSS Support (Per Server)	\$269.76	\$0.00	N/A
Rackspace	RAXSHPOINT-0004	Sharepoint MOSS for Internet (Per CPU)	\$1,177.52	\$0.00	N/A
Rackspace	RAXSHPOINT-0005	Sharepoint WSS Support (Per Server)	\$188.40	\$0.00	N/A
Rackspace	RAXSHPOINT-0006	Forefront Sharepoint Anti-Virus (Per User)	\$0.56	\$0.00	N/A
Rackspace	RAXURCHIN-0001	Urchin 4.xx - 100 Users	\$51.38	\$0.00	N/A
Rackspace	RAXURCHIN-0002	Urchin 4.xx - 200 Users	\$107.05	\$0.00	N/A
Rackspace	RAXPLESK-0001	Plesk 8.xx - 100 Domains	\$59.95	\$0.00	N/A
Rackspace	RAXPLESK-0002	Plesk 8.xx - Unlimited Domains	\$98.48	\$0.00	N/A
Rackspace	RAXEXCH-0001	Exchange Enterprise (per Mailbox)	\$6.42	\$0.00	N/A
Rackspace	RAXEXCH-0002	Exchange Enterprise + Outlook (per Mailbox)	\$8.56	\$0.00	N/A
Rackspace	RAXEXCH-0003	Exchange Standard (per Mailbox)	\$3.21	\$0.00	N/A
Rackspace	RAXEXCH-0004	Exchange Standard + Outlook (per Mailbox)	\$5.40	\$0.00	N/A
Rackspace	RAXEXCH-0005	Exchange Support (per Server)	\$269.76	\$0.00	N/A
Rackspace	RAXEXCH-0006	Forefront AV/AS (per Mailbox)	\$1.07	\$0.00	N/A
Rackspace	RAXEXCH-0007	Cloudmark CloudFilter AV/AS (per Mailbox)	\$0.00	\$0.00	N/A
Rackspace	RAXEXCH-0008	Blackberry License + Support (per Mailbox)	\$8.56	\$0.00	N/A
Rackspace	RAXEXCH-0009	Blackberry Support for Customer Provided License (per Mailbox)	\$3.21	\$0.00	N/A

Manufacturer	MFR Part #	Product Description	GSA Price - Monthly	GSA Price - One Time Setup Fee	Warranty
Rackspace	RAXEXCH-0010	Intensive SCOM Agent (Per Mail & Edge Server)	\$0.00	\$0.00	N/A
Rackspace	RAXEXCH-0011	Exchange Backup Agent - Commvault	\$10.70	\$0.00	N/A
Rackspace	RAXMD3000-0001	Dell MD3000 DAS - Gold Edition (15 x 146GB 15k, Dual Controller)	\$1,554.32	\$411.06	1-Hour Replacement
Rackspace	RAXMD3000-0002	Dell MD3000 DAS - Gold Edition (15 x 300GB 15k, Dual Controller)	\$2,076.71	\$411.06	1-Hour Replacement
Rackspace	RAXMD3000-0003	Dell MD3000 DAS - Gold Edition (15 x 400GB 10k, Dual Controller)	\$2,397.85	\$411.06	1-Hour Replacement
Rackspace	RAXMD3000-0004	Dell MD3000 DAS - Gold Edition (15 x 450GB 15k, Dual Controller)	\$2,526.31	\$411.06	1-Hour Replacement
Rackspace	RAXMD3000-0005	Dell MD3000 DAS - Gold Edition (15 x 1TB SATA or Nearline 7.2k, Dual Controller)	\$4,024.96	\$411.06	1-Hour Replacement
Rackspace	RAXMD3000-0006	Dell MD3000 DAS - Gold Edition (4 x 300GB 15k, Dual Controller)	\$652.56	\$411.06	1-Hour Replacement
Rackspace	RAXMD3000-0007	Dell MD1000 Attaches to MD3000 - (15 x 146GB 15k)	\$1,370.20	\$411.06	1-Hour Replacement
Rackspace	RAXMD3000-0008	Dell MD1000 Attaches to MD3000 - (15 x 300GB 15k)	\$1,884.03	\$411.06	1-Hour Replacement
Rackspace	RAXMD3000-0009	Dell MD1000 Attaches to MD3000 - (15 x 400GB 10k)	\$2,239.42	\$411.06	1-Hour Replacement
Rackspace	RAXMD3000-0010	Dell MD1000 Attaches to MD3000 - (15 x 450GB 15k)	\$2,367.88	\$411.06	1-Hour Replacement
Rackspace	RAXMD3000-0011	Dell MD1000 Attaches to MD3000 - (15 x 1TB SATA or Nearline 7.2k)	\$3,982.14	\$411.06	1-Hour Replacement
Rackspace	RAXNETAPP-0001	NetAPP 2040a (CIFS & NFS) + 300GB FC x 14 Shelf	\$6,605.22	\$2,569.13	1-Hour Replacement
Rackspace	RAXNETAPP-0002	NetAPP 2040a (CIFS & NFS) + 450GB FC x 14 Shelf	\$7,536.10	\$2,569.13	1-Hour Replacement

