GENERAL SERVICES ADMINISTRATION FEDERAL ACQUISITION SERVICE

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

ON-LINE ACCESS TO CONTRACT ORDERING INFORMATION; TERMS AND CONDITIONS, UP-TO-DATE PRICING, AND THE OPTION TO CREATE AN ELECTRONIC DELIVERY ORDER IS AVAILABLE THROUGH

ADVANTAGE!, A MENU-DRIVEN DATABASE SYSTEM. THE INTERNET ADDRESS FOR GSA ADVANTAGE!
IS

HTTP://WWW.GSAADVANTAGE.GOV. FOR MORE INFORMATION ON ORDERING FROM FEDERAL SUPPLY

SCHEDULES CLICK ON THE FSS SCHEDULES BUTTON AT HTTP://WWW.GSA.GOV/SCHEDULES-ORDERING.MICROSOFT



FSC Group 70 Special Item Number (SIN) 132-51-Information Technology Professional Services

Prices Shown Herein are Net (discount deducted)
Contract Number:

GS-35F-107CA

Contract Period

December 15, 2014 through December 14, 2019

Contractor:

Rapier Solutions, Inc. 3095 Senna Dr.

Matthews, NC 28105 Office: 704.321.2271

Fax: 704.321.2283

www.rapiersolutions.com

Status / Size: Certified 8(a), Service-Disabled, Veteran Owned Small Business

Telephone: (704) 321-2271 FAX Number: (704) 321-2283

Web Site: http://www.rapiersolutions.com

E-mail: **bbailey@rapiersolutions.com**Contract Admin: **William (Bill) Bailey**



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Customer Information:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page Numbers:

Special Item No. 132-51- RC-IT Professional Services PSC Codes:

D325 IT AND TELECOM- DATA CENTERS AND STORAGE AJ42 R&D- GENERAL SCIENCE/TECHNOLOGY: ENGINEERING (APPLIED RESEARCH/EXPLORATORY DEVELOPMENT) D322 IT AND TELECOM- INTERNET D314 IT AND TELECOM- SYSTEM ACQUISITION SUPPORT D310 IT AND TELECOM- CYBER SECURITY AND DATA BACKUP D317 IT AND TELECOM- WEB-BASED SUBSCRIPTION D301 IT AND TELECOM- FACILITY OPERATION AND MAINTENANCE 7042 MINI AND MICRO COMPUTER CONTROL DEVICES D316 IT AND TELECOM- TELECOMMUNICATIONS NETWORK MANAGEMENT D399 IT AND TELECOM- OTHER IT AND TELECOMMUNICATIONS D308 IT AND TELECOM- PROGRAMMING D303 IT AND TELECOM- DATA ENTRY D307 IT AND TELECOM- IT STRATEGY AND ARCHITECTURE D306 IT AND TELECOM- SYSTEMS ANALYSIS D304 IT AND TELECOM- TELECOMMUNICATIONS AND TRANSMISSION 7022 ADP CENTRAL PROCESSING UNIT (CPU, COMPUTER), HYBRID D313 IT AND TELECOM- COMPUTER AIDED DESIGN/COMPUTER AIDED MANUFACTURING (CAD/CAM) C1BGARCHITECT AND ENGINEERING- CONSTRUCTION: ELECTRONIC AND COMMUNICATIONS FACILITIES D321 IT AND TELECOM- HELP DESK D302 IT AND TELECOM- SYSTEMS DEVELOPMENT D311 IT AND TELECOM- DATA CONVERSION D312 IT AND TELECOM- OPTICAL SCANNING

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract

This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

1c. Hourly Rates:

A description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services are provided in this price list.

2. Maximum Order (All dollar amounts are exclusive of any discount for prompt payment.) \$500,000.00

3. The Minimum Orders

\$100.00

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4. Geographic Coverage (delivery area)

Domestic Only

5. Point(S) Of Production

Same as company address

6. Discount From List Prices Or Statement Of Net Price

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

7. Quantity Discounts

For single task orders exceeding \$150,000, an additional 1% discount will be offered

8. Prompt Payment Terms

1% / 15, Net 30

9a. Notification that Government purchase cards are accepted at or below the micropurchase threshold:

Yes

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:

Yes

10. Foreign Items (list items by country of origin)

None

11a. Time of Delivery (Contractor insert number of days)

Specified on the Task Order

11b. Expedited Delivery:

The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact/Contractor.

11c. Overnight and 2-day Delivery

The Contractor will indicate whether overnight and 2-day delivery is available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact/Contractor

11d. Urgent Requirements

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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.

12. FOB Point(s)

Destination

13a. Ordering Address(es)

Same as company address

13b. Ordering Procedures

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements(BPA's), and a sample BPA can be found at the GSA FSS Schedule homepage (fss.gsa.gov/schedules).

