

AUTHORIZED
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE AND
SERVICES



SPECIAL ITEM NUMBER 132-51 – INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D308 – Programming 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 performed by the publisher or manufacturer or one of their authorized agents.

SPECIAL ITEM NUMBER 132-56 – HEALTH INFORMATION TECHNOLOGY (IT) SERVICES

FPDS Code D308 – Programming Services

FPDS Code D321 – Help Desk

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 Health IT services, and cannot be purchased separately.

Telligen

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Contract Number: GS-35F-393DA

Period Covered by Contract: July 1, 2016 – June 30, 2021

General Services Administration
Federal Acquisition Service

Pricelist current through Modification #PO-38 dated July 8, 2016

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).

INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: Small Business Participation

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

For orders exceeding the micro-purchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage! on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage! and the Federal Acquisition Service Home Page (www.gsa.gov/fas) 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 micro-purchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

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CUSTOMER INFORMATION

1.A TABLE OF AWARD

1.A.1 SIN 132-51 Labor Rates

Schedule 70 Position Title	Schedule 70 Bid Rate				
	Year 1	Year 2	Year 3	Year 4	Year 5
Subject Matter Expert III	\$194.02	\$197.51	\$201.07	\$204.69	\$208.37
Subject Matter Expert II	\$155.09	\$157.88	\$160.72	\$163.62	\$166.56
Subject Matter Expert I	\$146.69	\$149.33	\$152.02	\$154.75	\$157.54
Technical Engineer III	\$143.27	\$145.85	\$148.47	\$151.15	\$153.87
Technical Engineer II	\$123.45	\$125.67	\$127.93	\$130.24	\$132.58
Technical Engineer I	\$107.48	\$109.41	\$111.38	\$113.39	\$115.43
IT Program Manager III	\$143.27	\$145.85	\$148.47	\$151.15	\$153.87
IT Program Manager II	\$134.30	\$136.72	\$139.18	\$141.68	\$144.23
IT Program Manager I	\$124.12	\$126.35	\$128.63	\$130.94	\$133.30
IT Project Manager III	\$133.51	\$135.91	\$138.36	\$140.85	\$143.39
IT Project Manager II	\$123.45	\$125.67	\$127.93	\$130.24	\$132.58
IT Project Manager I	\$107.48	\$109.41	\$111.38	\$113.39	\$115.43
Technical Administrator III	\$112.55	\$114.58	\$116.64	\$118.74	\$120.88
Technical Administrator II	\$100.02	\$101.82	\$103.65	\$105.52	\$107.42
Technical Administrator I	\$95.24	\$96.95	\$98.70	\$100.48	\$102.28
Architect III	\$136.02	\$138.47	\$140.96	\$143.50	\$146.08
Architect II	\$126.29	\$128.56	\$130.88	\$133.23	\$135.63
Architect I	\$111.13	\$113.13	\$115.17	\$117.24	\$119.35
Developer III	\$143.27	\$145.85	\$148.47	\$151.15	\$153.87
Developer II	\$123.45	\$125.67	\$127.93	\$130.24	\$132.58
Developer I	\$102.53	\$104.38	\$106.25	\$108.17	\$110.11
Analyst III	\$127.91	\$130.21	\$132.56	\$134.94	\$137.37
Analyst II	\$107.71	\$109.65	\$111.62	\$113.63	\$115.68
Analyst I	\$96.81	\$98.55	\$100.33	\$102.13	\$103.97
IT Admin Support III	\$92.74	\$94.41	\$96.11	\$97.84	\$99.60
IT Admin Support II	\$87.14	\$88.71	\$90.31	\$91.93	\$93.59
IT Admin Support I	\$72.17	\$73.47	\$74.79	\$76.14	\$77.51

Figure 1 - Proposed Rates

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1.A.2 SIN 132-56 Labor Rates