Manufacturer	MFR Part #	Product Description	GSA Price - Monthly	GSA Price - One Time Setup Fee	Warranty
Rackspace	RAXNETAPP-0003	NetAPP 2040a (CIFS & NFS) + 750GB SATA x 14 Shelf	\$5,780.53	\$2,569.13	1-Hour Replacement
Rackspace	RAXNETAPP-0004	NetAPP 2040a (CIFS & NFS) +1TB SATA x 14 Shelf	\$6,508.45	\$2,569.13	1-Hour Replacement
Rackspace	RAXNETAPP-0005	Expansion Shelves - 300GB FC x 14 (Per Shelf)	\$2,376.44	\$1,027.65	1-Hour Replacement
Rackspace	RAXNETAPP-0006	Expansion Shelves - 450GB FC x 14 (Per Shelf)	\$2,740.40	\$1,027.65	1-Hour Replacement
Rackspace	RAXNETAPP-0007	Expansion Shelves - 750GB SATA x 14 (Per Shelf)	\$1,884.03	\$1,027.65	1-Hour Replacement
Rackspace	RAXNETAPP-0008	Expansion Shelves - 1TB SATA x 14 (Per Shelf)	\$1,969.66	\$1,027.65	1-Hour Replacement
Rackspace	RAXNETAPP-0009	2040a Snapvault Primary (Protection Pack)	\$1,541.48	\$1,027.65	1-Hour Replacement
Rackspace	RAXNETAPP-0010	2040a Snapvault Secondary (Foundation Pack)	\$471.01	\$0.00	1-Hour Replacement
Rackspace	RAXNETAPP-0011	2040a SnapRestore (Foundation Pack)	\$471.01	\$0.00	1-Hour Replacement
Rackspace	RAXSHRSAN-0001	Shared Fiber Channel SAN (per GB) - 250GB Minimum	\$2.89	\$0.00	1-Hour Replacement
Rackspace	RAXSHRSAN-0002	Shared SATA SAN (per GB) - 250GB Minimum	\$1.93	\$0.00	1-Hour Replacement
Rackspace	RAXVMHYP-0001	Dell 2970 VMWare Hypervisor (Vmware ESX Server, AMD Dual Proc/Quad Core, 16GB RAM, 6 x 146GB 15k RPM)	\$1,014.80	\$308.30	1-Hour Replacement
Rackspace	RAXVMHYP-0002	Dell 2970 VMWare Hypervisor (Vmware ESX Server, AMD Dual Proc/Quad Core, 32GB RAM, 6 x 146GB 15k RPM)	\$1,079.03	\$308.30	1-Hour Replacement
Rackspace	RAXVMHYP-0003	Dell 2970 VMWare Hypervisor (Vmware ESX Server, AMD Dual Proc/Quad Core, 16GB RAM, 6 x 300GB 15k RPM)	\$1,121.85	\$308.30	1-Hour Replacement

