

GENERAL SERVICES ADMINISTRATION

FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE TERMS AND CONDITIONS



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

MULTIPLE AWARD SCHEDULE

FEDERAL SUPPLY GROUP

Professional Services

CLASS

D304, D399, R499

CONTRACT NUMBER

47QRAA20D000H

CONTRACT PERIOD

October 23, 2019 through October 22, 2029

CONTRACTOR

Portland Webworks
5 Milk Street 2nd Fl, Portland, ME 04101
207-773-6600
207-775-1307
info@portlandwebworks.com

CONTRACTOR'S ADMINISTRATION SOURCE

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BUSINESS SIZE

Small Business

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VENDOR BACKGROUND



Portland Webworks has been in business delivering website development services since 1999. We offer customers a robust suite of consulting, planning, design, development, implementation, maintenance and sustainment services. Our custom solutions emphasize outstanding quality of user experience, compelling design, compatibility, interoperability, sustainability, extensibility and standards compliance.



We routinely operate in the government space under the emergent brand name of GovWebworks (www.govwebworks.com). This represents a natural evolution in our corporate identity, given our team's long and reputable history of successful performance with government departments and agencies throughout the continental United States. Under this new moniker, we provide many government partners with access to industry-leading creative and technical professionals. Our personnel deliver fresh perspective and innovative ideas, making it possible for our customers to realize their mission-critical communication, engagement and service objectives through implementation of enterprise-grade, feature rich websites and portals that deliver spectacular citizen and administrator experiences – always within a responsible budget and with low risk exposure.

WHAT WE DO

Under the MAS schedule, our company will offer the following services:

- 1 Digital Design for Websites, Portals and Other Interactive Web Products**
Initial conceptualization, consultation, discovery and planning; followed by intensive design, prototyping, and user testing.
- 2 Implementation, Maintenance and Sustainment**
Technical development, legacy content migration, routine hosting support; patching and updates to keep systems, sites and platforms running, operable, optimized and compliant.
- 3 Enhancements and Updates**
Additional post-launch design, development and customization, introducing creative features, capabilities and extensions.
- 4 Mentoring and Support**
Technical support, creative and artistic assistance as needed; peer-to-peer knowledge and skills transfer, encouraging customers towards greater autonomy.
- 5 Strategic Consultation**
Professional recommendations and advisement, addressing matters of content strategy, modern digital product aesthetics, and how web technologies can be leveraged to the greatest effect to improve user experience, communications and audience engagement.

OUR VALUE PROPOSITION

User-Centered Design Expertise

We have earned many awards for our work on public-facing websites and portals that serve large and incredibly diverse user communities. Our processes place maximum emphasis on user experience and citizen engagement. We validate our approach through extensive user research and testing, enabling our customers to proceed with confidence.

Drupal Specialization

We work primarily with Drupal, an extremely reputable open source content management platform that has been widely adopted across the state and federal government IT landscape. Through a variety of signature system enhancements, we make the lives of system administrators and content contributors much easier, and help our customers to extract maximum value from this highly regarded technology.

Agile

Our methods are conducive to total project transparency, enabling clients to observe, monitor, redirect and re-prioritize efforts on demand. We present customers with tangible progress at two week intervals. Our tools eliminate the traditional barriers between the project team and the stakeholders, so that ongoing conversation can occur throughout the entire project life cycle.

Deep Discovery

We invest extra time up front to gain a better understanding of requirements and meaningful milestones. We emphasize full-team engagement, deploying our team members to establish key relationships, building trust, confidence and consensus among product owners, stakeholders, and technical staff. This gives us the capacity to design and engineer responsible websites and interactive products that anticipate needs and that “nail it” from the start.

Rapid Prototyping

We validate intentions and project direction by quickly producing functional proofs of concept that enable interactive testing, feedback and effective evaluation of alternatives; This helps to avoid expensive mistakes, assuring that each project can remain aligned to its true mission.

Advanced Technical Proficiencies

Our website products often incorporate powerful, rich and fully customized application functionality. We have been working in the software development industry for more than 20 years, and have completed numerous major application modernization and integration projects. We can handle the most complex and sophisticated technical requirements without breaking stride, applying the latest industry-embraced best practices.

Accessibility and Compatibility

Part of the mission of “meeting clients where they are” means ensuring that all different types of users can user and benefit from our solutions. Our solutions work across a broad spectrum of devices, meeting WCAG and 508 accessibility requirements.