Schedule 70 Position Title	Schedule 70 Bid Rate				
	Year 1	Year 2	Year 3	Year 4	Year 5
Health IT Subject Matter Expert III	\$194.02	\$197.51	\$201.07	\$204.69	\$208.37
Health IT Subject Matter Expert II	\$155.09	\$157.88	\$160.72	\$163.62	\$166.56
Health IT Subject Matter Expert I	\$146.69	\$149.33	\$152.02	\$154.75	\$157.54
Health IT Technical Engineer III	\$143.27	\$145.85	\$148.47	\$151.15	\$153.87
Health IT Technical Engineer II	\$123.45	\$125.67	\$127.93	\$130.24	\$132.58
Health IT Technical Engineer I	\$107.48	\$109.41	\$111.38	\$113.39	\$115.43
Health IT Program Manager III	\$143.27	\$145.85	\$148.47	\$151.15	\$153.87
Health IT Program Manager II	\$134.30	\$136.72	\$139.18	\$141.68	\$144.23
Health IT Program Manager I	\$124.12	\$126.35	\$128.63	\$130.94	\$133.30
Health IT Project Manager III	\$133.51	\$135.91	\$138.36	\$140.85	\$143.39
Health IT Project Manager II	\$123.45	\$125.67	\$127.93	\$130.24	\$132.58
Health IT Project Manager I	\$107.48	\$109.41	\$111.38	\$113.39	\$115.43
Health IT Technical Administrator III	\$112.55	\$114.58	\$116.64	\$118.74	\$120.88
Health IT Technical Administrator II	\$100.02	\$101.82	\$103.65	\$105.52	\$107.42
Health IT Technical Administrator I	\$95.24	\$96.95	\$98.70	\$100.48	\$102.28
Health IT Architect III	\$136.02	\$138.47	\$140.96	\$143.50	\$146.08
Health IT Architect II	\$126.29	\$128.56	\$130.88	\$133.23	\$135.63
Health IT Architect I	\$111.13	\$113.13	\$115.17	\$117.24	\$119.35
Health IT Developer III	\$143.27	\$145.85	\$148.47	\$151.15	\$153.87
Health IT Developer II	\$123.45	\$125.67	\$127.93	\$130.24	\$132.58
Health IT Developer I	\$102.53	\$104.38	\$106.25	\$108.17	\$110.11
Health IT Analyst III	\$127.91	\$130.21	\$132.56	\$134.94	\$137.37
Health IT Analyst II	\$107.71	\$109.65	\$111.62	\$113.63	\$115.68
Health IT Analyst I	\$96.81	\$98.55	\$100.33	\$102.13	\$103.97
Health IT Admin Support III	\$92.74	\$94.41	\$96.11	\$97.84	\$99.60
Health IT Admin Support II	\$87.14	\$88.71	\$90.31	\$91.93	\$93.59
Health IT Admin Support I	\$72.17	\$73.47	\$74.79	\$76.14	\$77.51
Health IT Customer Services Representative II	\$63.55	\$64.69	\$65.85	\$67.04	\$68.25
Health IT Customer Services Representative I	\$54.73	\$55.72	\$56.72	\$57.74	\$58.78

Figure 2 - Proposed Rates

1.B LOWEST PRICED MODEL NUMBER AND LOWEST UNIT PRICE FOR MODEL

Not applicable.

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1.C LABOR CATEGORY JOB DESCRIPTIONS

The following table illustrates the Labor Category Levels and Years of experience required for each.

III	15
II	10
I	5

Figure 3 - Experience Levels

Education requirements identified with each position as the desired level. The following table shows the alternative Years of Experience that can be used in place of education requirements.

AA/AS Degree	2 Years of Experience
BA/BS Degree	2 Years of Experience + AA/AS Degree
BA/BS Degree	4 Years of Experience
MA/MS Degree	3 Years of Experience + BA/BS Degree
MA/MS Degree	7 Years of Experience
PhD	4 Years of Experience + MA/MS Degree

Figure 4 - Alternative Experience Requirements

Example: If a position calls for a BA/BS degree and up to 10 years of experience, then any combination of the education and experience from the table below, will qualify. The 10 years of experience would map to a Level II position.

High School Diploma / GED	4	10	14
AA/AS/Tech	2	10	12
BA/BS	0	10	10
MA/MS	(3)	10	7
PhD	(7)	10	3

Figure 5 - Sample Education to Experience Mapping

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SIN 132-51 Job Descriptions for all positions follow.

Subject Matter Expert III

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 15 years of experience with Information Technology, Health Information Technology and/or Health Informatics; demonstrated senior level leadership experience in contract delivery and customer management.

Duties: Provides overall technical leadership, project leadership, strategic planning, guidance and management support for contract and/or organization wide IT activities. Ultimately responsible for timely and accurate completion of projects to client's satisfaction, company standards and budget using internal and external operations services. Makes decisions on technical solutions including infrastructure, software and program and project delivery. Manages a department of multi-functional technical, program or analytic staff.

Subject Matter Expert II

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 10 years of experience in leading/managing software development, infrastructure, security, projects/programs, or business and technical solutions.

Duties: Leads the successful planning, delivery and support of multiple business/technical solutions, programs, products and services. Oversees cross functional program and development activities ensuring timely and accurate deliver. Leads a team of multi-functional technical, program or analytic staff and management to deliver solutions.

Subject Matter Expert I

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 5 years of experience software development, support services, security, infrastructure, project management or related field.