Manufacturer	MFR Part #	Product Description	GSA Price - Monthly	GSA Price - One Time Setup Fee	Warranty
Rackspace	RAXVMHYP-0004	Dell 2970 VMWare Hypervisor (Vmware ESX Server, AMD Dual Proc/Quad Core, 32GB RAM, 6 x 300GB 15k RPM)	\$1,186.08	\$308.30	1-Hour Replacement
Rackspace	RAXVMHYP-0005	Dell R710 VMWare Hypervisor (Vmware ESX Server, AMD Dual Proc/Quad Core, 24GB RAM, 6 x 146GB 15k RPM)	\$1,284.56	\$308.30	1-Hour Replacement
Rackspace	RAXVMHYP-0006	Dell R710 VMWare Hypervisor (Vmware ESX Server, AMD Dual Proc/Quad Core, 36GB RAM, 6 x 146GB 15k RPM)	\$1,661.37	\$308.30	1-Hour Replacement
Rackspace	RAXVMHYP-0007	Dell R710 VMWare Hypervisor (Vmware ESX Server, AMD Dual Proc/Quad Core, 48GB RAM, 6 x 146GB 15k RPM)	\$1,584.29	\$308.30	1-Hour Replacement
Rackspace	RAXVMHYP-0008	Dell R710 VMWare Hypervisor (Vmware ESX Server, AMD Dual Proc/Quad Core, 24GB RAM, 6 x 300GB 15k RPM)	\$1,391.61	\$308.30	1-Hour Replacement
Rackspace	RAXVMHYP-0009	Dell R710 VMWare Hypervisor (Vmware ESX Server, AMD Dual Proc/Quad Core, 36GB RAM, 6 x 300GB 15k RPM)	\$1,742.72	\$308.30	1-Hour Replacement
Rackspace	RAXVMHYP-0010	Dell R710 VMWare Hypervisor (Vmware ESX Server, AMD Dual Proc/Quad Core, 48GB RAM, 6 x 300GB 15k RPM)	\$1,657.09	\$308.30	1-Hour Replacement
Rackspace	RAXVM-0001	WindowsServer Enterprise 2003/2008 Virtual Machine	\$355.40	\$256.91	1-Hour Replacement
Rackspace	RAXVM-0002	Red Hat ES 4/5 Virtual Machine	\$329.70	\$256.91	1-Hour Replacement

Manufacturer	MFR Part #	Product Description	GSA Price - Monthly	GSA Price - One Time Setup Fee	Warranty
Rackspace	RAXBACKUP-0001	Unmetered Managed Backup 2 Week OnSite Retention - Included	\$0.00	\$0.00	N/A
Rackspace	RAXBACKUP-0002	Unmetered Managed Backup 4 Week OnSite Retention - Per GB	\$0.80	\$0.00	N/A
Rackspace	RAXBACKUP-0003	Unmetered Managed Backup 4 Week OffSite Retention - Per GB	\$1.34	\$0.00	N/A
Rackspace	RAXBACKUP-0004	Unmetered Managed Backup 12 Week OffSite Retention - Per GB	\$2.14	\$0.00	N/A
Rackspace	RAXBACKUP-0005	Unmetered Managed Backup 52 Week OffSite Retention - Per GB	\$3.21	\$0.00	N/A
Rackspace	RAXBW-0001	2000GB Bandwidth Outgoing Transfer - (2000GB Per Server Included)	\$0.00	\$0.00	N/A
Rackspace	RAXBW-0002	100GB Bandwidth Outgoing Transfer - Sold in increments of 100GB	\$75.36	\$0.00	N/A
Rackspace	RAXRAM-0001	1GB RAM	\$11.99	\$0.00	1-Hour Replacement
Rackspace	RAXRAM-0002	2GB RAM	\$24.83	\$0.00	1-Hour Replacement
Rackspace	RAXRAM-0003	4GB RAM	\$50.53	\$0.00	1-Hour Replacement
Rackspace	RAXRAM-0004	8GB RAM	\$93.34	\$0.00	1-Hour Replacement
Rackspace	RAXRAM-0005	16GB RAM	\$170.42	\$0.00	1-Hour Replacement
Rackspace	RAXRAM-0006	32GB RAM	\$264.62	\$0.00	1-Hour Replacement
Rackspace	RAXRAM-0007	64GB RAM	\$401.64	\$0.00	1-Hour Replacement
Rackspace	RAXRAM-0008	128GB RAM	\$769.88	\$0.00	1-Hour Replacement

