

Schedule 70

General Purpose Commercial Information Technology Equipment, Software and Services

General Services Administration
Authorized Information Technology
Schedule Pricelist

- SPECIAL ITEM No. 132-50
- TRAINING COURSES
(FPDS Code U012)
- SPECIAL ITEM No. 132-51
- INFORMATION
TECHNOLOGY
PROFESSIONAL
SERVICES
- (FPDS Code D399 Other
Information Technology
Services, Not Elsewhere
Classified)

Additional Contract Information

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.

Company Information:

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Contract Number: GS-35F-0311S

Period Covered by Contract: March 23, 2016 – March 22, 2021 *Current through Mod PS-0043 effective 7/17/2019*

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

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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.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 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.

1. Geographic Scope of Contract:

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

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

Offerors are requested to check one of the following boxes:

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

☐ The Geographic Scope of Contract will be overseas delivery only.

☒ The Geographic Scope of Contract will be domestic delivery only.

2. Contractor's Ordering Address and Payment Information:

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: [\(240\)-667-7757](tel:240-667-7757)

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: **120222992**

Block 30: Type of Contractor - **A. Small Disadvantaged Business**

Block 31: Woman-Owned Small Business - **Yes**

Block 36: Contractor's Taxpayer Identification Number (TIN): **52-2121835**

4a. CAGE Code: 3G3S5

4b. Contractor *has* registered with the Central Contractor Registration Database.

5. FOB Destination

6. Delivery Schedule

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

- SPECIAL ITEM NUMBER DELIVERY TIME (Days ARO)
- 132-50 As agreed to between Phoenix TS and ordering activity
- 132-51 As agreed to between Phoenix TS and ordering activity

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

7. Discounts

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

- Prompt Payment: **None**
- Quantity: **None**

- Dollar Volume: None
- Government Educational Institutions: None
- Other: None

8. Trade Agreements Act of 1979, As Amended:

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

9. Statement Concerning Availability of Export Packaging: N/A

10. Small Requirements:

The minimum dollar value of orders to be issued is \$100.

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

- The Maximum Order value for the following Special Item Numbers (SINs) is \$25,000: Special Item Number 132-50 - Training Courses
- The Maximum Order for the following Special Item Numbers (SINs) is \$500,000: Special Item Number 132-51- Information Technology Professional Services

12. Ordering Procedures for Federal Supply Schedule Contracts

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

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

13. Federal Information Technology/Telecommunication Standards

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

- **FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPSPUBS):** Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to 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.

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

14. Contractor Tasks/Special Requirements (C-FSS-370) (Nov 2003)

- **Security Clearances:** The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- **Travel:** The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub.L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- **Certifications, Licenses and Accreditations:** As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- **Insurance:** As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- **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.

- **Organizational Conflicts of Interest:** Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- **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.
- **Data/Deliverable Requirements:** Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- **Government-Furnished Property:** As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- **Availability of Funds:** Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- **Overtime:** For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. Contract Administration for Ordering Activities:

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

16. GSA Advantage!

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

- Manufacturer;
- Manufacturer's Part Number; and
- Product categories.

Agencies can browse GSA Advantage! at <http://www.gsaadvantage.gov>

17. Purchase of Open Market Items

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

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

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

18. Contractor Commitments, Warranties and Representations

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

- Time of delivery/installation quotations for individual orders;
- 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.
- Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

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:

Not Applicable

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity

support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. Blanket Purchase Agreements (BPAs)

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

21. Contractor Team Arrangements

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

22. Installation, Deinstallation, Reinstallation

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

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

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:

www.PhoenixTS.com

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

24. Prime Contractor Ordering From Federal Supply Schedules

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

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

- 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.
- 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—
- For such period as the laws of the State in which this contract is to be performed prescribe; or
- Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.
- 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 <http://www.core.gov>.

27. Advance Payments

may not be more than the value of the service already provided, or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

Terms and Conditions Applicable to Purchase of Training Courses for General Purpose of Commercial Information Technology Equipment and Software (Special Item Number 132-50)

1. Scope

- 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.
- 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

- 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.
- 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.
- The ordering activity reserves the right to substitute one student for another up to the first day of class.
- 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 trainings 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

- 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.
- ****If applicable**** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.
- The Contractor shall provide each student with a Certificate of Training at the completion of each training course.
- The Contractor shall provide the following information for each training course offered:
 - The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
 - The length of the course;
 - Mandatory and desirable prerequisites for student enrollment;
 - The minimum and maximum number of students per class;
 - The locations where the course is offered;
 - Class schedules; and
 - Price (per student, per class (if applicable)).
- 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.

- For Online Training Courses, a copy of all training material must be available for electronic download by the students.
- **“NOCHARGE” 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. ***Not Applicable***

Terms and Conditions Applicable to Information Technology (IT) Professional Services (Special Item Number 132-50)

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

1. Scope

- The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT/IAM Professional Services within the scope of this Information Technology Schedule.
- 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)

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

- 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.

- 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

- The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- 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.
- Any Contractor travel required in the performance of IT/IAM 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)

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

- 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.
- 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.
- 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/IAM Professional Services.

9. Independent Contractor

All IT/IAM 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

- 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.
- 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/IAM 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:

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

- The offeror;
- Subcontractors; and/or
- 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/IAM Professional Services and Pricing

- The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 132-51 IT/IAM 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.
- Pricing for all IT/IAM 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

USA Commitment to Promote Small Business Participation Procurement Programs

Preamble

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

Commitment

To actively seek and partner with small businesses.

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

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

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

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

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

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

subcontracting opportunities.

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

To accelerate potential opportunities please contact:

Ben Tchoubineh

ben@phoenixts.com

301-309-0004

Best Value Blanket Purchase Agreement Federal Supply Schedule

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and Phoenix Technology Solutions, LLC 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-0311S. 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

X

Ordering Activity

X

Contractor

Blanket Purchase Agreement

BPA NUMBER:

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):

- 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:
- Delivery:
 - Destination:
 - Delivery Schedules/Dates:
- The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be:
- This BPA does not obligate any funds.
- This BPA expires on _____ or at the end of the contract period, whichever is earlier.
- The following office(s) is hereby authorized to place orders under this BPA:
 - Office:
 - Point of Contact:
- Orders will be place against the BPA via Electronic Data Interchange (EDI), FAX or paper.
- 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:
 - Name of Contractor:
 - Contract Number:
 - BPA Number:
 - Model Number or National Stock Number (NSN):
 - Purchase Order Number:
 - Date of Purchase:



- 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)
- Date of Shipment
- 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.
- 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.

Basic Guidelines for Using “Contractor Team Arrangements”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract. Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements. Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customer's needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer's requirement.
- Customers make a best value selection.

Phoenix TS SIN 132 50 Training Course Descriptions

Course Name: Interconnecting Cisco Networking Devices1 (ICND 1)

Course Number: 1001

Course Description: This course focuses on developing skills that will allow you to implement small switched and routed networks that consist of 1 to 20 hosts connected to a single switch.

From being able to describe how networks work to being able to use command-line interfaces to discover neighbors and manage configurations, you will learn everything you need from the ground up.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Interconnecting Cisco Networking Devices 2 (ICND 2)

Course Number: 1002

Course Description: The purpose of this five-day course is to teach you the skills necessary to use Cisco Catalyst switches and routers that are connected to LANs and WANs in medium sized networks.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Cisco Certified Network Associate (CCNA)

Course Number: 1003

Course Description: This Cisco Certified Network Associate course gives students the skills and knowledge that they need to manage an entire network environment. Each course participant will learn how to properly install and operate a small to medium-size branch office. Students will be able to troubleshoot network problems and configure all of the parts of a network including switches and routers. These courses will also focus on implementing WAN connections and maintaining network security.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: CCNP: Implementing Cisco IP Routing (ROUTE)

Course Number: 1004

Course Description: The ROUTE course is fit for network engineers who possess at least one year of work experience professionally and are prepared to advance their IT skills and work on complex network solutions independently. Students will learn how to plan, configure and verify the implementation of secure enterprise routing solutions (LAN and WAN) using a range of routing protocols. This course also features configurations which best support branch offices as well as mobile workers.

Course Length: 5 Day(s)

Prerequisites: At least one year of networking experience

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: CCNP: Implementing Cisco IP Switched Networks (SWITCH)

Course Number: 1005

Course Description: SWITCH is also best for the network engineer with one year of work experience minimum who is ready to take the next step in terms of working independently on network solutions of a complex nature. Students will learn about planning, configuring and verifying the implementation of complicated enterprise switching set ups using Cisco's Campus Enterprise Architecture. The course also includes secure integration of VLANs, WLANs, voice and video traffic into campus networks.

Course Length: 5 Day(s)

Prerequisites: At least one year of networking experience

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: CCNP: Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)

Course Number: 1006

Course Description: TSHOOT is again with the network engineer who has a year of work experience in mind. It advances IT professionals to a point where they will ultimately be able to work on high-end network solutions independently. Students will acquire knowledge which enables them to (1) perform standard maintenance on complicated enterprise routed as well as switched networks and (2) utilize technology-based practices in combination with a



systematic ITIL-compliant approach to execute network troubleshooting. Hands-on learning and reinforcement of troubleshooting skills is provided in extensive labs.

Course Length: 5 Day(s)

Prerequisites: At least one year of networking experience

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: ICOMM - Introducing Cisco Voice and Unified Communications Administration v8.1

Course Number: 1007

Course Description: The ICOMM training course is available in both an online and in-person format. This 5-day training course is part of the CCNA Voice and CCNA Video certification tracks. It is designed to provide the necessary knowledge and skills to maintain and operate a Cisco Unified Communications solution that is based on Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unified Presence and Cisco Unity Connection.

Course Length: 5 Days

Prerequisites: Networking experience

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Class Location: Client site or Phoenix TS provided site

Course Name: IUWNE - Implementing Cisco Unified Wireless Networking Essentials v2.0

Course Number: 1008

Course Description: The IUWNE training course is available in both an online and in-person format. This 5-day training course is designed to provide the necessary knowledge and skills to design, install, configure, monitor and troubleshoot the Cisco WLAN.

In addition, students will be led through all the exam objectives so that they are properly prepared to handle the CCNA Wireless certification exam at the end of the 5-day course.

Course Length: 5 Days

Prerequisites: Networking experience

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: IINS - Implementing Cisco IOS Network Security v2.0

Course Number: 1009

Course Description: Formerly known as CCNA Security, the IINS training course is available in both an online and in- person format. This 5-day training course is designed to provide the necessary knowledge and skills to properly implement and monitor a comprehensive security policy.

In addition, students will be led through all the exam objectives so that they are properly prepared to handle the CCNA Security certification exam at the end of the 5-day course

Course Length: 5 Days

Prerequisites: Networking experience

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: DCUCI - Implementing Cisco Data Center Unified Computing v5.0

Course Number: 1018

Course Description: The DCUCI training course is available in both an online and in-person format. This 5-day training course is part of the CCNP Data Center certification and is designed to provide the fundamental knowledge and skills necessary to manage, maintain, troubleshoot and execute an effective virtualization implementation strategy.

In addition, students will be led through all the exam objectives so that they are properly prepared to handle the DCUCI exam at the end of the 5-day course. Course Length: 5 Days

Prerequisites: CCNA

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: DCMDS - Configuring Cisco MDS 9000 Series Switches

Course Number: 1020

Course Description: The DCMDS training course is available in both an online and in-person format. This 5-day training course is designed to provide the fundamental knowledge and skills necessary to configure and manage the Cisco MDS 9000 Series Switches.



Course Length: 5 Days

Prerequisites: CCNA

of students/class: 1

Course Schedules: As agreed to between ordering agency and Phoenix TS Class Location:
Client site or Phoenix TS provided site

Course Name: Securing Cisco Networks with Threat Detection and Analysis (SCYBER)

Course Number: 1021

Course Description: This course is designed for IT professionals pursuing their Cyber Security Specialist Certification and can empower them with the knowledge that can translate into the skills to operate on a security analysis team. The training focuses on fundamental cyber security concepts and terminology, the functionality of network security operations centers (SOC), and the skills/tools for monitoring, analyzing and responding to network security threats.

Course Length: 5 Days

Prerequisites: CCNA

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: CompTIA A+

Course Number: 1028

Course Description: Phoenix TS five-day CompTIA A+ course provides students with the best possible knowledge base for taking the A+ certification exam. The Phoenix TS A+ course involves hands on training, which expands the student's perspective and knowledge on a computer's hardware and their operating systems (DOS / Windows 9x, 2000 and XP). Upon completing this course, students will have the background they need to comprehend the basic fundamentals of PC technology, PC networking, and PC security. They will also possess the aptitude that is required to identify computer hardware, as well as peripheral, networking, and lastly, security components.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: CompTIA Network+

Course Number: 1029

Course Description: Phoenix TS 5-day CompTIA Network+ Boot Camp provides students the most complete preparation for the Network+ certification exam. This is an accelerated approach to learning which meets the demands of IT professionals who seek effective skill-building as it applies to the real world. Students graduate with the skills and knowledge required to handle installation, management and troubleshooting on various of networks living on platforms of any type. At the end of the training students will be ready to take their CompTIA Network+ Certification exam.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: CompTIA Security+

Course Number: 1030

Course Description: Phoenix TS 5-day CompTIA Security+ Boot Camp provides students the most complete preparation for the Security+ certification exam. This effective accelerated learning arrangement is designed for the IT professional who demands real-world skill-building while gaining their certification. Our Security+ training teaches students knowledge and skills needed to protect computers and networks from the theft or destruction of information or disruption of communication.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: CompTIA Server+

Course Number: 1031

Course Description: CompTIA Server+ awarded by CompTIA organization is a widely recognized certification in the area of server technologies. It certifies the technical knowledge

and skills required to build, maintain, troubleshoot and support server hardware and software technologies.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: CompTIA Linux+

Course Number: 1032

Course Description: CompTIA Linux+ Powered by LPI is a high-stakes, vendor-neutral certification that validates the fundamental knowledge and skills required of junior Linux administrators.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Certified Ethical Hacker (CEH)

Course Number: 1035

Course Description: During our 5-day EC-Council Certified Ethical Hacker Certification (CEHv7) course at Phoenix TS, students will learn to look for the vulnerabilities and weaknesses in different target systems using the same knowledge and tools as a hacker.

Course Length: 5 Day(s)

Prerequisites: Experience in the Computer Security field is strongly recommended

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Computer Hacking Forensic Investigator (CHFI)

Course Number: 1036

Course Description: The Computer Hacking Forensic Investigator course gives students the skills that they need to locate the online footprints of computer perpetrators. Forensic investigators can benefit from this course by learning how to effectively gather evidence to



prosecute offenders. You will learn the latest information about forensic software, hardware and how to apply specialized forensic techniques.

Course Length: 5 Day(s)

Prerequisites: CEH certification is recommended

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: ECSA/LPT

Course Number: 1037

Course Description: The course explores the analytical phase of ethical hacking. Through it, you will learn about the skills and tools needed to identify and correct security flaws in network infrastructure.

Course Length: 5 Day(s)

Prerequisites: CEH certification is recommended

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Certified Information Security Manager (CISM)

Course Number: 1038

Course Description: Phoenix TS CISM course provides a common body of knowledge for information security management. The focus of this course is on information risk management as the basis of information security. Additionally, material on broader issues is included such as how to govern information security as well as information on practical issues such as developing and managing an information security program and how to respond when incidents arise.

Course Length: 5 Day(s)

Prerequisites: At least one year of IT Management experience

of students/class:1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Certified Information Systems Auditor (CISA)

Course Number: 1039



PhoenixTS

Course Description: CISA course covers topics such as IS audit process, IT Governance, Systems and infrastructure life-cycle management, IT service delivery and support, protection of information assets, business continuity and disaster recovery.

