General Services Administration
Federal Acquisition Service

Authorized Pricelist MAS Information Technology
General Purpose Commercial Information Technology Equipment,
Software, and Services

Contract Number: 47QTCA18D001P

Special Item Number 54151S

Jackson Automated Management Systems Inc. (JAMS)
1054 Nellie Drive
Santa Rosa Beach, FL 32459-5223
850-708-9190 Fax 622-5261
http://www.jams.com

Contract Period: November 1, 2017-October 31, 2022

Business Size/Status: Small Service Disabled Veteran Owned

Prices shown herein are NET (discount deducted)

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 for GSA-Advantage!® is: http://www.gsaadvantage.gov

For more information on ordering from Federal Supply Schedules click here: http://www.gsa.gov
**Table of Contents**

GENERAL CONTRACT INFORMATION ........................................................................................................... 3  
TERMS AND CONDITIONS .............................................................................................................................. 6  
JAMS LABOR CATEGORY DESCRIPTION .................................................................................................... 11  
JAMS - GSA PRICELIST ................................................................................................................................ 14
GENERAL CONTRACT INFORMATION

1a. Table of Awarded Special Item Numbers (SINs):
Please refer to GSA eLibrary (www.gsaelibrary.gsa.gov) for detailed SIN descriptions

• 54151S: IT PROFESSIONAL SERVICES

1b. Lowest Priced Model Number and Lowest Price: Please refer to our rates on page

#16 1c. Labor Category Descriptions: Please refer to page #10

2. Maximum Order: $500,000

3. Minimum Order: $100

4. Geographic Coverage: Domestic Only

5. Point (s) of Production: Same as Company Address

6. Discount from List Price: All Prices Herein are Net [Include Basic Discount of 2% from Commercial Pricelist and IFF of 0.75%]

7. Quantity Discounts: 3% from the Commercial Pricelist On orders of $1M or more and 3.5% from the Commercial Pricelist on orders of $5M or more

8. Prompt Payment Terms: 0.25% 10, Net 30

9a. Government Purchase Card is accepted at or below the micro – purchase threshold.

9b. Government Purchase `Card is not accepted above the micro – purchase threshold.

10. Foreign Items: None

11a. Time of Delivery: To Be Negotiated with Ordering Agency

11b. Expedited Delivery: To Be Negotiated with Ordering Agency

11c. Overnight and 2-Day Delivery: To Be Negotiated with Ordering Agency

11d. Urgent Requirement: To Be Negotiated with
12. F.O.B. Point(s): Destination

13a. Ordering Address: Attn: Phil Jackson GSA Orders
JAMS
1054 Nellie Dr. Santa Rosa Beach,
FL 32459

13b. Ordering procedures:
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.
   a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
   b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.
   c. FAR 8.405-3 Blanket purchase agreements (BPAs)

The ordering procedures and additional information can be found at www.gsa.gov/eligibilitytouse

14. Payment Address: Attn: Phil Jackson GSA Orders
JAMS
1054 Nellie Dr. Santa Rosa Beach,
FL 32459

15. Warranty Provision: Not Applicable

16. Export Packing Charges: Not Applicable

17. Terms & Conditions of Government Purchase Card Acceptance (any thresholds above the micro-purchase level): Contact Contract Administrator

18. Terms and conditions of rental, maintenance, and repair: Not Applicable

19. Terms and conditions of installation (if applicable): Not Applicable

20. Terms and conditions of repair parts indicating date of parts, price lists and any discounts from list prices: Not Applicable

20a. Terms and conditions for any other services (if applicable): Not Applicable

21. List of service and distribution points (if applicable): Not Applicable
22. List of participating dealers (if applicable): Not Applicable

23. Preventative maintenance (if applicable): Not Applicable

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): Not Applicable

24b. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/ Contact Contract Administrator for more information.

25. Data Universal Number System (DUNS) Number: 120754713

26. Jackson Automated Management Systems, Inc. (JAMS) is registered in the System for Award Management (SAM).
**NOTE: The phrase, “Information Technology (IT) Professional Services/Identity Access Management (IAM) Professional Services” in the following paragraphs may need to be revised in order to be consistent with the Offeror’s proposal; e.g., if only IT Professional Services are offered, all references to IAM Services should be deleted.**

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

1. SCOPE

a. The prices, terms and conditions stated under Special Item Number 54151S Information Technology Professional Services apply exclusively to IT/IAM Professional Services within the scope of this Information Technology Schedule.

b. The Contractor shall provide services at the Contractor’s facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

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

a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

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

c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity’s mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

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

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.
4. PERFORMANCE OF SERVICES

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT/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)

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

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

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

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


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

a. Definitions.