14. Payment Address(es)

Same as company address

15. Warranty Provision

Contractor's standard commercial warranty

16. Export Packing Charges; if applicable

N/A

17. Terms and Conditions of Government Purchase Card Acceptance (any thresholds above the micro-purchase level).

N/A

18. Terms and Conditions of Rental, Maintenance, and Repair (if applicable)

N/A

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19. Terms and Conditions of Installation (if applicable)

N/A

20. Terms and Conditions of Repair Parts Indicating Date of Parts Price Lists and Any Discounts from List Prices (if applicable)

N/A

20a. Terms and Conditions for Any Other Services (if applicable)

N/A

21. List of Service and Distribution Points (if applicable)

N/A

22. List of Participating Dealers (if applicable)

N/A

23. Preventive Maintenance (if applicable)

N/A

24a. Special Attributes such as Environmental Attributes, (e.g., recycled content, energy efficiency, and/or reduced pollutants)

N/A

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor's website or other location.) The EIT standards can be found at: www.Section508.gov/

NA

25. Data Universal Numbering System (DUNS) number

174399431

26. Notification Regarding Registration in Central Contractor Registration (CCR) database

Registered, expiration date is 5/6/2015

Contractor will accept Rapier Solutions Government Awarded Prices (Net Prices)

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Labor Category Descriptions List of Labor Categories – 15 February 2013 General Services Administration IT-70 Schedule

Note 1: All references in the following document that refer to the education requirement of having a higher degree from an accredited program, college, or university shall be understood to mean that the institution/program providing the degree shall be accredited by an association recognized by the Council for Higher Education Accreditation (CHEA) and/or the U.S. Department of Education (USDE). The listing for these accrediting bodies can be found in the "Accredited Institutions of Postsecondary Education (AIPE)" which is updated every year. The AIPE is published annually by the American Council on Education (ACE). While not an accrediting body itself, the ACE compiles the listings for this directory from the national, regional, professional, and specialized accreditors that are recognized by the CHEA and/or the USDE. The CHEA is a nongovernmental, nonprofit, organization, and is the only organization authorized to evaluate and recognize accrediting bodies in the United States.

RAPIER GENERAL LABOR CATEGORIES		
Labor Category		Description
Assistant Security Center Configuration Management (ASCCM)	Minimum/General Experience	7 Years related experience & writing experience with VBScript, PowerShell, SQL, ADSI and/or WMI
	Functional Responsibility	SCCM Administrator shall establish the SCCM presence in each installation. The SCCM Administrator shall install Management Servers, Agents, reporting servers, and data warehouses where necessary and configure rules and alerts consistent with the support structure. The SCCM Administrator shall use his/her experience with Microsoft Operations Manager (MOM) or SCCM, ISA/TMG Server, Active Directory, firewalls and other network management tools at the Tier III level to provide EDM Event Management Support. The SCCM Administrator shall use his/her expertise with Windows Server, Exchange, networking, PKI and SSL and support of the products for the Enterprise Service Management Support. Knowledge of VMware to provide Event Management services, in necessary. In addition, the SCCM Administrator will also use system analysis techniques and procedures, including consulting with users to determine hardware, software, or system functional specifications. The SCCM Administrator shall provide the following Event Management services
	Minimum Education	High School Diploma, CompTIA A+ Certification, Network+ or Security+ Certification, SCCM Certification, or possess equivalent experience, VMware knowledge
Computer Specialist	Minimum/General Experience	A minimum of 2 years' experience trouble shooting and customer service
	Functional Responsibility	Provide technical assistance to computer system users. Answer questions or resolve computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.
	Minimum Education	High School Diploma, Microsoft Certification & Security + Certification

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RAPIER GENERAL LABOR CATEGORIES		
Labor Category	Description	
Customer Support Center Manager	Minimum/General Experience	3 years of experience working as a Service Desk Analyst and/or Level Two Support Analyst with a solid understanding of AHS-IS Help Desk policies, procedures, and processes.
	Functional Responsibility	Supervises, coaches, trains and leads the Help Desk so they are fully engaged with departmental objectives and are committed to working efficiently toward continuous improvement and service excellence. Participates in Help Desk Leadership on-call rotation and interprets company policies as they relate to incident management and communications. Records problems/concerns, establishes acuity level and does follow-up as necessary on reported incidents including escalation of problem/concern with the authority to bypass the standard escalation path as necessary. Ensures that major technical, system or application issues (planned and unplanned) are appropriately addressed and communicated. Provides positive impact to Help Desk operational strategies by conducting needs assessments, capacity planning, and cost/benefit analysis related to staffing and scheduling trends, identifying and defining productivity, quality, and customer service standards by contributing information and analysis to departmental strategic plans and reviews. Participates in key crossfunctional team meetings to provide information on Help Desk processes and serves as an area expert on issues which affect the quality and level of service provided to the customer. Serves as Major Incident Manager in accordance with IT Service Management Guidelines. Adhere to IT Service Management policy and procedures for all in scope process areas.
	Minimum Education	Bachelor's degree in related field; HDI Support Center Team Lead (or higher) or ITIL Foundations (must be obtained within 6 months of hire date)
Database Manager/ASP Manager	Minimum/General Experience Functional Responsibility Minimum Education	A minimum of six (6) years experience in relational database design and database administration. Provides technical expertise in the use of flat file and Database Management Systems (DBMS)/Relational Database Management Systems (RDBMS). Evaluates and recommends available DBMS or products to customer requirements. Defines organization and indexing methods for specific application databases. Works closely with customer security specialists to define required security procedures for backup and recovery and to control access to the data. Monitors and fine-tunes database performance. BS/BA Degree in CIS or other technical field. The equivalent of a Bachelors Degree is three (3) years additional experience (minimum 9 years total experience).
Database Specialist I	Minimum/General Experience Functional Responsibility	A minimum of three (3) years experience in relational database design and database administration. Provides technical expertise in the use of flat file and Database Management Systems (DBMS)/Relational Database Management Systems (RDBMS). Evaluates and recommends available DBMS or products to customer requirements. Defines organization and indexing methods for specific application databases. Works closely with customer security specialists to define required security procedures for backup and recovery and to control access to the data. Monitors and fine-tunes database performance.
	Minimum Education	Associates or Certification