Course Length: 5 Day(s)

Prerequisites: A minimum of one year of information systems experience OR one year of financial or operational auditing experience

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Foundations

Course Number: 1040

Course Description: In this 3-day exciting and dynamic course, you will prepare for and take the ITIL® 2011 Certification Exam. Students will get an introduction to the lifecycle of managing IT services to deliver to business expectations. In addition, students will gain the knowledge and practical skills to identify opportunities to develop IT processes using ITIL® 2011, interact with IT teams using ITIL® terminology and concepts, and recognize the importance of IT and business integration.

Course Length: 3 Day(s)

Prerequisites: At least one year of IT Management experience

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Lifecycle - Service Strategy (SS)

Course Number: 1041

Course Description: This accredited CSME/APMG training program is designed for students seeking a specialist certification in ITIL's Service Strategy area of practice. Students who are applicable for this program include the following: executives, managers, team leaders, supervisory staff, planners and architects who currently hold a valid 2011 Foundation certificate. This qualification will provide students with a complete overview of Service Strategy subjects including all of its related activities. These activities include the designing, developing, and implementation of service management not only as an important organizational ability but also as a strategic asset.

Course Length: 3 Day(s)

Prerequisites: At least one year of IT Management experience

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Lifecycle - Service Design (SD)

Course Number: 1042

Course Description: This accredited CSME/APMG training program is for individuals seeking to achieve a specialist certification in ITIL's Service Design practice area. Candidates for this program include managers, executives, team leaders, supervisory staff, architects and planners who possess a V3 Foundation certificate

Course Length: 3 Day(s)

Prerequisites: At least one year of IT Management experience

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Lifecycle - Service Transition (ST)

Course Number: 1043

Course Description: This accredited CSME/APMG training program is for individuals seeking a specialist certification in ITIL's Service Transition practice area. Potential participants for this program include managers, executives, supervisory staff, team leaders, planners and architects who hold a V3 Foundation certificate.

Course Length: 3 Day(s)

Prerequisites: At least one year of IT Management experience

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Lifecycle - Service Operation (SO)

Course Number: 1044

Course Description: This accredited CSME/APMG training program is for individuals seeking a specialist certification in ITIL's Service Operation practice area.

Course Length: 3 Day(s)

Prerequisites: At least one year of IT Management experience

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Lifecycle - Continual Service Improvement (CSI)

Course Number: 1045

Course Description: This accredited CSME/APMG training program is for participants searching for specialist certification in ITIL's Continual Service Improvement practice area. Candidates for this program include managers, executives, team leaders, supervisory staff, planners and architects who hold a 2011 Foundation certificate.

Course Length: 3 Day(s)

Prerequisites: At least one year of IT Management experience

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Capability - Operational Support & Analysis (OSA)

Course Number: 1046

Course Description: The accredited CSME/APMG training program is for individuals searching for a specialist certification in ITIL's Operational Support & Analysis practice area. Candidates for this program are implementation and operation specialist who possess a Foundation certificate.

Course Length: 5 Day(s)

Prerequisites: At least one year of IT Management experience

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Capability - Release, Control & Validation (RCV)

Course Number: 1047

Course Description: This accredited CSME/APMG training program is for students that are seeking a specialist certification in ITIL's Release, Control & Validation areas of practice. Candidates who qualify for this program will include implementation and operation specialists who are required to hold a V3 Foundation certificate.

Course Length: 5 Day(s)

Prerequisites: At least one year of IT Management experience

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Capability - Planning Protection & Optimization (PPO)

Course Number: 1048

Course Description: This accredited CSME/APMG program is for students seeking a specialist certification within ITIL's Planning, Protection & Optimization areas of practice. Candidates that qualify for this program include individuals who have interest in becoming implementation and operation specialists and who hold a Foundation certificate from 2011.

Course Length: 5 Day(s)

Prerequisites: At least one year of IT Management experience

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Capability - Service Offerings & Agreements (SOA)

Course Number: 1049

Course Description: This accredited CSME/APMG training program is designed for students seeking a specialist certification in ITIL's Service Offerings & Agreements areas of practice. Students who qualify for this program include individuals who are implementation and operation specialists who hold a valid 2011 Foundation certificate.

Course Length: 5 Day(s)

Prerequisites: At least one year of IT Management experience

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: ITIL® 2011 Capstone - Managing Across the Lifecycle (MALC)

Course Number: 1050

Course Description: This accredited CSME/APMG training program is for individuals searching to take the final class to ITIL Expert. Candidates for this course must have already passed the exams to hold the ITIL 2011 Foundation Certificate plus have incurred a further 15 credits from the ITIL Service Lifecycle track, the ITIL Service Capability track or a equaled selection from both ITIL Service Lifecycle and Service Capability qualifications. Documented evidence of this must be presented to enroll to this certification level.

Course Length: 5 Day(s)

Prerequisites: At least one year of IT Management experience

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Certified Wireless Network Administrator (CWNA)

Course Number: 1051

Course Description: The CWNA certification is the foundation level enterprise Wi-Fi certification for the CWNP Program, and CWNA is required for your CWSP and CWNE certifications. Your CWNA certification will get you started in your wireless career by ensuring you have the skills to successfully survey, install, and administer enterprise Wi-Fi networks.

Course Length: 5 Day(s)

Prerequisites: Familiar with Wireless LAN Hardware and Software

of students/class:1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Certified Wireless Security Professional (CWSP)

Course Number: 1052

Course Description: The Certified Wireless Security Professional certification is the professional level wireless LAN certification for the CWNP Program. The CWSP certification will assist in advancing your career by helping to ensure that you have the skills needed to successfully secure enterprise Wi-Fi networks from hackers. This certification allows you to do all of this regardless of which brand of Wi-Fi gear your organization uses.

Course Length: 4 Day(s) Prerequisites: CWNA Certification

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Certified Wireless Technology Specialist (CWTS)

Course Number: 1053

Course Description: The CWTS certification will validate the knowledge of enterprise WLAN sales as well as support professionals who need to be familiar and confident with the terminology and basic functionality used within enterprise 802.11 wireless networks.

Course Length: 2 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Certified Wireless Analysis Professional (CWAP)

Course Number: 1055

Course Description: The CWAP certification is a professional level wireless LAN certification for the CWNP Program. The CWAP certification will advance your career by ensuring you have the skills to successfully analyze, troubleshoot, and optimize any enterprise Wi-Fi network, no matter which brand of Wi-Fi gear your organization deploys.

Course Length: 5 Day(s)

Prerequisites: CWNA Certification

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Certified Information Systems Security Professional (CISSP)

Course Number: 1070

Course Description: Phoenix TS 5-day CISSP course prepares you to pass the premier security certification, the Certified Information Systems Security Professional (CISSP). This course focuses on ten areas of discipline determined by (ISC)². Professionals who complete this course will have a good working knowledge of the ten domains of knowledge of CISSP.

Course Length: 5 Day(s)

Prerequisites: Having in field of computer Security is recommended

of students/class:1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Analytics/Basis Statics/Metric

Course Number: 1100

Course Description: This four-day training course starts with introductory information about data—we define basic concepts such as variables, distribution, probability, and more. From here the course progresses to using standard analytical techniques to give data meaning.

Probability and decision making under uncertainty, statistical inference, regression analysis and time series forecasting, optimization and simulation modeling are all covered using familiar, real- world case studies and data. Our course includes plenty of discussion and problem-solving to make it meaningful for students at all levels of experience. In addition, PTS's course focuses on the simple use of Excel spreadsheets to perform these meaningful techniques. In just four days, this course will take the mystery out of data analysis, and give students the confidence to use data to their advantage.

Course Length: 4 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Advanced Analytics

Course Number: 1101

Course Description: The processing data analysis course focuses on equipping decision makers with the skills needed to effectively analyze data. Upon completion of this course, students will understand the significance of data analysis as it relates to federal financial management. With intermediate Microsoft Excel Skills, students will be able to conduct a break-even analysis and a variance analysis. Students will be able to calculate the internal rate of return and report on Net Present Value (NPV). They will be able to use the queuing theory to assess program performance.

Course Length: 5 Day(s)

Prerequisites: Data Analytics Level 1. Experience analyzing data using Microsoft Excel.

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Data Analytics Level 1

Course Number: 1102

Course Description: This course will introduce students to data analysis, modeling, and spreadsheet usage to make informed decisions. This course is designed for beginners who want foundational knowledge for data analytics, those experienced with statistics, and professionals seeking more advanced methods and skills to further their career.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Data Analytics Level 2

Course Number: 1103

Course Description: Through this advanced course, students will learn how to control the entire analytic process by deciphering large amounts of data and effectively communicating the information they derive. This course provides attendees with the core skills necessary to handle any data intensive analytic project and generate clarity, insight and confidence in order to make sound and measurable business decisions. This course will also bridge the gap between team members that can often cause a project to be unsuccessful.

Course Length: 3 Day(s)

Prerequisites: Data Analytics Level 1. Experience analyzing data using Microsoft Excel.

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Data Analytics Bootcamp

Course Number: 1104

Course Description: Data Analysis Bootcamp focuses on using Microsoft Excel functionalities for data analysis and ultimately decision making. This course covers the entire analytical workflow: collecting, cleaning, analyzing, and presenting both big and small data sets. This course will teach students how to properly collect and handle data derived from multiple sources and then translate it into something meaningful within an Excel spreadsheet. This instructor-led course will provide students with the knowledge to summarize data effectively and use advanced problem solving techniques to develop a thorough understanding of the information.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Project Management for IT Professionals

Course Number: 1105



PhoenixTS

Course Description: This course is a guide to the best practices for managing large IT projects. The class starts with basic principles and develops guidelines for dealing with the increasing complexity of hardware and software. It includes coverage of why projects go wrong and the critical people and process issues that must be addressed by IT managers. Other topics covered include crises management, rapid application development, quality management, risk management, and the emerging role of the Internet.

Course Length: 4 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: SharePoint End user (Customized for DISA)

Course Number: 1106

Course Description: SharePoint End User is a one-day course for SharePoint end users, site owners, administrators and developers who need to know how to use SharePoint within the DISA DEPS governance. Through expert lecture and hands-on labs, this course teaches students how to access, navigate, and use SharePoint exactly how they will encounter it in their day-to-day tasks. Students will become familiar with SharePoint libraries, task lists, the search function (both people and content), calendars, and wikis.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: SharePoint Administration (Customized for DISA)

Course Number: 1107

Course Description: SharePoint Customized is a hands-on course for SharePoint end users, site owners, administrators and developers who need to know how to use SharePoint within the DISA DEPS governance and global navigation. Through expert lecture and hands-on labs, this course teaches students how to maximize their use of SharePoint in their day-to-day tasks. Students will become familiar with SharePoint library versioning, default site content types, information management policies, site collection and web analytics. In addition, this custom course will focus on managing PII, Tier 1 support to end users, and Designer Workflow.

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: PMI Risk Management Professional (PMI-RMP)

Course Number: 2016

Course Description: Through expert lecture and class exercises, this course prepares the student to take on or improve the risk management specialist role on his or her organization's project teams. In addition to preparing the student for the PMI-RMP certification exam, this course teaches basic project management skills and improves the student's expertise in minimizing risk to employers.

Course Length: 3 Days

Prerequisites: Project Management Experience

of students/class:1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Certified Associate in Project Management (CAPM)

Course Number:2017

Course Description: The PMI training is the first step for professionals pursuing a career in project management. The introductory Project Management Institute (PMI) course supplies professionals with the recognized project management best practices to establish entry-level experience. Course topics include:

- Providing subject matter expertise (finance, marketing, customer care, fulfillment, processing)
- Serving as project team sponsors, liaisons, facilitators or coordinators

Course Length: 5 Days

Prerequisites: Project Management Experience

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: PMI Agile Certified Practitioner

Course Number: 2018



PhoenixTS

Course Description: The PMI-ACP certification verifies a practitioner's ability to understand and apply Agile principles and practices. The instructor explains the best practices of Agile which is an iterative and incremental software developmental methodology that helps organizations to become more flexible and deliver workable software in a shorter span of time.

Course Length: 3 Days

Prerequisites: Project Management Experience

of students/class:1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Project Management Professional (PMP)

Course Number: 2019

Course Description: The PMP certification solidifies current project management professional's knowledge and skills. This is the most widely recognized and important certification for Project Managers who lead projects for small to enterprise-level businesses and organizations. PMP professionals benefit with more attractive resumes, higher salaries and other advantages.

Course Length: 5 Days

Prerequisites: Project Management Experience

of students/class:1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: CCAH - Cloudera Certified Administrator for Apache Hadoop

Course Number: 2020

Course Description: This four-day instructor-led training experience focuses on teaching Hadoop Administrators how to operate and maintain a Hadoop cluster. Students learn about building Hadoop architectures, proper configuration and deployment for clusters, data loading techniques, Fair Scheduler configuration, implementation for Kerberos- based cluster security, and Hadoop maintenance and troubleshooting.

Course Length: 4 Days Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: CCDH - Cloudera Certified Developer for Apache Hadoop

Course Number: 2021

Course Description: This Cloudera training course is available online and in-person. This four-day instructor-led training focuses on the skills, knowledge, and tools for learning the basics of HDFS and MapReduce for Apache Hadoop. Instructors provide insight into how develop programs against the API, debug, optimize, and implement processes for workflow management.

Course Length: 4 Days Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: CCSHB - Cloudera Certified Specialist in Apache HBase

Course Number: 2022

Course Description: This Cloudera training course is available online and in-person. This four-day instructor-led training teaches students about the NoSQL database called Apache HBase. This database constructed on Apache Hadoop can store large amounts of data within its extensive table structure while delivering it in real-time. The course examines the skills for using HBase, manipulating HBase tables, and designing schemas for storage and recovery.

Course Length: 4 Days Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Cloudera Data Analyst: Pig, Hive and Impala Training

Course Number: 2023

Course Description: This Cloudera training course is available online and in-person. This three-day instructor-led training addresses traditional data analysis techniques, analytics with SQL, and other scripting languages. Students come to understand how to use Apache Pig, Hive, and Cloudera Impala tools. Attendees can gain a stronger grasp on the best practices for managing, manipulating, and querying large complex data sets in real-time.

Course Length: 3 Days Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Cloudera Developer Training for Apache Spark

Course Number: 2024

Course Description: This three-day instructor-led training immerses students in the world of Apache Spark, which supersedes MapReduce. Throughout the course the instructor addresses how to construct unified Big data applications.

Course Length: 3 Days Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Designing and Building Big Data Applications

Course Number: 2025

Course Description: The four-day course examines and exposes students to the Apache Hadoop and relevant tools in the enterprise data hub (EDH) for developing big data applications. This training emphasizes the skills and tools for consuming, processing, organizing and presenting data to end-users.

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Introduction to Data Science - Building Recommender Systems

Course Number: 2026

Course Description: This Cloudera training course is available online and in-person. This three-day instructor-led course introduces students to data science's positive influence on the world we live in. The course unearths the fundamental skills required for constructing Big Data info platforms and tools that are applicable across various industries.

Course Length: 3 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: OpenShift Enterprise Administration (CL280)

Course Number: 2027

Course Description: This Red Hat course explores the essential skills and tools for experienced Linux System Administrators to install and manage a Platform-as-a-Service (PaaS) cloud platform with OpenShift Enterprise. This course prepares students for the Red Hat Certificate of Expertise in Platform-as-a-Service exam (CL280).

Course Length: 2 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Red Hat® Enterprise Performance Tuning (RH442)

Course Number: 2031

Course Description: The RH442/RH443 course examines system architecture, including factors on system performance, testing system modifications, utilizing open source benchmarking utilities, and analyzing system and network performance and other methodologies for system optimization.

This training prepares students for the Red Hat Certificate of Expertise in Performance Tuning exam (EX442).

