



ENCORE SUPPORT SYSTEMS, L.P. GSA SCHEDULE

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

FSC Group: 70
Contract Number: GS-35F-0229J

Period Covered by Contract:
10 February 1999 through 08 May 2009

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**GENERAL SERVICES ADMINISTRATION
 AUTHORIZED FEDERAL SUPPLY SERVICE
 GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT,
 SOFTWARE, AND SERVICES
 INFORMATION TECHNOLOGY (IT) SERVICES**

SIN 132-51 INFORMATION TECHNOLOGY (IT) SERVICES
SIN 132-51(RC) INFORMATION TECHNOLOGY (IT) SERVICES (RECOVERY PURCHASING)

| | |
|----------------|---|
| 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 D316 | IT Network Management Services |
| FPDS Code D317 | Automated News Services, Data Services, or Other Information Services |
| FPDS Code D399 | Other Information Technology Services, Not Elsewhere Classified |

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

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

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

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Contractor's Name: Encore Support Systems, L.P.
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Internet Address/Web Site: www.encoresupportsystems.com

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

TABLE OF CONTENTS

INFORMATION FOR ORDERING ACTIVITIES..... 1

Special Notice to Agencies: Small Business Participation..... 1

1. Geographic Scope of Contract..... 1

2. Contractor’s Ordering Address and Payment Information 1

3. Liability for Injury or Damage..... 2

4. Statistical Data for Government Ordering Office Completion of Standard Form 279 2

5. FOB 2

6. Delivery Schedule..... 2

7. Discounts..... 3

8. Trade Agreements Act of 1979 as Amended 4

9. Statement Concerning Availability of Export Packing 4

10. Small Order Requirements 4

11. Maximum Order 4

12. Use of Federal Supply Service Information Technology Schedule Contracts 4

13. Federal Information Technology/Telecommunication Standards Requirements 6

 13.1 *Federal Information Processing Standards Publications (FIPS PUBS)..... 6*

 13.2 *Federal Telecommunication Standards (FED-STDs) 7*

14. Contractor Tasks/Special Requirements (C-FSS-370) (NOV 2001) 7

15. Contract Administration for Ordering Activities..... 8

16. GSA Advantage!..... 9

17. Purchase of Open Market Items..... 9

18. Contractor Commitments, Warranties, and Representations..... 9

19. Overseas Activities 10

20. Blanket Purchase Agreements (BPAs)..... 10

21. Contractor Team Arrangements..... 10

22. Installation, Deinstallation, Reinstallation 10

23. Section 508 Compliance..... 11

24. Prime Contractor Ordering From Federal Supply Schedules 11

25. Insurance – Work on a Government Installation (JAN 1997) (FAR 52.228-5) 11

26. Software Interoperability..... 12

27. Advance Payments..... 12

28. DESCRIPTION OF IT SERVICES 13

29. COMMERCIAL JOB TITLES 14

01 Technical Expert 14

02 Functional Expert 14

03 Database Operator..... 14

04 Engineer I 15

05 Engineer II..... 15

06 Webmaster..... 16

07 Database Administrator 16

08 Network Administrator 16

09 System Administrator..... 17
10 Hardware Engineer 17
11 Programmer I..... 17
12 Programmer II 18
13 Cost Analyst..... 18
14 Business Systems Analyst 18
15 Senior Functional Analyst..... 19
16 Functional Analyst 19
17 Technical Writer 19
18 Management Analyst..... 20
19 Data Entry Clerk..... 20
20 Systems Analyst I..... 20
21 Systems Analyst II..... 21
22 Systems Analyst III 21
30. PRICING – GOVERNMENT SITES 22
BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE..... 23
BLANKET PURCHASE AGREEMENT..... 24

INFORMATION FOR ORDERING ACTIVITIES

APPLICABLE TO ALL SPECIAL ITEM NUMBERS (SINs)

Special Notice to Agencies: Small Business Participation

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

For orders exceeding the micro-purchase threshold, *FAR 8.404* requires agencies to consider the catalogs/pricelists of at least three (3) 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 Supply Service Home Page (www.fss.gsa.gov) contain information on a broad array of products and services offered by small business concerns.