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RAPIER GENERAL LABOR CATEGORIES		
Labor Category	Description	
Database Web Manager	Minimum/General Experience	A minimum of three (3) years' experience in relational web design and database administration
	Functional Responsibility	Plans and manages activities and projects that support web services. Provides leadership and direction in planning, developing, and maintaining the web environment. Responsible for the exploration, implementation, testing and maintenance of new technology. Directs solutions to functional and technical problems. Supervises Programmer/Analyst and directs the work of project staff that design, develop, and test programs and information systems delivered via the Web. Researches, selects, implements and maintains Web-based applications integrated with a variety of data sources. Provides strategic direction and leadership for project management, customer service processes, and software selection and support.
	Minimum Education	Certification: Expert in MS Office, browser compatibility, information architecture, site mapping, web development, HTML and CSS.
Enterprise Risk Manager	Minimum/General Experience	3 years' experience
	Functional Responsibility	Lead the overall regional security approach to mitigate risks and support business operations. Partner with business and functional leaders to establish/enhance crisis management and business continuity plans. Support business unit and local management teams with implementation and maintenance of security management systems across the region. This includes developing communication plans and supporting special projects for the business units which may impact the security of our people or present possible business interruption. Analyze security exposures to assets within the region, providing timely information to management, business units and the corporate office. Coordinate regional crisis management support and activities. Assist units in determining critical processes, recovery time and recovery point objectives, and resource requirements for a successful recovery in the event of a business disruption. Provide technical expertise appropriate to knowledge of risk and the cost-effective delivery of essential security services.
	Minimum Education	Bachelor's Degree is required (Business Administration, Finance, Accounting, IT, ERM or related field is strongly preferred). Experience with working with Executive Management and responding to Audit Reports Knowledge of compliance auditing principles, methodology, sampling techniques and risk identification. Strong understanding of appropriate internal controls. Experience working with Product Management, Product Development and Product Operations to address compliance and regulatory issues.
Graphic Artist	Minimum/General Experience	2 yrs. Exp. with Adobe Creative Suite application; 1+ yr. video editing
	Functional Responsibility	Combine art and technology to create visually communicative designs. Illustrates concept by designing rough layout of art and copy regarding arrangement, size, type size and style, and related aesthetic concepts. Prepares final layout by marking and pasting up finished copy and art.
	Minimum Education	Associates Degree in graphic design/illustration or equivalent from an accredited college

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RAPIER GENERAL LABOR CATEGORIES		
Labor Category	Description	
Illustrator	Minimum/General Experience	2 to 5 years' experience in working with illustration, CAD, Photoshop, Illustrator and/or other artistic programs
	Functional Responsibility	Produce drawings, paintings or diagrams that help make products more attractive or easier to understand. This could include books, book jackets, greetings cards, advertisements, packaging and detailed technical diagrams.
	Minimum Education	No degree required: If you are creative, have artistic talent and the determination to succeed you could still be successful in illustration without a degree
Information Assurance II	Minimum/General Experience	A minimum of six (6) years of experience, of which at least two (2) years are in information assurance.
	Functional Responsibility	Performing security, analyses and risk/vulnerability assessments. Conducting security tests and evaluations. Coordination of certification and accreditation activity for project teams. Evaluation of information assurance technologies for application to the projects and systems. Planning and support of security engineering. Development of information assurance training for Information System Security Managers and Officers (ISSM and ISSO).
	Minimum Education	BS/BA Degree in a Computer Sciences or IT field. The equivalent of a Bachelor's Degree is two (2) years additional experience (minimum 8 years total experience). Certified CISSP
Installer	Minimum/General Experience	A minimum of 2+ of experience in commercial LAN/Networking and CAT5/CAT6 cabling skills.
	Functional Responsibility	Responsible for network cabling installation, upgrades, service and repair according to quality standards in accordance to company policy and procedures.
	Minimum Education	Basic Electrical Wiring Construction Experience Experience with Conduit Basic Understanding of LAN / WAN Basic Understanding of TCP/IP Milestone Software Certification Axis camera Training Wireless RF radio experience Fiber Optic Splicing and termination Low Voltage Installer
IT Infrastructure Designer	Minimum/General Experience	3+ years of relevant experience
	Functional Responsibility	Provide Information Technology (IT) Infrastructure technical assistance and planning support to Military Construction within the USARC. One must have expert knowledge of automation and telecommunications facility infrastructure design and operations for both classified and unclassified. Over three (3)+ years of experience supporting United States Core of Engineers and have complete understanding of voice and data network requirements.
	Minimum Education	High School Graduate with ITIL and BICSI certification
IT Project Managers	Minimum/General Experience	2 years' experience in military IT infrastructure design and construction. Knowledge of telecommunications industry standards, military IT requirements and the ability to read and interpret construction drawings
	Functional Responsibility	Perform in-depth analyses of IT infrastructure projects and their impact upon facility IT utilization using practical knowledge of unit structure and composition, facility design, and services methods and techniques.
	Minimum Education	Certified BICSI and/or RCDD