Duties: Leads functional areas to ensure business and technical solutions and objectives are met to client's satisfaction. Manages a product/service delivery team of multi-functional technical and analytic personnel. Identifies and manages the implementation of process improvements partnering with function areas to integrate new, enhanced and existing service offerings for accounts. Forecasts the planning and delivery of end to end services.

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Technical Engineer III

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 15 years of experience in information technology in disciplines such as software development, security, technical analysis, data analysis, networks/infrastructure or related field.

Duties: Serves as a lead technical consultant for projects of a diverse scope. Partners with all levels of the organization to understand business needs, propose options, set technology direction and influence design and implementation standards. Architects, designs and implements applications, databases, reports across products and system. Provides direction to less experienced staff and works with customers to facilitate resolutions.

Technical Engineer II

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 10 years of experience in information technology in disciplines such as software development, security, technical analysis, data analysis, networks/infrastructure or related field.

Duties: Serves as a lead technical consultant for projects of a diverse scope. Partners with all levels of the organization to understand business needs, propose options, set technology direction and influence design and implementation standards. Architects, designs and implements applications, databases, reports across products and systems. Provides direction to less experienced staff and works with customers to facilitate resolutions.

Technical Engineer I

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 5 years of experience in information technology in disciplines such as software development, security, technical analysis, data analysis, networks/infrastructure or related field.

Duties: Serves as a lead technical consultant for projects of a diverse scope. Partners with all levels of the organization to understand business needs, propose options, set technology direction and influence design and implementation standards. Architects, designs and implements applications, databases, reports across products and systems. Provides direction to less experienced staff and works with customers to facilitate resolutions.

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IT Program Manager III

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 15 years of experience in a clinical, information systems and/or client relationship environment; demonstrated experience with information technology, data and data reporting.

Duties: Responsible for overseeing and providing leadership to programs of large national scope and impact to the company. Ensures programs meet and exceed expectations by overseeing program activities, timeliness, budget and internal quality control standards. Serves as the primary liaison between the customer and the company. Facilitates activities between the company, customers and partners, providing continual status reports and resolving issues in a timely manner.

IT Program Manager II

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 10 years of experience in a clinical, information systems and/or client relationship environment; demonstrated experience with information technology, data and data reporting.

Duties: Responsible for overseeing and providing leadership to programs of large national scope and impact to the company. Ensures programs meet and exceed expectations by overseeing program activities, timeliness, budget and internal quality control standards. Serves as the primary liaison between the customer and the company. Facilitates activities between the company, customers and partners, providing continual status reports and resolving issues in a timely manner.

IT Program Manager I

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 5 years of experience in a clinical, information systems and/or client relationship environment; demonstrated experience in client services with information technology, data and data reporting.

Duties: Responsible for overseeing and providing account management to programs of national scope. Ensures programs meet and exceed expectations by overseeing program activities, timeliness, budget and internal quality control standards. Serves as the primary liaison between the customer and the company. Facilitates activities between the company,

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customers and partners, providing continual status reports and resolving issues in a timely manner.

IT Project Manager III

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 15 years of experience managing projects using a formal project management methodology

Duties: This position is responsible for managing projects of varying size and complexity, following standardized project management processes. Develops, finalizes and manages the timeline, budget, security plans and monitors the process for projects. Manages the scope of projects to ensure they are completed in an accurate and timely manner according to the customer's and Company's requirements.

IT Project Manager II

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 10 years of experience managing projects using a formal project management methodology

Duties: This position is responsible for managing projects of varying size and complexity, following standardized project management processes. Develops, finalizes and manages the timeline, budget, security plans and monitors the process for projects. Manages the scope of projects to ensure they are completed in an accurate and timely manner according to the customer's and Company's requirements.

IT Project Manager I

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 5 years of experience managing projects using a formal project management methodology

Duties: This position is responsible for managing projects of varying size and complexity, following standardized project management processes. Develops, finalizes and manages the timeline, budget, security plans and monitors the process for projects. Manages the scope of projects to ensure they are completed in an accurate and timely manner according to the customer's and Company's requirements.

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Technical Administrator III

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 15 years of experience in a technical role such as systems administration, networking, security or related infrastructure experience.

Duties: This position is responsible for the operations, administration, monthly maintenance, system security and integrity of servers, networks and infrastructure related technologies supporting Telligen's customers. Serves as a technical lead with internal / external customers, hardware / software vendors, systems analysis, systems architecture, systems design and documentation, systems monitoring to support new and existing software installations, configurations, standards, and system backups.

Technical Administrator II

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 10 years of experience in a technical role such as systems administration, networking, security or related infrastructure experience.