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

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

1. Geographic Scope of Contract

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

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

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

2. Contractor's Ordering Address and Payment Information

Orders may be placed by facsimile transmission to:

(210) 798-2752

Orders may be mailed to:

Encore Support Systems, L.P.
303 Clarence Tinker Drive, Bldg. 300, Suite 104B
San Antonio, TX 78226

Payments may be mailed to:

Encore Support Systems, L.P.
303 Clarence Tinker Drive, Bldg. 300, Suite 104B
San Antonio, TX 78226

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

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

(210) 798-2750

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: | <u>130889145</u> |
| Block 30: | Type of Contractor – | <u>C. Large Business</u> |
| Block 31 | Woman-Owned Small Business - | <u>No</u> |
| Block 36 | Contractor's Taxpayer Identification Number (TIN): | <u>74-2886320</u> |

4b.

CAGE Code: 1VH97

4c. Contractor has registered with the Central Contractor Registration (CCR) 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:

| SIN | DELIVERY TIME (Days ARO) |
|-------------------|------------------------------------|
| <u>132-51</u> | <u>As agreed to per Task Order</u> |
| <u>132-51(RC)</u> | <u>As agreed to per Task Order</u> |

b. URGENT REQUIREMENTS:

When the FSS 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 three (3) workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7. **Discounts**

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

a. Prompt Payment:

0.5% - 20 days from receipt of invoice or date of acceptance, whichever is later.

b. Quantity:

n/a

c. Dollar Volume:

n/a

d. Government Educational Institutions are offered the same discounts as all other Government customers.

e. Other:

n/a

8. Trade Agreements Act of 1979 as Amended

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

9. Statement Concerning Availability of Export Packing

n/a

10. Small Order Requirements

The minimum dollar value of orders to be issued is \$100.00.

11. Maximum Order

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

- a. The Maximum Order value for the following Special Item Numbers (SINs) is \$500,000:

Special Item Number 132-51 - Information Technology (IT) Services

Special Item Number 132-51(RC) - Information Technology (IT) Services (Recovery Purchasing)

12. Use of Federal Supply Service Information Technology Schedule Contracts

In accordance with (IAW) *FAR 8.404*:

[NOTE: Special ordering procedures have been established for SINs 132 -51 & 132-51(RC) IT Professional Services and 132-52 EC Services; refer to the terms and conditions for those SINs.]

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

- a. **Orders placed at or below the micro-purchase threshold.** Ordering activities can place orders at or below the micropurchase threshold with any FSS Contractor.
- b. **Orders exceeding the micro-purchase threshold but not exceeding the maximum order threshold.** Orders should be placed with the Schedule Contractor that can provide the supply or service that represents the best value. Before placing an order, ordering activities should consider reasonably available information about the supply or service offered under MAS contracts by

using the “GSA Advantage!” on-line shopping service, or by reviewing the catalogs/pricelists of at least three Schedule Contractors and selecting the delivery and other options available under the schedule that meets the ordering activity’s needs. In selecting the supply or service representing the best value, the ordering activity may consider—

- 1) Special features of the supply or service that are required in effective program performance and that are not provided by a comparable supply or service;
- 2) Trade-in considerations;
- 3) Probable life of the item selected as compared with that of a comparable item;
- 4) Warranty considerations;
- 5) Maintenance availability;
- 6) Past performance; and
- 7) Environmental and energy efficiency considerations.

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

Review additional Schedule Contractors:’

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

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

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

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

- e. **Price reductions.** In addition to the circumstances outlined in paragraph c, above, there may be instances when ordering activities will find it advantageous to request a price reduction. For example, when the ordering activity finds a schedule supply or service elsewhere at a lower price or when a BPA is being established to fill recurring requirements, requesting a price reduction could be advantageous. The potential volume of orders under these agreements, regardless of the size of the individual order, may offer the ordering activity the opportunity to secure greater discounts. Schedule Contractors are not required to pass on to all schedule users a price reduction extended only to an individual ordering activity for a specific order.
- f. **Small business.** For orders exceeding the micro-purchase threshold, ordering activities should give preference to the items of small business concerns when two or more items at the same delivered price will satisfy the requirement.
- g. **Documentation.** Orders should be documented, at a minimum, by identifying the Contractor the item was purchased from, the item purchased, and the amount paid. If an ordering activity requirement, in excess of the micro-purchase threshold, is defined so as to require a particular brand name, product, or feature of a product peculiar to one manufacturer, thereby precluding consideration of a product manufactured by another company, the ordering activity shall include an explanation in the file as to why the particular brand name, product, or feature is essential to satisfy the ordering activity's needs.