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RAPIER GENERAL LABOR CATEGORIES		
Labor Category	Description	
IT Service Management Specialist	Minimum/General Experience	2 yrs. Exp.
Specialist	Functional Responsibility	Shall serve as the service management analyst for IMD utilizing ITIL v3 concepts to review services and related processes, and to create and manage associated document libraries. Shall develop and manage IMD service and software catalog, user manuals and reference materials, and process analysis for internal and external focused service delivery. Shall work closely with the Customer Support Center (CSC) Manager, IMD Project Managers, and IMD management to develop ITIL-based strategies for service delivery throughout the division, including Continual Service Improvement (CSI), Quality Assurance metrics, and lifecycle planning. Shall work through the Change Advisory Board to introduce and implement improvements to current processes and service delivery strategy. Shall input all system info into Investment Management & Portfolio Analysis Coordination Tool (IMPACT) for the command and track compliance within.
	Minimum Education	Bachelor's Degree with Information Technology focus; ITIL v3 Certification
IT Specialist	Minimum/General	Three years of related help desk LAN/WAN experience.
	Experience Functional Responsibility	Under general direction of the Help Desk Manager, is responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution and follow-up steps. Requires experience and understanding of MIS environment. Is able to resolve less complex problems immediately, while more complex problems are assigned to second level support or supervisor. Typically involves use of problem management database and help desk system. May provide guidance/training for less experienced personnel.
	Minimum	
Lead Telecommunications Specialist	Education Minimum/General Experience	BA or BS in Computer Science or Certification 2 years' experience
	Functional Responsibility	Prepares documentation for technical processes and decisions. Documentation consists of text, illustrations, diagrams, indexes and other narrative media necessary to convey technical information to end users or decision makers.
	Minimum Education	Bachelor's Degree in Computer Science or related field of study
Logistics Management	Minimum/General	4 years of experience
Specialist	Experience Functional Responsibility	Performs highly technical, logistics support function for existing, new or emerging systems. Has thorough understanding of logistics support requirement to meet customer needs. Interacts with other functional groups to ensure all aspects of support are addressed. Develops procedures to record and track data to facilitate internal mgmt. review and project activities, and ensures effective data flow on the project.
	Minimum Education	Bachelor's Degree
Logistics Support Technician	Minimum/General Experience	8+ years property management experience; knowledgeable in controlling, managing and disposal of property
	Functional Responsibility	Provide logistical and property management support of automation equipment. This position will provide management support in the receipt, storage, issue and turn-in of desktop automation support, maintain hand receipts for the property book for oversight of the contractor's equipment This position is contingent upon an award.
	Minimum Education	Associate degree

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RAPIER GENERAL LABOR CATEGORIES			
Labor Category		Description	
Medical Illustrator	Minimum/General Experience	2+ yrs. Experience as a medical illustrator	
	Functional Responsibility	Sketches and draws anatomical structures, scientific procedures, and pathological lesions. Performs plastic imbedding and sculpturing. Designs charts and graphs for reproduction from data. Designs and builds exhibits and other visual display. Prepares drawings, charts, and diagrams for publication in professional journals and for use in lectures and demonstrations. Performs related work as required.	
	Minimum Education	Master Degree in Medical Illustration from a program accredited by the Commission Alliance of Allied Health Education Programs; CMI (Certified Medical Illustrator)	
Network Administrator/Engineer	Minimum/General Experience	3+ years of relevant experience	
	Functional Responsibility	Applies knowledge of network protocols, architectures, equipment, services, standards and technology to various system engineering activities. Performs threat and vulnerability analyses of various network architectures, access configurations and hardware/software components. Develop appropriate security requirements and impact operations plans for existing and emerging technologies and services.	
	Minimum Education	A Bachelor's degree in Computer Science, Information Systems, and/or Engineering, with either current CCNE, MSCE, and three (3) years' experience is considered equivalent to the Generalized Experience	
Network Engineer II	Minimum/General Experience	A minimum of three (3) years' experience with two (2) years in designing, testing, installing, and implementing, and maintaining LANs.	
	Functional Responsibility	Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cut-overs of network components and capabilities.	
	Minimum Education	Bachelor's Degree in Computer Science, Information Systems or related field of study	
Program Assistant	Minimum/General Experience	A minimum of 2 years' experience in logistics, branding, database management, marketing and customer service	
	Functional Responsibility	Assist program coordinator and PM in managing property request using a database. Creating marketing materials such brochures and partner outreach and coordination.	
	Minimum Education	Bachelor's Degree	
Program Coordinator	Minimum/General Experience	4-7 years' experience in logistics, branding, database management, marketing and customer service	
	Functional Responsibility	The skills required include working with multiple, conflicting priorities, creating a project plan, communications and interacting with people at all levels of the organization. One will be responsible for the daily operations and decision making. You will also be responsible for providing Help Desk and outreach functions; coordinating and controlling documents and ensuring the Database is updated on a regular basis. Intermediate-to-advanced computer skills are a necessity for anyone working as a program	
	Minimum Education	coordinator. Bachelor's Degree	