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

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

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

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

11. INVOICES
The Contractor, upon completion of the work ordered, shall submit invoices for IT/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:

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

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
   (1) The offeror;
   (2) Subcontractors; and/or
   (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES
Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.
14. INCIDENTAL SUPPORT COSTS
Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

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

16. DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 54151S 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.

b. 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, and 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
## JAMS Labor Category Descriptions

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Minimum Years of Experience</th>
<th>Functional Responsibility</th>
<th>Minimum Educational Requirements</th>
<th>Commercial Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Manager</td>
<td>8 Years</td>
<td>Manages various IT projects on time and within budget. Responsible for overall direction, control and reporting of projects. Provides technical guidance to all project team members to ensure all technical, schedule and cost objectives are achieved successfully. Responsible to provide client interface. Responsible to develop project documentation including budgets, project schedules and various planning and implementation documents.</td>
<td>Bachelors Degree or equivalent experience and training</td>
<td>$134.13</td>
</tr>
<tr>
<td>Software Developer</td>
<td>6 Years</td>
<td>Responsible for analyzing, designing, developing, testing, implementing, and maintaining complex software applications using latest SDLC guidelines and technologies like SharePoint, Java/J2EE, XML, .NET, C# and C++. Responsible for, technical and user documentation, software conversions; environments include but are not limited to mainframe, mid range, personal computers, laptops. Working with minimal supervision, conducts project feasibility and implementation studies, including the development of plans and testing for evaluation. Develops and implements data conversion routines. Performs system testing to insure satisfactory results. Duties require knowledge of data sources, data flow, system interactions, and computer equipment and software applications. May perform selected project tasks independently or with minimal direction. Provides technical support to the project team. Establishes and maintains development, testing environments and the configuration management process and structures. Serves as point-of-contact for third-party software and hardware vendors.</td>
<td>Bachelors Degree or equivalent experience and training</td>
<td>$95.07</td>
</tr>
<tr>
<td>Programmer Analyst</td>
<td>5 Years</td>
<td>This position provides technical expertise to develop and configure applications to ensure that the systems meet business requirements. Candidate possesses experience in analysis, design and execution of enterprise level IT projects and supports technical teams in the architectural, design and development efforts. Candidate demonstrates experience in software and system development and supports all phases of development. Candidate possesses experience and knowledge in the latest industry trends and developments in enterprise IT solutions. Write codes and application programs in various languages SharePoint, Java, XML, .NET, C# and C++. Also responsible for Unit testing, and code maintenance. Responsible for writing application software, technical and user documentation, and software conversions.</td>
<td>Bachelors Degree or equivalent experience and training</td>
<td>$88.50</td>
</tr>
<tr>
<td>Software Tester</td>
<td>5 Years</td>
<td>This position reviews all work products for correctness, adherence to the design and to user standards, review of program documentation to assure government standards/requirements are adhered to, and for progress in accordance with schedules. Will work with tools like HPQC, Load Runner, and Test Director to perform unit, integration and load testing of the software applications and systems. Conducts random quality assurance audits to ensure that the quality of deliverables meets the acceptance criteria and deviations, if any, are identified and rectified promptly. Also, this position helps in developing test plans, test cases and executing the functional, integration, regression and acceptance test cases. Works closely with the project manager to report all issues and verify the issue resolution to ensure that deliverables quality is maintained to the user’s satisfaction.</td>
<td>Bachelors Degree or equivalent experience and training</td>
<td>$81.51</td>
</tr>
<tr>
<td>Position</td>
<td>Years</td>
<td>Responsibilities</td>
<td>Education</td>
<td>Salary</td>
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<tr>
<td>System Administrator</td>
<td>6</td>
<td>Responsible for installing, managing, maintaining and troubleshooting hardware and software on systems, to maintain the on-going operational performance of programs (software) and the hardware on which the programs run within the Mainframe, Mid-Range, or PC environments. Implements and supports local area network (LAN) and Wide area network (WAN) hardware and software. Analyzes customer workflow and procedures to recommend operational support tools and technologies to satisfy customer needs. Acts as a liaison between the customer, suppliers, and other technical groups to resolve network and hardware problems. Analyzes performance problems and recommends solutions to enhance functionality, reliability and/or usability. Implements operational support standards and procedures relating to change management, performance management, and security. Recommends changes and improvements to existing standards. Provides support for the overall IT system administration activities such as user access, backup and recovery procedures, patches and upgrades, tuning, and performance.</td>
<td>Bachelors Degree or equivalent experience and training</td>
<td>$108.35</td>
</tr>
<tr>
<td>Network Administrator</td>
<td>6</td>
<td>Designs, installs, configures and maintains organization's operating systems, databases, applications, and network components to ensure security and optimal performance. Responsible for the installing, managing, maintaining and troubleshooting hardware and software on systems, to maintain the on-going operational performance of programs (software) and the hardware on which the programs run within the Mainframe, Mid-Range, or PC environments. Implements and supports local area network (LAN) and Wide area network (WAN) hardware and software. Analyzes customer workflow and procedures to recommend operational support tools and technologies to satisfy customer needs. Acts as a liaison between the customer, suppliers, and other technical groups to resolve network and hardware problems. Analyzes performance problems and recommends solutions to enhance functionality, reliability and/or usability. Implements operational support standards and procedures relating to change management, performance management, and security. Recommends changes and improvements to existing standards. Develops site administration manual (SAM) documentation. Provides user orientation on hardware, software and network operations. Analyzes and resolves problems associated with server hardware, NT, applications software.</td>
<td>Bachelors Degree or equivalent experience and training</td>
<td>$100.53</td>
</tr>
</tbody>
</table>
| Database Administrator | 6 Years | Responsible for designing, tuning, and maintaining the database. This includes the design of the tables, fields, screens, triggers and stored procedures so as to optimize the database performance (efficiency, reliability, scalability). Will analyze database systems and programs, which include access methods, access time, file structures, device allocation, validation checks, statistical methods, and security. Will also work with user community to understand data access and integration needs, ensure integration of systems through the database structure, perform data modeling, monitor database standards and procedures, system usage and performance, troubleshoot and resolve database and data problems, and develop and administer disaster recovery plans.