Proven Team Resourcing

With Portland Webworks, what you see is exactly what you get. Unlike many larger consultancy shops that tend to assemble their assigned staff only on a temporary, project-by-project basis, we rely primarily on a longstanding, core team of experts, each of whom have, on average, more than decade of experience. We operate as a relatively small, highly cohesive, integrated task force that can be productive from day one. Our customers can always expect superior collaboration and immediate productivity from our team – blending exceptional creativity with the best and most sensible technology innovations, low-risk industry protocols and highly standardized operating procedures.

OUR VALUE PROPOSITION (continued)

Partnership-Driven Adaptability

We are a highly flexible and collaborative partner. We are able to accept direction, yet we are also able to step into the gap to push projects forward with effective leadership and facilitation. We routinely work in conjunction with executive teams, IT departments, and communications staff, always with acute sensitivity to matters of institutional identity and existing branding. We are committed to building longer-term relationships, and work in a way that cultivates and engenders trust, mutual respect, transparency, accountability, and a sense of operational partnership.

Security

Although it isn't the only thing we do, we have considerable experience working with PII and FTI. We have experience delivering solutions on FEDRAMP certified infrastructure from leading providers like AWS. We accomplish our development work in environments that are compliant with NIST standards (800-171, 800- 53).

Low Risk, End-to-end Support

We have reliable resources in place to provide robust support for solution rollout and beyond. Our offerings can encompass manual quality assurance on all pages, content strategy, artistic review, periodic design refresh, user training, routine technical assistance and troubleshooting, as well as hosting and maintenance.

Holistic Content Strategy

We have many years of experience working on massive-volume content undertakings. We provide our customers with access to proprietary tools that provide insightful perspective, helping our customers to systematically assess the quality of their materials, so that content can be more effectively re-aligned with audience needs and mission priorities. Our distinctive toolset supports expeditious re-engineering of information architecture, and can also provide assistance with migration planning.

I-FSS-600 CLAUSES

- 1a Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

SIN	DESCRIPTION
54151S	Information Technology (IT) Professional Services
541511	Web Based Marketing
541430	Graphic Design
OLM	Order Level Materials

- 1b **Lowest Priced Model Number and Price for Each SIN**
Not Applicable, Services Only

- 1c **Listed on Page 5**

- 2 **Maximum order**
\$500,000

NOTE TO ORDERING ACTIVITIES: *If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contractor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

- 3 **Minimum order**
\$100

- 4 **Geographic coverage**
Domestic and Overseas

- 5 **Point(s) of production**
N/A (Services Only)

- 6 **Discount from list prices**
GSA Net Prices are shown on the attached GSA Pricelist.
Negotiated discount has been applied.

- 7 **Quantity discounts**
None

- 8 **Prompt payment terms**
None

- 9 **Foreign items (list items by country of origin)**
None

- 10a **Time of delivery**
N/A (Services Only)

- 10b **Expedited Delivery**
N/A (Services Only)

- 10c **Overnight and 2-day delivery**
N/A (Services Only)

- 11 **Urgent Requirements**
N/A (Services Only)

- 12 **F.O.B. point**
Destination

- 13 **Ordering address**
Same as contractor

- 14 **Ordering procedures**
Ordering activities shall use the ordering procedures described in Federal Acquisition Regulation 8.405-3 when placing an order or establishing a BPA for supplies or services. The ordering procedures, information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at the GSA/FSS Schedule Homepage (fss.gsa.gov/schedules).

- 15 **Payment address**
Same as contractor

- 16 **Warranty provision**
N/A for services

- 17 **Export packing charges**
N/A

- 18 **Terms and conditions of rental, maintenance, and repair (if applicable)**
As applicable

- 19 **Terms and conditions of installation (if applicable)**
As applicable

- 20 **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable)**
As applicable

- 21 **Terms and conditions for any other services (if applicable)**
As applicable

- 22 **List of service and distribution points (if applicable)**
N/A

- 23 **List of participating dealers (if applicable)**
N/A

- 24 **Preventive maintenance (if applicable)**
N/A

- 25 **Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants)**
Not applicable

- 26 **Section 508 Compliance for Electronic and Information Technology (EIT)**
As applicable

- 27 **Unique Entity ID (UEI) number**
MH7PTX9TPB86

- 28 **Notification regarding registration in System for Award Management (SAM) database.**
Contractor has an Active Registration in the SAM database.

EDUCATION / EXPERIENCE NOTES

The labor category definitions in our Pricelist describe the functional responsibilities and corresponding minimum education and experience requirements for each labor category. These requirements are intended to be a guide to the types of experience and educational background that would be typical of personnel in each labor category.