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RAPIER GENERAL LABOR CATEGORIES		
Labor Category	Description	
Program Manager I	Minimum/General Experience	A minimum of five (5) years of supervisory experience in managing large data processing systems projects that involve planning, analysis, design, development, or conversion/ implementation.
	Functional Responsibility	Manages multiple projects; organizes, directs, and coordinates planning and production of customer's contract activities. Meets customer's management personnel RAPIER managers to conduct top-level coordination, project oversight, progress reporting, and problem resolution. Formulates and reviews project plans and deliverable items, determines contract costs, and ensures conformance with standards. Assigns, schedules, and reviews work of subordinates. Explains customer's policies, purposes, and goals to subordinates.
	Minimum Education	BS/BA Degree or 7 years of experience in an equivalent role
Program Manager II	Minimum/General Experience	A minimum of seven (7) years of supervisory experience in managing large data processing systems projects that involve planning, analysis, design, development, or conversion/ implementation.
Functional Responsibility		Manages multiple projects; organizes, directs, and coordinates planning and production of customer's contract activities. Meets customer's management personnel RAPIER managers to conduct top-level coordination, project oversight, progress reporting, and problem resolution. Formulates and reviews project plans and deliverable items, determines contract costs, and ensures conformance with standards. Assigns, schedules, and reviews work of subordinates. Explains customer's policies, purposes, and goals to subordinates.
	Minimum Education	BS/BA Degree or 10-15 years of experience in an equivalent role
Program Manager/PMP Certified	Minimum/General Experience Functional Responsibility	A minimum of five (5) years of supervisory experience in managing large data processing systems projects that involve planning, analysis, design, development, or conversion/ implementation. Manages multiple projects; organizes, directs, and coordinates planning and production of customer's contract activities. Meets customer's management personnel RAPIER managers to conduct top-level coordination, project oversight, progress reporting, and problem resolution. Formulates and reviews project plans and deliverable items, determines contract costs, and ensures conformance with standards. Assigns, schedules, and reviews work of subordinates. Explains customer's policies, purposes, and goals to subordinates.
	Minimum Education	
Program Manager RCDD Certified	Minimum/General Experience Functional Responsibility	BS/BA Degree or 7 years of experience in an equivalent role; PMP Certified A minimum of five (5) years of supervisory experience in managing large data processing systems projects that involve planning, analysis, design, development, or conversion/ implementation. Manages multiple projects; organizes, directs, and coordinates planning and production of customer's contract activities. Meets customer's management personnel RAPIER managers to conduct top-level coordination, project oversight, progress reporting, and problem resolution. Formulates and reviews project plans and deliverable items, determines contract costs, and ensures conformance with standards. Assigns, schedules, and reviews work of subordinates. Explains customer's policies, purposes, and goals to subordinates.
	Minimum Education	BS/BA Degree or 7 years of experience in an equivalent role; RCDD Certified

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RAPIER GENERAL LABOR CATEGORIES		
Labor Category	Description	
Program Manager/Writer	Minimum/General Experience	A minimum of five (5) years of supervisory experience in managing large data processing systems projects that involve planning, analysis, design, development, or conversion/ implementation.
	Functional Responsibility	Manages multiple projects; organizes, directs, and coordinates planning and production of customer's contract activities. Meets customer's management personnel RAPIER managers to conduct top-level coordination, project oversight, progress reporting, and problem resolution. Formulates and reviews project plans and deliverable items, determines contract costs, and ensures conformance with standards. Assigns, schedules, and reviews work of subordinates. Explains customer's policies, purposes, and goals to subordinates. Conduct research to obtain factual information and authentic detail Write advertising copy for use by newspapers, magazines, broadcasts, and the Internet Present drafts to editors and clients for feedback Work with editors and clients to shape the material so it can be published
	Minimum Education	BS/BA Degree or 7 years of experience in an equivalent role
Project Manager I	Minimum/General Experience	A minimum of three (3) years supervisory experience in managing large data processing systems projects. Experience in recruiting, hiring and managing personnel.
	Functional Responsibility	Is responsible for developing client relationships, ensuring communication channels are open. Manages tasks within a task order. Organizes and coordinates planning and production of support activities. Meets with customer's management personnel and RAPIER Program Executive Team to report progress, problems, and problem resolution. Formulates and reviews project plans and deliverable items and ensures conformance with standards. Assigns, schedules, and reviews work of subordinates. Explains policies, purposes, and project goals to subordinates. Responsible for full life cycle development, implementation planning, and personnel workload coordination.
	Minimum Education	Bachelor's degree or Certification from PMI
Project Manager II	Minimum/General Experience	A minimum of five (5) years supervisory experience in managing large data processing systems projects. Experience in recruiting, hiring and managing personnel.
	Functional Responsibility	Is responsible for developing client relationships, ensuring communication channels are open. Manages tasks within a task order. Organizes and coordinates planning and production of support activities. Meets with customer's management personnel and RAPIER Program Executive Team to report progress, problems, and problem resolution. Formulates and reviews project plans and deliverable items and ensures conformance with standards. Assigns, schedules, and reviews work of subordinates. Explains policies, purposes, and project goals to subordinates. Responsible for full life cycle development, implementation planning, and personnel workload coordination.
	Minimum Education	Bachelor's degree or Certification from PMI
SharePoint Administrator	Minimum/General Experience	5+ yrs. of experience in design & maintenance of MS SharePoint
	Functional Responsibility	Design, deploy, manage and support our Microsoft SharePoint 2007 and 2010 environments (development, stage, production), making technically sound recommendations on how to grow our infrastructure. Upgrade our existing SharePoint 2007 site to 2010. Maintain and monitor SharePoint backup/recovery systems and frequently test to ensure their functionality and the recovery scenarios. Develop and implement policies and procedures for ensuring the security and compliance of the company's SharePoint environment. Design and maintain key performance metrics for all SharePoint sites and regularly report them to management with