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

13.2 Federal Telecommunication Standards (FED-STDS)

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

14. Contractor Tasks/Special Requirements (C-FSS-370) (NOV 2001)

a. Security Clearances

The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the MAS.

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 MAS. The Industrial Funding Fee (IFF) does NOT apply to travel and per diem charges.

NOTE: Refer to *FAR Part 31.205-46 Travel Costs*, for allowable costs that pertain to official company business travel in regards to this contract.

c. Certifications, Licenses and Accreditations

As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the MAS 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 MAS 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 IAW *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 (FY). Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

15. Contract Administration for Ordering Activities

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

16. GSA Advantage!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides 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:

- a. Manufacturer;
- b. Manufacturer's Part Number; and
- c. Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: Internet Explorer). The Internet address is 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 FSS contract.

For administrative convenience, an ordering activity's Contracting Officer may add items not on the Federal Supply MAS -- referred to as open market items -- to a FSS BPA or an individual task or delivery order, only if:

- a. All applicable acquisition regulations pertaining to the purchase of the items not on the FSS 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));
- b. The ordering activity contracting officer has determined the price for the items not on the FSS is fair and reasonable;
- c. The items are clearly labeled on the order as items not on the FSS; and
- d. All clauses applicable to items not on the FSS 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:

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, IAW 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, Contractor's Reports of Sales* and *552.238-76, Industrial Funding Fee*, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. Installation, Deinstallation, Reinstallation

The *Davis-Bacon Act (40 U.S.C. 276a-276a-7)* provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The

requirements of the *Davis-Bacon Act* do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the *Davis-Bacon Act* applies.

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

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:

Encore Support Systems, L.P.
303 Clarence Tinker Drive, Bldg. 300, Suite 104B
San Antonio, TX 78226
(210) 798-2750

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 FSS's, 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 FSS 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.
 - (3) 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).

28. DESCRIPTION OF IT SERVICES

a. IT Facility Operation and Maintenance & IT Facility Operation and Maintenance (RC)

Project based and ongoing operation of Information Technology facilities such as computer centers, help desks, and remote processing locations.

b. IT Systems Development Services & IT Systems Development Services (RC)

Development of Information Technology solutions for general business processes.

c. IT Systems Analysis Services & IT Systems Analysis Services (RC)

Application of systems analysis methodologies in support of customer IT projects.

d. Automated Information Systems Design and Integration & Automated Information Systems Design and Integration (RC)

Development and refinement of information systems through the application of automation and technology.

e. Programming Services & Programming Services (RC)

Program code generation in all standardized programming languages.

29. COMMERCIAL JOB TITLES

01 Technical Expert

Minimum/General Experience: Fifteen years experience, of which at least twelve years must be specialized. Specialized experience includes: superior functional knowledge of task order specific requirements, or developing functional requirements for complex integrated systems. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility: Provide expert, independent services and leadership in specialized technical areas. Provides expertise on an as-needed basis to all task assignments. Provides expert advice and assistance in state-of-the-art software/hardware. Coordinates with contractor management and Government personnel to ensure that the problem has been properly defined and that the solution will satisfy Government requirements. Performs enterprise wide horizontal integration planning and interfaces to other functional systems.

Minimum Education: Advanced degree in Computer Science, Information Systems, Engineering, Business, or other task related discipline. One-degree level can be satisfied by four years equivalent experience.

02 Functional Expert

Minimum/General Experience: Ten years of progressive experience in the field of expertise. At least four years of the experience is concentrated, hands-on experience in the specific discipline of the field of expertise.

Functional Responsibility: Performs as an expert in highly specialized, leading edge information technologies and methodologies. Provides highly technical and specialized guidance concerning automated solutions to complex information processing problems. Performs elaborate analyses and studies. Works independently or as member of a team.

Minimum Education: Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related. One-degree level can be satisfied by four years equivalent experience.