Duties: This position is responsible for the operations, administration, monthly maintenance, system security and integrity of servers, networks and infrastructure related technologies supporting Telligen's customers. Serves as a technical resource to less experienced team members, internal / external customers, hardware / software vendors, systems analysis, systems architecture, systems design and documentation, systems monitoring to support new and existing software installations, configurations, standards, and system backups.

Technical Administrator I

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 5 years of experience in a technical role such as systems administration, networking, security or related infrastructure experience.

Duties: This position is responsible for optimal system performance of the operations, administration, monthly maintenance, system security and integrity of servers, networks and infrastructure related technologies supporting Telligen's customers. Serves as a technical resource to less experienced team members, internal / external customers, hardware / software vendors, systems analysis, systems architecture, systems design and documentation, systems monitoring to support new and existing software installations, configurations, standards, and system backups.

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Architect III

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 15 years of experience of application, database or system design experience with progressive responsibilities related to application, database or system architecture across products.

Duties: Designs, develops, and implements software platforms or infrastructure to provide highly-complex, reliable, secure and scalable solutions to meet the organization's objectives and requirements. Partners with all levels of the organization and customers to understand business needs, propose options, set technology direction and influence design and implementation standards. Designs complex systems at the component level, makes strategic technology choices, and directly supervises the quality of designs and implementation inside and between components. Provides support, guidance and mentoring to teams during the analysis, development, and testing processes.

Architect II

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 10 years of experience of application, database or system design experience with progressive responsibilities related to application, database or system architecture across products.

Duties: Designs, develops, and implements software platforms or infrastructure to provide highly-complex, reliable, secure and scalable solutions to meet the organization's objectives and requirements. Partners with all levels of the organization to understand business needs, propose options, set technology direction and influence design and implementation standards. Designs complex systems at the component level, makes strategic technology choices, and directly supervises the quality of designs and implementation inside and between components.

Architect I

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 5 years of experience of application, database or system design experience with progressive responsibilities related to application, database or system architecture across products.

Duties: Designs, develops, and implements software platforms or infrastructure to provide highly-complex, reliable, secure and scalable solutions to meet the organization's objectives and requirements. Partners with all levels of the organization to understand business needs,

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propose options, set technology direction and influence design and implementation standards. Designs complex systems at the component level, makes strategic technology choices, and directly supervises the quality of designs and implementation inside and between components.

Developer III

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 15 years of experience in programming, software development, quality assurance or related field.

Duties: Responsible for serving as a lead technical consultant for projects of a diverse scope. Provides leadership responsibilities to less experienced staff. This position will be responsible for the design and development of new software programs by analyzing end user and client needs. The incumbent will assist programming staff in troubleshooting complex issues. Designs and codes new reports, programs and other software and system components according to department and Company guidelines

Developer II

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 10 years of experience in programming, software development, quality assurance or related field.

Duties: Responsible for serving as a lead technical consultant for projects of a diverse scope. Provides leadership responsibilities to less experienced staff. This position will be responsible for the design and development of new software programs by analyzing end user and client needs. The incumbent will assist programming staff in troubleshooting issues. Designs and codes new reports, programs and other software and system components according to department and Company guidelines

Developer I

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 5 years of experience in programming, software development, quality assurance or related field.

Duties: Responsible for serving as a lead technical consultant for projects of a diverse scope. This position will be responsible for the design and development of new software programs by analyzing end user and client needs. Designs and codes new reports, programs and other software and system components according to department and Company guidelines.

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Analyst III

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 15 years of experience in security, business analysis, data analysis, quality assurance or related field.

Duties: Responsible for serving as a lead technical consultant for projects of a diverse scope. Provides leadership responsibilities to less experienced staff. Designs and develops new reports, programs, and other systems according to company guidelines. Performs needs analysis of client and end users. Leads the research planning, design development and deployment of systems and/or programs. Leads the planning, researching, designing and evaluation of new technologies and processes.

Analyst II

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 10 years of experience in security, business analysis, data analysis, quality assurance or related field.

Duties: Performs the design, development, and analysis of new programs, data, and systems by analyzing end user and client needs. Leads the planning, researching, designing and evaluation of new technologies and processes. Collaborates with customers and end users to ensure products and services meet their needs.

Analyst I

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 5 years of experience in security, business analysis, data analysis, quality assurance or related field.

Duties: Performs the design, development, and analysis of new programs, data, and systems by analyzing end user and client needs. Leads the planning, researching, designing and evaluation of new technologies and processes. Collaborates with customers and end users to ensure products and services meet their needs.

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IT Admin Support III

Education: Two year degree in business or related field and/or equivalent training and/or experience

Experience: Up to 15 years of experience in project administrative support; demonstrated ability working with confidential information and in a deadline driven environment; demonstrated ability to effectively multi-task and problem solve.