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RAPIER GENERAL LABOR CATEGORIES		
Labor Category	Description	
		recommendations for improvement. Work regularly with the Application Development team to move new services and functionality through development, stage/test and production environments.
	Minimum Education	Microsoft Certified Database Administrator or equivalent certification; SharePoint 2013/O365 experience, SP CSOM, C# and MVC, JSOM, JavaScript, HTML, CSS, HTML/CSS knowledge, SharePoint REST API SQ, Strong communication skills Certifications meet DoD 8570.1-M for computing environment requirements
SharePoint Developer	Minimum/General Experience	5 years' experience in IT; 5 years' experience in application development:3 years' experience in SharePoint 2010 and 2013 development.
	Functional Responsibility	Design and develop technical solutions on the SharePoint platform. Lead in implementation efforts. Makes recommendations for efficient troubleshooting and issue resolution. Provides assistance and consultation to the company's clients.
	Minimum Education	Bachelor's degree in computer science or related field; SharePoint 2013/O365 experience, SP CSOM, C# and MVC, JSOM, JavaScript, HTML, CSS, HTML/CSS knowledge, SharePoint REST API SQ, Strong communication skills
Systems Analyst I	Minimum/General Experience Functional	One year of experience is needed on information systems projects involving planning and performing studies and analyses of functional requirements and the derivation of automated processes that satisfy application requirements.
	Responsibility	Supports the project team in analyzing functional problems most feasible for processing the data. Supports in the preparation of definitions of functional problems. Supports in the development of analytical reports or other products.
	Minimum Education	Certification and/or Associates Degree in a IT related Field
Technician Tier II	Minimum/General Experience Functional Responsibility	Minimum 2 years of demonstrable 'hands-on' IT work experience supporting and resolving diverse PC desktop software and hardware issues; Overall knowledge of all Windows based operating systems including Windows 7; Familiarity with workflow and with ticketing systems; Knowledge of VPN connectivity and ability to troubleshoot issues; Excellent customer service skills with ability to interface at all levels of the organization; Excellent verbal and written communication skills; Ability to work independently and perform in a collaborative, team based environment
		Configures, installs, monitors and maintains IT users' desktop software and hardware; supports mobile workforce. Provides consultation to IT users for all aspects of end-user computing and desktop-based LAN systems software. Technical owner responsible for end-to-end problem ownership, resolution and communication with employees. May provide on-site training to users. Resolve and close tickets/work orders supporting end-user desktops and peripherals. Respond to customer support issues escalated from the Helpdesk. Contribute to desktop projects (global installs/upgrades) as a project team member. Remotely diagnose and resolve requests utilizing remote tools. Troubleshoot and collaborate with other departments to assist with infrastructure related issues. Document customer interactions in incident management system including asset management. Recover data from hard disk drives and/or perform data migration. Support remote access for virtual private network connectivity as well as wireless/broadband connectivity for laptops. Install and configure local and network based printers. Perform preventative maintenance. Follow management guidance, adhering to IT policy and procedure
	Minimum Education	Associates / Bachelor's Degree in Computer Science, Information Systems or other related field. Or equivalent work experience

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	RAPIER GEI	NERAL LABOR CATEGORIES
Labor Category		Description
Video Teleconference Technician	Minimum/General Experience	2 years' experience
recimical	Functional Responsibility	Position requires a skilled technician capable of installing and supporting all customers of VTC systems. Knowledgeable of all of the primary VTC vendors such as Polycom, Tandberg, etc. Have experience with integrating multiple vendor solutions. Responsible for ensuring customer satisfaction and completing all customer requests.
	Minimum Education	CISCO/Tanberg Video Infrastructure Certified, Cisco C-series Codec Certified, AMX Control System Knowledge, Information Systems Engineering Command Secure (ISEC), certified in installation, configuration, and trouble shooting of the ISEC product line
VTC Engineer	Minimum/General Experience	Minimum of 10 years of Information Technology and related experience as a subject matter expert in Audio / Visual backend VTC Infrastructures and architecture.
	Functional Responsibility	This position requires ten years of experience in supporting all aspects of videoconferencing including call set up, end user training, troubleshooting, and follows through on escalation of trouble incidents occurring during ticket incidents. Experience in troubleshooting, upgrading software and repairing audio visual equipment
	Minimum Education	Must be Cisco Certified Polycom, Tandberg and AMX trained and experienced Secret Clearance
VTC Program Manager	Minimum/General Experience	12 to 15 years of related experience, including three to five years of supervisory/management experience; Minimum of 7 years of related experience providing back end AV/VTC support, to include designing, managing, and troubleshooting AV/VTC equipment.
	Functional Responsibility	Responsible for and leads team on large complex projects. Translates customer requirements into formal agreements and plans to culminate in customer acceptance or results. Possesses expert knowledge of business processes. Responsible for performance, cost, scope, schedule, quality, and appropriate business measurements for their project, according to their project charter. Has extensive professional knowledge of market segment/industry/technology/discipline trends. Works with client to identify business requirements and develops the proposal. Subsequently leads a team in the initiating, planning, controlling, executing, and closing tasks of a project (or segment of a project) to produce the solution deliverable. Executes a wide range of process activities beginning with the request for proposal through development, test, and final delivery. Anticipates future customer, industry, and business trends. Applies this understanding to complex problems to meet project objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes information and situations and implements actions independently and or through the management team, to ensure project objectives are met. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools and solution components. Possesses significant breadth of knowledge in business matters, finance, planning, and forecasting and personnel in order to manage team and business processes.
	Minimum Education	Bachelor's degree or 12 to 15 years of related experience; certification in Cisco Polycom, Tandberg and AMX trained and experienced