The specified levels of education and experience are intended to reflect minimums only. Portland Webworks reserves the right, at its own discretion, to assign staff that exceed the specified education and experience levels.

Education and experience may be substituted for each other as shown below. The intent is that each year of relevant experience may be substituted for 1 year of education, and vice versa (1:1 tradeoff). In addition, certifications, professional licenses, and vocational technical training may be substituted for experience or education with the written approval of the ordering activity.

DEGREE	EXPERIENCE	OTHER
ASSOCIATES	2	RELEVANT VOCATIONAL OR TECHNICAL TRAINING
BACHELORS	4	RELEVANT PROFESSIONAL CERTIFICATION
MASTERS	6	RELEVANT PROFESSIONAL LICENSE

Years of experience for any candidate will be calculated in terms of time spent performing similar tasks and functions (ex. web developer might have experience planning applications, and/or preparing and reviewing code).

Education would be in a relevant domain, or in a discipline that would provide relevant professional skills (ex. For Web Marketing and Design Manager, acceptable degrees might include, but not be limited to, those in fields of program management, communication, or business administration; For Web Developer, acceptable degrees might include, but not be limited to, those in fields of computer science, or software engineering).

As is the case with other forms of education and training, it will similarly be possible for experience to be exchanged in place of professional certifications. This sort of exchange will be subject to consent from the customer, and will especially be an acceptable practice when dealing with projects involving well-established off-the-shelf solution platforms. As a general guideline, the intent would be to permit the exchange of one year of directly relevant professional experience and exposure to best practices for each 24 hours of training that would otherwise be required to achieve certification. The actual exchange rate would be agreed in writing with the customer on a case-by-case basis.

The chart on the next page more provides a more precise sense of the acceptable education and experience tradeoffs.

LABOR CATEGORY	MIN EDU	MIN EXP	PHD	MASTERS	BACHELORS	ASSOCIATES	HIGH SCHOOL
Accessibility Consultant / 508 Specialist	Bachelors	5	2	3	--	7	9
Big Data Architect / Engineer	Bachelors	6	3	4	--	8	10
Business Analyst I	Bachelors	1	0	0	--	3	5
Business Analyst II	Bachelors	4	1	2	--	6	8
Content Consultant	Bachelors	4	1	2	--	6	8
Content Specialist / Content Strategist / Writer	Bachelors	4	1	2	--	6	8
Cybersecurity Engineer	Bachelors	7	4	5	--	9	11
Data Analyst / Business Intelligence Professional	Bachelors	5	2	3	--	7	9
Database Administrator	Bachelors	8	5	6	--	10	12
DevOps Engineer	Bachelors	5	2	3	--	7	9
Graphic Designer	Bachelors	4	1	2	--	6	8
Project Manager I	Bachelors	2	0	0	--	4	6
Project Manager II	Bachelors	4	1	2	--	6	8
Quality and Compliance Analyst	Bachelors	5	2	3	--	7	9
Quality Assurance Engineer I	Bachelors	1	0	0	--	3	5
Quality Assurance Engineer II	Bachelors	5	2	3	--	7	9
Scrum Master / Agile Coach	Bachelors	5	2	3	--	7	9
Software Developer	Bachelors	5	2	3	--	7	9
Solution Support Technician / Senior System Admin	Associates	3	0	0	1	5	7
Subject Matter Expert	Bachelors	9	6	7	--	11	13
Technical Architect / Lead Solution Engineer	Bachelors	8	5	6	--	10	12
Trainer	Bachelors	5	2	3	--	7	9
UX Consultant	Bachelors	4	1	2	--	6	8
UX Designer	Bachelors	4	1	2	--	6	8
Visual/Interactive Artist	Bachelors	4	1	2	--	6	8
Web Developer	Bachelors	5	2	3	--	7	9
Web Marketing and Design Manager	Bachelors	4	1	2	--	6	8

LABOR CATEGORY	MIN EDU	MIN EXP	PHD	MASTERS	BACHELORS	ASSOCIATE	HIGH SCHOOL
Web Marketing and Design Manager	Bachelors	4	1	2	—	6	N/A
UX Consultant	Bachelors	4	1	2	—	6	8
Web Developer	Bachelors	5	1	3	—	7	9
Content Consultant	Bachelors	4	1	2	—	6	N/A
Visual/Interactive Artist	Bachelors	4	1	2	—	6	8
Quality and Compliance Analyst	Bachelors	5	1	3	—	7	9

TERMS AND CONDITIONS APPLICABLE TO MAS

Service Contract Labor Standards

The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.