Duties: Provides project support for multiple complex contracts/programs/customers including supporting development of business specific documents. Business specific documents may include, but are not limited to, manuals, reports and educational materials. Performs support functions, such as answering program inquires via telephone or help desk, travel arrangements, registrations, purchasing supplies for the team, scheduling onsite and offsite meetings and conference calls, answering phones, copying and distributing correspondence.

IT Admin Support II

Education: Two year degree in business or related field and/or equivalent training and/or experience

Experience: Up to 10 years of experience in project administrative support; demonstrated ability working with confidential information and in a deadline driven environment; demonstrated ability to effectively multi-task and problem solve.

Duties: Provides project support for multiple contracts/programs/customers including supporting development of business specific documents. Business specific documents may include, but are not limited to, manuals, reports and educational materials. Performs support functions, such as answering program inquires via telephone or help desk, travel arrangements, registrations, purchasing supplies for the team, scheduling onsite and offsite meetings and conference calls, answering phones, copying and distributing correspondence.

IT Admin Support I

Education: Two year degree in business or related field and/or equivalent training and/or experience

Experience: Up to 5 years of experience in project administrative support; demonstrated ability working with confidential information and in a deadline driven environment; demonstrated ability to effectively multi-task and problem solve.

Duties: Provides project support for contracts/programs/customers including supporting development of business specific documents. Business specific documents may include, but are

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not limited to, manuals, reports and educational materials. Performs support functions, such as answering program inquiries via telephone or help desk, travel arrangements, registrations, purchasing supplies for the team, scheduling onsite and offsite meetings and conference calls, answering phones, copying and distributing correspondence.

SIN 132-56 Job Descriptions for all positions follow.

Health IT Subject Matter Expert III

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 15 years of experience with Information Technology, Health Information Technology and/or Health Informatics; demonstrated senior level leadership experience in contract delivery and customer management.

Duties: Provides overall technical leadership, project leadership, strategic planning, guidance and management support for contract and/or organization wide health IT activities. Ultimately responsible for timely and accurate completion of projects to client's satisfaction, company standards and budget using internal and external operations services. Makes decisions on technical solutions including infrastructure, software and program and project delivery. Manages a department of multi-functional technical, program or analytic staff.

Health IT Subject Matter Expert II

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 10 years of experience in leading/managing software development, infrastructure, security, projects/programs, or business and technical solutions.

Duties: Leads the successful planning, delivery and support of multiple health IT business/technical solutions, programs, products and services. Oversees cross functional program and development activities ensuring timely and accurate deliver. Leads a team of multi-functional technical, program or analytic staff and management to deliver health IT solutions.

Health Subject Matter Expert I

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 5 years of experience software development, support services, security, infrastructure, project management or related field.

Duties: Leads functional areas to ensure health IT business and technical solutions and objectives are met to client's satisfaction. Manages a product/service delivery team of multi-

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functional health IT technical and analytic personnel. Identifies and manages the implementation of process improvements partnering with function areas to integrate new, enhanced and existing service offerings for accounts. Forecasts the planning and delivery of end to end services.

Health IT Technical Engineer III

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 15 years of experience in information technology in disciplines such as software development, security, technical analysis, data analysis, networks/infrastructure or related field.

Duties: Serves as a lead technical consultant for health IT projects of a diverse scope. Partners with all levels of the organization to understand business needs, propose options, set technology direction and influence design and implementation standards. Architects, designs and implements health IT applications, databases, reports across products and system. Provides direction to less experienced staff and works with customers to facilitate resolutions.

Health IT Technical Engineer II

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 10 years of experience in information technology in disciplines such as software development, security, technical analysis, data analysis, networks/infrastructure or related field.

Duties: Serves as a lead technical consultant for health IT projects of a diverse scope. Partners with all levels of the organization to understand health IT business needs, propose options, set technology direction and influence design and implementation standards. Architects, designs and implements health IT applications, databases, reports across products and systems. Provides direction to less experienced staff and works with customers to facilitate resolutions.

Health IT Technical Engineer I

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 5 years of experience in information technology in disciplines such as software development, security, technical analysis, data analysis, networks/infrastructure or related field.

Duties: Serves as a lead technical consultant for health IT projects of a diverse scope. Partners with all levels of the organization to understand health IT business needs, propose options, set technology direction and influence design and implementation standards. Architects, designs

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and implements health IT applications, databases, reports across products and systems. Provides direction to less experienced staff and works with customers to facilitate resolutions.

Health IT Program Manager III

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 15 years of experience in a clinical, information systems and/or client relationship environment; demonstrated experience with information technology, data and data reporting.