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	RAPIER GEN	NERAL LABOR CATEGORIES
Labor Category		Description
VTC Technician - Senior	Minimum/General Experience Functional Responsibility	7+ years of relevant experience Knowledge of various VTC Technologies (Polycom VTC, CISCO/Tandberg VTC, etc.) Must exemplify exceptional communication and organization skills with limited experience in the integration of video conferencing and closely related technologies. Ability to provide back end AV/VTC support to include designing and managing AV/VTC equipment. Must possess extensive skills and knowledge in design, programming, managing, and troubleshooting. Also has extensive experience in Cisco, Polycom, or AMX programming or live video streaming.
	Minimum Education	High school graduate or equivalent & Cisco Certified
VTC-Intermediate Level	Minimum/General Experience Functional Responsibility Minimum Education	5 years of experience; Polycom and Tandberg trained and experienced Providing front end AV/VTC support, to include managing, deploying, and troubleshooting AV/VTC equipment. Must possess skills and knowledge capable of operating AV/VTC systems. High school graduate or equivalent & Cisco Certified
VTC-Junior Level	Minimum/General Experience Functional Responsibility Minimum Education	Must have a minimum of 3 years of experience Providing front end AV/VTC support, to include managing, deploying, and troubleshooting AV/VTC equipment. Must possess skills and knowledge capable of operating AV/VTC systems including Polycom and Tandberg High school graduate or equivalent & Cisco Certified
VTC-Program Manager Alt/ Senior Video Technician	Minimum/General Experience Functional Responsibility Minimum Education	12 to 15 years of related experience, including three to five years of supervisory/management experience; Minimum of 7 years of related experience providing back end AV/VTC support, to include designing, managing, and troubleshooting AV/VTC equipment. Responsible for and leads team on large complex projects. Translates customer requirements into formal agreements and plans to culminate in customer acceptance or results. Possesses expert knowledge of business processes. Responsible for performance, cost, scope, schedule, quality, and appropriate business measurements for their project, according to their project charter. Has extensive professional knowledge of market segment/industry/technology/discipline trends. Works with client to identify business requirements and develops the proposal. Subsequently leads a team in the initiating, planning, controlling, executing, and closing tasks of a project (or segment of a project) to produce the solution deliverable. Executes a wide range of process activities beginning with the request for proposal through development, test, and final delivery. Anticipates future customer, industry, and business trends. Applies this understanding to complex problems to meet project objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. Analyzes information and situations and implements actions independently and or through the management team, to ensure project objectives are met. Analyzes new and complex project related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools and solution components. Possesses significant breadth of knowledge in business matters, finance, planning, and forecasting and personnel in order to manage team and business processes. Bachelor's degree or 12 to 15 years of related experience; certification in Cisco Polycom, Tandberg and AMX trained and experienced

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	RAPIER GE	NERAL LABOR CATEGORIES
Labor Category		Description
Web Development	Minimum/General Experience	2 years' experience
	Functional Responsibility	Under general supervision, is responsible for assisting in all aspects of project performance (i.e., technical, contractual, administrative, financial). Supervises personnel involved in all aspects of project activity, organizes and assigns responsibilities to subordinates, oversees the successful completion of all assigned tasks, establishes and maintains technical and financial reports to show progress to Division management and customers, and maintains customer contacts to ensure conformity to all contractual obligations. Assists with desktop publishing and web site design and development. Must have enough knowledge of HTML to be able to debug source code when the web design software is not adequate.
	Minimum Education	High School Graduate
Web Programmer	Minimum/General Experience	2+ years' of experience; MS Server Operation Systems; MS II; Experience with Business Objects and Crystal Reports; SQL .NET, ASP, C#, HTML and other web related applications and/or utilities
	Functional Responsibility	Develops, maintains, and supports Java/J2EE applications for the organization's Internet/Intranet sites. Gathers and analyzes requirements. Programs selected components of Web applications. Documents components and applications. Programs, tests and implements mapped graphic images, forms and HTML pages; handles client browser support inquiries; maintains links to external sites and accuracy on internal links while ensuring up-to-date information.
	Minimum Education	Bachelor's degree in computer science, software engineering, computer information systems or a similar programming-based program; significant equivalent work experience will be considered in lieu of education.

