



GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage! ®, a menu-driven database system. The INTERNET address of GSA Advantage! ® is: GSAAvantage.gov.

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

FSC Group 70

FSC Class – 7010

Contract Number – GS-35F-448CA

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Contract Period – August 4, 2015 through August 3, 2020

Contractor: **Solvent Information Systems, Incorporated dba Synergy Asia Pacific**

1050 Bishop Street, Suite 176

Honolulu, HI 96813

Telephone: 808-537-5200 Fax: 203-222-5299

www.synergyonline.com

Small Business

1. Awarded SINs – 132 50 Training Courses; 132 51 IT Professional Services
- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

132 50 See Appendix A

132 51 See Appendix B



- 1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

See Appendix C

2. Maximum Order – 132 50 \$25,000
132 51 \$500,000
3. Minimum Order - \$100
4. Geographic Coverage – 50 United States, Puerto Rico and US territories
5. Point(s) of Production – United States of America
6. Discount from List Prices: Prices shown are NET prices; Basic Discounts have been deducted.
7. Quantity Discount –
132 50 Single task orders with 5 to 9 students receive an additional 1%;
Single task orders with 10 to 15 students receive an additional 2%
132 51 Single task orders of \$50,000 to \$99,999.99 receive an additional 1%;
Single task orders of \$100,000.00 to \$149,999.99 receive an additional 2%;
Single task orders of \$150,000 to \$199,999.999 receive an additional 3%;
Single task orders in excess of \$200,000.00 receive an additional 4%.
8. Prompt payment terms – None
Credit Card Discount terms – None
- 9a. Government Purchase cards accepted at or below micro purchase threshold – Yes
- 9b. Government Purchase cards accepted above micro purchase threshold – Yes
10. Foreign Items – None
- 11a. Time of delivery – Negotiated at the task order level
- 11b. Expedited delivery – Negotiated at the task order level
- 11c. Overnight and 2-day delivery - Negotiated at the task order level
- 11d. Urgent Requirements - Negotiated at the task order level



12. F.O.B. point(s) – Destination
- 13a. Ordering address(es) – 1050 Bishop Street, Suite 176, Honolulu, HI 96813
- 13b. Ordering procedures – EDI Chris Bayot, 1050 Bishop Street, Suite 176, Honolulu, HI 96813
14. Payment address(es) – 1050 Bishop Street, Suite 176, Honolulu, HI 96813
15. Warranty Provision – Standard Commercial Warranty
16. Export Packing Charges – None
17. Terms and conditions of Government purchase card acceptance – Accepted for above, at or below the micro purchase threshold.
18. Terms and conditions of rental, maintenance, and repair – None
19. Terms and conditions of installation – None
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices – None
- 20a. Terms and conditions for any other services – See Appendix D
21. List of service and distribution points – None
22. List of participating Dealers – None
23. Preventative maintenance – None
- 24a. Special attributes such as environmental attributes – None
- 24b. Section 508 – Not Applicable
24. Data Universal Number System (DUNS) number – 360691591
26. Notification regarding registration in System for Award Management (SAM) database - Active



Appendix A 132 50 Pricing

Synergy Asia Pacific
Training Course Pricing

SIN	Course Number	Service	GSA Price
132 50	P10101	SharePoint 2010 Information Worker Course (1 day)	\$ 393.97
132 50	P10102	SharePoint 2010 Site Administrator Course (1 day)	\$ 393.97
132 50	P10103	SharePoint 2010 Content Manager Course (1 day)	\$ 393.97
132 50	P10104	SharePoint 2010 Power User Course (3 days)	\$ 986.42
132 50	P13101	SharePoint 2013 Information Worker Course (1 day)	\$ 393.97
132 50	P13102	SharePoint 2013 Content Manager Course (1 day)	\$ 393.97
132 50	P13103	SharePoint 2013 Site Administrator Course (2 days)	\$ 798.95
132 50	P13104	SharePoint 2013 Power User Course (4 days)	\$ 1315.22