Other responsibilities may include: Maintaining and creating Users, Nodes, Instances, Databases, Tables Spaces, Containers, Buffer Pools and Logs; Installing the database on the server as well as installing the clients; Migrating data between databases; Extracting data from one system into flat files and then loading into the database without constraints; Writing Stored procedures, Triggers to populate data from non-constraints tables to normalized tables with constraints; Writing scripts to create instances, databases, scheduling online, offline backups and restoring databases. | Bachelors Degree or equivalent experience and training | $109.58 |

| IT Specialist | 6 Years | Provides IT system analysis, business process analysis, data analysis, IT requirements analysis, data analytics, help desk support, network support, database and system support. Applies business modeling, process modeling, and business design techniques. Conducts analysis of appropriate consulting tools to satisfy program requirements, and creates project deliverables. | Bachelors Degree or equivalent experience and training | $102.35 |

<p>| Information Assurance Engineer | 6 Years | Responsible for defining/ameliorating the IS Policy, including Disaster Recovery Policy for client organizations. Also responsible for ensuring that the organization networks as well as information is secure at all times by constantly monitoring intrusion detection, data encryption, and taking quick and effective corrective measures in the event of a breach. Provides technical knowledge and analysis of information assurance, to include applications; operating systems; Internet and Intranet; physical security; networks; risk assessment; critical infrastructure continuity and contingency planning; emergency preparedness; security awareness and training. Provides analysis of existing system's vulnerability to possible intrusions, resource manipulation, resource denial and destruction of resources. Provides technical support and analysis to document organizational information protection framework, and supports policy and procedures preparation and implementation. Monitors firewall logs. | Bachelors Degree or equivalent experience and training | $102.59 |</p>
<table>
<thead>
<tr>
<th>Item Number</th>
<th>Labor Category</th>
<th>Government Site Hourly Rates ($/hr)</th>
</tr>
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<tbody>
<tr>
<td>1</td>
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