03 Database Operator

Minimum/General Experience: Four years of experience, of which at least two years must be specialized. Specialized experience includes: Demonstrated knowledge of terminology, usage, and operating concepts of data administration, data dictionaries, and repositories that support re-use of information systems objects related to business information systems. Demonstrated ability to maintain data dictionaries and repositories, including synchronization of corporate, center, and project dictionary hierarchy.

Functional Responsibility: Performs data administration for information systems in conformance with relevant data policy, procedures, standards, and guidelines. Conducts impact assessments on information systems to determine application integration potential and compatibility with the corporate architecture.

Works with customer and other personnel to ensure quick responses to customer inquiries as to data standards, identification, availability, and location. Provides technical assistance related to data administration.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. One-degree level can be satisfied by four years equivalent experience.

04 Engineer I

Minimum/General Experience: Five years of experience, of which at least five years must be specialized. Specialized experience, in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. The following experience is also required: demonstrated experience in the implementation of information engineering projects; systems analysis, design and programming using CASE and IE tools and methods, systems planning, business information planning, and business analysis. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility: Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database managing systems. Constructs sound, logical business improvement opportunities consistent with corporate savings, and open system architecture objectives. Provides daily supervision and direction to staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. One-degree level can be satisfied by four years equivalent experience.

05 Engineer II

Minimum/General Experience: Eight years experience in information systems development, functional and data requirement analysis, systems analysis and design, programming, program design and documentation preparation. Of the ten years general experience, a minimum of seven years specialized experience is required in the following: demonstrated experience in managing the implementation of information engineering projects and experience in systems analysis, design and programming using CASE and IE tools and methods, e.g., Oracle CASE, IEF CASE, I-CASE. Demonstrated experience in the client/server environment. Proven managerial and supervisory skills. Demonstrated exceptional written and oral communications skills, including giving formal presentations to different audiences. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility: Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of the information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise-wide strategic systems planning, business information planning, business and analysis. Performs process and data modeling in support of planning and analysis efforts using both manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Applies reverse

engineering and reengineering disciplines to develop migration strategic and planning documents. Has experience with such methodologies as IDEF 0 process modeling and IDEF 1X data modeling. Provides technical guidance in software engineering techniques and automated support tools.

Minimum Education: Master's Degree in Computer Science, Information Systems, Engineering, or other related discipline. One-degree level can be satisfied by four years equivalent experience.

06 Webmaster

Minimum/General Experience: Five years experience in information systems development, functional and data requirement analysis, systems analysis and design, programming or program design. Of the five years general experience, a minimum of two years specialized experience is required in the following: Design, development, and support of Internet based information management/distribution systems. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility: Applies an enterprise-wide set of disciplines for the planning, analysis, design and construction of Internet based information distributions systems.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, or other related discipline. One-degree level can be satisfied by four years equivalent experience.

07 Database Administrator

Minimum/General Experience: Three years DBA experience with multiple years of related data processing experience.

Functional Responsibility: Applies high level of skills in database design, installations, and conversions. Responsible for database backup and recovery procedures, access security, and database integrity, physical data storage design, and data storage management. Participates in DBMS selection and maintains database performance. Applies expertise in specific DBMS. Applies knowledge of various DBMS products.

Minimum Education: Bachelor's Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics or equivalent technical studies.

08 Network Administrator

Minimum/General Experience: Ten years of experience, of which at least five years must be specialized. Specialized experience, in planning, design, implementation and support of local and wide area networks. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility: Develops and applies organization-wide network management principles. Provides daily supervision and direction to staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. One-degree level can be satisfied by four years equivalent experience.

09 System Administrator

Minimum/General Experience: Five years with more than three years specialized experience.

Functional Responsibility: Apply advanced computer skills. Apply a high level of technical expertise with product or system to be supported. Apply demonstrated ability to learn and teach technical information. Apply excellent problem determination skills. Apply demonstrated capabilities in defining and implementing processes and projects. Apply project management skills. Provide assistance and technical direction to other IT personnel. Interact with customers and other departments.

Minimum Education: BS/BA Degree from an accredited university/college in Computer Science, Information Systems, Engineering, Business, or other related discipline. One-degree level can be satisfied by four years equivalent experience.