Appendix B 132 51 Pricing

**Synergy Asia Pacific
Labor Rates**

SIN	Service	UOM	Rate CY 1	Rate CY 2	Rate CY 3	Rate CY 4	Rate CY 5
132 51	Senior Solution Architect	Hour	\$ 217.23	\$ 222.66	\$ 228.23	\$ 233.93	\$ 239.78
132 51	Senior Consultant	Hour	\$ 197.48	\$ 202.42	\$ 207.48	\$ 212.66	\$ 217.98
132 51	Project Manager	Hour	\$ 187.61	\$ 192.30	\$ 197.11	\$ 202.04	\$ 207.09
132 51	Consultant	Hour	\$ 187.61	\$ 192.30	\$ 197.11	\$ 202.04	\$ 207.09
132 51	Technical Specialist	Hour	\$ 182.67	\$ 187.24	\$ 191.92	\$ 196.72	\$ 201.63
132 51	Administrative	Hour	\$ 128.36	\$ 131.57	\$ 134.86	\$ 138.23	\$ 141.69



Appendix C

Labor Category Descriptions

Synergy Asia Pacific offers the following Labor Category Descriptions to support the effort contemplated herein.

Senior Solution Architect

This role is responsible for high-level design of enterprise solutions. The staff member will have at minimum a 4 year degree and more than 10 years' experience engineering solutions which integrate multiple platforms or applications. In addition, this person has recognized mastery of a technology or product, holding one or more certifications in their specializations. This role may be responsible for engineering, development, web design, graphics design, testing, training, troubleshooting, or authoring documentation as well as overseeing other team members.

Senior Consultant

This role is responsible for both requirements analysis and implementation of platform solutions. The staff member will have at minimum a 4 year degree and 5 to 10 years' industry experience and demonstrate expertise in two or more technology or product specializations. This staff member will also hold technical certification(s) in their product specialization(s). This role may be responsible for engineering, development, web design, graphics design, testing, training, troubleshooting, or authoring documentation.

Project Manager

This role is responsible for coordinating requirements gathering, project scheduling, and resource management. The staff member will have at minimum a 4 year degree and 5 to 10 years' industry experiences.

Consultant

This role performs general project tasks under the supervision of the team lead. The staff member will have a 4 year degree and 3 to 7 years' industry experience and demonstrate a high level of expertise in a technology or product specialization. This staff member will either hold or be working toward technical certification in their product specialization. This role may be responsible for



engineering, development, web design, graphics design, testing, training, troubleshooting, or authoring documentation.

Technical Specialist

This role is responsible for assisting in solution implementation as well as support, testing, and troubleshooting. The staff member will have a high school diploma and has competency in a technology or product specialization and will either hold or be working toward technical certification in that specialization. This role may be responsible for development, web design, graphics design, testing, training, troubleshooting, or authoring documentation.

Administrative

The staff member will have a high school diploma. This role is responsible for non-technical project tasks such as scheduling and proofreading.



Appendix D

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF
TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL
INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE
(SPECIAL ITEM NUMBER 132-50)**

1. SCOPE

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
- b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

2. ORDER

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

3. TIME OF DELIVERY

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

4. CANCELLATION AND RESCHEDULING

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



- c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
- d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support or online support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. PRICE FOR TRAINING

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

7. INVOICES AND PAYMENT

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

8. FORMAT AND CONTENT OF TRAINING

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



- (4) The minimum and maximum number of students per class;
- (5) The locations where the course is offered;
- (6) Class schedules; and
- (7) Price (per student, per class (if applicable)).

e. For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

f. For Online Training Courses, a copy of all training material must be available for electronic download by the students.

9. "NO CHARGE" TRAINING

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



**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)**

*******NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.***

1. SCOPE

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

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

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

3. ORDER

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

4. PERFORMANCE OF SERVICES



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

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

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

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

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

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.



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

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

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS-- COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS ·COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I ··OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

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

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

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

9. INDEPENDENT CONTRACTOR

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

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

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

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



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

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

11. INVOICES

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

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
 - (1) The offeror;
 - (2) Subcontractors; and/or



(3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

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

14. INCIDENTAL SUPPORT COSTS

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

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science