Manufacturer	MFR Part #	Product Description	GSA Price - Monthly	GSA Price - One Time Setup Fee	Warranty
Rackspace	RAXHD-0001	146GB 15K RPM Hard Drive	\$61.66	\$0.00	1-Hour Replacement
Rackspace	RAXHD-0002	300GB 15K RPM Hard Drive	\$84.78	\$0.00	1-Hour Replacement
Rackspace	RAXHD-0003	450GB 15K RPM Hard Drive	\$107.05	\$0.00	1-Hour Replacement
Rackspace	RAXHD-0004	1TB SATA or NEARLINE 7.2K RPM Hard Drive	\$94.20	\$0.00	1-Hour Replacement
Rackspace	RAXPROSERV-0001	MySQL/MS SQL/Oracle DBA Support Hours (Per Hour)	\$0.00	\$256.91	N/A
Rackspace	RAXPROSERV-0002	Imperva G2 Web Application Firewall	\$2,355.03	\$2,260.83	4-Hour Replacement
Rackspace	RAXPROSERV-0003	Imperva G4 Web Application Firewall	\$4,710.06	\$4,110.60	4-Hour Replacement
Rackspace	RAXPROSERV-0004	DoubleTake Replication Software and Disaster Recovery Services (Per Pair of Servers)	\$535.23	\$513.83	N/A

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

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

COMMITMENT

To actively seek and partner with small businesses.

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

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

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

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

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

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

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts.

To accelerate potential opportunities please contact:

Ori Reiss, President

Phone: (301) 770-9610

E-mail: oreiss@gnsi.com

Fax: (301) 770-9611

Overview – GLOBALNET SERVICES, INC. (GNSI)

CORPORATE BACKGROUND

Founded in 1995, GlobalNet Services, Inc. (GNSI) is a fast-growing, award-winning information technology firm. GNSI has made a name for itself as a premier provider of Web-Application Development, Systems Integration, Enterprise Search, and Business Intelligence solutions.

GNSI is a Capability Maturity Model Integration (CMMI®) Maturity Level 3 company for Software and Systems Engineering. The prestigious CMMI® designation validates GNSI's commitment to establishing and implementing effective processes that enable the development and delivery of quality software and systems products on time and within budget.

GNSI has performed work for numerous high-profile organizations, including the U.S. Food and Drug Administration, National Institutes of Health, the Delta Faucet Company, Navy Federal Credit Union, Iron Mountain, and New York Life Insurance Company.

GNSI has won several awards including the Washington Technology Fast 50 Award, was recognized as a partner in the "Top 5" Excellence in Government Award winners for 2005, and received multiple recognition awards from the U.S. Food and Drug Administration. GNSI was one of five finalists for the Technology Council of Maryland's (TCM) High Technology Firm of the Year award for 2009 and one of three finalists for TCM's Government Contractor of the Year award for 2010.

IT/EC SERVICE AREAS (SIN 132-51 / 132-51STLOC / 132-51RC / 132-52)

GNSI's technical service capabilities span the entire spectrum of full lifecycle systems development and integration: from strategic planning; requirements and business analysis; developing, designing, integrating, installing, testing, training; to operating and maintaining IT systems. We offer specific business and technical expertise including business process reengineering; systems engineering; internet and intranet applications development; data engineering; network and engineering; computer security, and electronic data interchange.