Duties: Responsible for overseeing and providing leadership to health IT programs of large national scope and impact to the company. Ensures programs meet and exceed expectations by overseeing health IT program activities, timeliness, budget and internal quality control standards. Serves as the primary liaison between the customer and the company. Facilitates activities between the company, customers and partners, providing continual status reports and resolving issues in a timely manner.

Health IT Program Manager II

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 10 years of experience in a clinical, information systems and/or client relationship environment; demonstrated experience with information technology, data and data reporting.

Duties: Responsible for overseeing and providing leadership to health IT programs of large national scope and impact to the company. Ensures programs meet and exceed expectations by overseeing health IT program activities, timeliness, budget and internal quality control standards. Serves as the primary liaison between the customer and the company. Facilitates activities between the company, customers and partners, providing continual status reports and resolving issues in a timely manner.

Health IT Program Manager I

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 5 years of experience in a clinical, information systems and/or client relationship environment; demonstrated experience in client services with information technology, data and data reporting.

Duties: Responsible for overseeing and providing account management to health IT programs of national scope. Ensures programs meet and exceed expectations by overseeing health IT program activities, timeliness, budget and internal quality control standards. Serves as the

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primary liaison between the customer and the company. Facilitates activities between the company, customers and partners, providing continual status reports and resolving issues in a timely manner.

Health IT Project Manager III

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 15 years of experience managing projects using a formal project management methodology

Duties: This position is responsible for managing health IT projects of varying size and complexity, following standardized project management processes. Develops, finalizes and manages the timeline, budget, security plans and monitors the process for projects. Manages the scope of projects to ensure they are completed in an accurate and timely manner according to the customer's and Company's requirements.

Health IT Project Manager II

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 10 years of experience managing projects using a formal project management methodology

Duties: This position is responsible for managing health IT projects of varying size and complexity, following standardized project management processes. Develops, finalizes and manages the timeline, budget, security plans and monitors the process for health IT projects. Manages the scope of health IT projects to ensure they are completed in an accurate and timely manner according to the customer's and Company's requirements.

Health IT Project Manager I

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 5 years of experience managing projects using a formal project management methodology

Duties: This position is responsible for managing health IT projects of varying size and complexity, following standardized project management processes. Develops, finalizes and manages the timeline, budget, security plans and monitors the process for health IT projects. Manages the scope of health IT projects to ensure they are completed in an accurate and timely manner according to the customer's and Company's requirements.

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Health IT Technical Administrator III

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 15 years of experience in a technical role such as systems administration, networking, security or related infrastructure experience.

Duties: This position is responsible for the operations, administration, monthly maintenance, system security and integrity of servers, networks and infrastructure related health information technologies supporting Telligen's customers. Serves as a technical lead with internal / external customers, hardware / software vendors, systems analysis, systems architecture, systems design and documentation, systems monitoring to support new and existing software installations, configurations, standards, and system backups.

Health IT Technical Administrator II

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 10 years of experience in a technical role such as systems administration, networking, security or related infrastructure experience.

Duties: This position is responsible for the operations, administration, monthly maintenance, system security and integrity of servers, networks and infrastructure related health information technologies supporting Telligen's customers. Serves as a technical resource to less experienced team members, internal / external customers, hardware / software vendors, systems analysis, systems architecture, systems design and documentation, systems monitoring to support new and existing software installations, configurations, standards, and system backups.

Health IT Technical Administrator I

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 5 years of experience in a technical role such as systems administration, networking, security or related infrastructure experience.

Duties: This position is responsible for optimal system performance of the operations, administration, monthly maintenance, system security and integrity of servers, networks and infrastructure related health information technologies supporting Telligen's customers. Serves as a technical resource to less experienced team members, internal / external customers, hardware / software vendors, systems analysis, systems architecture, systems design and documentation, systems monitoring to support new and existing software installations, configurations, standards, and system backups.

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Health IT Architect III

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 15 years of experience of application, database or system design experience with progressive responsibilities related to application, database or system architecture across products.

Duties: Designs, develops, and implements software platforms or infrastructure to provide highly-complex, reliable, secure and scalable solutions to meet the organization's objectives and requirements. Partners with all levels of the organization and customers to understand business needs, propose options, set technology direction and influence design and implementation standards. Designs complex systems at the component level, makes strategic technology choices, and directly supervises the quality of designs and implementation inside and between components. Provides support, guidance and mentoring to teams during the analysis, development, and testing processes.

Health IT Architect II

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 10 years of experience of application, database or system design experience with progressive responsibilities related to application, database or system architecture across products.