10 Hardware Engineer

Minimum/General Experience: Eight years experience of which at least five years must be specialized. Specialized experience includes: supervision of installation technicians; analysis, design, and installation of local and wide area nets; and analysis and installation of communication systems. Familiar with engineering documentation, network configurations and topologies, X.25, TCP/IP, Frame Relay, Bridges, and Routers. General experience includes increasing responsibilities in technical management.

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

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. One-degree level can be satisfied by four years equivalent experience.

11 Programmer I

Minimum/General Experience: Three years including analysis and programming responsibilities and at least two years with system design activities.

Functional Responsibility: Prepares application requirements from user input. Prepares system documentation. Plans and estimates work of team by phase. Reports team work progress at a phase level. Creates system -level test plans. Uses several programming languages and operating systems. Performs total system tests. Ensures proper analysis of problems and programming design, thereby preventing rework or schedule slippage. Provides moderately complex technical direction to a small group of computer programmers. Maintains routine contacts with computer programmers outside the core programming team.

Minimum Education: Bachelor's Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics or equivalent technical studies.

12 Programmer II

Minimum/General Experience: Five years including system-programming activities with over three years in specialization areas.

Functional Responsibility: Those specified for Computer I plus the following: Provides system support for specific system software. Provides debugging, problem determination, and the system tuning assistance to application developers. Provides technical expertise and support in specialized area(s) of expertise. Provides consulting and programming services on operating systems software, teleprocessing monitors, communications systems, language processors, database internals, and system utilities. Provide technical direction to a group of programmers.

Minimum Education: Bachelor's Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics or equivalent technical studies.

13 Cost Analyst

Minimum/General Experience: Five years with more than three years specialized experience.

Functional Responsibility: Analyzes and evaluates moderately complex data processing tasks, translating business area data processing (DP) requirements into detailed system/program requirements. Provides life cycle cost estimates, alternatives, and cost reduction recommendations to management and staff involved in the development, integration, and installation of automated DP information systems. Participates in system requirement and design sessions with business area customers.

Minimum Education: BS/BA Degree from an accredited university/college in Computer Science, Information Systems, Engineering, Business, or other related discipline. One-degree level can be satisfied by four years equivalent experience.

14 Business Systems Analyst

Minimum/General Experience: Eight years of experience, of which at least three years must be specialized. Specialized experience may include: budgeting, facilitation, training, methodology development and evaluation.

Functional Responsibility: Duties include activity and data modeling. Developing modern business methods, identifying best practices, and creating and assessing performance measurements. Acts as a project leader and provides technical leadership and guidance to programmers and technical staff. Provides alternatives, recommendations and assistance to managers involved in the development, integration, and installation of business information systems. Prepares programming specifications and diagrams and develops coding logic flowcharts. Develops or revises computer programs requiring knowledge of high-level languages. Prepares detailed complex system/program documentation and flowcharts and assists with system installation. Participates in system requirement and design sessions with business customers.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, and Education. One-degree level can be satisfied by four years equivalent experience.

15 Senior Functional Analyst

Minimum/General Experience: Ten years experience, of which at least eight years must be specialized. Specialized experience includes: superior functional knowledge of task order specific requirements, or developing functional requirements for complex integrated ADP systems. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility: Provides management and technical support of complex automated data processing projects. Applies extensive knowledge of logistics, acquisition management, data management, and program control. Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required task and their interrelationships. Identifies resources required for each task. Provides various types of management and technical support to projects in areas such as: training, logistics, acquisition management, configuration management, data management, program control and/or manpower planning. Requires the ability to plan and carry out complex projects to completion and an extensive knowledge of concepts, practices, and procedures to perform one or more of the above listed functions. Provides daily supervision and direction to support staff.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. One-degree level can be satisfied by four years equivalent experience.

16 Functional Analyst

Minimum/General Experience: Six years experience, of which at least three years must be specialized. Specialized experience includes: developing functional requirements for complex integrated ADP systems. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility: Compiles, validates, and verifies user requirements. Evaluates technology-based solutions for user requirements. Supports training, logistics, acquisition management, configuration management, data management, program control, and/or manpower planning. Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task.

Minimum Education: Bachelor's Degree in Computer Science, Information Systems, Engineering, Business, or other related discipline. One-degree level can be satisfied by four years equivalent experience.