Our staff of educated and skilled employees are qualified to support a wide-range of functional areas that include personnel, finance, logistics, health, medical, acquisition, electronic commerce, outsourcing, installations, management, environment and natural resources, and case load management. GNSI delivers leading edge, high quality, innovative solutions to complex technology challenges. Our corporate qualifications include:

- Effective and efficient program management tailored to the needs of large and small projects.
- Industry leadership in providing IT operations, systems integration, security services; including business process reengineering, infrastructure and networking, and software development.
- Extensive experience in local and wide-area networks, Internet/intranet application development, and creative media solutions.
- GNSI has the technical expertise, Internet-based applications qualifications and project management capabilities to perform a wide variety of technical services for government and industry. GNSI is an active partner with other innovative leaders in technology and is engaged in pioneering activities offering exciting promises for new Internet technologies, products and services.

GNSI's goal is to become a technology partner with its clients to provide robust, cost-effective systems that create business value and assist government managers in dealing with the challenges of increasing their organization's efficiency in the face of ever-shrinking budgets and manpower pools. We possess substantial technical expertise in all information technology areas applicable to both commercial and the government environments, and we employ top-notch professionals with a deep understanding and appreciation of how the government agencies operate.

PROVEN INFORMATION TECHNOLOGY SERVICES

- WEB APPLICATION DEVELOPMENT
- SYSTEMS INTEGRATION
- ENTERPRISE SEARCH
- BUSINESS INTELLIGENCE

WEB APPLICATION DEVELOPMENT

GlobalNet Services, Inc. (GNSI) was founded on crafting custom web-based applications that solve unique business challenges. Our team of software analysts and engineers are experts in business process and enterprise application architectures using Capability Maturity Model Integration (CMMI®) certified processes and procedures. GNSI's interactive design team members are usability experts in application interfaces. They collaborate seamlessly with our software engineers to create attractive and efficient user experiences. GNSI's integrated approach ensures that the end result is delivered on time and on budget.

GNSI software engineers use a software development life cycle based on the Rational Unified Process (RUP) to efficiently meet project objectives including low total cost of ownership.

GNSI collaborates with your organization to define, design, develop and deploy your custom application. Whether you are interested in a single sign-on (SSO) application that integrates disparate systems or upgrading an existing legacy system, GNSI will rapidly deliver a tailored software solution to meet your organization's business needs.

Our Expertise Includes:

- Java Programming (JMS, JDBC, JNDI, Java Servlets, JSP, EJB, JSSE)
- XML and XSLT Development
- Web Services Development (UDDI, WSDL, SOAP)
- Microsoft .Net Development
- Database Administration (Oracle, Microsoft SQL/Server, MySQL)
- Oracle Application Server/Portal
- Oracle Content Management Solutions
- Microsoft SharePoint Server Solutions
- Adobe Cold Fusion Programming
- Google Maps Development

SYSTEMS INTEGRATION

GlobalNet Services, Inc. (GNSI) has extensive experience in building and integrating mission-driven government and commercial systems. More than ever before, organizations are consolidating business processes and technology components to integrate closely with their customers, suppliers, and partners. Success in today's market is often determined by how smoothly an organization makes the transition into this new business model. GNSI has extensive experience in delivering the systems integration solution that is best for your organization.

Working with clients and third parties, we provide customized:

- Managed Hosting Implementation Services
 - Strategic Planning and Architecture Design
 - Procurement Services for hardware and software licensing
 - Application Development and Maintenance
 - Infrastructure Managed Operations services
 - Migration services from current hosting company
 - Web Caching services and support through Akamai's EdgeSuite Enterprise Services
 - Cloud Computing implementation
 - Information Security services
- System Design & Support Services
 - Microsoft Certified Systems Engineer (MCSE) resources for:
 - Windows Server 2003
 - Active Directory-Domain Design/Replication
 - Internet Information Server
 - Exchange Implementation and Clustering
 - Internet Security & Acceleration (ISA) Server
 - Red Hat Certified Engineer (RHCE) resources for installation, configuration, troubleshooting and system maintenance
 - VMware Certified Professional (VCP) resources for installation and administration of virtual environments