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Red Hat® Enterprise Virtualization (RH318)

Course Number: 2032

Course Description: This course examines the skills and tools for Linux system administrators who are responsible creating, deploying, managing and migrating Linux and Microsoft Windows virtual machines on Red Hat Enterprise Linux servers or Red Hat Enterprise Virtualization Hypervisor utilizing the Red Hat Virtualization Manager.

The course prepares students for the Red Hat Enterprise Virtualization Administrator (RHCVA) certification exam (EX318).

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Red Hat® JBoss A-MQ Development and Deployment (JB437)

Course Number: 2033

Course Description: This Red Hat course unearths the fundamental concepts associated with Java Message Service (JMS) and Apache ActiveMQ (A-MQ) for Java developers and architects.

Course Length: 2 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Red Hat® JBoss Application Administration I (JB248)

Course Number: 2034

Course Description: This Red Hat course teaches students the core skills and knowledge required for installing, configuring and managing the Red Hat JBoss Enterprise Application Platform 6.

The course prepares students for the Red Hat Certified JBoss Administration (RHCJA) exam (EX248).

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Red Hat® JBoss Application Administration II (JB348)

Course Number: 2035

Course Description: This course provides seasoned system administrators with a hands-on learning environment where they can advance their knowledge and skills on provisioning and managing Red Hat JBoss Enterprise Application Platform 6.

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Red Hat® OpenStack Administration (CL210)

Course Number: 2038

Course Description: This Red Hat course dives into the skills and knowledge required for installing, configuring and maintaining the Red Hat Enterprise Linux OpenStack Platform for private cloud infrastructures. The training also addresses the continual development and future of the OpenStack Platform for cloud computing technologies.

This course prepares students for Red Hat Certified Administrator in Red Hat OpenStack exam (EX210).

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Red Hat® Server Hardening (RH413)

Course Number: 2039

Course Description: The Red Hat Server Hardening course supplies methods and approaches for security policy and configuration requirements and options for user authentication, applying updates, system auditing and logging, file system integrity and other factors.

The training prepares students for the Red Hat Certificate of Expertise in Server Hardening exam (EX413).

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Red Hat® System Administration I (RH124)

Course Number: 2040



Course Description: This five-day instructor-led training experience is geared towards IT professionals without previous Linux administration experience to introduce and prepare them for working with Red Hat Enterprise Linux 7 (RHEL7).

The course zones in on fundamental and “survival skills” essentials for professionals to perform Linux Sysadmin tasks and responsibilities. This training is the first of two courses that prepares students for the Red Hat Certified System Administrator (RHCSA) certification exam (EX200).

Course Length: 5 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Red Hat® System Administration II (RH134)

Course Number: 2041

Course Description: This course builds off the material learned in the Red Hat System Administration I

(RH124) course and prepares students for the Red Hat Certified System Administrator (RHCSA) certification exam (EX200).

The training dives into Linux administration further by covering topics such as file systems and partitioning, SELinux, firewalls, troubleshooting, and logical volumes.

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Red Hat® System Administration III (RH254)

Course Number: 2042

Course Description: This course is geared towards Linux administrators with established experience who are interested in building upon their fundamental skills. Students who already achieved their RHCSA certification will gain further preparation for the Red Hat Certified Engineer (RHCE) certification exam (EX300). If individuals do not have their RHCSA certification, they may want to invest in the RHCSA Rapid Track course (RH199) to refresh and validate their skills necessary for earning the RHCE.



Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: RHCE Rapid Track (RH299)

Course Number: 2043

Course Description: This Rapid Track course combines the RHCSA Rapid Track Course (RH199) and Red Hat System Administration III (RH254) into one four day training experience.

The accelerated track expands on fundamental command line based Linux Administration in Red Hat Enterprise Linux 7 (RHEL) environments. The course prepares students to earn their RHCSA and RHCE certifications

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: RHCSA Rapid Track (RH199)

Course Number: 2044

Course Description: The RHCSA Rapid Track course (RH199) combines the Red Hat System Administration I (RH124) and II (RH134) into one training accelerated training by addressing Linux system administration skills applicable to a Red Hat Enterprise Linux 7 environment.

Students have the option to purchase the RHCSA Rapid Track course (RH200) with the RHCSA exam (EX200).

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Advanced Python 3 Programming

Course Number: 2045



PhoenixTS

Course Description: This is two-day advanced training addresses the programming language's more complicated features. The topics discussed include high level data structures, constructing GUIs, network and CGI programming. Programmers within roles dedicated to constructing application frameworks, distributed computing and software integration with Python benefit from this instruction.

Course Length: 2 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Introduction to Python 3

Course Number: 2046

Course Description: This is a three-day introductory level course to the Python programming language. This course provides students with the fundamental skills they need to construct non trivial Python programs concerning a wide array of subject matter domains.

The training includes hands-on labs in either Linux or Windows to increase the overall value of the instruction. The main topics are:

- Language components
- Control flow constructs
- IDLE environment
- Strings
- Classes
- Collections
- I/O
- Modules
- Regular expressions

Course Length: 3 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: FITSP - Designer Certification

Course Number: 2047

Course Description: The course can prepare professionals with the skills and knowledge to adapt with the constantly moving IT security threat landscape prevalent today. This five-day instructor-led FITSP Designer certification training is geared towards federal employees and contractors who can have the ability to understand, design and construct management, operational and technical IT security controls for U.S. Government controlled systems.

Course Length: 5 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: FITSP Auditor Certification

Course Number: 2048

Course Description: The roles discussed in the course focus on high-level, cost-effective and risk-based IT security auditing to properly prep professionals for ever-changing security concerns.

This five-day instructor-led FITSP Auditor certification training prepares the federal workforce, such as federal employees and contractors, to successfully and effectively audit operational, technical and management IT security controls.

Course Length: 5 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: FITSP Manager Certification

Course Number: 2049

Course Description: The management role handles high-level, cost-effective, and risk-based IT security controls within these systems. Candidates learn to apply the auditing skills as they manage and oversee the security and assurance of systems. This instructor-led FITSP Manager certification training is designed for federal employees and contractors who manage and evaluate information systems within or controlled by the United States Federal Government.

Course Length: 5 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: FITSP Operator Certification

Course Number: 2050

Course Description: This five-day instructor-led FITSP Operator certification training is designed for federal employees and contractors who implement and operate systems controlled by the United States Federal Government.

Course Length: 5 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Cyber Warfare for Management

Course Number: 2051

Course Description: This PTS training course is available online and in-person. The four-day instructor-led training experience provides students with the important skills and information for overcoming conflicts in a cyber-war. The course addresses the strategic, operational, and tactical aspects of the conflicts and then apply this knowledge for creating efficient procedures and technical defenses. Risk management and security professionals can certainly find this training beneficial as they are tasked with resource allocation, driving security projects and policies for organizations.

Course Length: 3 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Cyber Warfare for Practitioners

Course Number: 2052

Course Description: This PTS training course is available online and in-person. The four-day instructor-led training experience supplies attendees with the tools and skills necessary for handling cyber-attacks and conflicts in a cyber-war. The instructor addresses the techniques



and approaches for defending against espionage, hacktivism, insider threats, and non-state actors such as organized criminals and terrorists.

Course Length: 3 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Network Security Administration for Practitioners

Course Number: 2053

Course Description: The Network Security Administration for Practitioners training meets the demands of IT professionals seeking effective skill building real world applications.

Students who complete the course can develop the skills and knowledge for handling installation, management, and troubleshooting network problems and platforms. Topics covered include:

- Network protocols
- Analyzing protocols
- Hardening physical security
- Organizational security standards
- Security policies
- IEEE standards
- Network security threats
- IPS and IDS

Course Length: 3 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Network Defense: Security and Vulnerability Assessment

Course Number: 2054



PhoenixTS

Course Description: This course on Network Defense prepares students for the proactive vulnerability assessment necessary for organizational security. Students learn about methods for assessing systems for weaknesses to combat potential new vulnerabilities in operating systems, software, hardware, and human elements. The training is designed to provide fundamental knowledge for understanding network security posture and best practices for vulnerability assessment.

Course Length: 4 Days

Prerequisites: Networking experience

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS **Class Location:** Client site or Phoenix TS provided site

Course Name: Configuring CISCO Routers for Network Security

Course Number: 2055

Course Description: This training goes into the knowledge for securing Cisco networks and routers. Students learn about developing security infrastructures, identifying network threats and vulnerabilities, and mitigating security risks. The material concentrates Cisco IOS routers for network protection with a perimeter router, firewall, intrusion prevention system, and site-to-site VPN device. Other course topics include using Cisco Catalyst for network security, Cisco ACS, and Cisco ASA.

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS **Class Location:** Client site or Phoenix TS provided site

Course Name: Securing the Virtual Environment

Course Number: 2056

Course Description: This four-day instructor-led training experience covers and examines the difference in a virtual model versus traditional computing models and the appropriate technology and procedures to defend it from attack. This course also covers information security in virtual environments: building a virtual attack lab, finding leaks, getting a side-channel, and denying or compromising services.

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Securing SharePoint

Course Number: 2057

Course Description: This training focuses on the implementation and management of all security features for Microsoft SharePoint 2013. The course dives into SharePoint administration and other topics such as SharePoint Server deployment, protecting SharePoint with advanced security solutions, implementing and testing SharePoint security, configuring email-enabled content, site mailboxes, Exchange server integration, and protecting confidential data.

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Security in an IPv6 Environment

Course Number: 2058

Course Description: This IPv6 training course is available both online and in-person. The four-day instructor-led course examines the types of vulnerabilities, considerations, mechanisms, and survey approaches for ensuring reliable and controlled IPv6 migration. Course topics include features, security issues, and potential exploitation of the IPv6 protocol.

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Cyber Security: Threat Analysis and Response Solutions

Course Number: 2059

Course Description: This four-day instructor-led training experience covers the following topics in depth, threat identification, insider threat prevention, detection and mitigation, assessment of security assurance, information terrorism, information security management standards, public policy drivers, the role of information security professionals and much more.



This course takes a holistic approach to cyber security and information assurance by treating both the technical as well as managerial sides of the field.

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Incident Response

Course Number: 2060

Course Description: This four-day instructor-led training experience covers network intrusion detection completely by covering topics such as, detect evaluation, analysis, situation handling, theories involved in understanding hackers, intelligence gathering, coordinated attacks and preventive and aggressive security measures. This is an ideal course for the serious analyst, this course will put students in full control of their network's security.

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Network Intrusion Detection

Course Number: 2061

Course Description: Through lecture and hands-on exercises, the Network Intrusion Detection course covers the topic completely. Lessons address detection evaluation, analysis and situation handling. Theories involved in understanding hackers, intelligence gathering and coordinated attacks are also discussed. Finally, students look into an arsenal of preventative and aggressive security measures.

This training is most ideal for security analysts, as this course will put students in full control of their network's security.

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Practical Packet Analysis

Course Number: 2062

Course Description: This 4-Day long, instructor lead course covers basic packet analysis fundamentals, along with an introduction to Wireshark and how using different aspects of Wireshark can help secure your network on the packet level.

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Mobile Security

Course Number: 2063

Course Description: This Mobile Security course is a 3-Day long training experience that will teach students the basics of mobile security on Android, iPhone, BlackBerry and more. Through case studies, code examples, and best practices, this course details how to protect against vulnerabilities in the latest smartphone and PDA platforms. Upon completion of this course, students will be able to implement a systematic approach to security in mobile devices.

Course Length: 3 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Securing Microsoft Windows 7

Course Number: 2064

Course Description: This training provides students with an overview of daily duties for administrator who are responsible for upgrading and implementing security in Microsoft Windows 7. The course includes lecture and exercises in:

- Installation and deployment
- Windows 7 environment management

- Desktop features
- Technical help for troubleshooting and networking

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: PowerShell in Depth

Course Number: 2065

Course Description: This course addresses key shell techniques, technology, and tactics for administrators who use PowerShell. The instructor covers various subjects, including:

- Task automation
- HTML and XML data management
- Background jobs and scheduling
- PowerShell security
- Packaging and deploying scripts
- Scripting conventions
- .NET frameworks in PowerShell scripts

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agree to between ordering agency and Phoenix TS Location: Client site or Phoenix TS provided site

Course Name: SCADA - Supervisory Control and Data Acquisition Security

Course Number: 2066

Course Description: The U.S. process control networks such as SCADA and DCS that control critical infrastructures are constantly under attack. This course dives into the critical knowledge and skills for IT security professionals to effectively protect SCADA systems from cyber-attacks.

Course Length: 5 Days Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Securing Web Applications, Services, and Servers

Course Number: 2067

Course Description: This comprehensive course delves into the world of web security and privacy. It offers in-depth coverage of security theory, technology, and practice as they relate to established web technologies as well as recent advances. Through lecture and interactive exercises, the course explores practical solutions to many security issues.

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Penetration Testing: Procedures & Methodologies

Course Number: 2068

Course Description: This course is designed to expose students to groundbreaking methodologies in conducting thorough information security analysis, as well as advanced penetration testing techniques. Through expert lecture and interactive exercises, students will be able to perform the intensive assessments required to effectively identify and mitigate risks to the security of the organization's infrastructure.

This course covers the following penetration testing topics in depth: methodologies, legal aspects, planning and scheduling, external and internal penetration testing, firewall and ids penetration testing as well as penetration testing of laptops, PDA's, cellphones, e-mail, and security patches.

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Cyber Threat Counter-Exploitation

Course Number: 2069

Course Description: An expert instructor will use tested security techniques and real-world case studies to teach students how to expose, pursue, and prosecute the perpetrators of

advanced persistent threats (APTs). Upon completion of this course students will know how to assess a network's vulnerabilities, zero in on targets, and effectively block intruders. Students will discover how to set up digital traps, misdirect and divert attackers, configure honeypots, mitigate encrypted crimeware, and identify malicious software groups. The course also provides full coverage of legal and ethical issues, operational vetting, and security team management.

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Python Security for Practitioners

Course Number: 2070

Course Description: This course teaches students how to move from a theoretical understanding of offensive computing concepts to a practical implementation. Instead of relying on another attacker's tools, this course will teach students to create their own security defense using the Python programming language. This course

demonstrates how to write code to intercept and analyze network traffic using Python, craft and spoof wireless frames to attack wireless and Bluetooth devices, and how-to data-mine popular social media websites and evade modern anti-virus.

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Defending against Social Engineering Attacks

Course Number: 2071

Course Description: This PTS training course is available online and in-person. The four-day instructor-led training experience explores various aspects of social engineering including elicitation, pretexting, influence, and manipulation. The instructor applies real world examples to illustrate the effectiveness of social engineering and defending against those attacks.

Course Length: 3 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Network Forensics

Course Number: 2072

Course Description: This course teaches students how to recognize a hacker's tracks and uncover network-based evidence. The hands-on exercises include:

- Carving suspicious email attachments from packet captures Using flow records to track intruders
- Analyzing real-world wireless encryption-cracking attacks Reconstructing a suspect's web surfing history Uncovering NDS-tunneled traffic
- Dissecting the Operation Aurora exploit

Course Length: 3 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Securing VoIP Networks

Course Number: 2073

Course Description: This PTS training course is available online and in-person. The three-day instructor-led course focuses on the skills, tools, and knowledge essential for evaluating vulnerabilities and risk while implementing security solutions in a VoIP work environment. Course topics include security threats such as eavesdropping, unauthorized access, denial of service, masquerading, fraud, and vulnerabilities in protocol design, network architecture, software, and system configuration.

Course Length: 3 Days Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Wireless Safety

Course Number: 2074

Course Description: This PTS training course is available online and in-person. The four-day instructor-led training experience dives into the skills and tools to secure wireless networks on the enterprise-level. The course exposes the students to diverse technologies and real-world applications such as WAP, wireless signal propagation, IEEE and ETSI wireless standards, WLANs, wireless protocols, devices, and communication languages.