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Labor Rates

	GSA Offer (Excluding IFF)
Labor Catagony	
Labor Category Assistant SCCM	C4C 44
Computer Specialist	\$46.11
Customer Service Support Manager	\$73.00
Database Manager/ASP	\$52.20
Database Specialist I	\$110.00
Database Web Manager	\$71.00
Enterprise Risk Manager	\$60.00
Graphic Artist	\$60.90
'	\$71.34
Help Desk Specialist Illustrator	\$75.00
	\$50.00
Information Assurance II	\$75.00
Installer	\$35.00
IT Infrastructure Analyst	\$100.00
IT Project Managers	\$100.00
IT Service Management Specialist	\$51.33
IT Specialist	\$80.00
Lead Telecommunications Specialist	\$67.00
Logistics Management Specialist	\$85.00
Logistics Support Technician	\$78.30
Medical Illustrator	\$56.55
Network Administrator/Engineer	\$65.00
Network Engineer II	\$68.00
Program Assistant	\$38.00
Program Coordinator	\$70.00
Program Manager I	\$125.00
Program Manager /PMP Certified	\$120.00
Program Manager RCDD Certified	\$110.00
Program Manager VTC	\$76.00
Program Manager VTC Alt.	\$69.00
Program Manager /Writer	\$85.00
Project Manager I	\$75.00
SharePoint Administrator	\$60.90
SharePoint Developer	\$72.00

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	GSA Offer (Excluding IFF)
Labor Category	
Systems Analyst	\$75.00
Technician Tier II	\$49.59
VTC Engineer	\$63.00
VTC Technician- Senior Lead	\$77.00
VTC Technician- Intermediate Level	\$67.00
VTC Technician- Junior	\$53.00
VTC Installation Tech	\$67.00
Web Development	\$77.00
Web Programmer	\$77.43

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USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

Rapier Solutions, 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 pledge to provide opportunities to the small business community through reselling opportunities, 'n Ito' 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 demonstrates our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and WO alwiled 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 Mr. William (Bill) Bailey 980-521-7208, bbailev@rapiersolutions.com 704-849-9305.

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BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL ACQUISMON SERVICE SCHEDULE

(Insert Customer Name)

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

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

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

Signatur	res				
Ordering	g Activity	Date	Contractor	Date	
PA NUME	BER (CUSTOMER N		PURCHASE AGREEMENT		В
Blanket P		uisition Service Sch	edule Contact Number(s)ees to We following terms of a	a Blanket Purchase	
(1)	The following contra	ct items can be orde	ered under this BPA. All order	s placed against this SPA	

MODEL NUMBER/PART NUMBER *SPECIAL BPA DISCOUNT/PRICE

are subject to the terms and conditions of the contract, except as noted below:

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Delivery:	
DESTINATION	DELIVERY SCHEDULES /DATES
	es, but does not guarantee, that the volume of purchas
his agreement will be	es, but does not guarantee, that the volume of purchas
his agreement will be This BPA does not obligate	es, but does not guarantee, that the volume of purchas any funds,
his agreement will be This BPA does not obligate This BPA expires on	es, but does not guarantee, that the volume of purchas any funds, or at the end of the contract period, whichever is
his agreement will be This BPA does not obligate This BPA expires on	es, but does not guarantee, that the volume of purchas any funds,
his agreement will be This BPA does not obligate This BPA expires on	es, but does not guarantee, that the volume of purchas any funds, or at the end of the contract period, whichever is
his agreement will be This BPA does not obligate This BPA expires on The following office(s) is he	es, but does not guarantee, that the volume of purchas any funds, or at the end of the contract period, whichever is reby authorized to place orders under this BPA:

- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.
- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:
 - (a) Name of Contactor;
 - (b) Contract Number;
 - (c) BPA Number;
 - (d) Model Number or National Stock Number (NS N);
 - (e) Purchase Order Number;
 - (f) Date of Purchase;
 - (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when Incompatible with the use of automated systems; provided, that the invoice itemized to show the information); and
 - (h) Date of Shipment
- (9) The requirements of a proper Invoice are specified in the Federal Acquisition Service Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BAP.
- (10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the

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event of an inconsistency between the provisions of this BPA and the Contractors invoice, the provisions of this BPA will take precedence.

BASIC GUIDELINES FOR, USING "CONTRACTOR TEAM ARRANGEMENTS"

Federal Acquisition Service Schedule Contractors may use "Contractor Team Arrangement" (see FAR 9.6) to provide solutions when responding to an ordering activity requirements. These Team Arrangements can be included under a Blanket Purchase Agreement (BPA), BPAs are permitted under ail Federal Acquisition Service Schedule contracts.

Orders under a Team Arrangement are subject W terms and conditions or the Federal Acquisition Service Schedule Contract,

Participation in a Team Arrangement is limited to Federal Acquisition Service Schedule Contractors. Customers should refer to FAR 9.6 for specific details on

Team Arrangements. Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Acquisition Service Schedule Contractors may individually meet the customers' needs, or
- Federal Acquisition Service Schedule Contractors may individually submit Schedules

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Team Solution to meet the customer's requirement.

Customers make a best value selection.

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