- MS Office SharePoint Server 2007 (MOSS) installation and administration
- MS SQL/Server 2005/2008 database administration and development
- Oracle Certified Professional (OCP) resources for Oracle Database installation and administration including Real Application Cluster (RAC)
- Access Solutions
 - Consulting: analysis, design, test and rollout
 - Onsite or virtual training from certified professionals
 - LAN, WAN, mobile Proof of Concept (POC)
 - Secure access implementations
 - Management, support and maintenance
 - Migration from Citrix Metaframe to XenApp
 - Cross-platform access solutions – Windows & Unix
 - Disaster recovery and rapid recovery
 - Desktop and server virtualization
 - Single Sign-On (SSO) solutions
- Security
 - Expert knowledge of major federal security laws, Executive Orders and security implementation guidelines, as well as their applicability to government and private organizations.
 - Assess security threats and vulnerabilities to information systems.
 - Assist Federal organizations with the security accreditation process (C&A) mandated for many federal information systems.
 - Perform cost/benefit analysis of implementation and maintenance costs for countermeasures and security initiatives.
 - Security-related statutory requirements include privacy aspects of the Health Insurance Portability and Accountability Act (HIPAA) and the Federal Information Security Management Act (FISMA).
 - Ensure safeguards are in place to protect network and network-supported assets

ENTERPRISE SEARCH

GNSI is a certified Google Enterprise Professional partner and has been implementing Google Search solutions since the year 2000. We utilize our extensive experience in search optimization and clustering, security, and personalization to provide search solutions for structured and unstructured data and combine search results from disparate sources.

GNSI offers complete web consulting and integration services to extend the power of the Google Search Appliance and Google Mini; the same quality search as Google.com to your websites, intranets, extranets, and portals. Read about GNSI's success with the U.S. Food and Drug Administration's Google Search implementation at google.com/enterprise/gsa/fda.html.

GNSI's Google consultants have been trained extensively on Google's products and are experts in the installation, configuration and maintenance of the Google Search Appliance and Google Mini. GNSI will work with your organization to understand your business requirements and develop the optimal search solution utilizing your home-grown, proprietary, and other legacy data sources.

GNSI can expertly configure and implement Google search with your existing portals, content management systems, and databases to create a great user experience with faster and more relevant search results.

BUSINESS INTELLIGENCE

Our business intelligence services focus on helping clients collect and analyze external and internal data to generate value for their organization. GNSI brings together a deep understanding of the business and technology dimensions of an organization to harness information to improve decision-making, financial management, regulatory compliance, and customer service.

Our suite of performance management, data warehousing, data mining, and information analytics services measure, analyze, and optimize business performance across the entire enterprise. Business intelligence can help organizations transform data into knowledge and achieve higher levels of performance by:

- Providing insights that can help pinpoint new revenue-generating opportunities and improve operational efficiencies and visibility across the organization.
- Optimizing the return on existing business and IT investments such as data management, data mining, customer intelligence, customer relationship management, and enterprise resource planning technology.
- Achieving greater compliance with government and regulatory guidelines.
- Enabling faster problem solving and decision making at the strategic, operational, and tactical levels by internal and external users.

GNSI provides consulting services for the architecture, design, and implementation of Business Intelligence solutions, and works with organizations in developing enterprise solutions that provide timely and secure information.

GNSI has developed Business Intelligence on an enterprise-wide basis, providing strategy, education, architecture, and integrating training and development for:

- Enterprise Reporting
- Data Warehouse/Data Marts
- Online Analytical Processing (OLAP)
- Data Exchange and Transformation
- Web based Intra/Internet Application

GNSI's Business Intelligence expertise includes products from:

- SAP Business Objects
- Microsoft
- IBM Cognos