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Malware Analysis Training

Course Number: 2075

Course Description: This course serves as a guide for instructing students on how to analyze malware once discovered within a Windows operating system. Since malicious software plays a role in almost every security incident or computer intrusion, the knowledge and skills attained through this class prove beneficial to individuals seeking to advance within the malware analyst profession.

While this training focuses on Windows operating systems, the skills learned easily transfer to other operating systems.

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Introduction to Cyber Security for Practitioners

Course Number: 2076

Course Description: This PTS training course is available online and in-person. The three-day instructor-led training experience provides foundational knowledge and skills on networking basics, cybercrime and security concepts, security procedures and threats that apply to the workplace. The course also addresses security vulnerabilities for wireless network access points, business transactions, and the use of mobile devices.

Course Length: 3 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Cloud Security Training

Course Number: 2077

Course Description: This Cloud and Virtualization training course is available online and in-person. This four-day instructor-led training highlights the security and policy requirements for cloud computing as well as the necessary skills for implementing cloud networks. With the growing popularity and migration to cloud computing environments, the demand for knowledgeable and experienced cloud IT professionals increases constantly.

Course Length: 4 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Virtualization Essentials Professional

Course Number: 2078

Course Description: This Cloud and Virtualization training course is available online and in-person. This three-day instructor-led training experience establishes fundamental virtualization knowledge for IT professionals. The instructor addresses technical terminology and concepts, how virtualization applies to business and technical operations, and other essential topics for modern successful integration of relevant technologies.

Course Length: 3 Days

Prerequisites: Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Core Solutions of Microsoft Exchange Server 2013

Course Number: 2034



PhoenixTS

Course Description: This course teaches participants to plan, deploy, secure, and manage a Microsoft Exchange Server 2013 messaging environment. Students will learn to monitor, maintain, and troubleshoot Exchange 2013.

Course Length: 5 Day(s)

Prerequisites: At least three years of experience working in the IT field

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Introduction to Project Management

Course Number: 3000

Course Description: This course is designed for anybody interested in project management. Every competent project manager needs to know the various phases and project management software and tools available do the job properly. IT project management is process oriented, and tools such as the Gantt Chart help track project progress Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site.

Course Name: Multi-Protocol Label Switching

Course Number: 3002

Course Description: Cisco IOS Multiprotocol Label Switching (MPLS) enables Enterprises and Service Providers to build next-generation intelligent networks that deliver a wide variety of advanced, value-added services over a single infrastructure. This economical solution can be integrated seamlessly over any existing infrastructure, such as IP, Frame Relay, ATM, or Ethernet. Subscribers with differing access links can be aggregated on an MPLS edge without changing their current environments, as MPLS is independent of access technologies.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: TCP/IP Networking

Course Number: 3003



PhoenixTS

Course Description: This course provides students a deep understanding of IP routing protocols, teaches how to implement these protocols using Cisco routers, and brings readers up to date protocol and implementation enhancements. This course contains protocol changes and Cisco features that enhance routing integrity, secure routers from attacks initiated through routing protocols, and provide greater control over the propagation of routing information for all the IP interior routing protocols.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Voice and Video Over IP (VoIP)

Course Number: 3004

Course Description: As audio and video conferencing move rapidly into the mainstream, customers and end users are demanding unprecedented performance, reliability, scalability, and security. In this course, three leading experts systematically introduce the principles, technologies, and protocols underlying today's state-of-the-art conferencing systems.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Certified Authorization Professional (CAP®)

Course Number: 3012

Course Description: The CAP® (Certified Authorization Professional) certification from (ISC)2® is a very objective measure of the skills, abilities and knowledge required for all persons involved in the overall process of maintaining and authorizing information systems. This credential specifically applies to those who are responsible for formalizing processes that are used to establish security requirements and documentation as well as to assess risk. The decisions made by these individuals will help to ensure that information systems possess proper security commensurate with the correct level of exposure to any potential risks, as well as damage to individuals or assets. Security authorization includes a risk management approach that is tiered in such a way as to evaluate both the strategic and tactical risk across an enterprise. Incorporated in the authorization process is the application of an RMF, or Risk Management Framework, a general review of the organizational structure, and the business

mission/process as the basis for the assessment and implementation of specified security controls. This particular authorization management process helps to identify security controls and vulnerabilities as well as determines residual risks. These residual risks are then evaluated and deemed to be either acceptable or unacceptable. To reduce unacceptable risk, more controls must be implemented. This type of system may only be deployed when the residual risks are deemed acceptable to the enterprise as a whole and the associated security plan is satisfactory and complete.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Client-Server Technology Overview

Course Number: 3013

Course Description: Client/server describes the relationship between two computer programs in which one program, the client, makes a service request from another program, the server, which fulfills the request. This flexible new course offers hands-on coverage of client/server architecture and client/server applications.

Course Length: 3 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: CompTIA Advanced Security Practitioner (CASP) Certification

Course Number: 10341

Course Description: This CompTIA training is available both online and in-person. The five-day instructor-led course provides stresses the importance of critical thinking and judgment across a wide array of security disciplines to propose and implement the best enterprise solutions. The course prepares individuals for the CASP certification exam.

Course Length: 5 Days

Prerequisites: Security+

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: CompTIA Cloud+ Certification

Course Number: 10342

Course Description: This CompTIA training is available both online and in-person. The five-day instructor-led course provides you with a complete Cloud certification exam preparation and real-world skill building opportunities through hands-on exercises and lectures. This certification verifies an IT professional's knowledge and skills in securely implementing and managing cloud infrastructures.

Course Length: 5 Days

Prerequisites: A+

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: CompTIA Cloud Essentials

Course Number: 10348

Course Description: The CompTIA Cloud Essentials training is available online and in-person. The two-day instructor-led course focuses on the implementation and management of cloud environments. Once achieved the certification demonstrates an individual's knowledge and skills from a business and technical perspective.

Course Length: 2 Days

Prerequisites: Basic Computer Skills

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Certified Incident Handler (ECIH)

Course Number: 10371

Course Description: The ECIH training course is available in both an online and in-person format. This 2-day training course is designed to provide the fundamental skills needed to handle and respond to computer security incidents. In addition, students will be lead through all the ECIH exam objectives so that they are properly prepared to handle the ECIH certification exam.

Course Length: 2 Days



Prerequisites: Basic Computer Skills

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Disaster Recovery Professional (EDRP)

Course Number: 10372

Course Description: Candidates for the EDRP training course can elect to take this course either in-person or through our live virtual classroom. The 5-day EDRP training experience provides students with the tools and techniques needed to effectively identify vulnerabilities and responds appropriately to prevent and mitigate an organization's risk. Networking professionals will also walk away with a strong foundation of disaster recovery principles and will be able to craft an effective plan for recovery and business continuity in the event that their organization faces a natural or man-made disaster.

Course Length: 5 Days

Prerequisites: Basic Computer Skills

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Certified in Risk and Information Systems Control (CRISC)

Course Number: 10391

Course Description: The CRISC training course is available in both an online and in-person format. This 3-day training course is designed to provide the necessary knowledge and skills to properly understand, mitigate and manage risk within an organization. In addition, students will be led through all the exam objectives so that they are properly prepared to handle the CRISC certification exam at the end of the 3-day course.

Course Length: 3 Days

Prerequisites: Basic Computer Skills

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Risk Management Framework (RMF)

Course Number: 10711



Course Description: Risk Management Framework (RMF) is the unified information security framework for the entire federal government that is replacing the legacy Certification and Accreditation (C&A) processes within federal government departments and agencies, the Department of Defense (DOD) and the Intelligence Community (IC). DoD officially began its transition from the legacy DIACAP process to the new “RMF for DoD IT” process.

Course Length: 4 Days

Prerequisites: No prerequisites

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: 10967: Fundamentals of a Windows Server Infrastructure

Course Number: 10967

Prerequisites: Basic Computer Skills

Course Description: In this course students learn about varied aspects of Windows Server infrastructure administration, maintenance, and security. They come to understand how to installation and configuration, server roles, Active Directory Domain Services (AD DS), server profiles, network protocols, server infrastructure, and other components pertaining to Windows Server.

Course Length: 5 Days

Course Name: 10969 Active Directory Services with Windows Server

Course Number: 10969

Course Description: This five-day instructor-led experience highlights how to administer Active Directory services and technologies in Windows Server 2012 and Windows Server 2012 R2. This course touches on a wide range of topics including the use of Active Directory Domain Services (AD DS), Dynamic Access Control (DAC), Group Policy, Work Place Join, Work Folders, Certificate Services, Federation Services, and Rights Management Services (RMS). The instructor also explores the possibility of integration with Cloud services such as Windows Azure Active Directory.

Course Length: 5 Days

Prerequisites: Basic Computer Skills

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: 10970: Networking with Windows Server

Course Number:10970

Course Description: This Microsoft course addresses the skills and knowledge for implementing Windows Server 2012 and related Microsoft technologies. The course also dives into additional tasks such as configuration for IP addressing, DNS, DHCP, IPAM, DirectAccess, VPNs, and other tools.

Course Length: 5 Days

Prerequisites: Basic Computer Skills

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: 10972: Administering the Web Server (IIS) Role of Windows Server (R2 Update)

Course Number:10972

Course Description: This Microsoft course covers the skills and knowledge for configuring, managing and maintaining Internet Information Services (IIS) as well as supporting Internet web applications and security for IIS.

Course Length: 5 Days

Prerequisites: Basic Computer Skills

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: 10977: Updating Your SQL Server Skills to Microsoft SQL Server 2014

Course Number:10977

Course Description: This Microsoft course addresses the skills and knowledge for database and business intelligence professionals to enhance their understanding of the new SQL Server 2014 and related Microsoft technologies necessary for implementing and managing enterprise environments.

Course Length: 5 Days

Prerequisites: Basic Computer Skills

of students/class:1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office Word Level 1

Course Number: 50126

Course Description: This one-day instructor-led course provides students with an overview of the features and functions of Microsoft Office Word.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office Word Level 2

Course Number: 50127

Course Description: This one-day instructor-led course provides students with an overview of the features and functions of Microsoft Office Word.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office Word Level 3

Course Number: 50128

Course Description: This one-day instructor-led course provides students with an overview of the more advanced features and functions of Microsoft Office Word.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office PowerPoint Level 1

Course Number: 50129



PhoenixTS

Course Description: This one-day instructor-led course provides students with an overview of the features and functions of Microsoft Office PowerPoint.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office PowerPoint Level 2

Course Number: 50130

Course Description: This one-day instructor-led course provides students with experience at creating more elaborate presentations in Microsoft Office PowerPoint.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office Outlook Level 1

Course Number: 50132

Course Description: This one-day instructor-led course provides students with an overview of the features and functions of Microsoft Office Outlook.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office Outlook Level 2

Course Number: 50133

Course Description: This one-day instructor-led course provides students with more advanced skills for managing e- mail, schedules, and contacts.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office Access Level 1

Course Number: 50135

Course Description: This one-day instructor-led course provides students with an overview of the features and functions of Microsoft Office Access.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office Access Level 2

Course Number: 50136

Course Description: This one-day instructor-led course provides students with an overview of the more complex features and functions of Microsoft Office Access.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Office Access Level 3

Course Number: 50137

Course Description: This one-day instructor-led course provides students with an overview of the more advanced features and functions of Microsoft Office Access.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: 50273: Planning and Designing Microsoft Virtualization Solutions

Course Number: 50273

Course Description: This Microsoft course teaches the skills and knowledge for designing and implementing data center and desktop architectures in enterprise environments with Microsoft technologies and tools such as Windows Server 2008 R2, Hyper-V, Hyper-V Server 2008 R, Remote Desktop Services, Microsoft Enterprise Desktop Virtualization (MED-V), System Center, and Application Virtualization 4.6 (APP-V).

Course Length: 5 Days

Prerequisites: Basic Computer Skills

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Excel Level 1

Course Number: 50422

Course Description: Microsoft Excel Level 1 is part of a 3-Level study program for Microsoft Excel. The course provides the learner with the skills and knowledge necessary to create workbooks in Microsoft Excel. It covers creating a new workbook, adding data, editing data, working with formulas, printing and charting.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Excel Level 2

Course Number: 50434

Course Description: Microsoft Excel Level 2 is the second of a 3-Level study program for Microsoft Excel. This level extends the learner's basic knowledge of Excel and provides the learner with skills and knowledge to produce more effective and productive workbooks. It covers formulas and function techniques, more intricate formatting, setting complex printing options, using intricate charting features, and working more effectively with existing worksheets and workbooks.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Microsoft Excel Level 3

Course Number: 50438

Course Description: Microsoft Excel Level 3 focuses on the more advanced features of Excel. Advanced analysis tools, especially pivot tables, Solver, outlining and summarizing are covered, as are some key automation features such as Macros.

Course Length: 1 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Understanding and Querying Relational Data for Information Workers Using Microsoft SQL

Course Number: 50464

Course Description: This course teaches students the knowledge and skills to query data using Microsoft SQL Server. The course introduces the concepts of relational databases and how to retrieve, modify, and use SQL Server data.

Course Length: 2 Day(s)

Prerequisites: Basic Knowledge of Windows Operating Systems

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: Course 50557: Microsoft Jump Start: Office 365 for IT Professionals

Course Number: 50557

Course Description: Microsoft Office 365 for IT Professionals is specially tailored for technologists looking for real- world proof of how cloud-based Office 365 enables organizations to solve more problems from more places. Microsoft Office 365 brings together cloud versions of our most trusted email, communication and collaboration software –



Exchange Online, SharePoint Online and Lync Online – with the Office Professional Plus desktop suite

Course Length: 5 Day(s)

Prerequisites: Basic Computer Knowledge

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: 55034: Project Server 2013 Inside Out

Course Number: 55034

Course Description: This Microsoft course dives into the skills and knowledge necessary for IT and project management professionals who work with Microsoft Project Server 2013 and Project Web App to develop and configure business intelligence (BI) solutions for projects management.

Course Length: 5 Days

Prerequisites: Basic Computer Skills

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: 55035: Microsoft SharePoint Server 2013 for the Site Owner/Power User

Course Number: 55035

Course Description: This Microsoft course is offered online and in-person. This two-day instructor-led training experience benefits average and power users who act as site owners and collection administrators for SharePoint and work in a collaborative environment.

Course Length: 3 Days

Prerequisites: Basic Computer Skills

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS Class Location: Client site or Phoenix TS provided site

Course Name: 55054: Mastering Microsoft Project 2013

Course Number: 55054

Course Description: This three-day course explores the knowledge and skills for utilizing Microsoft Project 2013 to apply to project management tasks for project management professionals. Course topics vary from resource allocation, to schedule management, to managing multiple projects.

Course Length: 3 Days

Prerequisites: Basic Computer Skills

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS **Class Location:** Client site or Phoenix TS provided site

Course Name: 55077: Project Server 2013 Development

Course Number:55077

Course Description: This five-day course teaches professionals the skills for developing applications with the API's on Microsoft Project Server 2013. Course topics focus on how students can use the Project Server Interface (PSI), .NET Client Side Object Model, JavaScript Object Model, Rest, the App Model, and other tools.