17 Technical Writer

Minimum/General Experience: Three years of technical writing experience.

Functional Responsibility: Develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, and related technical publications concerned with work methods and procedures, and installation, operations and enhancement of ADP equipment and systems. Interviews production and other personnel and reads journals, reports and other material to become familiar with system technologies and

production methods. Organizes material and completes writing assignments with regard to order, clarity, conciseness, style, and terminology. Edits on-line help information and hardcopy documentation. Ensures proper cross-referencing occurs within the information units. Ensures the material is presented in a user-friendly manner. Ensure all applicable guidelines for indexing are followed. Accurately estimate own work at a task level. Participate as member of the project team.

Minimum Education: Minimum education requirement is a high school diploma.

18 Management Analyst

Minimum/General Experience: Ten years including project management with over three years in specialized areas.

Functional Responsibility: Applies expert systems analysis and management techniques to complex system development in a specialized area. Applies broad knowledge of management systems, data sources/flow, interactions of complex systems, and capabilities/limitations of systems software and computer equipment, provides systems design in a specialized design area; establishes framework of new computer systems from feasibility to post-implementation evaluation; devises new sources of data and develops new approaches/techniques; may serve as technical authority for a design area. Plans and conducts analyses of unique problems in a broad system; prepares overall project management plans; studies broad areas of projected work processes that cut across systems.

Minimum Education: Bachelor's Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics or equivalent technical studies. One -degree level can be satisfied by four years equivalent experience.

19 Data Entry Clerk

Minimum/General Experience: Two years in a data processing environment.

Functional Responsibility: Operate and interact with data processing (hardware and software) and teleprocessing equipment. Apply understanding of software and subsystems to input and manipulate data, extract information, and print reports. Apply basic understanding of machine principles, operating systems, system configuration, utility programs, operating procedures, and automation concepts. Recognize problems and take corrective action. Perform minor cleaning and maintenance of I/O equipment. Requires minimal direction in daily operation and problem resolution. Assists less experienced personnel.

Minimum Education: Associate's Degree in Data Processing. One-degree level can be satisfied by four years equivalent experience.

20 Systems Analyst I

Minimum/General Experience: Five years with three years in specialization areas.

Functional Responsibility: Applies knowledge of pertinent system software, computer equipment, work processes, applicable regulations, workload, and practices of assigned subject-matter area. Recognizes

probable interactions of related computer systems and predicts impact of change on assigned system. Gathers facts, analyses data, and compares alternatives in terms of cost, time, and availability of equipment/personnel. Recommends courses of action and prepares specifications for development of computer programs. Determines and resolves data processing problems and coordinates work. Works independently under overall project objectives and requirements. Adapts design approaches successfully used in precedent systems. May provide functional direction to lower level assistants.

Minimum Education: Bachelor's Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics or equivalent technical studies. One -degree level can be satisfied by four years equivalent experience.

21 Systems Analyst II

Minimum/General Experience: Five years with three years in specialization areas.

Functional Responsibility: Applies systems analysis and design techniques to complex computer systems in a broad area. Applies competence in all phases of systems analysis techniques, concepts, and methods. Applies knowledge of available system software, computer equipment, regulations, and practices in a subject matter area. Recognizes probable conflicts and integrates diverse data sources. Produces innovative solutions for a variety of complex problems. Maintains and modifies complex systems or develops new subsystems. Guides users in formulating requirements. Advises on alternatives and implications of new/revised data processing systems. Analyzes project proposals and identifies omissions/errors in requirements. Conducts feasibility studies. Recommends optimum approach and develops system design. May serve as lead analyst in a design subgroup. May direct and integrate work of one or two lower level analysts.

Minimum Education: Bachelor's Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics or equivalent technical studies. One -degree level can be satisfied by four years equivalent experience.

22 Systems Analyst III

Minimum/General Experience: Ten years including project management with over three years in specialized areas.

Functional Responsibility: Performs as a top technical expert. Develops broad computer systems/conducts critical studies. As a team or project leader: guides development of broad, unprecedented computer systems; devises completely new ways to locate/develop data sources; establishes new factors/criteria for subject matter decisions. Coordinates fact-finding, analysis, and design of system. As a staff specialist: has overall responsibility for evaluating the significance of technological advancement and developing standards; conceives and plans exploratory investigations where new concepts are required.