Duties: Designs, develops, and implements health IT software platforms or infrastructure to provide highly-complex, reliable, secure and scalable solutions to meet the organization's objectives and requirements. Partners with all levels of the organization to understand business needs, propose options, set technology direction and influence design and implementation standards. Designs complex health IT systems at the component level, makes strategic technology choices, and directly supervises the quality of designs and implementation inside and between components.

Health IT Architect I

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 5 years of experience of application, database or system design experience with progressive responsibilities related to application, database or system architecture across products.

Duties: Designs, develops, and implements health IT software platforms or infrastructure to provide highly-complex, reliable, secure and scalable solutions to meet the organization's objectives and requirements. Partners with all levels of the organization to understand business

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needs, propose options, set technology direction and influence design and implementation standards. Designs complex health IT systems at the component level, makes strategic technology choices, and directly supervises the quality of designs and implementation inside and between components.

Health IT Developer III

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 15 years of experience in programming, software development, quality assurance or related field.

Duties: Responsible for serving as a lead technical consultant for health IT projects of a diverse scope. Provides leadership responsibilities to less experienced staff. This position will be responsible for the design and development of new health IT software programs by analyzing end user and client needs. The incumbent will assist programming staff in troubleshooting complex issues. Designs and codes new reports, programs and other software and system components according to department and Company guidelines.

Health IT Developer II

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 10 years of experience in programming, software development, quality assurance or related field.

Duties: Responsible for serving as a lead technical consultant for health IT projects of a diverse scope. Provides leadership responsibilities to less experienced staff. This position will be responsible for the design and development of new health IT software programs by analyzing end user and client needs. The incumbent will assist programming staff in troubleshooting issues. Designs and codes new reports, programs and other software and system components according to department and Company guidelines.

Health IT Developer I

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 5 years of experience in programming, software development, quality assurance or related field.

Duties: Responsible for serving as a lead technical consultant for health IT projects of a diverse scope. This position will be responsible for the design and development of new health IT software programs by analyzing end user and client needs. Designs and codes new reports,

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programs and other software and system components according to department and Company guidelines.

Health IT Analyst III

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 15 years of experience in security, business analysis, data analysis, quality assurance or related field.

Duties: Responsible for serving as a lead technical consultant for health IT projects of a diverse scope. Provides leadership responsibilities to less experienced staff. Designs and develops new health IT reports, programs, and other systems according to company guidelines. Performs needs analysis of client and end users. Leads the research planning, design development and deployment of systems and/or programs. Leads the planning, researching, designing and evaluation of new health information technologies and processes.

Health IT Analyst II

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 10 years of experience in security, business analysis, data analysis, quality assurance or related field.

Duties: Performs the design, development, and analysis of new health IT programs, data, and systems by analyzing end user and client needs. Leads the planning, researching, designing and evaluation of new health information technologies and processes. Collaborates with customers and end users to ensure products and services meet their needs.

Health IT Analyst I

Education: B.A. or B.S. degree and/or equivalent training and/or experience

Experience: Up to 5 years of experience in security, business analysis, data analysis, quality assurance or related field.

Duties: Performs the design, development, and analysis of new health IT programs, data, and systems by analyzing end user and client needs. Leads the planning, researching, designing and evaluation of new health information technologies and processes. Collaborates with customers and end users to ensure products and services meet their needs.

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Health IT Admin Support III

Education: Two year degree in business or related field and/or equivalent training and/or experience

Experience: Up to 15 years of experience in project administrative support; demonstrated ability working with confidential information and in a deadline driven environment; demonstrated ability to effectively multi-task and problem solve.

Duties: Provides project support for multiple complex health IT contracts/programs/customers including supporting development of business specific documents. Business specific documents may include, but are not limited to, manuals, reports and educational materials. Performs support functions, such as answering program inquires via telephone or help desk, travel arrangements, registrations, purchasing supplies for the team, scheduling onsite and offsite meetings and conference calls, answering phones, copying and distributing correspondence.

Health IT Admin Support II

Education: Two year degree in business or related field and/or equivalent training and/or experience

Experience: Up to 10 years of experience in project administrative support; demonstrated ability working with confidential information and in a deadline driven environment; demonstrated ability to effectively multi-task and problem solve.

Duties: Provides project support for multiple health IT contracts/programs/customers including supporting development of business specific documents. Business specific documents may include, but are not limited to, manuals, reports and educational materials. Performs support functions, such as answering program inquires via telephone or help desk, travel arrangements, registrations, purchasing supplies for the team, scheduling onsite and offsite meetings and conference calls, answering phones, copying and distributing correspondence.