Course Length: 5 Days

Prerequisites: Basic Computer Skills

of students/class: 1

Class Schedules: As agreed to between ordering agency and Phoenix TS **Class Location:** Client site or Phoenix TS provided site

Course #	Courses	Course Length (days)	Course Description	Min # of students	Max # of students
2019-1	AWS Solutions Architect -- Associate	4	The four-day instructor-led course is intended for newcomers to AWS. AWS Certified Solutions Architect - Associate demonstrates your AWS technical skills. Associate is the first step in AWS to becoming an AWS expert.	5	25
2019-2	AWS Developer -- Associate	4	This four-day instructor-led AWS certification course is intended for developers looking to validate their skills and knowledge using core AWS services architecture best practices to develop, deploy, and debug cloud-based applications.	5	25

2019-3	AWS Certified SysOps Administrator - Associate	4	This four-day instructor-led AWS certification course is intended for IT professionals looking to develop and validate their skills and knowledge in deploying, managing, and operating on the AWS platform. The AWS SysOps Administrator -Associate demonstrates your AWS technical skills. Associate is the first step in AWS to becoming an AWS expert.	5	25
2019-4	AWS Solutions Architect -- Professional	5	This five-day instructor-led AWS certification course is intended for IT professionals with AWS - Certified Solutions Architect - Associate certifications. This training focuses on the skills and knowledge necessary to design systems and distributed applications on the Amazon Web Services (AWS) platform.	5	25
2019-5	AWS DevOps Engineer -- Professional	5	This five-day instructor-led course is an advanced course on AWS covering various deployment management and developer services with hands on lab exercises. This course assumes the candidate is already familiar with AWS and has practical experience to work with different AWS services.	5	25
2019-6	Network Security Monitoring with Security Onion	4	The aim of this four-day course is to help you prepare for the AWS Certified DevOps Engineer – Professional Level Exam – DOP-C00	5	25
2019-7	ITIL Practitioner	2	The ITIL Practitioner certification training is the practical complement to the knowledge validated by the ITIL Foundation certification.	5	25
2019-8	CompTIA CYSA+	5	CySA+ is a five-day instructor-led course designed to equip cyber analysts with the knowledge and skills needed to secure an organization's applications & systems.	5	25
2019-9	CompTIA PenTest+	5	This five-day instructor-led course is intended for cybersecurity professionals at an intermediate skills level. The course dives into the skills and knowledge for hands-on penetration testing and vulnerability assessment techniques for identifying, exploiting, and reporting on network vulnerabilities. This course also addresses management skills for planning and managing identified network weaknesses.	5	25

2019-10	Microsoft Project Level 1	1	Microsoft Project Level 1 addresses the features of Microsoft's Project application, which is specifically designed to address the needs of project managers in corporate environments. Some of the topics covered are: navigating and understanding the important features of the Project environment; creating a new project schedule from scratch; understanding and working with task types, scheduling options, and task constraints; working with resources, including scheduling and assignment; managing the project schedule, in accordance with the critical path and project baseline; and printing project views, dashboards, and various other kinds of reports.	5	25
2019-11	Microsoft project Level 2	1	Microsoft Project Level 2 addresses the features of Microsoft's Project application, which is specifically designed to address the needs of project managers in corporate environments. Topics covered are: working with the Quick Access Toolbar and advanced calendar topics; advanced task topics; advanced resource topics, including setting resource working-time exceptions, pooling resources for sharing, and creating resource budget cost items; advanced project management topics, such as working with multiple baselines and interim plans, updating a project schedule using a status date, and resolving resource conflicts and scheduling issues; advanced task form and resource form options, and understanding the Relationship Diagram and compound views; consolidating projects using Master projects and Subprojects; and advanced project sharing options, such as working with Project Server, Project Online, and SharePoint, using Project data in other applications, and creating final reports.	5	25



2019-12	Cyber Threats Detection and Mitigation	3	This three-day instructor-led course examines the fundamentals of system forensics: what forensics is, the role of computer forensics specialists, computer forensic evidence, and application of forensic analysis skills. It also gives an overview of computer crimes, forensic methods, and laboratories. Students will learn about the tools, techniques, and methods used to perform computer forensics and investigation. This course explores emerging technologies as well as future directions of this interesting and cutting-edge field.	5	25
2019-13	Cybersecurity Foundations	3	This three-day, instructor-led course covers web attacks, hacking, spyware, network defense, security appliances, VPNs, password use, and much more. Students will learn many tips through examples that reflect new industry trends and the state-of-the-art in both attacks and defense. Exercises, projects, and review questions help students deepen their understanding and apply all they've learned.	5	25
2019-14	Defending the Critical Infrastructure from Cyber Attacks	5	This five-day instructor-led course teaches students to understand their control system's vulnerabilities and as well as the techniques to defend critical infrastructure systems from cyber threats. It covers the methodologies and security measures necessary to protect critical infrastructure systems.	5	25
2019-15	EC Council Certified Secure Programmers (ECSP)	5	Prevalent software bugs, flaws and defects require more aware and attentive software programmers who understand and adhere to secure coding practices. In this five-day course, the instructor addresses the best secure coding practices for .NET and Java professional programmers who are responsible for designing and developing applications and additional software. These best practices lend programmers an advantage building software programs with security in mind.	5	25

2019-16	Certified Network Defender (CND)	5	This five-day CND - Certified Network Defender Certification course covers how to protect, detect and respond to the network attacks. You will learn network defense fundamentals, the application of network security controls, protocols, perimeter appliances, secure IDS, VPN and firewall configuration. You will then learn the intricacies of network traffic signature, analysis and vulnerability scanning which will help you when you design greater network security policies and successful incident response plans.	5	25
2019-17	Certified Cloud Security Professional (CCSP)	5	This five-day instructor-led training highlights the security and policy requirements for cloud computing as well as the necessary skills for implementing cloud networks. With the growing popularity and migration to cloud computing environments, the demand for knowledgeable and experienced cloud IT professionals increases constantly.	5	25
2019-18	Certification - Certified Secure Software Lifecycle Professional (CSSLP)	5	CSSLP certification training is a five-day course for software pros that teaches how to incorporate the appropriate security measures into any software language.	5	25
2019-19	Systems Security Certified Practitioner (SSCP)	3	In this three-day SSCP course prepares candidates for certification that ensures they have the skills to be successful in the roles of an IT security professional.	5	25
2019-20	eMASS Direct User	5	In this five-day hands-on course, students learn to navigate eMASS to support the creation, assessment, and authorization of a completed A&A package. Most importantly, students spend 50% of the class actually working with eMASS in a full Beta environment managed by the DoD for training purposes to create a complete authorization package. In order to take this course, participants must have access to a government computing system with an associated CAC and reader.	5	25

2019-21	eMASS Workshop	3	Students in our three-day workshop will learn to navigate eMASS to support the creation, assessment, and authorization of a complete A&A package. In addition to expert instruction, students spend much of the class completing exercises that will prepare them to create a complete authorization package.	5	25
2019-22	eMASS Manager Overview	1	In this one-day overview course, our qualified instructors show cybersecurity leaders how to get the most out of every vital screen. Participants in this course will be the go-to authority on every important field and feature.	5	25
2019-23	My SQL Workbench	3	This four-day course will provide the basic concepts of Security Onion and its use as a Network Security Monitoring (NSM) suite. Participants will install Security Onion, then use component tools to collect and visualize network data. Participants will also learn toolset service verification and troubleshooting in this course.	5	25
2019-24	Intro to C Programming	5	This course is designed to give students a good working knowledge of the C Programming language. Students will learn about expressions and logical operators, statements, functions and variables, how to use pointers, and how to work with structures.	5	25
2019-25	Intermediate C Programming	5	The C Programming Language was originally created to write the UNIX operating system. It quickly turned into a multi-purpose language used by all types of programmers for a wide variety of applications. C is a small language that can be learned quickly. It is highly structured and modular, supporting both small and large programs equally well. This course fills the gap between an introductory course in C and more advanced application programming. Students learn about basic and derived data types, parameter passing, standard and low-level file I/O, working with malloc and calloc, the memory layout of C programs, and linked lists.	5	25

2019-26	Basic Network Analysis 101	5	This course will teach the student the first level of basic network analysis, the course will solidify the foundational skills of TCP/IP and examine network protocol and communications at the packet level. This course prepares the student for the second course of Basic Network Analysis 102.	5	25
2019-27	Basic Network Analysis 102	5	This course is a follow up to the Basic Network Analysis 101 course and will build on the skills that the students developed in that class to include incident response and fusing multiple sensor outputs	5	25
2019-28	Fundamentals of Communications and Networking	4	Fundamentals of Communication and Networks is a four-day course that demonstrates how today's networks are utilized to support different organizations. Students will be able to identify design issues in networks and how businesses use networks to resolve business problems.	5	25
2019-29	Endpoint Security and Network Access Control	3	The Endpoint Security & Network Access Control course is a three-day course that will teach students how to install and operate access control systems. The course will also discuss risks, threats, and vulnerabilities that can occur in IT systems.	5	25
2019-30	Elk Stack	3	The ELK Stack course is a three-day course that will introduce students to Elasticsearch, Logstash, and Kibana. Students will learn how to install and configure these tools. Students will also gain an understanding of each of the components and how they function both independently and when they are combined. By the end of the course, students will be able to demonstrate how to create a complete data pipeline.	5	25



2019-31	Introduction to IPv6	3	This IPv6 training course is geared towards helping students understand the detailed process for transitioning from an IPv4 environment to IPv6. Throughout the three-day instructor-led training experience the students learn how to utilize a faster more secure internet with an IPv6 network. Course topics include auto-configuration of IP addresses, Neighbor Discovery, multicast routing and group management, path MTU discovery, and Mobile IPv6 based on ICMPv6.	5	25
2019-32	MCSA: Windows 10 - 20698: Installing and Configuring Windows 10	5	This 10-day instructor-led Microsoft boot camp provides IT professionals with the knowledge and skills required to configure, deploy, manage, and maintain Windows 10 enterprise environments. This boot camp primarily prepares student to earn their MCSA Windows 10 certification.	5	25
2019-33	MCSE 10961: Automating Administration with Windows Powershell	5	The MCSE 10961 course is a five-day class that will teach students how to use Windows PowerShell in order to remotely manage administrative tasks across single or multiple Windows based servers. Prerequisites include general knowledge of Windows Server and Windows Client administration.	5	25
2019-34	20742: Identity with Windows Server 2016	5	This five-day Microsoft course teaches IT professionals how to deploy and configure Active Directory Domain Services (AD DS) in a distributed environment, how to implement Group Policy, how to perform backup and restore, and how to monitor and troubleshoot Active Directory-related issues with Windows Server 2016.	5	25
2019-35	20740: Installation, Storage, and Computing with Windows Server 2016	5	This five-day Microsoft course is for IT professionals who manage the storage of and compute using Windows Server 2016. Students will learn to understand the scenarios, requirements, and storage and compute options available and applicable to Windows Server 2016.	5	25



2019-36	Wireless and Mobile Device Security	4	The Wireless and Mobile Devices course is a 4-day course that will teach students about security measures for wireless devices. The course will also discuss the best methods to use to protect information stored on this technology and how this technology affects the corporate world.	5	25
2019-37	C++ - Programming Language	5	This course will teach students to design and write programs in the C++ language, emphasizing object-oriented approaches to designing solutions.	5	25
2019-38	C# (C Sharp) – Programming Language	5	This course is intended for developers who wish to learn C# as a programming language. In this course, students receive a thorough introduction to C# programming and Visual Studio 2017 and learn valuable programming skills, object-oriented and applied object-oriented programming skills, asynchronous programming skills, I/O programming skills including encryption, programming skills for working with data and an overview of ASP.Net MVC and WCF.	5	25
2019-39	Java - Programming Language	5	This course emphasizes becoming productive quickly as a Java™ application developer. This course quickly covers the Java language syntax and then moves into the object-oriented features of the language. Students will then use several of the provided API packages, such as I/O streams, collections, Swing GUI programming, threads, and accessing a database with JDBC. This course is current to Java 7 and uses the Eclipse IDE.	5	25



2019-40	Advanced JavaScript	3	This course explores advanced Java Standard Edition language features and packages. Students will learn to parse XML documents using the JAXP API. Multi-threaded applications will be covered in detail including concepts such as deadlocks and race conditions. Students will also learn how to utilize more advanced I/O capabilities with object serialization and lowlevel file I/O with the java.nio package. Client/server applications will be written utilizing both the java.net and java.rmi packages. Additional topics on JNDI and performance tuning, as well as appendices on encryption and JNI, round out the course.	5	25
2019-41	Perl –Programming Language	5	This course teaches students the foundations of using Perl effectively in many application environments. In addition to teaching the basics, such as data types, operators, flow control, and subroutines, the course goes into great detail on using arrays and hashes for complex data manipulation, regular expressions for advanced text processing, and Perl's object-oriented features for modern OO programming practices. Students write many complete Perl programs in this course, which ensures that when they return to work they can become productive immediately.	5	25
2019-42	Ruby – Programming Language	3	This course introduces students to the Ruby programming language which is the basics of the Ruby on Rails web development framework. Students will learn how to develop code which is elegant and maintainable. They will explore how to write solid object-oriented code using best practices.	5	25
2019-43	Advanced Ruby – Programming Language	4	This course is for programmers who want to deepen their knowledge of Ruby. It explores sophisticated topics like callable objects, reflection, and threading.	5	25
2019-44	Hadoop for Java Developers	3	This teaches students to build and maintain reliable, scalable, distributed systems with Apache Hadoop. Programmers will learn to analyze datasets of any size, and administrators will learn to set up and run Hadoop clusters.	5	25

2019-45	HTML5	3	This course teaches students about the HTML5 structural, semantic and form tags. They will learn how to use Canvas to create drawings natively in the browser, how to work with HTML5 audio and video, the new methods for storing variables client-side, and how to build applications that work offline.	5	25
2019-46	AngularJS – Framework	4	This course teaches students how to use AngularJS from the basics to advanced concepts. Students will learn how to develop large, maintainable, and performant applications with AngularJS.	5	25
2019-47	Spring – Framework	4	This course includes complete coverage of the three main configuration styles: Java-based (@Configuration), annotation-based (@Component), and the traditional XML-based configuration that may still play an important role in existing and new projects. It also provides guidelines for when and how to use each one. This course covers many of the most important capabilities of Spring, including integrating persistence layers (e.g. Hibernate/JPA) with Spring, using Spring's powerful Aspect Oriented Programming (AOP) to program cross-cutting concerns in a safe and maintainable way, and using Spring's declarative transaction capabilities. It also covers integration of Spring with Java EE Web applications.	5	25
2019-48	Django – Framework	4	This course leads students step-by-step through five progressively more complex web applications: from a "Hello World" app all the way to a robust Newspaper app with a custom user model, complete user authentication flow, foreign key relationships, and more. Learn current best practices around class-based views, templates, urls, user authentication, testing, and deployment	5	25

2019-49	R Programming	4	This course begins with the basic installation and configuration of the R environment. Students become thoroughly acquainted with R's features and its packages. They will learn about the basic concepts of R programming, work efficiently with graphs, create publication-ready and interactive 3D graphs, and gain a better understanding of the data at hand.	5	25
2019-50	Endpoint Security & Network Access Control	3	The Endpoint Security & Network Access Control course is a three-day course that will teach students how to install and operate access control systems. The course will also discuss risks, threats, and vulnerabilities that can occur in IT systems.	5	25
2019-51	Hacker Techniques, Tools, and Incident Handling	4	This course begins with an examination of the landscape, key terms, and concepts that a security professional needs to know about hackers and computer criminals who break into networks, steal information, and corrupt data. It goes on to review the technical overview of hacking: how attacks target networks and the methodology they follow. Finally, students will study those methods that are most effective when dealing with hacking attacks, especially in an age of increased reliance on the Web.	5	25
2019-52	System Forensics, Investigation, and Response	4	This 5-day cyber security focused course allows students to gain an understanding of analyzing network based evidence for abnormalities.	5	25
2019-53	Splunk Essentials	4	This course starts with a simple Splunk installation and setup of a sample machine data generator, called Eventgen. After this, students will learn to create various reports, dashboards, and alerts. Students will also explore Splunk's Pivot functionality to model data for business users and then test-drive Splunk's powerful HTTP Event Collector. Splunk is a search, reporting, and analytics software platform for machine data, which has an ever-growing market adoption rate. Organizations are adopting Splunk to make informed decisions in areas such as IT operations, information security, and the Internet of Things.	5	25

Phoenix Technology Solutions, LLC. GSA Pricelist

Phoenix TS Technical Classes

List price based on classroom at client site or Phoenix TS site and is per student.