Minimum Education: Master's Degree and Bachelor's Degree in Computer Science, Computer Information Systems, Electrical Engineering, Mathematics or equivalent technical studies. One-degree level can be satisfied by four years equivalent experience.

30. PRICING – GOVERNMENT SITES**Years 6-10
SIN 132-51 and 132-51(RC)**

| | Category | Hourly Rate Year 6 | Hourly Rate Year 7 | Hourly Rate Year 8 | Hourly Rate Year 9 | Hourly Rate Year 10 |
|-----------|---------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|--------------------------------|
| 01 | Technical Expert | \$265.92 | \$275.76 | \$285.96 | \$296.54 | \$307.51 |
| 02 | Functional Expert | \$146.27 | \$151.68 | \$157.29 | \$163.11 | \$169.15 |
| 03 | Database Operator | \$30.80 | \$31.94 | \$33.12 | \$34.35 | \$35.62 |
| 04 | Engineer I | \$40.27 | \$41.76 | \$43.30 | \$44.90 | \$46.57 |
| 05 | Engineer II | \$47.62 | \$49.38 | \$51.21 | \$53.10 | \$55.07 |
| 06 | Webmaster | \$69.55 | \$72.12 | \$74.79 | \$77.56 | \$80.43 |
| 07 | Database Administrator | \$50.62 | \$52.49 | \$54.43 | \$56.44 | \$58.53 |
| 08 | Network Administrator | \$44.17 | \$45.80 | \$47.49 | \$49.25 | \$51.07 |
| 09 | System Administrator | \$49.04 | \$50.85 | \$52.74 | \$54.69 | \$56.71 |
| 10 | Hardware Engineer | \$57.13 | \$59.24 | \$61.43 | \$63.71 | \$66.06 |
| 11 | Programmer I | \$34.50 | \$35.78 | \$37.10 | \$38.47 | \$39.90 |
| 12 | Programmer II | \$38.48 | \$39.91 | \$41.38 | \$42.91 | \$44.50 |
| 13 | Cost Analyst | \$39.14 | \$40.58 | \$42.09 | \$43.64 | \$45.26 |
| 14 | Business Systems Analyst | \$33.23 | \$34.45 | \$35.73 | \$37.05 | \$38.42 |
| 15 | Senior Functional Analyst | \$69.26 | \$71.82 | \$74.48 | \$77.24 | \$80.09 |
| 16 | Functional Analyst | \$47.04 | \$48.78 | \$50.58 | \$52.46 | \$54.40 |
| 17 | Technical Writer | \$26.82 | \$27.81 | \$28.84 | \$29.90 | \$31.01 |
| 18 | Management Analyst | \$33.98 | \$35.24 | \$36.54 | \$37.90 | \$39.30 |
| 19 | Data Entry Clerk | \$22.83 | \$23.68 | \$24.56 | \$25.46 | \$26.41 |
| 20 | Systems Analyst I | \$37.94 | \$39.35 | \$40.80 | \$42.31 | \$43.88 |
| 21 | Systems Analyst II | \$45.89 | \$47.59 | \$49.35 | \$51.17 | \$53.06 |
| 22 | Systems Analyst III | \$55.85 | \$57.92 | \$60.06 | \$62.28 | \$64.59 |

BEST VALUE BLANKET PURCHASE AGREEMENT FEDERAL SUPPLY SCHEDULE

In the spirit of the Federal Acquisition Streamlining Act _____ and **Encore Support Systems, L.P.** enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) **GS-35F-0229J**.

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

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

Signatures:

Ordering Activity /Date

Contractor/Date

BPA NUMBER _____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

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

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

MODEL NUMBER/PART NUMBER

***SPECIAL BPA DISCOUNT/PRICE**

- 2. Delivery:

DESTINATION

DELIVERY SCHEDULE/DATES

- 3. The Government estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.
- 4. This BPA does not obligate any funds.
- 5. This BPA expires on _____ or at the end of the contract period, whichever is earlier.
- 6. The following office(s) is hereby authorized to place orders under this BPA:

OFFICE

POINT OF CONTACT

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