Health IT Admin Support I

Education: Two year degree in business or related field and/or equivalent training and/or experience

Experience: Up to 5 years of experience in project administrative support; demonstrated ability working with confidential information and in a deadline driven environment; demonstrated ability to effectively multi-task and problem solve.

Duties: Provides project support for health IT contracts/programs/customers including supporting development of business specific documents. Business specific documents may

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include, but are not limited to, manuals, reports and educational materials. Performs support functions, such as answering program inquires via telephone or help desk, travel arrangements, registrations, purchasing supplies for the team, scheduling onsite and offsite meetings and conference calls, answering phones, copying and distributing correspondence.

HIT Customer Services Representative II

Education: High school diploma and/or equivalent

Experience: Up to 10 years of experience working in a customer service environment; demonstrated experience working in a fast-paced and deadline driven environment; functional PC skills.

Duties: Responsible for receiving and responding to inbound customer inquiries and performing outbound calls for the purpose of gathering data or providing information. Performs data entry and maintaining data integrity.

HIT Customer Services Representative I

Education: High school diploma and/or equivalent

Experience: Up to 5 years of experience working in a customer service environment; demonstrated experience working in a fast-paced and deadline driven environment; functional PC skills.

Duties: Responsible for receiving and responding to inbound customer inquiries and performing outbound calls for the purpose of gathering data or providing information. Performs data entry and maintaining data integrity.

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1.D MAXIMUM ORDER

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

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

Special Item Number 132-56 – Health Information Technology (IT) Services

1.E MINIMUM ORDER

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

1.F GEOGRAPHIC SCOPE OF CONTRACT

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

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

Offerors are requested to check one of the following boxes:

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

1.G POINT(S) OF PRODUCTION

Not applicable.

1.H DISCOUNT FROM LIST PRICES OR STATEMENT OF NET PRICE

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

a. Dollar Volume

SIN 132-51: 1% for orders over \$500,000

SIN 132-56: 1% for orders over \$500,000

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- b. Government Education Institutions: Government Educational Institutions are offered the same discounts as all other Government Customers.

1.I QUANTITY DISCOUNTS

SIN 132-51: None

SIN 132-56: None

1.J PROMPT PAYMENT TERMS

SIN 132-51: Net 30 days from receipt of invoice or date of acceptance, whichever is later.

SIN 132-56: Net 30 days from receipt of invoice or date of acceptance, whichever is later.

Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

1.K GOVERNMENT PURCHASE CARDS AT OR BELOW MICRO-PURCHASE THRESHOLD

Use of Government Purchase Cards for orders at or below the Micro-Purchase threshold is accepted.

1.L GOVERNMENT PURCHASE CARDS ABOVE THE MICRO-PURCHASE THRESHOLD

Use of Government Purchase Cards for orders above the Micro-Purchase threshold is not accepted.

1.M FOREIGN ITEMS

None.

1.N TIME OF DELIVERY

Specified on the task order.

1.O EXPEDITED DELIVERY

Contact Contractor.

1.P OVERNIGHT AND 2-DAY DELIVERY

Contact Contractor.

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1.Q URGENT REQUIREMENTS

Contact Contractor.

1.R F.O.B. POINT

Destination.

1.S ORDERING ADDRESS

Same as Contractor.

1.T ORDERING PROCEDURES

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

1.U PAYMENT ADDRESS

Telligen

1776 West Lakes Parkway

West Des Moines, IA 50266 7711

1.V WARRANTY PROVISION

Contractor's standard commercial warranty.

1.W EXPORT PACKING CHARGES

Not applicable.

1.X TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARDS

Contact contractor.

1.Y TERMS AND CONDITIONS OF RENTAL, MAINTENANCE AND REPAIR

Not applicable.

1.Z TERMS AND CONDITIONS OF INSTALLATION

Not applicable.

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1.AA TERMS AND CONDITIONS OF REPAIR PARTS

Not applicable.

1.BB TERMS AND CONDITIONS FOR ANY OTHER SERVICE

Not applicable.

1.CC LIST OF SERVICE AND DISTRIBUTION POINTS

Not applicable.

1.DD LIST OF PARTICIPATING DEALERS

Not applicable.

1.EE PREVENTATIVE MAINTENANCE

Not applicable.

1.FF SPECIAL ATTRIBUTES

Not applicable.

1.GG SECTION 508 COMPLIANCE

Telligen, when required, will conform with 508 compliance requirements in accordance with 508 of the Rehabilitation Act of 1993 as amended.

1.HH DATA UNIVERSAL NUMBER SYSTEM (DUNS)

DUNS Number: 08-7131785

1.II NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE

Contractor has registered with the Central Contractor Registration (CCR) database and with the newer System for Award Management (SAM).