All training is hands-on instructor-led.

Course Number		GSA Price w/IFF
1001	Interconnecting Cisco Networking Devices1 (ICND 1)	\$3,087.51
1002	Interconnecting Cisco Networking Devices 2 (ICND 2)	\$3,087.51
1003	Cisco Certified Network Associate (CCNA)	\$2,848.56
1004	CCNP: Implementing Cisco IP Routing (ROUTE)	\$3,368.61
1005	CCNP: Implementing Cisco IP Switched Networks (SWITCH)	\$3,368.61
1006	CCNP: Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)	\$3,368.61
1007	ICOMM - Introducing Cisco Voice and Unified Communications Administration v8.1	\$3,274.91
1008	IUWNE - Implementing Cisco Unified Wireless Networking Essentials v2.0	\$3,274.91
1009	IINS - Implementing Cisco IOS Network Security v2.0	\$3,274.91
1018	DCUCI - Implementing Cisco Data Center Unified Computing v5.0	\$3,462.32
1020	DCMDS - Configuring Cisco MDS 9000 Series Switches v2.0	\$3,462.32
1021	Securing Cisco Networks with Threat Detection and Analysis (SCYBER)	\$3,274.91
1028	CompTIAA+	\$2,244.18
1029	CompTIA Network+	\$2,244.18
1030	CompTIA Security+	\$2,244.18
1031	CompTIA Server+	\$1,424.28
1032	CompTIALinux+	\$2,244.18
1035	Certified Ethical Hacker (CEH)	\$2,525.29
1036	Computer Hacking Forensic Investigator (CHFI)	\$2,525.29
1037	ECSA/LPT	\$2,618.99
1038	Certified Information Security Manager (CISM)	\$2,267.61
1039	Certified Information Systems Auditor (CISA)	\$2,267.61
1040	ITIL®2011 Foundations	\$1,827.20
1041	ITIL® 2011 Lifecycle - Service Strategy (SS)	\$1,920.91
1042	ITIL® 2011 Lifecycle - Service Design (SD)	\$1,920.91
1043	ITIL® 2011 Lifecycle - Service Transition (ST)	\$1,920.91
1044	ITIL® 2011 Lifecycle - Service Operation (SO)	\$1,920.91
1045	ITIL® 2011 Lifecycle - Continual Service Improvement (CSI)	\$1,920.91
1046	ITIL® 2011 Capability - Operational Support & Analysis (OSA)	\$2,417.53
1047	ITIL® 2011 Capability - Release, Control & Validation (RCV)	\$2,417.53
1048	ITIL® 2011 Capability - Planning Protection & Optimization (PPO)	\$2,417.53
1049	ITIL® 2011 Capability - Service Offerings & Agreements (SOA)	\$2,417.53
1050	ITIL® 2011 Capstone - Managing Across the Lifecycle (MALC)	\$2,417.53
1051	Certified Wireless Network Administrator (CWNA)	\$2,431.59
1052	Certified Wireless Security Professional (CWSP)	\$2,618.99
1053	Certified Wireless Technology Specialist (CWTS)	\$1,274.36
1055	Certified Wireless Analysis Professional (CWAP)	\$2,712.70
1070	Certified Information Systems Security Professional (CISSP)	\$2,150.48
1100	Analytics/Basis Statics/Metric	\$1,358.69
1101	Advanced Analytics	\$1,583.58
1102	Data Analytics Level 1	\$1,391.49

1103	Data Analytics Level 2	\$1,391.49
1104	Data Analytics Bootcamp	\$1,827.20
1105	Project Management for IT Professionals	\$1,770.98
1106	SharePoint End user (Customized for DISA)	\$484.44
1107	SharePoint Administration (Customized for DISA)	\$2,417.53
2016	PMI Risk Management Professional (PMI-RMP)	\$1,803.78
2017	Certified Associate in Project Management (CAPM)	\$2,038.04
2018	PMI Agile Certified Practitioner	\$1,803.78
2019	Project Management Professional (PMP)	\$2,108.31
2020	CCAH - Cloudera Certified Administrator for Apache Hadoop	\$2,806.40
2021	CCDH - Cloudera Certified Developer for Apache Hadoop	\$2,806.40
2022	CCSHB - Cloudera Certified Specialist in Apache HBase	\$2,806.40
2023	Cloudera Data Analyst: Pig, Hive and Impala Training	\$2,150.48
2024	Cloudera Developer Training for Apache Spark	\$2,150.48
2025	Designing and Building Big Data Applications	\$3,087.51
2026	Introduction to Data Science - Building Recommender Systems	\$2,150.48
2027	OpenShift Enterprise Administration (CL280)	\$1,358.69
2031	Red Hat® Enterprise Performance Tuning (RH442)	\$3,279.60
2032	Red Hat® Enterprise Virtualization (RH318)	\$3,279.60
2033	Red Hat® JBoss A-MQ Development and Deployment (JB437)	\$1,499.24
2034	Red Hat® JBoss Application Administration I (JB248)	\$2,989.12
2035	Red Hat® JBoss Application Administration II (JB348)	\$3,185.89
2038	Red Hat® OpenStack Administration (CL210)	\$2,525.29
2039	Red Hat® Server Hardening (RH413)	\$3,279.60
2040	Red Hat® System Administration I (RH124)	\$3,185.89
2041	Red Hat® System Administration II (RH134)	\$2,989.12
2042	Red Hat® System Administration III (RH254)	\$2,989.12
2043	RHCE Rapid Track (RH299) Course	\$3,279.60
2044	RHCSA Rapid Track (RH199) Course	\$3,279.60
2045	Advanced Python 3 Programming	\$1,307.15
2046	Introduction to Python 3	\$1,827.20
2047	FITSP - Designer Certification	\$2,337.88
2048	FITSP Auditor Certification	\$2,337.88
2049	FITSP Manager Certification	\$2,337.88
2050	FITSP Operator Certification	\$2,337.88
2051	Cyber Warfare for Management	\$1,638.86
2052	Cyber Warfare for Practitioners	\$1,635.11
2053	Network Security Administration for Practitioners	\$1,635.11
2054	Network Defense: Security and Vulnerability Assessment	\$1,770.98
2055	Configuring CISCO Routers for Network Security	\$1,770.98
2056	Securing the Virtual Environment	\$1,770.98
2057	Securing SharePoint	\$1,827.20
2058	Security in an IPv6 Environment	\$1,677.28
2059	Cyber Security: Threat Analysis and Response Solutions	\$1,827.20
2060	Incident Response	\$1,827.20
2061	Network Intrusion Detection	\$1,827.20
2062	Practical Packet Analysis	\$1,827.20
2063	Mobile Security	\$1,616.37
2064	Securing Microsoft Windows 7	\$1,677.28
2065	PowerShell in Depth	\$1,827.20
2066	SCADA - Supervisory Control and Data Acquisition Security	\$4,258.79

2067	Securing Web Applications, Services, and Servers	\$1,677.28
2068	Penetration Testing: Procedures & Methodologies	\$1,827.20
2069	Cyber Threat Counter-Exploitation	\$1,119.75
2070	Python Security for Practitioners	\$1,827.20
2071	Defending against Social Engineering Attacks	\$1,635.11
2072	Network Forensics	\$1,864.69
2073	Securing VoIP Networks	\$1,489.87
2074	Wireless Safety	\$1,864.6
2075	Malware Analysis Training	\$1,864.6
2076	Introduction to Cyber Security for Practitioners	\$1,489.8
2077	Cloud Security Training	\$1,827.2
2078	Virtualization Essentials Professional (VEP)	\$1,494.5
2034	2034: Core Solutions of Microsoft Exchange Server 2013	\$2,333.20
3000	Introduction to Project Management	\$1,026.05
3002	Multi-Protocol Label Switching	\$1,236.88
3003	TCP/IP Networking	\$1,236.88
3004	Voice and Video Over IP (VoIP)	\$3,279.60
3012	Certified Authorization Professional(CAP®)	\$1,963.07
3013	Client-Server Technology Overview	\$979.19
10341	CompTIA Advanced Security Practitioner (CASP) Certification	\$2,337.88
10342	CompTIA Cloud+ Certification	\$2,150.48
10348	CompTIA Cloud Essentials	\$1,119.75
10371	Certified Incident Handler (ECIH)	\$1,532.04
10372	Disaster Recovery Professional (EDRP)	\$2,056.78
10391	Certified in Risk and Information Systems Control (CRISC)	\$2,056.78
10711	Risk Management Framework (RMF)	\$2,014.61
10967	10967: Fundamentals of a Windows Server Infrastructure	\$2,333.20
10969	10969: Active Directory Services with Windows Server	\$2,333.20
10970	10970: Networking with Windows Server	\$2,333.20
10972	10972: Administering the Web Server (IIS) Role of Windows Server (R2 Update)	\$2,333.20
10977	10977: Updating Your SQL Server Skills to Microsoft SQL Server 2014	\$2,333.20
50126	Microsoft Office Word Level 1	\$234.26
50127	Microsoft Office Word Level 2	\$234.26
50128	Microsoft Office Word Level 3	\$234.26
50129	Microsoft Office PowerPoint Level 1	\$234.26
50130	Microsoft Office PowerPoint Level 2	\$234.26
50132	Microsoft Office Outlook Level 1	\$234.26
50133	Microsoft Office Outlook Level 2	\$234.26
50135	Microsoft Office Access Level 1	\$234.26
50136	Microsoft Office Access Level 2	\$234.26
50137	Microsoft Office Access Level 3	\$234.26
2019-1	AWS Solutions Architect -- Associate	\$2,108.31
2019-2	AWS Developer -- Associate	\$2,108.31
2019-3	AWS Certified SysOps Administrator - Associate	\$2,108.31
2019-4	AWS Solutions Architect -- Professional	\$2,295.72
2019-5	AWS DevOps Engineer -- Professional	\$2,295.72
2019-6	Network Security Monitoring with Security Onion	\$3,045.34
2019-7	ITIL Practitioner	\$2,056.78
2019-8	CompTIA CYSA+	\$2,244.18
2019-9	CompTIA PenTest+	\$2,244.18
2019-10	Microsoft Project Level 1	\$280.17

2019-11	Microsoft project Level 2	\$280.17
2019-12	Cyber Threats Detection and Mitigation	\$2,150.48
2019-13	Cybersecurity Foundations	\$1,864.69
2019-14	Defending the Critical Infrastructure from Cyber Attacks	\$2,056.78
2019-15	EC Council Certified Secure Programmers (ECSP)	\$2,431.59
2019-16	Certified Network Defender (CND)	\$2,431.59
2019-17	Certified Cloud Security Professional (CCSP)	\$2,056.78
2019-18	Certification - Certified Secure Software Lifecycle Professional (CSSLP)	\$2,337.88
2019-19	Systems Security Certified Practitioner (SSCP)	\$1,869.37
2019-20	eMASS Direct User	\$2,431.59
2019-21	eMASS Workshop	\$2,244.18
2019-22	eMASS Manager Overview	\$1,026.05
2019-23	My SQL Workbench	\$1,864.69
2019-24	Intro to C Programming	\$2,052.09
2019-25	Intermediate C Programming	\$2,052.09
2019-26	Basic Network Analysis 101	\$3,513.85
2019-27	Basic Network Analysis 102	\$3,513.85
2019-28	Fundamentals of Communications and Networking	\$1,677.28
2019-29	Endpoint Security and Network Access Control	\$1,864.69
2019-30	Elk Stack	\$1,864.69
2019-31	Introduction to IPv6	\$1,827.20
2019-32	MCSA: Windows 10 - 20698: Installing and Configuring Windows 10	\$2,618.99
2019-33	MCSE 10961: Automating Administration with Windows Powershell	\$2,618.99
2019-34	20742: Identity with Windows Server 2016	\$2,618.99
2019-35	20740: Installation, Storage, and Computing with Windows Server 2016	\$2,618.99
2019-36	Wireless and Mobile Device Security	\$2,056.78
2019-37	C++ - Programming Language	\$2,056.78
2019-38	C# (C Sharp) - Programming Language	\$2,056.78
2019-39	Java - Programming Language	\$2,056.78
2019-40	Advanced JavaScript	\$1,864.69
2019-41	Perl -Programming Language	\$2,056.78
2019-42	Ruby - Programming Language	\$1,864.69
2019-43	Advanced Ruby - Programming Language	\$2,056.78
2019-44	Hadoop for Java Developers	\$1,864.69
2019-45	HTML5	\$1,869.37
2019-46	AngularJS - Framework	\$2,056.78
2019-47	Spring - Framework	\$2,056.78
2019-48	Django - Framework	\$2,056.78
2019-49	R Programming	\$2,056.78
2019-50	Endpoint Security & Network Access Control	\$1,864.69
2019-51	Hacker Techniques, Tools, and Incident Handling	\$1,864.69
2019-52	System Forensics, Investigation, and Response	\$1,864.69
2019-53	Splunk Essentials	\$1,864.69

SIN	Item Number	UOI	GSA Price w/IFF
132-50	CompTIA A+ Test Voucher	EA	\$181.78
132-50	CompTIA A+ Token	EA	\$32.80

132-50	CompTIA Security+ Test Voucher	EA	\$282.98
132-50	CompTIA Security+ Token	EA	\$56.22
132-50	CompTIA Network+ Test Voucher	EA	\$212.71
132-50	CompTIA Network+ Token	EA	\$56.22
132-50	CompTIA CASP	EA	\$376.69
132-50	CompTIA CASP	EA	\$56.22
132-50	EC-Council CEH Test Voucher	EA	\$468.51
132-50	ISC2 CISSP Test	EA	\$609.07
132-50	Axelos ITIL Foundation	EA	\$281.11

Phoenix TS SIN 132-51 Labor Categories

Project Manager

Functional Responsibilities: Responsible for leading small or medium sized IT related projects including project planning and control, task scheduling and management, oversight of deliverable production, and project quality review. Oversees administrative functions including adherence to contract terms and conditions and project financial management. Serves as the designated liaison and reports on progress regularly.

Minimum General Experience: At least seven (7) years of work experience in managing IT projects from inception to completion. Must possess extensive knowledge related to life cycle and project management methodologies as well as a management level knowledge of IT related technologies such as software development, cyber security, networking, protocols, and other pertinent subject matter relevant to the client's requirement.

Minimum Education: Bachelor's Degree in business administration, public administration, management, engineering or relevant technical discipline.

Applicable training or certification requirements: PMP

Senior Subject Matter Expert

Functional Responsibilities: Provides the highest level of technical subject matter expertise when consulting with client executives, management and technical staff on the most critical substantive components of projects in technical areas relevant to client needs. Uses technical expertise in project specific areas to engage clients, understand needs and ensure successful implementations. Possesses expertise in one or several areas including but not limited to software development, cyber security, networking, protocols, information systems

architecture, database management and implementation, life-cycle management and risk management.

Minimum General Experience: At least ten (10) years of work experience in the IT field specific to the course being developed, such as software development, cyber security, networking, protocols, and other pertinent subject matter relevant to the client's requirement. Minimum Education: Advanced degree in relevant technical discipline or equivalent work experience.

Applicable training or certification requirements: Technical certification requirement depends on the course and technical subject matter to be developed.

Subject Matter Expert

Functional Responsibilities: Consults with client executives, management and technical staff on substantive components of projects in technical areas relevant to client needs. Uses technical expertise in project specific areas to engage clients, understand needs and ensure successful implementations. Assists Senior Subject Matter Expert throughout the Information Technology courseware development project. Possesses expertise in one or several areas including but not limited to software development, cyber security, networking, protocols, information systems architecture, database management and implementation, life-cycle management and risk management.

Minimum General Experience: At least five (5) years of work experience in the IT field specific to the course being developed, such as software development, cyber security, networking, protocols, and other pertinent subject matter relevant to the client's requirement

Minimum Education: Bachelor's Degree in relevant technical discipline or equivalent work experience.

Applicable training or certification requirements: Technical certification requirement depends on the course and technical subject matter to be developed.

Senior Instructional Designer

Functional Responsibilities: Provides instructional design and development services for IT training courseware projects using the latest tools and techniques. Designs, develops, and evaluates pilot IT training programs. Expertise and experience in developing technology mediated instruction. Reviews and recommends technical training materials to clients. Observes delivery of technical training courses to ensure course objectives are met.

Minimum General Experience: 10 or more years of experience in instructional design for IT based training courses. Expertise in adult learning methodologies as they relate to the instruction of technology related material such as software development, cyber security, networking, protocols, and other pertinent subject matter relevant to the client's requirement.

Minimum Education: Master's Degree in relevant technical discipline or equivalent work experience.

Applicable training or certification requirements: None

Instructional Designer

Functional Responsibilities: Provides instructional design and development services for IT training courseware projects using the latest tools and techniques. Designs, develops, and evaluates pilot IT training programs in areas as such as software development, cyber security, networking, protocols, and other pertinent subject matter relevant to the client's requirement. Expertise and experience in developing technology mediated instruction. Reviews and recommends technical training materials to clients. Observes delivery of technical training courses to ensure course objectives are met. Assists Senior Instructional Designer throughout the courseware development project.

Minimum General Experience: Five (5) or more years of experience in instructional design for IT based training courses. Expertise in adult learning methodologies as they relate to the instruction of the IT technology related material.

Minimum Education: Bachelor's Degree in relevant technical discipline or equivalent work experience.

Applicable training or certification requirements: None

Graphic Designer

Functional Responsibilities: Develops presentation standards and manages the production of specialized work products for technical training courses including workbooks, training manuals and automated presentation media material in areas as software development, cyber security, networking, protocols, and other pertinent subject matter relevant to the client's requirement. Provides technical knowledge and expertise on digital photography, computer graphics, videography, Flash animations, etc. Designs effective user interface and navigation elements in software products as well as IT related technical courseware.

Minimum General Experience: At least three (3) years of work experience in graphics design, desktop publishing, and administrative software applications and the development of effective user experiences and navigation with software as well as IT courseware. Extensive experience with Adobe Photoshop. Must be well versed in desktop publishing and web authoring tools.

Minimum Education: Associates Degree or equivalent professional experience.

Graphic Artist

Functional Responsibilities: Develops presentation standards and manages the production of specialized work products for technical training courses including workbooks, training manuals and automated presentation media in areas as software development, cyber security, networking, protocols, and other pertinent subject matter relevant to the client's requirement. Provides technical knowledge and expertise on digital photography, computer graphics, videography, Flash animations, etc.

Minimum General Experience: At least three (3) years of work experience in graphics design, desktop publishing, and the development of effective user experiences and navigation with software as well as IT courseware. Extensive experience with Adobe Photoshop. Must be well versed in desktop publishing and web authoring tools.

Minimum Education: Associates Degree or equivalent professional experience.

Technical Editor

Functional Responsibilities: Edits, organizes, corrects and finalizes material for IT technical courses in areas as software development, cyber security, networking, protocols, and other pertinent subject matter relevant to the client's requirement. Checks material for technical accuracy, educational value, comprehension and overall quality.

Minimum General Experience: At least six (6) years of experience in the field of IT related technical editing which may include user manuals, training materials, installation guides, technical documentation, proposals and reports. Advanced Microsoft Office skills as well as basic knowledge of course specific IT related content.

Minimum Education: Bachelor's Degree in English, journalism, communications or related technical discipline.

Technical Writer

Functional Responsibilities: Develops IT related courseware content based on the expertise of subject matter experts and the specifications of instructional designers in areas as software development, cyber security, networking, protocols, and other pertinent subject matter relevant to the client's requirement. Consolidates and formats any documentation that may be provided by technical personnel into language that is easily understandable. To do so, the Technical Writer must be familiar with the concepts and techniques used by engineers, analysts, programmers and other technical disciplines.

Minimum General Experience: At least three years of experience in developing IT technical course content, web copy, user manuals, training materials, installation guides, technical documentation, proposals, reports or similar technical writing experience. Advanced Microsoft Office skills as well as basic knowledge of course specific IT related content.

Minimum Education: Associate's Degree in English, journalism, communications or related technical discipline.

IT Program Manager

Functional Responsibility: Maintains information technology strategies by managing staff; researching and implementing technological strategic solutions. Performs day-to-day management several projects, teams and locations. Organize, direct, and coordinate the planning and production of supporting activities. Demonstrate written and oral communication skills. Establish and alter management structure to direct effective contract support activities efficiently.

Education: Bachelors of Arts or Bachelors of Science, advanced degree preferred.

General Experience: Must have 12 years of IT experience, including at least 8 years of IT management experience.

Cyber Security Expert I

Functional Responsibility: Supporting the implementation of Cyber Security projects by assisting with the adherence of devices; evaluating vendor solutions; assisting with coordination of vulnerability testing; assisting with review of programs, policies, procedures and standards surrounding cyber security best practices.

Education: BS or BA degree in computer information systems, computer science or a related discipline. CISSP or GCIH a plus.

General Experience: 2+ years professional work experience in Cyber Security Preferred. Strong analytical and problem solving skills. Experience with System and Network Administration (Windows, Linux, AIX, Cisco, Juniper, etc.)

Cyber Security Expert II

Functional Responsibility: Work with a team to solve complex problems, information assurance, and weaknesses. Prevention of cyber security incidents via threat analysis, patch and vulnerability management, countermeasure deployment, and security related application administration. The ability to detect and prevent potential intrusions in real time.

Education: BS or BA degree in computer information systems, computer science or a related discipline. CISSP or GCIH a plus.

General Experience: 3-5 years of progressive experience in Information Security. 5-7 years professional work experience in Cyber Security Preferred. In-depth experience reviewing raw log files, and performing data correlation, and analysis (i.e. firewall, network flow, IDS, system logs).

Cyber Security Expert III

Functional Responsibility: Responsible for determining security standards. Develop and implement information security standards and procedure. Provide tactical security advice and examine the ramifications of new technologies. Ensure that all information is functional and secure. Provide leadership in refining and growing the relevant portions of security policies and architectures.

Education: BS or BA degree in computer information systems, computer science or a related discipline. CISSP or GCIH

General Experience: 8-10 years of experience in information security. Minimum 5 years of cyber security and vulnerability management or penetration testing experience. Experience in deploying and operating vulnerability scanning infrastructure and service.

IT Technical Staff I

Functional Responsibility: Responsible for software and system design, integration, installation and administration. Ensure that all software programs and systems meet functional/operational specifications. Provide functional direction and oversight of quality assurance; technical correctness and progress reports.

Education: BS or BA degree in Computer Science or significant experience may be substituted for degree requirements preferred.

General Experience: 0 to 2 years of experience in Software development; system design and integration; system development and database design/development.

IT Technical Staff II

Functional Responsibility: Responsible for software/system design, integration, installation and administration. Ensure that all software/system programs meet functional/operational specifications. Provide functional direction and oversight to lower level personnel who are assigned to the task order; quality assurance; technical correctness, timeliness, and quality of deliverables; and prepares progress reports.

Education: BS or BA degree in Computer Science or significant experience may be substituted for degree requirements preferred.

General Experience: 2 to 4 years of experience in Software development; system design and integration; development and database design/development.

IT Technical Staff III

Functional Responsibility: Responsible for software/system design, integration, installation and administration. Ensure that all software/system programs meet functional/operational specifications. Provide functional direction and oversight to lower level personnel who are assigned to the task order; quality assurance; technical correctness, timeliness, and quality of deliverables; and prepares progress reports.

Education: BS or BA degree in Computer Science or significant experience may be substituted for degree requirements preferred.

General Experience: Minimum of five years of experience in software development; system design and integration; imaging system development and database design/development in support of document management.

System Administrator I

Functional Responsibility: Under the direction and supervision of senior systems administrator, you will provide the following; system backup/recovery, basic software management, security management, and library management. Must be able to operate computer systems in different operating environments. Knowledge of hardware/software

trouble shooting and resource allocation. Education: BS or BA degree in Computer Science is preferred.

General Experience: Entry-level position with knowledge of computer systems and data communications.

Systems Administrator II

Functional Responsibility: System backup/recovery, basic software management, security management, library management, operating computer systems, sizing, performance, tuning, hardware/software troubleshooting, and resource allocation. Individual shall have a thorough knowledge of applicable hardware/software capabilities and configurations.

Education: BA or BS in Computer Science, Engineering or other business related is preferred. General Experience: 2 to 5 years in system administration, one year of which is on the particular system identified in the task order.

Systems Administrator III

Functional Responsibility: Provide work direction to lower-level staff. Should have a thorough understanding of the client's applicable hardware/software capabilities and configurations. This includes system backup/recovery, basic software management, security management, and library management, operating computer systems in different operating environments, sizing, performance, tuning, hardware/software trouble shooting and resource allocation.

Education: BA or BS in Computer Science, Engineering or other business related is preferred. General Experience: Five to ten years hands-on technical experience with computer systems and data communications.

Software Engineer I

Functional Responsibility: Investigate, interpret, and evaluate system software requirements. Analyze existing software systems and subsystems and increase their scope and performance. Develop software algorithms, designs, codes, and documents to ensure compliance with software engineering standards. May provide technical direction and guidance for software developers and engineers involved in modifications or development of software systems.

Education: Bachelor's degree in Computer Science or related discipline is preferred. General Experience: One to three years of related experience or equivalent combination of experience and training in software engineering.

Software Engineer II

Functional Responsibility: Investigate, interpret, and evaluate system software requirements. Analyze existing software systems and subsystems and increase their scope and performance. Develop software algorithms, designs, codes, and documents to ensure compliance with software engineering standards. May provide technical direction and guidance for software developers and engineers involved in modifications or development of software systems.

Education: Bachelor's degree in Computer Science or related discipline is preferred. General

Experience: Four to seven years of related experience or equivalent combination of experience and training in complex software engineering.

Software Engineer III

Functional Responsibility: Investigate, interpret, and evaluate system software requirements. Analyze existing software systems and subsystems, and increase their scope and performance. Develop software algorithms, designs, codes, and documents to ensure compliance with software engineering standards. May provide technical direction and guidance for software developers and engineers involved in modifications or development of software systems. Education: Bachelor's degree in Computer Science or related discipline is preferred. General General Experience: Eight to twelve years of related experience or equivalent combination of experience and training in highly complex software engineering.

Systems Analyst I

Functional Responsibility: Showcases ability to design, development and support computer systems. Plan and develop new computer systems or devise ways to apply existing systems' resources to additional operations.

Education: Associate degree.

General Experience: 1-3 years of general experience in systems analysis or programming is preferred.

Systems Analyst II

Functional Responsibility: Provides highly technical expertise in design, development and support of computer systems. Plan and develop new computer systems or devise ways to apply existing systems' resources to additional operations.

Education: BS or BA degree in Computer Science is preferred.

General Experience: 3-5 years of general experience in systems analysis or programming is preferred.

Systems Analyst III

Functional Responsibility: Expert ability to design, develop and support computer systems. Plan and develop new computer systems or devise ways to apply existing systems' resources to additional operations. The ability to implement, modify and analyze new systems and measure their effectiveness while meeting company standards and policy.

Education: BS or BA degree in Computer Science preferred.

General Experience: 5-8 years of general experience in systems analysis or programming is preferred.

Computer Programmer

Functional Responsibility: Analyzes all system specifications and designs, while developing, modifying, and installing complex and customized software. Conduct detailed analyses of defined system specifications, and prepares associated documentation. Take system design specifications and customize software to meet application requirements. Enhances software to reduce operating time or improve efficiency. May include programming experience with various programming languages and database systems.

Education: BS or BA degree in Computer Science is preferred.

General Experience: 3-5 years of general experience in information technology or programming is preferred.

Database Administrator

Functional Responsibility: General scripting knowledge for exporting and importing data. Communicate and work together with application developers and architects to design data structures that support application requirements. Provide day-to-day development, administration and technical expertise for the deployment, integration and management of various databases. Support logical and physical data modeling and design by ensuring that database definitions conform to naming standards. Communicate urgent issues with management and non-database personnel.

Minimum Education: A Bachelor's Degree in Computer Science or Engineering preferred.

General Experience: 2-4 years of experience in Database Management System (DBMS) design and systems analysis, operating systems software internal architecture, high level and data manipulation languages.

Senior Database Administrator

Functional Responsibility: Duties include but are not limited to providing highly technical expertise and guidance in the definition, control integrity, and uniformity of DBMS. Responsible for designing, developing, modifying, and evaluating programs for internal functional areas. Responsible for planning, coordinating, and administration of DBMS, including base definition, structures, documentation, upgrades, long-range requirements, operational guidelines, and protection. Formulate and monitor policies, procedures, and standards relating to database management. Works on problems of diverse scope where analysis of data requires evaluation of identifiable factors. Exercises judgment within generally defined practices and policies in selecting methods and techniques for obtaining solutions.

Minimum Education: MS in Computer Science or Engineering preferred.

General Experience: 4-8 years of progressively more difficult experience in Database Management System (DBMS) design and systems analysis, operating systems software internal architecture, high level and data manipulation languages. Experience may also be in

DBMS analysis on significant projects, including experience in designing and building databases.

Security Analyst I

Functional Responsibility: A Security Analyst I (SAI) shall be able to perform the following tasks: developing and preparing technical documents; writing technical papers, interaction with customers to gather design and development inter-networking concepts, theories, and information including the installation of inter-networking equipment, setup test equipment and document test results in a meaningful format for future integration into test result reports. A SAI shall be required to initiate tasks, and complete them under the direction of a Program Manager. Performs certification for C&A processes for the accreditations of systems. The SAI performs vulnerability analysis and assessment using either government or commercial off the shelf technologies. **Education:** BS or BA degree in Computer Science is preferred.

General Experience: 0-2 years of experience in information security is preferred

Security Analyst II

Functional Responsibility: A Security Analyst II (SAII) shall be able to perform the following tasks, with minimal direction: developing and preparing technical documents; writing technical papers, interaction with customers to gather design and development inter-networking concepts, theories, and information; perform technical engineer duties to include but not be limited to installation of inter-networking equipment, setup test equipment, execute tests according to written procedures, and document test results in a meaningful format for future integration into test result reports. The SAII shall understand inter-networking, networks, and computer concepts, and have technical expertise in engineering secure network. The SAII shall possess personnel computer skills at a level where they can capture preliminary and detailed information to complete follow-on tasks. Performs certification for C&A processes for the accreditations of systems. The SAI performs vulnerability analysis and assessment using either government or commercial off the shelf technologies.

Education: BS or BA degree in Computer Science is preferred.

General Experience: 2-5 years of experience in information security is preferred

Security Analyst III

Functional Responsibility: Conduct Information System audits, adhere to standards and use common procedures/techniques in the performance of an audit. Analyze and evaluate the policies, access controls, management and organizational structures, operating procedures, and control environment of departments processing information. Identify and evaluate user requirements, risks, exposures and controls in specific applications during the development or acquisition phase. Formulate, review, and revise procedures necessary to implement

system security in accordance with higher level regulatory requirements. Reviews all safeguard procedures to measure the effectiveness of the total system security.

Education: BS or BA degree in Computer Science is preferred.

General Experience: 4-7 years' experience in information security is preferred

IT Consultant

Functional Responsibility: Provide the analysis and engineering of information systems, defining requirements and limitations, system testing, and developing engineering plans/schedules. Minimum Education: A Bachelors Degree in Computer Science, Computer Engineering or related field.

General Experience: 2 – 5 years of experience in information systems. Knowledge of current developments in such areas as information systems hardware, software, databases, communication protocols, and networking.

IT Senior Consultant

Functional Responsibility: Duties include but are not limited to providing technical direction, analysis and engineering of information systems, defining requirements and limitations, technical guidance and direction, system testing, and developing engineering plans/schedules. Defines group direction from loosely given guidance, interfacing with the customer and Subject Matter Experts to extract program information and provide future network development guidance to the engineering staff. A demonstrated ability to work independently without significant oversight and will be empowered to make decisions. Possess strong communication, and team work skills.

Minimum Education: A Master's Degree in Computer Science or Computer Engineering or related field.

General Experience: 4 - 8 years specialized experience in engineering information systems. Working knowledge of current and anticipated developments in such areas as information systems hardware, software, databases, communication protocols, and networking. Supervisory experience as a Team Leader.

IT Principal Consultant

Functional Responsibility: Duties include but are not limited to providing technical supervision, analysis and engineering of information systems, defining requirements and limitations, technical guidance and direction, system testing, and developing engineering plans/schedules. Defines group direction from loosely given guidance, interfacing with the customer and Subject Matter Experts to extract program information, mentoring less experience team members, assisting in the determination of overall results analysis approach, and provides future network development guidance to the engineering staff. Works independently without significant oversight and will be empowered to make decisions. Principal Consultant can perform the physical, functional, system, data, and component



analysis and architecture comprehension. Has demonstrated and tested leadership, communication, and team work skills. Regularly presents findings to groups of varying sizes. Leads a team of varying engineering experience and managing overall activities to a defined schedule.

Minimum Education: A Master's Degree in Computer Science or Engineering.

General Experience: 7 - 12 years specialized experience in engineering large information systems and general experience in a related field. Working knowledge of current and anticipated developments in such areas as information systems hardware, software, databases, communication protocols, and networking. Demonstrated supervisory experience as a Team Leader or Department Director.

Network Engineer I

Functional Responsibility: Give support to other network support staff. Perform day-to-day network operations duties and provide customer support.

Minimum Education: BS or BA degree in Computer Science or a related discipline is preferred.

General Experience: 0 to 2 years experience in electronics, data communications or telecommunications positions is preferred with progressive experience with in a networking environment.

Network Engineer II

Functional Responsibility: Give support to other network support staff. Perform day to day network operations duties and provide customer support. Can perform the following tasks with little oversight; network design, engineer and plan overall site activities, including inside and outside plant specifications, equipment room layouts, and hardware configuration.

Minimum Education: BS or BA degree in Computer Science or a related discipline is preferred.

General Experience: 2 – 5 years experience in electronics, data communications or telecommunications positions is preferred with progressive experience with in a networking environment.

Network Engineer III

Functional Responsibility: Design, engineer and plan overall site activities, including inside and outside plant specifications, equipment room layouts, and hardware configuration. Formulate logical designs of system problems and devise procedures for solutions to the problems. Give support to other network support staff. Assist the Project Manager in the determination of labor hours and categories needed to perform site surveys resulting from a network design Task Order. Oversee all technical documentation activities and determine documentation specification methods and technical support manuals.

Education: BS or BA degree in Computer Science or a related discipline is preferred. General Experience: 4-7 years experience in electronics, data communications or telecommunications positions is preferred with progressive experience designing and/or installing LANs.



Network Administrator I

Functional Responsibility: Give support to other network support staff. Perform day-to-day network operations duties and provide customer support.

Education: BS or BA degree in Computer Science or a related discipline is preferred. General Experience: 0 to 2 years experience in electronics, data communications or telecommunications positions is preferred with progressive experience with in a networking environment.

Network Administrator II

Functional Responsibility: Can perform the installation and configuration of network hardware/software to meet and follow an established network policy. Establish detailed fault management, configuration control, and performance monitoring. The ability to execute the activation, back-up, deactivation, and restart of network resources/services. Advice on operational impacts of network expansions, additions, upgrades, and reconfiguration in hardware/software suites.

Education: BS or BA degree in Computer Science or a related discipline is preferred. General Experience: 2-5 years of experience with design, installation, operation, maintenance and detailed knowledge of network administration.

Network Administrator III

Functional Responsibility: Carries out the installation and configuration of network hardware/software to meet and follow an established network policy. Establish detailed fault management, configuration control, and performance monitoring. Proficient in the activation, back-up, deactivation, and restart of network resources/services. Problem isolation and correction; performance monitoring; and configuration control. Certification/recertification actions. Ability to give professional advice on operational impacts of network expansions, additions, upgrades, and reconfiguration in hardware/software suites.

Education: BS or BA degree in Computer Science or a related discipline is preferred. General Experience: 4 - 8 years of experience with design, installation, operation, maintenance and detailed knowledge of network administration.

Subject Matter Expert II

Functional Responsibility: Serves as source of broad general knowledge of systems engineering, systems analysis and design, software integration, and software development with an in-depth expertise in at least one of these areas. Primary function is to perform complex technical efforts in specialty area by serving either as senior technical staff member on a large project or as a leader of a small, specialized project. Requires knowledge of a specific professional technical field to define and solve new information processing system problems, develop engineering designs, and conduct analyses and experiments in the area of discipline. Knowledge in this discipline should be comparable to that which could be acquired

through completion of a Graduate level curriculum leading to a Master's Degree in the specific field.

Education: BA or BS in business or related field required. Advance Degree desired. General Experience: 6-9 years of broad professional level experience, including three years of management experience with demonstrated proficiency in systems engineering, analysis and programming with wide exposure to interrelated activities. Requisite Certifications desired.

Subject Matter Expert III

Functional Responsibility: Serves as source of broad general knowledge of systems engineering, systems analysis and design, software integration, and software development with an in-depth expertise in at least one of these areas. Primary function is to perform complex technical efforts in specialty area by serving either as senior technical staff member on a large project or as a leader of a small, specialized project. Other functions are to provide, within the specialty area, quick response problem resolution, internal and external training, and marketing support to translate advanced technology theory into specific, practical applications of use for the corporation. Requires knowledge in a specific professional technical field to define and solve new information processing system problems, develop engineering designs, and conduct analyses and experiments in the area of discipline. Knowledge in this discipline should be comparable to that which could be acquired through completion of a Graduate level curriculum. Requires thorough knowledge of the principles and concepts of management and applicable knowledge of business practices, business organization, and cost accounting practices.

Education: BA or BS in Business or related field required. Advance Degree desired.

General Experience: 8-12 years of broad professional level experience, including three years of management experience with demonstrated proficiency in systems engineering, analysis and programming with wide exposure to interrelated activities. Requisite Certifications desired.

Configuration Manager II

Functional Responsibility: Analyze proposed product design changes to determine the effect on the overall system. Ensure configuration identification by reviewing design release documents for completeness. Prepare waivers for government approval when specifications cannot be met. Draft configuration analysis plans to encompass contractual requirements.

Education: Bachelor's Degree in Computer Science or an associated discipline is preferred.

General Experience: 3 to 6 years of overall industry experience, along with 2 to 4 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

Configuration Manager III

Functional Responsibility: Analyze proposed product design changes to determine the effect on the overall system. Ensure configuration identification by reviewing design release documents for completeness and authorizations. Prepare deviations and waivers for



government approval when specifications cannot be met. Compile audit information. May audit subcontractor's inspection or technical document preparation procedures to verify compliance with contract requirements. Prepare manual or automated records of parts design change documents. Reviews contracts and determines configuration requirements. Assists in the development and maintenance of database. Education: Bachelor's Degree in Computer Science or an associated discipline is preferred. General Experience: 5 to 10 years of overall industry experience, along with 4 to 6 years of related experience or an equivalent combination of education and training that provides the required knowledge, skills, and abilities.

Help Desk Technician I

Functional Responsibility: Provide technical support, guidance, problem resolution, and installation of hardware and software systems.

Education: High school diploma.

General Experience: One (1) year of relevant work experience/education.

Help Desk Technician II

Functional Responsibility: Provide technical support and guidance, problem resolution, and installation of hardware and software systems. Perform maintenance and configuration support for computer and networked equipment. Troubleshoot applications, email and operating system problems.

Minimum Education: High school diploma.

General Experience: Three (3) years of relevant work experience/education.

Help Desk Technician III

Functional Responsibility: Provide technical support and guidance, problem resolution, and installation of hardware and software systems. Perform maintenance and configuration support for computer and networked equipment. Troubleshoot applications, email and operating system problems. Assist with high level enterprise wide architecture problems, network problems and associated help desk documentation and systems support.

Minimum Education: High school diploma and A+ certification.

General Experience: Five (5) years of relevant work experience/education.

Quality Assurance I

Functional Responsibility: Provide technical and administrative direction for personnel performing software tasks, including the review of work products for adherence to the design concept and user standards, the review of program documentation to assure government standards are adhered to, and for progress in accordance with schedules. Coordinate with the Project Manager and/or Quality Assurance Manager to ensure that user problems are solved. Make recommendations, if needed, for approval of major systems installations. Prepare

milestone status reports and presentations on system concepts to colleagues, subordinates, and end user representatives.

Education: Bachelors of Arts or Bachelors of Science.

General Experience: 3-5 years of relevant work experience/education or an Advanced Degree.

Quality Assurance II

Functional Responsibility: Develop and implement quality control methodologies to ensure quality assurance standards, guidelines, and procedures are met in a large computer-based organization. Develop and define major and minor characteristics of quality including quality metrics and scoring parameters for an actual task order. Establish and maintain a process for evaluating hardware, software, and associated documentation and/or assist in the evaluation. Conduct and participate in the formal and informal reviews at pre-determined points throughout the development life cycle.

Education: Bachelors of Arts or Bachelors of Science.

General Experience: 7+ years of relevant work experience or 3+ years of relevant work experience and an Advanced Degree.

Technical Administrative

Functional Responsibility: Provide administrative support to IT departments. Perform a wide range of clerical and administrative duties including the typing, filing and tracking of time records, word processing, dictation, and composition of correspondence. Plan and produce correspondence, proposals, memos, and other documentation. The ability to operate Excel. Proofread completed documents. Provide copying and production support as needed. Commensurate experience and education.

Education: Associate Degree.

General Experience: 2+ years of relevant work experience or a BS/BA in a related field.

Information Assurance Security Specialist I

Functional Responsibility: Analyze and define security requirements for Multilevel Security (MLS) issues. Gather and organize technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Perform risk analyses, which also includes risk assessment.

Education: Bachelors of Arts or Bachelors of Science.

General Experience: 1-5 years of relevant work experience or an Advanced Degree.

Information Assurance Security Specialist II

Functional Responsibility: Analyze and define security requirements for MLS issues. Design, develop, engineer, and implement solutions to MLS requirements. Guide effort to gather and organize technical information about an organization's mission goals and needs, existing



security products, and ongoing programs in the MLS arena. Perform risk analyses which also includes risk assessment. Develop security standards.

Education: Bachelors of Arts or Bachelors of Science.

General Experience: 10+ years of relevant work experience or 5 years of relevant work experience and an Advanced Degree.

Technical Instructor I

Functional Responsibility: Educate end users on various software applications via hands-on classroom training as well as a one-on-one session for end users who require individual attention. This process focuses on the specific functionality of each application yet goes on to include the synergies between the applications. The trainer also identifies any changes to the system that have come to fruition from end user recommendations during the training.

Education: Bachelor's Degree in/or related field is preferred, but not required if equivalent experience and education is held (i.e. A+ certification plus Associate's Degree). Holding MCT, CTT+ or other industry recognized trainer certifications.

General Experience: 0-4 years' experience in adult education, or a Bachelor's degree in a related field.

Technical Instructor II

Functional Responsibility: Must be flexible, personable, reliable and professional. The main job of an Instructor II is to provide students with the technical support, guidance, problem resolution, and installation of hardware and software systems they need. Perform maintenance and configuration support for computer and networked equipment. Education: Bachelor's Degree in/or related field is preferred, but not required if equivalent experience and education is held (i.e. A+ certification plus Associate's Degree). Holding MCT, CTT+ or other industry recognized trainer certifications.

General Experience: 5+ years experience in adult education through creating documentation, designing training sessions and conducting training for users.

Technical Instructor III

Functional Responsibility: Ability to handle a mix of travel destinations. Working with IT personnel and user community to identify IT training solutions to business needs. Analyzing training material for updates and designing/creating training materials as necessary, while performing the training of those materials.

Education: Bachelor's degree from four-year College or university; or five (5) years of relevant experience; or a combination of education and experience. Holding MCT, CTT+ or other industry recognized trainer certifications.

General Experience: 10+ years experience in adult education through creating documentation, designing training sessions and conducting training for users. Excellent customer service and learning skills. Experience in training high level IT certifications.

Phoenix TS SIN 132-51 GSA Pricing

Proposed Labor Category	Unit	GSA Rate w/ IFF
Project Manager	Hour	\$220.00
Senior Subject Matter Expert	Hour	\$220.50
Subject Matter Expert	Hour	\$153.00
Sr. Instructional Designer	Hour	\$116.00
Instructional Designer	Hour	\$85.00
Graphic Designer	Hour	\$117.00
Graphic Artist	Hour	\$90.00
Technical Editor	Hour	\$85.00
Technical Writer	Hour	\$112.00
Program Manager	hour	\$131.18
Cyber Security Expert I	hour	\$ 79.64
Cyber Security Expert II	hour	\$ 93.70
Cyber Security Expert III	hour	\$121.81
Technical Staff I	hour	\$ 76.83
Technical Staff II	hour	\$ 90.89
Technical Staff III	hour	\$104.94
System Administrator I	hour	\$ 70.27
Systems Administrator II	hour	\$ 82.45
Systems Administrator III	hour	\$101.19
Software Engineer I	hour	\$ 70.65
Software Engineer II	hour	\$100.26
Software Engineer III	hour	\$129.30
Systems Analyst I	hour	\$ 79.64
Systems Analyst II	hour	\$ 89.01



Systems Analyst III	hour	\$ 98.38
Computer Programmer	hour	\$112.44
Database Administrator	hour	\$ 79.64
Senior Database Administrator	hour	\$119.00
Security Analyst I	hour	\$ 71.21
Security Analyst II	hour	\$ 93.70
Security Analyst III	hour	\$122.74
IT Consultant	hour	\$ 73.65
IT Senior Consultant	hour	\$119.93
IT Principal Consultant	hour	\$148.04
Network Engineer I	hour	\$ 46.95
Network Engineer II	hour	\$ 89.01
Network Engineer III	hour	\$107.75
Network Administrator I	hour	\$ 65.59
Network Administrator II	hour	\$ 80.58
Network Administrator III	hour	\$100.26
Subject Matter Expert II	hour	\$131.18
Subject Matter Expert III	hour	\$168.66
Configuration Manager II	hour	\$ 91.82
Configuration Manager III	hour	\$117.12
Help Desk Technician I	hour	\$ 42.16
Help Desk Technician II	hour	\$ 60.90
Help Desk Technician III	hour	\$ 73.08
Quality Assurance I	hour	\$ 74.96
Quality Assurance II	hour	\$ 89.01
Technical Administrative	hour	\$ 51.53
Information Assurance Security Specialist I	hour	\$ 80.58
Information Assurance Security Specialist II	hour	\$100.26

Technical Instructor I	hour	\$ 84.33
Technical Instructor II	hour	\$ 98.38
Technical Instructor III	hour	\$112.44

